

# worklife ELEVATED

state of utah employee newsletter March / April 2014

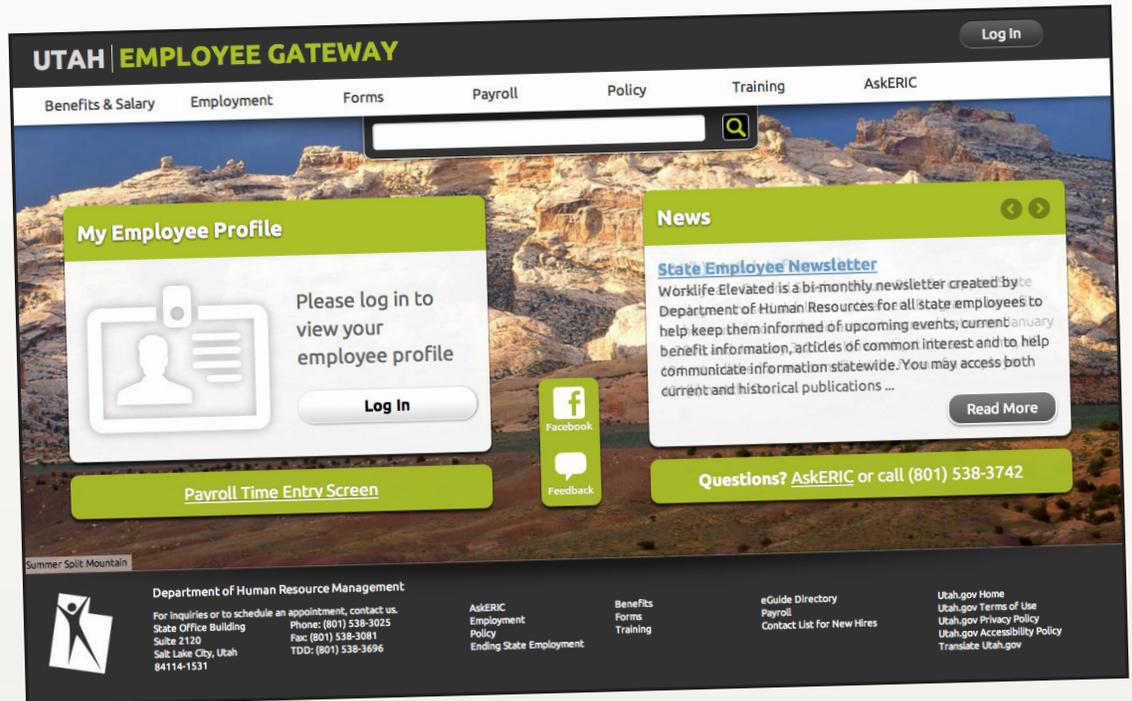


A publication of the Department of  
Human Resource Management

**UTAH**  
LIFE ELEVATED

## Sleek, Fast, and Mobile

*New Employee Gateway to Launch*



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Like the finest Olympic athletes, the State of Utah strives to provide services that are sleek, fast and powerful. On **March 18**, the Department of Human Resource Management will release the latest update to the Employee Gateway website, now available with mobile devices.

### Sleek

With this third version of the website, the Employee Gateway gets a new look and updated navigation system. The simplified interface allows state employees to find information and access services easier than ever before. From the home page, users can find benefit information, forms, payroll, policies and training. With more intuitive headings, finding answers to questions or accessing a needed form can be accomplished easier. Essential items you previously accessed from the Gateway such as Payroll Time Entry and AskERIC are still available, but outdated and duplicate links have been eliminated. More useful information and less wasteful links.

*(continues)*

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## New Employee Gateway

### Fast

Along with the updated website design comes a streamlined interface that makes it faster to get what you need. With web traffic data from the current Gateway, the new site is designed with speed in mind. Frequently accessed links are more visible and require fewer clicks to reach. Information and related topics are grouped together for more efficient browsing.

