



Contra Costa County

Print Form

Please return completed applications to:
Clerk of the Board of Supervisors
1025 Escobar Street, 1st Floor
Martinez, CA 94553
or email to: ClerkofTheBoard@cob.cccounty.us

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

First Name	Middle Initial	Last Name	
Nicola (Nikki)	K	Lopez	
Home Address - Street	City	State	Postal Code
	Antioch		
Primary Phone (best number to reach you)	Email Address		
Resident of Supervisorial District (if out of County, please enter N/A): Yes District Locator Tool			
Do you work in Contra Costa County? ☒ Yes ☐ No If Yes, in which District do you work? 5			
Current Employer	Job Title	Length of Employment	
Self	Founder & CEO	1 yr	
How long have you lived or worked in Contra Costa County? 13 years			

Board, Committee, or Commission	Seat Name
EOC	Low Income
Have you ever attended a meeting of the advisory board for which you are applying?	
Please check one: ☒ Yes ☐ No If Yes, how many? At least 10	

EDUCATION

Check appropriate box if you possess one of the following:

☒ High School Diploma ☐ CA High School Proficiency Certificate ☐ G.E.D. Certificate

Colleges or Universities Attended	Degree Type/ Course of Study/Major	Degree Awarded	
Strayer University	HR Management and Business	☒ Yes	☐ No
Kaplan University	Business Administration	☒ Yes	☐ No
		☐ Yes	☐ No

Occupational Licenses Completed:	Certified Dementia Practitioner	Certificate Awarded for Training?	
Other Trainings Completed:	Life Coach	☒ Yes	☐ No
		☐ Yes	☐ No

Do you have any obligations that might affect your attendance at scheduled meetings? ☐ Yes ☒ No

If Yes, please explain:

Would you like to be considered for appointment to other advisory bodies for which you may be qualified? ☐ Yes ☒ No

Are you a veteran of the U.S. Armed Forces? ☐ Yes ☒ No

Please explain why you would like to serve on this particular board, committee, or commission.

I want to continue serving on the Economic Opportunity Council to advocate for economic equity and support low-income individuals in Contra Costa County. As a current board member, I have seen the impact of our work and want to build on that progress. My background in financial services, corporate training, and senior gives me a unique perspective on economic challenges, especially for vulnerable populations. I am committed to advancing community-driven solutions, workforce development & financial literacy to create lasting change.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume).

I bring extensive experience in financial services, corporate training, and program management, along with a strong commitment to community service. As the owner of a senior care agency and a certified dementia practitioner, I understand economic challenges faced by vulnerable populations. My roles on multiple Contra Costa County boards, including the EOC, have strengthened my advocacy for economic equity, workforce development, and financial literacy. My leadership, strategic planning skills, and firsthand experience with underserved communities make me well-qualified to continue contributing to the EOC's mission.

I am including my resume with this application:

Please check one: ☒ Yes ☐ No

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Please check one: ☒ Yes ☐ No

If Yes, please list the Contra Costa County advisory board(s) on which you are **currently** serving:

EOC, AGING COUNCIL

If Yes, please also list the Contra Costa County advisory board(s) on which you have **previously** served:

EEOC

List any volunteer and community experience, including any boards on which you have served.

Do you have a familial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section on page 3 of this application or Resolution No. 2021/234).

Please check one: ☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the county, such as grants, contracts, or other economic relationships?

Please check one: ☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand and agree that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

Signed:

[Redacted Signature]

Date:

2/20/25

Submit this application to: ClerkofTheBoard@cob.cccounty.us **OR** Clerk of the Board
1025 Escobar Street, 1st Floor
Martinez, CA 94553

*Questions about this application? Contact the Clerk of the Board at (925) 655-2000 or by email at
ClerkofTheBoard@cob.cccounty.us*

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships: (1) Mother, father, son, and daughter; (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter; (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter; (4) Registered domestic partner, pursuant to California Family Code section 297; (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner; (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

NICOLA K. LOPEZ

Antioch CA, 94531

www.linkedin.com/in/nicolalopezmba

HCO OWNER, CERTIFIED LIFE COACH, CERTIFIED DEMENTIA PRACTITIONER, NOTARY

Dynamic senior care agency owner and board member with a strong foundation in training, banking, and program management. Leveraging skills in client relations, financial management, and team leadership developed in roles at major banks and media companies to provide compassionate, dignified care for seniors. Passionate about fostering trust, privacy, and community impact in healthcare.

CORE COMPETENCIES

- **Accessibility** - Proven expertise in designing and implementing inclusive programs, training, and care strategies that prioritize accessibility for individuals of all abilities.
- **Client Relationship Management** – Expertise in building and maintaining trusted relationships, ensuring client satisfaction and personalized care, developed through years of experience in policy development, training, and coaching.
- **Leadership & Team Development** – Proven ability to lead and mentor teams, fostering growth, accountability, and high-performance standards in corporate and healthcare environments.

