



MURIEL BOWSER  
MAYOR

MAR 25

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OFFICE OF THE  
SECRETARY

The Honorable Phil Mendelson  
Chairman  
Council of the District of Columbia  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW, Suite 504  
Washington, DC 20004

Dear Chairman Mendelson:

In accordance with section 2 of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01), and pursuant to section 3 of the Commission on African-American Affairs Establishment Act of 2012, effective March 14, 2012 (D.C. Law 19-106; D.C. Official Code § 3-1441), I am pleased to nominate the following person for appointment to the Commission on African-American Affairs (the Commission):

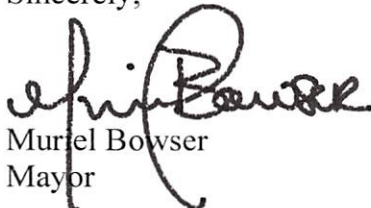
Lolita Ratchford  
2554 University Place NW  
Washington, DC 20009  
(Ward 1)

as a public member of the Commission, replacing Whitney Hubbard, for a term to end July 8, 2021.

Enclosed you will find biographical information detailing the nominee's experience, together with a proposed resolution to assist the Council during the confirmation process.

I would appreciate the Council's earliest consideration of this nomination for confirmation. Please do not hesitate to contact me, or Steven Walker, Director, Mayor's Office of Talent and Appointments, should the Council require additional information.

Sincerely,



Muriel Bowser  
Mayor



Chairman Phil Mendelson  
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

Chairman Phil Mendelson, at the request of the Mayor, introduced the following resolution,  
which was referred to the Committee on \_\_\_\_\_.

To confirm the appointment of Ms. Lolita Ratchford to the Commission on African-American  
Affairs.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this  
resolution may be cited as the "Commission on African-American Affairs Lolita Ratchford  
Confirmation Resolution of 2019".

Sec. 2. The Council of the District of Columbia confirms the appointment of:

Lolita Ratchford  
2554 University Place NW  
Washington, DC 20009  
(Ward 1)

as a public member of the Commission on African-American Affairs, pursuant to section 3 of the  
Commission on African-American Affairs Establishment Act of 2012, effective March 14, 2012  
(D.C. Law 19-106; D.C. Official Code § 3-1441), replacing Whitney Hubbard, for a term to end  
July 8, 2021.

Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution,  
upon its adoption, to the nominee and to the Office of the Mayor.

Sec. 4. This resolution shall take effect immediately.

# LOLITA RATCHFORD

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## SUMMARY OF SKILLS

- Over 15 years conceiving, planning and promoting social justice, humanitarian, arts and business related events
- Experience working on USAID based projects.
- Experience managing and working with global teams and programs
- PMP certified with skills in directing all program components including recruitment, stakeholder outreach, assessments, evaluation, building and conducting training programs and budget tracking
- Organizing executive and staff level meetings, training, and seminars
- Experienced at data research, input and analysis, user/customer requirements gathering, project planning, control, execution and completion
- Solid skills in MS Excel (Formulas and Data tabs), PowerPoint (design from concept), Visio (flowcharts) and Project (project task tracking). Held a Secret Security Clearance; PMP certified

## WORK EXPERIENCE

### **Project Manager, UNCF, Washington, DC**

**2016 - 2017**

- Managed a portfolio of projects to high standards: expense reimbursement system automation, digital strategy development and deployment and implementation of a learning management system
- Evaluated creative proposals, applied quality assurance to content, design and messaging
- Analyze campaign effectiveness through use of Google Analytics
- Developed business cases for product and service procurement: managed research of financial status, research and analyzed viability of potential partnerships with vendors
- Developed training proposals (including budgets) and training material
- Suggested areas for improvement in internal processes along with possible solutions including business case development and staff technology training
- Worked with PMO staff and other UNCF management to acquire resources
- Reviewed the status reports of team members and address issues as appropriate

