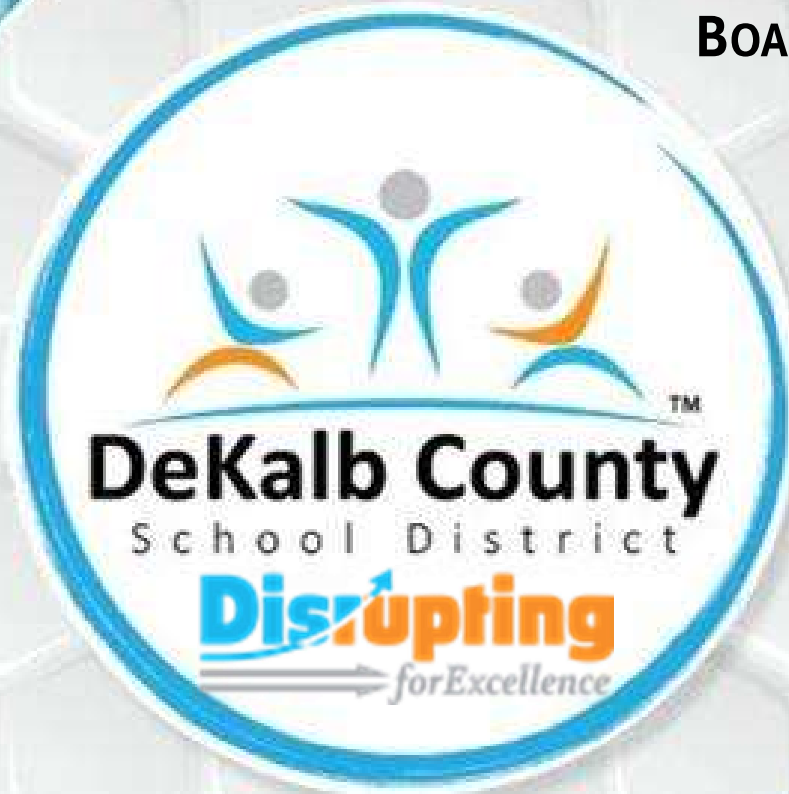


**HUMAN RESOURCES SUPPORT SERVICES  
BOARD MEETING PRESENTATION  
JULY 14, 2025**



**PRESENTED BY,**



**PROJECT OVERVIEW**

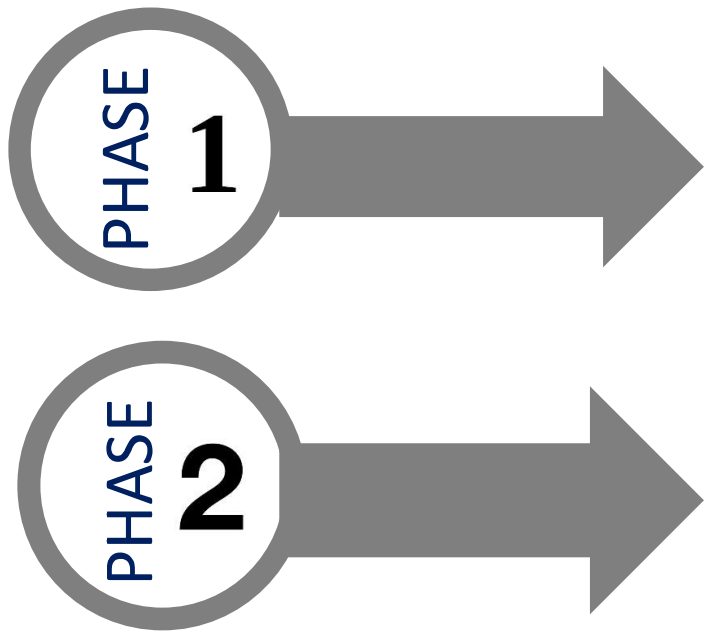
**PHASE 1 – RESULTS & IMPACT**

**PHASE 2 – RESULTS & IMPACT**

**THE JOURNEY**



# PROJECT OVERVIEW



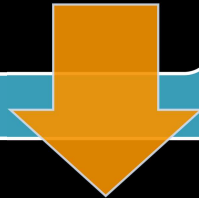
2025											
FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
CHRO Search											
HR Assessment											
					Implementation						

PHASE

1

# HR ASSESSMENT

Approach



Scope

16-Factor  
Proprietary  
Tool

DCSD HR  
Specialist

On & Off-  
Site  
Analysis

Document  
Review

Stakeholder  
Conversation

High-  
Quality  
Observing

# HR ASSESSMENT SCORECARD RESULTS

## 12 – 15 Months

Performance model  
Succession planning  
Collaboration  
Secure department access