ADVISORY/FOUNDER ROLES

Caring Haven LLC, Founder and CEO	10/2023	- Present
Contra Costa County Board Member	03/2024	- Present
<i>Economic Opportunity Council (EOC)</i>		
<i>Advisory Council on Aging Council (ACOAC)</i>		

PROFESSIONAL WORK HISTORY

Federal Reserve Bank – 12th District

📌 Sr. Program Manager, Talent Development November 2022 – September 2024

- Led communication plans and change management efforts with recession planning.
- Established and created a roadmap and strategy for the credit risk management team and examiners.
- Engaged and collaborated with key stakeholders on governance, business strategies, and internal mobility.
- Authored and organized training systems procedural manuals and supporting documentation for training programs and systems per System, Bank, and departmental requirements, focusing on accessibility.

Blue Shield of California

📌 Program Manager, Engagement & Inclusion August 2022 – November 2022

- Led and scaled 7 Employee Resource Groups (ERG)s Programs to best support a multi-pronged DEI strategy.
- Established and created a roadmap and strategy for a new ERG, called Generations, to include all workforce.
- Coached 14 ERG Co-Chairs to develop them as leaders, and advisors to the DEI Council and Business Leaders.
- Created and provided subject matter expertise on DEI communications related to the ERG's strategies to 10 SVPs.
- Engaged and collaborated with key Stakeholders around governance, business strategies, community involvement, hiring practices, and internal mobility.
- Reviewed processes and recommended solutions to mitigate areas of opportunity with talent acquisition, and ERG memberships.
- Drove continuous improvement, change management, and centralizing data for talent and DEI workstreams.

First Republic Bank

📌 Senior Talent Development Lead (Consultant) August 2021 – July 2022

- Managed a process re-engineering training programs to improve employee engagement and customer impact, increasing positive employee surveys by 87%.
- Onboarded new hires with a 90-day training plan, for systems, sales, and services that was then implemented company-wide.
- Implemented and managed a multi-tiered Leadership Development program resulting in an 87% completion rate.
- Collaborated with Trainers, SMEs, and Content Writers to create detailed walk-throughs, training manuals, reference guides,

NICOLA K. LOPEZ

and simulations, around key KPIs, with 7 different curriculums (LOBs).

- Elevated performance levels and minimized compliance issues by 49% in one month with new hires and their managers.
- Quantified problem areas with recruiting and onboarding, resulting in a pipeline increase of 78% for key roles.

NIKKI K. LOPEZ INT'L Bay Area, CA

↓ Certified Executive Coach

April 2019 – August 2022

- Evaluate individual and organizational development needs by looking at KPI, KSA, and employee surveys.
- Partnered with major stakeholders to identify recruiting, talent, and retention opportunities and created strategies.
- Assess the success of development plans and help employees make the most of learning opportunities.
- Measure and track the success of individuals with a focus on mental health and mindset as it relates to performance.
- Conduct strategic leadership and behavioral observation during coaching programs/sessions.

JP MORGAN CHASE, Bay Area CA

↓ Corporate Trainer

April 2012 – October 2019

- Coordinated and conducted training for all New Hires in all areas of organizational operations, with a focus on recruiting strategies.
- Show coached Customer Experience and Sales procedures nationwide, resulting in 75% increased satisfaction in audits, reducing branch attrition by 95%, and growing internal promotions by over 150%.
- Delivered and consistently ranked in the top 2% of 600 Trainers, relating to participant surveys, knowledge, engagement, inclusion, and different approaches to teaching techniques.
- Facilitated, cross-trained, and delivered virtual classroom learning, providing creative, effective classroom instruction throughout the organization with virtual and in-person classes.
- Routinely evaluated corporate training needs and adjusted staff development and educational programs as needed.
- Drove large-scale initiatives with change management efforts across multiple business lines.



EDUCATION, TRAINING, AWARDS & CREDENTIALS

Strayer University, Atlanta, GA - **Master of Business Finance**

Kaplan University, Fort Lauderdale, FL- **Bachelor of Science in Human Resources and Management**

CERTIFICATIONS

Six Sigma Certified, Train the Trainer Certified, Virtual and In-Person Certified, ICF Certified Life and Executive Coach,
Cornell Women's Entrepreneurship Certification, August 2022
Google Project Management Professional Certificate, January 2023
DEI Practitioner Certificate, The Sarah Jane Academy, February 2023
Advanced Caregiving Program, Northern California Nursing Academy, November 2023
Essentials of Person-Centered Memory Care, Dignity Health, January 2024
Certified Dementia Practitioner, September 2024

AWARDS

Best Senior Care Agency in the Bay Area, July 2024
Best of Oakley, September 2024

CREDENTIALS

Veterans Administration (VA), 2023
MediCal, 2024
Better Business Bureau Accreditation (BBB), 2024