

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.

Date Received (office use)	28 March 2017
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Date of Request	March 28, 2017
Requesting Staff Member	Holly Yocom
Requested Council Date	April 4, 2017
Topic/Discussion Title	Advice & Consent
Description	<ul style="list-style-type: none">Robin Chalhoub, Associate Director, Community Services
Requested Action ¹	Approval
Presenter(s)	Holly Yocom
Time Needed ²	5 minutes
Time Sensitive ³	Yes
Specific Time(s) ⁴	n/a
Contact Name & Phone	Holly Yocom x87052
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.	Please see attached resume for Robin.

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.

ROBIN BODÉ CHALHOUB

PROFESSIONAL QUALITIES AND STRENGTHS

Human Resource Administrator
Project Manager
Analytical and Strategic Researcher

Communicator
Leader
County Collaborator

SALT LAKE COUNTY EMPLOYMENT

Associate Director

- Human Service Department

January 2016 – present

Lead, direct and manage the Human Services Department for Salt Lake County (over 1 million residents). Divisions include Library Services, Aging & Adult Services, Behavioral Health Services, the Health Department, Criminal Justice Services, Youth Services, Utah State Extension, Education, Refugee Services, and Legal Defense. Human Services Department has 1,200 FTEs and 54 service locations.

- Assess the need for Human Services in the community and allocates the resources to meet those needs
- Establish policies and procedures for the operation of the Department including monitoring and evaluating Division performance, coordinating personnel, planning, budgeting, contracting, fiscal management, and service delivery
- Coordinate intergovernmental relations with local, State, and Federal government agencies that affect the Department
- Supervise staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline
- Serve as a member of the Mayor's Executive Cabinet and contributes to the administration's strategic plan and direction
- Direct and oversee the preparation, justification, and administration of the Department's budget of over \$266,000,000
- Direct results based accountability for programs using data to assess measurable outcomes.
- Oversee and direct Department communication strategic plan and daily community engagement with 10 FTEs
- Serve on community and governmental boards and committees representing the Department and the County

Learning & Development Program Manager

- Library Services

June 2008 – January 2016

- Align Learning & Development plans to the Library and County's Strategic goals and objectives
- Responsible for all new hire and ongoing professional development for all 530+ employees
- Supervise substitute staff (90+ employees) including hiring, training, and managing performance
- Serve as advisor to supervisors and managers on personnel issues
- Investigator for personnel grievances
- Supervise Volunteer Program for all of Library Services
- Manage training budget and advises managers on their training budgets
- Administrative responsibility for emergency, safety, and continuity of operation for all libraries
- Manage the design, development and maintenance of training website and training database
- Lead the planning, design, and implementation of Library special projects, such as:
 - Leadership Development Initiative for supervisors
 - eManual Taskforce – assess need, identify tool and implement migration of all electronic resources to an user-friendly online tool for employees
 - Staff Day for all 560 employees
 - Library Customer Service Task Force – lead a team of employees to establish internal performance standards and policy for customer service
 - Performance Development Process - planned, designed, and implemented a new Library specific process and documentation for quarterly and annual performance management
 - Social Media Committee – co- founder, launched social media presence
- Help administer a technology plan with assessment of need, evaluation of tools, and implementation
- Conduct trainings and presentations on various topics
- **Represent the library on various Salt Lake County committees, taskforces and initiatives:**
 - The Future we Choose Symposium 2013 - 2015
 - Countywide Intern Program Creation 2014 - 2015
 - Summer Youth Employment Program, founding creator 2014 - 2015
 - County Safety Committee 2010 - 2015
 - Customer Service Initiative, founding member 2010 - 2015
 - County Communication Team
 - Executive Team member 2012 - 2013
 - Internal Team, Chair 2011-2013, launched eConnect 2010 - present
 - External Team, launched new website 2011 2010 - 2011
 - Employee University Board Member 2009 - 2013
 - County Wellness Committee 2008 - 2013
 - Co-authored the H.S. Department Diversity Action Plan 2011
 - County Performance Development Committee 2010
 - Volunteers 2009 - 2015

Communication Administrator

- Human Services Department

June 2013 – February 2014

- Assist in establishing the goals and objectives for the Human Services Department
- Manage the Department's strategic planning efforts, formulating the first *Future we Choose* plan
- Oversee the creation of the County's Affordable Care Act website
- Direct, advise and coach Human Service Department communication specialists in various divisions regarding public affairs, media, website redesign, branding and collaboration
- Assess the overall communication efforts of the Human Services divisions to reach external and internal stakeholders

OTHER WORK EXPERIENCE

Adjunct Professor Anthropology & Archaeology
2006 – present

- Salt Lake Community College

Program Supervisor / Advisor / Teacher
2002 - 2008

- Waterford School

- Supervise directed studies program for hundreds of middle and upper school students
- Provide tutoring and support for student's academic success
- Advisory responsibility for ninth graders, mentoring students on school issues, course registrations, and character curriculum
- Develop and teach a senior level small group seminar course on global cultural issues

Adjunct Professor Anthropology
2002 – 2005

- Utah Valley University

Board of Trustees / Physical Education Teacher
1995 - 2001

- Meridian School

- Help oversee the financial, administrative, and curriculum direction of the school
- Teach Pre-Kindergarten and Kindergarten physical education classes

Lecturer / Teaching Assistant
1996 – 1999

- Brigham Young University

Assistant Manager
1990 - 1991

- Laura Ashley Inc.

- Supervise staff, manage schedules, conduct inventories, merchandise the store, and maintain financial records and balances

Gymnastics Coach & Instructor
1983 – 1993 (with breaks)

- Multiple locations (TX, OK, NC)

EDUCATION

M.Ed. Instructional Technology and Library Media Science

2006 Recipient: Outstanding Scholar in Instructional Technology
Utah State University

M.A. Anthropology

2001 Thesis: *Deterioration of Hadrami Frankincense Trade: circa AD 325*
Brigham Young University

B.A. Anthropology

1989 Baylor University, Waco Texas

PROFESSIONAL PRESENTATIONS

Create Possibilities for Refugee, Immigrant, and Low-Income Students

2015 American Library Association Annual Conference, San Francisco, California

Grow Leaders in your Library

2015 Utah Library Association Annual Conference, St. George, Utah

Students Transitioning from High School to College

2014 Utah Library Association Fall Conference, Snow College, Utah

Developing Library Staff through Coaching and Mentoring

2014 Utah Library Association Annual Conference, Sandy, Utah

2013 Utah Library Association Fall Conference, Logan, Utah

Creating a Customer Service Revolution

2012 Utah Library Association Conference, Salt Lake City, Utah

Managing Teen Behavior

2014 Utah State Library, Fillmore, Utah

2014 Murray Library, Murray, Utah

2012 Public Library Association Conference, Philadelphia, Pennsylvania

2010 Utah Youth Services and Children Fall Conference, Park City, Utah

2010 Utah Library Association Conference, St. George, Utah

Get Thee to a Library - Adult Programming

2011 Utah Library Association Fall Conference, Cedar City, Utah

Using Surveys in Libraries

2009 Utah Library Association Conference, Sandy, Utah

PROFESSIONAL MEMBERSHIPS

American Library Association – elected Member at Large for LEARNT Committee

Utah Library Association - member of Continuing Education Committee (2010-2014)

National Association of University Women

National Learning Guild

Association of Talent Development

Public Information Officers of Utah