



MURIEL BOWSER  
MAYOR

October 19, 2023

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 102 of the Commission on Poverty Establishment Amendment Act of 2020, effective March 16, 2021 (D.C. Law 23-184; D.C. Official Code § 3-641.02), I am pleased to nominate the following person:

Ms. Juliaha Green  
P Street, NW  
Washington, DC 20005  
(Ward 2)

for appointment as an at-large representative member of the Commission on Poverty, for a term to end one year from the date of confirmation.

Enclosed you will find biographical information detailing the experience of the above-mentioned nominee, 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,

A handwritten signature in black ink, appearing to read "Muriel Bowser", written over a vertical line that extends from the signature down to the typed name below.

Muriel Bowser  
Mayor



Chairman Phil Mendelson  
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To confirm the appointment of Ms. Juliahna Green to the Commission on Poverty.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this resolution may be cited as the "Commission on Poverty Juliahna Green Confirmation Resolution of 2023".

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

Ms. Juliahna Green  
P Street, NW  
Washington, DC 20005  
(Ward 2)

as an at-large representative member of the Commission on Poverty, pursuant to section 102 of the Commission on Poverty Establishment Amendment Act of 2020, effective March 16, 2021 (D.C. Law 23-184; D.C. Official Code § 3-641.02), for a term to end one year from the date of confirmation.

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.

# JULIAHNA GREEN



*Service Designer, Advocate for Inclusive Government, & Unrelenting Optimist*

## EXPERIENCE

### **Nava, Washington D.C; *Service Designer***

October 2022 – Current

- Service design: Leverages user research and digital governance best practices to overhaul the enrollment process for safety net programs like SNAP, TANF, WIC, Unemployment Insurance, Disability Insurance, Paid Family Leave, etc.
- UX: Interviews senior, veteran, disabled, and low-income individuals to understand and address barriers to accessing safety net programs.

### **City of Boston, MA; *Mayoral Service Design Fellow***

August 2021 – August 2022

- Cross-team collaboration: Performed short-term stints of service on three teams including the Mayor's Office of New Urban Mechanics, the Mayor's Office of Policy, and the city's Digital Services team.
- Policy implementation: Worked directly under Mayor Wu's Chief of Policy on several high-priority policy initiatives including conducting user interviews to inform the city's strategy for the historic free-fare public transportation pilot, planning the city's budget engagement process, and overseeing the launch of several public art initiatives.
- Product management: Conducted interviews with Boston residents and city staff to identify pain points and equity issues in Boston's block party permitting process in order to recommend alternate digital infrastructure that would better support Boston's block party permit process and websites.
- Equity audits: Audited city websites for inequitable practices, inconsistencies, and usability.
- UX: Interviewed senior, veteran, and disabled Boston residents to understand and address barriers to accessing the city's special tax exemption programs, in order to recommend alternate digital infrastructure to support these programs.

### **City of South Bend, IN; *UX Consultant***

August 2021 – June 2022

- UX: Lead focus groups with nearly fifty South Bend residents as part of a year-long project to improve 311 awareness and accountability in South Bend's low-income neighborhoods. Leveraged user stories to advocate for improvements to South Bend's 311 system. This project won Harvard's Carballo Memorial Prize, which recognizes outstanding research on inequality.
- Outreach: Recruited dozens of low-income South Bend residents for user feedback sessions, leveraging social media, city newsletters, city webpages, and in-person outreach.

### **City of South Bend, IN; *Product Management Fellow***

May 2021 – August 2021

- Social assistance redesign: Researched and developed nine sweeping recommendations for an end-to-end redesign and multi-million-dollar expansion of the city of South Bend's Utility Assistance Program, which was approved by the Mayor and city council.
- Policy implementation: Oversaw the implementation of the city's re-designed Utility Assistance Program, including drafting an updated ordinance, working across departments to design a more efficient and user-friendly process for city staff, and producing the written materials for every aspect of the program.
- Product management: Led a team of the city's developers in overhauling the digital infrastructure to support the city's Utility Assistance Program as thousands of users were onboarded into the new system.
- Prototyping and UX research: Developed and tested a social assistance screening prototype, which was used to screen potential participants for their eligibility for four different social assistance programs.
- Program development: Created a toolkit for city council and the county's libraries to host office hours for people seeking help with applying to social assistance programs.

- Outreach: Oversaw enrollment campaigns for social assistance programs such as Emergency Rental Assistance, LIHEAP, and the city's lead abatement program.
- UX: Lead focus groups with nearly fifty South Bend residents as part of a year-long project to improve 311 awareness and accountability in low-income neighborhoods.

