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A Message from a Director

Case Management and Pie: A MARVELOUS Pairing!

By: Alan Owen HR Director of Field Operations

I have two favorite kinds of pie, namely, hot pie and cold pie. Based on that information and 38 previous holiday seasons in which the availability of pies seems to increase tenfold, I feel very safe in saying there is a statistically significant probability that I will consume

far more pie this coming holiday season than any sensible human being should. Because I know that fact going into the holiday season, the inevitable weight gain associated with the superfluous consumption of pie is at least made negligibly tolerable. However, because I know in advance that this is going to occur, I can in theory, take steps to alleviate the issue prior to it becoming an issue. The informal data I have collected over the years regarding this issue is now becoming invaluable to me as my waistline seems to be expanding without concern for my available wardrobe.



As with my pie consumption data, the capturing and effective utilization of data is critical as we move forward and make decisions that will affect DHRM immediately and into the future. We recognize that data does not always tell the whole story, but it does provide significant insight into the critical workings of the services that DHRM provides. With that in mind, a work group comprised of field and admin staff was recently assembled to look at the feasibility of implementing a case management system in the field offices. Based on the work of that group, the case management system that ERIC has been using since its inception is now being piloted in the DWS and DPS field offices. In the next few months, those employees will work to identify any issues that need to be resolved in order for case management to be successfully implemented field wide. The hope is to have this ready to roll out by the end of January 2015.

I have had several people approach me with different concerns because of rumors they have heard about the case management system and I welcome those inquiries. Please feel free to contact me at any time if you have concerns about rumors that you are hearing. In the meantime though, suffice it to say that these kinds of changes are not generally as bad as the rumor mill would make them out to be. In fact, I really believe that this will be a positive change. The information that will be collected is information that is already collected manually each month and reported on by the Field Directors. The only thing that this change will affect is the method by which the information is collected. You will all be receiving training in the next few months on how to use the case management system and what information should go into the case management system.



A Message from a Director Continued....

As Jim Barksdale, the former CEO of Netscape said, "If we have data, let's look at the data. If all we have are opinions, let's go with mine." I am certainly not saying my opinion specifically, but you get the idea. The end result of continued gathering of this data in this new format will unlock significant value by making information transparent and usable at a much higher frequency. Perhaps some pie would be in order to help celebrate this achievement!

What About Bob?

By: Bob Thompson, Labor Relations Director



You Play
Baseball
Like a
Boy!

If you are like me, you love a good movie. And, if you are also like me, you love watching baseball. So what could be better than a good movie about baseball?? In my favorite movie involving America's pastime a young catcher tells his rival that "you play ball like a girl." While this line from *The Sandlot* generated many laughs in the movie theater, it would not be so funny if used in the workplace. In fact, courts are finding more and more the use of stereotypes to be illegal if used to make employment decisions.

This principle was most recently laid out in the California District Court case of *Lianoz v. Hospice of Humboldt*. In *Lianoz*, plaintiff, Lianoz, was a registered nurse employed by Hospice of Humboldt. Lianoz was working with another male nurse and things were going well for both the Hospice and Lianoz. After some time working under this arrangement, Lianoz's supervisor switched assignments so that Lianoz would no longer be working with a male nurse. In fact, after this assignment there were no all-male-nurse teams. There

was evidence that prior to changing Lianoz's work assignment the supervisor had made statements that she did not "like the idea of two men working together." Lianoz believed this was based on the supervisor's belief that "men were less nurturing" than women.

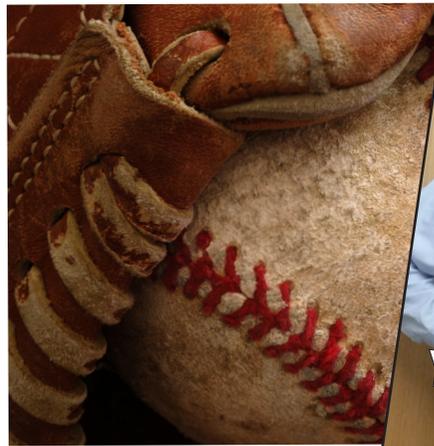
Soon after the reassignment Lianoz was disciplined for minor infractions and thereafter terminated. He brought suit alleging his supervisor's disciplinary decisions were based on her perceived notion that men are less functional in the nursing profession. There was sufficient evidence based on the supervisor's statements that she did indeed not only hold those beliefs, but used them to make employment decisions.

