

JULIET K. CHOI, JD

CONSUMMATE EXECUTIVE LEADERSHIP IN HIGH PROFILE, CROSS-FUNCTIONAL ENVIRONMENTS

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THOUGHT LEADER & CHANGE AGENT | SENIOR POLICY ADVISOR | SOCIAL JUSTICE ADVOCATE

Accomplished and insightful senior executive, civil rights attorney, and highly effective communicator with an impeccable track record in the transformation of policies and programs for notable NGOs and the largest immigration agency in the world. Presidential appointee and senior advisor at the highest levels of federal and third sector leadership, serving in executive positions with the US Citizenship and Immigration Services, US Department of Health and Human Services' Office for Civil Rights, and the American Red Cross. Proven ability to maximize fiscal and human capital resources to expand organizational impact, visibility and reach with diverse stakeholders, and achieve time-sensitive objectives from a foundation of consensus and strength.

- **Offers deep and meaningful experience** in the areas of humanitarian affairs, immigration, civil rights, healthcare, and disaster relief, with an extensive portfolio of results in policy reform, legislative/intergovernmental affairs, crisis management, compliance and enforcement, impact litigation, stakeholder engagement, and community mobilization.
- **A dynamic, resilient and respected leader** in developing forward-thinking and compelling solutions that drive clarity, concision and cohesion across large, complex, and cross-matrixed organizations.

LEADERSHIP SNAPSHOT | AREAS OF EXPERTISE

High Impact Policy Formulation

Multi-Billion Dollar Budget Oversight

Ethnic Media/Communications Strategy

Corporate Complex Leadership

Legislative/Intergovernmental Affairs

Conflict Resolution/Certified Mediator

Stakeholder/Employee Engagement

Crisis Management

Top Secret/SCI Clearance (2019)

CAREER OVERVIEW

ASIAN & PACIFIC ISLANDER AMERICAN HEALTH FORUM, WASHINGTON, DC

2019-PRESENT

The APIA Health Forum, a national health justice organization, influences policy, mobilizes communities, and strengthens programs and organizations to improve the health of Asian Americans, Native Hawaiians, and Pacific Islanders (AA and NHPIs).

CEO, 2020-PRESENT

Lead and inspire the management and execution of community programs and policy advocacy for the oldest and largest health advocacy organization serving AA and NHPI communities.

ADDITIONAL APIAHF ROLES, 2019-2020:

EXECUTIVE VICE PRESIDENT & CHIEF OF STAFF; SENIOR VICE PRESIDENT

THE VENG GROUP, WASHINGTON, DC

2018-2019

The VENG Group is a leading government relations and public affairs firm that specializes in the nonprofit community. Our minority-owned firm brings together a diverse group of individuals that has experience in almost every workplace sector—state and federal government, public interest/not-for-profit, corporate/private, and academia.

PARTNER

Provide intelligence, strategies and resources to enable our clients to succeed with legislative and government reform/regulation, developing coalitions, organizing grassroots campaigns, or staffing/amplifying a client's leadership and management teams.

PARTNERSHIP FOR PUBLIC SERVICE, WASHINGTON, DC

2017-2018

The Partnership is a nonpartisan nonprofit striving to make the federal government more effective and innovative for the American public, by inspiring a new generation to serve and transforming the way government works.

DIRECTOR FOR FEDERAL EXECUTIVE NETWORKS

Convene cross-sector thought leaders and stakeholders to solve government's critical management challenges, accelerate leadership capacity and advance interconnected enterprise innovation/solutions with a special focus on the President's Management Agenda.

- **Lead teams to design, facilitate and manage leadership networks** to enhance the political/career leadership interface and drive modernizing management systems (shared services, enterprise risk management, human capital).
- **Liaise with a network of current/former C-suite agency leaders** to enhance stakeholder relationships and intelligence.

US CITIZENSHIP AND IMMIGRATION SERVICES (USCIS), WASHINGTON, DC

2014-2017

An agency of the Department of Homeland Security, USCIS oversees lawful immigration to the United States. It secures America's promise as a nation of immigrants by providing accurate and useful information to its customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of the immigration system (across the adjudications of visa petitions, asylum and refugee applications, consideration of deferred action for childhood arrivals, and granting of legal permanent residence and citizenship). 19,000 person workforce. 250 offices globally. \$3.5 billion in annual OPEX.

