

CEREMONY

Governor's Awards for Excellence Ceremony

State Capitol Rotunda
1:00pm –2:30pm

April 27, 2016



Welcome	Debbie Cragun, Executive Director, Department of Human Resource Management
Opening Remarks	Spencer J. Cox, Lieutenant Governor, State of Utah
Awards Presentations	Spencer J. Cox, Lieutenant Governor, State of Utah
Award Narrations	Shawn Domgaard and Sherry Saracino
Closing Remarks	Debbie Cragun, Executive Director, Department of Human Resource Management

AWARD RECIPIENTS

(In order of receipt)

AWARD CATEGORIES

Heroism:

This award recognizes an individual or team who has demonstrated extraordinary courage, resourcefulness and self-sacrifice, willingly responded to an emergency or performed an act of service that exhibited exemplary character and reflected a deep concern for the safety and well-being of others.

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.

Lieutenant Governor's Office

The Stewards of the Capitol for *Outstanding Public Service*

The Capitol Preservation Boards (CPB) staffs, aka “The Stewards of the Capitol,” are a shining example of outstanding public service at its very best. The Capitol doesn’t take care of itself, and requires lots of hard work by the CPB staff of only 8 employees plus volunteer docents. Allyson Gamble, Director, describes the Capitol as “The People’s House” and her team go above and beyond making sure the public feel at home while visiting. From large projects like the arduous removal of the hazardous tile, to daily Capitol repairs, the team does a great job making this 100 year-old building look amazing.

Morris Clendenen and team sets up and takes down thousands of events that take place inside the Capitol, and he always seems to keep a smile on his face and kindly greets all visitors, Stephanie Angelides pours her heart into making the Capitol exhibits look like art installation you’d see in Paris.

To assist the public, CPB created an online calendar that allows people to quickly view and schedule meeting rooms, and also keeps track of over 4000 meetings/events that happen throughout the year. Last year, Capitol Visitor Services held tours for over 22,000 visitors from school children to tourist from all over the world.

Administrative Services

Asset & Premium Automation Team for *Innovation and Efficiency*

In 2013, Risk Management began moving to an electronic process to automate its annual statements sent to state agencies, higher ed institutions, school districts and charter schools containing the characteristics and values of their 7500 buildings. That process had previously been printed on paper and snail mailed. Once the paper forms were returned, the Risk staff would manually input the changes into an Access database. In 2014, an excel spreadsheet with the information was emailed to Risk’s insureds. Risk staff then data entered the changes manually into Risk’s new Information Management System. In 2015, a web portal into that system was developed allowing the insured to modify the data through the portal. Rather than Risk staff having to data enter the changes as in the past, Risk staff only had to approve the changes electronically. The process is now paperless with less errors from data entry. From start to finish, the process has gone from a minimum of 8 months in 2014, to 6 months in 2015 (which included lost time for the death of a team member and transition to a new person). Risk anticipates the whole process will take approximately 4 months this year and even less next year as our staff and insureds become more comfortable with making changes through the web portal.

Commission on Criminal and Juvenile Justice **Jennifer Valencia for *Outstanding Public Service***

Jennifer Valencia established herself as a leader in Utah's criminal reform efforts during 2015. Following passage of a comprehensive criminal justice reform bill during the 2015 General Session, Jennifer directed the efforts of the Utah Sentencing Commission in changing the approach of sentencing guidelines to one based on research and best practices. She also directed the effort to implement a new method of supervising criminal offenders, also based on research and best practices. Jennifer accomplished in less than five months what would normally take one to two years. Thanks to Jennifer's efforts, Utah's sentencing guidelines are based on sound principles, policies, research and are specifically crafted to impose appropriate punishment while also providing services and treatment that will reduce the risk of additional criminal offenses, thereby increasing public safety.

Agriculture and Food **Livestock Inspection Bureau for *Outstanding Public Service***

The Livestock Inspection Program is designed to deny a market to potential thieves and to detect the true owners of livestock. In 2012, the bureau noticed an upward trend in the number of missing livestock reports, so the bureau decided to take a more proactive approach to our job.

