

Mayor's Office: Council Agenda Item Request Form

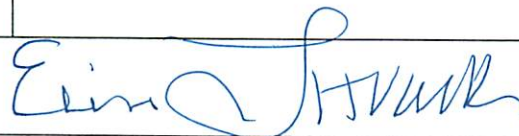
This form and supporting documents (if applicable) are due the Wednesday before the COW meeting by noon.

Date Received
(office use)

28 March 2017

Date of Request	3-28-17
Requesting Staff Member	Karen Crompton
Requested Council Date	18 April 2017
Topic/Discussion Title	Advise and Consent of Christopher Otto as Associate Director of Human Services Department.
Description	Advise and Consent of Christopher Otto as Associate Director of Human Services Department.
Requested Action ¹	Approval
Presenter(s)	Karen Crompton
Time Needed ²	5 minutes
Time Sensitive ³	n/a
Specific Time(s) ⁴	n/a
Contact Name & Phone	Karen Crompton 385-468-7061
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.

CHRISTOPHER T. OTTO

WORK EXPERIENCE

SALT LAKE COUNTY HUMAN SERVICES DEPARTMENT - Salt Lake City, UT

DEPARTMENT MANAGEMENT ANALYST – February 2016 - Present

- Created the first department-wide data inventory to identify program risks and opportunities for process improvement efforts.
- Facilitated division-level long-range strategic planning and change management activities.
- Coordinated special projects and analysis for the Human Services department director.
- Conducted comprehensive operational program reviews of aging and adult services and youth services. These reviews involved creating workflow and cost benefit analysis as well as assessing performance metrics to determine the impact of reported outcomes.
- Currently developing a quarterly accountability tool for department management and division directors to better track and implement strategic initiatives.

UTAH STATE AUDITOR'S OFFICE - Salt Lake City, UT

PERFORMANCE AUDIT SUPERVISOR – February 2014 to February 2016

- Supervised a team of performance auditors and economists in conducting comprehensive program evaluations of state programs and specific agency operations. Most notably was the comprehensive review of the Governor's Office of Economic Development (GOED) corporate incentives program that resulted in significant statutory overhaul of the program during the 2015 legislative session.
- Provided training, personnel evaluations, and developed work plans for staff.
- Presented findings and recommendations to multiple legislative committees, media outlets, and various stakeholders.

WASHINGTON STATE PARKS AND RECREATION COMMISSION - Olympia, Washington

OPERATIONS PERFORMANCE AND PROCESS IMPROVEMENT MANAGER – October 2012 to February 2014

- Developed a statewide customer satisfaction survey tool to establish service standards, inform staffing model decisions, and to provide data to adjust programs and services based on changing customer needs.
- Coordinated cross-divisional work groups to implement department-wide process improvements.
- Developed and monitored performance metrics, for agency operations and prepared reports to the Commission regarding performance outcomes.
- Coordinated special projects and internal reviews that evaluated agency processes, developed and deployed improvement projects that enhanced operational performance including: (1) automated park pass kiosk expansion, (2) electronic park attendance tracking pilot, (3) time sheet cost accounting pilot, (4) and a comprehensive law enforcement analysis. My role was to work with Park managers and central IT and accounting services to monitor the effectiveness of these pilot programs.

- Analyzed budget and performance data to determine return on investment on projects for the division.
- Assisted in the creation of the agencies long-term strategic plan under a new fee-for-service revenue and operating model.
- Reviewed legislative bills for budget accuracy and impacts to agency programs.
- Developed an agency wide risk based internal audit function for agency management.

WASHINGTON STATE AUDITOR - Olympia, Washington

AUDIT SUPERVISOR – October 2011 to October 2012

- Expanded the performance audit capacity by training new staff in developing performance audit work plans, conducting risk assessments and data analysis, documenting audit findings, interviewing, and presenting audit results.
- Supervised a team of performance auditors and contractors in a review of Washington State's financial management system that compared the state's financial system to other states, assessed system-wide technical risks, evaluated governance models against leading practices, and identified opportunities to improve the efficiency of business processes.

OFFICE OF THE UTAH LEGISLATIVE AUDITOR GENERAL – Salt Lake City, Utah

Lead Auditor - June 2005 to September 2011

- Conducted over a dozen audits in a variety of areas including: occupational safety and health, public education, mass transit, oil and gas, economic development, state parks, and technology services resulting in significant savings, business process improvements, reorganization and centralization of government services, and significant changes in policy and law.
- Published several reports including large technical reports, briefs, and audit request letters for Legislators.
- Conducted extensive research and legal analysis regarding state mass transit issues.
- Orally presented audits in public forums that required formally testifying on audit findings and fielding questions from Legislators and the media.

ADDITIONAL WORK EXPERIENCE

UNIVERSITY OF UTAH OFFICE OF GENERAL COUNSEL – Salt Lake City, Utah 2002 to 2004

ADMINISTRATIVE LEGAL ASSISTANT

UTAH ARMY NATIONAL GUARD – Salt Lake City, Utah 1998 to 2004

SIGNAL SUPPORT SYSTEMS SPECIALIST – (MOS 31U)

UNIVERSITY OF UTAH OFFICE OF THE PRESIDENT – Salt Lake City, Utah 2002 to 2003

PRESIDENTIAL INTERN

UNIVERSITY OF UTAH DEAN OF STUDENTS OFFICE – Salt Lake City, Utah 2001 to 2002

INTERN TO THE DEAN OF STUDENTS

EDUCATION

UNIVERSITY OF UTAH – Salt Lake City, Utah

1998 to 2005

MASTER OF PUBLIC ADMINISTRATION

BACHELOR OF ARTS – HISTORY

PROFESSIONAL DEVELOPMENT

LEAN SIX SIGMA – GREEN BELT

RESULTS BASED ACCOUNTABILITY TRAINING

ACADEMIC AWARDS & HONORS

- PI ALPHA ALPHA PUBLIC ADMINISTRATION HONOR SOCIETY
- BEEHIVE HONOR SOCIETY SCHOLARSHIP
- JAMES H. & MARY ANN GARDNER SCHOLARSHIP
- PHI ALPHA THETA HISTORY HONOR SOCIETY