Volume 6, Issue 3 November/December 2011

Where is this picture? See page 9

Department of Human Resource Management

Worklife Elevated

State of Utah Employee Newsletter

Office of the Utah State Auditor 1

Holiday Letter from the Governor 2

Office of the Utah State Auditor (cont.) 3

Publicized Cases of Fraud

The Gateway to a New Employee Gateway 4

URS/PEHP Medicare Supplement Plans 5

Employee Survey-Additional Analysis 6

2012 Utah 'Life Elevated' Official Scenic Calendar

Thank you! Employee with 40+ Years of Service 7

Paying for Your Flu Shots 8

Vote on November 8, 2011

Daylight Saving Time

Utah Leadership Institute 9

Prepare Your Home for Winter

On the Front Cover

Office of the Utah State Auditor
Auston Johnson, CPA

The Primary Mission of the Utah State Auditor's Office is to help ensure to financial integrity and accountability of Utah's state and local governments. The Office's purpose is accomplished by providing independent and innovative audits and investigations, and by monitoring and advising Utah's state and local governments. Working hand in hand with the State Division of Finance, the Office has helped Utah to be recognized as having financially strong and well-run state and local governments.

There are two professional divisions within the Office: the Audit Division and the Local Government Oversight Division.

Audit Division: Financial Audit is responsible for auditing all State departments, agencies, and colleges and universities. Both State funds and federal grants are audited. These audits are conducted to determine honesty and integrity in fiscal affairs, the accuracy and reliability of financial statements, the effectiveness and adequacy of internal financial controls, and the degree of compliance with legal and contractual requirements. The State Auditor does not audit individual tax returns; however, tax returns may be reviewed during the audit of the Utah State Tax Commission. Our office also performs special request audits, reviews, or other engagements. These audits include internal control reviews, legal compliance and financial related audits, and fraud investigations. These are often requested by the Governor or the Legislature. In addition, we have a staff of auditors trained in Information Systems Audit which provides technical support to the Audit Division by means of computer-assisted audit techniques. We perform audits and reviews of information systems and computer facilities to provide assurance that the State's computer-based resources and assets are effectively controlled.

The Local Government Oversight Division ensures uniform accounting, budgeting, and financial reporting by Utah's local governments. This is done by providing consultation, budget forms, and uniform accounting guidelines and services for counties, municipalities, school districts, and local districts. The Division reviews independent audits of all units of local government for compliance with reporting standards and conformity with generally accepted accounting principles and State law. As a service to the public, the Division maintains these reports on the Utah State Auditor's Office website in an electronic format which allows the public to view all reports, numbering in the thousands, in one convenient location. The Division also presents training to local government officials and to CPA's conducting governmental audits.

(Continued on page 3)

STATE OF UTAH

GARY R. HERBERT
GOVERNOR

OFFICE OF THE GOVERNOR
SALT LAKE CITY, UTAH
84114-2220

GREG BELL
LIEUTENANT GOVERNOR

December 2011

Dear Colleagues,

Another holiday season has arrived, and Jeanette and I love it! We especially appreciate the many examples of service and goodwill evidenced everywhere this time of year.

The great State of Utah leads the nation in acts of service and that is a fact of which we all can be very proud. We are also a national leader in fiscal responsibility and economic vitality. Not only are we optimistic about Utah's future, we are especially grateful for the unparalleled dedication of our outstanding state employees who play a critical role in insuring that hopeful future.

Jeanette and I thank you, and extend our best wishes to you and your families for a peaceful and joyous holiday.

Sincerely,

Gary R. Herbert
Governor

Jeanette Herbert
First Lady

Office of Utah State Auditor (cont.)

