

# worklifeELEVATED

state of utah employee newsletter May / June 2014



A publication of the Department of  
Human Resource Management

**UTAH**  
LIFE ELEVATED

## Meet the New Director



Please join us as **worklifeELEVATED** embarks on a tour around the state. **WE** travels to various state agencies, meeting with the new leaders and learning about their vision. We are eager to share with you our first visit with new director, **Ann S. Williamson**, Executive Director of the Department of Human Services.



### What was your career path to public service?

I was born and raised in a very small, nurturing community, and influenced by a neighborhood kindness to advocate for needs and speak for those who didn't have the voice that they deserved. Blend that with dinner-time conversations and ruckus debates around politics and religion—there wasn't really any topic that wasn't covered by our family when we got together. I aspired to be in public service. I loved the opportunity to think about busting through, if you will, the myths and stereotypes of government service, which I consider the highest calling in public service. I want to bring risk, creativity, innovation and pride to the workforce in government. Those are my motives and it really is awesome when you can blend individual passion with professional purpose.

### You went from a degree in social work to a being the head of a large organization. What was that transition like for you?

My first job in government was working as a policy analyst for the governor scrutinizing the manner with which Louisiana had approached welfare reform. The Governor said, "It's one thing to be an analyst and put together plans and proposals, now let's see if you can get into the department and implement it." Leadership is about the core elements of good relationships with individuals and then applying that at a macro level. It's about being authentic and being honest about what motivates you. If we can align there, we are going to be able to do great work together. The work is too hard and too important for us not to be aligned on the purpose. That is leadership.

(continues)

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## Meet the New Director Ann S. Williamson

*As a new employee for the Department of Human Services, what new things have you learned about working for the State of Utah?*



I can say so proudly and with humble pride that now I'm part of the state. Utah has often been perceived by the public sector and Human Services field as a leader. What I didn't know, and learned quickly, is Utah's diversity, growth in economy and population, its values of youth and family, completely align with my values. Its natural resources and recreational opportunities are great for a young family. I thought it was a good alignment of what I could offer, while learning from others who are already doing great work. I had the honor and privilege to meet with the Governor and his staff. I landed on Utah soil in September 2013 and wow! It was gorgeous, breathtaking, striking, it felt comfortable immediately. My iPhone ran out of memory because I was taking so many pictures.

Nothing replaces individual, in-person engagement. With a workforce of 4,000 plus, I think the best way to do that is to go to where they are. In the past 24 hours, my engagements have ranged from Alzheimer's disease and the opportunities we have to change the lives of those living with Alzheimer's and their caregivers; to suicide prevention and the efforts in our community to prevent suicide; to the autism initiative and the work that's being done to support families and youth with autism; to the Multi-Cultural Commission; the work that we are doing with the Governor's Office of Management and Budget around child welfare; the inter-generational poverty initiative; and what we are doing with Juvenile Justice Services in Ogden. Why would you not answer the call to work for the Department of Human Services if you wanted to touch lives?

*What do you value in your employees?*



I look for drive, purpose, an individual who has an independent mission to leave the world better than they found it. I look for candor, honesty, the ability to give voice to what's important to them. I look for curiosity and individuals who are willing to grow and learn. I learn every day in this job, surrounding myself with a workforce that is thirsty for knowledge. I look for individuals who want to be part of a movement, a team, a collective effort. I love creative, envelope-pushing, thought provoking, bold initiatives, bravery and courage. This is life-changing work. The staff believes that they have gifts, talents and skills to give and to serve others. They have stamina, perseverance and optimism. They have huge hearts and thick skins. They want to work in a place that aligns with what's important in their life.

*What do you envision for your agency's future?*

The Department of Human Services' work has been very strong and has changed lives for the better. For that, we have a fantastic foundation on which to build. With that being said, we want it better and believe it can be better. The manner which we believe we can get the best results are to operate better in partnership internally within DHS and externally with non-profits, the faith community, the local government, other state partners and the corporate community. You will hear more about System of Care throughout the Department of Human Services. That is the model, the researched and evidenced based model, which we provide a system of care. We really need to support and surround individuals and families with a system that cares for their needs and sets them on a path to the fulfillment that they want for themselves, and not by growing or increasing dependence on government services.