The Bureau held educational courses and seminars starting with letters to associations, clubs, rescues, law enforcement, etc. The inspectors have been told that they should never pass on an educational opportunity. The Bureau implemented a rodeo and show policy where we have a presence at ports of entry, rodeos, and shows that educated people about the state brand laws. We developed statewide surveillance plans where inspectors are patrolling rangelands and pastures to prevent livestock threats.

In 2012 we inspected a total of 487,150 head of livestock, and in 2014 we inspected 491,203 head. In 2015 the number of livestock inspected rose to almost 600,000 individual cattle, horses, sheep, and elk and over 23,000 inspection certificates issued.

As for the amount of missing livestock and missing livestock reports: In 2013 the Bureau received 31 reports of 728 head missing and in 2014 we received 51 reports of 374 head missing. In 2015, 42 total reports and only 253 head were reported missing, dropping the number of missing livestock by 65% in two years. We believe that the rise in reports and the lowered rate of missing livestock is due to the education and surveillance by the Livestock Inspection Bureau.

Corrections **Training Bureau for *Outstanding Public Service***

The Utah Department of Corrections Training Bureau is responsible for the training needs of the department. An example of their leadership, innovation, and dedication is evident in their accomplishments this year. During calendar year 2015, training bureau pre-service staff trained 235 new UDC cadets and 86 county cadets as Correctional Officers. This was

a significant increase from the previous year to keep pace with UDC recruiting efforts. In-service staff were responsible for providing ongoing training to 1,470 certified correctional staff. During the year, this unit planned, designed, and provided over 800 hours of classroom, hands-on, and scenario training to UDC employees. They also provided eight hours of clerical in-service training to 131 staff over five separate sessions.

In 2015, the in-service unit identified a need for leadership training in the department. With the guidance of UDC leadership, the unit designed and implemented the UDC Leadership Academy focusing on the department's first line and mid-level leaders. Throughout four sessions, 112 current and future UDC leaders attended this 40-hour course.

In 2015, the in-service unit delivered POST instructor development training to 20 UDC employees and 22 allied law enforcement officers. Instructors from training bureau also provided training at the Utah Public Manager's Conference and the Utah Peace Officers Association Winter training. The firearms unit worked with the pre-service and in-service units to provide countless hours of initial and ongoing firearms training to 235 new cadets and over 1400 certified staff. Dedication and teamwork is what makes the UDC Training Bureau so effective.

Board of Education **The St. George Transition Team for *Innovation and Efficiency***

Archimedes once said, "Give me a place to stand...and I will move the world." This is a fitting quote to describe what this team of individuals has accomplished as they worked together to help transition aged students find their place to stand in a world that is so easy to get lost in. With the innovative idea of "bringing services to the students," this team began a pilot, establishing unique partnerships with the high schools in Washington County and implemented what is now known as Job-Readiness-Workshops (JRWs).

Through these JRWs, students with disabilities are experiencing opportunities that have never been available previously. These experiences are provided by a team of professionals that truly care about their students; caring that is demonstrated through impeccable preparation and skilled presentation. I can personally attest to the positive impact this team has had, as I have seen the amazing interactions between the students and Counselors. It is humbling to see a student's reaction to people who believe in them and show them a glimpse of what they are capable of.

This is not easy work; and this team does not take their work lightly. They are ever-striving to perfect their presentation and find better ways to connect on an individual basis with each student. I cannot think of a more deserving group of people to be recognized for their efforts in serving our transition aged students.

Environmental Quality **Scott T. Anderson for *Leadership***

As the Director of the newly formed Division of Waste Management and Radiation Control, Scott T Anderson has dedicated over 35 years to the Department of Environmental Quality. The longevity of his staff shows the loyalty they have for him with

an average tenure of over 20 years. He inspires and encourages everyone that he works with to strive for excellence.

When Senator Dayton proposed Senate Bill 244 to combine the Division of Radiation Control and Solid and Hazardous Waste into the new Division of Waste Management and Radiation Control, Scott was energized to take on the challenge of aligning both Divisions into one collaborative team. His exceptional leadership qualities and integrity made him the perfect choice for the challenge. Before the bill was even signed, Scott had worked diligently to provide a fair and amenable transition for the employees of both Divisions by restructuring personnel so that he could enhance both programs while maintaining his high level of excellence.

