HR 2 HR

Department of Human Resource Management

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Legislative Session Time – Executive Director's Message

By Jeff Herring

The 2012 legislative general session started on January 23. Each year we do our best to prepare for issues we think may arise that affect employees and our department and we do our best to plan ahead. This year's biggest issues are HB 80 (Reorganization of Administrative Support Functions in State Agencies), which mandates that DHRM provide payroll services for all state agencies, and HB 251 (Utah State Personnel Management Act Amendments), which codifies the ability for agencies to give market-based incentive awards. However, we also know that each session comes with unanticipated challenges. We handle these by trying to forecast what issues might be important to others so we can be prepared. This year it may be PTO or health care issues. I believe that our team is up to speed on these issues and ready to respond and provide data if they arise.

Also on our radar is the "post-retirement medical" benefit (PRM). This is an issue due to the uncapped accrual of sick leave being placed in a Health Retirement Account (HRA) at retirement (Program II). The richness of this benefit was highlighted in the recent Hay Group study. It is the benefit that is most out of line with the compared market and an issue that must be addressed. The discussion on PTO, if it comes up again this year, will include further discussion about PRM.

Currently the PRM benefit is funded on a pay-as-you-go model. In plain language this means that each year the actual payouts for the previous year are calculated and then allocated to the agencies to pay for through a rate to the termination pool, or are paid out of other means by State Finance, with no actual appropriation from the Legislature or a plan to control these costs. With Program II leave balances and pay outs increasing significantly each year, the rates paid by agencies are rising as well. The most negative impact on this issue is that with so much money going to the PRM benefit, it leaves less and less money to be allocated to current employee salaries.

Jeff Herring,
DHRM Executive Director

Therefore, whether it is this year or next, we will need to address this issue and find a way to delink sick leave from a retirement benefit in order to make sure the salary component of our total compensation stays (or in many instances increases to become) competitive and to develop a plan for funding this benefit. We are working on this issue with UPEA, members of the legislature, and key members of the executive branch.

Another big focus for us in this session is to begin using the term total compensation. In the past, when we have discussed compensation it has often been limited to the salary component. However, with the completion of the Hay Group study, we now have a valid model to converse in total

(continued on page 2)

(continued from page 2) compensation terms, which is the most accurate method to compare ourselves to the market. Therefore, as HR professionals, we need to become conversant in our discussion with our customer agencies and employees in the term total compensation and its various components. This will help us engage in future discussions on finding the proper mix of total compensation so that we don't reduce benefits without a corresponding increase to salary.

Con, Debbie, and Wendy are the leads on our legislative team this year. They are in constant communication with me and the key members of the Governor's staff. I am confident in their management during this important time. They will keep you informed as we progress through the session. Thanks for all you do. Take care.

HR Rules!

By JJ Acker, HR Director

It's time to mark your calendars for the 2012 rulemaking season. All you human resource wizards are invited to provide input. Please discuss detailed input with your HR Managers and Specialists. For quick fixes and proposals, shoot me an email. I will be keeping you up-to-date with each new discussion draft. Here are the dates you should be aware of:

Initial Comments Due for inclusion on discussion draft:
Thursday, March 8

Rules Meeting: Thursday, March 15, MASOB,
DEQ Boardroom 1015; 8:00am - 12:00noon

Rules Meeting: Thursday, March 22, MASOB,
room 1020C; 8:00am - 12:00noon

Rules Meeting: Thursday, March 29, MASOB,
room 1020C; 8:00am - 12:00noon

Filing Deadline: May 1 (for July 1 effective date)

Attention DHRM Managers and Employees:

Legislative Session is now in full force, bringing with it new House and Senate Bills.

As a courtesy to all of DHRM, Con Whipple generously sifts through and summarizes each of these Bills to help us better understand how and whom will be effected by the proposed legislation.

Legislative updates will be posted on the Employee Gateway regularly throughout the session.

