HR 2 HR

Department of Human Resource Management

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Refocus our Mission: Provide Tools and Remove Barriers – Executive Director's Message

By Jeff Herring

I have been thinking about the core mission of our department. I think that the time has come for us to review and clarify our primary focus. We have a complex mission that is governed by statue, but when I try to say that mission, I find myself having to open up the code to figure it out. Therefore, I want to try to simplify what it is that we do and to capture the essence of our DHRM mission. In direct language, let me say that the real mission of DHRM is "to provide tools and remove barriers for our customer agencies so that they can accomplish their missions." Plain and simple, we exist to make sure the critical functions of our customer agencies can be accomplished using DHRM tools and services.

I think the time is right for us to restate our mission and our primary purpose since we have spent so much time and attention on ERIC over the last year. For those of you familiar with children, you understand how much time and energy it take to get newborns up, eating, and walking. It is not too different from the effort required getting ERIC established. Because it is so new, it takes a lot of energy to help it get upright. I think we have now reached the point where ERIC is up and running.

We should all understand that the work of getting ERIC established is not our mission. ERIC is a tool that we use to help our customer agencies accomplish their duties. It is a tool that helps provide the reduced cost of operation that allows time and budget to be spent in other critical areas of our customer agencies. The reduced cost also helps DHRM meet our obligation to the taxpayers of Utah.

Jeff Herring,
DHRM Executive Director

This message is not just about ERIC, but rather the critical role each of us plays to accomplish our mission. Focus upon the core mission of our department will also help us reaffirm our attention toward the goals of increasing customer service, efficiency, and management capacity. I understand the pressures in our field offices to meet needs and wants of our customer agencies. I know our Field Office staff is the heart and soul of delivering the DHRM mission. We rely on you to develop the relationships with our primary customers. It is the job of our policy, administrative, and ERIC teams to provide you the tools and support to get the job done, and ultimately allow our customer agencies to accomplish their missions. I am recommitting myself to our mission and asking everyone at DHRM to do the same. When we all do our job with the common focus of providing tools and removing barriers, there is nothing that can stop us.

Thanks for all you do. Take care.

ERIC's One Year Anniversary

By Bart Olsen, HR Manager

Here are a few highlights and comparisons from the first 12 months of ERIC's existence:

- ERIC's customer service rating one week after opening was 75% satisfied. Two weeks later, that rating dipped to 63% satisfied. TODAY – our customer service ratings consistently hover around 90%.
- ERIC fielded just 282 calls the week after ERIC opened. Today, call volume averages are between 500 and 650 calls per week.
- Turnover for the first 12 months at ERIC is around 70% - nearly all of that is positive turnover due to internal DHRM promotions and transfers.
- The ERIC business model changed twice in the first 12 months: from partially specialized to generalized, and from generalized to completely specialized.
- When ERIC opened in 2011, only about half of the state agencies processed payroll through ERIC. Today, ERIC processes payroll for all but three state agencies.

We have learned a great deal over the past year and are looking forward to another year of process improvement, relationship improvement, and efficiency gains. One of our main focuses this coming year is to have more face time with our customers, including all of you in the field offices. We look forward to visiting with you and learning more about how we can improve the services we provide to you and the relationships we have with you.

Fundamentals of Supervision

By Dan Chase, HR Training Manager

DRHM is preparing to launch its new online supervisor training course titled "Fundamentals of Supervision." Over a two week period supervisors will be introduced to important policies and practices relating to effective supervision within state government including: The expectations the state has of supervisors, disciplinary action and performance improvement plans, preventing harassment in the workplace, and other critical liability issues.

Participants will also engage in meaningful online group discussions with other participants to add depth and realism to the topics they will be learning. This course is offered fully online, allowing supervisors to participate wherever they have internet access and whatever time of day fits their needs.

The first official "Fundamentals of Supervision" course sessions will be offered in late November or early December. If you have employees that have recently been promoted to a supervisory or management position, or if you just want to help them learn how to become a more effective manager, this online course will help them master the basics of supervision in Utah State government.

Flu Shots

As the time for flu shots approaches, PEHP is asking for a reminder of the following details:

Flu shots obtained at a contracted provider's office -

- ◊ Most PEHP contracted providers will not charge for an office visit when services rendered are for a flu shot only.
- ◊ If your provider submits an office visit bill to PEHP, you will be required to pay an office visit copayment.

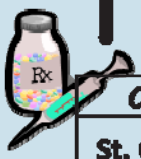
Flu shots obtained at a grocery store -

- ◊ You will need to pay for the flu shot and submit an itemized statement to PEHP for reimbursement.

Flu shots obtained at the health department -

- ◊ Most health departments will submit the itemized statement to PEHP for reimbursement.
- ◊ If not, you will need to pay for the flu shot and submit an itemized statement to PEHP for reimbursement.
- ◊ All eligible services performed are considered for payment up to PEHP's Maximum Allowable Fee (MAF).