Scott has implemented many improvements to both the Radiation and Solid and Hazardous programs since the merge. The entire staff have greatly benefited from his remarkable leadership during the transition, inviting an open dialogue with the entire staff. The new Division is thriving under Scott's leadership and the regulatory entities are achieving their goals of a clean and healthy State. Scott has created the necessary harmony, achieving synergy between the two Divisions.

Executive Office of the Governor **Tiffeni Wall for *Outstanding Public Service***

Tiffeni has worked for the state of Utah for 23.5 years. She was originally hired in 1992 to work at the Office of Recovery Services, where she quickly advanced from being an ORS Agent to being a Program Specialist. She later was hired by the Department of Commerce and worked as a Program Coordinator and Education Advisor. In 2013, she was hired to work in the Executive Office of the Governor to serve as a member of the Governor's scheduling team and as the Administrative Assistant to the Chief of Staff. Tiffeni has excelled in each position she has held in state government.

Tiffeni helps coordinate details of the Governor's very hectic schedule by verifying facts, venue information, the Governor's talking points and many more details to ensure the Governor's events, meetings, calls, and travel run smoothly. Tiffeni is detail oriented and extremely organized. She is willing to take on additional responsibilities outside the scope of her job descriptions and exceeds high expectations for each task. Working in the Governor's Office is not for the faint of heart. It is a fast-paced environment requiring adaptability, confidentiality, and diplomacy. Most importantly, it is a "drama-free" work zone, and Tiffeni does a remarkable job of helping to address the dynamic needs of the Governor and Chief of Staff without adding drama or emotion to the situation. She is an invaluable team member and her service is greatly appreciated by all who work with her.

Governor's Office of Economic Development **Michael Sullivan for *Outstanding Public Service***

As GOED's Director of Communications, Michael Sullivan has been dedicated to continuous improvement of GOED's public engagement, transparency and efficiency. Michael was integral in developing the "Utah Story" and has been routinely praised by business leaders for his efforts. He and his team issue 120+ press releases and feature

articles each year, increasing awareness of the state's advantages and GOED's programs locally and nationally. Under his creative direction, GOED has engaged in up to 12 major press events a year, including the "100,000 Jobs in 1,000 Days" and "U.S. Chamber Enterprising States" events. Michael plays a critical role in the annual GOED Economic Summit and was instrumental in bringing key stakeholders to the table in an unprecedented business and education partnership focused on workforce development. His private sector experience and collaborative efforts lends valuable strategic insights to GOED's executive team in strategic planning. In his tenure, Michael has developed an efficient and repeatable approach to publishing GOED's annual outcomes and resource overviews. Michael upholds GOED's on-time compliance in the spirit and letter of the law, processing more than 70 GRAMA and constituent information requests in 2015. Michael is a dedicated public servant and has committed countless hours to ensure that Utah ranks top in economic development. GOED is grateful for the contributions that Michael has made to Utah and its residents.

Governor's Office of Energy Development **Richard Bell for *Outstanding Public Service***

The Governor's Office of Energy Development (OED) has processed Renewable Energy System Tax Credits for more than a decade and has generally received 250-400 applications annually in the years leading up to 2011, and under 1,000 application per year from 2012-'14. When Richard Bell accepted his position at OED in mid-2015, it was expected that he would need to devote less than half of his time to administering the program. However, due to the unforeseeable and unprecedented growth in solar deployment in 2015, OED has received more than 2,600 applications since Mr. Bell was hired. Mr. Bell rose to the challenge and graciously sacrificed working on projects that may have been more fulfilling to devote his full attention to administering the program.

Despite his unanticipated workload at OED in combination with his course load at the U of U, Mr. Bell continues to administer the program with the utmost efficiency and positivity. Many applicants express their appreciation for Mr. Bell's pleasant demeanor and high level of customer service.

Utah's solar industry is contributing to the state's already bright economy, with more than 900 business and 2,600 jobs. The state's modest incentive helps to fuel its phenomenal growth. Richard Bell manages this program efficiently and with good humor, helping to provide a foundation for one of Utah's most promising new sectors.

