HR 2 HR

Department of Human Resource Management

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Doing our Work Early – Executive Director's Message

By Jeff Herring

I just got back from the annual National Association of State Personnel Executives (NASPE) conference where I meet with most of my peers from other states around the country. As usual, I left feeling proud of the work and accomplishments we have achieved here at DHRM in Utah. I am so grateful to have a team that is as competent and professional as all of you. I believe it is a large part of why we are so far ahead of most every other state in the country.

One of the mornings we had a round table on the topic of shared services in HR. It was supposed to be a group discussion from everyone, but it soon became clear that a couple of states were far and away ahead of the game in this aspect. One was Indiana, and the other I am proud to say was all of us in Utah. The hour long conversation turned into almost a question and answer session of what we were able to do and how we were able to do it.

Next week we have the State of Oklahoma coming to visit us to see what we have been able to do and look at our operations. They are just now starting to go down the path that we took six years ago and the changes they are contemplating making are in our rear view mirror.

I heard a coach one time tell his players that it is best to "do your work early". By this he meant get the hard activities out of the way before the fun stuff. That way you can really enjoy the fun without having the really difficult tasks looming in the back of your mind. To some extent, this is what we have done in Utah. We recognized the challenges that were coming and addressed them early. Many other states waited until the economy or political environment forced them to change. The challenge with this is when you react to change, you often do not have the same ability to control the change. I am so glad we did our work early and have been able to proactively and strategically control the change.

Jeff Herring,
DHRM Executive Director

This does not mean that we are ever done. We continually have to scan our internal and external environment to see where our future threats and opportunities are coming from. This is a basic concept in continuous improvement. It is also part of our vision to keep leading the way in public HR. I am just glad that we have the team that we do and for all the good work and attitudes that you all bring to our important mission. Thanks for all you do. Take care

Statewide Employee Survey

By Casey Parry, HR Research Consultant

The next statewide employee survey is quickly approaching. This survey is done every two years, and is a great way for us to gather information from employees on factors related to commitment as well as feedback regarding current issues.

Previous surveys have affirmed a model that describes how several key factors are associated with employee commitment. Briefly, the model shows that employees are more committed when they experience job satisfaction and when they trust the organization. Further, these two elements (job satisfaction and trust) are more likely to be present when employees are satisfied with three other factors: their professional development, their compensation, and their socialization. As an employer, we can improve overall employee commitment and retention by encouraging policies and practices that meet these three needs.

We are making a couple of changes to this year's survey that will lead to some additional insight. Based on feedback from the last survey, we have added the option of agencies to get information at the division level if the division has 60 or more employees. This will allow agencies to drill down deeper, and better pinpoint where issues may be occurring. For this to be effective, we will need a high response rate from the agencies. Your help in encouraging employees to respond will be greatly appreciated.

We have also added an option for agencies to add a few of their own questions that will only go to employees within the agency. DHRM is one of the agencies that have opted to ask a few of these agency specific questions, which will give our leadership team some important feedback from DHRM employees.

All participation in the survey is anonymous. We greatly appreciate your help encouraging participation within DHRM as well as with the agencies you serve as good response rates help to improve the accuracy and reliability of the data.

Thanks for your support!

-The HR Policy Analysis Team

Payroll Consolidation and ERIC

By Bart Olsen, HR Manager, ERIC

ERIC has now transitioned nearly all of the agencies' payroll services that were required by HB 80. Jamie Boyle and Marianne Schow were particularly instrumental in making sure that the transitions were successful and we are deeply grateful for the "over-and-beyond the normal call of duties" efforts they provided.

Five part-time payroll staff members were hired in June as part of the transition plan. Those staff learned payroll duties quickly and have been very successful in their assignments so far.

Members of the ERIC leadership team and the DHRM executive management team are still working closely with HR Managers and key stakeholder staff in the transitioning agencies to understand unique agency payroll needs and to communicate changes and timelines.

We are excited for the changes coming up and look forward to continue providing the best possible customer service to our agency customers and to you, our DHRM customers. If you notice anything you believe we can improve, please don't hesitate to contact me or any member of the ERIC leadership team.

EPAR How to...

Topic: Retirement Codes

Did you know that a Retirement Code can no longer be "none"?

Previously, if an employee was not eligible for retirement benefits, the correct option to select was "none" in the HRE action. This is extremely common in submitted terminations. When you have a non-benefitted employee terminating with an existing schedule code of "none", it needs to updated to 030. This 030 code is the indicator State Payroll now recognizes for terminating non-benefits eligible employees. When you submit an EPAR, it's very easy to overlook the retirement code. Please review all information prior to submitting the EPAR, as the information that was active flows to the new action and populates the EPAR; this includes the retirement code.

