

COURTNEY WILLIAMS-GOELOE

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Strategic program and policy leader with experience designing and implementing community-centered initiatives that bridge public, private, and nonprofit sectors. Proven track record in managing multi-million-dollar grants, aligning program strategies with policy goals, and delivering sustainable, measurable outcomes. Adept at translating complex legislation into actionable plans through tailored training, technical assistance, and cross-sector collaboration. Experienced in legislative analysis, capacity-building, and stakeholder engagement to foster equitable, scalable solutions. Skilled in guiding statewide and national initiatives from concept to execution, building partnerships to strengthen systems, expand access, and embed equity.

WORK EXPERIENCE

Senior Program Manager, Policy

Alternative Mobile Services Association (AMSA)

2025-present

- Lead multi-state launch of AMSA State Councils, advancing policy alignment, peer learning, and capacity-building for mobile crisis leaders.
- Design and execute state and national convenings, including agenda development, speaker engagement, and targeted professional learning to strengthen member networks.
- Drive strategic engagement with current and prospective members through tailored outreach, relationship management, and cross-regional collaboration.
- Develop and manage grant proposals and reports, aligning funding strategies with measurable program outcomes and stakeholder priorities.
- Build and advance AMSA's policy platform by staffing the Advisory Council, guiding policy priorities, and producing strategic resources that equip stakeholders to adopt and champion mobile crisis best practices.

Senior Program Manager

Center for Justice Innovation

2021- 2025

- Directed national justice reform initiatives, managing a \$3M grant portfolio to strengthen adult drug, veteran, and mental health courts, and community safety/ violence prevention programs.
- Built state and local capacity to address overdose crises and expand equitable court access, embedding racial, gender, and cultural equity into program design, training, and operations.
- Led policy and legislative analysis, translating insights into actionable implementation plans.
- Designed and delivered technical assistance and training to improve court efficiency, sustainability, and stakeholder collaboration.
- Produced policy briefs, advocacy tools, and outreach resources to engage funders, policymakers, and community leaders in evidence-based reforms.
- Oversaw development of national and state-level training curricula, toolkits and digital platforms to improve program adoption, accessibility, and enhance operational best practices.

Strategic Planner (2019–2021) | Special Projects Coordinator (2019) | Program Analyst (2016–2019)

New York City Criminal Justice Agency

- Led cross-agency collaborations with NYC justice partners to enhance pretrial services, designing and implementing technical workflows that improved compliance and operational efficiency following the 2019 Bail Reform.
- Built and launched a peer specialist program, developing new policies, certification processes, and training protocols in alignment with city and state legislative mandates.
- Partnered with IT developers to design and optimize a user-centered Case Management System, overseeing upgrades, conducting functionality testing, and creating technical documentation to guide citywide adoption.
- Developed and monitored data reporting systems to track program outcomes, inform decision-making, and align service delivery with performance targets.
- Established strategic partnerships with municipal agencies, nonprofits, and academic institutions to expand program reach and resources.
- Supervised and mentored staff, providing guidance on data management, process improvement, and project execution best practices.

Political Field and Governmental Affairs Analyst

General Growth Fund

2015-2016

- Designed and executed targeted civic engagement campaigns to increase participation among historically underrepresented populations, integrating efforts into broader policy and system reform initiatives.
- Collected and analyzed engagement data and public sentiment to generate actionable recommendations, refining messaging strategies and boosting long-term program effectiveness.
- Partnered with community leaders, policymakers, and advocacy organizations to develop initiatives that addressed governance challenges and advanced evidence-based policy solutions.
- Informed strategic planning by translating stakeholder feedback and impact metrics into program and policy refinements, strengthening alignment with the organization's mission and goals.

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CONSULTING & CONTRACT ROLES

Census 2020 X Brooklyn Public Library and partnership with Brooklyn Public Library (2020)

Assessed digital access infrastructure and developed community-specific training models to increase census participation by expanding broadband access and eliminating barriers in lower-income and vulnerable communities, leveraging the operational infrastructure of the Brooklyn Public Library.

Biking in Bedstuy a partnership Bedford Stuyvesant Restoration Corporation (2019)

Led community equity audits of transportation systems, driving initiatives to expand affordable CitiBike access and improve community safety, resulting in increased ridership among residents of color in Bed-Stuy.

Trash It, Don't Flush It (Stop the Blocks) a partnership with New York City Department of Environmental Protections (2018)

Designed a citywide waste reduction campaign and developed policy recommendations to improve waste management infrastructure, address improper disposal practices contributing to system deterioration, and alleviate financial burdens on the Department of Environmental Protection by aligning public behavior strategies with environmental compliance goals.

PUBLICATIONS AND PROJECTS

- The Use of Language in Treatment Courts: Word Choice Matters (Aug 2024)
- CARE Court Implementation: Core Practices (May 2025)
- Strengthening CARE Courts: Advancing Justice System Responsibility and Accountability for Program Participants (July 2025)
- Washington Therapeutic Courts Training Support (WATTS) <https://watts.hca.wa.gov>
- New York State Adult Drug Court Team Online Toolkit <https://treatmentcourtraining.nycourts.gov>
- Treatment Courts Online [CJITA.org](https://cjita.org)

POLITICAL & COMMUNITY LEADERSHIP

Campaign Experience

Leadership & Management

Borough Council Election – Milltown, NJ (2025)

- Campaign Manager – Directed campaign strategy, coordinated outreach, managed volunteers.

Board of Education Election – Milltown, NJ (2024)

- Candidate & Campaign Manager – Designed grassroots platform, engaged record number of voters.

Organizing & Field Work

Borough Council Election – Milltown, NJ (2024, 2023, 2022)

- Campaign Organizer / Field Organizer – Led canvassing operations, voter contact, and GOTV efforts.

Kamala Harris for President – District 17 (2024)

- Field Organizer – Mobilized voters, recruited volunteers, coordinated field strategy.

Joe Biden for President – District 17 (2020)

- Field Organizer – Organized local outreach events, executed voter contact plans.

ELECTED & APPOINTED LEADERSHIP

- Milltown Board of Education: Board Member (elected) 2024-
- Milltown Democratic Organization: Vice- Chair (volunteer) 2024-
- Milltown Borough Human Relations Committee: Chair (volunteer) 2021-

EDUCATION

- M.S., Public Policy Analysis, The New School, 2020
- B.A., Political Science, Rutgers, The State University of New Jersey, 2015

Proficient : Monday.com, Asana, Google Workspace, Microsoft Office Suite, Notation