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Jeff Herring, Executive Director, DHRM

The Department of Human Resource Management (DHRM) serves as the central HR group for the 24,000+ employees of the executive branch of state government. In this role, we provide a full range of HR services including classification, compensation/benefits, recruitment/selection, training, management development, and workforce planning. In addition to HR services, we also provide payroll services for twelve state agencies. Our field services team makes up the majority of our 142 employees. This team provides both day-to-day and strategic HR services for the agencies to which they are assigned. These are the folks that probably come to mind when you think of HR because they are housed right in your agencies. Our smaller administrative team is housed at the State Office Building on the Capitol Hill campus. This team provides strategic HR services to the Legislature, the Governor's Office, and state agencies. This group is also responsible for the development and implementation of statewide HR policies. While most of you may not have met any of the administrative team face to face, many of you have interacted with them by phone or email when looking for answers to questions about compensation, benefits, or the DHRM personnel rules. The administrative team and the field services team work in tandem with each other to provide comprehensive HR services for state employees.

Since the 2006 consolidation of HR services under our department, DHRM has focused its efforts on three key areas; increasing customer service, increasing our efficiency, and increasing the State's management capacity. Our efforts over the past five years have resulted in not only improved services, but additional services for our customers. We have accomplished this while reducing our overall costs. While we are pleased with these results, we continue to look for ways to improve. In fact, over the next few months, we will unveil two new services that will continue our progress toward enhanced customer service and efficiency; Manager Self-Service (MSS) and the Employee Resource Information Center (ERIC).

Streamlining DHRM Processes

This spring, DHRM will launch Manager Self-Service. MSS is a significant enhancement to our Human Resource Enterprise (HRE) system. Because of its 24/7 access, MSS will allow managers greater convenience to initiate and collaborate with HR staff regarding their recruitments. This 24/7 access will be in addition to the consultation and recruitment planning currently provided by our agency HR staff. MSS will also provide additional manager tools such as sample interview questions and an online interview scheduler. Future versions of MSS will give managers access to HR data and reports.

Our goal with MSS is to streamline HR processes, starting with recruitment, in order to provide the best customer service possible in the most cost-effective way.

Later this fall, we will launch the Employee Resource Information Center. ERIC is part of an initiative to find ways to optimize our HR staff, technology, and process improvement. This service will be staffed by a centralized team of highly trained HR Technicians. The ERIC team will handle routine HR actions such as entering information into the HRE system, new hire processing, benefits questions, and processing retirements. During business hours, State employees will have immediate phone or email access to ERIC team members for answers to HR questions. The ERIC team will be in addition to HR staff currently to each agency to assist with recruitments, liability issues, and strategic management. As with MSS, our goal with ERIC is to provide the best customer service possible in a cost-effective way.

In the weeks to come, DHRM will share with you updates about our progress on these two services. In the meantime, if you have questions about these services or any other HR question, please feel free to contact your agency HR Manager or staff. We look forward to assisting you with your HR needs.

DHRM Employee Spotlight: Joel Chibota

By Jean Mills-Barber,
Deputy Director, DHRM

Joel Chibota works as a Human Resource Analyst with the Department of Human Resource Management (DHRM). He is what we in DHRM sometimes affectionately refer to as a "recycled" employee, that pleasant circumstance when an excellent former employee returns to your organization for another stint. Joel's first stint with DHRM was in 2008 as an intern while he was completing his Masters degree in Public Administration at the University of Utah. Unfortunately, at that time we did not have any openings and were unable to keep Joel on staff after his internship was completed. So Joel was off to the private sector for another job.

As luck would have it, in late 2009 an HR Technician position came available and Joel applied. Needless to say, we were very happy at the prospect of having Joel back on our team. He was selected and began his second stint with us.

When Joel rejoined our department, he was assigned to our Classification, Compensation, and Benefits division and was involved in a variety of HR duties. However, his primary assignment was providing support to the Teacher Salary Supplement Program or TSSP. The TSSP is a program designed to attract and retain math and science teachers by providing cash bonuses. That assignment certainly kept him busy. During the 2009-10 school year, Joel was instrumental in the processing of 1,136 applications and 781 awards.

Joel has since advanced to an HR Analyst. In this new role he functions as the coordinator of the TSSP. As the program coordinator, Joel is now responsible for maintaining the program budget, administering the business practices and procedures, tracking legislation related to the program, responding to teacher inquiries, and producing the annual report.

