

AWARD CATEGORIES

Governor's Awards for Excellence Ceremony

State Capitol Rotunda
10:30am –12:00pm

May 5, 2015



Energy & Environment:

This award recognizes individuals or teams who have fostered innovation, demonstrated creative thinking, as well as generated leading-edge programs, policies, or processes in the areas of energy efficiency and conservation.

Innovation & Efficiency:

This award recognizes individuals or teams who have cultivated innovation and creative thinking as well as introduced a new technology or business model that produced measurable improvement and efficiency within the organization while showing a prudent use of state resources.

Leadership:

This award recognizes individuals or teams who have illustrated notable leadership and encouraged collaboration within the community served by the agency. They have inspired a shared vision among work groups, and expanded the capacity of others by fostering team collaboration.

Outstanding Public Service:

This award recognizes individuals or teams who have over a period of time consistently demonstrated outstanding contributions and whose accomplishments can be viewed as models of public service inside and outside the work environment.

AWARD RECIPIENTS

(In order of receipt)

Alcohol Beverage Control

Val Dunaway, Innovation and Efficiency

The Department of Alcoholic Beverage Control handles over \$365,000,000 in retail alcoholic beverage sales annually. One of the most important functions that challenge the retail portion of the operation involves continual restocking of the sales area within each store. Until recently, stocking of the retail sales area of the store involved hand-written stocking lists that were created by employees as they walked up and down individual aisles. Hand written lists were then taken to the stock room and a physical search for the items on the written list would begin.

This past year, Val Dunaway, Regional store manager for the DABC, found a way to expand the use of inventory scan guns to include a restocking process. Employees merely use the inventory scan guns to scan product tags as they are walking up and down respective aisles. The scan gun creates a restocking list that only contains products that are available in the store warehouse. The use of scan guns eliminates the time used to hand write stocking lists and the subsequent search for items that are not available.

It is estimated that the time saved by the implementation of the use of inventory scan guns in comparison to hand written lists has saved the department an average of 5 man hours per week in each store. System wide, the savings would equate to about 11,000 man hours annually.

Administrative Services/Division of State Archives

Open Records Portal Development Team, Innovation and Efficiency

During the 2014 General Session Senate Bill 70, State Data Portal Amendments, directed the Department of Administrative Services (in partnership with the Utah Transparency Advisory Board) to create a single point of access for all Government Records Access and Management (GRAMA) requests. This includes GRAMA requests for executive agencies, school districts, charter schools, public transit districts, counties, municipalities, local districts, and special districts. The portal also includes options to download records, obtain information about agency hierarchy, and retrieve contact information for records officers who manage the governmental information.

The portal development team adopted the mission to provide easier access to governmental records. They also adopted the overarching goal of serving as a resource for citizens, public officials, and members of the media in obtaining records and information.

This team of experienced and visionary archivists and records managers researched existing nationwide data portals, developed a scope of work and development timeline, coordinated with others (Transparency Board and the Department of Technology Services), applied lessons learned developing the Public Notice Website, created a division team to update agency hierarchy and structure information, identified and certified agency records officers, and worked to identify all state agencies that fall under the mandate.

The team met all required deadlines as outlined in S.B. 70 and successfully unveiled the open

records site (www.openrecords.utah.gov) one month prior to the deadline. The team continues to work on site development and enhancements including the addition of new contributors to be added over the next two years, publication of active links to public records already posted on agency websites, and the uploading and posting of additional public records on the site.

Board of Education

Scott Jones, Innovation and Efficiency

In the year-and-a-half since Scott Jones was hired as Utah School for the Deaf and Blind (USDB), no other employee has had a more powerful influence on the way the agency does business. Scott was hired in September, 2013 as the finance director and he immediately went to work establishing system controls, policies, and communication protocols that have changed the way all USDB employees understand and execute their administrative responsibilities. Most importantly, Scott's consistent training, his patience with those unaccustomed to best practices, and his willingness to ask hard questions and require reasonable compliance, have all contributed to a significant cultural change in expectations throughout USDB. Ultimately, our programs are better and the students and families we serve are the beneficiaries of his diligent efforts.

