



KAREN BASS  
MAYOR

April 17, 2026

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

Re: Extension of Appointment of Interim General Manager, Department of Aging:  
Ms. Abigail Marquez

Honorable Members:

Pursuant to City Charter §508(c), I hereby re-appoint Ms. Abigail Marquez as the Interim General Manager of the Department of Aging, subject to your confirmation.

I certify that in my opinion Ms. Marquez is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make the appointment solely in the interest of the City. Attached please find a copy of Ms. Marquez's resume, which provides greater detail about her experience.

Sincerely,

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

KAREN BASS  
Mayor

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cc: The Honorable Hugo Soto-Martínez, Chair, Civil Rights, Equity, Immigration, Aging,  
and Disability Committee  
Matt Szabo, City Administrative Officer      Patrice Lattimore, City Clerk  
Sharon Tso, Chief Legislative Analyst      Malaika Billups, Personnel Department  
Heather Holt, Ethics Commission      Nicole Enriquez, Ethics Commission  
General Managers' Association

# ABIGAIL R. MARQUEZ

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## QUALIFICATIONS SUMMARY

Creative, determined executive with over 22 years of experience and proven success directing multi-talented teams while implementing organizational goals in the public sector. Proficient in guiding, mentoring, and empowering teams to expand capacity to achieve success. Highly skilled and experienced in managing large social service delivery systems aimed at alleviating poverty and reducing homelessness. Play a key leadership role in supporting the implementation of economic development initiatives through the administration of the Consolidated Plan. Direct the management of capital improvement projects that drive community revitalization across the City of Los Angeles. Strong focus on outcome data and performance metrics, particularly in their application to set and achieve strategic goals that drive continuous improvements.

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## PROFESSIONAL EXPERIENCE

### **Department of Aging, Los Angeles, California** **Interim General Manager (October 2025 to Present)**

*Related Competencies: Executive Leadership, Public Sector Administration, Fiscal Oversight and Audit Resolution, Contract Management and Procurement Reform, Organizational Change Management, Intergovernmental Relations and Community Engagement, Program Development and Evaluation, Equity-Centered Service Delivery, and Transparency and Accountability Initiatives.*

Leads the planning, development, and administration of comprehensive services for older adults, ensuring compliance with the Older Americans Act (OAA) and all applicable federal, state, and local regulations. Oversees departmental operations, including budget management, staff development, and the coordination of citywide services for older adults. Serves as the principal advocate for older adults, fostering partnerships with federal, state, county, and community-based organizations to strengthen service delivery systems.

#### Achievements and Financial Oversight:

- Provided executive leadership during a period of transition.
- Successfully resolved outstanding fiscal audits and strengthened financial accountability practices.
- Increased transparency and efficiency in contracting processes for service providers, reduced contract execution timeline.
- Advancing a more intentional intergenerational service approach while maintaining a strong focus on the unique needs of older adults.

### **Community Investment for Families Department, Los Angeles, California** **General Manager (July 2021 to Present)**

*Related Competencies: Strategic Leadership, Fiscal Management and Oversight, Grants and Contracts Administration, Public Policy Analysis, Program Design and Implementation, Data-Driven Decision Making, and Cross-Sector Collaboration.*

Spearheads transformative initiatives aimed at enhancing the effectiveness of our operations to improve the quality of life for the residents we serve. Overhauled the department's business model and

streamlined City processes to improve contracting efficiency for service providers and the timely disbursement of funds. Positioned the department as a leader in poverty alleviation and homelessness prevention through performance-based, outcome-driven programs, serving 244,783 Angelenos since its inception in 2021. Fostered a culture of excellence and accountability, achieving record-high employee satisfaction, maintaining an average 5% vacancy rate, and strengthening community trust through partnerships with over 200 service providers.