Even with all of his work responsibilities, Joel still finds time to be involved in activities outside of DHRM. Currently, he is a member of the Capitol Hill Wellness Council. As a member of the Wellness Council, Joel is involved in planning a variety of activities aimed at improving the health and wellness of the employees on Capitol Hill.

We are glad to have had the opportunity to "recycle" Joel as a DHRM employee and look forward to his continued contributions to our department!

Healthcare Reform Changes
Beginning January 1, 2011, and July 1, 2011

Pharmacy Changes

January 1, 2011 (members will receive 100% coverage on these items — a written or verbal prescription from the provider is required)

- Over-the-counter iron drops for members age 6 months through 12 months
- Fluoride drops and tablets for members age 6 months through 5 years
- Over-the-counter aspirin tablets for males age 45-79 and females age 55-79
- Over-the-counter folic acid (.4 mg and .8 mg) for females age 10-50
- Over-the-counter generic nicotine lozenges, gum and patches for members age 18 and older (24 weeks of therapy)
- Nicotrol and Chantix for members age 18 and older (24 weeks of therapy).

Medical Changes

July 1, 2011

- Dependent coverage required up to age 26 unless dependent is eligible for other employer coverage
- No pre-existing conditions for children under age 19
- No lifetime dollar limits; reasonable annual limits
- No recession/termination of coverage without prior notice.
- Generic bupropion indicated for smoking for members age 18 and older (24 weeks of therapy)

PEHP Serving the Employees Who Serve Utah

Tourism Office Announces New Guide to 'Accessible Utah'

By Tracie Cayford, Deputy Director, Utah Office of Tourism

Salt Lake City – The Utah Office of Tourism, part of the Governor's Office of Economic Development, wants to establish Utah as the foremost accessible recreation destination. As a part of this effort, the office announces the publication of the Accessible Utah One-Sheet Guide. The resource, the 19th in the office's series of popular "one-sheeters," is now available at state and local welcome centers, adaptive recreation locations, as well as online.

The guide highlights an array of resources available to the disabled traveler, including: airport and car rental facilities, ADA campsites and trails, national and state parks, as well as local non-profit organizations that specialize in adaptive recreation adventures, including adaptive ski programs. According to the World Health Organization, there are 650 million people worldwide with some form of disability.

Handcycling at Sugarhouse Park during the Salt Lake City Marathon

"We want travelers of all ability levels to have the best planning information available to them," said Leigh von der Esch, Managing Director of the Utah Office of Tourism. "Our national parks are some of the most accessible in the nation, combine that with world-class facilities like the National Ability Center, the state's wonderful outfitters and non-profit organizations, and you see how interest in adaptive recreation and sports has been building since the 2002 Winter Paralympics."

Leaders in the field of adaptive recreation see this announcement as part of a greater effort to spotlight the history and scope of Utah's adaptive recreation facilities and programs.

"Our goal is to establish Utah as a recognized world-class recreation destination," said Dr. John Librett, Executive Director of Splore, an organization that has been providing outdoor recreation opportunities for people with disabilities since 1977.

"Partnering with the Utah Office of Tourism, to recognize dozens of tour operators and recreation venues available to serve the global adaptive recreation community, is a major step to achieving this goal."

For more information about the Accessible Utah One-Sheet Guide, contact the Utah Office of Tourism at Council Hall, 300 N. State Street, Salt Lake City, Utah, 84114, (801) 538-1900 or (800) 200-1160. A PDF version of the guide is available for download at travel.utah.gov.

Personal Planning and Pre-Retirement Seminars

By

Utah Retirement Systems offers seminars to assist you with the very important, yet often-overlooked, subject of retirement preparedness. Many people wait to plan for retirement until they are ready to retire, and often they have no idea whether they will be able to live on their retirement income.

Whether you're at the early or middle stages of your career, approaching retirement, or somewhere in between, these seminars are for you. We'll show you how to plan today to assure yourself a secure retirement.

Personal Planning Seminars are for members at the early or middle stages of their careers. The sooner you take advantage of these programs, the greater your financial security can be.

If you are at the latter stages of your career or within 10 years of retirement, the **Pre-Retirement Seminars** are for you. This is your chance to start getting prepared.

Information is provided about your pension plan, 401k/457, IRA plans, and estate planning. There will also be a brief overview of Social Security and Medicare benefits.

For additional information and registration, call URS at 801-366-7750 or 800-753-7750. If you are connected to voicemail, please leave your name, Social Security number, work phone number, name of your employer, and the date of the seminar you would like to attend. You may also fax your information to 801-366-7769.