Because of his excellent leadership skills and his strong, collaborative nature, the State Board of Education has also leaned on Scott to assume the duties of interim executive director of the State Office of Rehabilitation during a very intense and challenging period after losing key personnel in top posts there. This new post is in addition to his duties as the Chief Financial Officer of USDB. Even the legislative appropriations committee members and legislative leaders have recognized the far-reaching effects of his strong implementation of innovation and efficiency measure. He has established a new business model based on his vast experience which combines a federal military approach with best practices in real-world, private sector accounting - areas where the agency had been severely lacking.

For his measurable results - as evidenced by the budgetary stability now experienced at USDB - and for his prudent use of state resources and unwavering commitment to economic efficiency with taxpayer dollars, Scott Jones is an ideal candidate for the Governor's Award for Excellence.

Agriculture

Weights & Measures Team, Outstanding Public Service

From 2010 through 2012, the Utah Department of Agriculture and Food Weights and Measures Program began receiving complaints and inquiries from consumers, retail establishments and other regulatory agencies regarding the accuracy and types of small scales used by retailers to buy and sell gold and other precious metals.

This prompted Weights and Measures to conduct a fact finding survey. In January of 2013, UDAF inspectors began conducting official inspections on precious metal scales throughout the state. Weights and Measures inspectors visited retail establishments and recorded information on the model types, scale capacities, typical load, etc., which revealed that a large percentage of the scales in use for precious metals transactions were not legal for trade and unsuitable for this purpose. In fact, less than 38% of the scales used in the retail sector were in compliance, and for every 1000 grams bought, the seller would be shorted 1.05 grams, or \$42.42 on average.

In conjunction with local law enforcement, the Department of Commerce and industry trade associations, Weights and Measures mailed training packets and conducted training seminars for the retail industry throughout the state.

As a result, in 2014, 259 of the 313 (or 83%) of the precious metal scales inspected the previous year were found to be in compliance.

Although the work done every day by these 'unsung heroes' happens behind the scenes, the initiative and teamwork exhibited by the Weights and Measures staff continues to provide a tremendous value and service to the citizens of Utah.

Commerce Declutter Team, Outstanding Public Service

On April 18, 2014, Commerce hosted "Declutter Day." The public was invited to drop off documents for secure shredding, recycle old electronics/computers, and donate clothing. The purpose of the event was to help the public protect their consumer information from fraud and declutter their home environment. The event resulted in 14 tons of shredded documents, 15.4 tons of electronic waste, 2 tons of clothing and household items, 994 "hits" to the Department Declutter web page, and assisting in the protection of hundreds of Utah citizens against fraud.

Jennifer Bolton and her team were instrumental in planning, preparing, and coordinating the event which included the following efforts:

- Arranging the venue and amenities;
- Issuing Press Advisories;
- Arranging artwork and visual marketing;
- Coordinating with state and local officials to support the event;
- Arranging for trucks and workers to be on site for retrieving, shredding, and transporting the materials; and
- Spending long hours carrying out the event.

This collaborative effort provided an overwhelming benefit to members of the public who were able to dispose of clutter without feeling exposed to fraud or other deceptive practices. At the same time, the public was able to participate in a "Green" effort to recycle.

Commission on Criminal and Juvenile Justice Gary Scheiler, Leadership

Gary Scheiler has demonstrated remarkable leadership and vision while working at the Office for Victims of Crime, most recently as the director of the Office. He has worked tirelessly to build relationships with servicers, victim advocates, law enforcement officers and prosecutors throughout the state. This has resulted not only in excellent working relationships, but also in improved services to victims of crime.

Gary understands that even though his office makes final decisions based on statutory criteria, those decisions are better when based on good information. His collaborative working style fosters an environment in which others are willing to provide information because they trust the way the Office will use it. His vision and working style have impacted the way the entire

office operates. Employees are trained to work collaboratively within the office and with others in the criminal justice system in their efforts to make independent decisions. They make unbiased decisions with assistance from others outside the office and all available information rather than feeling like they need to exclude input from others.