Achievements and Financial Oversight:

- Manage a departmental budget of \$250 million with approximately 100 employees—a growth of 100% since being established in 2021, with a budget expansion of 211% in additional local, state, and federal resources.
- Serve as the City of Los Angeles' Consolidated Plan Administrator, overseeing the strategic investment of over \$120 million in federal funds annually, primarily managing the Community Development Block Grant (CDBG). This work requires extensive coordination with 19 City departments, the Mayor's Office, and City Council to ensure alignment with local priorities and federal compliance. Provide executive-level guidance to support the implementation of economic development initiatives, capital improvement projects, and service delivery programs benefiting a wide range of populations—including youth, families, individuals, and seniors—across underserved communities, resulting in increased access to resources and sustainable local growth.
- Directed the expansion of the FamilySource Center (FSC) System from 16 to 19 locations, increasing access to comprehensive family-strengthening services that support intergenerational well-being in the highest need communities.
- Led the implementation of the most extensive guaranteed income program in the country, integrating a research-based evaluation component that demonstrated measurable improvements in housing stability, employment outcomes, and survivors' ability to flee domestic violence situations.
- Oversaw the expansion of the Survivor Services System, increasing the number of survivors served and resulting in a 90% increase in housing stability, thereby establishing the model as a national best practice.
- Manage the largest Children's Savings Account program nationwide, with over 116,000 active accounts. The program is tied to research demonstrating increases in postsecondary enrollment among first-generation college students.

**Los Angeles Housing + Community Investment Department, Los Angeles, California**  
**Assistant General Manager (March 2016 to June 2021)**

*Related Competencies: Policy Development, Scalable Program Design for Underserved Populations, Performance Driven, Strategic Planning, Staff Development and Succession Planning, Creative/Innovative, and Problem-Solver.*

Directed and managed the operations of the Community Services and Development Bureau. Oversaw the planning and administration of the City's Consolidated Plan, which included managing over \$200 million of federal assets to support services, capital improvement projects, and economic development opportunities in underserved communities throughout the City of Los Angeles. Oversaw the implementation of social service programs for the department. Implemented procedures to satisfy all

City, State, and Federal requirements and regulations. Developed relationships with City elected officials, along with Federal, State, and Local agencies. Developed recommendations regarding policy, procedures, and guidelines required to ensure multiple services to businesses, over 100 non-profit organizations, City departments, the public, and other agencies.

Achievements and Financial Oversight:

- Resolved the City's fiscal audit findings with HUD by \$9 million. Led discussions with HUD to clear "Special Conditions" tied to economic development programs.
- Increased the Domestic Violence Shelter budget by \$10 million for the first time in the City's history. This also included the redesign of the Domestic Violence Shelter program to increase shelter beds and the addition of a Human Trafficking Shelter component, resulting in the serving of an additional 3,000 survivors in FY 2019-2020.
- Managed a team of over 60 employees. Directed the disbursement of personnel policies and procedures, and ensured equal employment obligations.
- Worked directly with the Mayor, Mayor's Fund for Los Angeles, and other partners to provide direct cash assistance to households impacted by COVID-19. The "Angeleno Card" program provided over \$37M in emergency cash assistance to nearly 37,000 households in under 10 weeks.
- Launched several COVID-response programs for underserved populations, such as "FEED LA" to address food insecurity, a child care subsidy program for essential workers, and the country's largest hotel/motel subsidy program for victims of human trafficking and domestic violence, similar to Project Roomkey for homeless individuals, and emergency rental assistance, to name a few.

**Office of Mayor Eric Garcetti, Los Angeles, California**

**Education and Workforce Development Director (July 2013 to March 2016)**

*Related Competencies: Policy Planning, Workforce Development, and Program Design.*

Spearheaded the process of policy development and provided strategic direction to accomplish education and workforce development initiatives. Directed the implementation of new projects, developed and conducted public and private partnership initiatives that advanced organizational goals. Operated a citywide multi-prong plan that addressed responses to emerging workforce requirements. Coordinated with key city departments and leaders from a cross-section of sectors, including business, education, and workforce industries.

