

# worklife ELEVATED

state of utah employee newsletter January / February 2016



A publication of the Department of  
Human Resource Management

**UTAH**  
LIFE ELEVATED

## Meet the New Director

Interview by: Angela Kula & Trelynn Gehringer, DHRM



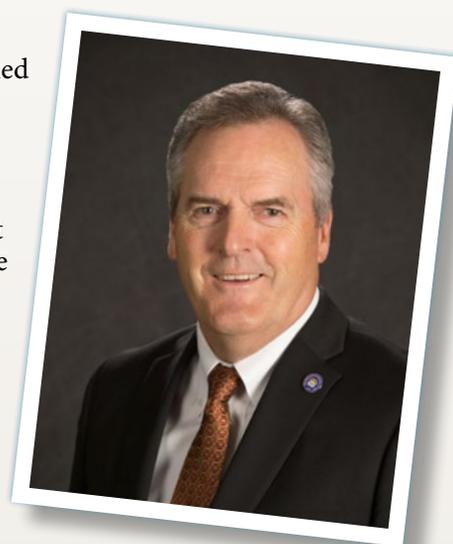
### Table of Contents

Meet the New Director	1
PEHP Retirement Advice	4
New Tax Forms	5
PEHP, Wellness Matters	6
UDOH Success	7
Lifelong Learning	9

**Val Hale's**, Executive director for the Governor's Office of Economic Development, words to live by; "Don't die with your music still inside you."

### What made you decide to work for the state?

Working for the state was never something I planned on doing; it just kind of happened. At the time the Governor's Office of Economic Development (GOED) was in need of a new executive director, I was working as the president and CEO of the Utah Valley Chamber of Commerce. I really hadn't considered this job until I was playing golf with the governor. We were playing around the same time there was a vacancy for a new chief of staff and I innocently asked the governor if he had found a replacement for Derek Miller yet. He laughed and jokingly asked if I was interested. Being completely caught off-guard, I told him that I wasn't currently looking for a new job, but if he wanted me to apply then I would apply. That was when he mentioned there was another position he needed to fill and thought it would be a better fit for me than chief of staff. After five or so interviews, Governor Herbert appointed me as executive director of the GOED in July of 2014. I couldn't be more humbled and pleased by the outcome. I feel I have the best job in state government.



### What experience do you bring with you to your position?

I have both a bachelor's degree in communications and a master's degree in public relations from Brigham Young University (BYU). I also worked at BYU for 22 years where I moved up the ladder from one job to the next. I went from marketing and promotions to fundraising to assistant athletic director for external relations to finally becoming the men's athletic director. After BYU, I worked for Utah Valley University (UVU) in a myriad of roles including vice president for University Relations, and most recently, I was the president and CEO of the Utah Valley Chamber of Commerce. Each one of these jobs has prepared me for my current role in one way or another. However, even though I have held high-profile positions before, this one is by far the most high-

(continues)

## Meet the Director (continued)

profile and brings its' own set of challenges. Before accepting this position, I had been warned of the magnitude, but didn't quite believe it until the press conference for my appointment took place. When I walked with the Governor into the Gold Room at the Capitol and saw it filled to capacity with key business and civic leaders and the media, it suddenly hit me that this really is a huge job.

Additionally, I just published my first book *Living a Life that Matters: 7 Keys for Purposeful Living*. The fifth key I address in this book is to love your work. Basically I have come to the conclusion that "living a purposeful, joyful life is much easier when we have a job we love that is making a positive difference in the world. Regardless of what your job is, you should strive to do and be the best you can. I have never known anyone who achieved personal fulfillment by being a slacker and just getting by. We should take pride in what we do and attempt to get the maximum joy out of our employment." Without this fundamental philosophy, I don't believe my career would have turned out as meaningful or successful as it has.

### *What have you learned about working for the state of Utah?*

I have learned how hard state employees work to serve Utah's citizens. Not once in my career so far with the state have I seen society's version of a stereotypical state employee. The state is littered with hard working people who are seeking to make a positive difference in the communities in which they live. It is with the assistance of folks like these that make the state as great as it is.

### *What do you value in your employees?*

At GOED we have about 90 employees and 15 programs that we head so we are spread kind of thin. The employees here are experts at what they do and I not only appreciate that, but am impressed by the quality of work they produce. The chairman of the GOED Board, Mel Lavitt, spent most of his career as a venture capitalist for a big firm in New York City. At one of my first meetings, he said that the GOED employees he has worked with are as good or better than the employees he worked with at his top-notch firm in New York. That is high praise, indeed.

I am grateful for the money from the governor and legislature. We want to give them and the citizens of Utah the best return on investment possible and I believe my employees are diligent in doing so.

