



## Board Member Nomination & Application

Board: Salt Lake County Aging and Adult Services

Date: July 1, 2019

Nominated By (if applicable): **Self-nomination!**

Applicant Name **Traci Lee**

Home Address:

Work Address:

Home Phone:

Work Phone:

E-Mail:

Would applicant prefer work or home phone/address used as mailing address? **Home**

Salt Lake County Council District #: **N/A**

(To find the district you live in go to <http://vote.utah.gov/elected-officials/>, enter your address and zip code, then click on **Find**. The results will produce a map with a **red diamond** at your home location. Click on the diamond and wait for a text box to appear containing your elected officials. Scroll down until you see the **fourth** County Council representative (not "At-Large") and list that name above.)

I prefer that my personal contact information remain private and protected **Yes**

Unique qualifications and/or perspectives you would bring to a Board or Commission: **For the last several years, my employment has been through both State and County Divisions of Aging and Adult Services. I have a strong passion for providing quality services to both older and vulnerable adults through both community and home-based services. I currently work for the State Division of Aging and Adult Services, Adult Protective Services, in which our missions align. I have previously worked for Salt Lake County Aging and Adult Services in both the Active Aging Program and Quality Assurance. I am currently a Caregiver for my parents which provides a good perspective on the needs of both older adults and their caregivers. I feel I could bring input and resources that could align and partner with SLCo's mission and values, and be part of a team that strives to provide quality services for older adults. As the number of older adults increases, the demand for services increases, but can often be scarce, working together with community partners to find solutions is an important part of serving the community.**

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## Board Member Nomination & Application

Applicant Name: **Traci Lee**

Are you a current member of another county board? **No**

If yes, board/commission \_\_\_\_\_

Have you ever been a member of a board or commission in the county? **No**

If yes, board/commission \_\_\_\_\_ Dates: \_\_\_\_\_

Are you or any member of your immediate family a county employee? **No**

If yes, explain \_\_\_\_\_

Have you ever been convicted of a felony? **No**

If yes, explain \_\_\_\_\_

### Demographics (*optional*)

The information on this section is for statistical purposes and is confidential.

Gender

\_\_\_\_\_

Age Range

\_\_\_\_\_

Race/Ethnicity (please check all that apply)

\_\_\_\_\_

Represent a special community? \_\_\_\_\_

***Forward this application and nomination to the contact below with a resume:***

**Susan Hoepfner**

**Board Coordinator**

**2001 S. State Street, #S1-600**

**Salt Lake City, Utah 84190**

**Phone: (385) 468-3191**

**Fax: (385) 468-3186**

**Email: shoepfner@slco.org**

Cell [REDACTED]  
e-mail [REDACTED]

# Traci Lee

## Objective

Salt Lake County Aging and Adult Services Board Member

## Work Experience

2/16 – Present                      **Adult Protective Services**                      Salt Lake City, Utah  
**Program Administrator II, Division of Aging and Adult Services**

- Administratively responsible for programs, policies, operations, and related matters for the development of Adult Protective Services programs including implementation and delivery of those programs. Monitors performance measures to see that the outcomes and mission of the Division are met.
- Manages statewide central intake unit in addition to Central Region staff caseworkers, staff supervisor's, and Lead Worker. Supervises subordinate personnel including: hiring, determining workload and delegating assignments, training, monitoring and evaluating performance, and initiating corrective or disciplinary actions.
- Coordinates and/or acts as a liaison between agency and other agencies, work units, organizations, etc. Represents the agency with federal, state, and local government units, in the media, or with private organizations.
- Develops and implements program strategies, evaluates program effectiveness, develops the budget for assigned areas of responsibility and is a member of the executive staff.
- Collaborates with the Director, Associate Director as Agency SUCCESS Coordinator to improve internal and external systems to ensure quality service delivery; report/collaborate with Department of Human Services Quality Assurance Director and GOMB.
- Responsible for grant writing. Member of executive team that is responsible for maintaining/updating Administrative Rule and Statute.

11/11 – Present                      **Social Work Consultation**                      Salt Lake City, Utah  
**Qualified Intellectual Disability Professional**

- Provide social work and consultation services to individuals in Long-Term Care. Responsibilities include oversight of social and rehabilitative outcomes, program development, reporting to Medicaid and facility Administrators. Advocate for qualifying individuals to receive quality care and community participation.

1/15 – 2/16                              **Salt Lake County**                              Salt Lake City, Utah  
**Quality Assurance Manager, Aging & Adult Services**

- Assists the Director in the overall management of the division by providing contract compliance, auditing, training and problem resolution.
- Makes assessments regarding complex program operations using federal, state and local service regulations and other applicable guidelines and requirements. Identifies problems in program

operations and makes recommendations for alternative workable solutions.

- Collaborates with the Director, Associate Director and Program Managers to develop quality assurance tools to be used in program evaluation.
- Monitors division programs for contract compliance through on-site visits, training, evaluation reports and on-going communication and reviews of program performance.
- Creates tools and procedures to monitor and meet contract compliance.
- Ensures the development of division customer service standards and procedures. Trains staff and volunteers in customer service as assigned.
- Participates in the development and coordination of contracts and grants regarding required services provision to include service expectations, performance standards and compliance to contracts.
- Provides hiring, supervision, training and development, and performance evaluation of staff.
- Serves as the Agency HIPAA Compliance Officer, monitors HIPAA training and compliance within Agency. Reports to County HIPAA Compliance Committee.
- Represents Agency on boards and committees to include the AARP Executive Council, Mayor McAdams Healthy Communities committee, Utah State Representative for the National Council on Aging, and serves as a National Institute of Senior Centers Accreditation Peer Reviewer. Prepares and delivers Agency presentations at National Conferences.

