

Towanda Brooks, Chief Human Capital Officer, Department of Housing and Urban

Development - Towanda A. Brooks serves as the Chief Human Capital Officer (CHCO) for the Department of Housing and Urban Development, and has been a member of the Senior Executive Service since May 2009. Ms. Brooks' current responsibilities include leading the Department's human capital management strategies, policies and initiatives in support of HUD's mission. She is also responsible for the delivery of human capital programs to include senior executive program; learning and development; recruitment and staffing; employee labor relations; and performance management. Prior to her current position, Ms. Brooks served as the Deputy Chief Human Capital Officer (DCHCO)/Associate General Deputy Assistant Secretary, for the Office of the Chief Human Capital Officer (OCHCO). While managing the OCHCO operations, she championed leadership development, diversity and inclusion, and employee engagement. Ms. Brooks is also credited with facilitating the Department's recent 1000+ hires and the Strategic Human Capital Plan and the Strategic Workforce Plan. Both plans had not been published in almost 10 years.

Prior to arriving at HUD, from 2009 to 2013, Ms. Brooks has served as the Director for the Human Resources Operations Center (DOCHROC), Office of Human Resources Management, Office of the Secretary, with the Department of Commerce. She led a dynamic team of human resources professionals providing customer-focused, efficient and flexible human resources services to six bureaus within the Department of Commerce. As the Director of a shared service provider organization, she oversaw a comprehensive human resources management program, and led the organization through significant administrative cost savings by reducing her staff footprint and accomplishing their mission with distinction. Ms. Brooks also served as an Executive Sponsor for Organizational Excellence Initiative designed to improve and streamline their human capital programs. She was recognized with a Performance Excellence Award in October 2011 for recognition for outstanding performance in performance management.

Prior to her appointment to the SES at the Department of Commerce, Ms. Brooks has served at the National Nuclear Security Administration, Department of Energy, as the Assistant Director, Office of Human Capital Management Programs; the United States Secret Service, Personnel Division, Department of Homeland Security as the Human Resources Officer and Division Chief; the Library of Congress as the Assistant Human Resources Officer; and the Department of Agriculture as the Branch Chief of the Riverdale/Washington Human Resources Office, Animal and Plant Health Inspection Service.

Ms. Brooks completed HUD's Senior Executive Development Program in 2014 and the Federal-wide Coaching Program sponsored by OPM and HHS. In 2012, Ms. Brooks completed a Certificate Program at Georgetown University in Government Executive Leadership. Ms. Brooks attended the Federal Executive Institute in 2008. She holds a Bachelor of Arts degree in English Writing from George Mason University and a Master's of Arts degree in English Literature from American University.