Gender stereotyping is becoming more recognized by the courts as illegal under anti-discrimination laws that have been in place for years. We, as human resource professionals must be vigilant to continue to train and teach our customers that decisions based on gender, sex, age, or disability etc. are simply not appropriate and will not be tolerated by the courts. Managers and hiring officials should avoid comments or conversations that could be interpreted as sexist or create impressions that certain roles or jobs are best performed by a certain gender, age group, race or other protected criteria.



What About Bob? continued...

Remember that in the workplace each of us performs our tasks based on our ability. None of us play baseball in the workplace like a girl or a boy. Instead, we perform our tasks like co-workers. Free from preconceived notions based on protected classifications of who can perform what functions best. Sexual stereotyping is improper and courts are no longer turning away cases that are based largely on such allegations. This is true even if I do sometimes “talk like a lawyer.”



Tier I or Tier II

By: Barbara Smith, HR Consultant

Having trouble deciding between your two Tier 2 retirement options? It's an important decision — but don't stress too much. The good news is: There's no wrong answer. Both are excellent plans.

The Hybrid Retirement System has a pension and may include a small employer-funded 401(k). The Defined Contribution Plan is a 401(k) in which your employer contributes an amount equal to 10% of your salary (12% for public safety and firefighters).

You can't go wrong — your employer contributes the same amount to your overall retirement regardless of the plan you choose. To help point to the right option for you, ask yourself: How involved do I want to be in managing and investing my retirement nest egg?

The Hybrid, with its pension and guaranteed retirement income, is a great choice if you want less involvement. URS does both for you — and pays a predetermined amount in retirement, regardless of stock market performance or other factors. If you choose the DC Plan, you take on that responsibility and risk. But you benefit if your investments outperform. With the Hybrid's pension, you get a guaranteed amount of money in retirement. That gives you security, but also limitations. In contrast, with the DC Plan, the sky's the limit. It all depends on how your investments perform.

This gives you an extremely general idea of the differences. Get the whole story at www.urs.org. Go to “New Members” from the menu on the left for videos, comparisons, and complete details about your Tier 2 options. You have one year from your hire date to make your irrevocable choice. Log in to myURS at www.urs.org when you're ready.

The Tier 2 Retirement System is for employees new to URS as of or after July 1, 2011.



Comparing Tier 2 Plans

| <i>Tier 2 Hybrid Retirement System</i> | <i>Tier 2 Defined Contribution Plan</i> |
|--|---|
| Guaranteed fixed monthly income for life. | Your retirement income is subject to the performance of your investments and has no guaranteed monthly benefit. |
| Your pension is managed by professionals and bears all investment risk. | You manage investments and risk level, meaning you have the potential for higher or lower returns. |
| Possible 401(k) contribution if pension contribution rate is below 10%*. | You receive the full 10%* to your 401(k). |
| You must contribute to the pension if the pension contribution rate ever exceeds 10%. | You are not required to contribute to the plan. |
| Up to 2.5% COLA on your pension. | No COLA benefit. |
| Your 401(k) plan is portable among URS-covered and private sector employers. | Your 401(k) plan is portable among URS-covered and private sector employers. |
| You can withdraw from your vested 401(k) at any time upon termination (may be subject to IRS penalty). | You can withdraw from your vested 401(k) at any time upon termination (may be subject to IRS penalty). |
| You can pass on your vested 401(k) balance to your spouse or any beneficiary. | You can pass on your vested 401(k) balance to your spouse or any beneficiary. |

This is just a brief summary for comparison purposes. Go to www.urs.org for more complete details about both plans.

** 12% for Public Safety & Firefighters*



Happy Holidays **Two Holidays, One Pay Period**

By: Barbara Smith, HR Consultant

The holiday season is upon us and hopefully you won't forget that there are two holidays that fall within the same pay period this year. Christmas Day (December 25th, 2014) and New Year's Day (January 1st, 2015) both fall within pay period 26. Make sure you have reviewed the following table so that you can accurately respond to questions from employees.

This will give you a perfect opportunity to use the redesigned holiday table for two holidays in one pay period found in DHRM rules Appendix A (See Table).

