**To:** Superfine, Richard  
**Cc:** Guerra, Maria; Lewelling, Jeffrey  
**Subject:** FW: April Site Visit to New York

Hi Rich  –

Attached is the information you requested for the NY Site visit to NY Small Business Services & NY CORO neighborhood leadership program to support City’s economic development programs in the City known as NBDCs, SSAs, and LIRIs.

* Roxanne Nava attended in my official capacity for the Department of Business Affairs and Consumer Protection.
* LISC will reimburse me for the transportation and hotel, which was valued $333.00 and  $309.89  respectively.
* LISC also reimburse me for the cab to/from the airport/hotel, which was valued at $42/each way.
* The attached has the details of the meetings.  During the non-scheduled meeting time on April 14th, I worked remotely and answered emails/calls from NYC.

Please let me know if you need anything else.

Thanks.

Roxanne

**CHICAGO DELEGATION/CORO NL SITE VISIT**

**AGENDA (DRAFT AS OF 4/9)**

**April 14, 2014**

*Mobile Phone Contract Information:*

Dionne Baux: 312-532-1766

Jimmy Guzman: 773-617-6604

Christyn Henson: 708-829-1900

Tina James: 773-820-3097

Roxanne Nava: 312-259-6293

Larisa Ortiz: 917-696-1374

#### 3:00 – 4:00 Commissioner Maria Springer – Torres

**April 15, 2014**

#### 9:00 – 11:00 Strategy Day Observation (@ 110 William Street)

#### 10:30 – 11:00 One-on-One: Roxanna Nava/Commissioner Torres-Springer

#### 11:00 – 12:30 The Chicago Delegation will break into two groups.

|  |  |
| --- | --- |
| GROUP A:SBS MEETING | GROUP B:STRATEGY DAY OBSERVATION (CONT.) |
| **11:00 – 12:15 Meeting with SBS**  **Chicago Participants:**   * Roxanne Nava, City of Chicago * Dionne Baux, LISC Chicago * Larisa Ortiz, LISC Chicago (consultant)   **New York Participants:**   * Commissioner Maria Springer-Torres, SBS * James Metham, SBS (pending) * Jessica Taylor, SBS * Erik Antokal, SBS * Kristen Illes, Coro * Scott Millstein, Coro | **11:00 – 12:30 Strategy Day Interview**  **Chicago Participants**:   * Jimmy Guzman, Program Coordinator, Quad Communities Development Corporation (QCDC) * Christyn Henson, Program Director, Quad Communities Development Corporation (QCDC) * Christine James, Director of Commercial and Technology Services, Greater Southwest   **Interview Options include:**  Group 3: Michael Kim, Deputy Director at Mayor’s Office New Business Acceleration Team (NBAT)  Group 4: Carly Chase, Senior Project Manager, Center for Economic Transformation, NYCECD |

*Following these meetings, the Delegation will meet in the lobby of 110 William at approx. 12:30 and walk or take subway to 40 Broadway to meet with the following Coro Alum.*

### 12:45 – 1:45 Alumni Lunch (@ 40 Broadway)

* Laurel Brown, Deputy Director, Downtown Brooklyn Partnership
* William Kelley, Executive Director, Greenwich Village Alliance
* Garrett Lucien, formerly South Bronx Overall Development Corporation
* Michael Lambert, Executive Director, Bed-Stuy Gateway BID
* Michelle McClymont, Executive Director, Flatbush Nostrand Avenue BID