We are doing great things. We have a pilot in child welfare where we are leveraging federal funding with a higher financial return on the taxpayer dollar. It's also better for children and families because we are serving them in their homes, when they are safe in their homes, rather than taking children into custody. I committed that the workforce of Human Services would be a workforce that is respected, empowered, honored, felt that they are invigorated, and valued for who they are. That's intentional, purposeful, in the manner in which I take this job. [WE](#)

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## Operational Excellence

A series highlighting department results with the SUCCESS Framework

### BCI SUCCESS: Issuing Concealed Firearms Permits

By Kristen Cox, Director, GOMB

Utah's Concealed Firearm permitting process is incredibly popular—both within the state as well as with the 35 other states that recognize Utah's concealed firearm permits. In 2013, the state received over 135,000 applications.

The Department of Public Safety's Bureau of Criminal Identification (BCI) team is responsible for issuing the concealed firearm permits and has found it extremely difficult to stay on top of the workload given the immense popularity of Utah's permitting process. While BCI has been able to continue issuing over 99 percent of the concealed firearm permits within a 60-day timeframe, processing the fingerprint cards associated with the permits has been more of a challenge. When the team first met to discuss the SUCCESS Framework approach, there were over 80,000 fingerprint cards in a backlog status—a backlog that has continued to grow over time.



Bureau of Criminal Investigation team.  
 Front row (l-r): Whitney Thomsen, Alice Moffat, Melanie Marlowe  
 Back row (l-r): Kathy Wilcox, Jesse Deveraux, Jason Chapman, Jacob Dunn, Valorie Webster Laursen, Nicole Borgeson

In December 2013, the BCI team began implementing SUCCESS strategies that resulted in some very impressive results. The following illustrates how the team has been able to reverse the trend of adding to the backlog while absorbing new work—all without adding new resources.

- Of the ten-work weeks now on the books since December, only two had work going into the backlog queue
- Over the same time period, the team received 17,323 fingerprint cards for processing and processed a total of 21,072 cards—reducing backlog by 5,457

In addition, there's a background story not captured by the measures or numbers associated with the initiative. The BCI team also ran a productivity analysis on their process to determine how much work could actually be completed if the main system or process constraint was removed. Once the constraint was accurately identified and removed, the team successfully uploaded more and more fingerprint scans into the Automated Fingerprint Identification System (AFIS) than was previously imagined possible. In fact, the BCI team uploaded so many scans in such a short period of time that the AFIS system crashed—prompting a call from the California company responsible for maintaining the fingerprint database.

Congratulations to Alice Moffat and her team for such a strong and solid start in applying the SUCCESS Framework tools and processes. BCI's willingness to engage in thoughtful and tough conversations and their willingness to explore new ways to meet increasing workload demands have proved crucial in achieving the positive outcomes they are experiencing. 

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/>



## Benefits Information

### FY 2015 Salary and Benefits Update By Paul Morley, HR Consultant

As the fiscal year draws to a close, you may be wondering what changes in salary and benefits to expect. Under House Bill 7 the Legislature provided funding an equivalent to a 1.25% Cost of Living Adjustment. 1% of the adjustment will be administered as a General Increase and .25% of the increase will be administered in agency Discretionary Pay. The Legislative and Judicial branches and certain elected office agencies within the Executive Branch may administer the increase differently than explained in this article.

#### The 1% General Increase

The general increase will be administered in a similar way to last year. Eligible employees will receive the 1% increase to base salary. Please login to the employee gateway and refer to the compensation bulletin FY 15 under compensation and benefits to view eligibility criteria. Employees who are within 1% of their salary range, at the maximum of their salary range, above the salary range or in longevity, will receive a one-time bonus equivalent. This bonus equivalent is a calculation of a 1% yearly salary increase, or a combination of a salary increase and bonus totaling 1%. The general increase will show up on employee paychecks on July 18, 2014.

#### 0.25% Discretionary Pay

Discretionary funding is intended to allow agencies the flexibility to address hot spot issues such as compression, exceptional performance, recruitment and retention issues, or to resolve other areas of concern. Agency heads will determine what their agency's hot spot issues are and will allocate either base pay increases or bonuses to affected employees. Each agency will communicate to its employees how this funding will be distributed and when the increase or bonuses will take effect when decisions are made.

#### Health Insurance

The State's portion of health insurance increases for fiscal year 2015 was funded. However, employee rates for the Traditional Plan (Advantage/Summit) increased slightly, and the Traditional Plan (Preferred Care) also saw an increase to premium rates. These new rates will be effective on pay-period 13, and will show up on employee paychecks on July 18, 2014. Employees on the STAR Summit/Advantage and Utah Basic Plus Summit/Advantage plans will continue to pay no premiums.