CHIEF OF STAFF AND SENIOR ADVISOR, OFFICE OF THE DIRECTOR (PRESIDENTIAL APPOINTEE)

Appointed by the Obama administration to employ strategic insights and honed leadership skills across the all-encompassing management of the agency's multi-platform mission and objectives, including policy and program operational oversight, employee engagement, stakeholder relationships, unified messaging, litigation, and legislative/intergovernmental affairs. Oversaw the execution of President Obama's historic Executive Actions on Immigration Reform. Unclassified accomplishments and role highlights include:

- Serving as the senior political advisor and de facto chief operating officer of USCIS, representing the agency and its mission to the White House, the Secretary of Homeland Security, the governments of 15+ countries, and the public at large.
- Leading the comprehensive US response to the worldwide refugee crisis, accelerating applicant screenings to facilitate the admission of 85,000 refugees in 2016 (21% increase over the prior year) with the aim of 110,000 refugees in 2017 (57% increase over FY2015).
- Aggressively promoting and normalizing the DACA/Dreamers Initiative, which has granted deferred action and the ability to work to approximately 800,000 people (since its inception through 2017).
- Co-chairing the President's Task Force on New Americans, spearheading the processing of almost one million New American naturalization applications in less than 12 months, launching the national 'Welcoming Communities' and multilingual 'Citizenship Awareness' campaigns to champion civic engagement at local, state and federal interagency levels, revamping the Citizenship Resource Center website (attracting almost 6.5 million visitors in 2016, a 66% increase over the prior year), and creating a federal grant initiative to expand citizenship education programs with grassroots nonprofits.
- Driving technological advancements and modernization agency-wide by transforming a paper-based adjudication system to a cloud-based solution (30% cloud-based by 2016) and building tools to improve the customer experience (navigational virtual assistant named "Emma", self-service case status system, first-ever online civics practice test, first ever credit card processing capabilities).
- Preempting and preparing for media and stakeholder (internal, public and private sectors, Congressional) pushback in response to new initiatives, and crafting consensus-building messaging in advance of information dissemination.

US DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS), WASHINGTON, DC

2011-2014

HHS is charged with enhancing and protecting the health and well-being of all Americans. 79,500 person workforce.

CHIEF OF STAFF AND SENIOR ADVISOR, OFFICE FOR CIVIL RIGHTS (OCR) (PRESIDENTIAL APPOINTEE)

Held full accountability for the evolution and execution of OCR's mission (\$50M budget approx.; 275 staff) to protect fundamental civil rights and health information privacy/security rights through enforcement, educational campaigns and intergovernmental affairs.

- Initiated aggressive enforcement of the Affordable Care Act's anti-discrimination provisions (Section 1557).
- Collaborated extensively with the Director to create the agency's first Central Intake Unit and Call center, charged with triaging and processing an average of 10,000 complaints filed annually. Select special initiatives and settle agreements include:
 - [HHS Reaches Civil Rights Settlement with National Senior Care Provider](#)
 - [Centers for Medicare & Medicaid Services Commits to Effective Communication for Individuals with Disabilities](#)
 - [Simsbury, CT Agrees to Modify ADA Policy for Summer Camp](#)
 - [HHS Departmental Language Access Plan 2013](#)
- Incubated and launched an inaugural interagency Civil Rights Investigators Academy to create a specialized network of investigators.

AMERICAN RED CROSS (ARC) NATIONAL HEADQUARTERS, WASHINGTON, DC

2006-2011

The American Red Cross provides humanitarian assistance, disaster relief and education. Annual revenue of \$3BN approx.

SENIOR DIRECTOR OF DISASTER PARTNERSHIPS, 2008-2011

Managing a team of 25 and an annual budget of approximately \$2.5M, formulated and executed a national strategy for inclusive private sector partnerships in support of post-Katrina reform priorities, managed disaster relief operations, led a multi-agency case management technology consortium to simplify victim assistance, and served as first female executive in domestic disaster services.

- Created and convened the organization's first national forum on disaster and disability.
- Forged novel partnerships (100 Black Men of America, Bank of America, Buddhist Tzu Chi Foundation, Legal Services Corporation, National Baptist Convention USA, National Disabilities Rights Network, YMCA) to enhance sector-wide capacity and capabilities.