### Powerful

Not sure where to find an answer? Harnessing the power of Google Search, the new Employee Gateway has the full searching capability of Google embedded in the site. Unlike earlier search features, the new Gateway

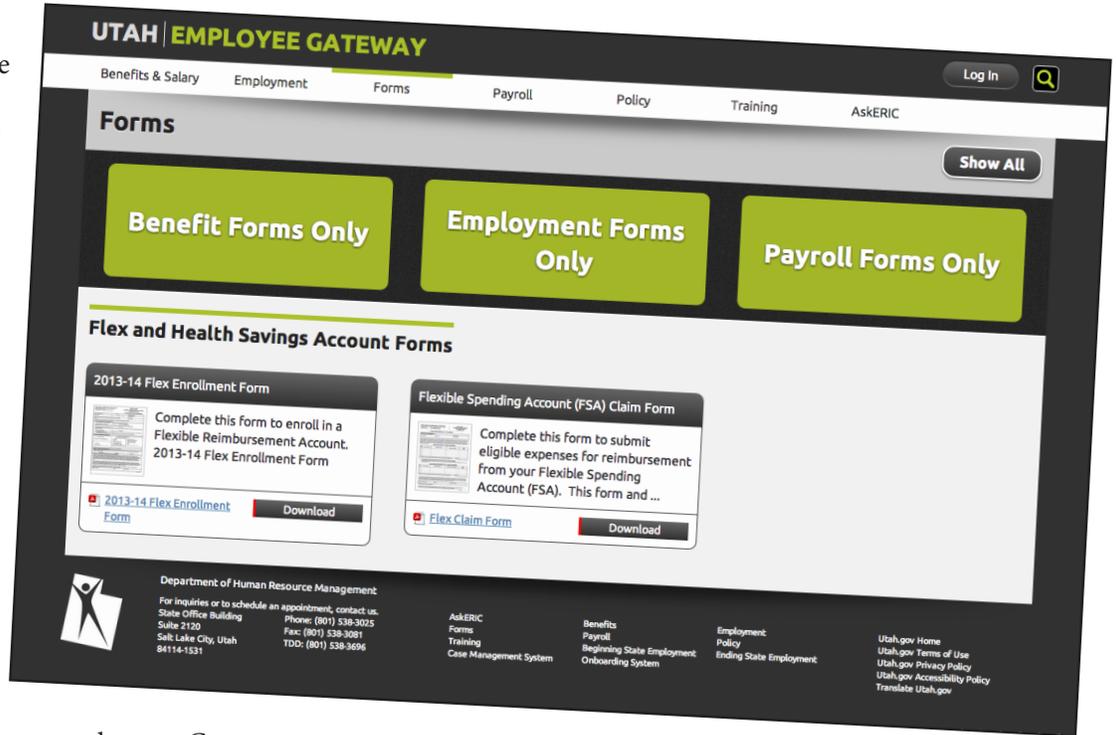


provides users with the familiar Google search engine delivering hundreds or even thousands of hits in milliseconds. And best of all, the search results are from content of the Employee Gateway. No more random results from all across the web.

### Mobile Ready

Can I access the new Gateway with an iPhone or mobile device? Absolutely! The new site is mobile friendly and easy to use with small screens. Whether you are using an iPad or desktop computer, the site is accessible with dynamically flowing content appropriate for whatever screen you happen to use. And to make access even easier, much of the site is available without logging in with your user name and password. Restricted access and confidential information is still secure behind firewalls, but publicly available information such as employment and benefits can be easily accessed wherever and whenever you need it.

The new Employee Gateway. Same web address, but a whole new experience.  
Coming March 18, 2014



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## Benefit Fairs <sup>2014</sup>

Open Enrollment:  
**April 16-June 13**

2014 open enrollment runs from April 16-June 13. During this time, employees can make changes to their medical, dental and vision plans. To ensure employees have the latest information about their benefits including any changes or updates, PEHP is sponsoring several benefit fairs beginning **April 17th through May 21st.** [WE](#)