(Continued from page 1)

The State Auditor Hotline Program provides an avenue for citizens, including government employees, to report suspected *financial* improprieties or violations of laws and regulations by state and local governments; waste of public *funds* or resources; and/or constructive suggestions for improving state and local governments regarding *financial-related* matters, internal controls, or compliance. The Hotline coordinates the efforts of existing resources, rather than duplicating efforts of authority already in place. Thus, employees and citizens alike should go first to the source of complaint, if possible, before contacting the Utah State Auditor's Office hotline. Information regarding the procedures to follow when contacting the office's hotline, as well as some entities to contact for *non-financial related issues,* are noted on the Utah State Auditor's Office Website at www.sao.utah.gov.

Publicized Cases of Fraud

By Auston Johnson, CPA, State Auditor

No one in an entity is excited to see auditors walk in the door. However, we usually get a smile and a comment about how management is glad we're there. This is usually not true. We then say we're there to help. This is usually not believed.

The State Auditor's Office has a main responsibility to give an opinion on the fair presentation of the State of Utah annual financial report. In order to do this, we look at samples of transactions that have taken place over the last fiscal year.

One of the things we look for are controls that will ensure that transactions have been handled properly and that the State's assets are being safeguarded. A natural outgrowth of these procedures is to be aware of situations where fraud can occur.

Publicized cases of fraud, including many in our own state, have shown the need for all public employees to take proactive steps to create the right kind of climate to reduce the occurrence of fraud. Theft of assets, though generally not material to the State's financial reporting, can result in substantial loss and embarrassment to an organization.

Fraud can range from minor employee theft and unproductive behavior to large misappropriations of assets and fraudulent financial reporting.

The risk of fraud can be reduced through a combination of prevention, deterrence and detection measures. However, fraud can be difficult to detect because it often involves concealment through falsification of documents or collusion among management, employees or third parties.

An entity's management has both the responsibility and the means to implement measures to reduce the incidence of fraud. Measures an entity can implement to prevent, deter, and detect fraud include (1) creating a culture of honesty and high ethics; (2) evaluating the risks of fraud and implementing the processes, procedures, and controls needed to mitigate the risks and reduce the opportunities for fraud; and (3) developing an appropriate oversight process.

Research in moral development strongly suggests that honesty can best be reinforced when a proper example is set – sometimes referred to as the tone at the top. Directors and managers set the "tone at the top" for ethical behavior within any organization. The management of an entity cannot act one way and expect others in the entity to behave differently.

Regardless of management's tone, every state employee has a responsibility to protect and wisely use taxpayer-provided resources. If you are aware of a situation where fraud may be occurring or you have been required to handle a financial transaction in a way you know to be wrong, contact us. We have an employee hotline where you can report potential fraud. Your confidentiality will be protected. Information on using the hotline is on our website at www.sao.utah.gov.

I am always impressed with the quality and dedication of state employees. I commend you for the service you provide to the citizens of this state. If we can be of assistance, please call. We really do want to help.

The Gateway to a New Employee Gateway

By Tina Sweet, ERIC Knowledge Base and Training Consultant, DHRM

The Employee Resource Information Center (ERIC) opened it's doors on September 19, 2011. As part of this effort to increase access to HR and HR related information, we realized the need for an expanded online knowledge base - or in more familiar terms, an expanded Employee Gateway.

Although the Employee Gateway was already an excellent tool and provided much needed information and communication to all state employees, it's only downfall was the information was not searchable, making it very difficult to find information. This one simple feature could dramatically change the Gateway experience for all. With that in mind, the evolution of the Employee Gateway began.

While the look and feel of the site is significantly different, the information is for the most part the same, just packaged differently. The addition of a few simple but significant improvements have enhanced the functionality of the Gateway, taking it from an information source to an interactive site that not only displays more employee specific benefit information but allows for search and direct communication with Human Resource representatives at ERIC. The power is now in YOUR fingertips.

The Search is On!

In today's Internet-driven world, one of the best capabilities introduced is the ability to search for what we need using keywords. This concept has been adopted by the new Gateway. This functionality of this feature has been designed to take a keyword and provide all related content the Gateway has to offer on the subject, similar to that of maybe a simple Internet search. What a relief!

