



Jessica Summers, NCCPSS/FPS

Details

Charlotte, North Carolina
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Links

[Fenix Creative Services, Inc](#)
[Fenix Collective Inc](#)
[LinkedIn Profile](#)

Skills

Public/Community Health

Grant Writing

Bilingual Communication

Community Engagement

Coaching and Mentoring

Case Management

Peer Support

Program Development

Collaboration and Partnership
Building

Social Justice Advocacy

Languages

English/Spanish

Profile

Dynamic bilingual nonprofit professional and community advocate with over a decade of experience developing and leading diverse initiatives and fostering community engagement. Peer Support Specialist and Community Health Worker level IV with years of lived experience, focusing on harm reduction and evidence-based practices, delivering quality and empathetic care and support to underserved communities. Expertise in program development, grant writing, and academic research-driven impactful support for marginalized groups, including LGBTQIA+ individuals and justice-impacted communities. Proven ability to manage operations efficiently while nurturing collaborative partnerships, enhancing service delivery, and advocating for social justice. Committed to empowering others through coaching and mentoring. Passionate about creating inclusive environments and fostering resilience in underserved populations.

Employment History

Peer Support Program Coordinator at Carolinas CARE Partnership

JUNE 2024 – present

- Developed federally-funded peer support program, focusing on direct service with underserved populations on mental health and substance use recovery journeys.
- Used evidence-based methods of connection and support, emphasizing individual wellness and recovery paths, trauma-informed care and harm-reduction practices, and the importance of autonomy in recovery and ongoing healing and growth.
- Linked participants with supportive wraparound services, including housing, nutrition, workforce development, medical and mental health case management and clinical care as needed.
- Developed individual Person-Centered plans for each participant, including SMART goals, safety plans, and strengths-based need assessments.
- Held trainings for groups and individuals in the use of naloxone and other harm reduction methods.
- Developed all aspects of the program, including policy implementation and compliance documentation and monthly, quarterly, and yearly reporting.
- Recruited participants and established strategic community partnerships.
- Coordinated events and built coalitions with local organizations to enhance outreach.
- Advocated at Mecklenburg County Opioid Task Force meetings (Data, Education, and Reentry committees), aligning initiatives with community needs.
- Engaged in SUD, overdose, and harm reduction research and data analysis for Mecklenburg County.

Owner/Executive Director at Fenix Creative Services, LLC/Fenix Collective Inc, Charlotte, NC

JANUARY 2013 – present

- Oversee program development and management for Fenix Collective, Inc., a peer-run and peer-led organization enhancing support for justice-impacted individuals.
- Organized and implemented an inclusive reentry housing program for LGBTQIA+ individuals returning from incarceration and intensive treatment
- Conduct mediation, peer leadership, and TIC- and harm-reduction programming for participants
- Lead grant research and writing initiatives, securing funding for nonprofit projects (over \$1 million sourced to grass-roots social justice nonprofits since 2024).
- Develop strategic partnerships to maximize community outreach and resource allocation.
- Conduct academic and business research, producing impactful white papers, program curricula, and proposals.
- Facilitate workshops that empower marginalized groups and promote social justice advocacy.

Director of Development/Board Member at Silent Cry, Inc (PRN/Remote)

JANUARY 2023 – present

- Conduct grant research and manage applications to secure funding opportunities.
- Serve as executive board member, guiding organizational strategy and governance.

- Develop and compose impactful programs addressing community needs.
- Oversee communications and reports for funded projects to ensure transparency.
- Advocate for social justice initiatives supporting formerly incarcerated individuals and families.

Change Coach at Changed Choices

JANUARY 2023 – JUNE 2024

- Coached women and families impacted by incarceration during pre-release and reentry phases.
- Managed comprehensive client care through case management and coordinated wraparound service referrals.
- Delivered direct services, including peer coaching, mentoring, and transportation support.
- Ensured documentation accuracy in Salesforce while maintaining HIPAA compliance.
- Planned community events, fostering networking opportunities and enhancing community engagement.

Furniture Shipping and Logistics Specialist at Williams-Sonoma, Inc

JANUARY 2022 – FEBRUARY 2023

- Managed high-volume inbound/outbound customer service calls to ensure timely support
- Coordinated logistics for appointments, researched, and tracked shipments for efficiency
- Implemented de-escalation strategies to enhance customer retention and satisfaction
- Collaborated closely with logistics teams to streamline shipping processes and reduce delays
- Conducted data analysis to identify and resolve operational issues, improving efficiency

General Manager at Hotel Puerto Viejo, Puerto Viejo

JUNE 2010 – AUGUST 2013

- Oversaw daily operations of 100-room hostel, ensuring high standards of service and efficiency.
- Managed front desk operations, bookings, and staff scheduling to optimize guest experience.
- Coordinated housekeeping, maintenance, and dining services to maintain facility standards.
- Handled accounts receivable/payable, purchasing, and inventory management for operational efficiency.
- Enhanced guest relations through concierge services, event scheduling, and community engagement initiatives.

Customer Service Supervisor at AccessRX, San Jose

MAY 2002 – JUNE 2010

- Supervised and trained 10-15 customer service representatives.
- Managed inbound and outbound calling for orders, escalations, and tech support.
- Conducted staff training and implemented quality assurance measures.
- Collaborated with owner to develop and optimize sales campaigns.
- Monitored team performance to enhance operational efficiency.

Business Office Manager, IHS at Benbrook, Inc

AUGUST 1998 – MAY 2002

- Manage office operations for a 114-bed facility, ensuring efficient human resources and payroll functions.
- Oversee OSHA compliance to maintain safety standards.
- Handle accounts receivable/payable, ensuring accurate billing for Medicare, Medicaid, and Private Pay.
- Maintain resident trust fund accounts and petty cash for financial integrity.

- Support staff training and development initiatives to enhance service quality and operational effectiveness.

Education

Bachelor of Arts in Sociology and Community Health, Southern New Hampshire University

NOVEMBER 2021 – JANUARY 2026

Bachelor of Arts in Sociology with an emphasis in Community Health, Minor in Communications. Graduated with a 4.0 GPA

Certification, Central Piedmont Community College

AUGUST 2025

Community Health Worker Course

Certificate of Completion, RHEMA Bible College, Broken Arrow, OK

JUNE 1997

Certifications and Trainings

- **North Carolina Certified Peer Support Specialist**

MARCH 2024

Certification #2024-11621-01

- **NC Certified Forensic Peer Support Specialist**

MAY 2024

Peer support for justice-impacted individuals

NC Certified Community Health Worker IV (certification pending)

AUGUST 2025

- **Certification in Social Justice and Community Organizing**

APRIL 2024

• Queens University, Stan Greenspon Center, April 2024

- **Alt2Su Training Facilitator**

APRIL 2025

Trauma-informed facilitator training with Wildflower alliance

- **Mental Health First Aid Advocacy Training**

JULY 2025

- **Trauma-Informed Care Certification**

MARCH 2024

CRI, Inc.

- **MHA Certification (Youth/Adults)**

JULY 2023

Light University

Alternatives to Violence Project Certified Facilitator

OCTOBER 2017

Certified mediation and group dynamics facilitator

- **Brave Step Peer Support Training Changemaker Fellowship Program**

JANUARY 2023