



HUMAN CAPITAL MANAGEMENT (HCM)

We help organizations transform by working with them to attract, cultivate, and retain their most precious resources—their people. Our clients rely on us to help plan, prioritize, and execute all aspects of Human Capital Management. We pride ourselves on providing innovative and organization specific solutions that allow clients to reach mission objectives.

Duty First Consulting (DFC) offers a broad range of Human Capital Management services to help our clients train, develop, and ultimately transform the people side of their organizations. As part of a full-service consulting firm, our team helps improve the effectiveness and efficiency of the workforce through management strategies, implementation of workforce transitions, survey implementation and data analysis, and learning programs.

We have leveraged our insights and experience to address organizational and personnel challenges for many clients including the Department of Veterans Affairs (VA), Department of Health and Human Services (HHS), and Department of Housing and Urban Development (HUD).

Connect with DFC

We regularly partner with other businesses to offer comprehensive solutions to our clients' important challenges. Our current partners range from some of the largest and prestigious business consulting firms to fellow small, Veteran-owned and disadvantaged businesses. We greatly value our existing teaming partners and welcome the opportunity to work with new businesses. We are capable and experienced in both prime and subcontractor roles.

 [company/duty-first-consulting](https://www.linkedin.com/company/duty-first-consulting)

 humancapital@dutyfirst.com

 [thedfclife](https://www.instagram.com/thedfclife)



Certified
 Service-Disabled
 Veteran-Owned
 Small Business
 (SDVOSB)

OUR CAPABILITIES

- Talent Management
- Organizational Change Management
- Employee Engagement
- Customer Service Improvement
- Survey Development, Administration, and Reporting
- Training and Learning
- Competency Modeling and Professional Development
- Human Resource Process Improvement
- Diversity, Equity, and Inclusion Efforts
- Workforce Planning
- Organizational Assessments
- Action Planning
- Succession Planning
- HCM Project and Program Management
- Journey Mapping

OUR EXPERIENCE

Training and Development

DFC provides training analysis and competency mapping of learning events for VA's Information Technology workforce. We review job-specific competency models and map courses to align with each competency and proficiency level in the models. We also identify and recommend mitigation strategies to resolve workforce development gaps.

HR Process Improvement

DFC supported VA's efforts to design and implement talent management processes for its Senior Executive workforce. Specific experiences include completing a current state functional assessment, conducting a benchmarking study of top-performing government and private sector processes, developing a robust business process reengineering report, and supporting the implementation of a system to automate these processes.

Organizational Development and Engagement

DFC supported VA's Office of Organization Development and Engagement (ODE) on employee engagement initiatives, change management activities, and data analysis and reporting. DFC used a change management methodology that combines Prosci's three-phased approach and ADKAR Methodology to support organizational change initiatives.

Patient Advocacy Support

DFC provides project management support and related technical services to the Office of Patient Advocacy (OPA), supporting the modernization of patient advocacy efforts and complaint resolution operations in VA. DFC leads change management and workforce capability development and management tasks.

Customer Experience

DFC supported VA's Office of People Science in their Office of Information and Technology, Customer Experience Program, by providing support for ongoing customer satisfaction improvement initiatives to enhance the overall IT customer experience. We supported the measurement of overall customer satisfaction, customer service improvement activities, customer communication, data analytics, research, dashboards, and reporting.

Workforce Planning Assessment

DFC supported an extensive workforce planning assessment at VA by conducting interviews and focus groups with Medical Support Assistants, collecting information on workforce planning systems and tools, and conducting analysis to identify process and training gaps across the organization.

Diversity, Equity, and Inclusion (DEI)

DFC supported diversity, equity, and inclusion efforts at VA by reviewing engagement survey data, conducting focus groups, creating action plans, developing organizational development interventions, and providing leaders with recommendations to support their workforce through change. Our team assisted ODE in establishing a DEI Task Force to address diversity, equity, and inclusion challenges. Additionally, DFC has aided in the creation of a Diversity & Inclusion Advisory Work Group for OIT which focuses on improving diversity and inclusion efforts within OIT.

Training Development.

DFC supports the agent/broker operations team within the Federal Health Insurance Marketplace in the operations of a year-round training program for Marketplace-registered agents and brokers. Our team manages the training process by developing the module content, working with subject matter experts to review it for accuracy, developing the computer-based training modules, and completing testing within the Marketplace Learning Management System. DFC has employed Articulate, Rise360, Captivate, and Speechify software programs to create customized e-learning courses, in both English and Spanish, that include knowledge checks, videos, and course resources.

THE DFC HCM TEAM

- PMP-certified professionals who skillfully employ the PMBOK methodology to facilitate the seamless and cost-effective execution of large-scale HR projects and programs.
- Prosci® certified change consultants who are proficient with leveraging this methodology to drive organizational transformation through widely-recognized assessments and industry-best practices.
- Data analysts who are experienced with tools like SurveyMonkey, Mentimeter, PowerBI, and PowerApps to gather and analyze data, empowering organizations with actionable recommendations.
- Training professionals who are well-versed in applications like Captivate, Articulate, Rise360, and Speechify enabling them to craft tailored training solutions that strengthen workforce development initiatives.