9/12 – 1/15

Salt Lake County

Salt Lake City, Utah

**Active Aging Program Manager, Aging & Adult Services**

- Developed and managed the functions of a County-wide Senior Center and Health Promotion program. Oversaw daily operations of sixteen county operated senior centers and three contracted senior centers.
- Administered, monitored, assessed, and provided ongoing development of the Active Aging program through data analysis, program accountability, system audits, strategic planning and program evaluation.
- Provided hiring, supervision, training and development, and performance evaluation of staff.
- Developed strategic partnerships with local community organizations to leverage resources to enhance senior center services.
- Monitored budgets to ensure appropriate programming and expenditures.
- Recruited, trained and placed volunteers.
- Initiated and oversaw the accreditation process for seventeen senior centers. Supervised implementation of national standards of accreditation.
- Implemented and monitored grants, ensuring outcome measures are met.

6/08 – 9/12

State of Utah, DSPD

Salt Lake City, Utah

**Program Manager Quality Management**

- Provided Division oversight for contracted providers, both Direct-Care and Case Management, to include; budget monitoring (issuing paybacks, utilization review), program implementation, contract

compliance, drop-in site visits, investigations, human rights, and quality improvement processes.

- Wrote up review/compliance letters to include corrective actions and sanctions when necessary. Ensured that Medicaid requirements under the three operating Utah Community Based Waivers were met, reported to Department of Health as needed. Reviewed and analyzed data to identify future processes for Quality Monitoring. Provided technical assistance for Division.
- Completed Consumer Satisfaction Surveys to assess individuals' satisfaction with services provided. Addressed constituent complaints to include responses to the Governor's office. Followed-up on all Adult Protective Service referrals relating to individuals in services.
- Conducted interval reviews to identify systemic issues and identify how systems can be improved. Developed and conducted training and monitoring tools for employees and contracted providers.
- Collaborated with community partners to improve the quality of life for people served. Served as administrative representative on DHS Committees to include Fatality Review and Background Screening. Management of the Critical Incident database.
- Currently certified as a Qualified Intellectual Disability Professional, Acquired Brain Injury Support Coordinator and Certified Public Manager.

3/08 – 6/08

**RISE Inc.**

Orem, Utah

**State Training Director**

- Enhanced New Employee Orientation training manual. Trained New Employee Orientation throughout the State. Began developing on-line training program, worked with other states on process and implementation.
- Developed training specific to supporting the needs of people with Traumatic Brain Injury. Developed training relating to specific departments within the company to meet the needs of the employees and people served. Assisted with developing and training at company conferences.

5/05 – 3/08

**State of Utah, DSPD**

St. George, Utah

**Caseworker II, QMRP, ABISC**

- Provided oversight of supports and funding for people with disabilities and Traumatic Brain Injury, worked with diverse population of people with disabilities, clients, families and providers, determined eligibility, maintained Medicaid guidelines, completed daily living assessments, audited family files, assisted with person-centered planning, attended trainings to better serve people's needs, negotiated supports and services within the community.
- People First advisor, staff counsel member, member of assessment committee for wait list, facilitated a conference for 120 people with disabilities in the Southern Region.
- Trained providers on care of people with disabilities, paperwork, provided awareness training for police department, developed and provided training on Brain Injuries, and mentored new co-workers on job tasks.

3/99 – 5/05

**Heritage Residential Treatment Center Provo, Utah**

**Unit Manager 3/05 – 5/05, Resource Member 3/00 – 3-05, Trainer**

- Worked with adolescents with behavioral, mental illness, abuse, emotional, and chemical dependency problems.
- Supervised and trained staff, scheduling, communication between departments, developed treatment plans, attended weekly treatment team meetings, mentored new employees, de-escalated clients, assisted in problem solving, intervened when conflicts arose, developed programs that meet special needs of clients, attended to the needs of clients who may be a danger to themselves or others.
- Trained CPR, new hire training, behavior management and high risk behavior training, staff development monthly in-services. Developed training programs and client handbook.

<b>Education</b>	2011	<b>Bellevue University</b>	<b>Bellevue, Nebraska</b>
		<b>Master of Arts in Human Services</b>	
	2007 - 2008	<b>University of Phoenix</b>	<b>St. George, Utah</b>
		<b>Master of Counseling, Transferred</b>	
	1993-1997/2005	<b>Brigham Young University</b>	<b>Provo, Utah</b>
		<b>Bachelors of Science in Psychology</b>	



## Board Appointment Approval

**Jennifer Wilson**  
Mayor

**Erin Litvack**  
Deputy Mayor, County  
Services

**Darrin Casper**  
Deputy Mayor, Finance  
& Administration

**Catherine Kanter**  
Deputy Mayor, Regional  
Operations

On the 24th day of September 2019 the Salt Lake County Council consents to the appointment of Ms. Traci Lee as a member of the *Council for Aging and Adult Services*.

Her first, three-year term began September 1, 2019 and will end August 31, 2022.

Salt Lake County Council

\_\_\_\_\_  
Councilman Richard Snelgrove  
Chair, Salt Lake County Council

Attest:

\_\_\_\_\_  
Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.