### **Consultant, PricewaterhouseCoopers, LLP, Washington, DC**

**2010 - 2016**

#### **Program Manager, Firm-wide Strategic Initiative**

- Program managed the creation of new and existing capabilities, competencies and solutions in the global delivery centers
- Established a uniform reporting structure across the geographic locations
- Worked collaboratively with global and US teams to determine service offering ratios for the geographic regions

#### **Project Manager, Firm-wide Analytics Practice**

- Established initial service offering for the PwC verticals and the Analytics Practice to support data provisioning
- Developed service level agreement and standard operating procedure for the provision and use of data
- Developed training materials and delivered training for courses on big data and international development
- Developed standard operating procedures manual for the delivery of services to the PwC verticals and Analytics Practice

#### **Staff augmentation for system test and communications, US Department of State**

- Supported the Office of Global AIDS Coordinator (OGAC) to deploy the PEPFAR.net (President's Emergency Plan for AIDS Relief) SharePoint site to a global inter-agency user community
- Led the Communication and System Test work streams
- Developed and implemented a thorough Communications Plan and Matrix of responsibilities
- Formalized system test procedures
- Conducted online training sessions to over 1200 global US Government staff

#### **US Dept. Health and Human Services**

- Conducted performance data analysis on over 31K reports submitted quarterly
- Provided risk analysis, developed policy training and operational manuals
- Made enhancements to data analysis tools using MS Excel

## LOLITA RATCHFORD

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**Financial Analyst, Taproot Foundation, Girls Inc (client), San Francisco, CA 2009**

- Performed detailed analysis of Girls Inc. accounting practices
- Gathered requirements and conducted quality control tests
- Designed and built an MS Excel based analysis tool for strategic development and fundraising purposes.
- Responsible for producing end user training materials

**Project Manager / Learning Consultant, Kaiser Permanente, Oakland, CA 2004 - 2009**

**Project Manager, Health Plan Institute**

- Training Program
  - Managed work products of instructional designers, subject matter experts and logistics team to develop and deliver training material
  - Served as the focal point and coordinator of training for underwriters
  - Designed and implemented performance management systems and tools for measuring organizational and project goals and objectives
- System Implementation
  - Developed budgets, project plans, established team membership, negotiated time commitments and resource allocation for system implementation projects
  - Managed communications to senior executives across functional departments
  - Worked with subject matter experts, instructional design teams and senior business leadership to develop training material and deliver courses

**Technical Learning Consultant**

- Training
  - Delivered system user training to approximately 5000 clinicians and healthcare staff on ADT / In Patient suite, in over 14 facilities across Northern California
  - Maintained a consistently high 4.6 out of 5, level 1 assessment score
  - Documented workflows for validation build and design sessions and edited training manuals

**Project Manager**

- Front-end system implementation
  - Conducted facility readiness analysis at Kaiser Permanente hospitals in Sacramento and San Francisco for Epic implementation
  - Documented change requests during user acceptance testing
  - Resolved issues during the go-live phase
  - Designed and executed data collection efforts including focus groups and surveys
  - Worked with executive team to decide on necessary actions and resources to implement project
  - Developed project plans that prepared hospital staff for specific module Epic training

**Project Management Consultant, Greenwich Mediation Center, UK 2003 - 2004**

- Website design and deployment
  - Managed all areas of the project life cycle including budget, requirement analysis, project schedule and work agreements addressing key issues, resource requirements and deliverables
  - Tendered bid proposal to contract developer
  - Trained staff on content management and website maintenance
  - Developed instruction program and user manual

**Sales Operations Manager, Avaya Inc., Dublin, CA 2000 - 2002**

- Data and Financial Analysis
  - Managed sales forecasts variances, budgets and commission reporting and allocation
  - Improved financial analysis modeling of sales forecasts and revenue recognition data tools
  - Project managed build and deployment of Excel based sales forecasting tool that calculated variance analysis and sales commissions

**LOLITA RATCHFORD**

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### **Sales Operations Manager (cont'd)**

- **Project Management**
  - Project managed the implementation of Siebel Power-Link sales and marketing CRM system for Western Regional Sales
  - Initiated a project with Microsoft to develop proprietary virtual private network icons to embed in MS Visio Network Stencil program
  - Participated in four product development life cycles of virtual private network units

