

worklife ELEVATED

state of utah employee newsletter September / October 2015



A publication of the Department of
Human Resource Management

UTAH
LIFE ELEVATED

Meet Joel Coleman, USDB

Interview by: April Nichols & Jeri Lea Buckley, DHRM



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Joel Coleman is the current Superintendent for the Utah Schools for the Deaf and Blind (USDB). With experience as an educator, West Valley City councilman, charter school founder, and State Board of Education representative, Joel brings a lot of experience to the table.

What made you decide to work for USDB?

Two years ago I was serving on the State Board of Education and the Superintendent of the Schools for the Deaf and Blind was going to retire. Some of my colleagues talked to me and asked if I had ever thought about applying. I was currently the chair of the committee that oversaw USDB. I thought 'No, I'm happy in my career and I don't plan to leave.' But then I pondered on it and thought maybe it's a challenge I would like. So, I threw my hat in the ring and the board got a wild hair and appointed me!

What other experience do you bring? What were you doing before you came to the state?

I have kind of an eclectic background of experience. Aside from my service on the State Board of Education, I was an educator with the LDS church education system. In that capacity, I wrote curriculum, was assigned to the world wide training team, and taught junior high and high school religion classes for 23 years.

In addition to my career, I had public service experience as well. I was a city councilman in West Valley City and was there during the Olympics, a big rebuilding time, so I really got to know the inner workings of municipal government. I learned a great deal about the public education system when my wife and I built a Charter School about 10 years ago, Monticello Academy, with about 750 kids, grades K-9. I also have a Masters degree in Public Administration and a good handling of American Sign Language.



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Meet the Director (continued)

What have you learned about working for the State of Utah?

I've learned a lot. Because I have been at the policy level, I am working on Capitol Hill during the legislative session and having to be accountable and report for what our agency does. I've learned a couple of things: one is that we have a very impressive state. No government is perfect but the way things are set up here is, generally, the right set up. When you get the right leaders in an agency, amazing things can happen. Another is I have learned the legislature is a lot more in touch with what is going on than people might otherwise think.

What do you value in your employees?

Most of all, I value those employees who are always looking to develop their leadership capacity, even if they are in an entry level job. For example, employees who will own what they do, try to find ways to always do it a little bit better, and keep their vision focused firmly on what we do. The other most important thing that I value, are those employees who are open to changing the way they do things. Just because we have done something one way for a long time, doesn't mean there is not a better way to do it. From the very top to the newest employees, if they have that attitude and that willingness to try then I think we can accomplish anything.

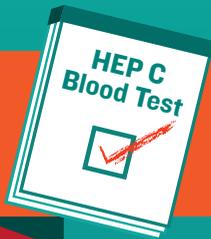
What do you envision for your agency's future?

I see the Utah Schools for Deaf and Blind becoming the standard for how education should be delivered to the students who are deaf and blind throughout the country. We are very fortunate the state has set us up the way we are. The schools established in the Utah constitution and the laws as well as the way it is structured and supported from year to year, allows us to have the resources we need to do whatever necessary to serve those kids so they can have every bit as much success as their peers who are not disabled. With this set up, there is no excuse for not being the best in the country. There are a few other states that are modeled similarly, but most of them don't.

I think as we focus on our areas that are weak, we can make those our strengths and as we continue to support our areas that are already our strengths, there should be no part of the Schools for Deaf and Blind that isn't top notch. The parents in Utah deserve, no matter where they live, to have the best services for their kids so they can reach their full potential. It's harder in rural areas to supply all the resources but that's not unique to us and we have been very fortunate to find excellent employees who are willing to move out to those areas and become the best in their field. That's my vision for the future is that the Utah Schools for the Deaf and Blind become kind of the standard for everyone else in the country and in a couple of our programs we already have that reputation. I would like to make that way across the board.

I feel very fortunate to have been at USDB during the past two years. Serving as the interim Superintendent of Public Instruction for the whole state, and also as an interim Executive Director for the Utah State Office of Rehabilitation have both expanded my vision and offered additional opportunities to apply leadership principles in new areas. I would never have dreamed that I would ever experience what I have during the last two years. Frankly, there is a little bit of loneliness as the chief of any large agency, but I couldn't have done it without all the great people who surrounded me in each assignment. The State Board of Education deserves tremendous credit for making very difficult decisions and trying to move in a direction that will really benefit the whole system in the long run. And not a day goes by that I am not grateful for my supportive family. I'm very lucky to have an incredible wife and children. They really made it possible for me to focus and accomplish all the things the board has needed this past year. **WE**

[For more info on USDB, click the link.](#)



BORN FROM 1945-1965?

