

# Jessica Herman

Kansas City, MO

---

## EDUCATION

Dec. 2017	<b>UNIVERSITY OF KANSAS</b> <i>Master of Public Administration, Public Service Leadership &amp; Nonprofit Management</i>	<b>Edwards Campus, Lenexa, KS</b>
May 2005	<b>UNIVERSITY OF KANSAS</b> <i>Bachelor of Arts in Sociology, with University Honors</i>	<b>Lawrence, KS</b>

---

## EXPERIENCE

July 2022-present	<b>CITY YEAR, INC.</b> <i>Chief of Staff, Kansas City (CYKC)</i>	<b>Multi-locational</b>
	<ul style="list-style-type: none"><li>• Directly manage two-person team including the Sr. People &amp; Operations Manager to ensure efficient financial and office operations, and the Community Partnerships Manager to ensure effective community-wide engagement that supports CYKC's ability to recruit talented and diverse AmeriCorps members</li><li>• Serve as the key human resources subject matter expert, coach, and site strategic planner and consultant, to promote site and organization-wide initiatives, advise site directors and senior staff on best practices, and provide tools and guidance for effective management</li><li>• Manage all hiring processes at the site including scorecard and job decision development, recruitment, vetting applications, candidate communication, creating and tailoring interview guides, and onboarding new staff members</li><li>• Administer the rollout and execution of CYKC's progressive discipline process and provide support for any potential performance improvement plans and mediation conversations</li><li>• Develop, monitor and manage CYKC's annual budget of nearly \$3,000,000 and, in collaboration with CY Headquarters finance department, keep Executive Director informed on financial progress, including strategizing to achieve a positive Income from Continuing Operations (ICO)</li><li>• Alongside the Executive Director, support and monitor the development and implementation of CYKC's Multi-Year Strategic Plan (MYSP) to ensure steady advancement and effective cross-department collaboration</li><li>• Assist the Executive Director to support Board Member management with focus on establishing the agenda for Board Meetings, logistical prep for Board Meetings, and owning the development and execution of the AmeriCorps Member Recruitment &amp; Brand Awareness Board Committee</li><li>• Own the development and execution of site gatherings: Staff Meetings, Staff Retreats, and internal special engagements that foster appreciation, care, and team building amongst staff and AmeriCorps members</li></ul>	
Jun. 2015-Jun. 2022	<b>Managing Director of Impact, Impact Dept., Kansas City (CYKC)</b>	
	<ul style="list-style-type: none"><li>• As CYKC Founding Staff Member and Senior Leadership Team (SLT) Member, helped lead site through strategic growth in the Kansas City Public Schools system, including expanding from two start-up school partnerships with 16 AmeriCorps members, to seven school partnerships with 68 AmeriCorps members</li><li>• Led and managed the Impact Department of 12 staff members, and provided oversight on the Impact and Learning non-personnel budgets, totaling just over \$40,000 – the largest at the site</li><li>• Served as the primary liaison for Kansas City Public Schools by securing annual contract worth \$620,000, ensuring in-school service was aligned to district priorities and goals, and delivering high-quality service to all schools, as evidenced by 100% of principals and 92% of teachers agreeing they are satisfied or highly satisfied with the quality of service provided by City Year</li><li>• Supervised CYKC's AmeriCorps State \$1,000,000+ competitive grant, including managing the relationship with the Missouri Community Service Commission (MCSC), and producing all grant documents and progress reports on-time</li><li>• Oversaw the implementation of the Whole School Whole Child service model, which provides individual, small group, and whole grade supports in Attendance, Behavior, and Course Performance to 3,500+ 3<sup>rd</sup>-10<sup>th</sup> grade students</li><li>• As primary architect of CYKC AmeriCorps Member experience, established site-wide culture that prioritizes ACM preparedness to serve in schools and comprehensive support of ACMs in their service journey, leading to a year-end Culture Amp ACM engagement score of 91% in both FY19 and FY20 – among the highest in the network</li><li>• In FY19 and FY22, collaborated with Senior Leadership Team to design and produce two Site Advancement Plans (SAPs), multi-year plans that established key drivers to move CYKC to its next</li></ul>	

