

## Heather R. Sims Silva, M.A.A.

PROJECT ROLE: KH Consultant

FOCUS: As a trained anthropologist, Heather Sims applies knowledge of socio-cultural processes and a combination of qualitative and quantitative analytical skills to ensure an inclusive and holistic approach to every project. She specializes in survey development, facilitation, and analysis; cultural analysis; research implementation; benchmark investigation; and market assessment.

REPRESENTATIVE CLIENTS: **Local Government**

- **County of Orange, Department of Human Resources (DHR)** – Designed, created, facilitated, and analyzed an online Confidential Compensation Survey of Public and Private sector organizations throughout the state of California. Compensation data was collected for more than 67,000 incumbents for 54 benchmark positions.
- **County of Los Angeles, Department of Public Health (DPH)** – Assisted with planning and facilitating of a strategic planning retreat with DPH administration. Participated in designing and implementing an internal department newsletter. Provided research and analysis support for other strategic planning activities.
- **County of Los Angeles, Public Library (CoLAPL)** – Assisted in planning and overseeing an all-staff meeting for 650 CoLAPL employees separated among 30 breakout strategic planning discussion workshops. Provided research and analysis support for ongoing leadership development training program.
- **County of Los Angeles, 2005-2006 Civil Grand Jury, Education Committee** – Provided research support; designed, facilitated, and analyzed an online survey available to users and providers of the Los Angeles Unified School District's Beyond the Bell Branch after-school programs.
- **County of Los Angeles, 2005-2006 Civil Grand Jury, Safety Committee** – Provided research support to this investigation of the County of Los Angeles' communication capabilities and capacity during public disaster emergency events.
- **County of Los Angeles, Unincorporated Areas Services (UAS)** – Provided research and benchmarking support.
- **City of Los Angeles, Office of the Controller – Industrial, Economic, and Administrative Survey of Los Angeles World Airports (LAWA)** – Performed initial document review and data collection, interviewed LAWA management, designed, conducted, and analyzed LAWA stakeholder focus groups, and managed project coordination.
- **City of Los Angeles, Department of Airports (Los Angeles World Airports (LAWA))** – Assisted with planning and facilitating a series of staff development workshops for the LAWA Environmental Management Division.
- **City of Los Angeles, Department of Airports (Los Angeles World Airports (LAWA))** – Assisted with documentation of the recommended organizational structure and development of related position descriptions.
- **City of Los Angeles, Department of Transportation (DOT)** – Implemented and analyzed an employee survey; provided extensive research support.

### **Higher Education**

- **Ventura County Community College District (VCCCD)** – designed and facilitated a number of faculty, staff, and student focus groups; developed, implemented, and analyzed two internal surveys; performed an external environmental scan; and prepared a benchmarking survey for a VCCCD Market Assessment and Organizational Performance Review.
- **Los Angeles Trade Technical College (LATTC)** – designed, planned, and facilitated student focus groups as part of a broader strategic planning project.
- **Las Positas College (LPC)** – performed an analysis of an online survey that informed the development of an organizational structure to implement LPC’s Master Plan.
- **Chabot-Las Positas Community College District (CLPCCD)** – designed and developed a comprehensive revenue-cost estimate matrix as a tool for strategic cost management.
- **Chabot-Las Positas Community College District (CLPCCD)** – adapted the CLPCCD Administrator Performance Evaluation System for online use, designed and implemented a multi-form online evaluation tool, provided on-going facilitation and monitoring support.
- **Southwestern College (SWC)** – assisted in development of the KH work plan to assist SWC in defining its strategic plan and creating a Balanced Scorecard for measuring performance.

### **Health Care**

- **County of Los Angeles Department of Public Health (DPH)** – designed and implemented a visual presentation that provides information and guidance concerning the DPH Strategic Plan to a variety of audiences around the United States.
- **Childrens Hospital Los Angeles (CHLA)** – designed, implemented, and analyzed an online survey for CHLA employees and associated medical professionals and provided research and analysis support.

**PRIOR WORK EXPERIENCE:**

While earning her master’s degree, Ms. Sims Silva worked for the federal office of the U.S. Fish and Wildlife Service’s National Wildlife Refuge System providing cultural resource management for the Visitor Services and Communications division.

**EDUCATION:**

- B.A., Anthropology, University of Louisville
- Master’s of Applied Anthropology (M.A.A.), University of Maryland College Park, focus in Resource Management and Cultural Processes