



**James Phillips**  
**Senior Director of**  
**Human Resources &**  
**Training**  
**The Arc Northern**  
**Chesapeake Region**

James Phillips is the Senior Director of Human Resources & Training at The Arc Northern Chesapeake Region (The Arc NCR) in Aberdeen, MD. He has worked at The Arc NCR since 2015. Phillips has been in Human Resources for over 10 years, working in the retail and hospitality industry prior to joining the non-profit world at The Arc NCR.

During his time with The Arc NCR, his focus has been on improving the employment experience for his employees and guiding the agency's leadership on how to better motivate and engage their teams to fulfill the agency's mission. This initiative has been directly correlated to a strategic initiative to improve the agency's retention. In 2017, Phillips and his team implemented a Continuing Education Unit (CEU) program for the Direct Support Professionals (DSP's) at The Arc NCR. The purpose of this program was to enhance the DSP's knowledge and skills and increase their compensation by offering additional training opportunities such as online trainings and local specialized training. Other initiatives to support the learning and development culture include Phillips' enhancements to the onboarding and orientation, leading his team to create a peer training program, participating in personalized development plan meetings for staff, and adding tuition reimbursement to the benefits offerings.

Phillips' received his Bachelors in Business Administration from the Old Dominion University where he, during his senior year, was the President of the University's Chapter of the Society of Human Resource Management (SHRM). Today he holds his SPHR and SHRM-SCP certifications. He is also a 2017 graduate of the Harford Leadership Academy (HLA).

Phillips resides in Fallston, Maryland with his wife and three children. He is a runner, Raven's fan, and more over a very active father.

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