If you have questions, contact PEHP Customer Service at 801-366-7555 or 800-765-7347



Flu Shot Clinics: 2012

CITY	BULIDING	LOCATION	DATE/TIME
St. George	DHS	178 N. 200 E.	Oct. 10, 9am-12pm
Ogden	UDOT Region 1	166 West Southwell St	Oct. 10, 9am-12pm
Cedar City	DWS	176 E. 200 N	Oct. 10, 2pm-4pm
Gunnison	Corrections	255 East 300 North	Oct. 11, 2pm-6pm
SLC	Health	288 N 1460 W, Rm 114	Oct. 22, 9am-1pm
Clearfield	DWS/DCFS	1350 E 1450 S	Oct. 23, 10am-12pm
Ogden	DHS	950 E 25th St.	Oct. 18, 10am-1pm

No Need to be Selfish with "Our" CPM Program!

By Sherry Saracino, HR Consultant

Did you know that the Utah Certified Public Manager® program is NOT just for state employees? According to the United States Census Bureau, over 147,000 federal, state, and local government and education employees were working in the State of Utah in 2011. That's a lot of public servants who are eligible for CPM courses. Add non-profit organizations to the CPM eligibility list, and the number of those who could (and should) have CPMs in their ranks is huge!

So, there's no to need to be selfish with "our" CPM program. As you talk to fellow public and non-profit employees, go ahead and mention to them that we have a fantastic, nationally certified, management training program just waiting for their employees' participation.

UTAH CERTIFIED PUBLIC MANAGER® PROGRAM
www.cpm.utah.gov

HR Managers' Toolbox - Utah Leadership Institute

By Gary Schow, HR Education Coordinator

Utilizing contractor services through the Utah Leadership Institute is very user friendly. Your customer agencies have access to over 20 providers who have already been approved through the State purchasing process. Contractor services are available in a number of ways. Consider the following as you counsel with your customers' executive teams:

Get a coach for an individual - if there is just one person needing/wanting instruction or coaching we can recommend providers who will address the objectives and desired outcomes. A MOU template is available on the ULI website as a tool to assist in the process.

Have a facilitator for your workgroup - if there are a few individuals that need/want the instruction, we can put you in touch with providers who will be able to meet the need. The MOU would again be utilized.

Host a workshop - if there is likely to be a broad audience for a training in a workshop/seminar format, you can work through the ULI to coordinate the logistics.

Please contact me for assistance in taking advantage of these services.

Gary Schow, HR Education Coordinator
gschow@utah.gov, 801-538-4022

The State of Utah's UTAH LEADERSHIP INSTITUTE

ULI contractors offer services in over 30 subject areas including:

- Change management
- Customer relations
- Project management - including Lean, Six Sigma and Theory of Constraints
- Conflict management and resolution
- Communication
- Presentation skills
- Strategic planning
- Time management
- Performance management and corrective action
- and many more

myPEHP - Spread the Word

Help us get the word out about the valuable information available to employees at myPEHP.

When employees create an account at www.pehp.org, they get access to their claims, explanations of benefits (EOBs), confirmations of coverage, benefit designs, and more.

Access through myPEHP helps employees access and understand their benefits, and it reduces costs. Each time we pay a claim, we send the member an EOB. If we haven't collected an email address via myPEHP, we send a printed and mailed statement for each claim. Over time, it adds up to a mountain of paperwork – and significant costs.

In the coming months, we'll be looking at ways to educate current and new employees about how and why to use myPEHP.

HR Summer Meeting - August 15, 2012

Bits and Pieces

EPAR How to...

Topic: Who started it?

At the conclusion of any school yard fight, the first question the participants are asked is, "Who started it?" This is the same question you should be asking yourself when you are deciding what action reason you should use to move an employee from one position to another. To move an employee to a new position you typically use either Internal Transfer or Reassignment as your action reason. So, why does it matter "who started it"? Well, if the employee initiates the move to a new position (either by applying for new job or asking to be transferred) you would use Internal Transfer as your action reason. If it is the agency or management of the agency that initiates the move to a new position (for org changes or budgetary reasons) you would use Reassignment as your action reason.

This key difference between the two action reasons also determines whether or not the salary of the employee may be impacted with the move. With a Reassignment, the employee's current actual wage may not be lowered except when provided in federal or state law. Situations where this decrease is allowed are rare, but do exist. With an Internal Transfer, management may decrease the current actual wage of an employee. In both cases, if a decrease occurs, it must be at least ½% or the minimum rate in the salary range.

It is also important to note that the employee's current actual wage can not be increased on either of these action types. If an employee will receive money with the move to the new position, a separate action, typically an ASI, will also need to be entered into HRE. If an increase will take place, you may also want to consider if the move should be entered as another action reason, such as a promotion.

Hopefully this helps and remember, when all else fails, consult DHRM rule.

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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Increasing Customer Service | Increasing Efficiency | Increasing Management Capacity

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