Mr. Bell's work provides significant benefits to the state. He is truly an outstanding model of public service inside and outside the work environment and is a worthy recipient of the Governor's Award for Excellence.

Financial Institutions **Lonny J. Stillman for *Outstanding Public Service***

Lonny Stillman has worked as a bank examiner for the Utah Department of Financial Institutions for nearly 36 years. He has written hundreds of examination reports that are consistently the best product the department produces.

Lonny is currently a Senior Examiner with the department. In addition to normal Safety and Soundness examination, he also conducts Trust, Holding Company, and Information Technology examinations. He served for eight years as the department's representative on the Division of Real Estate's Appraiser Licensing and Certification Board. More recently, he represented the 50 states' banking agencies as a member of the Federal Financial Institutions Examination Council's (FFIEC's) Cybersecurity and Critical Infrastructure Working Group (CCIWG) in Washington, D.C. for five months. The CCIWG did the research that led the FFIEC' Cybersecurity Task Force development of the Self-Assessment Tool for financial institutions and various Interagency Policy Statements regarding cybersecurity. These cybersecurity tools became the benchmark for the financial institutions to protect customer's electronic information.

Lonny has degrees in Accounting and Business Management. He is a Certified Public Accountant. (CPA) and is a Certified Information Systems Auditor (CISA). Lonny has also attended numerous schools sponsored by the state and federal banking agencies. He has an insatiable appetite for knowledge and has used his knowledge to train state and federal examiners and educate bankers to make the financial regulatory community better.

Lonny is a well-respected and valued member of the staff of the Department of Financial Institutions and we hope he stays with us for many years to come.

Heritage and Arts

Chase Home Museum Team for *Outstanding Public Service*

We nominate the staff of the Chase Home Museum of Utah Folk Arts for the Governor's Award in Outstanding Public Service for their demonstrated efforts to make the Chase Home a more meaningful and relevant museum. Through its programming, the Chase Home brings together the diverse cultures of Utah to preserve and celebrate traditions; a mission through which museum staff have worked tirelessly to accomplish. With limited resources, they have proved dedication to public service through improved efficiency, exhibitions, programming, and increased accessibility.

Staff members Jennifer Ortiz, Adrienne Decker, Justin Howland, and Jessica Simpson have leveraged their respective competencies to enhance the museum's exhibitions and free public programming. They continue to actively engage with the public's vital role in shaping the museum's future by soliciting audience feedback, and involving community experts in program development and evaluation. Together, they have cultivated additional strategic partnerships with Utah-based community organizations serving traditional artists, students, educators, and museum professionals.

Chase Home Museum visitorship increased 20% from 2013 to 2015 through efforts such as partnering with city and park officials to implement better museum signage, lighting, and consistent operating hours. Ongoing changes to the museum's programming include a newly developed multi-use space featuring folk arts demonstrations, museums workshops, and temporary exhibitions curated by community members. These collaborations with partner organizations and cultural groups, increased accessibility, and growing visitor engagement continue to build the museum's reputation as an active community hub.

Human Services

Julia Kolovich for *Outstanding Public Service*

Julia Kolovich, a Quality Assurance Specialist, positively exceeds her normal job responsibilities and expectations by testifying on behalf of the Office of Recovery Services in legal cases. Her area reaches across six counties, including two judicial districts (3rd and 8th) and Salt Lake County's two district courts. She prepared for and provided expert witness in 673 hearings between January 2011 and December 2015.

Cases involving custody and child support are highly sensitive. Julia is an excellent witness, staying calm and meticulous with the facts in her testimony. In one instance, a judge was able to impose a jail sanction against a noncustodial parent after a two-year old contempt finding and eight review hearings due to Julia's preparation.

Julia also focuses on building relationships of communications and trust with the Attorney General's staff. She shares her knowledge and experience of the civil contempt process to assist attorneys in invaluable ways before and during court hearings. According to Assistant Attorney General Amy Jonkhart, "I have attended thousands of court hearings over my years in the AG's office, and, as a result, I have come to easily recognize outstanding work by a client. Julia stands out among the very best of these."