### 2:00 – 4:30 Debrief with Coro Staff (@ 40 Broadway)

*The Delegation and Coro Staff will debrief and discuss next steps.*

# BIOS

## CHICAGO DELEGATION

### Roxanne Nava, Chief Small Business Officer, City of Chicago

A native Chicagoan, Nava brings a decade of experience supporting small businesses and entrepreneurs at the state government level, serving as the Director of the Illinois Financial Institutions and formerly as the Assistant Director of the Illinois Department of Commerce & Economic Opportunity, where she focused on creating consumer protection legislation and led Opportunity Returns, a regional economic initiative that drives job attraction and retention, respectively. Before joining the State of Illinois, Nava was a Vice President of The Northern Trust Company, where she sourced, underwrote and managed commercial lending relationships in the Chicago market. At The Northern Trust Company, Nava also led Latino outreach, increasing Latino business clients by 50 percent during her tenure. Prior to her time at The Northern Trust Company, Nava served in various senior management roles at Citi Group and Chase. Nava has been recognized for her accomplishments and leadership from the Illinois Hispanic Chamber of Commerce and serves on the board of Leadership Greater Chicago. She received her Bachelor’s degree at DePaul University.

### Dionne Baux, Program Officer, LISC Chicago

Dionne Baux, a native Chicagoan, has worked in city government and for nonprofits for more than seven years, primarily in the area of community economic development. She’s currently a program officer with Local Initiatives Support Corporation-Chicago, where she works on economic development and technology programs. Baux leads LISC’s Smart Communities program, which is designed to increase digital access and use by youth, families, businesses and other institutions in the Auburn Gresham, Chicago Lawn, Englewood, Humboldt Park, and Pilsen neighborhoods. She has a master’s degree in public administration, with a focus in government, from Roosevelt University.

### Christine James, Director of Commercial and Technology Services, Greater Southwest

Christine (Tina) James, Director of Commercial and Technology Services at Greater Southwest Development Corporation (GSDC) was born and raised in Toronto, Ontario Canada. James has lived on the southwest side of Chicago with her family since 2000. Prior to working with GSDC, James managed a homeless services kitchen serving 300 individuals 3x daily at Olive Branch Mission. While serving homeless mothers and children at the mission, James’ desire to serve community in other capacities led her back to college, graduating from Moody Bible Institute in 2009. James joined the work of GSDC in 2008 and quickly began working on technology related trainings and opportunities for the surrounding small business community. Under the direction of James, GSDC contracts with the City of Chicago for services to 500+ businesses on the Southside of Chicago. James also operates a small business Tech Center; GSDC’s Tech Thursdays; City of Chicago Business Forums and is currently working on creating webinars for business owners wanting self-taught IT business related material.

### Christyn Henson, New Communities Program Director, Quad Communities Development Corporation (QCDC)

Christyn is currently the Program Manager for Special Service Area (SSA) 47. Christyn has developed a number of innovative projects in her role including the “Shop Bronzeville” smartphone app, “People Spots” under the Make Way for People Initiative and holiday shopping guide. Prior to joining QCDC, Christyn worked with underserved businesses, offering technical assistance in the areas of business operations, access to capital and technology utilization. She has worked on multiple place-based initiatives, going into various neighborhoods to offer technical assistance in low to moderate income (LMI) communities, as well as managed these initiatives with the funders and granting organizations.  She received her Bachelor of Arts in Sociology and African American Studies from Northwestern University in Evanston.

### Jaime "Jimmy" Guzman, IVPA Program Coordinator, Quad Communities Development Corporation (QCDC)

Jimmy has worked in local politics, and at non-profit organizations, as an administrator and as a consultant. His previous experience includes working as an assistant for the 22nd Ward Alderman, Director of Violence Prevention at LVCDC (Little Village Community Development Corporation) and Program Manager for Pilsen’s participation in the City of Chicago’s SMART communities pilot program at The Resurrection Project (TRP).  
  
Jimmy has served as Violence Prevention Coordinator and now serves as the Manager of SSA #56. As the SSA #56 Manager, Jimmy is currently working on place-making strategies, public way maintenance and aesthetics, and business development. Jimmy collaborates with his colleague, Christyn Henson, on various economic development strategies that include events, seminars, and fairs to support local commerce. Jimmy holds a B.A. from DePaul University, a M.B.A. from National Louis University, and is a Juris Doctor candidate at Marquette University.