Please note that there will be an increase to what the State contributes to the HSA for the STAR and Utah Basic Plus plan for FY2015. The contributions will be frontloaded to employee accounts twice a year in July and in January of FY2015. Switch to the STAR plan to take advantage of this exciting HSA benefit. You can visit [www.pehp.org](http://www.pehp.org) to access plan comparison tools, view success stories and to make the switch to the STAR plan.

#### 401(k) Matching Benefit

Also included in H.B. 7 was FY15 appropriations for the \$26 per pay period match for qualifying employees enrolled in the 401(k) program. The State has been matching up to \$26 per paycheck since January 4, 2014. This is above and beyond other retirement benefits that you already receive. The match rate is determined each year by the legislature.

For further detailed information regarding these salary and benefits updates, login to the employee gateway and refer to the [Compensation Bulletin FY15](#) under Compensation and Benefits. 

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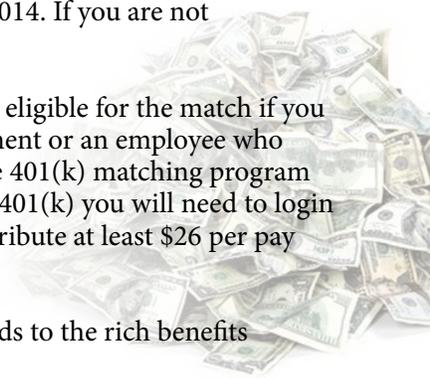
## Are You Leaving Money on the Table?

By Barbara Smith, HR Consultant

Act now to take advantage of the free money available to you in the new 401(k) matching program. If you are already contributing to a URS 401(k) plan, you have been receiving the State match since January 4, 2014. If you are not contributing to a 401(k), you are leaving free money on the table.

The new Defined Contribution 401k matching benefit will work in the following way: You are eligible for the match if you are already receiving retirement benefits, are not an employee who is reemployed after retirement or an employee who does not accrue leave that carries over from one year to the next. For FY 2015, funding for the 401(k) matching program has been set at a maximum of \$26 per pay period by the legislature. To start contributing to a 401(k) you will need to login to your URS account at [www.urs.org](http://www.urs.org) and change your current deferral on your 401(k) to contribute at least \$26 per pay period if you wish to receive the maximum \$26 match.

Remember, this benefit is above and beyond other retirement benefits that you receive and adds to the rich benefits package that you enjoy with the State of Utah. Take advantage of this opportunity now! **WE**



## Benefit Fairs 2014

## 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
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)

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

**Utah Retirement Systems**

**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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## Benefits Information



### Close to Retirement?

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 Tradition plan. This employee may want to plan ahead and change his medical plan during open enrollment prior to retiring. [WE](#)

## Emergency Room, Urgent Care, or Your Doctor?

*Save big money by making the right choice*

### PEHP

When you have a true medical emergency, you know what to do. Call 911 or get to your nearest emergency room (ER) as quickly as possible. But when you need after-hours care for a condition that isn't life-threatening or severe, an urgent care center is a much better option. You could save time and a huge chunk of money. Urgent care centers offer a full scope of medical care without an appointment. Most are available seven days a week, often with extended hours. Find one near you at the [PEHP Provider Search](#). Familiarize yourself with the ER's contracted in your network so you'll be prepared. If you're admitted to a non-contracted ER, make sure to get [pre-notification](#) from PEHP.

Primary care physicians are generally the lowest cost for most non-urgent conditions, and when you can be seen during usual business hours. At your primary care physician you will usually pay between \$25 to \$100 versus \$45 to \$150 for urgent care, and \$150 - \$2,000 or more for emergency care. [WE](#)

### Sample Average Allowable Amounts

Medical Issue	ER Care	Urgent
Alcohol/Drug Use	\$1,645	\$134
Liver, Pancreas	\$2,721	\$152
Blood Diseases	\$1,620	\$106
Male Reproductive	\$1,642	\$115
Burns	\$752	\$119
Mental Health	\$1,402	\$113
Circulatory Issues	\$2,737	\$133
Metabolic Diseases	\$1,473	\$136
Digestive Issues	\$2,564	\$132
Musculoskeletal	\$1,476	\$151
Ear, Nose, Mouth & Throat	\$1,276	\$118
Myeloproliferative Diseases	\$1,106	\$136
Eye	\$1,021	\$106
Nervous System	\$2,134	\$129
Female Reproductive	\$2,497	\$122
Respiratory Issues	\$1,576	\$128
Infections	\$1,151	\$116
Skin, Breast Concerns	\$1,098	\$145
Injuries, Poisonings	\$1,396	\$119
Kidney Disease	\$2,309	\$120