The First 90 Days of ERIC

By Bart Olsen, HR Manager, Employee Resource Information Center (ERIC)

A few weeks after ERIC opened, the ERIC leadership team designed a tool to survey our customers about the service they receive from ERIC. Each time an ERIC staff member resolves an issue initiated by a customer contact, our case management system automatically sends an email to the customer detailing the resolution to the issue and asking the customer to complete a short survey about the service they received that day. I am pleased to report that as of January 2012, our customer service survey response rate was about 20%, and indicated a 90% satisfaction rate.

Additionally, during the first 90 days after the September 19, launch ERIC took 4,986 calls, processed 2,758 ePARS, processed 64 retirements, on boarded 478 employees, processed 188 manual new hires, and responded to 5,549 human resource issues via our case management system. ERIC also continues to respond to all requests for verification of employment and unemployment claims, and processes payroll biweekly for about half of the agencies in the State of Utah.

We have learned a great deal from the first 90 days of business. We are also very interested in the feedback the other HR Field Offices have for ERIC. We will be evaluating the input from the recent Feedback Conference so we can continue to improve our service delivery.

We are looking forward to the next 90 days and beyond! It has been an adventurous ride and promises to continue to be adventurous for quite some time. I think the staff at ERIC have had an incredibly positive attitude and have accomplished many wonderful things. I am proud of their work and honored to be among them.

Unleash the Power of Sharing

CHIE
THE POWER OF SHARING

WHAT:
A secure information exchange that allows authorized medical professionals in Utah to share and access your medical records for treatment purposes.

WHY:
Giving doctors access to your health records can save your life in an emergency. It can also prevent the cost and hassle of duplicate tests and labs.

TO LEARN MORE:
Go to www.mychie.org

MORE IDEAS:
In the coming year, PEHP will offer more tips on how to be a wise consumer of healthcare. Go to www.pehp.org/yourmoney.

Opt in to the cHIE at myPEHP to protect your family's health and finances.

Imagine this. Your daughter is out of town with friends. She's been in a car accident and she's unconscious. Is there anything you want the emergency room doctors to know? Her drug allergies? Her pre-existing conditions? If you've opted in to the cHIE at myPEHP, the information they may need to save her life is at their fingertips.

That's one dramatic illustration of how opting in to the Clinical Health Information Exchange (cHIE) can protect your family's health.

It's also good for your financial health. When doctors have access to your medical history, it prevents wasteful spending on duplicate tests and labs.

It's easy to opt in. Just log in to myPEHP at www.pehp.org and you're a few clicks away. It's free and secure. Only authorized medical professionals can access your information, not your employer. The independent, nonprofit Utah Health Information Network (UHIN) operates the cHIE.

IT'S EASY TO OPT IN: Just log in to your myPEHP account (or create one) at www.pehp.org. The cHIE opt-in prompt immediately appears when you sign in.

PEHP

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DHRM Winter Meeting Photos

December 5, 2011

Bits and Pieces

UTAH LEADERSHIP INSTITUTE

Please check the Employee Gateway or HREventure for a listing of upcoming Utah Leadership Institute workshops.

ASK AN EXPERT!

If you have a specific question for an HR Expert that you would like answered in the next newsletter, please send it to HRNewsletter@utah.gov

We'd love to hear from you. Please submit feedback, suggestions, or ideas for future articles to:

HRNewsletter@utah.gov

Leading the Way in Public HR

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2012 Governor's Award for Excellence

The Governor's Award for Excellence program recognizes state employees who have demonstrated a commitment to excellence during the calendar year 2011.

Award categories include:

- ***Energy and Environment***
- ***Heroism***
- ***Humanitarianism***
- ***Innovation and Efficiency***
- ***Leadership***
- ***Outstanding Public Service***

Award criteria, nomination forms, procedures, and helpful tips on how to write an effective nomination can be found on the Employee Gateway at www.employeegateway.utah.gov. Nominations are being accepted from through February 17, 2012.

Daylight Saving Time is again upon us. Remember to set your timepieces ahead one hour at 2 a.m. on **Sunday, March 11**.