**City of Birmingham, AL; *William M. Trotter Social Justice Fellow*** August 2020 – January 2021

- Policy reform: Consulted with Mayor Woodfin's Office of Peace and Policy to produce the Reform and Reimagine Birmingham Public Safety 2021 Report, which recommends 168 reforms for Birmingham's Police Department. Several of these reforms, including a ban on no-knock warrants and the creation of a citizen review board, have since been adopted.
- Policy research: Analyzed police misconduct complaints and researched best practices from other cities to develop wide-ranging policy strategies.
- UX: Conducted qualitative interviews, listening, and visioning sessions with justice impacted residents.

**City of Clearwater, FL; *Neighborhood Services Coordinator*** January 2018 – August 2020

- Project management: Created and oversaw the city of Clearwater's award-winning placemaking programs including the city's storm drain mural, sidewalk poetry, and Little Free Library programs, which several other municipalities are now working to adopt.
- Committee leadership: Tasked by the city manager to spearhead a 15-person committee to provide resources, lead neighborhood revitalization and blight removal projects, and address issues of unequal service delivery in Clearwater's low-income communities.
- Inclusive communications: Led the effort to redesign the city's resident outreach strategy, which included 'Connect with the City' resident workshops that were tailored to promote tools like 311 and Nextdoor.
- Cross-team collaboration: Managed the city's effort to create a GIS resource map, working across five departments to aggregate relevant data and ensure that the tool met stakeholder needs.
- Public speaking: Represented the city as a speaker at city council meetings, government conferences, and numerous radio and television interviews.
- Community outreach: Served as a representative for the city by liaising with 75 neighborhood groups.

**City of Manchester (U.K.); *Research Fellow*** May 2018 – August 2018

- Data analysis: Created a demographic analysis of Manchester's homeless population using data from Manchester's homelessness services.
- Policy research: Published a report for Manchester's head of homelessness policy on Housing First best practices to guide the design of Manchester's Housing First pilot.
- Process mapping: Used data and qualitative interviews to map typical paths to homelessness.

**Roca; *Instructor, Young Mother's Program Advisor*** May 2017 – May 2018

- Program management: Advised participants on personal, professional, and financial challenges. Taught and developed a curriculum for weekly GED and ESL classes.

**City of Cambridge, MA; *Waste Reduction Assistant*** May 2016 – December 2016

- Community outreach: Managed the outreach strategy for the Bring Your Own Bag Ordinance and the Polystyrene Ordinance passed by the Cambridge City Council, canvassing more than 1,100 business in Cambridge and achieved an 80% compliance rate within six months.
- Data analysis: Tracked, reported, and analyzed data on waste reductions from hundreds of businesses.

## EDUCATION

**Harvard Kennedy School of Government; *Master of Public Policy*** May 2022

- Coursework in Policy Design, Digital Government, Operations Management, Product Management, Negotiations, Computer Science, Quantitative Analysis, Political Advocacy, and Memo Writing.
- Awarded the Carballo Memorial Prize, which recognizes outstanding research on inequality, and the Ellen S. Raphael Award, which recognizes academic excellence and commitment to public service.

**Boston University; *B.A. of Economics*** May 2018

- Graduated *summa cum laude* winning the Undergraduate Prize in Economics



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

### **Juliahna Green**



Juliahna Green has devoted her career to fostering excellence and equity in government services, serving 6 different municipalities: Boston (MA), Cambridge (MA), Manchester (U.K.), Clearwater (FL), Birmingham (AL), South Bend (IN).

As the city of Clearwater’s Neighborhoods Coordinator, she led the city’s strategic initiative to provide better and more accessible services in the city’s lowest income neighborhoods.

As a research fellow in the city of Manchester, Ms. Green mapped typical pathways into homelessness and advised the city on strategies for homelessness prevention, particularly for foster youth.

As a Product Manager for the city of South Bend, she lead the city’s team of developers in overhauling the digital infrastructure to support one of the city’s flagship social assistance programs while also onboarding thousands of users into the new system.

Beyond these roles, she has contributed to municipal policy on a wide range of issues from sustainability to public art.

A Ward 2 resident, Ms. Green earned her Master of Public Policy from Harvard University and her Bachelor of Arts in Economics from Boston University.



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



Office of the General Counsel to the Mayor

**To:** Tommy Wells, Steve Walker  
**From:** Betsy Cavendish  
**Date:** October 18, 2023  
**Subject:** Legal sufficiency review of Resolutions nominating Julihana Green and Khadijah Williams as at-large members of the Commission on Poverty

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**This is to Certify** that this office has reviewed the above-referenced resolutions and found them to be legally unobjectionable.

If you have any questions in this regard, please do not hesitate to call Vanessa Careiro, Deputy General Counsel, Executive Office of the Mayor, at 202-724-1303, or me at 202-724-7681.

A handwritten signature in black ink that reads 'Elizabeth A. Cavendish'. The signature is written in a cursive style.

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Elizabeth A. (Betsy) Cavendish