Gary's office faces a relentless workload. He is constantly evaluating processes in order to refine office operations. This has resulted in increased efficiency and improved satisfaction from claimants and providers. Offices with consistently high workloads can see a great deal of turnover as employees get burned out. Gary helps avoid this burnout by recognizing the contributions of individual employees in private and public settings. He creates a positive and collaborative work environment which is great for employees and the public.

Attorney General's Office Child Protection Division, Outstanding Public Service

The Child Protection Division is a team of experienced child abuse prosecutors and their legal assistants, stationed all around the state, ready day or night, seven days a week, to seek judicial protection for a child who is in imminent danger of abuse or neglect.

The work of the Child Protection Division takes place out of the headlines in the privacy of the juvenile court system. The focus is on the immediate protection of the child and strengthening, whenever possible, failing families to eliminate abuse and neglect in the home.

Assistant Attorneys General in the Child Protection Division work in tandem with partners in the Utah Division of Child and Family Services (DCFS). Assistant Attorneys General assure that the evidence is clear, the abuse or neglect serious, and that proper legal processes are followed whenever the state decides to intrude into the privacy of a family in order to protect a child.

Assistant Attorneys General from the Child Protection Division continue to represent DCFS from the beginning to the end of a case of a child who is under the protective jurisdiction of the juvenile court.

Financial Institutions Sonja Long, Outstanding Public Service

Sonja Long has worked at the Department of Financial Institutions for more than 15 years. Sonja currently serves as the Administrative Assistant to the Commissioner. In this role, Sonja acts as the Department's Public Information Officer, manages the Commissioner's calendar, and provides a variety of office support to the Commissioner as well as others in the Department.

Sonja came to the Department with extensive experience in office management. She takes the initiative, is organized, and has meticulous attention to detail. In addition to her "normal duties", Sonja helps the Chief Examiner, Deputy Commissioner, and supervisors with numerous projects that make the Department more efficient and effective in carrying out its' mission.

Sonja now helps supervisors edit, organize and distribute Reports of Examination to the various institutions and federal regulatory agencies. This results in a quicker turn-around time

of the reports and a more satisfied customer.

In August 2014, several retirements and changes in management personnel (6 of 10 positions) put a strain on the daily operations of the Department. Sonja's knowledge of the operations of the Department helped maintain the quality output of the organization, while supervisors and the Chief Examiner became acquainted with their new positions. She was especially helpful in assisting the Supervisor of Money Services Businesses in processing the renewal of deferred deposit lenders and check cashiers as the year-end deadline approached. Sonja is a valued member of the staff of the Department of Financial Institutions and her dedication to her role is greatly appreciated.

Human Resource Management Dan Chase, Outstanding Public Service

Dan Chase has been a leadership development consultant for the State of Utah for seven years. During this time, he expertly developed a curriculum and has delivered his Leadership Skills for Supervisors course to over 600 current and prospective state leaders. This course is in high demand, and has always been well received. Through this course (as well as through one-on-one coaching sessions; monthly webinars attracting 100+ persons; and other ad hoc courses) Dan's positive impact on the state's supervisors and managers is unsurpassed.

Dan instills a pride in public service: In all his trainings Dan emphasizes and exemplifies the dignity of public sector work and the importance of the state as a provider of mission-driven services that enhance Utah's quality of life. Moreover, Dan demonstrates wisdom in his courses that is both memorable and inspiring. Dan never talks down to employees and his training is effective with a whole range of employee types, from blue collar to executive-level employees.

Following is unsolicited feedback that speaks volumes about Dan:

"The training Daniel Chase presented to a hard boiled group of maintenance (employees) ... was the best 4 half days I have spent in leadership training. Dan brings a great depth of knowledge, is down to earth in his concepts and knows his subject matter. It is also refreshing to have a fellow state employee lead such training, which I believe everyone in attendance felt Dan showed an empathy for the work performed by (the agency). Dan delivered an outstanding four days of good ideas with sound principles to a difficult group. I wanted to let you know what an outstanding job he did for us ... and what a valuable asset he is to the people of Utah."