While using this table make sure that you follow the correct row across, which takes into account two holidays instead of one. First, identify the amount of hours the employee normally works in the pay period as shown in the "Total Hours Paid in the Pay Period" column. Next, follow that row across and then double the amount shown in the "Holiday Accrual" column to determine the total amount of holiday hours an employee will accrue in the pay period. I hope that everyone will have a fun and happy holiday season this year.

| Holiday Accrual (2 Holidays Per Pay Period) | | |
|--|---|------------------------|
| Total Hours Paid in the Pay Period | Hours Paid in the Pay Period (Excluding Holiday Hours) | Holiday Accrual |
| 4-9 | 4-7 | 0 |
| 10-13 | 8-11 | 1 |
| 14-19 | 12-15 | 1 |
| 20-23 | 16-19 | 2 |
| 24-29 | 20-23 | 2 |
| 30-33 | 24-27 | 3 |
| 34-39 | 28-31 | 3 |
| 40-43 | 32-35 | 4 |
| 44-49 | 36-39 | 4 |
| 50-53 | 40-43 | 5 |
| 54-59 | 44-47 | 5 |
| 60-63 | 48-51 | 6 |
| 64-69 | 52-55 | 6 |
| 70-73 | 56-59 | 7 |
| 74-79 | 60-63 | 7 |
| 80-83 (Full-Time) | 64-67 | 8 |
| 84-87 | 68-71 | 8 |
| 88-91 | 72-75 | 8 |
| 92-95 | 76-79 | 8 |
| 96 | 80 | 8 |

News YOU Can USE

ACA Update

On November 12th, the first ACA reports were distributed to agency HR managers and directors. Please remember to use the error report log to notify us of any inconsistencies you find via the report log that was shared with you the following webinar. If you missed the November 13th webinar, it is now available for viewing on the Employee Gateway.



A day in the life of a HR Team...

By: Newsletter Staff

DHS HR Team

Mission:

To provide Utahns assistance to live safe, healthy and successful lives. We fulfill this mission by providing children, youth, families and adults care, services and treatment to thrive in their homes and communities.

Alan Lake
Paul Edlefsen
Nancy Bowman
Laura Pouillon
Patty Young
Kim Diamon-Smith
Denice Graham
Jay Jensen
Peggy Romney

HR2HR: What are the particulars of running a successful HR office at DHS?

DHS: The Department of Human Services (DHS) is the largest state agency. Because of the size and high volume of work, our staff has to be really focused and organized to keep up with the work. One of us may do more recruiting than an entire office in another agency. That applies to liability as well – we always have a lot of work.

At this office we support approximately 3,000 employees, and half of that total is contained in two divisions: the Division of Child and Family Services (DCFS) and the Division of Juvenile Justice Services (JJS). These divisions are larger than some departments. Many of these DHS jobs have high burn-out, so their divisions have a high volume of recruitments.

HR2HR: What are some of the challenges that make working in this office different than another office?

DHS: There are three large divisions: DCFS, JJS, and ORS. They each have their own policies that are more specific than the general DHS department policies. In addition, there also are smaller divisions, such as the Office of Fiscal Operations and the Division of Substance Abuse or the Division of Aging and Adult Services. Because they are smaller they don't have their own policies; they only use the department's policy. When we provide services, we

sometimes have to differentiate how we serve each division depending upon their specific policies and practices. It's almost like we are running multiple departments rather than overseeing one department.

Another thing is that DHS is spread all across the state. We set a goal to go out and visit each of our assigned divisions, but we found that wasn't very easy because this department is so large and spread out. It involves a lot of travel. And because we have lots of turnover, we are always training.

It is also unique working with JJS and DCFS facilities which are 24-hour facilities. That's in addition to working with the standard Monday through Friday 8:00 to 5:00 employees at these facilities. People think of this as sedentary office work, but most of the DCFS and JJS employees don't have sedentary environments because they go into homes or work in a residential setting. There may be physical and mental issues after an incident as well.

HR2HR: What is the most rewarding part about working for this agency?

DHS: We love our jobs. One of the biggest rewards is working with the people here. People here are nice; they're easy to work with and they are focused on helping the community.



A Day in the Life continued...