While this could simplify the use of the Gateway, the feedback we have received suggests that some employees are still trying to find the information the old way, clicking on tabs and scouring pages for the form or bit of information they need. DHRM encourages everyone to take advantage of the search capability of this site. It is the fastest way to find what you need and it will save you time and frustration.

Just AskERIC!

Have you ever just wished you could ask a question and get a response without ever having to call anyone? Or, have you desired HR assistance but the best time for you to contact HR is outside of normal business hours when our telephone representatives are unavailable? Well the answer is just AskERIC!

This communication enhancement has been added to better assist employees and provide a simple effective communication tool if a phone call is not the best option. This feature is located on the home page in the lower right corner and can be used for questions related to payroll, benefits and general HR related information. The question is trackable and creates a case that is assigned to the first available team member for resolution. The benefit it provides to employees is that once a response has been generated, the employee is notified via email. Additionally, all case information is saved for future reference and the employee can refer back as often as needed. The information is confidential and electronic, which eliminates telephone hold time as well as the potential for coworkers to overhear your personal conversation with HR.

Ready, Set…Go!

Despite the addition of the tools the new Gateway has to offer, it's still a change which is sometimes difficult to embrace. After all, we are creatures of habit and love to continue on our course uninterrupted.

The ERIC staff would like to encourage employees to take a test drive on the new Gateway, try out the new bells and whistles and to Tell Us What You Think!

The addition of a few simple but significant improvements have enhanced the functionality of the Gateway, taking it from an information source to an interactive site that not only displays more employee specific benefit information but allows for search and direct communication with Human Resource representatives at ERIC.

URS/PEHP Medicare Supplement Plans

Dear Member,

It's Medicare open enrollment time again (Oct. 15 to Dec. 7) and PEHP may be in your area soon to explain changes to Medicare and Medicare Supplement plans.

Check the schedule below and come join us for this 30-minute presentation. We will be available after each presentation to answer any questions you might have.

Medicare & Medicare Supplement Presentation Schedule

	Salt Lake & Davis Counties	Utah County	Weber County
Date	Monday, Nov. 7	Tuesday, Nov. 8	Wednesday, Nov. 16
Time	10 a.m.	Noon	Noon
Location	Utah Retirement Systems 540 East 200 South Salt Lake City First floor conference room	UDOT 658 North 1500 West Orem	DCFS 950 East 25th St. Ogden

PEHPs Medicare Supplement Plans feature:

- NO medical underwriting
- NO rate tiers
- NO referral to see a specialist
- 3 Prescription Drug plans to choose from
- Out-of-Country coverage
- Monthly premiums will be deducted from your URS retirement check.

Employee Survey- Additional Analysis

By Casey Parry, Research Consultant III, DHRM

In September of 2010 we conducted a statewide employee survey, gathering responses from a wide selection of employees across Executive Branch agencies. We published an initial report some months back. Since then we have done some additional analysis on the employee comments as well as other factors.

Just to recap, the goal of the survey was to measure factors that lead to employee commitment, as well as other issues facing state employees. We found that satisfaction with pay, development, and socialization influences trust and job satisfaction, and satisfaction with these five factors lead to employee commitment.

At the end of the survey, we gave employees an opportunity to share any additional comments regarding the issues covered in the survey. Placing an open ended question gives respondents a chance to vent any concerns or opinions that weren't addressed through the survey questions. Of the 4,804 employees who responded to the survey, 2,318 offered comments.

The value of the open-ended question is that it brings attention to the issues or problems that employees are most worried about. It probably won't come as a surprise that almost half of the comments expressed dissatisfaction regarding pay and benefits. One interesting finding was that a significant number of employees expressed positive feelings of job satisfaction, in spite of their dissatisfaction with other areas.

Another area we examined was the relationship between turnover intentions and employee commitment. One of the survey questions asked about how likely the employee would be actively looking for other work. Employees who had higher levels of satisfaction across the factors that lead to commitment were much less likely to be looking elsewhere for work.

Overall the survey showed the majority of employees do like their job, but desire improvements in things such as development opportunities, pay, and benefits.

