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**THE EVOLUTION OF**  
**DISTRICT BUSINESS AND**  
**ADVISORY SERVICES**

Champions for Leadership  
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# How Has DBAS Evolved?



## Past Practice:

- Each staff member performed one job task

## Why The Need For Change:

- Staff members were performing limited functions to serve our school district
- Continuity
- Opportunity for professional development
- Better coverage
- Encourage a team working environment



# How Has DBAS Evolved?


## Established Goals:

- To create an elite department in District Business and Advisory Services
- To acknowledge the importance to serve the school districts with a standard of excellence by expanding our knowledge



# How Has DBAS Evolved?

## Established Goals:

- To become indispensable to schools and districts in the county, sccoe goals.
  - To be a value-added partner to the school districts
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# Processes Used To Reach Our Goals:



- Training
  - Received training
  - Received Team Building Training from Dr. Cary Dritz
  - Received customer service training
- Established and exercised Team Building Activities within our department
- Increased confidence level
- Streamlined processes
- Conducted workshops
- Developed a 'Centralized Procedure Module' for processes within the department

# My Personal Growth In a Leadership Role



- New and additional processes within the department were established and became challenging
- **Idea :**
  - To create an effective learning concept for myself and the entire department

Challenge + Problem =  
Solution:



- Created weekly reviews of various tasks to enhance or fine-tune processes
  - A data base has been created named Questions and Answers
  - Each employee adds to the data base as questions arise so that the knowledge can be shared and available for the entire department

# Successes



- Confidence level has risen
- Gained knowledge and continue to grow
- Given the opportunity to work closer and harmoniously with the entire department
  
- **BONUSES:**
- Gained credibility from the school districts
- Achieved higher marks on customer service satisfaction survey



# Key Learnings



- Leadership roles are not only reserved to those in a management position, it can be any employee