GET TESTED FOR HEPATITIS C



3 IN 4

people with Hepatitis C were born during these years

People born from 1945-1965 are **5X MORE LIKELY** to have Hepatitis C

Left untreated, Hepatitis C can cause:

 **LIVER DAMAGE FAILURE CANCER**

MORE THAN **One Million** people living with Hepatitis C **DO NOT KNOW THEY ARE INFECTED**

Many people can live with **HEPATITIS C FOR DECADES WITH NO SYMPTOMS**



Talk to your doctor.

A blood test is the only way to know if you have Hepatitis C.

Treatments are available that can cure this disease.

FREE RAPID RESULT HEPATITIS C TESTING
Health Clinics of Utah 168 North 1950 West, Suite 201
Thursday, September 17 11am-1pm & 4-6pm

Hepatitis C Testing Event for Utah State Employees and their Dependents, Especially Baby Boomers

By: Heather Bush, Dept. of Health

In 2012, the Centers for Disease Control and Prevention (CDC) began recommending Hepatitis C testing for everyone born from 1945 – 1965 (Baby Boomers). While anyone can get Hepatitis C, up to 75% of adults infected with Hepatitis C were born from 1945 – 1965 and are five times more likely to have Hepatitis C than other adults.

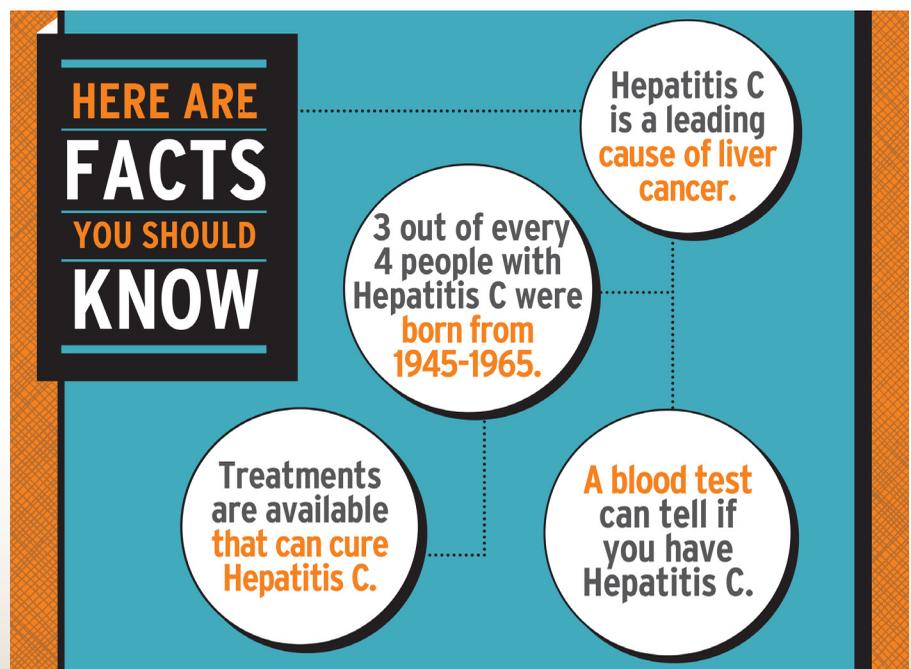
There are new treatments for Hepatitis C that in some cases can completely get rid of the virus in a shorter amount of time and with fewer side effects than previous treatment options. Most people with Hepatitis C do not know they have it and may have had it for years or even decades with little to no symptoms, yet it could be damaging their liver and they could be spreading it to others. Additionally, even if someone is cured of Hepatitis C, they can still become re-infected if re-exposed. There are a lot of factors to determine if a person is eligible for this effective treatment, but the first step is getting tested.

Most people with Hepatitis C don't know they are infected. The only way to know if someone has Hepatitis C is to get tested. The first test often used is a Hepatitis C Antibody Test, which looks for antibodies to the Hepatitis C virus developed by the body in reaction to the virus. A small vial of blood is drawn and sent to a lab where the results come back in a few days or a Rapid Hepatitis C Antibody test takes only 20 minutes and requires only a small drop of blood. The results of an antibody test can be:

Non-reactive or a negative result: a person does not have Hepatitis C. However, if a person has been recently exposed to the Hepatitis C virus (within the last three months), they will need to be tested again.