Corrections Interstate Compliance Unit Team, Innovation and Efficiency

Under the guidance of a talented leader, both the Utah Sex and Kidnap Offender Registry and the Interstate Compact Unit have developed a team that is innovative and efficient. Jim Ingle, Jr. has developed his staff in a way that allows the unit to train sheriff departments, police departments, judges and Adult Probation and Parole staff. The entire team has extensive knowledge which means that Utah has not only avoided interstate transfer violations, but more importantly - exceeded expectations. Interstate Compliance experts such as the staff in this unit, facilitates safe and effective worldwide movement and supervision of offenders.

These efforts have created nationwide respect for this team. With statewide agency

collaboration, the non-compliant offender rate has dropped from 12% to 3.88% in a matter of two years! This team has received recognition from the FBI and national offices for their procedural achievements and efficiency. They are available in a moment's notice to assist during Amber Alerts and other public safety emergencies. The unit has been instrumental in creating a bifurcated caseload with these two divisions (a first in the country) with great success. The registry has been recognized by several partners for excellence in community notification. The shared knowledge registry and compact allows for greater community awareness and understanding.

There is a shared vision of public safety and compliance with the Sex and Kidnap Offender Registration and Interstate Compact Unit that brings honor to the Utah Department of Corrections and the State of Utah.

Human Services Kok-Keung Terrence Lo, Outstanding Public Service

For the last 13 years, Terrance, a food service floor supervisor in the Rampton Kitchen, has devoted his time and talents to the patients at Utah State Hospital. In addition to his commitment to quality meals during his regular shift, Terrance regularly sacrifices his personal time to ensure the various food needs of patients are met. He has spent many late evenings in the kitchen preparing holiday turkeys and hams for the patients; a gift of time that has also allowed other employees the opportunity to spend the holidays with their loved ones. The majority of the recipes used at Utah State Hospital are created by Terrance. In addition to being delicious, they are healthy and cost-effective. His creative and innovative skills in the kitchen have resulted in large cost savings and increased food count accuracy while maintaining great standards.

Terrance is an employee who leads by example and who has kindly and wisely shared his wisdom with his coworkers and team. His leadership, innovation, efficiency, and outstanding public service is recognized and greatly appreciated by patients, staff and their families.

Environmental Quality Air Quality Computer Modeling Group, Energy and Environment

During the past year the air quality computer modeling group has increased the quality and level of technical sophistication in the work that Utah Department of Environmental Quality, Division of Air Quality (UDAQ) does for regulatory analysis and State Implementation Plan (SIP) development. The UDAQ modeling group has implemented two new modeling platforms during the past year. One of these models provide a more up to date and accurate method for calculating emissions of volatile organic compounds from naturally growing vegetation. The other is a model that allows for tracing air pollution concentrations back to potential sources of emissions. This work is key to ensure that regulatory programs are based on a strong technical foundation.

Working collaboratively among a wide variety of groups in the scientific community the UDAQ modeling group has built a solid reputation as respected scientists working at the cutting edge of regional air quality modeling. A partial list of organizations that UDAQ is actively collaborating with include; the EPA Office of Research and Development in NC; the Atmospheric Science Department and the Center for High Performance Computing at the U of U; and the NOAA Chemical Sciences Division in CO.

**Heritage and Arts
Multicultural Affairs Team, Outstanding Public Service**

Members of the Multicultural Affairs Team have been working together for less than a year, but in this short time their commitment to the responsibilities of their positions and dedication in serving the ethnic community, enable them to excel individually as well as a team in their accomplishments. Their most prominent successes were the outcomes of the Multicultural Youth leadership Summit held in October 2014 and the Multicultural Youth leadership Day at the Capitol held in February 2015. With limited work experience and new to meeting planning on a large scale, team members willingly stepped up to their assigned projects and responsibilities and implemented a most successful conference of inspiration and motivation for 1,700 at-risk underrepresented multicultural youth. In addition to the growth in attendance from 800 the previous year, relationships were strengthened with educators, schools and school districts. On-site for the Day at the Capitol the team was instrumental in conducting the transition in movement from the program seating, to lunch tables and into tour groups.