Date	Agency - Meeting Location	Address	Time
April 17	UDOT/Public Safety - Atrium	4501 S. 2700 W., Salt Lake	9:00 - 2:00
April 21	Natural Resources - Auditorium	1594 W. North Temple, Salt Lake	9:00 - 12:00
April 22	Workforce Services - Large Conf. Room	475 W. Price River Dr., Price	10:00 - 12:00
April 23	Corrections - Large Conf. Room	255 E. 300 N., Gunnison	9:00 - 12:00
April 23	UDOT - Large Conf. Room	210 W. 800 S., Richfield	2:00 - 4:00
April 24	Dixie State University - Gardner Center Ballroom	225 S. 700 E., St. George	9:00 - 12:00
April 24	Workforce Services - Large Conf. Room	176 E. 200 N., Cedar City	2:00 - 4:00
April 28	State Hospital - Gymnasium	1300 E. Center St., Provo	10:00 - 2:00
April 30	DCFS - Large Conf. Room	950 E. 25th Street, Ogden	9:00 - 11:00
April 30	Workforce Services - Large Conf. Room	1290 E. 1450 S., Clearfield	1:00 - 3:00
May 1	Dept. of Education - Basement Large Conf. Room	250 E. 500 S., Salt Lake	9:00 - 12:00
May 2	Davis Applied Technology College - Student Commons	550 E. 300 S., Kaysville	1:30 - 3:30
May 5	Workforce Services - Room 101 N & 101 S	140 E. 300 S., Salt Lake	9:00 - 3:00
May 6	Workforce Services - Large Conf. Room	180 N. 100 W., Logan	10:00 - 12:00
May 7	State Office Building - Auditorium	350 N. State St., Salt Lake	9:00 - 2:00
May 8	MASOB Building - Common Area	195 N. 1950 W., Salt Lake	9:00 - 2:00
May 12	Department of Health - Room 125	288 N. 1460 W., Salt Lake	10:00 - 2:00
May 13	Corrections (Fred House) - Gymnasium	14727 Minuteman Dr., Draper	9:00 - 2:00
May 14	State Courts - 1st Floor Conf. Room	450 S. State St., Salt Lake	10:00 - 2:00
May 15	Development Center - Heather Building	895 N. 900 E., American Fork	10:30 - 2:30
May 19	Tax Commission - Room 1026	210 N. 1950 W., Salt Lake	10:00 - 1:00
May 20	Ogden Regional Center - Large Conf. Room	2540 Washington Blvd., Ogden	10:00 - 1:00
May 21	Recovery Services - 9th Floor Conf. Room	515 E. 100 S., Salt Lake	1:00 - 4:00

The following vendor representatives will be available at the fairs:

**ERIC** (Employee Resource Information Center)

**Utah Retirement Systems**

**PEHP:** Medical, Dental, Life Insurance, FLEX\$,  
PEHPPlus, PEHP Waist Aweigh, PEHP Wee Care

**Travelwise/UTA**

**Regence Expressions Dental**

**EyeMed**

**OptiCare**

**Liberty Mutual**

**MetLife / Hyatt Group**

**The Standard**

**Mt. America Credit Union**

**UPEA**

**UAGE**

**Blomquist Hale**

**Security Services FCU**

**UESP**

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## Operational Excellence

*A series highlighting department results with the SUCCESS Framework*

### Unemployment Insurance SUCCESS Story

By Kristen Cox, Director, GOMB

According to the U. S. Department of Labor, Utahns benefit from one of the best unemployment insurance (UI) programs in the nation. For an unprecedented third year in a row, Utah has won the “UI Triple Crown” in recognition of a program that operates faster and more effectively than any other medium-sized state in the country. The Department of Labor award recognizes excellence in three major UI functions: benefit payments, tax operations and appeals decisions. The UI Division—part of the Department of Workforce Services—credits the use of the SUCCESS Framework tools and processes as the means for continuing to drive this high level of performance.



*Unemployment Insurance Division, Department of Workforce Services*

As a measure of quality, workers filing for benefits based on Utah wages must register for work with a local employment center—even if they have moved out of state. Many workers formerly employed in Utah were not registering for work and were notified that they must provide proof of work registration within 10 business days or UI benefits would be denied. As a result of this and other efforts, the quality and efficiency of UI benefit payments increased by over 16% since FY2012.

Utah’s UI contributions (tax) section increased throughput by matching a database of delinquent UI customer debts against federal government payments being made to the same customers. The payments were intercepted and offset by all or part of the Utah debt, resulting in the collection of \$6.9 million in overpayments and penalties. This, and other efforts, resulted in a 6.6% improvement in throughput (capacity) since FY2012.

Utah’s UI appeals section decreased the number of cancelled hearings due to appellants failing to participate. Before applying the SUCCESS Framework tools, 17% of appellants requested a new hearing that resulted in a duplication of work and costly inconveniences for the respondents. Developing a Throughput Operating Strategy (TOS) and interference diagram helped the appeals section focus improvement efforts and, as a result, reopening requests have decreased to just over 13% since FY 2013.