Reactive or a positive result: Hepatitis C antibodies were found in the blood and a person has been infected with the Hepatitis C virus at some point in time. A reactive antibody test does not necessarily mean a person still has Hepatitis C. Once people have been infected, they will always have antibodies in their blood. This is true even if they have cleared the Hepatitis C virus. A reactive antibody test requires an additional, follow-up test to determine if a person is currently infected with Hepatitis C.

Hepatitis C is spread by blood, when blood from a person infected with the Hepatitis C virus enters the body of someone who is not infected. Before widespread screening of the blood supply began in 1992, Hepatitis C was spread through blood transfusions and organ transplants, and before 1987



HERE ARE FACTS YOU SHOULD KNOW

- Hepatitis C is a leading cause of liver cancer.
- 3 out of every 4 people with Hepatitis C were born from 1945-1965.
- Treatments are available that can cure Hepatitis C.
- A blood test can tell if you have Hepatitis C.

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people who took blood products for clotting problems prior to 1987. Sharing needles or other equipment to inject drugs is a very efficient way to transmit the virus, as well as body piercing or tattoos that were done in prisons, homes, or in other unlicensed or informal facilities where needles and other equipment was shared. Hepatitis C is not spread by casual contact, kissing, hugging, sneezing, coughing, breastfeeding or sharing food, eating utensils or glasses.

FREE RAPID RESULT HEPATITIS C TESTING
Thursday, September 17 11am-1pm and 4-6pm
Health Clinics of Utah 168 North 1950 West, Suite 201
FREE! CONFIDENTIAL! FAST! EASY!

Hepatitis C Testing Event! All employees and their dependents that are covered under PEHP are covered for Hepatitis C testing and some medications to treat Hepatitis C are also covered with an affordable co-pay. The Health Clinics of Utah (168 North 1950 West, Suite 201 in Salt Lake City) is hosting a Free Rapid Hepatitis C testing event on September 17. Walk-ins available 11am-1pm and 4-6pm. This event is open to the public, but all Utah State employees and their dependents, especially baby boomers who have never been tested, are encouraged to attend. Health Clinics of Utah offers non-rapid Hepatitis C testing and many other services at any time.

For questions or more information, please contact:

Heather Bush
Viral Hepatitis Prevention Coordinator

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PEHP Discount Clinics Offer Exclusive Medical and Dental Savings

PEHP has opened another discount medical/dental clinic in the heart of downtown Salt Lake City:

Salt Lake City — Midtown Clinic
230 South 500 East, Suite 510 801-320-5660
Hours: M-F 8:30 a.m. to 5 p.m.

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.

PEHP

PEHP Healthy Utah – Programs, Education, Resources, and More!

By: Tiffany Anderson, PEHP

Did you know that PEHP Healthy Utah offers quarterly health challenges? Participants receive useful health-related information and are entered into a prize drawing. Challenges typically last one month and are email-based and self-paced. There are many reasons to participate! Past participants have used health challenges to jump-start personal wellness goals such as improving nutrition habits, increasing physical activity, or learning how to better manage stress. Our most recent challenge, titled Boost the Brown Bag, focused on improving nutrition, saving money, and saving time with lunches brought from home.

You can learn more about our [health challenges](#) and all of your PEHP wellness benefits by logging into your online personal account at www.pehp.org. Click on the 'Homepage- Know. Plan. Act.' tab under the PEHP Healthy Utah section. The final quarterly health challenge of 2015 begins in November with our most popular challenge, Maintain Don't Gain. Maintain Don't Gain focuses on a healthy holiday season with stress management tips, recipes to eat well, and how to increase activity during a festive time of year.

If you missed our August health challenge, enjoy this sampling of tasty recipes and useful tips from Boost the Brown Bag:

Has a lack of ideas prevented you from bringing a homemade lunch to the office? Plan ahead and invest in portion size containers, a lunch box, or mason jars. These small tools can spark creativity and help you to pack a more nutritious and tasty lunch. Check out these clever ideas:

[32 Healthy Bento Box Lunches](#)
[How To: Salad in a Jar](#)

Lunching on the road? If you work away from the office one or more days a week, meals at restaurants can be expensive and aren't always the best for good health. Packing a lunch ahead of time saves money and oftentimes provides you with much tastier meals than you could find at a roadside café or fast food restaurant.