### *What do you envision for GOED in the future?*

GOED's mission is to enhance quality of life by increasing Utah's revenue base and improving employment opportunities. To achieve our mission, we have set forth six objectives:

- Monitor, improve and promote the economic health of both urban and rural communities.
- Attract new investors and companies while supporting the expansion of existing Utah businesses.
- Assist entrepreneurs and engage underrepresented populations in starting new companies and growing existing businesses.
- Expand tourism and the infrastructure to support it.
- Encourage film production in the state.
- Support and leverage both partner agencies and community leaders to create proactive, unique economic development solutions statewide.

I want to see this agency continue to attract global businesses, foster tourism growth, and market Utah as a filming destination. This strategy has already proven its effectiveness as Utah was recently named the number one "Best State for Business and Careers in 2015" for the fifth time in six years, by [Forbes Magazine](#). Therefore, we need to keep doing what we are doing and strive to set an example for other states. WE

## PEHP Will Offer Online Doctor Visits

*Watch for more information about Amwell, a new telemedicine product coming from PEHP in early 2016. A list of costs is below.*

Medical Plan	Primary Care	Specialist
The STAR Plan	\$40	\$75
Traditional Plan	\$10	\$35



**peHP** Proudly Serving Utah Public Employees



You build for retirement, year-by-year, brick-by-brick, throughout your career. But, despite your best intentions, three things may be unknowingly sabotaging your best efforts. Don't wait until it's too late to change course. Make sure your retirement plan is sturdy and resistant to these three common retirement-wreckers.

### **Retirement Wrecker #1: Procrastination**

You may have good intentions. Someday you'll save money to retire in comfort. Someday you'll learn about URS retirement plans. Make today your "someday" and get started!

You've probably heard of the time value of money, and the compounding effects on your investments. Each year, you earn investment returns on both principal and on prior-year returns. The key to making this wealth effect work for you is saving and investing now, or you miss out on potential compounding. The larger your nest egg, the bigger the compounding effect.

### **Retirement Wrecker #2: Short-Term Thinking**

You might be so caught up in the here-and-now that you put off plans for the future. With the constant stream of bad news coming from the media, you may be hesitant to save or invest, just in case the economic or political environment is not just right.

A cliché in the investment community says the stock market will "climb a wall of worry," meaning that the stock market often goes up in spite of bad news. When you're in a diversified portfolio of stocks and bonds,

*(continues)*



# worklife ELEVATED

you'll probably be invested in companies that churn out sales and profits year after year despite what the daily news may be saying about the economy. Start now, focus on the long-term, and let time work in your favor. Make it automatic and worry-free.

First, have a portion of your paycheck set aside (a deferral) and deposited into your savings plan. Set this up easily at myURS at [www.urs.org](http://www.urs.org).

Second, use a percent of pay (rather than a fixed dollar) for your deferral – so, as your pay increases, so does your contribution.

Finally, each year, revisit calculators at [www.urs.org](http://www.urs.org) to see if your savings rate will get you where you want to be. investor will have a better chance of beating inflation and more by using a diversified portfolio.

## Retirement Wrecker #3: Risk Aversion

When it comes to mountain climbing, having an aversion to risk is probably a good idea. But when it comes to saving and investing, a certain amount of risk may be necessary for your long-term needs. There's a connection between the potential of losing money (risk) and how much you may be able to earn (return).

Nobody wants to lose money, so why not play it safe? You could put everything in a bank savings account. But remember, your goal is to save for the long haul. With savings accounts paying less than 1% interest, and inflation growing at close to 2%, you're losing about 1% per year in real buying power. A balanced portfolio of stocks and bonds has averaged an annual return of about 7% over the past 10 years. Even with years of low, or even negative, returns (that's the risk), the long-term investor will have a better chance of beating inflation and more by using a diversified portfolio. **WE**



## New Tax Form for Employees

The Affordable Care Act is requiring that Employers report to the IRS on your medical insurance. By March 1, 2016 you will see the Form 1095-C, which includes information about the health insurance coverage offered to you and, if applicable, your family. You will need to submit information from the form(s) in 2016 as a part of your personal tax filing for 2015.

Although you will only receive one Form 1095-C from the state, you may receive multiple Forms 1095-C (or 1095-B) if you had multiple employers during the year (for example, you left employment with one employer and began a new position of employment with another employer). In that situation, each Form

1095-C would have information only about the health insurance coverage offered to you by the employer identified on the form.

