

# FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

MAY 2022

**A Behind-the-Scenes Look at the FDIC's segment in "The G-Word with Adam Conover"** 1

**The Training Center Modernization Initiative** 3

**Moving On** 6

## A Behind-the-Scenes Look at the FDIC's segment in "The G-Word with Adam Conover"

When Julianne Breitbeil, Senior Media Relations Officer in the Office of Communications (OCOM), received a letter requesting the FDIC's participation in an upcoming Netflix series, she admits she did a double take. "When I initially received the email that Netflix was working on a documentary called 'The G-Word' starring a comedian, my gut instinct was caution. The host, Adam Conover, was on a TV show called Adam Ruins Everything, so some skepticism seemed appropriate," said Julianne.

### How It All Began

Efforts to create a limited six-episode docuseries exploring our government's triumphs, failures and how we might be able to change it, as well as the role that public servants play in making our country safer and stronger, began in 2020. Higher Ground Productions, a company founded by former President



**The G-Word with Adam Conover, a limited six-episode docuseries, is now available on Netflix.**

Barack Obama and former First Lady Michelle Obama, in collaboration with the Partnership for Public Service, a nonprofit, nonpartisan organization focused on building better government and a stronger democracy, considered several government agencies and programs to profile as part of the series, including the FDIC. The production team was specifically interested in what the FDIC does when a bank fails given the agency's beginnings during the Great Depression and the potential impact to consumers.

Upon receiving the letter inviting the FDIC to participate in an episode, Juli-

*see G-Word, page 2, column 1*

The *FDIC News* is published monthly by the Office of Communications of the Federal Deposit Insurance Corporation, 550 17th Street N.W., Room 7102 Washington, DC 20429  
*Martin J. Gruenberg*, Acting Chairman, FDIC  
*David Barr*, Deputy Director, Office of Communication  
*Inam Hyder*, Writer/Editor, OCOM  
*LaJuan Williams-Young*, Writer, OCOM  
*Heather Woods and Aileen Wu*, Creative Team, FDIC Office of Communications

### FDIC News Editorial Board:

#### HEADQUARTERS

*Valerie Baltimore*, DIT, (703) 516-1145  
*Kitty Chaney*, DIR, (202) 898-8726  
*Ariana DiMeo*, DOA (Insider Threat), (703) 562-2102  
*Kathleen Gunning*, Legal Division, (703) 562-2378  
*Cheryl Hayman*, Office of the Internal Ombudsman, (202) 898-3766  
*Lester Henderson*, DRR, (703) 254-2985  
*Ike Jones*, OLA, (202) 898-3657  
*Tracie Lee*, OMWI, (703) 562-6093  
*Monica Lopez*, DOF, (703) 562-6116  
*Patrick Mancoske*, RMS, (202) 898-7032  
*Louise Murrill-Graves*, DOA, (703) 516-5297  
*Robyn Poole*, DOA, (703) 516-5278

*Luke Reynolds*, DCP, (202) 898-7164  
*Richard Sousane*, DOF, (703) 516-5118  
*Sharon Tushin*, OIG, (703) 562-6340  
*Beth Wiggins*, CU, (703) 516-1327

#### REGIONS

##### Chicago

*Emery Wilson*, RMS, (312) 382-7562

##### Dallas

*Tyler Cavaness*, DRR, (972) 560-1724

##### Kansas City

*Hilary Hoskins*, RMS, (816) 234-8529

##### New York/Boston

*Erin Skillman*, DCP, (781) 224-8127 ext. 4722

##### San Francisco

*Karen Hammer*, RMS, (323) 545-9260 x4256  
*Laura Rapp*, RMS, (415) 808-8112

# "THE G-WORD WITH ADAM CONOVER" SERIES

## G-Word, from page 1

anne alerted Amy Thompson, Director of OCOM, who then engaged internal stakeholders to discuss the various opportunities and risks associated with participating in the series. Following several conversations with the show's producers about the content and substance of the segment, and the series broadly, it became clear that the series would present a unique opportunity to engage and educate a wider audience about the FDIC – its mission and people. It would also offer a way in which to connect with younger generations and attract future talent to the agency.

Originally, the production team wanted to go on an actual bank closing, however, given there were no bank closures on the horizon at that time, the Division of Resolutions and Receiverships (DRR) presented another way in which we could tell the story of our bank resolution process – by simulating a bank closing. Working with OCOM, DRR would stage a mock bank closing that the production team could film. All parties signed off and a date was scheduled for filming.

### Lights, Camera, Action

In June 2021, the film crew with host Adam Conover arrived at our headquarters in DC to begin filming with a group of FDIC staff. After entering the building, Arleas greets Adam and gives him a tour of the main lobby with the



**Photos L to R: Take and Adam in the background; Arleas greeting Adam in the lobby of our headquarters building.**

large bronze eagle immediately drawing Adam's attention.

After a quick tour of the lobby, Adam and the team proceed to the sixth floor to a conference room to meet with a team from DRR. For the purposes of filming, the DRR team staged a mock pre-closing meeting modeled after examples and lessons learned from their years of experience doing actual bank closings. The conversation is led by Tyler Cavaness, DRR Leader for Strategic Operations, who provides Adam an overview of what a bank closing usually entails and how the team will conduct this mock closing. As the details of the closing actions are being discussed, Adam chimes in throughout the conver-

sation with comments and questions to help viewers, who may know little about the FDIC, understand this unique process.

The meeting complete, the DRR closing team takes the elevator down and leaves the building via FDIC vehicles, taking Adam and crew along. Since this was a mock closing, the group heads over to FDIC's Virginia Square building where the credit union has been converted into a mock bank with several OCOM staff members playing the role of bank employees. The DRR team, headed by Tyler, inform the "bank employees" that their bank is being closed, while also helping consumers with information on what a bank closing means to them. By filming this simulation of a bank closing, the viewer gets rare insight into an event that protects both the U.S. banking system and the American consumer.

### FDIC on TV

For those with an active Netflix subscription, "The G-Word with Adam Conover" is available now for streaming, and the FDIC's segment appears in the "Money" episode.

Reviews and media coverage about the series have been overwhelmingly positive, and several stories included references to FDIC.

In an interview with Paste Magazine, Adam Conover discusses his experience making the series and remarks:



**Adam sitting in on DRR's mock pre-closing meeting.**

*see G-Word, page 3, column 1*

## **“THE G-WORD WITH ADAM CONOVER” SERIES**

**G-Word**, from page 2

“[T]he people at the FDIC are so professional, and so ultra-competent, and love doing what they do so much, and are really doing it because they have people’s best interests at heart.”

We could not agree more. 🏡



**The G-word's film crew with host Adam and FDIC staff.**

## **THE TRAINING CENTER MODERNIZATION INITIATIVE**

### **The Training Center Modernization Initiative**

By ERICA R. YOUNG

Program Manager, Corporate Learning Programs, CU

As many employees voluntarily return to the office as part of Phase 2 of the Return to the Office (RTO) Plan, they will have the opportunity to see a renovated, state-of-the-art training facility at the FDIC’s Virginia Square campus (VASQ).

The FDIC’s Training Center Modernization (TCM) initiative is perhaps the most visible part of Corporate University’s (CU) Learning Development Modernization (LDM) initiative. No part of the original Training Center – first opened in 1991 – has been left untouched. From upgrading the electrical infrastructure, to redesigning the physical space, to replacing the original analog backbone of the building with a digital infrastructure, this is not the same Training Center you visited before the pandemic and mandatory telework.

#### **Where TCM Came From**

In 1987, the FDIC Board approved the land acquisition, design, and construction of Phase 1 at VASQ that focused on building a “best in class” training center. The Training Center

subsequently opened in 1991 fulfilling this commitment. Further expanding the FDIC’s commitment to learning and development, in 2003 the FDIC Board established CU and appointed the first Chief Learning Officer.

Since 2003, learning and development activity across the Corporation experienced significant growth. However, the Training Center itself did not undergo any significant upgrades or capital investment modernization. Over time, with only minor alterations and repairs made, the Training Center became obsolete amid advances in technology and significant changes in learning and development methodologies.

#### **How TCM Transformed the Training Center**

In In 2014, CU made modernizing the FDIC’s entire training ecosystem a central tenet of its Strategic Plan. The goal was to modernize the Training Center’s physical space and introduce the latest in learning and development technology. In 2016, CU initiated a limited Classroom Modernization Pilot to help determine what a full modernization project would look like. In 2017, work began to gather the requirements



**Suzannah Susser, FDIC’s Chief Learning Officer, standing next to CU signage within the new Training Center.**

and formalize the project scope. Segundo Pereira, Senior Advisor to the CLO and CU’s Lead for the TCM project, says that “while the Training Center Modernization is a product of Corporate University’s vision, support from our partners in DOA and CIOO was integral to bringing this project to fruition. Many other partners contributed

*see CU, page 4, column 1*

# THE TRAINING CENTER MODERNIZATION INITIATIVE

CU, from page 3

their expertise and influence, especially with regard to preparing and ultimately gaining approval from the FDIC Board for this major capital investment project.”

In October 2017, the FDIC awarded a task order to Perkins & Will, a global architecture and engineering firm, to assess the existing Training Center and develop a formal proposal to modernize it. Renee Rodriguez, Associate Principal of Perkins & Will, described their task as “challenging when working with an existing building and infrastructure,” and noted that the “walls, layouts, lighting, aesthetics, and layout weren’t conducive to a modern learning environment.” Some of these deficiencies included outdated audio-visual and IT that exceeded their life expectancy, an analog backbone that couldn’t accommodate new digital technology, inadequate Wi-Fi capabilities, deficient sound suppression and lighting which is key in a learning environment, lack of a dedicated and segregated course content server, and classrooms with significant physical limitations.

After approving the strategy and way forward, an FDIC project team convened to approve, review, and monitor progress. This dedicated project team, led by Brian Yellin, Deputy Director, Corporate Services Branch, DOA, met



**Project meeting in the newly constructed Training Center.**

weekly to monitor the construction effort and achieve key milestones. John Crabtree, Senior Project Manager of HITT Construction, described this as a “major construction project where we completely gutted out the space, built new walls, and installed a new infrastructure, sound suppression, wiring and mechanical systems.” He also mentions being impressed by “the attention and emphasis the internal FDIC Project Team took to monitor the project’s progress throughout each phase. It was a top notch effort!”

The combined efforts of the FDIC internal project team, Perkins & Will,

HITT Construction, Vision Technologies, and PROCON have culminated in the following significant renovations and improvements:

- Upgraded infrastructure shortfalls (electrical, AV/IT, sound, lighting, etc.)
- Redesigned physical space to eliminate previous limitations and enhance the environment, including:
  - Right-sized classrooms
  - Individual focus rooms and touch-down zones
  - A separate furniture storage space to eliminate excess from classrooms
- Introduced modern technology to support virtual learning, distance learning, and interactive classrooms and breakout rooms
- Replaced the original analog backbone with smart, digital infrastructure
- Improved teleconferencing and video capability
- Installed digital signage to improve wayfinding throughout the space

It has been several years since CU developed its Learning & Development Modernization initiative, which included transforming the FDIC training center into a modern, technology-rich learning environment for our employees. Suzannah Susser, Chief Learn-



**Pre-construction training room within the Training Center.**

*see CU, page 5, column 1*

# THE TRAINING CENTER MODERNIZATION INITIATIVE

CU, from page 4

ing Officer and Director of Corporate University, says the significance of this new and improved Training Center cannot be underestimated. “A modernized

training space is the most visible representation of CU’s efforts to transform learning and development at the FDIC. It is so personally gratifying to witness the complete transformation of the FDIC Training Center into a world-

class facility that will dramatically improve the FDIC employees learning experience, while expanding in-class and virtual course delivery capabilities.”

CU is excited to welcome FDIC employees back into the classroom. 🏠



Removing outdated and analog technology and wiring was necessary to modernize the Training Center.



Photos L to R: A dedicated project team composed of FDIC staff met weekly to monitor contractors’ construction progress; Renovated Hove Auditorium.