These accomplishments are attributable to UI Director Bill Starks, his leadership team and the amazing work performed by the UI front line staff. By focusing efforts on the QT/OE improvements of the SUCCESS Framework, Utah’s UI program—which was already one of the best in the country—continues to find operational efficiencies. These efforts protect the investment of employers contributing to the UI fund, ensure the integrity of UI benefits awarded to unemployed workers and help maintain Utah’s overall economy by sustaining the purchasing power of unemployed workers. **WE**

The SUCCESS Framework is a set of management principles designed to boost the quality and efficiency of government services with the goal of delivering ever-increasing value per dollar to the citizens of the state of Utah.



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/>



## Retirement Information

### 2014 URS Pre-Retirement Seminars

*Time to focus on the finish line.*



If you are in the late stages of your career or within 10 years of retirement, the *Pre-Retirement Seminar* is for you. This is an all-day seminar that starts at 9:00 a.m. and ends at 4:00 p.m. The following topics will be addressed:

**Retirement Income/Pension:**

How your benefit is calculated, what options are available and how inflation will impact you.

**401(k), 457, and IRAs:** Learn how to maximize these retirement savings accounts at the end of your career, how to manage them after retirement and how to take advantage of tax saving opportunities.

**Legal & Estate Planning:** The importance of living wills and personal property letters.

**Other Topics:** Medicare and the basics of Social Security benefits.

To register, call 801-366-7750 or 800-753-7750. Additional information can be found at [www.urs.org](http://www.urs.org)

Friday, April 4	Salt Lake City-North	State Office Building (Behind Capitol) 1 <sup>st</sup> Floor, Auditorium
Friday, April 11	West Valley City	Utah Cultural Celebration Center 1355 West 3100 South (The Great Hall)
Thursday, May 8	St. George	Taylor Health Sciences Bldg. 1526 Medical Center Drive (Auditorium)
Friday, June 6	Provo	Provo City Offices 351 West Center (Council Chambers)
Friday, June 20	Heber	Wasatch High School 930 South 500 East (Lecture Hall)
Friday, June 27	Logan	Bridgerland Applied Technology College 1301 North 600 West (Room 171)
Friday, July 11	Richfield	Snow College Richfield Campus 800 West 200 South (Administration Building)
Friday, July 18	Farmington	Davis School District Offices 70 East 100 North (Kendell Building-2 <sup>nd</sup> Floor)
Friday, August 1	Salt Lake City-Central	Salt Lake County Government Center 2001 South State (Commission Chambers-Room N1100)
Friday, September 12	South Jordan	1600 West Towne Center Drive City Council Chambers
Friday, September 19	Ogden	Weber Center 2380 Washington Blvd (Commission Chambers)
Thursday, September 25	Price	Carbon County Event Center 310 South Fairgrounds Road (Room 130)

## Retiring? Plan Ahead



Do you plan to retire before age 65 in the next plan year? Be aware that the IRS doesn't allow you to have an HRA and contribute to an HSA at the same time. So, if you have The STAR Plan, you should consider changing to the Traditional plan during open enrollment prior to retiring. **Remember, you may not change your plan midyear, only during open enrollment.**

Consider this example:

Joe Employee is 62 years old, currently on The STAR plan, and planning to retire in December

2014. When he retires, he will get an HRA with his Program 2 sick leave hours. Because he has an HRA, he can't contribute to his HSA. Also, he may not switch medical plans midyear; he must wait until open enrollment to switch to the Traditional plan. This employee may want to plan ahead and change his medical plan during open enrollment prior to retiring.

For questions call PEHP customer service at 801-366-7555, or toll free at 800-765-7347.

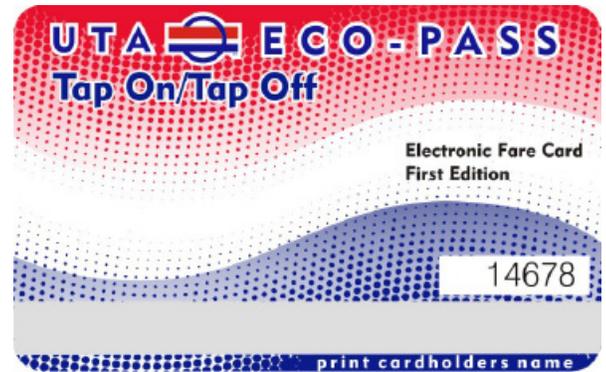
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**TRAVELWise™**  
A UDOT Program



All state employees working within the UTA service area are encouraged to ride public transportation to get to/from work during the week of March 17th. This collective effort from state employees has the potential to make a difference in the state.

