

Mayor's Office: Council Agenda Item Request Form
*This form and supporting documents (if applicable) are due the Wednesday
before the COW meeting by noon.*

for
for

Date Received
(office use)

Date of Request	10/26/2017
Requesting Staff Member	Kendra Kahlow
Requested Council Date	Next Council Meeting
Topic/Discussion Title	Board Appointment to Community and Support Services Advisory Council (CSSAC)
Description	Appointment of Syd Peacock as an At-Large member of the Community and Support Services Advisory Council to fulfill a partial term which expires September 30, 2018.
Requested Action¹	Council Approval, Consent Items
Presenter(s)	
Time Needed²	Consent Items
Time Sensitive³	
Specific Time(s)⁴	
Contact Name & Phone	Kendra Kahlow x.7031
Please attach the supporting documentation you plan to provide for the packets to this form. While not ideal, if supporting documents are not yet ready, you can still submit them by 10 am the Friday morning prior to the COW agenda. Items without documentation may be taken off for consideration at that COW meeting.	

Mayor or Designee approval:



¹ What you will ask the Council to do (e.g., discussion only, appropriate money, adopt policy/ordinance) – in specific terms.

² Assumed to be 10 minutes unless otherwise specified.

³ Urgency that the topic to scheduled on the requested date.

⁴ If important to schedule at a specific time, list a few preferred times.



Ben McAdams
Salt Lake County Mayor

Erin Litvack
Deputy Mayor, County Services

Rick Graham
Deputy Mayor, Operations

Karen Hale
Deputy Mayor, Community
& External Affairs

Darrin Casper
Deputy Mayor, Finance
& Administration

Board Appointment Approval

On the 7th day of November, 2017 the Salt Lake County Council consents to the appointment of Mr. Syd Peacock as a member of the *Community and Support Services Advisory Council*.

His membership to fulfill a partial term will end September 30, 2018.

Salt Lake County Council

Steven DeBry, Chairman

Attest:

Sherrie Swensen, County Clerk

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



Ben McAdams
Salt Lake County Mayor

Erin Litvack
Deputy Mayor, County Services

Rick Graham
Deputy Mayor, Operations

Karen Hale
Deputy Mayor, Community
& External Affairs

Darrin Casper
Deputy Mayor, Finance
& Administration

Board Appointment Approval

On the 7th day of November, 2017 the Salt Lake County Council consents to the appointment of Ms. Stephanie White as a member of the *Community and Support Services Advisory Council*.

Her first term will begin immediately and end September 30, 2019.

Salt Lake County Council

Steven DeBry, Chairman

Attest:

Sherrie Swensen, County Clerk

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



Ben McAdams
Salt Lake County Mayor

**Housing and Community
Development**

Michael R. Gallegos
Division Director



September 20, 2017

The Honorable Ben McAdams
Mayor of Salt Lake County
2001 South State Street
Salt Lake City, UT 84114

RE: New Appointments to the Community & Support Services Advisory Council
(CSSAC)

Dear Mayor McAdams:

The following individuals have been nominated for the Salt Lake County Community & Support Services Advisory Council (CSSAC). Their applications and resumes have been attached for your review. It is recommended that Syd Peacock fill the seat #10 position to complete a partial term that was vacated mid-term last January and expires 9/30/18, which would make him eligible to be considered for two additional full two-year terms. It is recommended that Stephanie White fill the vacant seat #1 position for a full first term, which would expire 9/30/19 and be eligible for one additional renewal.

<u>Nominee</u>	<u>Representing</u>	<u>Requested Term</u>
Syd Peacock	CRA / Synchrony Bank (Citizen-At-large)	Partial Term
Stephanie White	Com. Dev / UBS Bank USA (Millcreek City)	1 st Term

Thank you for your consideration of the recommendations to appoint these individuals as new members.