During the past year, outreach was prioritized and ethnic community interaction has increased with the team's focus on the refinement and consistent dissemination of information through the following tools: the website and social media, the development of an online resource guide, a weekly job opportunities posting, and a national/local scholarships list. The team recently launched 'Multicultural Voices' a quarterly online publication dedicated to sharing stories from Utah's ethnic communities. A collaborative team effort in producing this publication brings layout/formatting, photography and interviewing together which results in a professional looking publication with current news of interest.

**Insurance
Armand Glick, Leadership**

After completing a distinguished career as Captain and Chief of Police Services for the cities of Herriman and Bluffdale, respectively, Mr. Glick joined the Insurance Department in 2009 as the Director of the Insurance Fraud Division (IFD).

Under Mr. Glick's leadership the IFD consistently attains superior levels of performance. The consistency in the IFD's performance under Mr. Glick's leadership is especially meaningful considering the IFD is a diverse group of experienced law enforcement professionals and attorneys with strong personalities. That dynamic combination serves Utah residents well, but requires strong management skills to ensure consistent high performance. Mr. Glick's experience and background, attention to detail, responsiveness to stakeholders, fairness and above all, his superior leadership abilities in a fast paced law enforcement environment is directly attributable for the IFD's many successes and reason it is a national model.

Mr. Glick implemented unprecedented coordination with other law enforcement units locally and nationally and raised the bar in investigating and prosecuting complex cases. During FY 2014, investigators from the IFD completed a number of significant insurance fraud investigations. In total, 75 people were arrested while hundreds of fraudulent insurance claims were identified and solved. The value of claims in which criminal charges were filed exceeded \$7,786,792.

I am honored as the Commissioner of Insurance for the Great State of Utah to work with such a talented individual who plays such a critical role in the complex and little known world of investigating and prosecuting criminal insurance fraud.

**Governor's Office of Economic Development
Corporate Recruitment and Incentives Compliance Team, Leadership**

The Governor's Office of Economic Development (GOED) Corporate Recruitment and Incentives Compliance Team exhibited notable leadership skills and was a model of collaboration during the GOED Economic Development Tax Increment Financing (EDTIF) audit and senior leadership transition. In the summer and fall of 2014 the team took the lead in ensuring that not only the new leadership was brought up to speed with respect to the EDTIF program, but reached out to several key stakeholders, legislators, and legislative staff to provide education about the program and address questions expressed. The team's demonstrated dedication to improving the EDTIF program was displayed in its thorough response to the audit and associated recommendations, the exceptional problem solving skills of the team members, and the subsequent actions taken by the team to improve the policies and procedures for the program. The team worked seamlessly together during this process and expanded the capacity of the office to continue its work to advance the overall economic well-being of the State.

**Labor Commission
Brad Thurman, Outstanding Public Service**

The Workers' Compensation Act allows for independent contractors without employees to obtain what is called a workers compensation coverage waiver. Prior to July 1, 2011, these waivers were issued through private carriers. In the 2011 legislative session, S.B. 191 was passed which created the Workers' Compensation Coverage Waivers Act. The act transferred the responsibility of processing waiver applications and issuing waivers from the insurance carriers to the Utah Labor Commission.

We hired Brad to develop and oversee the new program. Under Brad's supervision the Commission created a website waiver section which educated applicants and allowed them to conveniently apply online. He also oversaw the construction of a kiosk housed in the Commission lobby whereby the public could complete the application while being assisted by Commission staff. For a full year Brad single-handedly oversaw these processes, educated the public on the qualifications to obtain a waiver, and processed all of the applications by himself.

Over the past 4 years Brad's waiver program has gone from 1 employee (Brad) and issuing 3,500 yearly waivers to 2 full time employees under Brad's supervision and issuing 7,500 yearly waivers. Brad is an exceptional employee committed to serving the public and making the process as efficient and unburdensome as possible. Due to the exceptional work Brad has done with the waiver program, he was recently promoted to manage the entire claims section of the division along with continued waiver section oversight.