Representatives from UTA and UDOT's TravelWise Team will be available at the North Temple and Salt Lake Central TRAX Stations on Monday, March 17th and Wednesday, March 19th from 7:00-9:00am to answer questions and distribute materials for participating employees.



## UCPM Spring Quarter Registration Now Open

The Utah Certified Public Manager® program (UCPM) is pleased to announce that registration for **Spring Quarter 2014** is now available online. Program learning outcomes and competencies, policies, instructor schedules, recent program changes, and other information can be found online at [www.cpm.utah.gov](http://www.cpm.utah.gov). UCPM increases the professional performance of current and future government managers by increasing the capacity of its participants to effectively lead people, manage work processes and develop effective leadership behaviors.

To go directly to the registration flier click [here](#) or visit DHRM's event registration site at <https://hreventure.dhrm.utah.gov>. 



### New!

Online CPM Courses are now available through Southern Utah University. Please contact Jennifer Sorenson at 435-865-8150 or [ucpm.online.suu@gmail.com](mailto:ucpm.online.suu@gmail.com) for more information.

**Save the Date**

**May 7th**

**MANAGER'S  
CONFERENCE**

Spring Forward with Daylight Savings Time!



On **March 9, 2014**, 2 a.m. springs to 3 a.m.

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Messages from our benefit partners



## WORKOUT WARRIOR

PEHP



HEALTHY UTAH

The **PEHP Healthy Utah Workout Warrior program** strives to acknowledge our members physical activity efforts. Over the course of a month members are encouraged to reach specific totals of 100,000, 200,000, or 300,000 steps. Any activity counts towards these steps whether a participant walks, runs, bikes, swims, or even practices yoga. Our online conversion tool converts any activity into steps – even housework!

During 2014 the Workout Warrior program follows monthly health themes and adds incentive challenges to educate participants and help to improve their quality of life. For example, in January Workout Warriors were given New Year's Solutions toward health related goals, and in February they were encouraged to be Heart Smart and "change their salty ways" by lowering sodium intake. During March, the theme is Fuel Your Fitness and will discuss the importance of nutrition before, during, and after exercise.

### Benefits of Workout Warrior

**Recognition** – Each month those members who meet the requirements will be recognized in the monthly electronic PEHP Wellness newsletter.

**Chances to win great prizes** – Each month Workout Warrior participant names are entered into a random prize drawing for an Amazon gift card. Each prize is valued at about \$10.

**Helpful information and resources** – Participants receive weekly emails including helpful information, health education, and access to a Healthy Utah staff member for guidance and advice on physical activity.

Registration for Workout Warrior is open during the first week of each month. To register, members simply log onto their [myHealthyUtah](#) account and click on Workout Warrior. Challenge yourself, your spouse, and your coworkers and register for Workout Warrior today!

## Why Voluntary Short Term Disability?

Chances are you already purchase home, auto and life insurance to protect yourself and your family against the threat of loss. And you probably have health insurance to guard against costly medical bills. So what steps have you taken to help shield yourself and your loved ones from an unexpected loss of income? Would you be able to meet your financial obligations if you became disabled and unable to work? The **Voluntary Short Term Disability** program offered by the Standard for employees of the State of Utah is a great way to insure your pay check. If you have a non-work related accident or sickness, you can receive up to 60% of your gross weekly pay. The plan offers a choice of either a 7 day or 30 day waiting period (calendar days you must be disabled before benefits are payable).

The Voluntary Short Term Disability program will provide benefits for circumstances such as pregnancy, surgeries, illness or accidents that prevent you from working. If you apply after your initial eligibility period, penalties may apply. Premiums are affordable and will be payroll deducted directly from your paycheck. For more information on plan designs and cost, please visit the Employee Gateway or [www.standard.com/enroll](http://www.standard.com/enroll)



## Messages from our benefit partners

## The Legal Plan Means Peace of Mind

Ever stop to think how many times in your life you could use some legal advice?



Maybe you want to contest a speeding ticket or purchase a home or even create a will. With an attorney on your side, you can protect your interests and avoid any unforeseen pitfalls. Think of the peace of mind that would give you. The Hyatt Legal Plan offers a wide range of services for a variety of common legal matters.

**Traffic ticket defense.** We'll represent you from start to finish, including court hearings, negotiations with the prosecutor and, if necessary, the trial.

**Identity theft defense.** Identity theft can wreak havoc on your finances and your credit rating. We can help minimize the effect it has on you by working with financial institutions, creditors and credit bureaus.

