

Skills-based Volunteer Program Participants Recognized

The 10-week skills-based volunteer program launched last August through Public Affairs and Human Resources has reached its completion, with outstanding reviews from each of the non-profit organizations involved.

Through each of the volunteer projects, selected employees were given the opportunity to participate on a chosen team for a non-profit organization, allowing them to enhance and leverage work competencies and individual strengths, as identified by the Volunteer Advisory Committee (VAC) and HR department. At each project's completion, an evaluation was completed by the respective organization's executive director, with an overwhelming positive response from each of the participating non-profit organizations.

Please join us in recognizing and congratulating the following *graduates* of the Bank's first Skills-Based Volunteer Program:

Non-Profit:



Team Project:

Hispanic Corporate Leadership Forum (HCLF) Enhancements

Description:

The team researched topics, speakers and program format for the Forum and conducted surveys and focus groups of HCLA members. From the findings, the team presented a document outlining ideas for forums for 6 months with detail of topic, format, speakers and takeaways.

FRB Team Members:

Barbara Hudson (team lead), *Employee Services Specialist, Event Mgt.*
Wendy Knisley, *Meetings & Events Specialist, Event Management*
Ashleigh-Jade Brinkley, *S&R Business Analyst, Supervision & Regulation*
Cherie Finch, *Customer Support Rep., Check Adjust Cust Supt - AWA*
Myriam Quispe-Agnoli, *Res Economist & Asst Political Advisor, Research*

FRB Team Consultant: Anne Antoniou, *Organizational Dev & Training Director, Human Resources*

Evaluation Highlight:

"The project team or what I call the "dream team" was able to put together in no time a work agenda that included research, analysis and a deep dive of what has happened in the past with HCLF. This analysis was able to provide areas of focus, topics of interest, and a support team that truly cares about our mission. Because of the project team's hard work, today we have a clear mission and objectives to follow. ...This in itself is a major accomplishment that is giving us direction and a target." – Philip Alequin, LAA

"Working with the LAA to assist them with re-organizing and enhancing their HCLF meetings was a very rewarding experience for the entire team. Gaining a better understanding of the Hispanic culture and interfacing with so many different professionals in the Hispanic community was very enlightening, challenging and provided great

networking opportunities. We had a very cohesive team that worked closely to brainstorm alternatives, research topics and speakers and provide final documentation that will improve the quality of the HCLF meetings and also increase attendance. We all look forward to attending the future HCLF meetings at the LAA.” – Barbara Hudson, FRB team lead



Non-Profit:

www.chriskids.org

Team Project: Strategic Department “Dashboard”

Description: The team developed an organizational scorecard (“dashboard”) of the HR and Development departments, to help guide decisions re: resource allocation, goals and initiatives. A presentation was given on how to interpret the data and establish processes for staff to maintain and gather metrics and information.

FRB Team Members: Tanya Das (team lead), *Enterprise Risk Analyst, FMP Enterprise Risk Management*
John Douglas, Sr. *Domestic Safety & Sound Exam, Supervision and Regulation*
Paul Hamaty, *Corporate Strategist, FMP Financial Plan & Control*
Cynthia Merritt, *Asst Director, Retail Payments Risk Forum*

FRB Team Consultant: Mary Kepler, *Vice President, FMP Officers*

Evaluation Highlight:

“The development dashboard report is a major accomplishment for CHRIS Kids development department, and the organization as a whole. ...We are genuinely pleased with the actual “tangible” report template – but are equally pleased with the “consulting/teaching” that occurred.” –Beth Keller, CHRIS Kids

“My team and I had a wonderful experience with CHRIS Kids! We had been tasked to help them develop a dashboard, which would be used when presenting quarterly reports to their Board of Directors. As we became more involved with them, we realized how challenging the dashboard would be to create given the diversity of this organization. Ultimately, we felt successful in our project because we were able to provide CHRIS Kids with a tool that would help them visualize and articulate both their immediate needs and overarching goals.” –Tanya Das, Project Team Lead



Non-Profit:

www.midtownassistancectr.org

Team Project: Volunteer Resource Manual

Description: The team researched and held meetings with MAC staff to develop timelines, methodology and talking points to assist volunteers and clients in the use of training.