- phase – including an increased focus on Diversity, Belonging, Inclusion & Equity, better access to and use of school and student-level data, and increasing AmeriCorps member recruitment initiatives
- As a leading guide for the site’s COVID-19 response, collaborated with site staff, City Year HQ, and school/district leadership to smoothly adapt CYKC’s service model to the virtual space, as evidenced by 97% of partner teachers reporting being satisfied with the virtual supports provided by their ACM, and 100% of partner principals agreeing CYKC has been flexible/adaptable to their school’s needs

Jun. 2011-Jun. 2015

***Deputy Director – Diplomas Now, Diplomas Now Implementation Support Team, Nationwide***

- Ensured execution and fidelity of the Diplomas Now (DN) model in nine schools across four cities, with an intense focus on schools participating in the I-3 randomized control study
- Coached school teams and collaborative executive leadership to effectively troubleshoot and develop creative solutions to challenges to achieve all performance goals and sustainability goals
- As Executive Director of the annual Diplomas Now Summer Institute for four years, managed the budget and led a collaborative team to execute on the program, training, logistics, and VIP events of the conference, which convened over 350 participants and champions from across the DN network
- Managed the development of national and local training for over 400 staff across the country, including school/district leadership, members from City Year, Talent Development, and Communities In Schools, through quarterly webinars and virtual network-building opportunities

Jul. 2009-Jun. 2011

***Program Manager – Diplomas Now & Whole School Whole Child, Program/Service Dept., Chicago***

- Managed the daily in-school service and leadership development of 20 diverse AmeriCorps members at Chicago Talent Development Charter High School and Orr Academy High School, in Chicago’s West Garfield Park community
- Developed and maintained strong collaborations with Diplomas Now organizational partners, including Talent Development Secondary, Communities In Schools, as well as school leadership, including Principals, Assistant Principals, school counseling staff, and 9<sup>th</sup> grade teachers
- Collected and analyzed data for 350 freshmen in attendance, behavior, and course performance, to design interventions for off-track students, after school programming, and whole school events

Aug. 2007-Jul. 2009

***Civic Engagement Manager, External Relations Dept., Chicago***

- Strategically aligned 12 community service events with site-wide goals, including recruiting 2,100 volunteers to serve, engaging 57 elected officials, and connecting with over 100 City Year alumni
- Built the foundation of the first-ever CY Chicago Alumni Advisory Board by recruiting a Board Chair, Board Members, and executing four Alumni events, including a fundraiser
- Directed and evaluated the daily service and leadership development of seven diverse AmeriCorps members through political engagements, project planning, and strategically building community partnerships

Aug. 2005-Jun. 2007

***AmeriCorps Member and Team Leader, Young Heroes & Civic Engagement Team, Chicago***

- Served on the CY Chicago Young Heroes Team, helping to bring middle school students together from Chicago’s South and West side communities, to implement service learning programming
- Supervised and assessed the daily performance of four diverse AmeriCorps members through civic engagements, project planning, and strategically building community partnerships
- Successfully led the team in the vision, design, implementation and evaluation of seven large-scale service events
- Designed service for 125 members of nine AmeriCorps programs in Springfield, IL as part of Illinois Dome Day, an event that educated legislators on service initiatives throughout the state

---

## **CIVIC ENGAGEMENT**

- 2024-Present: At-Large Elected Member – KCPS Border Star Montessori Parent-Teacher Association (PTA) Executive Team
- 2023-2025: Member of the KC Chamber of Commerce Centurions Apex Class of 2025
- 2020-2022: Member – KCPS Blueprint 2030 Advisory Team, a year-long planning and community engagement effort that will define how KCPS should serve students in the future and the system-level changes needed to get there
- 2019: Alumna – Racial Equity Institute (REI) Kansas City
- 2018: Alumna – LEAD City Year Class 2018, a year-long leadership pipeline and talent investment program that positions participants to build powerful peer networks, support increased individual and team productivity, and prepare for future leadership and executive positions within the organization
- 2018-2021: Community Board Member – Kansas City Emanuel Cleaver II YMCA