### Larisa Ortiz, Principal, Larisa Ortiz Associates, consultant to LISC Chicago

Before establishing Larisa Ortiz Associates (LOA) in 2008, Larisa served as Director of LISC’s Commercial Markets Advisory Service and MetroEdge, where she led technical assistance and market research initiatives for LISC’s network of 30 cities around the nation. Larisa is a frequent instructorforleading national trade associations, including the International Council of Shopping Centers, the International Downtown Association and the International Economic Development Council. She is also a visiting professor at Pratt Institute in Brooklyn. A Fulbright Scholar and Watson Fellow, Larisa holds a Master’s degree in City Planning from MIT and a Bachelor’s degree with honors from Wesleyan University.

## NEW YORK

### **Maria Torres-Springer**, Commissioner, Small Business Services

Torres-Springer’s experience collaborating with local communities began when she worked at the Local Initiatives Support Corporation (LISC), a nonprofit focusing on bringing together community organizations and stakeholders with private and public resources to help revitalize neighborhoods based on locally-defined priorities.

More recently, Torres-Springer served as the Executive Vice President and Chief of Staff at the New York City Economic Development Corporation, where she oversaw the development and implementation of more than 100 initiatives designed to support innovation and entrepreneurship across all industries.

From directing the revitalization of a 27-acre district and surrounding area in Coney Island and creating an amusement and entertainment district, to helping lead the Applied Sciences NYC initiative, spurring new applied science and engineering campuses across New York City, Torres-Springer has continually proven her commitment to creating a dynamic city economy that works for all New Yorkers. Torres-Springer has also served at the Office of the Deputy Mayor for Economic Development & Rebuilding as a Senior Policy Advisor and as the Chief Operating Officer of Friends of the Highline

### Scott Millstein, Executive Director, Coro

Scott has been the Executive Director of the Coro New York Leadership Center since 2008. Under his leadership, Coro developed a new strategic vision, expanded its programs, developed new partnerships with city government, and increased the number of participants and alumni engaged in the organization. Prior to Coro, Scott spent 10 years as Chief of Staff, Chief Operating Officer, then Interim CEO overseeing day-to-day operations at Safe Horizon, the nation's leading victim assistance organization. Scott has also worked for the City of New York in various leadership positions at the Department of Homeless Services, the Mayor's Office, and the Parks Department. Scott is a graduate of the University of Pennsylvania and holds a graduate degree in public policy from Columbia University. He serves on the National Advisory Board of the Center for Community Partnerships, which strengthens local, national and international networks of institutions of higher education committed to engagement with their local communities.

### Kristen Illes, Senior Director of Programs, Coro

Kristen Illes is the Senior Director of Programs at Coro New York Leadership Center. A main focus of her work is to support program staff to provide 7 premiere civic leadership development programs experienced annually by over 225 people-from high school students to experienced professionals- committed to bringing about change and building the leadership community of NYC. Kristen's work also extends to strategy and the organizational well-being of Coro and she continually seeks ways to execute on both areas. Kristen's career has been focused in the nonprofit sector and for close to 25 years and she has been privileged to hold management positions with a focus on learning and development. Prior to joining Coro in 2009, Kristen led Training and Development for Safe Horizon, the nation's leading victim assistance organization. Accomplishments included implementation of a Community Trauma Response Academy to equip over 1,000 community based providers the skills to respond to New Yorkers' impacted by 9/11 and partnering with Verizon Wireless to design and deliver a national training program "SafeWork" which was used by corporations to train their managers how to appropriately respond to domestic violence in the workplace. The purpose-filled thread throughout Kristen's career is to work with people and organizations that are committed to change grounded in vision. Kristen is an avid learner who loves the possibilities that arise from the practice of leadership, collaboration, innovation and teamwork. Personally, Kristen treasures time spent with her son Connor, partner Jeff, family and friends. Kristen is accredited by the American Society for Training & Development as a Certified Professional in Learning & Performance, is a member of the International Leadership Association and earned her Masters Degree in Psychology from Marist College.

