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**ATTORNEY GENERAL
DEPARTMENT OF JUSTICE**

33 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6397

JOHN M. FORMELLA
ATTORNEY GENERAL



JAMES T. BOFFETTI
DEPUTY ATTORNEY GENERAL

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October 4, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

Your Excellency and Members of the Council:

REQUESTED ACTION

That approval be and hereby is given to the Attorney General to grant an annual salary increment to Bianca L. Yaksic (Monroe), Victim/Witness Specialist, Position #9U669, (Appropriation #02-20-20-200510-2616-014-500134) from a salary level of \$85,514 (LG DD, Step 4) to a salary level of \$90,176 (LG DD, Step 5), effective upon Governor and Executive Council approval, or October 20, 2023, whichever is later.

EXPLANATION

In accordance with NH RSA 94:3, Bianca L. Yaksic (Monroe) is eligible for a salary increment, subject to the approval of the Governor and Executive Council. Ms. Yaksic (Monroe) made significant contributions in serving the families of homicide victims and as such, she should be recognized with an increase to the next step of the salary schedule. Ms. Yaksic's (Monroe) salary will increase by \$4,662 from \$85,514 (LG DD, Step 4) to \$90,176 (LG DD, Step 5). A copy of her resume is attached.

I respectfully urge your favorable consideration of this request. Thank you.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "J.M. Formella".

John M. Formella
Attorney General

#4204611

Bianca Monroe

EDUCATION

James Madison University August 2005-May 2009	B.A in Sociology Minor in Criminal Justice
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PROFESSIONAL EXPERIENCE

NH Department of Justice: Office of the Attorney General – Concord, NH Victim and Witness Advocate	June 2016 – present
Crisis Center of Central NH – Concord, NH Education Coordinator/Volunteer Coordinator	Sept 2012 – May 2016
Crisis Center of Central NH – Concord, NH Court Advocate – AmeriCorps Victim Assistance Program	Nov 2010 – Sept 2012
American Red Cross – Nashua, NH Volunteer Coordinator – AmeriCorps VISTA	July 2009 – July 2010
Office of Residence Life-James Madison University – Harrisonburg, VA Hall Director	August 2008 – May 2009

SUMMARY OF QUALIFICATIONS

Training and Staff Development

NH Department of Justice

- Trained police recruits and existing law enforcement officers at the New Hampshire Police Standards and Training Law Enforcement Academy. Topics include the New Hampshire Crime Victim Bill of Rights, the community supports throughout the state, and how to work with people experiencing trauma.
- Provided web-based trainings to newly recruited law enforcement officers on trauma informed policing. Topics include the effects of trauma, effective communication with victims and witnesses, providing death notifications, and cultural considerations when working with victims of crime.
- Created and delivered targeted trainings for law enforcement investigating opioid overdose deaths. Topics include best practices for working with families of overdose death victims.

Crisis Center of Central NH

- Organized, coordinated, and managed the recruitment and professional development efforts of the volunteer/per diem staff at the Crisis Center of Central NH.
- Created and delivered over 20 Crisis Center quarterly 30-hour volunteer trainings for new staff and volunteers. Topics included domestic and sexual violence, elder abuse, crisis intervention, and providing victim services with an inclusive lens on victims' needs.
- Maintained annual training and professional development records for the volunteers/per diem staff.
- Facilitated bimonthly in-service trainings for the agency's volunteer/per diem staff.
- Developed and implemented evaluation measurements to understand the effectiveness of the agency's trainings.
- Managed the agency's communication with the volunteer/per diem staff. Kept staff apprised of upcoming crisis center events, volunteering opportunities, and professional development opportunities.

American Red Cross

- Collaborated with other ARC department staff to assess and fill volunteer gaps and to ensure volunteer and department satisfaction.
- Instructed over 200 community members in Health and Safety courses such as First Aid and CPR.
- Served as the New Hampshire regional staff relations lead to over 300 Emergency Services volunteers during Hurricane Sandy's disaster relief efforts.
- Served as a disaster preparedness instructor, training volunteers and paid staff on providing care to the community during a disaster.
- Created a regional weekly newsletter that provided trainings and volunteering opportunities to Emergency Services volunteers and Red Cross paid staff throughout the state of New Hampshire.

Office of Residence Life

- Provided orientation, supervision, and regular evaluation of three resident advisors.
- Conducted monthly staff trainings in the areas of personal well-being, student learning, multicultural development, and team development.
- Provided academic, personal, and social support for students and resident advisor staff within the community.