Sincerely,

Michael Gallegos,
Division Director
Housing and Community Development

Carlton Christensen,
Department Director
Regional Transportation,
Housing & Economic Development

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APP00003587

Application #	APP00003587		
Board	Community and Support Service Advisory Council		
All Open Positions			
Date	8/28/2017		
Nominated by	Kathy Hale		
Nominee	Syd Peacock		
Status	Submitted		
Personal Information			
Home Street	Work Street		
Home City	Work City		
Home State	Work State		
Home ZIP/Postal Code	Work ZIP/Postal Code		
Home Phone	Work Phone		
Email			
Preferred method of contact	Work		
Additional Information			
SLCO Council District	6	Current Member of Another County Board?	No
Prefer Contact Info Be Private	Yes	Current Board	
Unique qualifications/perspectives	7years Community Reinvest Act (CRA) experience for Synchrony Bank and previously American Express		
Gender	Male	Has Been Member of Another Board	No
Age Range	55-64	Previous Board	
Race/Ethnicity	White/Caucasian; White/Caucasian		
Other Race/Ethnicity		Immediate Family is County Employee?	No
		Explanation	

**Convicted of
Felony** **No**

Explanation

**Represents
Special
Community?** **No**

Explanation

**Additional
Comments** My current skill set and background working in CRA has provided me a braod exposure to the types of agencies that provide social services to County residences. My experience includes reviewing grant applications and recommending their approval.

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PROFESSIONAL SUMMARY

Advanced operations management skills and abilities that include: Customer driven with an in-depth understanding of consumer laws and federal regulations, the ability to set policy, adherence to regulatory compliance standards, new product implementation, process mapping and Six Sigma training. Exemplary verbal and written communication skills with a strong aptitude in thought leadership and problem solving capabilities. Strong analytical abilities including: complex data gathering and tracking, budgeting, forecasting and PC modeling. Expertise in developing successful cross-functional work teams within the organization and maintaining successful vendor relations. Results oriented with the ability to successfully work under pressure and meet strict deadlines. Conduct that reflects a commendable level of integrity and confidentiality

EMPLOYMENT HISTORY**Synchrony Bank, Draper, UT**

2014 – Present

Vice President CRA Investment

Provide strong community development experience that includes sourcing, underwriting, and asset management of \$825MM loan and investment portfolio. Responsible for the accurate documentation of CRA loans and investments. Proven leadership, organizational, and project management skills that includes streamlined processes and procedures to enhance overall efficiency and quality control.

Significant Accomplishments:

- Underwrite and manage \$825MM community development CRA loan and investment portfolio
- Developed and implemented Low Income Housing Tax Credit investment process strategy for Synchrony Financial/Synchrony Bank
- Oversee asset management program that includes equity investments such as tax credit investments, fixed income investments, and commercial loans
- Successful CRA regulatory exam results

American Express Company, Salt Lake City, UT

2003 – 2014

CRA Senior Manager – American Express Center for Community Development (2010 – 2014)

Responsibilities included sourcing, underwriting, and asset management of \$1.2 billion loan, investments and grant portfolio. Accountable for the accurate documentation of CRA loans, investments, grants, and detailed reporting to executive management in regards to CRA results and activities. Proven leadership, organizational, and project management skills that included streamlined processes and procedures to enhance overall efficiency and quality control. Successful CRA regulatory exam management skills, obtaining outstanding recognition from regulators for CRA program and community support.

Significant Accomplishments:

- Managed regulatory, legal and contract issues
- Oversaw asset management program that includes equity investments such as tax credit investments, fixed income investments, and commercial loans
- Provided detailed reporting to all levels of management in regards to CRA activities and results
- Successful CRA regulatory exam results

Business Analyst /Team Leader – American Express Centurion Bank (2003 – 2010)

Drove results for American Express Centurion Bank – Operations department through in-depth business analysis of the critical processes and practices. Department liaison for Audit, Compliance, and Internal Control in support of all internal and external reviews. Responsibilities included: creating, monitoring, testing, and reporting of all high-risk Process Risk Self Assessments (PRSA) that impact Internal Control, transactional testing of all applicable process controls for ACH, Wire processing, and associated service level agreements for Item Processing. Accountable for process flows, operational procedures, unit costing, statistical tracking, audit coordination, and new initiative testing and implementation. Analyzed performance results to identify trends and implement changes that drive improvement in the operation. Other duties included monitoring and improving internal controls, communicating all changes to policies, procedures, and practices. Provided on-going feedback to direct reports in day-to-day interaction, one-on-one monthly meetings, and semi-annual performance evaluations.