Employees please make sure your address is updated with PEHP by logging into your account at [www.pehp.org](http://www.pehp.org)

Additional information on the 1095-C form can be found at <http://www.irs.gov> **WE**

## PEHP

### PEHP Wellness Matters

By: Tiffany Anderson, PEHP

With health advice given all over the Internet, news, and social media, PEHP Wellness wants you to have the most accurate and up-to-date information you need to make informed decisions about your health. Along with many other wellness resources available to you from PEHP, monthly webinars cover a variety of health and wellness topics and can help you achieve your health goals in 2016.

Hosted by PEHP Wellness staff or special guest speakers, these 30-minute online seminars are held at noon on the first workday of every month and registration is free. Watch them on your lunch break or gather your coworkers in a conference room to view a webinar together! Plus, webinars are recorded and archived online so that you can also view at your convenience.

- Here are just a few of the webinars you can look forward to in 2016:
- Know.Plan.Act – An overview of how PEHP’s wellness initiative can help you take control of your health
- Blood Pressure 101 – How daily habits will help you keep blood pressure in check
- Train Your Brain – Tips to increase your attention, improve memory, and remove the fog
- Fueling for Workouts – How to eat properly before, during, and after your workouts
- Get in the Know – Understanding food labels and dietary guidelines

View the complete 2016 webinar schedule by clicking [here](#). Eligible PEHP members and spouses can register online for archived and live webinars at [www.pehp.org](http://www.pehp.org).

### PEHP Affordable Clinics

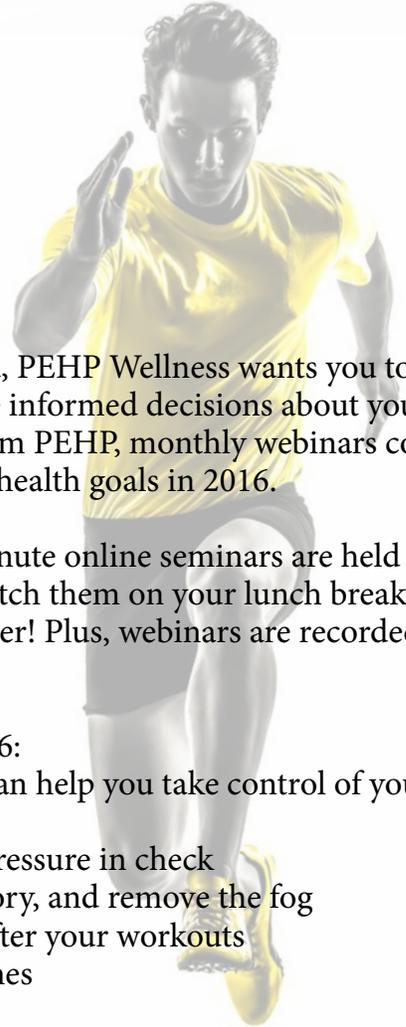
Don’t forget that PEHP offers large discounts on state health clinics. State health clinics offer medical and dental services. For clinic locations and more information [click here](#).

Breakdown of Costs:

Traditional Plan » \$10 office co-pay, compared to \$25 at other in-network providers

The STAR Plan and Utah Basic Plus » 25% discount on what you would normally pay an in-network provider

PEHP Dental Plan » 10% discount on what you would normally pay an in-network provider.





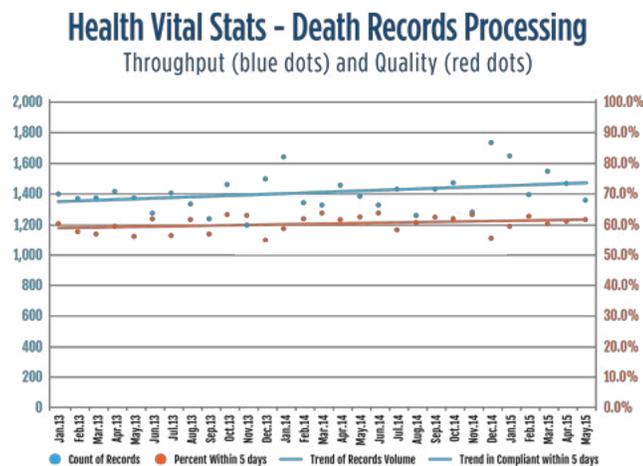
(Shown in picture L to R) Rich Oborn (Director), Leisa Finch, Terry Lucherini, Jeff Duncan, Annie Hope-Ernst, and Charles Bench.

# Keeping Pace with Utah's Population

By: Kristen Cox, Executive Director, GOMB

Governor Herbert recently announced a major milestone for the State of Utah—our population has grown to three million Utahns. Approximately two-thirds of Utah's growth since hitting the two million milestone can be attributed to natural increase (births minus deaths).