References available upon request

Bianca Monroe

Community Development/Outreach

NH Department of Justice

- Provided comprehensive services for victims and witnesses in New Hampshire homicides, drug cases and other crimes prosecuted by the Attorney General, coordinating all aspects of support beginning with next of kin death notification in homicides and continuing with advocacy during all related criminal justice system processes.
- Supported the immediate and longer-term emotional needs of more than 100 victims by ensuring that they remain informed about their legal rights and all legal and procedural issues from indictment through case resolution.
- Managed over 500 community complaints during COVID-19 regarding non-compliance of businesses during the NH State of Emergency. My role included education and enforcement of the State's emergency orders
- Responded to more than 20 homicides to provide immediate on scene coordination with law enforcement for victims immediate needs, including immediate retrieval personal property, and other activities such as cleanup of biohazards and autopsy results.
- Served as the advocate to families of opioid death victims in more than 30 cases prosecuted by the Attorney General's office. Responsibilities include providing criminal case updates to the family, assisting with the coordination of community resources for both first responders and community members, assisting with the preparation of witnesses for court testimony and victim impact statements during sentencing.

Crisis Center of Central NH

- Maintained overall responsibility for crisis center training program within Merrimack County.
- Collaborated with community agencies to provide crisis center trainings to various diverse audiences throughout New Hampshire.
- Provided ongoing trauma informed education to professional staff within the community, such as law enforcement, medical/mental health staff, and the armed forces.
- Developed and implemented targeted training for underserved populations such as refugees communities and incarcerated individuals.
- Conducted over 150 public speaking presentations to community agencies and the public on developments and national trends in the area of victims' services delivery.

American Red Cross

- Represented the agency at over 25 volunteer recruitment opportunity events; conducted outreach presentations to raise awareness of the Red Cross, its services, and volunteering opportunities.
- Planned and executed annual recognition events for Red Cross volunteers.
- Coordinated volunteers and community partners throughout the state of New Hampshire for several fundraising efforts that resulted in over \$80,000 raised for the Red Cross.
- Maintained and cultivated over 20 community partnerships with local organizations and businesses to engage volunteers.

Office of Residence Life

- Educated staff and students on self-enforced policies and how to respect the rights of others through community standards.
- Advised and supported Residence Hall Community Council, a resident-run council that implemented programs to provide a positive intellectual, emotional, and social living environment for students.
- Actively built relationships with students in the building by conducting social rounds on a consistent basis.

Program Development and Management

NH Department of Justice

- Maintained a database management system for reporting quarterly statistics of advocacy services rendered for grant funding.
- Located, coordinated with, and scheduled witnesses to guarantee their availability for appearances and testimony, including assisting with travel and lodging arrangements, providing information about legal requirements, and responding to questions and concerns.
- Communicated closely with attorneys (defense and prosecution), law enforcement, court, medical/mental health staff, and other professionals to obtain and provide information.
- Served in an 24-hour on-call capacity to untimely deaths in the State of New Hampshire.

Crisis Center of Central NH

- Monitored ongoing case management of victims/survivors, including contacting victims, developing action plans, and monitoring case progression through the judicial system.
- Created and implemented curriculum for community-based support groups for victims of domestic violence.
- Coordinated and managed staffing needs for the 24/7 crisis center hotline and call out schedule for crisis center emergency calls

References available upon request

Bianca Monroe

- Provided ongoing supervision to the Crisis Center's AmeriCorps Victims Assistance Program members.
- Provided assistance and referrals to victims, including providing crisis intervention, accompaniment to court hearings and other appointments stemming from the abuse, and supporting clients in accessing resources within the community.
- Created and implemented an On-Call Advocate program to provide technical assistance and support to the crisis line volunteer staff.

American Red Cross

- Managed over 200 volunteers, accounting for a savings of \$107,321 in operating costs to the NH Gateway Chapter.
- Increased volunteer force by 54% in twelve months.
- Provided support and volunteer services guidance to over 300 volunteers, seven paid staff, and five volunteer coordinators.
- Prepared volunteer service statistics for quarterly reporting.
- Developed systems for training, placement, supervision, and tracking of volunteers.

Office of Residence Life

- Supervised the in-hall departmental programming model, including program approval, reviewing program proposals, providing program feedback, and tracking program requirements.
- Provided on-call services for assigned dormitory on a daily basis, responding to emergencies on a 24-hour basis.
- Conducted weekly building walkthroughs and reported ongoing facility and safety needs.