Try: [20 Satisfying, Wholesome Lunches You Can Make the Night Before.](#)

Sometimes a brown bag lunch simply isn't feasible, though you can at least bring nutritious snacks along. Fruit, veggie bags, hard-boiled eggs, raw nuts, dried fruit, string cheese, low-fat/low-sodium popcorn, or even a small PB&J can fill you up and prevent expensive and calorie-busting stops at convenience stores. Enjoy these recipes:

[Homemade Travel Snacks](#)
[Healthy Packaged Snacks](#)

Happy Dining!



UPEA is pleased to announce its 2015 Flu Shot Clinic schedule.

The annual Utah Public Employees' Association flu shot clinics provide immunizations against the season's strain of influenza. Employees and family members who are age 12 or older may receive vaccinations with no co-pay on the PEHP plans. These clinics do not require an appointment.

9/28	UPEA Corporate Office	1000 W. Bellwood Lane, Murray	11 am - 1 pm
9/29	Children w/ Special Healthcare Needs	44 N. Mario Capecchi Dr., West Valley City	12 - 2 pm
9/30	Dept. of Natural Resources	1594 W. North Temple, Salt Lake City	9 am - 2:30 pm
9/30	Gunnison Prison	255 S. 300 E., Gunnison	3 - 6 pm
10/1	State Office Building	350 N. Main Street, Salt Lake City	8:30 am - 12:30 pm
10/5	Office of Educaiton	250 E. 500 S., Salt Lake City	11:30 am - 2 pm
10/6	Cannon Health Dept	288 N. 1460 W., Salt Lake City	9 am- 1 pm
10/7	Ogden Regional Center	2540 Washington Blvd, Ogden	10 am -1 pm
10/8	Heber M. Wells Building	160 E. 300 S., Salt Lake City	11 am - 3 pm
10/8	Utah Department of Transportation - Region 1	166 W. Southwell Street, Ogden	2 pm - 4:30 pm
10/13	Highland Health	3760 S Highland Dr., Salt Lake City	11 am - 2 pm
10/14	Human Services	950 E. 25th Street, Ogden	10 am - 12 pm
10/14	Adult Probation & Parole Region 3	36 W. Freemont Ave, Salt Lake City	11 am - 1 pm
10/15	Workforce Services	140 E. 300 S., Salt Lake City	10 am - 1 pm
10/15	MASOB (Multi-agency)	195 N. 1950 W., Salt Lake City	10 am - 1:30 pm
10/15	Cedar City Workforce Services	176 E. 200 N., Cedar City	10 am - 12 pm
10/15	St. George Division of Child and Family Services	178 N. 200 E., St. George	2 pm - 4 pm
10/19	Department of Agriculture	350 N. Redwood Rd., Salt Lake City	11 am - 1 pm
10/20	Riverton Division of Child and Family Services	12537 S. Crossing Drive, Riverton	8 am - 10 am
10/20	Northern Utah Correctional Facility	2445 S. Water Tower Way (1125 W.), Ogden	12 pm - 2 pm
10/21	Fred House - Dept. of Corrections	14727 Minuteman Dr, Draper	11 am - 1 pm
10/22	Dept. of Workforce Services	150 N. 1950 W., Salt Lake City	8 am - 11 am
10/22	Tax Commission	210 N. 1950 W., Salt Lake City	11 am - 2 pm
10/22	UDOT	4501 S. 2700 W., Salt Lake City	10 am - 12 pm
10/26	Fred House Dept. of Corrections	14727 Minuteman Dr., Draper	4 pm - 7 pm
10/27	Oquirrh Division of Child and Family Services	2655 S. Lake Eerie Dr., Salt Lake City	9 am - 11 am

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10/27	Office of Recovery Services	515 E. 100 S., Salt Lake City	12 pm - 2 pm
10/28	Department of Corrections Admin	14717 S. Minuteman Dr., Draper	11 pm - 1 pm
10/29	Logan Department of Human Services	115 W. Golf Course Rd. Suite B, Logan	10 am - 11:30 am



(Ben Mortensen, Chris Williams, Kris Dew, Muris Prses, and Gerald Gappmayer of The FAST Team)

DWS Continues to Foster Innovation

By: Kristen Cox, Executive Director, GOMB

During the recession, the Eligibility Services Division (ESD) of the Department of Workforce Services reduced its cost per case by approximately 37% and returned millions to the general fund while also improving quality and absorbing a nearly 60% increase in caseloads. Despite these improvements, ESD continues to meet the challenge to improve services. Collaborating with GOMB, a team of experts dubbed the “FAST Team” started working to set a new reliability standard and to continue to improve quality while reducing costs.

