



ERIC GARCETTI  
MAYOR

June 11, 2021

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

Re: Appointment of Permanent General Manager, Community Investment for Families Department: Ms. Abigail Marquez

Honorable Members:

Pursuant to City Charter Section 508(b), I am appointing Ms. Abigail Marquez as the Permanent General Manager, Community Investment for Families Department, effective as of the date of your confirmation of her appointment.

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

Sincerely,

ERIC GARCETTI  
Mayor

EG:hvr

Attachment

cc: Wendy Macy, Personnel Department      Sharon Tso, CLA  
Rich Llewellyn, CAO                              Holly Wolcott, City Clerk  
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 17 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 with managing large social service delivery systems aimed at alleviating poverty and reducing homelessness. 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

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

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

Direct and manage the operations of the Community Services and Development Bureau. Oversee the planning and administration of the City's Consolidated Plan, which includes 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. Oversee the implementation of social service programs for the department. Implement procedures to satisfy all City, State, and Federal requirements and regulations. Develop relationships with City elected officials, along with Federal, State, and Local agencies. Develop 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 Domestic Violence Shelter budget by \$10 million for the first time in City's history. This also included the redesign of the Domestic Violence Shelter program to increase shelter beds and added a Human Trafficking Shelter component, which resulted in serving an additional 3,000 survivors in FY 2019-2020.
- Currently manage a \$325M budget allocated to support the City's homelessness priorities. Increased transparency and accountability of the Federal, State, and Local revenue allocated to the Los Angeles Homeless Services Authority.
- Oversee a total operating budget of \$525 million and a team of over 60 employees. Direct disbursement of personnel policies and procedures and ensure equal employment obligations. Manage discipline, conflict resolutions and performance evaluations.
- 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 offered over \$37M in emergency cash assistance to close to 37,000 households in under 10 weeks.
- Launched several COVID-response programs for underserved populations such as "FEED LA" to address food insecurity, a childcare subsidy program for essential workers, 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.

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**Office of Mayor Eric Garcetti, Los Angeles, California**  
**Education and Workforce Development Director (July 2013 to March 2016)**

Related Competencies: Policy Planning, Workforce Development, Program Design:

Spearheaded 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.

- 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 goal of 20,000 youth jobs by 2020.
- Supervised staff, managed Mayor's Office of Veteran Affairs, and developed key initiatives that employed more than 10,000 veterans.
- Directed and guided City's Economic and Workforce Development Department, which consisted of 120 employees and an operation 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 Jan. 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, 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 assist low-income families become financially independent. Oversaw 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.

- Launched the *FamilySource System*, which serves as the largest anti-poverty program throughout 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 LA County Department of Public Social Services to connect families to the Cal Fresh, Medi-Cal, and other programs.
- Established policy reports and provided regular program updates to the Mayor and City Council.

Additional Experience:

**Area Director** (Dec. 2006-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

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**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

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### **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**

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