Personal Planning Seminars Seminars begin at 9:00 a.m. and end at 1:00 p.m.	
Location	**Date**
Provo — Provo City Offices 351 West Center, City Council Room	Friday, **June 10**
Ogden —Weber County Building 2380 Washington Blvd., Commission Chambers	Friday, **July 29**
Salt Lake City - Central — Salt Lake County Government Center, 2001 South State, Commission Chambers, Room N1100	Friday, **September 9**
Pre-Retirement Seminars Seminars begin at 9:00 a.m. and end at 4:00 p.m.	
West Valley City — Utah Cultural Celebration Center 1355 West 3100 South, The Great Hall	Friday, **April 1**
Salt Lake City - North — State Office Building (Behind the Capitol) Auditorium, First Floor	Thursday, **April 14**
Ogden — Weber County Building 2380 Washington Blvd., Commission Chambers	Friday, **April 29**
Salt Lake City - Central — Salt Lake County Government Center, 2001 South State Commission Chambers, Room N1100	Friday, **May 6**
Farmington — Davis School District Offices 70 East 100 North, Kendell Building, 2nd Floor	Thursday, **June 16**
Price — College of Eastern Utah 300 E. 500 N., Jennifer Leavitt Building, Alumni Room	Friday, **June 24**
Salt Lake City - Central — Salt Lake County Government Center, 2001 South State, Commission Chambers, Room N1100	Friday, **July 8**
Cedar City — Southern Utah University Educational Building, Room 104	Friday, **July 15**
Provo — Provo City Offices 351 West Center, City Council Room	Friday, **August 5**
Salt Lake City - North — State Office Building (Behind the Capitol) Auditorium, First Floor	Thursday, **September 22**
Salt Lake City - Central — Salt Lake County Government Center, 2001 South State, Commission Chambers, Room N1100	Friday, **October 7**

Have You Taken the Time to Explore the Employee Gateway?

The home page of the Employee Gateway should look familiar to state employees. After all, we've had this vast amount of employment, benefit and useful information at our fingertips for over two years now!

If you haven't noticed the Additional Links section on the left side of the Gateway, now's the time to check it out! This section appears even as you click onto various tabs across the top of your screen, and links to frequently accessed or non-HR web sites of interest to state employees. If you click on a link it will open up the indicated site in a new browser window so that you can simply close the window when you're finished without ever leaving the Employee Gateway.

Try it out! Click on Payroll Employee Self-Service to complete your time sheet, go right to your PEHP account with a click on My PEHP, check on current legislative happenings through Utah Legislature Homepage, or use the online State Government Telephone Directory instead of that hefty paper directory!

The Gateway—to know it, is to use it, is to love it!

Certified Public Manager Program Registration

By Sherry Saracino, HR Consultant

Did you know that the Utah Certified Public Manager Program®:

- Is the state's principal management training program
- has been offered in Utah since 1987
- has educated more than 1,400 graduates
- costs just $8 an hour for national accredited leadership training

Utah was recently rated as the BEST managed state in the nation by The Pew Center on the States, and their recently released handbook on best management development practices across the nation features the Utah Certified Public Manager Program.

The Utah Certified Public Manager Program® (UCPM) increases the capacity of its participants to effectively lead people, manage work processes and develop self mastery. Students of the program enhance personal leadership skills while participating in hands on learning directly related to public sector management proficiencies.

Registration for Spring Quarter 2011 is now available online. A full schedule of classes is offered in Salt Lake City starting the first week in April. Classes are 8 hours in length, 1 day each week throughout the term of either 10 or 12 weeks. Program learning outcomes and competencies, policies, instructor schedules, and other information can be found online at www.cpm.utah.gov. **Please register early as class sizes are limited.** Deadline is March 26. To go directly to the registration flier click here or visit DHRM's event registration site at https://hreventure.dhrm.utah.gov

If you began your CPM training prior to 2009, please read through the 2009 CPM Program Changes document on the CPM web site at www.cpm.utah.gov. The curriculum changes may affect your completion requirements. This document provides explanation of the changes, implementation plan, and elective credits information.

Notice to State of Utah Employees: Enrollment is open to individuals receiving authorization from supervisors and may be contingent upon department policies and funding.