2012 Utah 'Life Elevated®' Official Scenic Calendar

By Clayton Scrivner Media Relations Utah Office of Tourism

The Utah Office of Tourism has released for sale its 2012 Utah 'Life Elevated®' Official Scenic Calendar. Now in its 40th year, the annual award-winning publication highlights many of Utah's iconic destinations, outdoor activities, and events through its stunning photography and award-winning graphic design. The calendar also features a greeting by Governor Gary R. Herbert.

A photo of the iconic Delicate Arch in Arches National Park, taken by accomplished Utah photographer Scott T. Smith, was selected as the cover image. Many other Utah destinations are featured throughout the calendar, including all five national parks, many of Utah's state parks, national monuments, ski resorts, national forests, Temple Square, and various outdoor activities.

"This iconic calendar effectively highlights our world-class landscapes to both visitors and residents," said Spencer Eccles, executive director of the Governor's Office of Economic Development (GOED). "We are able to use it as a business recruitment tool because it catches the essence of why people like to live, work and play in Utah."

Leigh von der Esch, managing director of the Utah office of Tourism, an agency of GOED said "The quality of information, stunning photography, and sharp design really came together this year to make a quality product. That is why for 40 years, this calendar has made an excellent gift for clients, family, and friends."

Scott Hardy, who has worked on the state's scenic calendars for the past 26 years, once again designed this year's calendar. Twenty-thousand copies were printed by Rastar in West Valley City.

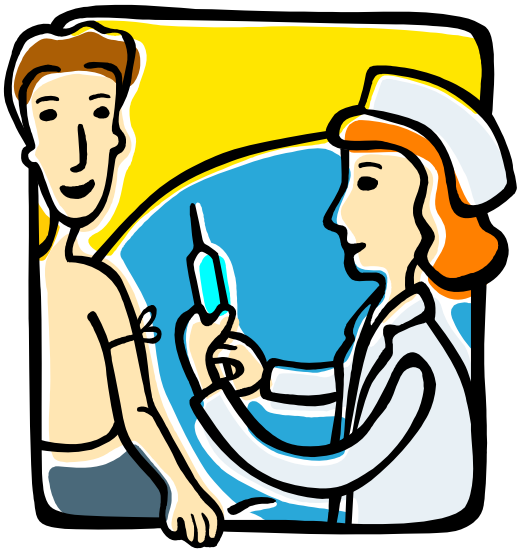
The Utah Scenic Calendar is recognized annually for design and photography. The 2011 edition was honored with 13 awards in the National and World Calendar Awards competition, including a Gold Award for Best Graphic Design.

The 2012 Utah Scenic Calendar may now be purchased through our new secure online store at www.uotstore.com. Individual calendars are $10 each, plus tax and shipping. Bulk orders of 50+ calendars are offered at $8. Walk-in purchases may be made at the Zion Natural History Association (ZNHA) bookstore located at Council Hall, 300 N. State St., Salt Lake City, Utah, 84114. If you have questions, please contact the Utah Office of Tourism at (801) 538-1900 or click on www.visitutah.com.

Thank you to the State of Utah Employees with 40 or more Years of Service!! Your dedication, to the citizens of Utah is greatly Appreciated.

Don Uchida	Board of Education
Vickie Hathaway	Board of Education
Marci Soper	Department of Administrative Services
Kent Powell	Department of Community and Culture
Don Morgan	Department of Corrections
Sherrie Kerr	Department of Corrections
Charlene Lopez	Department of Corrections
Donna Riley	Department of Health
Jack Oman	Department of Health
Gary Howarth	Department of Human Services
Gary Fullmer	Department of Human Services
David Cole	Department of Natural Resources
Leila Billingsley	Department of Public Safety
Roger Aland	Department of Public Safety
Rick Newman	Department of Technology
Cindy Schroeder	Department of Technology Services
Barney Bekkemellom	Department of Transportation
Michael Sabey	Department of Transportation
Robert Gardiner	Department of Transportation
Richard Jones	Department of Transportation
Robert Goodwin	Department of Workforce Services
Alice Edman	Department of Workforce Services
Florence Johnson	Governor's Office
Marlene Dazley	Judicial Branch
Lynda Belnap	School Institutions and Trust Lands
Warren White Jr	School Institutions and Trust Lands
Lynda Wood	Tax Commission
Kent Jorgensen	Tax Commission

