

20 years of experience in project management, user-centered design, resource development, research and analysis, writing, and leadership development; looking to help organizations and individuals work across issue areas, silos, and sectors to create innovative solutions to complex problems.

## AREAS OF EXPERTISE

---

**PROJECT MANAGEMENT:** Extensive experience implementing and managing multiple projects at a time, including overseeing staff and consultants in locations across the country, developing and maintaining budgets, and organizing timelines. Known for consistently hitting goals with effectiveness and efficiency.

**USER-CENTERED DESIGN:** Specialize in rigorous user research to identify underlying causes of problems in order to develop more effective organizational responses. Skilled at bringing together disparate groups of people and solving for shared needs and goals. Extensive experience working in communities across the US.

**RESOURCE DEVELOPMENT:** Author of multiple reports and over 50 tools that help organizations innovate to meet the needs of the communities they serve and face the challenges of the external environment. Focus specifically on finding alternatives to current assumptions and expectations of how organizations should be run, and envisioning a future in which businesses and NGOs are doing their best work, for better communities.

**FACILITATION & COMMUNICATION:** Expert at designing and facilitating meetings at all levels from executive to client/community members. Specialize in helping organizations do their best work by promoting the most effective and inclusive management practices that tap valuable contributions from all generations – millennials to baby boomers.

## SELECTED PROJECTS

---

**LEAP FUND:** Designed a financial solution and digital calculator to help low-income families move towards financial independence by avoiding the “benefits cliff,” which occurs when household earnings increase, but not enough to replace what a family loses in benefits as a result – punishing workers who try to move ahead.

**COMMON BOND:** Awarded grant to complete MFA thesis project Common Bond, a tool for building cross-class relationships between parents whose children are in diverse school settings.

**CALIFORNIA CALLS INITIATIVE:** Produced materials on how nonprofits can engage in conversations about taxes and public funding, culminating in a statewide project in California that reached over 5,000 nonprofit staff members (<http://nonprofitstalkingtaxes.org>) and was part of the California Calls initiative (<http://www.cacalls.org>) that registered over 500,000 new voters and resulted in fairer tax policy at the state level.

**SOCIAL SERVICE AND SOCIAL CHANGE:** Co-created the “Process Model” for social change, which has been used by over 4,000 service agencies to incorporate client voice into their work and address issues facing their communities.

**WHAT WORKS:** Led groundbreaking research study, *What Works*, a survey of over 1000 workers in the nonprofit sector that identified for the first time strategies to bridge the generational divide in approaches to work and leadership.

## SELECTED PUBLICATIONS

---

<a href="#"><i>Keeping Students First: Building Community Labor Partnerships for Strong Schools</i></a> , lead author	2018
<a href="#"><i>Recruiting Opportunity Youth: Unlocking the Full Potential of National Service</i></a> , lead author	2015
<a href="#"><i>Building Community from the Inside Out</i></a> , co-author	2013
<a href="#"><i>Developing The Leadership of Recipients</i></a> , co-author	2013
<a href="#"><i>Asking Powerful Questions</i></a> , co-author	2013
<a href="#"><i>Advancing Community Level Impact</i></a> , co-author	2013
<a href="#"><i>Crossing Organizational Boundaries to Build New Partnerships</i></a> , co-author	2013
<a href="#"><i>Structuring Leadership: Alternative Models for Distributing Power and Decision-making</i></a> , lead author	2011
<a href="#"><i>What Works: Developing Successful Multigenerational Leadership</i></a> , author	2010

## CAREER HISTORY

---

**Leap Fund** – Brooklyn, New York

**July 2018 – Present**

*Co-Founder & Advisor*

Launched a social impact start-up aimed at helping low-income families build economic independence through a financial solution that allows people approaching the “benefits cliff” to defer their additional income to an independent fund until they earn enough to make up for their lost benefits, along with a calculator to determine where an individual’s cliff begins and ends. Leap Fund was created through a fellowship at Blue Ridge Labs @ Robin Hood and is being piloted in New York City.

**Independent Consultant** – New York, New York

**January 2014 – Present**

Support organizations through program design and management, research and writing, training, report development and production, and leadership development. Led global research team to create a Rockefeller Foundation-funded online storytelling platform on transformational leaders. Select clients include The Aspen Institute, Creative Impact and Experience Lab, and The Discount Foundation, as well as projects funded by The Ford Foundation, Schott Foundation for Public Education, and Open Society Foundations.

**MFA Design for Social Innovation Program, School of Visual Arts** – New York, New York

**September 2017 – May 2019**

*Faculty*

Taught the Global Guest Lecture Series, a course that exposes students to the lives and ideas of some of the most important people defining social innovation in the world today. Speakers are curated to inspire new thinking and dialogue on various opportunities for careers in social innovation, and how design plays a role in each of them.

**Building Movement Project, Dēmos** – New York, New York

**September 2004 – June 2018**

*Consultant*

*January 2014 – June 2018*

*Director of Research & Documentation*

*January 2012 – December 2013*

*Director of Leadership & Communications*

*April 2008 – December 2011*

*Program Associate*

*September 2004 – March 2008*

Advanced to leadership positions in a research organization that develops tools and training for mission-driven organizations looking to increase their effectiveness and grow the engagement of their constituents. Led initiatives funded by The Ford Foundation, Rockefeller Brothers Fund, American Express Foundation, and The W.K. Kellogg Foundation, amongst others. Developed materials used by thousands of organizations, and directed the expansion of a communications platform – including the creation of a new website and increased social media presence.

**Ms. Foundation for Women** – New York, New York

**April 2002 – September 2004**

*Program Associate, Economic Security*

*December 2002 – September 2004*

*Program Assistant, Economic Development*

*April 2002 – November 2002*

Progressed quickly as part of the economic security team at a foundation focused on building women’s collective power; provided funding, technical assistance, and networking opportunities to organizations across the country working with women to start small businesses, organize for workers’ rights, and develop leadership in labor unions.

## EDUCATION

---

**School of Visual Arts** – New York, New York

**September 2014 – May 2016**

*MFA in Design for Social Innovation*

Innovative masters program using design principles and theories to solve complex systemic problems. Courses include: Understanding Natural and Social Systems, Metrics and Data Visualization, and Designing Games for Impact. Worked with multiple clients to implement solutions to address systemic problems ranging from how parents decide whether to vaccinate their children, to revitalizing a Brooklyn community by working with residents and community organizations.

**Stanford University** – Stanford, California

**September 1997 – June 2001**

*Bachelor of Arts in Urban Studies, Focus in Architecture/Urban Design*

*Awarded with Honors*

Interdisciplinary, undergraduate program that combines academic approaches with real-world experience to understand cities, how the physical environment influences behavior, and how to address seemingly intractable problems like urban poverty, homelessness, and troubled schools.