**Tax Commission
Jennifer Condie, Outstanding Public Service**

Jennifer Condie is an outstanding public servant. She has the intellect, skills, talent, and personality to excel wherever she decides to apply herself. Luckily, she has decided to devote her substantial skills and energy to public service. The State of Utah and, specifically, the Tax Commission is a much better place because of that decision.

In addition to other responsibilities, Jennifer is responsible for tax rate certification and statistics of the Property Tax Division. Taking up the responsibilities of Assistant Director in August of 2013, she has quickly become the "go-to" person for any issue in the state related to tax rates.

She is the acknowledged expert and acts as a resource to Legislators, Legislative Research and General Counsel, State Auditor's Office, the State Office of Education, county and city elected officials, and Special Service Districts. She is trusted and respected by all who come in contact with her, and many consider her a friend as well as an advisor. Her expertise is often called upon by legislators as they craft legislation dealing with tax rates.

Jennifer has also been the driving force in implementing the Statewide Tax Rate Computer System. This system makes public every budget number, every calculation, and every other data element involved in the certification of the property tax rates used by every taxing entity. This is a very unique system that is used by and benefits local entities as well as the State of Utah. Her leadership, expertise and significant effort contribute daily to the accuracy and transparency of this important process.

Because of her exceptional skills and abilities, Jennifer has many opportunities available to her. Utah is lucky Jennifer Condie has chosen public service.

Schools and Institutional Trust Lands Geographic Information Systems (GIS) Team, Innovation and Efficiency

The GIS team, led by Jessica Kirby, was given the task of digitizing the Agency's historic plat maps. These plat maps are a record of the lands acquired by the State from the Federal Government and administered by the agency in behalf of its beneficiaries. The historic paper plats, bound in large canvas books, were unwieldy and were sometimes difficult to read as well as maintain. The only way the public had access to these records was to physically visit the agency's public room.

The team also had to incorporate data from the agency's business system to include ownership and encumbrance records. Together, this data provides a publicly accessible, web based map which displays active contracts and ownership records. Now this information is available to the staff and public at any time and in almost any place.

The construction of the digital plat map required shifts in various paradigms and the acquisition of new skills and the development of new technologies. It was a project which required attention to the smallest detail. Given that there are over 3.4 million acres of surface and mineral estate lands and an additional million acres of mineral only lands, it is easy to see that this was a formidable and exacting project. Mistakes and discrepancies of any kind could cause serious problems for the agency in administering these lands.

This team's contribution has resulted in enormous utility to the agency and other trust land stakeholders. Their contributions were especially instrumental in last year's long awaited completion of the complex Utah Recreational Land Exchange and enactment of the Hillcreek Cultural Preservation and Energy Development Act.

Transportation Monte Aldridge, Leadership

Monte Aldridge is leading a cultural shift with long-term business implications by developing relationships of trust and influencing his peers and other stakeholders in the implementation of several key UDOT initiatives. He continually aligns people and processes in the use of Geographic Information System (GIS) tools, implementation of 3D design and advancement of wildlife connectivity/vehicle collision reduction.

The use of GIS tools has been a remarkable breakthrough for UDOT for making better decisions while improving efficiency in delivering projects that address each of UDOT's Strategic Goals and the governors SUCCESS FRAMEWORK initiative. While GIS has a sophisticated infrastructure, under Monte's leadership, his team has embraced the new technology to understand and develop its capabilities.

Monte has helped keep UDOT moving into the future with 3D design, which is a national effort within Departments of Transportation and the Federal Highways Administration. This quickly developing technology is revolutionizing the design, construction and communication of roadway projects. Monte's continuous incorporation of 3D Design into team processes, problem-solving scenarios and public settings has seeded a synergy that is moving his peers to forge ahead developing higher quality products while also achieving significant taxpayer savings.

