



KAREN BASS
MAYOR

April 25, 2024

Honorable Members of the City Council
c/o City Clerk
Room 395, City Hall

Re: Appointment of Permanent General Manager, Department of Neighborhood Empowerment (DONE): Ms. Carmen Chang

Honorable Members:

Pursuant to City Charter Section 508(b), I am appointing Ms. Carmen Chang as the Permanent General Manager, Department of Neighborhood Empowerment, effective as of the date of your confirmation of her appointment.

Attached please find a copy of Ms. Chang's resume, which provides greater detail about her experience. I am confident Ms. Chang will do an outstanding job as General Manager and I look forward to your favorable consideration of her appointment.

Sincerely,

A handwritten signature in black ink that reads 'Karen Bass'.

KAREN BASS
Mayor

KB:hvr

Attachment: Resume

cc: The Honorable Eunisses Hernandez, Chair, Neighborhoods and Community Enrichment Committee
Dana Brown, Personnel Department
Matt Szabo, CAO
Heather Holt, Ethics Commission
General Managers' Association
Sharon Tso, CLA
Holly Wolcott, City Clerk
Nicole Enriquez, Ethics Commission

CARMEN CHANG

PROFESSIONAL EXPERIENCE

GOLDEN STATE OPPORTUNITY, LOS ANGELES, CA

November 2021 - Present

Director of Programs & Organizing

Oversees programs team (staff of 2) and organizing team (staff of 5) of 22 overall staff to end poverty in CA. Manages \$2 million budget and 40 grantee organizations & contractors to provide outreach & education to low-income people to claim federal and state Earned Income Tax Credit and Child Tax Credits and public benefits. Advocates for systems change at state and federal levels through regional organizing, distributed organizing, volunteer recruitment, list building (creating a low-income people database), and civic engagement. Leads organizing team to establish and maintain relationships with elected officials at local & state levels to organize 10-15 "Tacos & Taxes" events in their districts each year. Organized first Community Action Day in the State Capitol, bringing 60 grantee service providers and community members to Sacramento to lobby their legislators on tax credit bills. Created first federal AmeriCorps partnership program to bring Members to become Voluntary Income Tax Assistance volunteers.

CALIFORNIA IMMIGRANT POLICY CENTER, LOS ANGELES, CA

March 2019 – November 2021

Organizing Director

Organized 9 California regional coalitions to advocate for statewide immigrant rights legislation on behalf of constituents. Managed three organizers, contractors, and subgrantees of 20 staff to lead campaign field and digital tactics by listening to constituents' concerns and sharing their stories to influence legislators. Wins include inclusion of the CA Earned Income Tax Credit for ITIN filers and Health4All. Led the transition to CRM database EveryAction to equip organizing, digital, communications, and development teams. In May 2020, adapted to COVID-19 and led state's largest digital Immigrant Day of Action with 1,000 attendees, 100 legislative meetings, morning rally, and 6 panels on CA issues using 30 Zoom lines.

CALIFORNIA DEMOCRATIC PARTY, SANTA CLARITA, CA

July 2018 – November 2018

CA-25 Field Director with Katie Hill for Congress Campaign

Headed the field team of 30 staff in CA's 25th Congressional District to win majority of voters for the candidate. Built support for 70+ rallies, town halls, debates, constituent meetings, and roundtable discussions. Set weekly field goals to ensure field programs, texting, and digital platforms led to the progression of voter contact and volunteer recruitment. Trained 10,000+ volunteers and canvassed over 500,00 voters in the General Election.

UNITED WAY WORLDWIDE, ALEXANDRIA, VA

November 2017 – June 2018

Engagement Manager, International Network

Liaised between headquarters office and global regional teams to ensure smooth communications on major convenings, marketing content, technology platforms, and international disaster relief protocol for 15,000 United Way staff.

HILLARY FOR NEBRASKA CAMPAIGN, OMAHA, NE

July 2016 – November 2016

Organizing Director

Led Hillary Clinton's field team of 30 staff in NE's 2nd Congressional District. Set weekly program goals, coached field managers, and developed Get Out the Vote strategies. Advised the State Director to allocate budgets and ensure snap decisions in a timely manner across the district.

OVERSEAS PRIVATE INVESTMENT CORPORATION, WASHINGTON, DC

June 2014 – July 2016

Special Assistant, Projects & Events Manager, Office of the President (Political Appointee in the Obama Administration)

Coordinated the Executive Vice President and Chief of Staff's priorities, including over 20 international and domestic OPIC delegation trips. Created the Agency's first community service program and organized quarterly volunteer events with staff to promote employee engagement. Executed federal government contracting duties and managed 75 events with the White House Presidential Personnel's office, brown bag lunches, senior staff retreats, and annual awards ceremonies.

