

Natalia Lloyd

Licensing Specialist, Child Care Licensing

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STRENGTHS

- 🔍 **Inspection judgment**
A difficult site review became manageable after separating observed conditions from assumptions and documenting each finding clearly.
- 👂 **Sensitive investigations**
During complaint interviews, calm questions helped families and staff share useful facts, giving leaders a clearer decision record.
- 🛠️ **Provider guidance**
When rules felt difficult to apply, practical examples helped administrators move from concern toward workable corrective action.
- 📁 **Case organization**
Consistent records across several systems kept follow up visible, and teammates often relied on that steady workflow.
- 👥 **Partner coordination**
A timely call with public health, fire, or human services partners often resolved a question before it delayed review.

SKILLS

Child care licensing
Regulatory inspections
Complaint investigations
Adverse licensing
Early childhood programs
Salesforce CCCLS Illinx Trails
Corrective action
Regulatory interpretation
Investigative interviewing
De escalation

SUMMARY

Child care **licensing specialist** with six years of experience across early childhood oversight, regulatory inspections, complaint investigations, provider consultation, and human services. Reviews license applications, criminal and **child abuse or neglect records**, health, fire, building, zoning, policies, staff qualifications, medication procedures, floor plans, and program plans. Conducts facility inspections and **Stage II investigations** through interviews, observation, and record review. Prepares Reports of Inspection, corrective action records, licensing files, and defensible adverse licensing documentation. Uses Salesforce, CCCLS, Illinx, and Trails workflows for daily records, alerts, scanned responses, and caseload tracking. Communicates requirements during consultations, workshops, community meetings, and field visits. Brings calm de-escalation, policy research, partner coordination, and practical judgment to Colorado **child care licensing** work.

EXPERIENCE

Senior Licensing Compliance Specialist

Western Slope Child Care Compliance Group 📅 May 2024 - Present 📍 Grand Junction, CO

Leads a regional child care licensing caseload covering application review, facility inspections, **complaint investigations**, corrective action, adverse licensing records, provider consultation, and remote field operations. Partners with agencies and providers across Colorado while maintaining accurate Salesforce, CCCLS, Illinx, and Trails records.

- Reviewed applications, background records, policies, credentials, plans, and agency reports before **inspection readiness** decisions.
- Conducted facility inspections using applicable rule sets, documenting health, safety, program, and staff qualification findings.
- Investigated supervision, discipline, treatment, and compliance complaints through interviews, observation, and **record review**.
- Prepared Reports of Inspection and **corrective action** files, verifying violation resolution for defensible licensing decisions.
- Recorded daily activity in Salesforce, CCCLS, Illinx, and Trails workflows across a **remote** regional caseload.
- Provided rule guidance through calls, site visits, and **community meetings**, helping providers resolve difficult concerns.

Early Childhood Compliance Coordinator

Mesa Valley Family Services 📅 January 2022 - April 2024 📍 Fruita, CO

Coordinated early childhood compliance reviews, **policy research**, incident fact finding, partner communication, and administrator training. Translated licensing, health, safety, medication, supervision, and behavior requirements into practical review tools and corrective action steps for program leaders.

- Evaluated records and operations against licensing, health, safety, medication, supervision, and behavior requirements.
- Built review checklists for **policies, floor plans**, staff files, activity plans, and agency reports.
- Researched statutes, administrative rules, policies, and procedures for concise compliance guidance.
- Conducted sensitive **interviews** about incidents and complaints, separating observations from allegations in management records.
- Coordinated information from public health, fire, building, **human services**, and community partners.
- Trained child care administrators on documentation, supervision, incident response, and **corrective action** practices.

Provider consultation

Time management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Licensing Compliance Specialist at Western Slope Child Care Compliance Group (2.4 Years)

● Early Childhood Compliance Coordinator at Mesa Valley Family Services (2.2 Years)

● Program Quality Specialist at High Desert Early Learning Network (1.3 Years)

● Family Services Coordinator at Community Family Resource Partnership (8 Months)

Program Quality Specialist

High Desert Early Learning Network 📅 August 2020 - December 2021 📍 Delta, CO

Supported community early childhood sites through quality reviews, site visits, staff record checks, corrective action planning, confidential follow up, and consultation. Helped directors connect regulatory expectations with safe supervision, positive behavior support, and developmentally appropriate practice.

- Reviewed classroom practices, staff records, health procedures, and family **policies** across early childhood sites.
- Conducted site visits and documented observable conditions for quality improvement and compliance follow up.
- Compared staff education and training records with program requirements before annual monitoring.
- Guided providers through **corrective action** plans, deadlines, operational steps, and completion evidence.
- Maintained confidential records and follow up **communication** across multiple active cases.
- Consulted with directors and teaching teams on supervision, behavior support, and developmentally appropriate practice.

Family Services Coordinator

Community Family Resource Partnership 📅 November 2019 - July 2020 📍 Montrose, CO

Coordinated family service plans, confidential documentation, eligibility reviews, provider referrals, sensitive conversations, and community presentations. Built practical connections among families, child care providers, public agencies, health partners, and nonprofit organizations.

- Coordinated family plans connecting households with early childhood, health, behavioral, and community resources.
- Maintained confidential case records and verified provider follow through for accountable service coordination.
- Conducted structured caregiver conversations during sensitive situations using calm **de escalation** practices.
- Reviewed eligibility documents for completeness before program decisions and referral actions.
- Built relationships with providers, public agencies, and nonprofit partners to improve referral continuity.
- Delivered resource presentations translating program requirements into practical guidance for families.

PROJECTS

Regional Licensing Records Improvement 📅 2025

Connected inspection preparation, corrective action follow up, and electronic records across Salesforce, CCCLS, Illinx, and Trails workflows. Shared practical review habits with providers and partners, supporting clear decisions and timely case closure.

Provider Compliance Workshop Series 📅 2023

Created community sessions covering documentation, supervision, incident response, medication procedures, and corrective action. Used plain language and listening focused discussion to help administrators address recurring licensing questions.

LEADERSHIP & AWARDS

- Recognized by regional leaders for dependable licensing records and timely corrective action follow up.
- Selected to lead provider training on documentation, supervision, incident response, and compliance practice.
- Trusted by partners for calm complaint conversations and clear communication during sensitive family matters.

EDUCATION

Bachelor's Degree in Human Services

Colorado Mesa University 🎓 GPA: 4.0 📅 2019 📍 Grand Junction, CO

Coursework: Early childhood development, human services policy, family support, case management

CERTIFICATIONS

- Child Care Health and Safety Training Certificate 📅 2021
- Trauma Informed Care for Early Childhood Professionals 📅 2022

TECHNICAL SKILLS

- **Case Management Systems:** Salesforce, CCCLS, Trails
- **Records Management:** Illinx, electronic files, scanned responses
- **Licensing Review:** License applications, background records, agency reports
- **Inspection Standards:** Health safety rules, fire reports, building reports
- **Investigation Methods:** Structured interviews, direct observation, record review
- **Corrective Action:** Violation tracking, correction verification, adverse licensing
- **Policy Research:** Statutes, administrative rules, case law
- **Program Assessment:** Floor plans, staff qualifications, medication procedures
- **Communication Tools:** Telephone guidance, community meetings, workshops
- **Field Operations:** Remote inspections, regional travel, on site consultation
- **Child Care Practice:** Supervision, discipline, behavior management
- **Partner Coordination:** Public health, fire, building, human services

PROFESSIONAL AFFILIATIONS

- Colorado early childhood provider and community agency network participant.
- Regional child care licensing and human services collaboration partner.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST