

FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

DECEMBER 2023

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Why I Give to the CFC at the FDIC

By Latonya McGowan, Senior Systems Accountant
Division of Finance

Why do you support the Combined Federal Campaign? Please let us know at FDICNews@fdic.gov and we will share your story in FDICNews.

Why do you participate in the CFC?

My parents gave in their unique ways. My mother, who used to work at FDIC, taught me to donate. I'm a blood donor and a lifelong member of a service organization that I joined in college, where I still donate to the local community, and CFC is another organization to support my values.

Do you have a favorite charity? If so, please provide the complete name:

No, I do not have a favorite charity, but I love all eight charities that I donate to for varying reasons. They are St. Jude Children's Research Hospital, Susan G. Komen Breast Cancer Foundation, Girl Scouts of the USA, Children of Addiction (NACOA), Martha's Table, Wheels to Africa, Wounded Veteran Families (Quality of Life Foundation, Inc.) and Mercy Ships.



Students in Uganda express their gratitude

What is your interest in this charity? Do you have a personal connection to it? If so, please tell us your story.

I have a personal connection to some of my charities like Susan G. Komen, Girl Scouts, and Wheels to Africa. For example, my neighbor has been running Wheels to Africa for several years. I have donated bikes when my daughter outgrew them. I see the many bikes piled up in my neighbor's yard every year and the large cargo truck and volunteers

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needed to pack the bikes for shipment. Shipment is VERY expensive but so beneficial to those receiving the bikes. My neighbor travels to countries in Africa every year, often taking neighborhood teens with her, and the recipients in Africa send me the sweetest thank you in their own special way (pictures or videos) that brings tears to my eyes every time.

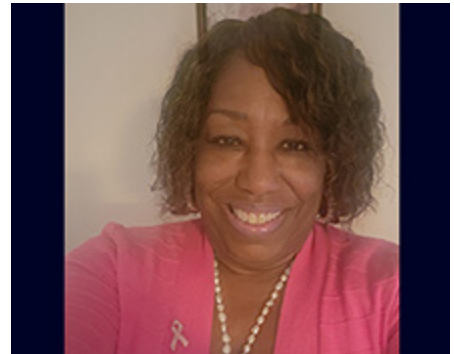
Studies show that when you give happiness, you get happy too. The CFC offers all of us at the FDIC the opportunity to be a part of positive change in communities, families, and homes across

the country. Since its inception in 1961, the CFC has helped raise more than \$8.7 billion for charities and people in need. Scan the QR code to learn more and GIVE HAPPY!

Want to learn more? Feel free to visit GiveCFC.org for more information. 🏠



Scan QR Code to give now



Latonya McGowan, Senior Systems Accountant, Division of Finance

Holiday Parties Celebrate Being Together



Photos from holiday events from the Office of Communications (OCOM) at headquarters and from the Atlanta Region are a welcome reminder of the fun we can have at work celebrating our friendships.

Staff from the Office of communications gathered December 7 in the area where the FDIC's Graphics Teams are based at Virginia Square in Fairfax

County, and enjoyed an eclectic selection of donuts from a D.C.-based one-of-a-kind local shop called Donut Run. While enjoying their favorite flavors, staff



spending time with co-workers while not working. A highlight was the Ugly Sweater contest, which drew a large group of participants. 🏠



members engaged in a light-hearted "white elephant" gift exchange.

More than 80 people attended the Atlanta Region 2023 Holiday Party, and enjoyed food, games, prizes and



Saving Staff Time and Saving the FDIC Money

By Kathleen Monti, IT Librarian, with input from Kay Lewandowska, Lead Librarian for Reference and Collection Management, and Richard Huffine, Associate Director for Enterprise Information & Records Management

Each year, the Library spends around \$250,000 to provide the FDIC with access to a collection of over 700 research journals covering economics, banking, and a variety of social science topics. These subscriptions ensure everyone working at the FDIC has access to the most up-to-date information possible.

The centralized purchase of commercial information products like these research journals ensures that the FDIC gets the most value out of every dollar spent on information. The FDIC Library implements Directive 3020-2, which describes the framework for divisions and offices to request subscriptions, access to commercial databases and access to commercial data for analysis.

These purchases can be anything from a single book costing about \$14 to a commercial data platform that could cost several million dollars. While the library's total budget represents less than 1 percent of the total FDIC operating budget, the library works hard to be a good steward of its funding. Every purchase involves research and negotiation conducted by the Library Acquisitions Team. Before and after purchase, library staff strive to evaluate the true value of the information. An example of this is the annual cost analysis of our research journal subscriptions.

Prior to 2023, simply collecting the usage reports from our three major content providers (EBSCOhost, ProQuest, and Elsevier's ScienceDirect) took several hours, but thanks to the library's new Integrated Library System[1], the IT librarian is able to pull the numbers together in less than an hour.

From a single report, we can see which journal titles have the most hits from FDIC staff; how many searches patrons have run in each journal database in any given month; and the number of articles accessed or downloaded. For the annual cost analysis, we are most interested in "Total Item Requests" (TIR). This is



FDIC Library

the total number of times an item was requested (i.e. the full text or content was downloaded or viewed).

CALCULATING THE COST PER ARTICLE

Once the raw statistics have been generated, we can understand how much the FDIC is paying each content provider per year compared to how much use FDIC staff are making of their products. With the TIR and the cost for a year of access in hand, we can determine how much we paid during FY2022-2023 (October 2022-September 2023), per article:

[1] An Integrated Library System (ILS) is used to track items the library owns, orders made, bills paid, and patrons who have borrowed. FDIC's ILS has two

$$\frac{\text{Subscription Cost for 2023}}{\text{Total Item Requests}} = \text{Cost per Article}$$

graphical interfaces, one for patrons, and one for library staff.

Using EBSCOhost as an example and based on usage, the FDIC Library paid \$8.75 per article from EBSCOhost during FY2022-2023. When we repeat this process for ProQuest and Elsevier's ScienceDirect, we see the following:

- ProQuest Cost per Article: \$7.31
- ScienceDirect Cost per Article: \$26.92

Next, the IT librarian determines how much each article would cost without our subscriptions, or the "Average Cost per Article." This is an important factor because it will allow the library to determine how much we saved overall. The numbers get a little complicated

because there is not a single price that all articles cost if purchased individually. We used a toolkit created in 2018 by the [Duke University Libraries](#), which places the average cost of an article at about \$32. We then account for inflation between 2018 and 2023 using the [Bureau of Labor Statistics' CPI Inflation Calculator](#), which sets the estimated average cost today at \$40.93. Additionally, we want to account for the time a library staff member would spend finding and purchasing an article, approximately 15 minutes. To find the cost of their time, we calculate the average librarian salary and break it down to fifteen-minute increments, which ends up being \$16.

By adding both numbers, we end up with the Average Cost per Article in 2023: **\$56.93**

CALCULATING THE COST SAVINGS

With that calculation completed, we are able to determine how much the library would spend on journal articles without our subscriptions. Again, this is very simple math:

For EBSCOhost articles alone, the library would have paid **\$371,451.57** in 2023. When we do the same calculations for the other content providers, we see similar results:

- ProQuest: \$342,768.93
- ScienceDirect: \$327,175.69

Finally, we calculate how much the library saved by purchasing subscriptions through our content providers:

For EBSCOhost, the FDIC saved \$314,331.57 in FY2022-2023 with our

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subscription. Here's how much we saved with our other subscriptions:

- ProQuest: \$298,745.80
- ScienceDirect: \$172,386.12

Altogether, the Library saved \$785,463.49 in FY2022-2023 with subscriptions. While these databases are not our only sources of information, they represent a large collection of valuable information that can easily be used by staff across the agency. Not all content providers collect usage statistics, but those

that do can help the library estimate cost savings and demonstrate the value of having library resources available.

One more tidbit of interest. This is the fourth year that the IT librarian has completed this analysis and we are proud to share that in those four years, the library has saved nearly \$3 million with subscriptions.

FINAL THOUGHTS

The information and data needs of the FDIC are constantly evolving. We are here to be a partner with every division and

office in accomplishing the mission of the FDIC. If we don't have what you need, we need to know that. We will work with you, your leadership, and your colleagues across the FDIC to get you what you need and set you up for success.

Finally, if you're not sure what you need, or you need some help researching a topic, please contact us for assistance! The library's staff answers hundreds of research questions each month.

This article is part of an ongoing series of contributions from the FDIC Library. 🏠

Vacation Voices from Vietnam and Cambodia

Where do you go during your time off? We'd like to hear about places employees go for vacations and other personal travel. For this series, we ask employees to share their non-work travel experiences and destinations with their colleagues. We are especially interested in sharing fantastic photos!

Name: Brian Sullivan

Division/Office: Office of Communications

Title: Senior Media Specialist

Location: Headquarters (Washington, DC)

Travel Destination: Vietnam and Cambodia

Length of Stay: Nearly 3 weeks!

Why did you choose this destination?

I have no idea! My wife and I were talking about how to mark a big anniversary. We haven't traveled a lot recently save some

weekend jaunts, and one thing led to another and bam, we're off to Vietnam.

What was the most exciting thing you did? That's a hard one. Everywhere we turned there was something magical to see, smell and taste. Perhaps it was the terrifying nighttime scooter tour through Saigon (Ho Chi Minh City).

What did you like most about the des-



ination or trip? Taking a tour down the Mekong River to see village life and how closely connected so many Vietnamese are to their environment...whether in the growing of vast quantities of tropical fruit or in the distilling of snake and scorpion-infused rice liquor, it was a treat for the senses!

Did anything surprise you about the destination or trip? Pleasantly surprised that after our troubled history with Vietnam, the people love America. They



revere President Clinton for normalizing relations and opening trade to the country in 1995. Our tour guide related how that fundamentally changed life in the country where so many had so little to eat!

Would you recommend this destination or trip to others? Why or why not? Absolutely! The people are wonderful and the food!

What should people be aware of about the destination/trip before going? U.S. currency is accepted in many places in Vietnam and Cambodia although certain vendors may require the bank notes to be crisp and without blemish.

Would you do it again? Why or why not? What would you do different, if anything? Fun is fun but fun is done. Time for another adventure elsewhere. 🏠



Moving On

Name: Glenn Brewer

Position Held: Community Affairs Specialist

Division: Division of Depositor and Consumer Protection, Community Affairs

Location: Chicago Regional Office

When and where joined the FDIC: November 29, 1993, Chicago

Other experience: Commerce Clearing House (CCH, also known as Wolters Kluwer); Leadership Council for Metropolitan Open Communities

Career Highlights: Being the first recipient of a Chairman's Award in Community Affairs (along with a colleague) for work helping financial institutions and community stakeholders establish the Humboldt Park Microloan Service. HPMS

was funded by the financial institutions to support small businesses in the Humboldt Park community in Chicago who could not qualify for traditional financing.

Retirement date: November 30, 2023

Plans for retirement: Spending more time with family, friends, fraternity (Omega Psi Phi), traveling and practicing law full time.

Additional comments and thoughts:

I am grateful to have worked with many dedicated and passionate people in Community Affairs. I believe Community Affairs is the best job in the FDIC because it allowed me the opportunity to build bridges between those with resources and under-resourced people and communities. 🏡



Glenn Brewer

Name: Stephen Jones

Position Held: Senior Risk Examiner

Division: Division of Risk Management Supervision (RMS)

Location: Los Angeles Field Office

When and where joined the FDIC: After graduating from college, I joined the FDIC in 1991 as an Assistant Examiner in the Dallas Field Office.

Other experience: Lab Technician at Wadley Institutes of Molecular Medicine, Dallas, 1980-1983. Pharmaceutical Buyer at Bindley Western Drug Company, Dallas, 1983-1988.

Career Highlights: I transferred to the Los Angeles West Field Office in 1996. I was promoted to Case Manager in the FDIC's San Francisco Regional Office in 2000. At that time, I was responsible for supervising banks in the Pacific Northwest in the Portland and Seattle territories. During my time as a Case Manager, I was Special Assistant to the Regional Director during 2005/2006, while co-leading the e-Exam Program from 2004 till 2007, to conduct a nationwide study and develop subsequent procedures for conducting off-site examinations. I returned to the Los Angeles West Field Office as a Senior Examiner in 2007 during the recession. I returned to the San Francisco Regional Office as a Work-in-Place Case Manager from 2009 to 2018, responsible for supervising banks in the San Francisco and Sacramento Field Offices. After a brief detail to the WO as a

Review Examiner, I returned to my position as a Senior Examiner in the now Los Angeles Field Office at the end of 2018.

Retirement date: December 30, 2023

Plans for retirement: Buying a home in Las Vegas with my husband, where we can spend our years at Golden Knights games, Raiders games, and enjoying the city. I plan to take classes at UNLV in ancient languages and religious studies. Also, taking up ice skating again, and training to run the inaugural Las Vegas Marathon in November 2024. And, when the mood strikes us, traveling the country, visiting friends and family.

Comments and thoughts: Over the decades, my best experiences have been working with the people at the FDIC, many of whom have become beloved friends and family that I will not let slip from my life. And, for those that have slipped from my life through the various stages of my career, they will always have a cherished place in my memories.

The FDIC has changed significantly since I joined in Dallas in 1991, and greatly for the better. As a gay man, I no longer feel the necessity to hide who I am. Moreover, I am confident that those who lead and become involved with the various diversity groups throughout the corporation will continue to make the FDIC a workplace for all. I am proud to have worked amongst such people. I will miss you. 🏡



Stephen Jones

Moving On, cont.

Name: Hiep Bui

Position Held: IT Specialist
(SysAnalysis)

Division: Division of Chief Information
Officer Organization (CIOO)

Location:Headquarters

When and where joined the FDIC:

I joined the FDIC on June 3, 1991.

Career Highlights: These include RCOLS RTC Collection System—recovered more than \$1.5 million in overpayments; website migrations: DIT websites to Adobe WCM—2,000 web pages and 20,000 DAMs, took one hour and 30 minutes, saved many hours of work; and CIOO organizational charts modernization—from organizational charts in PDF format to modern organizational charts with Power Apps, Office 365, SharePoint, and Visio OrgChart.

Retirement date: December 31, 2023

Plans for retirement: Visit my 94-year-old mom on the other side of the earth, work on a Vietnamese American

dictionary artificial intelligence-based project, gardening, maintain upkeep of the house, support my daughter with her school activities, and volunteer at the Vietnamese Language School.

Comments and thoughts: FDIC is a wonderful agency to be my first (and final) government career. I have been with the DIT for 32 years as IT Specialist (SysAnalysis). Having been here for several decades, you can imagine all the changes I've witnessed. RTC and FDIC were downsized from 32 offices each to 16, then six and finally RTC gone—no more massive banking crisis!

Looking back, I have completed many software systems, from DOS to the Windows environment, from desktop to cloud-based, from desktop to laptop, and from no telework to telework. I am grateful for all the opportunities and amazing colleagues I have worked with. Thank you so much. 🏠



Hiep Bui

Name: George W. Parkerson

Position Held: Section Chief

Division: Division of Risk Management
Supervision (RMS)

Location: Headquarters

When and where joined the FDIC:

I joined the FDIC in 1984 as a Bank Examiner (Trainee) in the Seattle Field Office.

Other experience: Manager Trainee at Aetna Finance and various positions, including consumer loan collections, at Puget Sound National Bank, both in Tacoma, Washington.

Career Highlights: I joined the San Francisco Field Office in 1985 after completing Introduction to Examinations (first school). As an Examiner, I participated for 10 years in examinations mostly in Northern California and the Pacific Islands. I later served as Regional Training Coordinator (1994–2002), Case Manager (2002–2005), and Assistant Regional Director (2005–2010), all in the San Francisco Regional Office. As an ARD, I supervised FDIC-insured financial institutions mostly in the Pacific Northwest (Alaska, Oregon, and Washington). I joined the Washington Office in 2010, serving as a

Senior Policy Analyst, and later as Section Chief for both the Risk Management Examination Branch (2017–2021) and Risk Management Policy Branch (2021–2023). I also temporarily served as Associate Director for the Planning and Resource Management Branch in DIR (late 2014–early 2015).

During my almost 40 years with the FDIC, I've worked at least to some extent in each of our agency's three major program areas: supervision, insurance, and resolutions. I've also worked during multiple financial and banking crises, including those of the 1980s to early-1990s and the recession that began in 2008. Over the years, I've served as an instructor for various FFIEC and FDIC courses, and as a mentor, recruiter, and ethics counselor. I was also a member of the Chairman's Diversity Advisory Council in San Francisco, serving as its chair 1997. Along the way, I also graduated with honors from both the Pacific Coast Banking School in Seattle (1999) and Executive MBA program at the University of San Francisco (2002). I've also been very fortunate to have received Employee of the Year awards both in San Francisco (2001) and the



George W. Parkerson

Washington Office (2016). I also received two Chairman's Excellence Team awards for project work (2018 and 2022). (Read more about George's career in the 2016 FDIC News article WDI Perspectives and in the RMS 2016 Employee of the Year Award).

Retirement date: December 30, 2023

Plans for retirement: My initial goal is to complete an academic program in theology, which will likely take most

see **Parkerson**, page 7

Moving On, cont.

Parkerson, from page 6

of 2024. I also plan to visit family and friends across the country, and continue world-wide travel experiences. Beyond these activities, I look forward to future life adventures!

Comments and thoughts: Overall, it's been an honor and privilege to serve the FDIC's mission to "maintain stability and public confidence in the nation's financial system." I truly admire the

many dedicated and talented staff across divisions that I've worked with over the years. Best wishes to all! 🏡

Name: Darcy Resch
Position Held: Paralegal Specialist
Division: Legal Division (Contracting and Risk Management Unit)
Location: Dallas Regional Office
When and where joined the FDIC:
I joined the FDIC 1988 in the Tulsa Office as an Administrative Assistant/Oil and Gas Department.

Career Highlights: As a team member of the Oil and Gas department in the Tulsa Office, I successfully processed acquisitions of oil and gas properties acquired through bank closings, streamlining the process for future transactions. I participated in pre-closings and bank closings throughout my career, allowing me to travel extensively and build strong relationships within the industry. I have worked in the Oklahoma City office as an Owned Real Estate (ORE) assistant, and later transferred to the Addison Office as ORE Assistant where I met my husband. I obtained my two-year Paralegal Certificate through LeTourneau University, allowing

me to transition from Operations to Legal and expand my career. I assisted and started the Memorandum of Understanding and Interagency Agreements (MOU/IAA) SharePoint and tracking spreadsheet in 2007 that we still utilize in the Legal Division today. I assisted with Office of Women and Minority Inclusion missions through conferences, allowing me to meet wonderful people. **Retirement date:** December 31, 2023

Plans for retirement: Spending more time with family and friends, enjoying more time with my grandchildren—the ones I have already been blessed with and the little one arriving in February 2024. We are swapping our house of 26 years for a simpler life in the Texas Hill Country, closer to family and adventures in Austin.

Additional Comments and Thoughts: I'm so grateful to FDIC for all the opportunities it has given me, and for the people I've had the pleasure to work aside with for 35 years. To all my friends and



Darcy Resch

work family, thank you for your support, the laughter we've had, and wisdom gained during the challenges we faced throughout the career years. Let's keep the coffee dates and the virtual check-ins going! I can't wait to see what life has in store for all of us! 🏡

Name: Sherryann M. Nelson
Most recent position: Regional Ombudsman in the Office of the Ombudsman. Responsible for overseeing the Ombudsman Program in the New York Region consisting of 331 banks supervised by the FDIC. Gathered and analyzed bankers' feedback to identify FDICs supervisory processes warranting improvement. Shared bankers' anonymous feedback regarding examination and application supervisory processes with FDIC management. Worked closely with banks to help them resolve disputes with the FDIC. Major Accomplishment: Team Leader for the preparation of the FDICs 2018 Office of the Ombudsman Annual Report.

When and where joined the FDIC:

Joined FDIC in 1988 as an Assistant Bank Examiner in the Wayne, New Jersey, Field Office and subsequently became a Commissioned Bank Examiner.

Career highlights:

- **Leadership:** Acting Assistant Regional Director and Supervisory Examiner, Division of Risk Management Supervision (RMS); Acting Field Supervisor, Division of Depositor and Consumer Protection (DCP); and Corporate Employee Program Chief, Corporate University. In these roles, I focused on getting the job done, building a trusting environment and being a supervisor who treats employees fair and aids them in accomplishing their career goals.



Sherryann M. Nelson

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Moving On, cont.

Nelson, from page 7

- **Team Player:** Case Manager in RMS where I managed a caseload of 25–44 banks located in New Jersey and Puerto Rico, which included banks assigned to the Large Insured Depository Institutions Program. I played an instrumental role in bank fraud investigations and participated in depositions.
- **Improving Internal Processes:** I assisted the FDIC throughout my career in identifying ways to improve internal processes. I started my journey as the Chairman of the New York Chairman’s Diversity Advisory Committee. Then I served in a one-year detail assignment as the Assistant Program Coordinator for two FDIC nationwide programs, Workplace Excellence Program and the Labor Management Forum. I also participated in the Workforce Development Program, the Aspiration Workstream, where I was responsible for identifying new programs to aid employees in preparing for leadership roles.
- **Professional Growth:** Graduated from the Graduate School of Banking – Stonier at Georgetown University in 2006 and the Executive Potential Program (EPP) in 2012 where I was the EPP Graduation Class Speaker for a 156 guests. In the Office of International Affairs, I provided training on several occasions pertaining to credit risk management and corporate governance to senior bankers from Egypt and regulators in Albania. In 2018, I wrote an article for the FDIC News, “How I Rejuvenated My Career” that was made available to all employees nationwide.
- **Mentoring Others:** Informal mentor for acting case managers; participated in information interviews; and led alumni panels for Corporate University’s joint orientations for the Leadership Development programs. I was also a formal mentor in the 2014–2015 Executive Potential Program.

Retirement date: December 30, 2023
Plans for retirement: I plan to stay busy and sometimes do absolutely nada! I plan to live in the moment. My initial focus will be on decorating my new home in Spring, Texas, entertaining at home and exploring Houston. I plan to use my timeshare vacations more often, shed some pounds, read the dozens of books in my Audible account that have been collecting dust and spend more time with family, friends and my adorable pets. I would also like to learn to speak Spanish fluently, and maybe seek membership on my subdivision’s Homeowners Association Board and join the local grad chapter for Zeta Phi Beta so I can reacquaint myself with the organization I pledged in 1987 at Long Island University. Bottom line, I’m just gonna have fun.

Comments and thoughts: Farewell, my colleagues. Be in Charge of Your Own Destiny” and “Be True to Yourself.” 🏠

Name: Michael Shepard
Most recent position: Human Resources Specialist, Staffing Operations Team 1

Division / Office: Division of Administration (DOA), Human Capital Office (HCO)

Location: Atlanta, GA

When and where joined the FDIC: I joined the FDIC on September 10, 2000, in the Atlanta Regional Office as a Personnel Management Specialist in the Personnel Services Branch (PSB).

Other experience: I started my working career in the U.S. Army from 1979–1985, where I spent four of those years stationed in Stuttgart Germany, where I had a blast and met my wife. I started my civilian federal career with the Department of the Air Force in the Personnel Office as the Civilian Personnel Officer’s Secretary and then moved to Staffing as a Staffing Assistant and then finally becoming a Staffing Specialist.

I was with the Department of the Air Force from 1988 until I started with the FDIC in 2000.

Career Highlights: I have worked many years doing almost exclusively HR business and I have enjoyed it immensely. One unique juncture of my experience with the FDIC came during the banking crisis, where we had to stand up a satellite office in Jacksonville, Florida, and support that effort until the HR branch there was fully staffed. And then going on bank closures to assist the Facilities Team with that work was certainly a highlight in that it was as different an experience as I’d had working, and the ability to meet people from other organizations and locations was great as well.

Retirement date: December 30, 2023

Plans for retirement: I will get another job doing something hopefully a bit different from what I have been doing. I will continue to coach youth basketball, but mostly turn the page on one chapter



Michael Shepard

and open a new one as I discover more things I can enjoy with my friends and family. 🏠

In Memoriam

Kathleen “Kate” O. Tautges

Former Resolutions and Receiverships Specialist, DRR

Kathleen “Kate” O. Tautges, 75, of North Platte, Nebraska, passed away on Saturday, February 4, 2023, at Great Plains Health Hospital.

She was born on November 24, 1947, in Denver, the daughter of John “Jack” and Mary “Evelyn” (Duncan) Smith.

Kate attended St. Patrick’s High School in North Platte and later completed her MBA from Webster University. She was married to Darrel Gale and together they had a daughter, Sali. She later married Dennis McDermott and following his passing, married John “Jack” Tautges. She worked primarily for the FDIC traveling

extensively throughout the United States, retiring in 2014 from the Division of Resolutions and Receiverships as a Resolutions and Receiverships Specialist. She recently enjoyed working as a night auditor several days per week at LaQuinta Hotel in North Platte. She participated in arts and crafts at the Prairie Arts Center and loved cats, dogs and her pet goats, but she loved her family most of all.

Those left to cherish her memory are daughter, Sali Lindenberger of North Platte; grandson, Joshua Lindenberger of Houston; and close friend George Mann of Hayes Center, Nebraska. She was preceded in death by her parents; son-in-law, John Lindenberger; and former husbands Dennis and Jack. 🏠



Kathleen “Kate” O. Tautges