

Communication from Public

Name: Liz Amsden

Date Submitted: 04/29/2024 09:26 PM

Council File No: 24-0465

Comments for Public Posting: While Carmen Chang may turn out to be the best thing ever to happen to the Los Angeles Neighborhood Council system, it is not readily apparent in her resume, and the push to accelerate her confirmation is, at the very least, distressing to people who have worked together for decades to ensure that Los Angeles' local form of self-government is effective and successful. Therefore, I respectfully request the deferral of the consideration and possible confirmation of the proposed new GM for DONE until the following issues are addressed: (a) distribution to all concerned including, especially all NC board members, of Carmen Chang's qualifications for this specific position including experience relevant to working with NCs or similar organizations since, despite the Mayor's endorsement, her resume reflects experience in relatively short term political organizing and coordinating non-profits for marginalized groups but does not display deep knowledge of the existing NC or similar systems and lacks any credible documentation of working to empower a full range of stakeholders across a major city on an ongoing basis; (b) allow time for Chang to meet with the NCs prior to such confirmation so she can better understand the position for which she has been appointed, address their concerns especially in the wake of the previous GM's destructive behavior, display she has the experience and temperament necessary to assume the GM position, and to start building the necessary trust between her and the thousands of volunteers that make up the NC system; (c) with all due respect to the Mayor who has a lot more serious issues on her plate, address why NCs which are already duly-elected bodies for which she will be working, were blindsided and, so far as I have been able to discern, not consulted on her appointment; (d) in the same manner as corporate directors list affiliations and other boards on which they serve, document Chang's existing affiliations and how might they impact her work for the NCs; and (e) provision of the requisite disclosure documentation (this may have happened but had not at the time I was made aware of the appointment). Thank you for your immediate attention to this request. Sincerely, Liz Amsden Highland Park

Communication from Public

Name: Liz Amsden

Date Submitted: 04/29/2024 09:31 PM

Council File No: 24-0465

Comments for Public Posting: While Carmen Chang may turn out to be the best thing ever to happen to the Los Angeles Neighborhood Council system, it is not readily apparent in her resume, and the push to accelerate her confirmation is, at the very least, distressing to people who have worked together for decades to ensure that Los Angeles' local form of self-government is effective and successful. Therefore, I respectfully request the deferral of the consideration and possible confirmation of the proposed new GM for DONE until the following issues are addressed: (a) distribution to all concerned including, especially all NC board members, of Carmen Chang's qualifications for this specific position including experience relevant to working with NCs or similar organizations since, despite the Mayor's endorsement, her resume reflects experience in relatively short term political organizing and coordinating non-profits for marginalized groups but does not display deep knowledge of the existing NC or similar systems and lacks any credible documentation of working to empower a full range of stakeholders across a major city on an ongoing basis; (b) allow time for Chang to meet with the NCs prior to such confirmation so she can better understand the position for which she has been appointed, address their concerns especially in the wake of the previous GM's destructive behavior, display she has the experience and temperament necessary to assume the GM position, and to start building the necessary trust between her and the thousands of volunteers that make up the NC system; (c) with all due respect to the Mayor who has a lot more serious issues on her plate, address why NCs which are already duly-elected bodies for which she will be working, were blindsided and, so far as I have been able to discern, not consulted on her appointment; (d) in the same manner as corporate directors list affiliations and other boards on which they serve, document Chang's existing affiliations and how might they impact her work for the NCs; and (e) provision of the requisite disclosure documentation (this may have happened but had not at the time I was made aware of the appointment). Thank you for your immediate attention to this request. Sincerely, Liz Amsden Highland Park

Communication from Public

Name: Lionel Mares

Date Submitted: 04/29/2024 11:19 PM

Council File No: 24-0465

Comments for Public Posting: Please see attached comment:

April 29, 2024

L.A. City Council
200 N Spring St.
City Hall, Room 340
Los Angeles, CA 90012

Re: Appointment of Permanent General Manager, Department of Neighborhood Empowerment (DONE): Ms. Carmen Chang (Council File No. 24-0465)

Dear Council President Krekorian & City Council Members,

I'm writing to you regarding Mayor Karen Bass' appointment to the Department of Neighborhood Empowerment (DONE), Ms. Carmen Chang. I became aware of Ms. Chang's appointment last Friday, April 26 via a [press release](#).

As an active member of the Los Angeles Neighborhood Council system, I am saddened to hear that we as Neighborhood Council board-members were not given advance notice of this appointment by the Mayor and her staff, *Office of Community Engagement*. I have been an active board member since November 2021 when I first joined the Sun Valley Area Neighborhood Council (SVANC). Ever since, I have been actively involved in local politics and community advocacy. I have worked hard to engage with other Neighborhood Councils across the city of Los Angeles. I feel betrayed by Mayor Karen Bass for not fulfilling her promises of engaging with the Neighborhood Council as stated in the **LAist** article: **LA Mayor Bass Promises Review Of Neighborhood Councils** ([LA Mayor Bass Promises Review Of Neighborhood Councils | LAist](#)). Mayor Karen Bass promised a 'review' of the Neighborhood Councils, but she has not kept her promises.

I am cautiously optimistic of Ms. Carmen Chang abilities to lead the department despite not having experience with working with Neighborhood Councils at such a critical moment in history. I believe that the Los Angeles Neighborhood Councils should be a part of the selection and hiring process of all General Manager appointments. The Neighborhood Council system is made up of volunteers. It is important that our voices are heard by the Mayor and by the City Council.

We live in a Democracy, and it is important that the voices of the people and that of the Neighborhood Council be heard.

Respectfully,

Lionel Mares, MPA

Sun Valley Area Neighborhood Council (SVANC)*

**For Identification Purposes Only*

Communication from Public

Name: Lionel Mares

Date Submitted: 04/29/2024 11:21 PM

Council File No: 24-0465

Comments for Public Posting: The Report by the Mayor attached to the Council File No. 24-0465 is missing Ms. Carmen Chang's Resume. Therefore, I am attaching the document as an attachment.



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,

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.