LEADERSHIP ELEVATED
Management for PEAK PERFORMANCE
American Academy of Certified Public Managers®
23rd Annual Professional Development Conference
October 10 -12, 2011 | Salt Lake City
www.uscpm.org

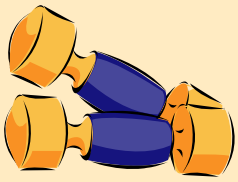
Are you waiting with great anticipation for information about this year's Manager's Conference? Wait no more! Typically held in the spring, this year's conference will take place October 10 and 11, 2011, when the Utah Society of Certified Public Managers hosts the American Academy of Certified Public Managers 23rd Annual Professional Development Conference

Leadership Elevated – Management for Peak Performance

Sign up at www.uscpm.org/CPM-2011-National-Conference.html to receive updated information as it becomes available. This promises to be a "do not miss" conference, so save the date and start making plans now to climb to the peak of leadership success!

Photo Credit: Adam Barker, The Salt Lake valley looking southeast at sunset.

Governor's WorkWell Challenge—Instant Recess



Don't have time to exercise? It's a common excuse. Setting aside half an hour every day can seem impossible – so how about "instant recess"? It's the title of a book by Dr. Toni Yancey, a professor of health services at the University of California, Los Angeles, and also a strategy for getting some serious exercise every day.

The idea is simple: At least twice a day, devote 10 minutes to some physical activity. Take a brisk walk, do some mild aerobic exercise, dance, or lift weights – anything that gets your blood pumping a bit.

Three 10-minute exercise breaks add up to 30 minutes of exercise a day, which is the amount that doctors usually recommend for a healthy lifestyle. You'll feel better physically and emotionally, and you'll probably find yourself looking forward to "instant recess" throughout your day. So what do you say? Are you up for the challenge? If you need more ideas on how to sneak physical activity in to your day, visit www.healthyutah.org/healthy_life/pa.

Executive Master of Public Administration Now Accepting Applications for Fall Semester 2011

By Melissa Yack Hall, MPA Program Manager, University of Utah

Center for PUBLIC POLICY & ADMINISTRATION
THE UNIVERSITY OF UTAH
CPPA

Nationally ranked and recognized for both its public and nonprofit administrative focus, the University of Utah Master of Public Administration Program offers a supportive format for working individuals to obtain a graduate degree. Students advance their knowledge and practical application of administrative, ethical and legal issues in the public and nonprofit sectors.

Our executive program places individuals with five or more years of administrative experience into a cohort which takes one course at a time while completing the degree in two years. Executive students primarily attend in an every-other weekend format (Friday 5:30-8:30 p.m. and Saturday 8:30 a.m.-4 p.m.). Applications for the Executive MPA are due April 1.

The Center for Public Policy and Administration also administers the evening Master of Public Administration, Master of Public Policy and Master of International Affairs and Global Enterprise Program where students attend courses primarily on weeknights.

Learn more at www.mpa.utah.edu and www.cppa.utah.edu. For more information please contact Melissa Yack Hall at melissa.hall@cppa.utah.edu or 801.585.7985 — OSH 214 - Please visit http://www.cppa.utah.edu/oshmap.html for directions to the MPA office.

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.

Daylight Saving Time begins at 2:00 AM on Sunday, March 13. Remember to set your clocks ahead one hour.

Terminology: Although daylight saving time is considered to be correct, daylight-saving, daylight savings time, and daylight time are commonly used. In Britain the term summer time is used. Continental Europe uses similar phrases, such as *Sommerzeit* in Germany, *zomertijd* in Dutch and *l'heure d'été* in France, whereas in Italy the term is *ora legale*, that is, legal time.

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

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Worklife Elevated is published bi-monthly

On the Front Cover:

Moab Skinny Tire Festival—March 12-15, 2011 —The annual Moab Skinny Tire Festival is fast approaching, and it is one of the first of Utah's big spring events. The festival attracts road bikers from around the country, to ride classic routes in Arches National Park and Dead Horse Point State Park, and other Moab area attractions.

The festival website has this information about the event: Cyclists know about Moab; they know it as the home of the Slickrock Trail, the Mecca of mountain bikers. What many don't realize is Moab has some of the best road biking in the world. There are hundreds of miles of paved roads in and out of the world-class scenery that is known by every adventure seeker globally.

The Festival rides the best of the best: 1) Arches National Park, 2) Along the mighty Colorado River, 3) Dead Horse Point and back.

The three rides of the Festival highlight Moab's different riding opportunities. The first two days follow the mighty Colorado River corridor, both up-stream and downstream. The next two days leave the valley and climb the beautiful canyon roads into red rock country.

From the bike seat you embrace the landscape, feeling the contours as gravity tugs on your tires, challenging you to climb and daring you to descend. You'll appreciate the grand scale of this place once you've ventured far from town under your own 'skinny' power down byways known only to a lucky few. Join the fun and adventurous group of riders through Canyon Country.

See the festival website for more information or to register for rides.