

TaKasha L. Francis, Esq.

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Employment History

Director, Department of Neighborhoods | City of Houston | 2016 – 2024

- Leads and provides strategic vision to improve the overall quality of life through the delivery of high-quality services, innovative programs and fostering strong community partnerships for the approximately 2.6 million residents
- Manages and oversees the department's 5 divisions, serving as a centralized source of services designed to assist citizens with their concerns focused on the following impact areas:
 - Resolution of Neighborhood Issues
 - Promotion of Community-Based Civic Engagement
 - Residential Code Enforcement and Compliance
 - Gang and Juvenile Delinquency Prevention
 - Youth Leadership Development
 - Volunteerism
 - International Communities
- Leads a diverse and geographically dispersed workforce of nearly 200 employees; Cultivates positive working experiences and environments for team members to optimize operating efficiency, productivity, and performance
- Owns fiscal responsibility with oversight of a \$12M operating budget; Prioritizes spending for allocation to the most critical needs and strategic priorities; Plans and forecasts future budget needs based on organizational goals and objectives
- Facilitated 50% more abatement services to correct code enforcement violations by developing strategic plans to mitigate funding challenges; Identified and implemented a new model for code enforcement services to maximize cost-effectiveness
- Developed policies, procedures and best practices by instituting governance for community outreach and programming
- Identifies solutions to complex concerns and provides recommendations to continually improve; Pinpointed bottlenecks in complaint management process resulting in improved percentage in timely processing across 5 divisions
- Spearheaded key initiatives to deliver efficient and effective disaster recovery services to Houston residents; Monitored effectiveness to refine programming strategy
- Oversaw the coordination of temporary re-housing for 100+ displaced families for over 3 weeks after the city's Tax Day floods; Partnered with city wide hotel owners to secure partnership focused on delivering resources and services

Key Projects:

- **Complete Communities University:** Pioneered the delivery of the city's first civic engagement leadership program for emerging leaders; Outlined programmatic strategy, milestones, and developed messaging to engage stakeholders
- **Executive Team Member of City of Houston Illegal Dumping Task Force:** Served as a thought leader to task force in the development and execution of strategic plans by promulgating public education, community clean-ups, enforcement of mandatory garbage requirements, and inter-agency cooperation; Negotiated a \$2M agreement with Harris County Precinct One Constable's Office to provide additional law enforcement
- **Executive Team Member of Mayor Turner's Community Benefits Agreement and Community Advisory Council:** Collaborated with key members to draft a legally binding agreement between the city and The Rice University Management Group delivering \$15.3M in direct investments, community partnerships, and accountability for a wide range of community benefit investments
- **Houston Emergency Response Team (HERT):** Created an institutionalized program to redeploy city employees to various roles during city disasters/emergencies in support of public peace, health, and safety for residents
- **Executive Team Member of Mayor Turner's Recovery Steering Committee for Hurricane Harvey:** Chaired the Neighborhood Restoration Program committee to create and operate 15 Neighborhood Restoration Centers (NRCs) citywide serving 17,000 residents
- **A Month of Service Legal Workshops:** Launched a partnership with the city, Texas Southern University Earl Carl Institute, Neighborhood Recovery Community Development Corporation (NRDC), Houston Volunteer Lawyers, HCAD, Harris County Tax Department, and Lone Star Legal to host free legal workshops to Houston Communities, including but not limited to estate planning, including Will-a-Thons, Senior Security Asset Protection, How to create your own Estate Plan, Property Tax Exemptions, and Clearing Title.

Assistant Attorney General, Child Support Division | The Office of the Attorney General, Texas | 2004 – 2011

- Advocated for the rights of Texas children by drafting and negotiating court orders to establish, enforce, and modify child and medical support; Successfully secured thousands of dollars in child support collections

- Supplemented operational process and procedure standards by authoring “Best Courtroom Practices” and “Frequently Asked Questions” documents to streamline court docketing processes
- Supervised legal support team to ensure quality work product for legal pleading reviews and drafts

Additional Employment Experience:

Principal Attorney | The Francis Firm P.C. | **2012 – 2016**

Contract Associate | Chmielowiec and Associates | **2011 – 2012**

Affiliations

Board Member | Thurgood Marshall School of Law Alumni | **2020 – Present**

Member | Greater Houston Black Chamber | **2014 – 2016**

Executive Board Member | Houston Lawyers Association | **2004 – 2006**

Member | Delta Sigma Theta Sorority, Inc.

Member | Houston Bar Association

Member | The College of the State Bar, Texas

Member | National Association of Women Lawyers

Member | National Congress of Black Women

Education

Thurgood Marshall School of Law, *Doctor of Jurisprudence*

Texas Southern University, *Bachelor of Arts: Speech Communication, Minor: Broadcast Journalism*

Technical Skills

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), INFOR Data Management System

Areas of Expertise

Program & Project Management | Strategic Planning | Community & Government Relations | Relationship Building | Performance Management | Continuous Improvement | Fiscal Management | Civic Engagement | Organizational Change | Conflict Resolutions