## Utah Bike Month

## Ride Your Bike to Work Week!

By Angela Kula, DHRM Communication Coordinator

Now that spring is in full swing, it is an excellent time to dust off the bike sitting in the garage and explore an alternative way of commuting to work. Even if you are not able to ride your bike the entire distance, not to worry, UTA has you covered if you work within their service area. You can ride your bike to the nearest Frontrunner, Trax or Bus station and both your bike and you can climb aboard. For added convenience, UDOT has UTA and bike routes mapped out on [UPlan Map](#). This interactive map will show your work facility, where UTA stations are located as well as where existing active transportation networks are such as sidewalks, trails, bike lanes and wide street shoulders. What if you don't have a bike? There is a solution for that too. You can borrow one from Salt Lake's own Bike Share Program: [GREENBike](#). Just visit one of the program's 12 stations scattered throughout Salt Lake City, pay a small membership fee and then you can use any bike, from any station.

Now that all of your excuses to not to ride a bike have been eliminated, you can celebrate Utah Bike Month in May. To participate in this initiative, all state employees from down south in St. George to up north in Logan are encouraged to ride their bike to work the week of **May 12-16, 2014**. "Ride Your Bike to Work Week" will be kicked off by a Road Respect press conference at the State Capitol on May 12, to promote safe cycling. Master of Ceremonies will be Senate President Wayne Neiderhauser and speakers will include Lt. Governor Spencer Cox, UDOT Executive Director Carlos Braceras, UHP Colonel Daniel Fuhr and Bike Utah Executive Director Phillip Sarnoff. To conclude the week, on May 16th you can head over to [UTA's Bike Bonanza](#) at the Gallivan Plaza from 4:00-8:00 p.m.

Whether you bike all the way to work, or bike to your nearest UTA station and continue your journey by Frontrunner, Trax or Bus, we can all find a way to participate in "Ride Your Bike to Work Week." Let's show the citizens we serve that, we too, support biking in Utah. [WE](#)

### Planning for a Safe and Enjoyable Bicycle Commute

Giving some forethought to the following five questions will help to ensure that your bike commute is both safe and enjoyable.

- How will you keep yourself safe? The keys here are to wear a helmet, obey traffic laws, and be visible.
- What route will you take? It's best to plan your route to avoid busy streets, particularly if you are an inexperienced rider; you may want to test ride your selected route before your actual commute.
- Where and how will you secure your bicycle? Purchase a good lock and determine if bike lockers or a bike rack is available at your work location; be sure find out if you will need advanced authorization to use these resources.
- Are you prepared to handle a flat tire? Flats are easier to fix with an extra inner tube rather than with a patch kit. You should also plan to carry a bike pump and tire levers.
- How will you carry what you need for work? Back packs are okay for short trips, but may be unwieldy for longer trips. Some cyclists leave work clothes and personal hygiene items at work for days they plan to commute by bike.

To learn more about bicycle commuting you are encouraged to read UDOT's Utah Bicycle Commuter Guide.



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Messages from our benefit partners



## WORKOUT WARRIOR

PEHP  HEALTHY UTAH

### Wellness Councils

Do you have a Wellness Council at your worksite or agency? If not, why not? Since employees spend about 50% of their waking hours at work, the worksite offers a logical and convenient opportunity to provide information, encouragement, and support for employees to make strides toward improving their health and well-being. It's a real "win-win". Administrators may see reduced medical costs, and employees will benefit from working at an organization where the healthy choice is the easy choice. In addition, worksite wellness also has the potential to increase productivity, decrease absenteeism, and improve overall morale within your agency.

How does a Wellness Council work? Wellness Councils are "grass roots" groups made up of a team of employees who work together to help their co-workers increase knowledge and awareness of important health issues through programs and activities, environmental changes and policies.

Governor Hebert, as part of his Work Well Recommendations, encourages the establishment of Wellness Councils to improve the health and well being of employees. To help you get started, PEHP Healthy Utah is available to provide resources and support as you establish your council and take steps toward a healthier worksite. For more information on starting your Wellness Council, contact PEHP Healthy Utah at 801-366-7545 or visit their website:

<http://www.healthyutah.org/councils/>.