PAYING FOR YOUR FLU SHOTS



Flu shots obtained at a contracted provider's office

- Most PEHP contracted providers will not charge for an office visit when services rendered are for a flu shot only.
- If your provider submits an office visit bill to PEHP, you will be required to pay an office visit copayment.

Flu shots obtained at a grocery store

- You will need to pay for the flu shot and submit an itemized statement to PEHP for reimbursement.

Flu shots obtained by the health department

- Most health departments will submit the itemized statement to PEHP for reimbursement.
- If not, you will need to pay for the flu shot and submit an itemized statement to PEHP for reimbursement.
- All eligible services performed are considered for payment up to PEHP's Maximum Allowable Fee (MAF).

If you have questions, contact PEHP Customer Service 801-366-7555 or 800-765-7347

VOTE ON NOVEMBER 8, 2011
Polls will be open from 7am-8pm

In Utah, it's now required by law: A valid picture ID when you vote

For more information on this years election, please visit www.vote.utah.gov.

Remember your vote matters!

VOTE UTAH VOTE UTAH

Remember to set your clocks back on Sunday, November 6 for the end of Daylight Saving Time.

The Daylight Saving Time Sunday, in November is the longest day of the year! That Sunday is nicknamed Silver Sunday, because it has 25 hours (two 2 a.m. hours) & is 90,000 seconds long!

UTAH LEADERSHIP INSTITUTE

The **Utah Leadership Institute** provides leadership development services to Utah's public sector leaders and organizations. ULI offers one-stop, hassle-free access to outstanding opportunities at a reasonable price. Visit the Employee Gateway for information on upcoming training opportunities.

We'd love to hear from you. Please submit feedback, suggestions, or ideas for future articles to: HRNewsletter@utah.gov

DHRM is adding value to the State of Utah by:
- Increasing Customer Service
- Increasing Efficiency
- Increased Management Capacity

Department of Human Resource Management
Administrative Office
2120 State Office Building
Salt Lake City, UT 84114
Phone: 801-538-3025
Fax: 801-538-3081

Worklife Elevated
Editor in Chief: Jeff Herring
Production Editors:
Debbie Cragun
Sarah Tice
Sherry Saracino
Michelle Watts
Gary Schow
Cathy Lewis
Dan Chase
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Prepare Your Home for Winter

- Insulate walls and attic.
- Caulk and weather-strip doors and windows.
- Install storm windows or cover windows with plastic from the inside.
- Insulate any water lines that run along outer walls (water will be less likely to freeze).
- Service snow-removal equipment.
- Have chimney and flue inspected.
- Install easy-to-read out-door thermometer.

On the front cover: The 6th Annual Human Race held
Thanksgiving Day, November 24, 2011 - Rain or Shine. Held at Draper Spectrum at 12101 Factory Outlet Drive Draper UT, . The Utah Human Race is a fun walk/run featuring both 5K and 10K distances. The race starts at 8 a.m. and is fun for the entire family!
For more information and to Register visit
http://www.utahhumanrace.com/

Enjoying Thanksgiving Day doesn't mean gaining a few extra pounds. So come burn a few calories and create lasting memories at the 6th Annual Utah Human Race, benefiting Utah Food Bank.

The idea behind the Utah Human Race is to get Utah's various communities to together to show how we as a state come together to feed those in need.

Register a Group of 5 to 10 people and get 20% off. Get everyone on board! Invite your family, friends, high school teams, church groups, distant relatives… or even your next door neighbor that you have been meaning to introduce yourself to for the past five years.