**Document review.** Plan attorneys will gladly review any of your personal legal documents including letters, lease and purchase agreements.

**Wills and codicils.** The service includes the creation of testamentary trusts, will amendments and more. \$21.25 per employee per month covers you, your spouse and dependents.

Join during Open Enrollment!  
For more information call 1-800-GET-MET 8

Smart. Simple. Affordable.®

**Hyatt Legal Plans**

A MetLife Company

## How to Safely Share the Road With Cyclists

By Lee Michael Katz

Pedal power is growing all over the country. Bike lanes are popping up everywhere and bike-riding has more than doubled in some cities. But the mismatch between a massive vehicle and a lightweight bicycle frame can have tragic consequences. Here are some ways to reduce the danger when sharing the road with cyclists:

- Defensive driving extends to bikes. You drive a safe length behind other motorists, so don't ride the bumper of a bike. Leave adequate space for you to react.
- Yield—and watch out for bicyclists who don't. Failure to yield by both motorists and bicyclists accounts for nearly 25% of collisions.
- Pay extra attention to hidden bicyclists. With their small profile, bikes won't show up nearly as easily as a vehicle in your mirrors.
- Open doors carefully. Your vehicle doors may open

into a bike lane or travel path, so be careful when opening your doors.

- Return the favor when biking. When you're pushing the bike pedals instead of the gas, don't zigzag between cars and use hand signals when turning. You have the same responsibility to obey traffic laws on your bike as you do in your car.

To learn more about Liberty Mutual Auto and Home Insurance or get a free, no-obligation quote, call 1-800-524-9400 or visit [libertymutual.com/Utah](http://libertymutual.com/Utah).

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A message from Liberty Mutual Insurance  
Liberty Mutual is proud to partner with the State of Utah to provide you with relevant auto and home safety tips for the way you live today.



**Liberty Mutual.**

INSURANCE

AUTO | HOME



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Messages from our benefit partners

## What's going on in *your* neighborhood?

At *Access Development*  
You'll find: [www.accessvalues.com/utah](http://www.accessvalues.com/utah)



At *Benefit Hub* some of the local deals are:  
<https://stateofutah.benefitHub.com>



At *Working Advantage*  
Save money on Travel, Fun and Shopping:  
[www.workingadvantage.com/utah](http://www.workingadvantage.com/utah)



Some other great Events and Offers for state employees:



To see more offers from Sprint, AT&T, Dish Network, Direct TV, ADT (Home Security System), please visit the Employee Gateway at <https://erc.enwisen.com/HR/StateofUtah/Posts/a83566do-74a1-42d5-9585-6c78dec93ae2.pdf>

**Cedar City location!**

## Utah Leadership Institute

### Leadership Skills for Supervisors - classroom training

The Leadership Skills for Supervisors training series is intended to enhance basic leadership skills in supervisors at all levels of state government. The program is composed of four separate day-long courses covering: **Leadership, Interpersonal Effectiveness, Communication, and Performance Management**. There is no requirement to complete all of the courses; rather the courses are offered separately, and participants can sign-up for the course or courses they want to attend. Below you will find a brief description of each course and the topics covered.

#### Leadership

Supervisors will discuss why they play the critical role in establishing leadership in their agencies and learn how to identify their values and how to create meaning and cohesion in their work units.

#### Interpersonal Effectiveness

Learn why interpersonal effectiveness is so critical in developing and maintaining professional relationships that allow organizations to flourish. Also, participants will learn how to develop emotional competencies that allow them to maintain credibility as leaders and to manage conflict.

#### Communication

Learn fundamental communication principles and skills that will enable you to lead more effectively. Participants will learn how to communicate more assertively, listen more intently, and how to avoid communicating mixed messages.

#### Performance Management

In this workshop, attendees will learn to be successful leaders by helping their employees and organizations accomplish tangible results through goal setting, feedback, coaching and accountability. This workshop is critical because tangible results are the most practical aim of all leadership activities.

#### Leadership

#### Interpersonal Effectiveness

#### Communication

#### Performance Management

**Thursday, March 27****Friday, March 28****Monday, March 31****Tuesday, April 1****Time:**

8:30 a.m. to 3:30 p.m.

**Location:**Dept. of Workforce Services  
Employment Center  
176 East 200 North, Cedar City, UT

To register for course, visit: <https://hventure.dhrm.utah.gov/utc/>

**We want your feedback!**

Please complete this short survey: <https://www.surveymonkey.com/s/KQ3THV9>



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