Monte's leadership in connecting state and federal agencies, counties, landowners and sportsmen's groups to a clear vision and fostering collaborative solutions has led to innovative products, financial partnerships, new agreements and most importantly, trusting relationships resulting in a reduction of nearly 1,050 yearly vehicle/wildlife collisions in Southern Utah.

Health Newborn Screening Outreach Team, Innovation and Efficiency

Inspired by the SUCCESS initiative, the Newborn Screening (NBS) Laboratory, the NBS Follow-up program, Sample Receiving, and Nancy Arbon, UPHL Customer Service Manager engaged in a complete system analysis to identify focus areas of improvement. Rather than looking at their own respective process components or a specific process silo, the team eliminated silos and defined an integrated process for which they could measure how long each respective sub-process would take.

Focusing on turn-around time (TAT) the team showed that the biggest predictor for how fast a newborn is screened is where the baby is born. Rural hospitals and hospitals not owned by corporations have the biggest difficulties submitting samples on time. In an effort to identify critical disorders resulting in infants' death within one week of life, the groups offered FEDEX courier services to hospitals exceeding a sample transport time of 3 days. This service is free of charge to the hospitals.

The first real success the team saw was increased awareness for the importance of NBS. Six months after project launch, TAT improved for small hospitals. The next significant improvement included extended laboratory services. Again utilizing a data driven approach, the group showed that 7-day operations would further accelerate the screening of newborns. Utah's NBS now accepts and accesses samples on Saturday. The laboratory reports cases on Saturday and offers full testing on Sundays. With this step, Utah now has one of the fastest

NBS operations. The improved TAT and extended laboratory services significantly increase the chances of detecting critical disorders in time to save newborns' lives.

Natural Resources

Fire Business System Development Team, Innovation and Efficiency

Fighting fires is an extremely complex business that involves collaboration among local, state and federal agencies and entities, along with a multitude of data and inputs. For nearly two years, staff from Forestry, Fire and State Lands' Fire Program and Administrative Services, along with DTS, have been developing a cutting edge, web-based, fully automated Fire Business System. The system integrates state resources with the databases of local fire departments, federal fire management agencies and wildland fire databases.

What began as a relatively simple update has evolved into a ground-breaking new program for the Division's existing method of handling fire business and finances. The system will be used for the first time this coming fire season and will completely transform how fires are managed.

It has taken courage, foresight, patience, ingenuity, vision, and long hours on the part of many employees to develop the new Fire Business System. There have been difficult conversations, tense meetings, and tough decisions, but this team has worked through it all to build a truly transformational system.

Because of their hard work and dedication, the system delivers Forestry, Fire and State Land and its partners from an outdated, entirely paper system to a technology-driven, fully digital experience. Welcome to the 21st Century!

Public Safety

Statewide Information and Analysis Center (SIAC), Outstanding Public Service

The Statewide Information and Analysis Center (SIAC) provides information and analytical support to Utah's law enforcement and public safety community. The SIAC's work in supporting law enforcement with information and analysis makes a significant and lasting impact on Utah communities.

SIAC supports law enforcement on investigations ranging from homicide and violent crime to narcotics and homeland security-related threats. The SIAC provides integral services behind the scenes-- in a support role-- with little or no public recognition.

Today, SIAC handles several requests daily from law enforcement agencies locally and nationwide. These requests have increased dramatically every year from almost 3000 in 2010 to over 8000 in 2014. This increase in workload has been accomplished with little or no additional staff.

Below are examples of the support SIAC provides (taken from internal reports):

- "Cross Fusion Center Communication and Information Sharing through the Utah SIAC Intelligence Liaison Officer (ILO) Program Leads to the Arrest of Subject Making Online Threats"
- "Utah SIAC Provides Information about Drug Trafficking Suspect, Leading to Positive Identification and Arrest"

In addition to criminal investigative support, SIAC analysts receive, assess, disseminate, and gather critical information and intelligence, providing key decision makers and line-level public safety officials with critical information in the execution of their duties.

The key to the SIAC's outstanding public service is the ability of SIAC analysts to collaborate internally and with law enforcement and public safety officials throughout Utah and the United States. This collaboration and teamwork is critical in the efficient and effective execution of public safety services. SIAC analysts are a model of collaboration and teamwork, positively impacting the safety of Utah.