Julia finds opportunities to share her expertise with other ORS workers as well. She truly excels at what she does and is appreciated for the time and care she puts forth in every case she works on behalf of Utah children.

Health

ICD-10 Project Team for *Outstanding Public Service*

The ICD-10 Project was a nation-wide initiative in the health care industry to implement the International Classification of Diseases, Tenth Edition (ICD-10) as the new standard in the United States for medical providers and payers for diagnosis and surgical procedure codes. ICD-10 increased the code set to over 70,000 codes up from approximately 14,000 ICD-9 codes. The new code set allows for greater specificity of diagnosis codes which ultimately improves patient care. The new code set also provides greater transparency to payers which in turn allows for better health policy and cost analysis to control health care cost.

For Utah Medicaid, the ICD-10 Project Team was comprised of a cross-agency team from DMHF and DTS. The project spanned over four years and required over 10,000 hours of resources to complete. The team successfully implemented the ICD-10 code set on time and was able to begin processing claims with ICD-10 codes on the October 1, 2015 go-live date. This provided a smooth transition for hospitals, doctors, nursing homes, pharmacies and other medical providers that bill Medicaid so there was no break in payment. In addition, in the months leading up to the go-live date, Utah Medicaid provided ICD-10 training to providers state-wide. Utah Medicaid also collaborated with CMS, UHIN (Utah Health Information Network), Medicare, other major payers in the state and over 30 providers to test systems and the new codes prior to going live. The work the ICD-10 Project Team accomplished was instrumental to the successful implementation of ICD-10 for Utah Medicaid and across the health care industry in Utah.

Human Resource Management

Compensation Overhaul Team for *Innovation and Efficiency*

For a long time, DHRM's historical compensation practices have prohibited it from providing sufficient compensation services to the agencies that it supports. In the 2015 calendar year, the Compensation Overhaul Team formalized and implemented three major initiatives to help DHRM become a better strategic partner with its support agencies. The initiatives included overhauling the state's benchmark jobs, establishing a targeted funding process, and establishing a structure adjustment process. These initiatives have enabled Field HR Directors to use compensation tools to help their agencies remove compensation barriers that have, until now, prohibited them from realizing the full potential of their strategic mission and vision.

In realizing success, the compensation overhaul team charted new territories that have never before been explored within the State of Utah's world of compensation. The workgroup's accomplishments are realized in DHRM's robust compensation FY17 Targeted Funding recommendations to the Governor's Office. These recommendations now include powerful data indicators that diagnose the most significant compensation problems that our agencies face instead of focusing on one data indicator that does little to target critical areas. This is efficiency, fiscal responsibility, and strategic focus at its greatest.

The workgroup's accomplishments have also been realized in the new structure adjustment program. Since July of 2015, the DHRM compensation team has evaluated over 25 mission critical jobs that have been struggling for years to attract and retain talent. These jobs have experienced salary range constraints that are now more competitive in the market and are successful in attracting and retaining quality employees.

Insurance

Tomasz Serbinowski for *Outstanding Public Service*

Dr. Tomasz Serbinowski has exemplified Outstanding Public Service through his dedication to consumer protections and representation of the Insurance Department at the state and national levels. He has been employed with the Insurance Department of over 15 years, sharing responsibility for the oversight on life and health insurers. Each of these years, Tomasz's dedication to better the insurance industry and assure consumers are treated fairly have been unparalleled. He has demonstrated outstanding contributions in the life and long-term care markets. Tomasz currently serves on eight different committees with the National Association of Insurance Commissioners; working on issues relating to development of standards for insurers reserves, life and annuity products, and extensive work with long-term care insurance pricing and valuation issues. In this work, Tomasz is recognized as a leader with his peers. Through his proactive participation on these committees, national standards are developed with a Utah perspective to assure adequate insurer regulation coupled with strong consumer protections.

During 2015, the Department lost two employees who specialized in life insurance. Tomasz has assisted in filling this gap by providing a positive learning environment for our new life insurance analyst. His work with our analyst assisted in the recovery of over \$650,000.00 for Utah consumers in 2015.

His strong work ethic and personal integrity are greatly appreciated. Tomasz's commitment to excellence and dedication always inspires those around him.