### **Information Systems Audit Administrator, Wells Fargo Bank, San Francisco, CA 1999 - 2000**

- Conducted system analysis to integrate project status report with other management information reporting systems
- Prepared annual budget and regularly monitored billing reconciliation
- Coordinated ISD audit training and workshops

### **Executive Director, Women in Music, London, UK 1993 - 1998**

- Grew the membership base by 50% during tenure
- Expanded funding sources through organizing events such as the bi-annual music festival, seminars and workshops
- Managed staff and hired contractors
- Collaborated with affinity organizations such as the Association of British Orchestras and the BBC Proms
- Acknowledged by Member of Parliament for obtaining a coveted and unique 'challenge fund' award for IT development
- Cultivated and managed relationships with Arts Council of England, UK and EU government agencies, other non-profit and professional organizations
- Successfully bid and acquired project funding to convert paper based products into online multimedia resources
- Conducted quarterly financial analysis on business sustainability and regularly presented business operations and operational performance reports to sponsors and board of directors

### **IT and MEDIA SKILLS**

- ERP and CRM Systems (Salesforce, Siebel, Oracle, etc.); Learning Management Systems (Schoology and Saba); Cloud based systems: Microsoft O365, Google Suite of Products, SharePoint, Online and Teleconferencing software (e.g. WebEx, Qwest, Polycom) Citrix, Ceridian, Lotus Notes, Ariba, Camtasia Studio, SnagIt. MS Office Professional Suite. SQL and Python code writing (beginner). Adobe Premiere, soundboard technician, monitor switching console, video camera operator

### **EDUCATION**

- MBA, Cass University Business School of London
- BA, Arts Management, Columbia College of Chicago

### **RELEVANT MEMBERSHIP AND AFFILIATIONS)**

Project Management Institute (PMI, USA)	2006-Present
Project Management Institute, DC Chapter	2009-Present
DCTV	2015-Present



Executive Office of the Mayor - Office of Talent and Appointments  
John A. Wilson Building | 1350 Pennsylvania Avenue, Suite 600 | Washington, DC 20004

## Lolita Ratchford



Lolita Ratchford is currently a consultant at Price Waterhouse Cooper.

Ms. Ratchford has over 15 years of experience formulating, planning, executing and evaluating organizational programs and initiatives in government, private and nonprofit sector. She has developed technical and policy briefs and contributed to reports for a U.S. Government agency as part of the American Reinvestment and Recovery Act. Ms. Ratchford successfully forged public, private partnerships between

the UK, European Union and NGOs to promote women in music. She has extensive experience in client and project management, with skills in directing all program components including recruitment, stakeholder outreach, assessments, evaluation, building and conducting training programs. She has conducted business-focused studies including qualitative and quantitative analysis. She is experienced at data research and analysis, user/customer requirements gathering; project planning, control, execution and completion.

Ms. Ratchford is a life long advocate for social justice, particularly for marginalized groups and has previously worked with DC based communities such as Byte Back, SOME, Church of the Savior, Festival Center based organizations and most recently a coalition for affordable housing.

A Ward 1 resident, Ms. Ratchford earned a B.A. in Communications from Columbia College Chicago and MBA from Cass University in London. Additionally, Ms. Ratchford has been a member of the Project Management Institute since 2006, and is a certified Project Management Professional (PMP).





GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Executive Office of Mayor Muriel Bowser



Office of the General Counsel to the Mayor

**To:** Alana Intrieri, Steve Walker  
**From:** Betsy Cavendish  
**Date:** November 13, 2018  
**Subject:** Legal sufficiency review of Resolutions nominating Vivian Derryck, Abdur-Raheem Briggs, LaTasha Gunnels, Dorjan Short, and Lolita Ratchford as members to the Commission on African-American Affairs.

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**This is to Certify** that this office has reviewed the above-referenced legislation and found it to be legally unobjectionable. If you have any questions in this regard, please do not hesitate to call me at 202-724-7681.

A handwritten signature in black ink that reads 'Elizabeth A. Cavendish'.

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Elizabeth Cavendish