Utilizing the FAST diagram of the SUCCESS Framework to analyze current and desired conditions, ESD identified four strategies to process applications faster, reduce rework, reduce backlog, and reduce the number of status calls as a result of the backlog. One of the four strategies was to increase the number of applications processed that did not require a request for information (verifications) from customers. By making a small technical change to flag potential “one and done” applications (approximately 25% of new food stamp and/or family Medicaid applications), cycle time on these applications reduced from 23 days to 2.

These strategies are especially impressive based on the fact that for the current fiscal year ESD reduced costs by approximately \$1.5 million and will absorb another \$5.6 million reduction to the eligibility services line item in FY 2016. Awesome work team! [Read more here.](#) 



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/>

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Get Screened, Julie Fisher's Story

Interview by: Angela Kula, DHRM



In June 2014, executive director for the Utah Department of Heritage and Arts, Julie Fisher, went to the doctor for a routine mammogram. There was no history of cancer in her family, and at the time her 81-year-old mother was in good health.

Going to these routine screenings would have been really easy to ignore; however, Julie acknowledged that if she had ignored them, her story would have been much different.

On August 1, 2014, Julie was diagnosed with stage one, triple negative breast cancer. "It's a frightening experience not knowing how aggressive it is, but ultimately the answer is better than not having an answer," she reflected.

For all people, not just women or those who are considered to be at a higher risk, Julie says, "It's about prevention. Take the time. If people just invest a little bit of time to get a screening, it can make such a huge difference in the outcome."

Julie believes that one of the main contributors to her being cancer free today was her proactive decision to get screened. And while she wouldn't wish for anyone to experience cancer in any capacity, she says, "I learned that people are amazing. It was the outpouring of thoughts and prayers that carried me through. There are so many good people. Everyone wants to beat cancer and they can help beat it by being proactive and getting their screenings."

On September 10, 2015, DHRM would like to invite you to commemorate all cancer survivors, victims, and loved ones.

The Mountain Medical Mammobile is coming to the State Capitol to offer any qualifying women a confidential breast examination. For more information email Angela Kula at akula@utah.gov.



In addition, at 12:00pm join us for a short 1 mile cancer walk. We will meet on the east side by the lions. You can bring your family, your friends, and your co-workers.

Small Changes, Big Results

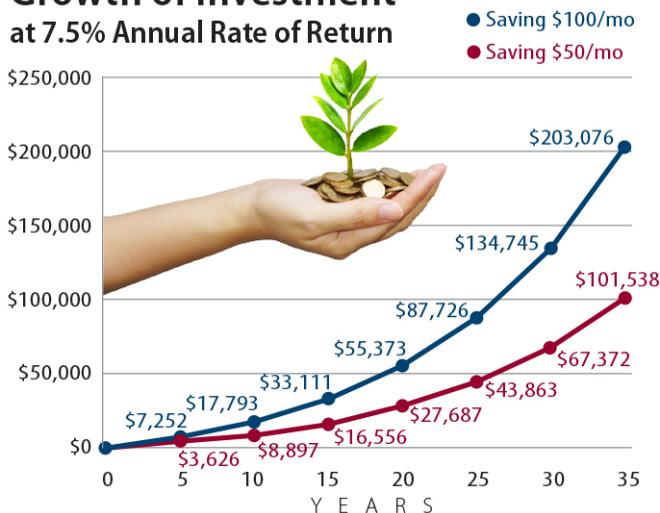
Saving just a little more can make a big difference

Imagine a train leaving Salt Lake City for California is almost sent to Denver, all because of a subtle switch of a track as it leaves the yard. The train conductor realizes the error before it's too late and switches the rail back to the correct path.

Just like the conductor, you can make small changes to your retirement savings now that could have a big impact in the future.

Looking for a way to come up with dollars to save? Re-examine your paycheck. Did you just receive a pay increase in July? Take a portion of that increase and put it towards your retirement savings. Try adjusting food routines during the week, like cutting back on soda or eating out less often. Re-shop your various insurances. Small changes add up fast.

Growth of Investment at 7.5% Annual Rate of Return



Remember, you're the conductor, and by making small changes now, you can arrive at a better destination. **WE**



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Worklife ELEVATED is published bi-monthly
Editor in Chief: Debbie Cragun
Newsletter Staff:
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