ADDITIONAL AMERICAN RED CROSS ROLES, 2006-2008:

OFFICER, DIVERSITY PARTNERSHIPS; INTERIM DIRECTOR, PARTNER SERVICES NGO; SENIOR ASSOCIATE, NATIONAL PARTNERSHIPS

EARLIER CAREER:

1992-2006

STAFF ATTORNEY & CIVIL RIGHTS FELLOW, ASIAN AMERICAN JUSTICE CENTER, WASHINGTON, DC	2004-2006
JUDICIAL LAW CLERK, HON. DENNIS M. SWEENEY, RET., HOWARD COUNTY CIRCUIT COURT, ELLICOTT CITY, MD	2003-2004
CONSULTANT, TAP FOR CHILD MENTAL HEALTH, AMERICAN INSTITUTES OF RESEARCH, WASHINGTON, DC	2000-2004
DIRECTOR OF CHILDREN'S SERVICES & POLICY, MENTAL HEALTH AMERICA, ALEXANDRIA, VA	1999-2000
BROADCAST ANALYST, GANNETT BROADCASTING, ARLINGTON, VA	1992-1999

EDUCATION AND NATIONAL BOARDS

- JURIS DOCTOR, UNIVERSITY OF MARYLAND SCHOOL OF LAW, ADMITTED TO THE MARYLAND BAR
- BACHELOR OF ARTS, ECONOMICS, UNIVERSITY OF VIRGINIA
- HARVARD NATIONAL PREPAREDNESS LEADERSHIP INITIATIVE, HARVARD KENNEDY SCHOOL EXECUTIVE EDUCATION
- AMERICAN EXPRESS NON-PROFIT LEADERSHIP ACADEMY
- BOARD DIRECTOR, NATIONAL ASIAN PACIFIC AMERICAN BAR ASSOCIATION'S LAW FOUNDATION (NLF)
- BOARD DIRECTOR, YWCA USA

SELECT AWARDS

- UNIVERSITY OF MARYLAND SCHOOL OF LAW, ASIAN PACIFIC AMERICAN LAW STUDENT ASSOCIATION'S ALUMNI SERVICE AWARD (2015)
- NEXT GENERATION FELLOW OF THE AMERICAN ASSEMBLY (2010)
- UNIVERSITY OF MARYLAND SCHOOL OF LAW ALUMNI ASSOCIATION RISING STAR AWARD (2009)
- RECOGNITION AWARD FOR EXEMPLARY VOLUNTEERISM (POST-KATRINA), ASIAN PACIFIC AMERICAN SOCIETY, NEW ORLEANS, LA (2006)
- UNIVERSITY OF MARYLAND SCHOOL OF LAW ALUMNI ASSOCIATION AWARD FOR LEADERSHIP & CHARACTER (2003)

FORMER APPOINTMENTS AND COMMUNITY INVOLVEMENT

- MARYLAND STATE BAR ASSOCIATION, SPECIAL COMMITTEE ON DISASTER PREPAREDNESS, 2009 – 2011
- NATIONAL PROJECT ADVISORY COMMITTEE ON EMERGENCY PREPAREDNESS & CULTURAL COMPETENCY, U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES, 2007 – 2011
- NATIONAL LEGAL AID & DEFENDER ASSOCIATION, LEADERSHIP & DIVERSITY COMMITTEE FOR CIVIL POLICY GROUP, 2006 – 2011
- NATIONAL ASIAN AMERICAN PACIFIC BAR ASSOCIATION, CIVIL RIGHTS COMMITTEE (CO-CHAIR, MEMBER), 2001 – 2011
- ASIAN PACIFIC AMERICAN BAR ASSOCIATION OF MARYLAND (FOUNDING BOARD MEMBER, JUDICIAL NOMINATIONS COMMITTEE) 2002 – 2005
- GEORGETOWN UNIVERSITY NATIONAL TECHNICAL ASSISTANCE CENTER FOR CHILDREN'S MENTAL HEALTH (ADVISORY COMMITTEE, 2001 – 2006; CULTURAL COMPETENCE COMMITTEE, 1999 – 2006)
- VIRGINIA STATE MANAGEMENT TEAM (STATE APPOINTMENT FOR AT-RISK YOUTH BOARD), 2000
- LOCAL HUMAN RIGHTS COMMITTEE OF NORTHERN VIRGINIA MENTAL HEALTH INSTITUTE (STATE APPOINTMENT) (CHAIR, MEMBER), 1996 – 2000
- ALEXANDRIA COMMUNITY POLICY & MANAGEMENT TEAM (CITY COUNCIL APPOINTMENT/VIRGINIA, THREE TERMS TO AT-RISK YOUTH BOARD) (CHAIR, VICE CHAIR, CHAIR TO PROCUREMENT SUBCOMMITTEE), 1994 – 2000