Since we are so large, when we change assignments, it's like going to a new department with new policies and learning whole new ways of doing things. We're constantly meeting new people.

We have a good team too. The specialists feel like they can rely on any of the analysts, and the analysts know they can count on the specialists for help.

HR2HR: Please describe a day in the life at the DHS HR office.

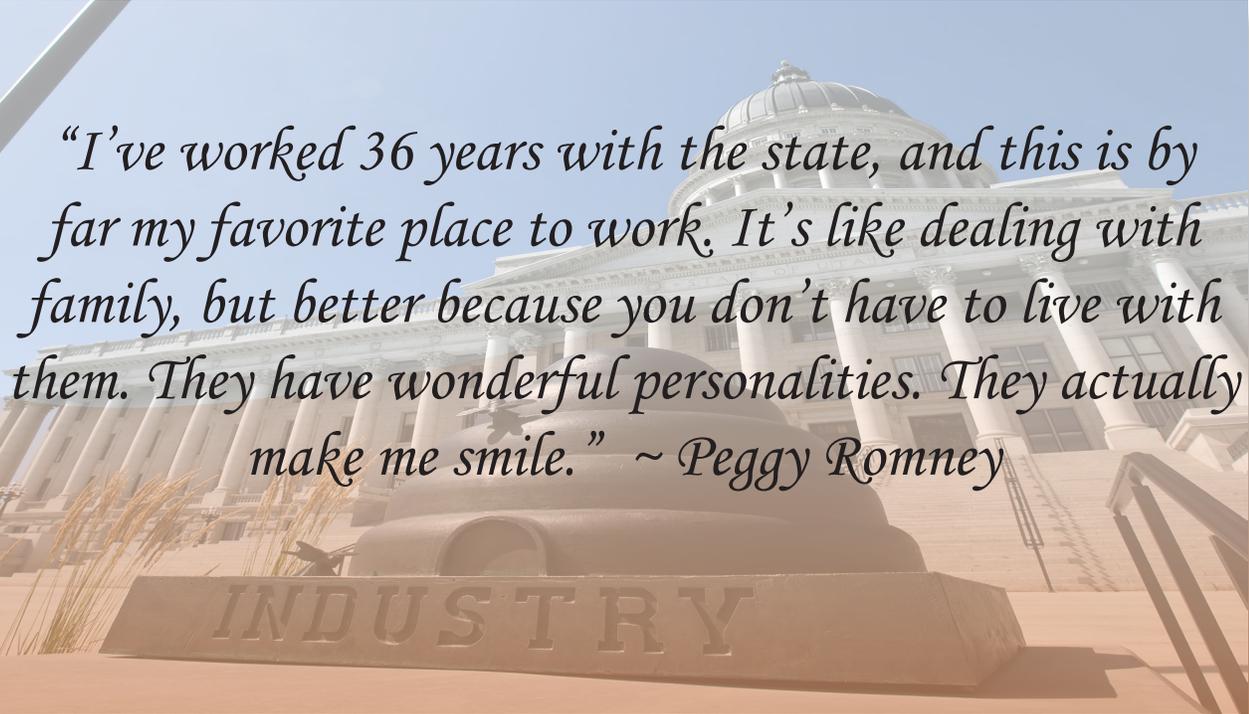
DHS: For the specialists, it almost feels like we are chickens running with our heads cut off because we have so much going on all the time; like we don't even have room to breathe. But it's never a dull moment because each situation is unique; investigations are never simple. For example, one of the specialists had a JJS case that involved one of his neighbors. He handed the case off since there might be a conflict of interest. Occasionally we deal with high profile cases that

are highlighted in the media. There was an instance where some DHS workers wanted to adopt a baby, but they went about it the wrong way.

For analysts it's always busy since there is a high turnover rate. There is always something to do every day. You get up in the morning and think, 'I've got to go to work because if I don't go there will be a hole in the fabric.'

We have a group of very seasoned employees. There is a lot of opportunity for training. If you have a question, there are a number of people you can go to for information. Because there is a lot of difference between the divisions here, it's important to connect people together. By coming together to discuss cases we are working on, there is an opportunity to learn and see how other people would do things.

There are so many variables with this whole department. You can't just say this is the way we do it. "Alan is the Ringmaster and we're the circus." To which Alan responds, "My job is to coordinate. They are experts at what they do. I rely on them to do it and they do. They are all individually great employees. I don't have to worry about them coming to work or doing their jobs. It makes it easy on everyone."