Utah Science Technology and Research (USTAR)

Cheralyn Anderson, Outstanding Public Service

After serving as a state employee for the past 10 years, Cheralyn Anderson joined USTAR full time in the summer of 2014. Since then, USTAR has gone through significant changes in personnel and leadership. Throughout this period Cheri has consistently been ready to dig in and assist the team, whether within her job description or not. Her commitment to the success of USTAR, the larger team and her dedication to growing her own skills all reflect her devotion to public service. In the past year, Cheri has developed training and documentation for USTAR on numerous policies and procedures, provided detailed budget analysis, and the development of a grant for the US Department of Commerce. The work that Cheri has contributed to policies and procedures has assisted both USTAR headquarters in meeting the requirements of our 2013 audit, but she has also developed extensive documentation of policies and procedures for the BioInnovation Gateway, part of USTAR's Technology Outreach Innovation Program. Finally, Cheri has done all of this with a great attitude. While doing her day job she has also been toiling on a masters degree.

Technology Services

New Billing System Team, Innovation and Efficiency

The Department of Technology Services (DTS) required a big improvement when it came to providing an invoice to State Agency customers. State Agencies were dissatisfied with the current invoice and constantly rated the billing system low in customer satisfaction scores. Since DTS bills customers for over 50 products and services, a change was needed.

The DTS formed an A-team to complete the new billing system in under a year. They had to understand customer requirements, analyze potential vendors, procure the software, program the system, train users, and work out any bugs.

In July 2014, after tremendous effort, the new DTS invoice system was completed for all users. The new system was on-time and within budget. The team worked tirelessly to make sure the project was successful and delivered the needed results.

The benefits to state government include the ability to view billing information from an easy to use, customer-focused dashboard. The dashboard allows for customers to view 13 month trends and customizable reports. Agency feedback has been very positive since the system went live. One side benefit was that DTS was able to acquire licenses from another state agency rather than buying them new, which resulted in a cost savings of \$600,000 to state agencies that use the licenses.

The team is recognized because they cultivated innovative thinking, generated leading edge technology and processes, created a higher level of performance, introduced new technology that produced measurable improvement, and showed a prudent use of state resources and taxpayer dollars.

Workforce Services

Eligibility Rules Rewrite and Implementation Team, Innovation and Efficiency

In February 2013 the Utah Affordable Care Act (ACA) project was mobilized to implement mandatory changes to the eREP system and included 3-key deliverables:

- Modify medical system rules;
- Electronically exchange applications with healthcare.gov; and
- Implement a new rules engine for all eligibility programs, training staff on significant policy changes

The project was completed using an Agile Scrum methodology with 88-staff, representing all disciplines and skills of 3-primary agencies: Department of Workforce Services (DWS); Department of Technology Services (DTS); and Department of Health (DOH); delivered these goals.

On January 1, 2014 eligibility determinations: Medicaid, Food Stamps, CHIP, Child CARE, and TANF, were switched to jboss, ending the use of outdated, proprietary code. Once the rules were deployed, significant effort was needed to train 500+ system users how to correctly determine eligibility based on the mandatory Medicaid and CHIP rule changes associated with ACA.

This change towards a new rules engine (the 'brains' of determination) with accompanied training, took under a year. This short time line was met as business (DWS), policy (DWS and DOH), and technology (DTS) worked side-by-side. In addition, the new technologies reduce time needed to affect eligibility determination and allow for faster complex code changes in the future.

Dedication, persistence, and diligence produced a project delivered on time, under budget, about expectations, and required incredible coordination and teamwork across three large departments. Most importantly, the over 380,000 recipients of programs determined by DWS were not impacted by the system rewrite, as benefits continued to be issued both accurately and timely.

The Department of Human Resource Management would like to thank the following:

Utah Public Employees Association

Governor Gary R. Herbert and his staff

Everyone who took the time to nominate their coworkers and employees

Executive Directors and Department Representatives who participated in the awards ceremony