PEACE CORPS, WASHINGTON, DC

May 2013 – May 2014

Management Analyst, Office of the General Counsel, Headquarters Office (Civil servant role in the U.S. federal government)

Assisted the General Counsel and 12 attorneys in document preparation regarding Peace Corps policy decisions that affect field staff and Volunteers around the world. Prepared monthly Senior Policy Committee meetings and assembled manual revision documents for members and the Acting Director's policy issuance notebook. Transmitted policies to staff in 139 countries worldwide. As Contracting Officer Representative, liaised with committee staff, prospective employees, CIA, and FBI on confidential materials and information.

OBAMA FOR AMERICA CAMPAIGN, HENRICO & HANOVER COUNTIES, VA

July 2012 – November 2012

Regional Field Director – Virginia

Managed 14 Field Organizers and 3 field offices to win battleground county for President Obama's re-election campaign. Set weekly program goals and coached team to outreach to voters and build volunteer teams. Won by 19,000 votes; voter turnout increased by 4.8% compared to 2008.

PEACE CORPS, BAMENDA, CAMEROON

June 2010 – July 2012

NGO Advisor, Community Enterprise Development Volunteer

Served as Peace Corps Volunteer in Cameroon for two years to promote world peace and friendship. Fundraised \$7,200 to organize a two-day NGO fair through the Peace Corps Partnership Program. 76 community organizations & businesses, local government, 500 participants, and 100+ new volunteers joined. NGO Directory and best practices report published and distributed to participating institutions after the event. Facilitated 15 organizational development & business courses and 5 strategic plan workshops for local NGOs and businesses.

OBAMA FOR AMERICA CAMPAIGN, OMAHA, NE & RICHMOND, VA

July 2008 – November 2008

Field Organizer & Obama Organizing Fellow

Organized volunteers in Nebraska's 2nd Congressional District, focusing in North Omaha, a predominantly Black community. Campaign won by 3,325 votes for Nebraska's one electoral vote. In Richmond, VA, registered hundreds of new voters, leading to Obama's win in Virginia.

UCLA UNDERGRADUATE ADMISSION, LOS ANGELES, CA

July 2006 – January 2008

Admissions Assistant

With the most applications in the world, managed high volumes of undergraduate, transfer, and international applications and standardized the admissions process. Recruited, trained, and oversaw 30 student workers to track 60,000+ student applications, decision letters, and transcripts.

VOLUNTEER EXPERIENCE

EL PUEBLO DE LOS ANGELES HISTORICAL MONUMENT AUTHORITY COMMISSIONERS

June 2023 – Present

Vice President (appointed by Mayor Karen Bass)

LOS ANGELES CITY COMMISSION ON COMMUNITY AND FAMILY SERVICES

November 2020 – May 2023

Commissioner (appointed by Mayor Eric Garcetti)

HOUSTON ALEXANDER FOUNDATION

February 2017 – Present

Co-Founder & Board Treasurer

Oversees and executes start-up operations, compliance, finances, and fundraising. Submitted and awarded a \$160,000 grant over three years.

CINDY MONTANEZ FOR SAN FERNANDO CITY COUNCIL

September 2020 – December 2020

Campaign Manager

Managed candidate, solicited endorsements from major organizations and labor unions, created and implemented campaign budget and calendar, tracked fundraising, and executed digital, communications, mail, & field strategies. Candidate won the highest number of votes in this election.

JOE BIDEN FOR PRESIDENT, WISCONSIN

September 2020 – November 2020

Chinese Americans for Biden WI Volunteer State Lead

U.S. HOUSE OF REPRESENTATIVES – OFFICE OF CONGRESSMAN JOHN BOCCIERI (2009-2011)

March 2009 – May 2009

Intern

EDUCATION, CERTIFICATIONS, AND TECHNICAL PROFICIENCIES

Masters in Public Administration (MPA), George Mason University, 2009. B.A. in Political Science, Minor in Global Studies, UCLA, 2006.

Leadership, Organizing and Action: Leading Change Certificate (2020), Harvard Kennedy School of Government.

Center for Asian Americans United for Self Empowerment (CAUSE) Leadership Institute Certificate (2019). Contracting Officers Representative Certification (2013). Security clearance: Secret (expired). Conversational language in Cantonese Chinese, Pidgin English, Spanish, and French.

Political Data Inc. (PDI), Votebuilder (VAN), EveryAction, Google Drive (Docs, Sheets, Slides), Microsoft Office and OneDrive, SurveyMonkey, Raiser's Edge, Salesforce, QuickBooks Online, Adobe Connect, Smartsheet, Workplace by Facebook, Zoom, Slack.