## 6 – 9 Months

Strategy  
Personnel file access  
Learning pathways

## 0 – 4 Months

Strategic plan  
Silos and factions  
Level up HR skills  
Customer service  
Validate and verify

# STRATEGIC PLAN ALIGNMENT

PHASE 2

## PRIORITY IMPLEMENTATION AREA

Communication	Customer Service	Mental Health & Wellness	Compensation Philosophy
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*COMPLETED*

Civility in the Workplace	Effective Communication	Customer Service Excellence <i>The voice of the Customer</i>	Navigating Change & Transition
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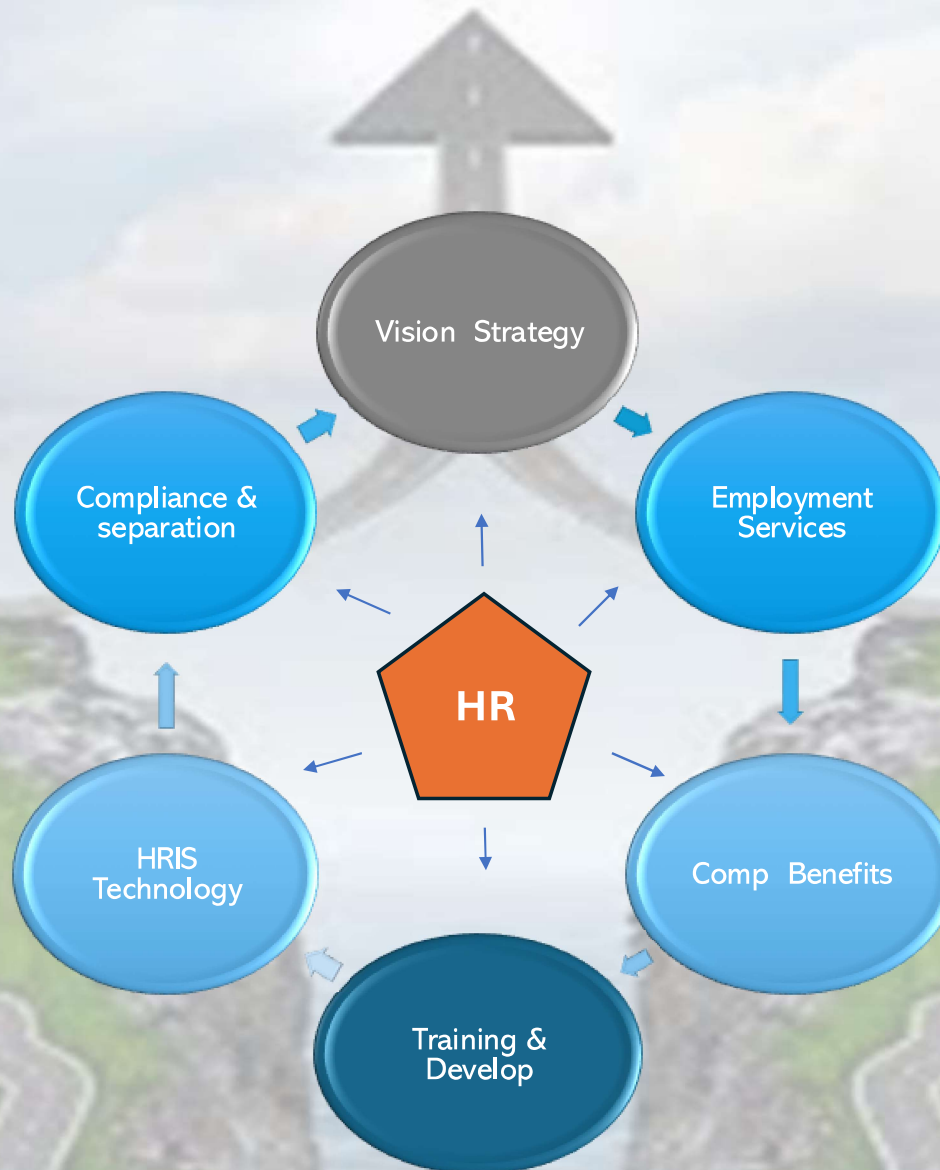
## LEADERSHIP TEAM WORKSHOP

★ Interrelated Systems

Efficient & Effective ★

★ Workforce

Goals ★



# Thank You!



*"Progress is impossible without change; and those who cannot change their minds cannot change anything."*

~Georgia Bernard Shaw~