For your convenience, the Total Compensation Administrative team has put together a few resources to help you make the right selection when you are creating EPARs. These resources are located on the Employee Gateway DHRM page under Retirement Resources. You can also get a direct link to help by using the "Ret Code Help" that appears when you are entering new EPARs. These valuable tools will help you select the right retirement code which will expedite the processing of your EPARs.

Contact Carrie Frampton at 801-535-7790 with any questions.

Great Line Staff to Terrific Manager

By Sherry Saracino, HR Consultant

As HR representatives, we've all heard these stories: Great staff workers are promoted to a supervisor or management position. After all, they are subject matter experts in their fields and have knowledge to share with a staff! Not long after, they are in your office, asking for help with personnel or management issues, or they are worrying about how to deal with their workload while figuring out how to manage a staff. They've had no management training. What to suggest?

CPM, of course! Utah's nationally accredited Certified Public Manager® program has been instructing key supervisory and management skills to public employees for 25 years. Participants apply new skills through practical exercises, team and self-reflection, and practicum projects.

The Utah CPM program consists of three separate Courses, each unique in its objectives.

Course 1 participants gain competencies in interpersonal communication, effective management of resources, employee performance, and work processes.

Course 2 modules help participants develop competencies for managing teams, work groups, collaborative efforts, and interactive projects.

Course 3 participants develop competencies to lead effective organization-wide change effort through the capstone project; they apply comprehensive knowledge and skills by participating in a team-based process improvement project chartered by a public organization.

Does your agency management need to know more about CPM? I would be happy to take their phone call, visit personally, or conduct a presentation to a group. In general I'd love to tell them more about the Utah Certified Public Manager® program and its benefits to employees, supervisors, and agencies.

Sherry Saracino
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Quote from a recent CPM student
"...I needed this! They don't exactly hand you a manual when you become a manager. Very helpful."

PROTECTING YOUR HEALTH (AND YOUR POCKETBOOK)

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

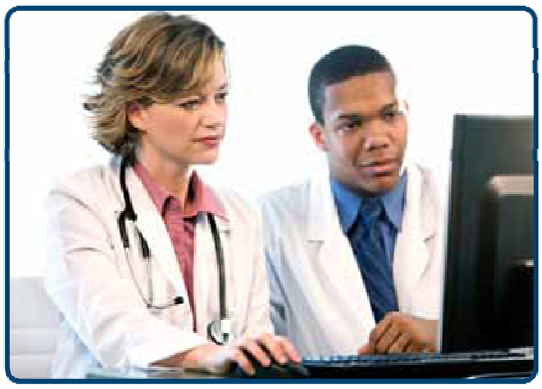
WHY:
Giving doctors access to your health records can save your life in an emergency. It can also prevent the cost and hassle of duplicate tests and labs.

TO LEARN MORE:
Go to www.mychie.org

MANAGE YOUR cHIE OPTIONS:
You can opt out of the cHIE at www.pehp.org. Sign in to your personal account or create one.

As a State of Utah PEHP member, you're automatically in the cHIE.

Imagine this. You're traveling to the other end of the state. You're in a car accident and end up unconscious and going into surgery.



Is there anything you want your doctors to know? Your drug allergies? Your pre-existing conditions? As a part of the Clinical Health Information Exchange (cHIE), your family's medical information will be at their fingertips.

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.

As a State of Utah employee, you're automatically enrolled in the cHIE.

You can manage your cHIE options or opt out by logging into your PEHP account at www.pehp.org. If you haven't logged in before you'll need your PEHP ID number and Social Security number to create an account.

Bits and Pieces

The State of Utah's UTAH LEADERSHIP INSTITUTE

Many State of Utah employees are familiar with the training workshops and seminars provided by the Utah Leadership Institute (ULI).

Less well known are the additional services available. The ULI has several consultants on contract for managers to utilize within their own agencies. These contractors can provide services from customized training to consultation to individual coaching. Please help your customer agencies make use of the contractors.

Some examples of the services available include:

- Project Management
- Change Management
- Strategic Planning
- Executive and Professional Coaching
- Work Team Retreats

For a complete list of services available visit the ULI website at

http://www.dhrm.utah.gov/training/ULI/index.html

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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:

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Leading the Way in Public HR

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Increasing Customer Service | Increasing Efficiency | Increasing Management Capacity

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DHRM Staff Update 6/15/12 to 7/18/12

New Hire

Annabel Cho accepted a position as HR Technician at ERIC
Jasmina Karic accepted a position as HR Technician at ERIC
Mary Christensen accepted a position as HR Technician at ERIC

Employee Movement

Lyle Almond accepted a position as Research Analyst at DHRM Administration
Tammy Hunt accepted a position as HR Analyst at DHRM Administration
Will Clark accepted a position as HR Technician at DHRM Administration