This past year, the team increased the public's security/safety at the Capitol by placing bollards around the entire Capitol. They also completed a large beautiful tile Centennial Seal mosaic, which the public will be able to admire for decades to come.

Labor Commission

Thuy Nguyen for *Outstanding Public Service*

For almost 20 years Thuy Nguyen has been the face, the heart and soul of the Utah Labor Commission. Starting as a receptionist for the Utah Antidiscrimination and Labor Division, Thuy was quickly recognized as someone with an inexhaustible ability to work hard, recognize problems, identify issues and direct individuals seeking help and information to the appropriate person or group. Thuy has served as the Lead Receptionist for the past 15 years.

Thuy exhibits unfailing patience, kindness and understanding to every visitor she greets as they come through the front door. A significant number of Commission's visitors are at a loss as to all of the services we provide. They have questions, required appearances for hearings, employment issues, housing wages, workplace safety and Thuy unfailingly listens, recognizes needs and assists and responds to those problems. As the front desk receptionist, Thuy is frequently the first person many clients of the Labor Commission see and deal with. She has the ability to handle and calm down upset people. Her command of language (Vietnamese, English and her self-taught Spanish) allows her to assist visitors with questions and concerns without need for referral to other employees. Her in-depth understanding of the Labor Commission's programs and functions allows her to direct clients to the right place. She comes in early and stays late to help meet the needs of the residents of this state. Her excellent interpersonal skills and expertise provide a very positive first impression and experience to the public. The Labor Commission is fortunate to have someone as competent and long serving as Thuy Nguyen.

Natural Resources

Utah Hunting and Fishing Mobile Application Development Team for *Innovation and Efficiency*

This talented team designed and launched Utah Hunting and Fishing, a mobile application that puts digital documents and useful information at customers' fingertips. With nearly 100,000 downloads, the app has received national recognition and rave reviews. Customers are most excited about its ability to store digital hunting and fishing licenses for the whole family. A color-coded display makes it easy for customers to instantly see if their hunting and fishing licenses are valid. Licenses appear green when current, yellow when they are near expiration, and red when they expire. This valuable live-license function is just one of many useful features. The app also stores hunting permits, displays regulations, lists shooting hours, provides species identification and links to hunt-boundary maps. It's a strategic, innovative tool that improves customers' hunting and fishing trips and simplifies their daily interactions with the Utah Division of Wildlife Resources.

The development team focused on more than customers' day-to-day needs. They also made efficiency a top priority, building a streamlined app that doesn't impose high data-storage demands on customers' mobile devices. The team is now working on additional enhancements to improve the customer experience and possibly allow public feedback on targeted issues. For their efforts to date, team members have been recognized at local and national levels, receiving awards for Igniting Innovation, the Webby Awards and City Weekly. For their trailblazing achievements and commitment to excellence, the app development team richly deserves Governor Herbert's award for innovation and efficiency.

Public Safety **UHP Peer Support Group for *Heroism***

The Utah Highway Patrol- Peer Support Group has been in existence for approximately one year and has already become an essential element in the UHP initiative to support officer wellness within the organization. Sergeant Brent Shelby, Sergeant Robert Wilkinson and Trooper Aaron Colvin are the founding members of this rapidly growing, peer-based effort to provide immediate and sustained assistance to troopers in the UHP experiencing emotional stress and crisis resulting from the demands and impacts of today's law enforcement profession. The Administration of the UHP would like to formally nominate Sergeant Shelby, Sergeant Wilkinson and Trooper Colvin to receive the Governor's Award for Excellence for the personal initiative and selfless commitment each has displayed in the development of the UHP Peer Support Group.

School and Institutional Trust Lands Administration **Cave Towers Stewardship Team for *Outstanding Public Service***

The Cave Towers Stewardship Team of Joel Boomgarden and Adam Robison, under the leadership of Kenneth Wintch, coordinated a significant public/private volunteer project to protect Cave Towers, which is located on school trust lands and is one of the most important and visited archaeological sites on Cedar Mesa in San Juan County.