Achievements and Financial Oversight:

- Spearheaded citywide expansion initiative for *HIRE LA's Youth*, a public/private program that employed more than 10,000 youth during the summer months. Oversaw policy and partnerships with several stakeholders to accomplish an increased goal of 5,000 youth annually. Set a goal of 20,000 youth jobs by 2020.
- Supervised staff, managed the Mayor's Office of Veteran Affairs, and developed key initiatives that employed more than 10,000 veterans.
- Directed and guided the workforce development initiatives implemented by the Economic and Workforce Development Department, which consisted of an operating budget of over \$100 million.
- Key principal in the establishment of the Mayor's Office of Re-Entry, the first of its kind in the City of Los Angeles.

- Key principal on the *Los Angeles Promise Zone Advisory Committee* that led to the successful designation for Los Angeles by President Obama in January 2014 and the South Los Angeles-SLATE-Z designation in 2016.

**City of Los Angeles Community Development Department, Los Angeles, California  
Deputy Director (July 2009 to July 2013)**

*Related Competencies: Accounting Functions, Cost Analysis/Reduction, Financial/Contract Analysis, Cash-flow Modeling, and Regulatory Compliance.*

Managed 21 *FamilySource Centers* (FSC) with an operating budget of \$16M, focused on lifting families out of poverty. Ensured core services were provided to help low-income families achieve financial independence. Oversaw the development of family economic resources and youth academic programs. Maintained relationships with division heads and collaborated with stakeholders to gather ideas and input on improving city programs and initiatives. Handled policy planning while leading community economic development and stakeholder engagement proposals.

**Achievements and Financial Oversight:**

- Managed the FamilySource System, the largest anti-poverty program throughout the city.
- Developed policies and programs in collaboration with several government organizations, which resulted in a reduced poverty rate throughout Los Angeles and contributed to asset-building opportunities for low-income families.
- Partnered with the LA County Department of Public Social Services to connect families to the CalFresh, Medi-Cal, and other programs.
- Established policy reports and provided regular program updates to the Mayor and City Council.

**Additional Experience:**

- **Area Director** (December 2006 to July 2009)  
Office of Mayor Antonio R. Villaraigosa, Los Angeles, California
- **Project Manager** (January 2004 to June 2006)  
City of Los Angeles Community Development Department, Los Angeles, California
- **Regional Manager** (January 2000 to December 2003)  
University of CA, Riverside
- **Education Director** (September 2000 to December 2003)  
Mexican American Legal Defense & Educational Fund, Los Angeles, California

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**EDUCATIONAL BACKGROUND**

- **Master of Science in Project Management** (2006)  
University of Redlands – Redlands, California
- **Bachelor of Arts in Liberal Studies with Concentrations in English and Sociology** (2000)  
University of California, Riverside – Riverside, California

### **JOB-RELATED TRAINING**

- Results-Oriented Management and Accountability (ROMA) for Executive Managers
  - Malcolm Baldrige Performance Excellence
  - Community Development and Community Services Block Grant Management
  - Strengths and Leadership for Managers
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### **ADDITIONAL LANGUAGE**

**Spanish:** Spoken (fluent), Written (advanced), Read (advanced)

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### **PROFESSIONAL/COMMUNITY ASSOCIATIONS**

- First 5 Los Angeles Board of Commissioners - Commissioner (2023 to Present)
- L.A. Community College Foundation - Board Member, Vice Chair. Member Emeritus (2019 to Present)
- Los Angeles Department of Business and Consumer Affairs/Office of Financial Empowerment - Founding Steering Committee Member (2013 to Present)
- U.S. Cities for Financial Empowerment Coalition, City of L.A. - Representative (2009 to Present)
- Legacy L.A. - Board Chair 2014-2016 (Board Member since 2010)
- The Wall Las Memorias Project - Board Member (2013 to 2015)
- California Asset Building Coalition - Founding Member and Treasurer (2010 to 2013)
- Sargent Shriver Community Action Leadership Network (2009 to 2013)