Significant Accomplishments:

- Implemented Consumer Complaint processing within Operations by developing detailed process maps and procedures
- Created detailed matrices for the ACH and Wire Transfer Board Policies, linking crucial procedures and testing to the policies
- Represented AECB Operations as a department subject matter expert in the most recent in-depth ERASE audit
- Developed detailed process maps in support of transitioning the processing of global treasury payments within the AECB ACH team

Federal Reserve Bank of San Francisco, Salt Lake City Branch, Salt Lake City, UT

2000 – 2002

Senior Operations Manager – Check Services

Accountable for leading the successful 24/7 operation of the Check Services department including mailroom receipt, item processing, reconciling, and dispatch of commercial financial institutions work within strict deadlines. Provide premiere customer service to all depository institutions while meeting all float management goals and meeting or exceeding all departmental P/L targets. Reporting staff more than 60.

Significant Accomplishments:

- Successfully implemented the national initiative for Check Standardization, leading the software/hardware conversion for the SLC Branch, which was the first office in the System of 43 offices to convert to the entire new platform
- Developed district plan for utilizing outside temporary assistance for the Check Standardization implementation and district restructure plan

- Developed and implemented “just in time” processing for matching labor resources to volumes to maximize efficiency and reduce operating costs
- Adhered to strict compliance laws and regulations, successfully passing all quarterly and periodic compliance reviews with the highest rating
- Implemented district initiatives for managing float, quality and productivity; utilizing “best practices” to gain maximum efficiency

IHC - Primary Children's Medical Center, Salt Lake City, UT

1997 – 2000

Process Manager - Patient Administration (Business Office)

Responsible for managing the daily activities and functions of the Patient Administration process to include third party billing, cash posting, electronic remittance of insurance claims, resource counseling/financial assistance planning, medical records, cashiers, and ad hoc projects including the month end variance expense report. Reporting staff more than 25.

Significant Accomplishments:

- Effectively managed the innovative consolidation of the Patient Account Services department with the Medical Records Department (a unique achievement in that only a few hospitals in the country have consolidated these departments)
- Created and maintained the monthly Monitoring Compliance Log for the 72/24 Hour Rule associated with government payers
- Implemented innovative loose filing process in the Medical Records area utilizing strong resource management skills and process reengineering abilities

American Investment Bank, N. A., Salt Lake City, UT

1996 – 1997

Vice President - Collections Department

Lead the effective collections of a \$125 million-dollar sub-prime auto loan portfolio. Achieved delinquency and loss ratios within industry standards and corporate policy. Established collection criteria and methodologies to create positive customer relations. Monitored credit policy to ensure all state/federal laws were strictly adhered to. Directed high volumes of inbound and outbound calls in multiple settings. Reporting staff more than 25.

Significant Accomplishments:

- Successfully implemented ACD telephone system for collections staff of twenty-five. Organized the specific telephone hunt groups to meet the geographic areas of service
- Lead credit policy decision making in establishing new customer underwriting policy and procedures
- Created staffing models based on call volumes and number of accounts worked by each collector. Redistributed the account base of approximately 14,000 accounts to even out the overall workload among all collectors

AT&T Universal Financial Corporation (UFC), Salt Lake City, UT

1995 – 1996

Senior Credit Officer and Security Officer - Assistant Vice President

Managed the UFC credit cycle, overseeing the efficient implementation and maintenance of all lending programs. Intricately involved in product development, account acquisition strategies, credit policy issues, credit operations activities and transaction relationships. Responsible for the integrity of the credit policy including writing policy, approving exceptions, doing self audits and recommending modifications to policy as needed. Monitored the collection process for delinquent accounts, working with AT&T Universal Card support personnel. Responsible for the data gathering, preparation of credit MIS and monthly presentations to the Board of Directors. Maintained the Credit Cycle Roll Rate Summary model to track and forecast gross dollar volume, delinquency, charge offs/losses, and roll rates. Participated on the Alco Committee.