This School and Institutional Trust Lands Administration (SITLA) team collaborated with the Friends of Cedar Mesa to protect spectacular Cave Towers, built by the Ancestral Puebloan people, likely between A.D. 1000-1300. Because of its accessibility, Cave Towers is one of the most visited archaeological sites on Cedar Mesa and has seen cultural and natural resource damage.

SITLA developed a resource plan to allow continued public access, identify camping areas, and provide information to educate visitors about the importance of protecting this site.

To implement this resource plan, SITLA collaborated with Friends of Cedar Mesa volunteers to install 500 feet of buck-and-rail fencing to delineate parking and camping areas. They also installed two informational and interpretive kiosks, installed metal fire rings to support responsible camping, and cleared 200 pounds of charcoal, broken glass, and trash within the archaeological site boundaries.

Friends of Cedar Mesa named the Cave Towers project among its 2015 top memorable moments and commended SITLA for its commitment to proactive stewardship.

Tax Commission **Dolores Furniss and Amy Arnn for *Outstanding Public Service***

How many of you have ever been a victim of ID theft? It's the world we now live in. As wonderful as technology is these days, it also has its evil twin.

On January 30, 2015, the Tax Commission disclosure/suspicious filer group staff received a phone call from a taxpayer who had received a quiz letter from us in the mail. He indicated that he hadn't filed his income tax return yet and we were asking him to verify his identity due to a return being filed.

Upon review, they discovered that a fraudulent return had been filed electronically. On February 2nd, staff received several phone calls and five more returns were identified as fraudulent, all with the same characteristics. Several factors were the same on all the returns.

Dolores Furniss, our Manager of Federal/State Programs and Disclosure officer, and Amy Arnn, Tax Compliance Manager, put tremendous effort into determining what was going on, meeting many times with top agency management, and coordinating efforts with employees in Admin, DTS, Processing, Taxpayer Services, and Auditing. They were vigilant throughout the entire 2015 year.

The Tax Commission has been recognized in many articles and publications regarding this issue. Dolores Furniss and Amy Arnn accepted an award for the Tax Commission at the annual Watchdog Awards for our part in determining the big problems with tax fraud during 2015 and our efforts to stop this fraud.

The amazing results throughout 2015 were this: \$10, 975,729 of fraudulent returns stopped!

Technology Services **Captive Insurance Development Team for *Innovation and Efficiency***

The Development team started this project for the Insurance Captive Division a little over two years ago. This past November the final two modules were completed, making it the first entirely Captive application system in the country. Throughout the project, the team listened to what the Captive group wanted to accomplish, then worked to design and create a fully integrated system that enhanced accountability and increased productivity of the division by replacing labor intensive processes that were cluttered with paper applications and forms.

Now applications, documents and licensing can all be completed, submitted and managed electronically. This capability allowed the division to make additional changes to their workflow resulting in a 46% productivity increase using SUCCESS framework measuring tools.

One challenge presented was how to include document submission containing sensitive information that was currently being provided by companies via post or standard email. Many agencies set up SFTP servers to handle this, but based on behaviors of the Captive

customer base and additional ongoing costs the server would incur for Insurance, the team came up with another solution leveraging the existing environment and system in place.

Beyond the Captive division, the team realized an opportunity to improve security and workflow by repurposing the File Upload module and integrating it throughout the rest of the Insurance Department-Utilization of these technological improvements created efficiencies for the Captive Division, significantly improved security for the entire Insurance Department and enhanced Utah's competitive advantage over other states in the Captive arena.

Transportation

Jeff Reynolds for *Heroism*

On March 3, 2015, Jeff Reynolds, Incident Management Team Supervisor, Utah Department of Transportation, was assisting a multiple vehicle crash on I-80 in Parley's Canyon following a morning of snowfall. Jeff was doing what IMT technicians do in these situations: deploying traffic control and assisting at the scene. As Jeff picked up his safety cones and returned to his vehicle, he noticed an oncoming car headed directly toward the scene at a high rate of speed, showing no signs of changing lanes to avoid him or the others clearing the incident.