The Office of Vital Records and Statistics at the Department of Health and local health departments not only tracks these statistics, but have kept pace with the increased demand without having to add additional resources. For example, they have accommodated a year-over-year increase of 6% in registering death records



while also issuing them faster—resulting in an overall 11% improvement.

## Vital Records Must be Issued within Five Calendar Days

Vital Records is held to a very high standard for issuing and recording death records—only 5 calendar days from the date of death. This is extremely important for families and relatives of deceased individuals who must have the documentation to conduct business with financial institutions, insurance companies and other government entities.

Death records are also the primary source for mortality information—data compiled from death records are used to tabulate the leading causes of death and trends in mortality over time, which helps to inform public health policy and research.

*(continues)*

# worklife ELEVATED

## Innovative Strategies

Vital Records has kept pace with increased demand by piloting and implementing innovative improvement strategies. One such strategy is a partnership with Intermountain Health Care to substantially increase the speed and quality of death registrations.

As a pilot project, Vital Records has worked with Intermountain to integrate the information needed for state death records into the Intermountain data system. Prior to this project, Intermountain physicians recorded death record information twice—once for their system and once for the Vital Records system. This change allows some Intermountain physicians to use one process for both systems—saving valuable time and effort.

## Evaluation Planning

An evaluation plan was developed prior to the change, which identified the following objectives:



Eliminate all the barriers or interferences for Intermountain physicians (physicians are one of the main system constraints)



Increase the overall timeliness of death registrations



Improve the quality of cause of death information on death certificates

Because an evaluation plan was completed prior to the pilot, there was clear data to show whether or not the change met the overall objectives and, as a result, more medical diagnosis codes were used on Intermountain records and they were also completed 13% faster than the control group. This is a significant improvement considering the five-day requirement.

## Continual Process Improvement

The Vital Records team is not stopping there—they are working on additional strategies to remove interferences for physicians as well as targeting improvement efforts with hospitals that take longer than the average to process records.

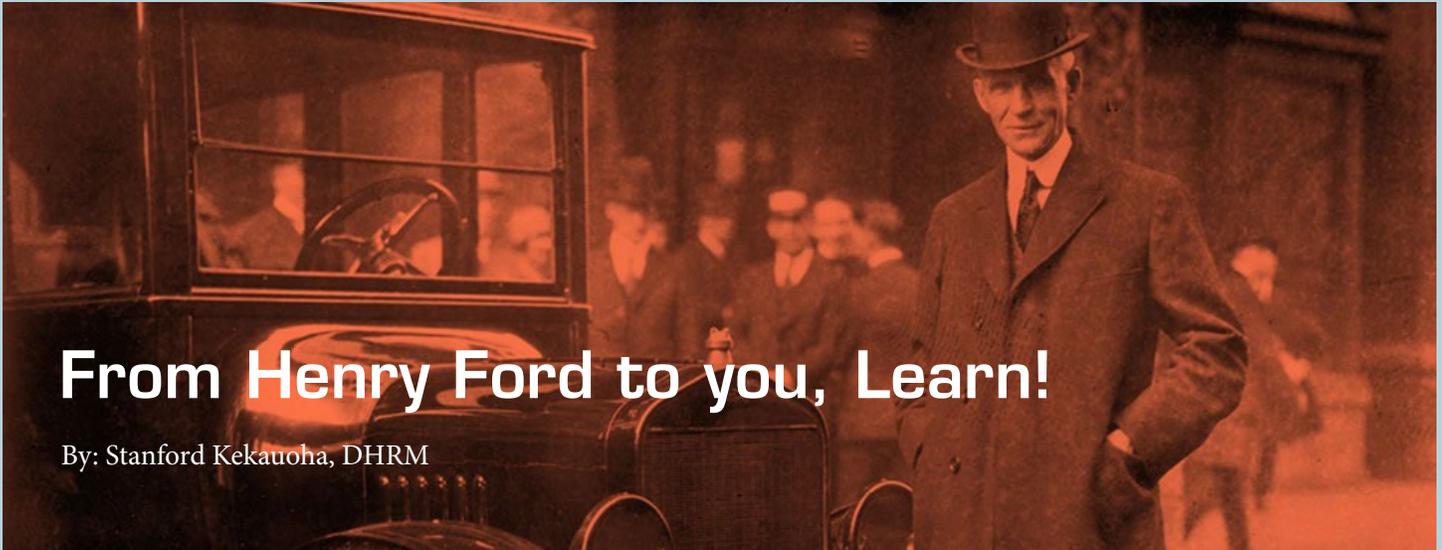
Congratulations to the Vital Records team for their commitment to improvement and innovative thinking! 