Significant Accomplishments:

- Achieved delinquency and credit loss ratios within the industry standard; ensuring compliance with all federal and state regulations
- Actively participated in monthly board of director meeting, driving all credit performance and policy issues
- Implemented a secured card product backed by certificate of deposits as collateral
- Championed successful credit policy criteria based on established decision tree analysis
- Lead the segmentation of collection accounts resulting in greater process ownership

Page 3 of 3

Supervisor - Special Handling - Card Division (1989 – 1992)

Lead the Special Handling card-processing unit of New Accounts. Provided world-class customer service to all clients. Responsible for all quality control and individual credit analyst monthly audit. Performed routine telephone monitoring to ensure customer service measures were maintained. Customer service driven to exceed all card member expectations.

Significant Accomplishments:

- Achieved twenty-four-hour turnaround time for all special handling applications
- Developed initial concept for PC based processing system for Special Handling

Senior Financial Analyst - Card Division (1986 – 1989)

Responsible for the budget/forecast and month end financial closing process for the New Accounts Department. This included nine separate cost centers and five major products (Basic, Gold, Platinum, Optima, and Small Business) with a combined annual operating expense budget of \$25 million dollars. Developed and maintained PC expense models for all products for the major expense lines which included credit bureau, telephone, and postage. Developed in depth staffing models to determine efficient levels of staff to meet the marketing application volume allocation and telephone call volumes for all products. Prepared monthly New Accounts Results reporting package, which included financial/volume data and compared current month actual results to budget/forecast, year to date actual results to budget/forecast and full year forecast. Completed the monthly expense variance report, providing detailed explanations. Updated unit cost information for consolidation with corporate finance reporting. Accomplished ad hoc requests as required utilizing SAS programming.

Significant Accomplishments:

- Documented experience in expense tracking and analysis, PC modeling, budget/forecasting, credit scoring, and reporting
- Initiated many new service products as a significant member of the start-up team
- Implemented tracking system for Credit Bureaus ensuring the integrity of the billing and month end accrual

- Instrumental in assisting the cost center managers during the budget process and month end closing

• **Financial Analyst - Travelers Cheque Division** (1985 – 1986)

Responsible for the daily, weekly, and monthly worldwide reporting of all Travelers Cheques sales results. Managed the monthly expense allocation to the various regions worldwide. Maintained the daily monetary exchange rates. Performed ad hoc projects as assigned.

Significant Accomplishments:

- Created consistent worldwide geographical profit and loss volume factor matrices for expense allocations totaling more than \$120 million annually

Senior Credit Analyst – Card Division (1983 – 1985)

Responsible for the accurate underwriting and processing of American Express card applications. Provided training and quality control for a team of twenty credit analysts. Lead credit analysts in various areas including regular card products and the decline media team, responding to potential card members on the phone as well as through the automated letter generation system.

Significant Accomplishments:

- Member of initial thirteen credit analyst start-up team for New Accounts in Salt Lake City
- Achieved strict customer service measure for application processing time

COMMUNITY SERVICE/PROFESSIONAL AFFILIATIONS

- Rocky Mountain CRC – Loan Committee
 - Salt Lake City Habitat for Humanity – Family Selection Committee
 - UTFC Fund II oversight committee member
-

EDUCATION AND TRAINING

Bachelor of Science - Business Administration/Finance

Weber State University – Ogden, UT

ABA Graduate School of Bank Card Management

The University of Oklahoma – Norman, OK

Six Sigma Yellow Belt Training

American Express Company – Salt Lake City, UT

Method I Project Management Training

American Express Company – Salt Lake City, UT

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APP00003588

Application #	APP00003588		
Board	Community and Support Service Advisory Council		
All Open Positions			
Date	8/28/2017		
Nominated by	Jared Gleue		
Nominee	Stephanie White		
Status	Submitted		
Personal Information			
Home Street		Work Street	
Home City		Work City	
Home State		Work State	
Home ZIP/Postal Code		Work ZIP/Postal Code	
Home Phone		Work Phone	
Email			
Preferred method of contact	Home		
Additional Information			
SLCO Council District	4	Current Member of Another County Board?	No
Prefer Contact Info Be Private	Yes	Current Board	
Unique qualifications/perspectives	I have served on several boards of organizations the provide services to the low income populations of the county (see attached resume).		
Gender	Female	Has Been Member of Another Board	No
Age Range	40-54	Previous Board	
Race/Ethnicity	White/Caucasian; White/Caucasian		
Other Race/Ethnicity		Immediate Family is County Employee?	No
		Explanation	

**Convicted of
Felony** No

Explanation

**Represents
Special
Community?** No

Explanation

**Additional
Comments**

I believe my experience on boards of community development organizations as well as my role as community development officer for UBS Bank USA provides me insight on how county and federal funding can be used most efficiently and effectively.