## MOVING ON

**Name:** Anthony (Tony) Pagano

**Most recent position:** I am currently performing a detail as an Internal Ombudsman Specialist. My permanent role is Chief, Affirmative Employment, Diversity and Inclusion Branch, Office of Minority and Women Inclusion (OMWI) (Permanent)

**Division:** Internal Ombudsman's Office (Detail). Office of Minority and Women Inclusion (Permanent)

**Location:** Headquarters (Washington, D.C.)

**When and where joined the FDIC:** I joined the FDIC Legal Division in the Knoxville, Tennessee Consolidated Field Office on November 7, 1998.

**Other experience:**

- March 1990 - January 1996: Legal Division, Valley Forge Office (RTC), Valley Forge, PA
- January 1996 - May 1998: Legal Division, Northeast Service Center, Hartford, CT
- May 1998 - February 2001: Legal Division, Headquarters, Washington, D.C.
- February 2001 - May 2022: Office of Diversity and Economic Opportunity (ODEO/OMWI), Headquarters, Washington, D.C./VASQ
- July 2021 - May 2022: Internal Ombudsman Office (Detail)

**Career Highlights:** I am currently on a detail to the Internal Ombudsman's Office handling matters related to employee engagement, workplace improvement, and change management. My permanent position is in the Office of Minority and Women Inclusion (OMWI) where I serve as Chief of the Affirmative Employment, Diversity and Inclusion Branch. In that position, I also managed the agency's Disability Employment, Reasonable Accommodation, and Anti-Harassment programs.

I started with the FDIC in 1988 in the Legal Division in Knoxville, TN, as an Attorney practicing commercial litigation arising out of failed bank receiverships. In 1990, I transferred to the Resolution Trust Corporation (RTC) as the first permanently assigned attorney in the Valley Forge, PA Office to assist in resolving the savings and

loan crisis. In 1991, I was promoted to a Senior Attorney litigation position, and in 1992, I was promoted to Section Chief, overseeing all legal aspects of S&L conservatorships and receiverships in the northeast United States. In 1996, after the sunset of the RTC, I relocated to Hartford, CT, again practicing commercial litigation and bankruptcy. In 1998, I transferred to the FDIC's Headquarters offices in Washington, D.C. in the Legal Division's Labor, Employment and Administration Section to practice EEO litigation, primarily class action litigation. In 2001, after having worked extensively in EEO and affirmative employment matters, I was selected as the FDIC's Affirmative Employment Coordinator in the Office of Diversity and Economic Opportunity, and that position later merged with the position overseeing the FDIC's diversity initiatives, becoming the Section/Branch Chief.

Prior to joining the FDIC, I served in the U.S. Army Judge Advocate General's (JAG) Corps. Among other duties at Headquarters, 7th Signal Command, Fort Ritchie, MD, I served as the Labor Law Counselor, representing the Army on employment discrimination actions. I also represented the Army at arbitration hearings involving employee grievances and unfair labor practice charges, and served as legal advisor to, and a member of, the management negotiating team in collective bargaining. I was later assigned to the U.S. Army Physical Disability Agency in Washington, D.C., where I represented and advised disabled soldiers regarding their illnesses/injuries, percentage of disability, and the legal merits of their cases.

I hold a Bachelor of Arts degree from the University of Tennessee, and a Juris Doctor from the University of Tennessee College of Law in Knoxville, TN.

**Retirement Date:** May 21, 2022

**Plans for retirement:** My family and I will be moving to Knoxville, TN, where we are currently renovating my childhood home, and we have a nearby lake house on Watts Bar Lake that has been in the family since 1972. We also



**Anthony (Tony) Pagano**

plan to have a summer home in Bayville, NJ overlooking the Barnegat Bay, because my wife Paula and I both have many family members and friends in the area. While I plan to relax and enjoy myself traveling and working around the houses, I also plan to volunteer for US military veterans' organizations, and attend charity classic motorcycle and classic car events as often as I can with my 1994 Harley and 1969 Corvette. I am also considering doing volunteer work with Habitat for Humanity, and possibly coaching high school lacrosse, which I did for three years as an assistant at Osbourn Park High School in Manassas while my son played there.

**Comments and thoughts:** If you're ever in the Knoxville, TN or Bayville, NJ areas, please look me up. 🏠