### **Michael Lambert, Exeuctive Director, Bedford-Stuyvesant Gateway BID**

Michael serves as the Executive Director of the Bedford-Stuyvesant Gateway Business Improvement District (BID) one of Central Brooklyn's busiest commercial thoroughfares with almost 400 businesses in a district that stretches 1.5 miles at its widest point. As the Executive Director of the four year old BID that was created from the Fulton Nostrand United Merchants Association, Michael is responsible for all of the BID's day to day operations including strategic program development and execution, financial management, and relationship building with members of the BID's board of directors, business owners, property owners, government and community officials, and community residents.Prior to joining the BID this past May, Michael served as the Deputy Director of the Mosholu Preservation Corporation (MPC), an affiliate of Montefiore Medical Center that provides community support and economic development to the Northwest Bronx for more than 30 years. Michael's role at MPC included the oversight and execution of MPC’s economic development activities which also included serving as the Executive Director of the Jerome Gun Hill Business Improvement District.  Michael holds an M.B.A. from the Baruch/Mt. Sinai Graduate Program in Health Care Administration at the Zicklin Business School and a B.S. in Electrical Engineering from Polytechnic University of New York University (now known as NYU-Polytechnic School of Engineering (NYU-Poly).

### William Kelley, Executive Director, Greenwich Village Alliance

William Kelley, an urban planning professional with 15 years of experience in both the public and private development sectors, leads a brand new team at the Village Alliance. The Coro Neighborhood Leadership program will be invaluable in helping the organization achieve three immediate goals: build community and partnerships beyond the core retail constituency, establish a comprehensive communications and marketing plan, and develop a retail attraction strategy that will tackle high retail vacancy and turnover rates on 8th Street, Greenwich Village’s former commercial core. The City’s upcoming transformation of Astor Place into a pedestrian-focused civic space offers the Village Alliance an opportunity to increase visibility in the neighborhood but only if successfully programmed and maintained. Coro will be instrumental in establishing the professional connections necessary to achieve a vision for a re-energized and successful retail corridor that can compete with neighboring districts.

### Garrett Lucien, formerly South Bronx Overall Development Corporation

Garrett J. Lucien is former Senior Director of Economic Development and Financial Services for South Bronx Overall Economic Development Corporation (SoBRO). He is responsible for the overall direction and coordination of all budgetary and operational activities in the Economic Development Department and Financial Services. Garrett is in charge of developing an organizational structure that is capable of meeting all client and funder demands in an efficient manner and achieving established growth and profit objectives. Other duties include overseeing SoBRO’s Community Development Financial Institution CREDIT, Inc., where he underwrites loans of up to $20,000. Garrett ensures that productivity and quality measures are determined and monitored in accordance with company, customer and legal requirements. Garrett’s Neighborhood Change Project is centered on helping to develop the South Bronx where he wants to stimulate economic growth in the several “corridor” communities; including 149th street, 3rd Avenue, and East Tremont Avenue (3rd Ave. BID & Tremont Merchant Association).

### Michelle McClymont, Executive Director, Flatbush Nostrand Avenue BID

Michelle McClymont joined the Flatbush Nostrand Junction BID as the Executive Director in September 2012. Prior to joining the BID, Michelle worked as a Senior Account Manager at NYC Business Solutions, focusing on assisting business owners with starting, operating and expanding small businesses. In her current position, Michelle focuses on managing capital improvement projects in addition to attracting and retaining sustainable and diverse businesses. Michelle believes strongly in the Neighborhood Leadership program and anticipates gaining critical relationships amongst peers. Michelle’s Neighborhood Change Project is a streetscape program that will support commercial revitalization, creating a community that is a great place to live, shop, and do business. Through the program, she also strives to develop commercial revitalization expertise which will enable her to utilize the proper tools while implementing and communicating the various upgrades and changes she foresees for the BID. Michelle is a graduate of CUNY BA program in Business Management.