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STEPHANIE WHITE

EXPERIENCE:

UBS Bank USA, Salt Lake City, UT

CRA/Community Development Officer (Jan 2014 through present):

- Develops, implements and manages all aspects of the Bank's Community Reinvestment Act ("CRA") program, including writing its FDIC approved CRA Strategic Plan
- Manages a \$700+ million community development portfolio
- Ensures the Bank fulfills its regulatory CRA requirements and is in compliance with all CRA related laws and regulations
- Finds, structures and originates new CRA opportunities
- Coordinates with federal and state regulatory agency examiners
- Coordinates with internal and independent auditors to ensure compliance issues are properly addressed
- Cultivates relationships with community based, charitable and non-profit organizations
- Maintains the Bank's public file

Financial Analyst/Assistant Corporate Secretary (July 2006 - Jan 2014):

- Developed methods to demonstrate the profitability of the CRA portfolio
- Monitored the profitability of the CRA portfolio through monthly preparations of financial statements and analyses, including determining yields and cost of funds/spreads on loans and investments
- Prepared income and balance sheet projections for the CRA portfolio
- Assisted the CRA Officer in developing and implementing the Bank's CRA Strategic Plan
- Assisted in structuring, analyzing, selecting and originating CRA investments
- Prepared necessary analyses and reports for the Bank's Board of Directors and CRA Committee.
- Managed over \$500,000 of charitable donations per year
- Maintained the corporate records and oversaw the governance process for several Bank and Board of Directors' committees, including meeting materials/books, minutes, action items and committee resolutions
- Ensured records were maintained appropriately and submitted to Bank examiners as requested

First Security Corporation, Salt Lake City, UT

Asset/Liability Analyst (1993-1996)

- Ran the Asset/Liability forecasting model for First Security Bank of Idaho, First Security Bank of Nevada and First Security Bank of Wyoming.
- Prepared analyses and reports for Asset/Liability Management using data from forecasting models, general ledger and various databases.
- Monitored and reported the Corporation's derivative activity.
- Determined the Corporation's cost of funds for Commercial Lending.
- Managed the Transfer Pricing System for the entire Corporation.

First Security Bank of Utah, Salt Lake City, UT

Commercial Credit Analyst (1992-1993)

- Analyzed commercial customers' financial statements and prepared in-depth analyses for the Commercial Lending Committee to use in lending decisions.
- Performed additional analytical duties as needed for the Commercial Lending Group.
- Completed special assignments for First Commercial Leasing Company and the Special Loans Department.

EDUCATION:

University of Utah, Salt Lake City, UT

- B.A. in Accounting

UBS Wealth Management Americas Ascent Leadership Program

Utah Banker Association's Executive Development Program

COMMUNITY INVOLVEMENT:

Utah Community Action (2008-present) - Treasurer, past Chairman of the Board

- Utah Community Action is a \$20+ million, multi-faceted nonprofit organization that helps low-income individuals and families overcome barriers to self-sufficiency. Its mission is to empower individuals, strengthen families and build community through self-sufficiency and educational programs.

Rocky Mountain Community Reinvestment Corporation (2014-present) – Member, Board of Trustees

- Rocky Mountain Community Reinvestment Corporation is a nonprofit organization that, through sustainable direct lending and related efforts, facilitates the development of affordable housing and communities facilities that serve low to moderate income families and underserved communities throughout the Rocky Mountain Region.

Junior Achievement of Utah (2016-present) – Member, Board of Trustees

- Junior Achievement of Utah is a nonprofit organization that educates Utah's students in work readiness, entrepreneurship and financial literacy through experiential, hands-on programs.

Habitat for Humanity (2011-2012) – Member, Family Selection Committee

- Habitat for Humanity is a nonprofit organization that seeks to eliminate poverty housing and homelessness from the world. It provides affordable, clean and stable housing with home ownership for those who would not otherwise be able to afford a home.

References available upon request.