"I've worked 36 years with the state, and this is by far my favorite place to work. It's like dealing with family, but better because you don't have to live with them. They have wonderful personalities. They actually make me smile." ~ Peggy Romney



The Many (re)Uses of Coffee Grounds

By: Chris Whipple, HR Technician

The office break room is a great place to escape from the chaotic workplace, to talk with some of your co-workers, or to just relax. Within the break room there is also an appliance that produces volumes of a specific reusable source: the coffee maker. I am not talking about just reusing those old grounds to make some liquidy substance that mildly resembles coffee. (That is just disgusting. Let's be adults about this, just make a new pot.) Those used grounds can be reused in a bunch of way around the home or office.



According to an article in the USA Today, 83% of adults drink coffee. The average consumer spends nearly \$1,100 a year on this black gold. Undoubtedly many of us have helped Starbucks make their annual revenue of nearly \$16.5 billion. With all the money being spent on coffee, finding ways to reuse those grounds might help justify some of our spending. Coffee grounds can be reused in a variety of useful ways. Some are understandable and practical, others a bit confusing but good-on-ya to anyone who tries them.

Let's start with the basic ways of reusing coffee grounds:

- 1) **Homemade Fertilizer** - Sprinkle the grounds in the soil around your plants. You can also mix a ½ cup of grounds and warm water in a spray bottle to make a fertilizer mist.
- 2) **Dumpster Deodorizer** - Fill an old pair of pantyhose with some coffee grounds then hang it in the inside of your trash can lid. Coffee grounds do a great job of absorbing strong odors.
- 3) **Refrigerator Deodorizer** - You might be catching on to a theme here. You can fill a mason jar with used grounds then punch a few holes in the lid. People just love the smell of coffee.

Here are some of the stranger ways of reusing coffee grounds that I could find. I cannot verify that any of these work, but if you try them out let us know!:

- 1) **Face and Body Scrub** - Replace your store-bought exfoliator with coffee grounds. Apparently the abrasiveness of the grounds can help remove your dead skin cells without irritating your face.
- 2) **Cat Deterrent** - One website I read claims that cats do not like the smell of coffee. They suggested sprinkling used grounds mixed with orange peels in areas where you want those felines to avoid.
- 3) **Cellulite Remover** - Mix an egg white with used coffee grounds, warm it up in the microwave, and spread it on the problem areas then tightly wrap with saran. No promises, but apparently some high profile celebrities swear by it.

If you are not a coffee drinker there is no need to worry. You can always use the grounds that are left-over at your office. Also, many coffee shops, including Starbucks, will save their grounds for you if you request them to do so. Now if you'll excuse me, I believe my fresh pot of coffee has finished brewing. Let's see if I can get these facial pores exfoliated.

Web-I Makes Waves

By: Bart Olsen, HR Director

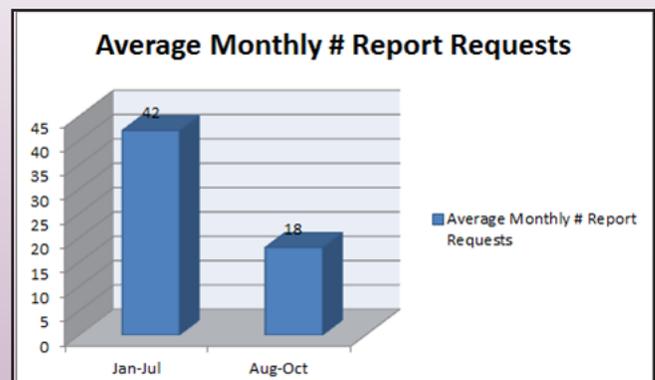
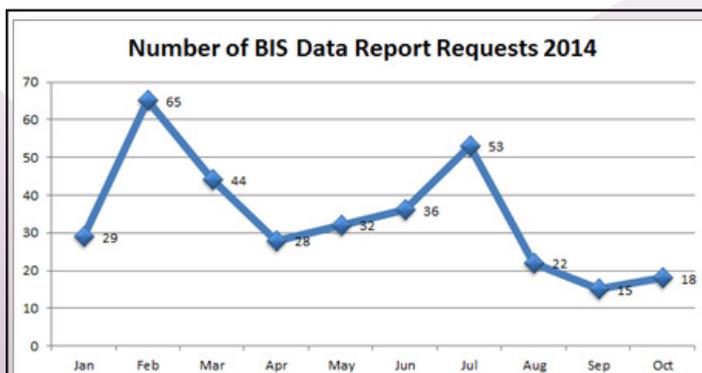
DHRM's Field Office adoption of the Web-I tool for HR data made a huge difference in the number of report requests the BIS team has to manage. Last July, DHRM purchased additional Business Objects licenses to allow open access to all DHRM employees to the Web-I tool. Lowe Rudd and Jeremy Marsh provided quality training to most of the field offices in Web-I during August and September.

