

KATHERINE JONES

DESIGN RESEARCH & SERVICE DESIGN

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A creative problem solver who works at the intersection of government experience and human-centered design by creating new opportunities for the public to engage in design for the improvement of public service delivery. Over ten years of experience in service design, government affairs, community organizing and advocacy.

DESIGN RESEARCH & SERVICE DESIGN EXPERIENCE

- Deloitte** **Service Designer & Strategist**
Austin, Texas
Aug 2019 - Present
Conduct design research with state and local governments to advance public service delivery and digital strategy. Craft research approaches including methods and tools. Manage cross-disciplinary teams to produce modes and mindsets, service blueprints, and journey maps. Support UX/UI with evaluative research and heuristic analysis. Facilitate virtual co-creative immersive design workshops with government clients to steward human-centered design best practices.
- MyVoice** **Design Researcher & Strategist**
Ann Arbor, Michigan
Sept 2019- July 2019
Initiated a community coalition for adolescent health through co-design, by leveraging qualitative data to spark negotiation and deliberation to inform policy. Lead a multidisciplinary team of government agencies and youth to design a strategic policy framework and decision-making aids to enhance policy creation.
- SPH Innovation Studio** **Policy Designer**
Ann Arbor, Michigan
May 2018 - Aug 2018
Conducted primary interviews with healthcare providers to identify trust and policy concerns with the use of predictive modeling in clinical decision making. Co-developed new operational strategies for a predictive model repository by identifying key stakeholder relationships, generating a governance structure, formal business model, and stakeholder values map with a multidisciplinary team.
- IBM** **Design Intern**
Boston, Massachusetts
May 2018
Participated in a three week design sprint to develop a support tool for patients with Type 2 Diabetes. Created personas, a patient journey map and wireframes to inform the design of a support tool which culminated in a formal presentation of recommendations to IBM Design leadership.
- Michigan Medicine** **Graduate Design Consultant**
Ann Arbor, Michigan
Sept 2017 - April 2018
Investigated how to inform, motivate, and support patient behavior to prevent chronic opioid use. Conducted on-site observations and interviews with patients and clinical providers to identify key pain points leading to creating strategies to reinforce patient education throughout the surgical journey.
Investigated appropriate testing within Michigan Medicine to identify opportunities to influence clinical provider test ordering behavior. Conducted observations and interviews with clinical providers leading to recommendations to target Resident education to improve test ordering.
Investigated opportunities to improve the patient experience at the adult emergency department. Conducted on-site observations, interviewed patients and clinical providers leading to co-designed communication tools for staff and a way-finding system for patients placed in hallway beds.

PUBLIC POLICY AND ADVOCACY EXPERIENCE

Blue Water Baltimore **Advocacy Manager**
Baltimore, Maryland
Mar 2016 - Aug 2017
Participated as a key member of 4 regional water quality coalitions. Cultivated relationships with city council, state and federal legislators to educate on local water quality needs and policy trends. Coordinated advocacy campaign, co-created legislative strategies to advocate at state and local level for the passage of first ever statewide Styrofoam law in Maryland.

Equal Justice Works **Program Manager - Public Programs**
Washington, D.C.
Nov 2014 - Mar 2016
Spearheaded management of 755 member AmeriCorps law student program. Supervised 6 staff and interns overseeing recruitment and enrollment. Designed and piloted a member nationwide program to expand alumni relations. Designed assessment metrics to streamline and evaluate program success.

Anthony Brown Campaign **Regional Canvass Recruiter**
Columbia, Maryland
Sept - Nov 2014
Managed regional volunteer recruitment to supersede recruitment and retention goals by 17%. Implemented civic engagement curriculum and virtual training modules for over 30 canvassers. Canvassed local community to drive the highest level of voter turnout ahead of 2014 Maryland Gubernatorial Election Day.

UMBC **General Associate & Graduate Assistant for Community Development**
Baltimore, Maryland
Jan 2012 - June 2014
Executed inaugural Community Fest by delegating volunteers, coordinating budget, and managing logistics exceeding attendance by 15%. Developed communications strategy that grew the external face of Residential Life by 60% including social media, creation of print materials, and development of promotional video.

Coordinated recruitment for programs on intercultural communication including marketing and website creation. Supervised 3rd year Resident Assistants in coordination of residential wide events. Authored and facilitated training on civic engagement, social justice, and conflict mediation for over 90 college RAs.

Service Nation **Field Organizer**
Washington, D.C.
Mar 2011 - Mar 2012
Drafted policy briefs to advise legislators of trends in national service. Utilized asset mapping to identify coalition partners to create statewide registry broadening advocacy and policy reform efforts. Independently launched a multi-state campaign to develop chapter infrastructure and facilitated meetings with legislators.

Community Health Center **Access to Care Coordinator & AmeriCorps Member**
Middletown, Connecticut
Oct 2009 - Aug 2011
Recruited and co-supervised 12 AmeriCorps Members. Aided Director in the coordination of statewide canvassing campaigns to boost awareness of community health centers and access to quality healthcare services. Effectively aided families with state social service application process maintaining 80% approval record.

EDUCATION

University of Michigan / 2019
Master of Design, Integrative Design

University of Maryland, Baltimore County / 2012
Master of Public Policy, Public Management

University of Connecticut / 2007
Bachelor of Arts, Art History, Sociology Minor