FRB Team Members: Kathleen Davis (team lead), *FedACH Section Manager, FedACH Central Operations*
Kimberly Morgan, *Bus Lin Off Tech Mgr/Project Coordinator, Fin Stats Tech Support*
Leigh Pentecost, *Retail Payments Financial Production Coordinator, Retail Paymts Off - Check Ops*
LaShawn Toomer, *Senior Executive Assistant, SVP - Supervision & Regulation*

FRB Team Consultants: Deborah Hawkes, *Org Dev & Training Perf Consultant, Human Resources*
Chris Brown, *SVP & Chief Financial Officer, Finance & Facilities*

Evaluation Highlight:

"This was a project that produced something that will certainly make our lives much easier as we try to provide the best assistance for our clients." –Dorothy Chandler, MAC



Non-Profit:

www.girlsincatlanta.org

Team Project: Website Assessment & Design

Description: The team researched and developed a report comparing Girls Inc website design factors related to useability, marketing and aesthetics. The team drafted web templates and delivered these ideas for implementation.

FRB Team Members: Lisa Lee-Fogarty, *Director of Corporate Citizenship, Public Affairs*
Ashauntis Cutts, *ACH Specialist, Fed-ACH Accounting*

Lorna Prosper-Harley, Sr. Operations Risk Specialist, Supervision and Regulation
Anita Hollis, Cash Services Manager, Cash - Management

FRB Team Consultant: Doris Quiros, Assistant Vice President, Auditing - Officers

Evaluation Highlight:

"The information provided will be shared with staff to update our current website and give supporting documentation to allocate resources for a stronger, professional web presence... We are very appreciative of the group's GREAT work. It's obvious they put in the time and thoughtful analysis to develop sound academic and practical perspectives of web design that will be used in the near future!" –Vikki Morrow, Girls Inc.

"Lisa, Lorna, Anita and myself were challenged to design a website for Girls Inc. Even though we didn't have any experience on designing a website, we dedicated ourselves to overcome this obstacle. Each team member performed extensive research, created numerous templates and constructed a wonderful web page for Girls Inc to adopt. This was an immense project, but I feel that we pulled through it with such tenacity. Not only did Girls Inc benefit from this project, I also walked away with the ability to create a website from start to finish on my own." – Ashauntis Cutts, FRB Team Project Member



Non-Profit:

www.atlantachildrenshelter.com

Team Project: IT Assessment

Description: Together, the team assessed ACS's IT infrastructure (network, servers, PC support) and recommended as well as implemented efficiencies re: data management, communications, statistical analysis, and trend identification of the populations served by the ACS. Further, the team assisted in preliminary set-up work, as needed.

FRB Team Members: Johnnie Young (team lead), Manager, LAN Admin, Network Services
Susie Utterback, Information Systems Op Dir, Automation Operations
Jeff Haley, Systems Admin/Tech Expert, Distributed Server
Anthony Brown, Information Security Svcs Anly, Information Security
Joe Long, PC Support Expert, End User Services
Rich McMurry, Sr. Network Project Engineer, Network Services

FRB Team Consultant: Anne DeBeer, Senior Vice President, IT, Cash & LEU - Officer

Evaluation Highlight:

"The team miraculously resurrected our HUGE donor database and restored it on the new apps server...Again, all of us here are so grateful for the work you're doing and have done for Atlanta Children's Shelter. Obviously you

'caught us' just before it was 'too late' and the whole set-up crumbled around us! Thank you!' – Martha Robert, ACS

"The Atlanta Children's Shelter (ACS) IT Assessment project has been very positive and rewarding. Staff of ACS are a delight to work with, always responsive and never do they suppress their genuine gratitude. The members of the Bank's IT team admire the great service that the shelter provides to the community. This makes them high motivated and eager to do a superb highly professional job. This has been an experience where smiles and warm feelings are contagious." –Johnnie Young, FRB Project Team Lead

We congratulate each team member on leading the implementation of these very significant projects and thank them for their extraordinary contributions in helping further each non-profit organization's mission. Thank you for your efforts on behalf of our organization.