As the vehicle came closer, it became obvious to Jeff the vehicle was going to impact the IMT truck. He also realized that UHP Trooper Martin was outside his vehicle and unaware of the fast approaching car. Jeff instinctively knew that if he quickly moved the IMT vehicle to a different angle, the driver may be able to avoid his truck at the last second or at the very least, impact it less directly, reducing the severity of the crash and the possibility of the collision with Trooper Martin. Jeff put his truck in gear and accelerated, moving slightly to the left. Jeff will not say he purposely kept himself in harm's way to protect the trooper from being hit, but he will admit that he was aware that if he moved out of the way, there was nothing to keep the trooper from being struck.

Jeff and other IMT members are put in hazardous situations on a daily basis and they answer the call for assistance without hesitation. Jeff's quick thinking and bravery saved the life of a UHP trooper protecting him from something that could have been much worse than the tragic accident that had previously occurred.

Utah Science Technology and Research Initiative

Elenor Heyborne for *Innovation and Efficiency*

In the past year, Elenor Heyborne has shown incredible professional growth. Her commitment to USTAR has brought innovation and efficiency to the organization. Over the course of the year, she has taken on major tasks for the organization including the development of a comprehensive annual report. This had never been done in USTAR's history and Elenor tackled the challenge with gusto, managing three contractors, working with both of the State's research institutions, and with multiple senior stakeholders. The result was an exceptionally professional annual report.

As the year progressed, Elenor developed into a new role within the organization by taking the initiative to develop skills as a program manager. With little direction, Elenor developed the policies, procedures and implementation plan for USTAR's new Technology Acceleration Program. This required independent and innovative thought, creativity and self-direction far exceeding expectations. In addition, Elenor has excelled at taking feedback, integrating comments and input from many stakeholders. She has been the critical link in the development of a new and highly innovative technology program for the State.

Veterans and Military Affairs

Utah State Veterans Home Officers for *Leadership*

The State Veterans Home unit achieved unparalleled success this year in Utah's four veterans' homes. Working with our partner, Avalon Health Care Inc., these four homes, totaling 417 beds, each achieved the coveted FIVE-STAR overall rating from the Federal Centers for Medicare and Medicaid Services. Only 22 percent of all licensed nursing homes are FIVE-STAR ranked, so for all four of our veterans' homes to earn this ranking is a great accomplishment. Furthermore, Utah was the only state to have 100 percent of their veterans' homes given this high ranking. Utah's veterans' homes are clearly among the best in the nation.

The other mark of distinction earned by this team is their consistently high occupancy. All Utah licensed nursing homes average about 63 percent occupancy, but all four veterans' homes maintained a consistent occupancy between 96 and 98 percent for the entire year. This means that Utah is meeting the needs of as many of our elderly heroes as possible- and providing outstanding care. The homes employ over 600 people and bring in nearly \$22 million in federal funds to Utah.

As a capstone to an outstanding year, the team of State Officers was successful in winning the bid to bring the National Association of State Veterans Homes annual conference to Utah for the first time ever. This will allow us to showcase the beauties of Utah and the quality of our veterans' service to hundreds of health care professionals from across the nation.

Workforce Services

Workforce Services Communications Division for *Innovation and Efficiency*

The Department of Workforce Services is a large and complex organization offering multiple programs statewide. The Communications Division, under the leadership of Nate McDonald, was challenged by Jon Pierpont, DWS Executive Director, to develop an assertive communications and marketing strategy that focused on putting a face to our customers. The objective was to tell the story of the department through the creation of several tools such as a new overview document, updating website content, and videos illustrating the positive impact on customers.

One of the key strategies was the launch of statewide Familiarization (FAM) Tours. These tours targeting key partners including: DWS staff, local legislators, county and city officials

and leaders, Association of Government (AOG's), community and business leaders, advocates, and local news media.

Tours were designed to educate partners of the services and resources provided by the department. In addition, an emphasis was placed on creating an awareness of the diverse customer base served by DWS. Examples include: job seekers looking for an employment opportunities, families receiving assistance or struggling with intergenerational poverty, the homeless, veterans, refugees and many more.

Execution by the Communications Division was outstanding. A total of seven tours were hosted statewide with hundreds attending. As a result many who took part have praised the department's efforts.

As a result of the Communication Team's efforts, many of our partners better understand the great work DWS is doing to serve the people of the great State of Utah.

**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