### VOLUNTARY BENEFIT CORNER

#### Auto & Home Insurance (MetLife/Liberty Mutual)

- ✓ Available for **Enrollment Anytime** to All Active employees of the State of Utah



#### Short Term Disability Ins. (The Standard)

- ✓ Available for **Enrollment Anytime** to all Benefit-Eligible employees of the State of Utah
- ✓ Late Enrollment Penalty applied if not enrolled during initial 60-Day Benefit-Eligibility period
- ✓ Available for **Cancellation only** during **Open Enrollment**



Smart. Simple. Affordable.®



#### Group Legal (Hyatt Legal)

- ✓ Available for **Enrollment/Cancellation only** during **Open Enrollment** to Benefit-Eligible employees of the State of Utah.

Messages from our benefit partners

## Summertime Grill Safety

**Before firing up the grill this summer, keep these simple precautions in mind to ensure that backyard barbecues don't go up in flames.**

- Keep barbecue grills on a level surface away from the house, garage and landscaping.
- Make sure children know that the area near and around the grill is off limits.
- Store gas containers outside and away from your house.
- Keep lit cigarettes, matches and other open flames away from the grill.
- For charcoal grills, only use starter fluids designed for those grills. Use only a limited amount of starter fluid and never use gasoline.
- Be sure to let coals cool completely before disposing of them in the trash.
- Don't forget to turn off the valves on the propane tank when you're finished cooking.
- Always remember that grills remain hot long after barbecuing.

MetLife Auto & Home, 700 Quaker Lane, PO Box 350, Warwick, RI 02887 [www.metlife.com](http://www.metlife.com)

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## MetLife

This information to help keep you safe this summer is brought to you by MetLife Auto & Home. As a State of Utah employee, you have access to valuable auto and home insurance with special group discounts. Call for free, no-obligation quotes at 1 800 GET-MET 8 (1-800-438-6388)



## Safety Tips for Boaters and Bikers

By Lee Michael Katz, Liberty Mutual Insurance

Whether you hit the highways or cruise the water, the summer has a lot to offer in the way of carefree fun. But with any outdoor adventure comes a certain amount of risk. To ensure that you and your family stay safe on the water, follow these simple precautions:

- Learn safe boating techniques. According to the U.S. Coast Guard, about 70 percent of all boating accidents occur because of operator error. Reduce that risk with "Boat Smart" courses from the U.S. Coast Guard Auxiliary.
- Get your vessel inspected. You can submit a request for a safety inspection at the U.S. Coast Guard Auxiliary's Vessel Safety Check website.
- File a "float plan" before launching. This form can be found online and lists all the information the Coast Guard needs for emergency action. It's not required, but it can be a lifesaver. Make sure you leave the plan with a friend or family member.
- Wear a life jacket. It may seem obvious, but the Centers for Disease Control notes that more than 90% of drowning fatality victims didn't wear a life jacket.

And here are a few safety precautions for motorcyclists:

- Be visible. Oftentimes people driving cars just don't see motorcycles. Put reflective decals on your clothing and bike, keep your headlights on day and night, and avoid riding in drivers' blind spots.
- Warn vehicles of your presence. Use your horn to alert someone of your presence and flash your brake light when slowing down.
- Wear your helmet—always. All motorcycle helmets are required to meet federal Department of Transportation (DOT) standards and display a DOT sticker. If a helmet doesn't have this sticker, it doesn't offer adequate protection.

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

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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.





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## Leadership Development



### Certified Public Manager®

Southern Utah University has partnered with the Department of Human Resource Management to offer the Certified Public Manager® program online. CPM is a professional designation granted by nationally accredited programs in state and federal governments. The CPM Program increases the capacity of its participants to effectively lead people, manage work processes and develop self mastery. The Utah CPM Program is co-sponsored by the Utah Department of Human Resource Management and the Utah System of Higher Education.

**Course #2 May 26 – August 8**

**Course #3 Coming in September**

**Course #1 Coming in January 2015**

For more information, visit the [CPM Program page](#)

Contact:  
Jennifer Sorenson, Administrative Assistant  
Jennifersorenson1@suu.edu, (435) 865-8150



### Master of Public Administration

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[Click here for details on admission requirements and how to apply.](#)

Contact:  
Pat Keehley, Assoc Professor and Director  
keehley@suu.edu, (435) 865-8153

Jennifer Sorenson, Administrative Assistant  
Jennifersorenson1@suu.edu, (435) 865-8150

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



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Editor in Chief: Debbie Cragun  
Newsletter Staff:  
Winston Inoway April Nicholls  
Angela Kula Sue Recuperero  
Tammy Magee Chris Whipple