



AGENDA REPORT TO BOARD OF DIRECTORS

MEETING DATE: April 7 2017

Item:	COO Project Updates
Presenters:	Jeff Armour, COO
Purpose of Report:	For Information

Recommendation:

The Board of Directors receives this report for information on the Projects underway for the COO.

Background:

As part of the role of the COO position they are to undertake Board initiated projects to ensure the organization is moving in a direction intended. This report serves as a high level update for those projects. More information is always available directly from the COO at the monthly meetings or offline at any point.

Projects:

Performance Development and Review – All of Senior Leadership have PA's completed in February. Next review in the summer. Significant investment in PD for the summer months through budget approved fiscal 2017/18. This becomes part of succession and retention strategy and updated at HR committee.

Balanced Scorecard – As noted in my COO update. Pulled it out there as it is the active project for COO right now. This is on schedule and progressing very well.

Process Mapping and Knowledge Management – work continues here on schedule and on budget. Transition is a milestone for this as we capture the majority of the outgoing's knowledge and information build up and pass that along through several methods; iPads, transition modules, final reports and computer back ups. The next step will be the corporate side of the USC over the summer. This is a combination of the two projects process mapping and knowledge management since they are tied together intimately.

Succession and Retention Strategies – This project has been scheduled to be presented to the board through the HR committee and with Karla Pacheco heading it up to examine gap analysis for the organization as well as retention strategies inclusive of culture and organization wide engagement strategies. This is the combination of the two projects of Retention and Succession planning as the strategies align together.

Program and Service Review - Once measurements are set for the balanced scorecard goals we will evaluate these offerings and measure them throughout the year. This project is really the output for balanced scorecard. In future reporting I will capture this project under the balance scorecard heading.

Attachments:

COO Review:	Jeff Armour	
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