**S U C C E S S**  
FRAMEWORK

The SUCCESS Framework is a set of management principles designed to boost the quality and efficiency of government services with the goal of creating more value for every tax dollar invested.

For more information about Operational Excellence and the SUCCESS Framework, please visit the Governor's Office of Management and Budget at: <http://gomb.utah.gov/operational-excellence/>



## From Henry Ford to you, Learn!

By: Stanford Kekauoha, DHRM

Henry Ford is arguably the most influential individual in the early days of automobile manufacturing. Despite his humble beginnings as a farm boy and his dyslexia, Ford managed to overshadow all of his rivals accomplishments by re-working and ultimately perfecting the assembly line. Henry Ford once said “Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.”

With the welcoming of the new year comes the inevitable planning of new years resolutions. You may still be finalizing your list, or already know what your goals are for the year. Either way, may I suggest following Henry’s advice by adding a goal of learning something new, or better yet, building upon your current skills or knowledge?

Lifelong learning is one of the greatest gifts we can give ourselves. Learning expands the mind and deepens our connections with and perceptions of the world around us. As we learn about the topics that interest us as well as the things that make us better professionals, we add depth, quality and richness to our lives that cannot be measured. The way I see it there are two types of lifelong learning. Lifelong learning for personal development and lifelong learning for professional development. In this Article I would like to focus on lifelong learning for personal development.

### **Lifelong Personal Development**

Personal development is all about understanding and developing oneself in an effort live to the fullest potential. Personal development lays the foundation for living a healthy and balanced life.

The problem is, personal development is hard to do, and sometimes it can be difficult to know where to start. I would like to lay out 4 steps you can take to start your personal development path.

#### **1. Set aside time to reflect.**

Personal development takes an investment of time, energy and personal honesty to uncover the things we truly value. Sometimes it can be hard to identify an area in our life we would like to develop or maybe there are just too many interests that you don’t know where to start.

# worklife ELEVATED

One of my favorite writers, [Bruce Kasanoff](#), talks about identifying areas in your life that spark joy. This idea is taken from a professional organizer who posits that if you have items in your office that do not spark joy when you touch them, get rid of them. We can apply the same logic to our personal development efforts. Here are a few questions you can ask yourself:

What times, events, deeds, etc. in my life sparked joy? Why?  
Did learning about a certain subject spark joy?

## 2. Carry around a journal

By first reflecting on interests or values that spark joy, it can make it easier to identify the areas we would like to spend our time on. Journaling reflection will be your best friend in this stage. I carry around a personal journal with me. Among other things, I often reflect on and jot down things or events that have brought joy into my life. That way I can really focus in on the things that are truly important to me.

Your journal could be kept electronically using a note taking app such as Evernote, or you could choose a paper journal. Personally, I enjoy the novelty of flipping through the pages and writing in my physical journal.

To me, it was important that my journal be representative of it's task. This journal would contain my best ideas, and thoughts - a treasured item. I wanted to make sure that the journal's physical form would embody this idea, so on a recent trip to Japan I found a journal that I would love writing in. Now you don't have to follow this philosophy, your journal could be as simple as a notepad. The important part here is to make this journal something special. Don't take random notes or create everyday to do lists in it, unless it concerns your personal development.

## 3. Identifying values, skills, traits to develop

Now that you identified your interests and skills that are truly important to you, it is time to pick one or two areas you would like to spend your time on. Do you have a hobby you have been neglecting or want to get better at. Or perhaps there is a new skill you would like to develop. Sometimes learning doesn't necessarily need to have a goal. [Learning for the sake of learning can be just as rewarding.](#)

## 4. Set aside time and start developing

This is almost always the hardest part. Our lives are very busy, and these days, getting busier. Thankfully there are resources that are available to expand and develop your interests. Here are a few resources and ideas I have used: [Meetup](#), [Higher Ed Continuing Education](#), [MOOCS](#), [TED talks](#), [Pinterest](#), [Google + Communities](#).

Just like Henry Ford, who leveraged his learning experiences to bring automobile manufacturing into the twentieth century, you can leverage learning experiences to live a complete life. Carve some time out of your life to identify and work on your personal values and interests. It will pay you dividends your whole life! 



**Department of Human  
Resource Management**  
Administrative Office  
2120 State Office Building  
Salt Lake City, UT 84114  
Telephone: 801-538-3025



**Worklife ELEVATED** is published bi-monthly  
**Editor in Chief:** Debbie Cragun  
**Newsletter Staff:**  
Angela Kula April Nicholls  
Tammy Magee Trelynn Gehringer  
Stanford Kekauoha Jeri Lea Buckley