The result? During 2014, the BIS team fielded an average of 42 report requests per month during the months of January - July. After Web-I training took place, that average number of requests dropped to just 18 per month for the months of August - October.

This resulted in a cost savings and strategic enhancement for DHRM. Because of the dramatic drop in report requests, the business intelligence consultants from the BIS team were able to accomplish the following:

- Absorb the workload left behind when Lyle Almond transferred to GOED without filling his position
- Complete the incredibly complex report design and build for the Affordable Care Act (ACA) project in DHRM (we would have been in a world of hurt otherwise)
- Become educated in Business Objects software administration and support via a Business Objects user conference in September
- Obtain education and ideas from a Predictive Analytics conference also held in September

Additionally, we hear frequently from the field offices about how useful the Web-I tool is becoming as they find more and more ways to use it for their customers' benefit. We are grateful to all of those field office users who have embraced this new tool with excitement and anticipation. As one would assume, those who have the best ideas on how to use HR data are the FIELD OFFICE people who work directly with their agency customers and know their agency customers. Great job and kudos to all of you!





Enhanced Pharmacy Benefit

The PEHP Integrated Care Enhanced Pharmacy Benefit is a program designed to help reduce prescription cost for Diabetic Members.

- » Save up to \$2400 a year by signing up for the Enhanced Pharmacy Benefit through PEHP's Integrated Care Department.
- » Receive a generic copayment (after deductible) at any participating retail pharmacy on these medications:
 - › Free Style Test Strips
 - › Novolog and Novolin Vials
 - › Lantus Vials

Sign up with these simple steps

1. Obtain a Enhanced Pharmacy Benefit form online at pehp.org.
2. Take the Enhanced Pharmacy Benefit form to your physician.
3. Have your physician fill out the form and fax it into Integrated Care.
4. An Integrated Care Representative will send a letter to confirm your enrollment.

Contact Information

- » Phone: 801-366-7400 or toll free 855-366-7400
- » Fax: 801-328-7410
- » Email: integratedcare@pehp.org





DHRM Employee Spotlight



Wendy Peterson exhibits extraordinary leadership qualities. She has the ability to deal with very difficult issues in a sensitive and straightforward manner. Her positive attitude and ability to communicate effectively are remarkable. Additionally, Wendy is very unpretentious which enables her to be an even more outstanding leader.



Bob Thompson has done a great job developing a key relationship with Representative Stratton. Representative Stratton seems to really listen to Bob's advice and suggestions. I appreciate Bob's communication style in dealing with this highly sensitive issue.



Tammy Magee reviewed the entire classification manual and all associated classification forms. This was originally done as a way to educate herself on the classification function, but it turned into a way to ensure that users in the field have the most current and accurate classification information. During this process, she identified several inconsistencies, errors, and outdated information. She provided suggested improvement, made all of the necessary corrections, and put the documents in a more-user friendly format. Tammy has

since begun to demonstrate the classification knowledge that she gained through this process making her a more valuable team member.



Barbara Smith has put forth an amazing effort in the voluntary benefits RFPS that are now different with each agency being "contract administrator" for their respective

contracts. This change mandates an agency to take greater control over the contract interface with legal counsel as necessary.

DHRM Staff changes

Check out the Water Cooler to see all the staffing that took place over the last two months.

WATER COOLER

Newsletter staff

Editor in Chief: Debbie Cragun

Newsletter Staff:

Tammy Magee
Sue Recupero
Winston Inoway
April Nicholls
Chris Whipple
Angela Kula