Volume 6, Issue 2 September/October 2011

Where is this picture? See page 9

Department of Human Resource Management

Worklife Elevated

State of Utah Employee Newsletter

Commissioner's Message	1
Commissioner's Message (cont.)	2
Agency Spotlight: Dept of Financial Institutions	
Agency Spotlight (cont.)	3
DFI Employee Spotlight: Orla Beth Peck	
Employee Spotlight (cont.)	4
More Gold in Your Golden Years	
Flu Shots	5
October is Disability Awareness Month	
Flu Short Clinics	6
Halloween Safety	
2011 State Holidays	
Rules Update	7
Leadership Elevated Professional Development Conference	
2011 Utah Certified Public Manager Graduation	8
ULI Update	9
On the Front Cover	

Commissioner's Message
Utah Department of Financial Institutions
G. Edward Leary, Commissioner

The image most people have of "Bank Examiners" comes from the movie, *It's a Wonderful Life* where the examiner shows up unannounced on Christmas Eve and threatens to close the bank unless the money is found. As the movie demonstrates so well, banking is an activity built on confidence and trust. Utah has historically been blessed with safe and sound, community oriented, financial institutions.

Today, examiners from the Utah Department of Financial Institutions still conduct examinations of all Utah deposit-taking banks and credit unions, as a component of the supervision and regulation of financial institutions. The examinations are conducted by a joint team of state and federal examiners (in a decision to be more efficient and share state and federal resources). The examiners enter the institution; armed with laptops, data downloads, quarterly financial information, electronic copies of previous reports and work papers, and are thereby able to more quickly perform the analysis of the collectability of the loans and leases on the institution's books.

Upon completion of the examination, the examiners write their conclusions and recommendations on the condition of the institution in a Report of Examination, which is shared with management and the directors. The current examination process has evolved over time with the regulators trying to comply with their mandate to be more efficient, as well as, effective.

Most people are surprised to learn that the majority of the time spent in an examination of an institution is dedicated to reviewing the loans and leases. Seasoning is required to develop the knowledge, skills and experience required to understand, review and accurately document the collectability of the many different types of loans and leases which are on the books of the institution.

In the case of state-chartered banks, the Department alternates with the relevant federal agency (whether the Federal Reserve or the FDIC) in being the Examiner in Charge responsible for writing the Report of Examination.

In addition, Financial Institutions Examiners, today, are expected to develop additional sub -specialty skills necessary to perform a different, separate, specialty examination of the same institutions like: Compliance Examinations to review the institution's compliance with consumer protection laws and rules (the new federal Dodd-Frank Act, mentioned below, created a new bureaucracy, the Consumer Financial Protection Bureau "CFPB" to ensure those rights are better protected), other specialty examinations include Information

(Continued on page 2)

Commissioner's Message (cont.)

(Continued from page 1)

Technology, Trusts, and Holding Company Inspections.

The Department supervises ninety-eight (98) state-chartered deposit taking banks and credit unions with the total assets of those institutions being $185 billion as of March 31, 2011. The amount of total assets under the Department's jurisdiction would place Utah as the 8th largest amongst the states in the US. The Utah Department follows the state banking departments of New York, Georgia, California, Massachusetts, North Carolina, Alabama, and Illinois, in that order. Behind the Utah Department would be Texas, Pennsylvania, Ohio, Wisconsin, Delaware, Missouri, Florida, New Jersey, and Virginia.

The Department's large jurisdiction was predominately created as a result of the growth of Industrial Banks headquartered in Utah over the last twenty five years. Today there are twenty Industrial Banks representing approximately $100 billion of the total $185 billion in total assets.

The current environment of financial services is monopolized by the "Great Recession" that began in late 2007. Since then, financial institutions have experienced great difficulty in establishing consistent profitable operations. Congress in 2010 passed and the President signed into law the 2000 plus page Dodd Frank Act. This Act, which changed many of the laws banks and credit unions operate under, mandated that the federal regulatory agencies within a relatively short time period promulgate over 200 new rules. This burden, which many have labeled a, "tsunami" of regulations, has and will continue to disproportionately and adversely affect smaller community banks and credit unions.

The challenge going forward for the Utah Department of Financial Institutions is to apply and enforce the new laws and rules while attempting to assist the predominately smaller state-chartered banks and credit unions in developing procedures and practices to ensure compliance with these new regulatory burdens. All of this activity must be viewed and considered within the overall context of these same small institutions struggling to return to consistent profitable operations and provide the financial products and services to Utah citizens.

Agency Spotlight: Department of Financial Institutions

By Commissioner G. Edward Leary

The primary mission of the Department of Financial Institutions is to charter, regulate and supervise persons, firms, corporations, associations and other business entities furnishing financial services to the people of the State of Utah.

In the case of state-chartered depository institutions, the statutory charge is to charter, regulate, supervise and safeguard the interest of shareholders, members, and depositors through on site examinations and remedial action orders. The primary activity of the Department is the examination of state -chartered depository institutions to determine their financial strength, solvency and compliance with all applicable state and federal statutes and rules.

In the case of persons or entities that provide financial services to the public, the statutory requirement is that these entities register with the Department and that the department ensures credit is extended to consumers in the State of Utah in terms that are fair, lawful and easily understood.

The Department has a secondary mission to assist the development of the financial services industry in the state for the benefit of its citizens and the community in all ways consistent with safe and sound business practices.

The Department provides a source of information and assistance to the citizens of Utah in connection with all forms of banking products and services.

The Department is concerned with preservation and development of the state role in providing financial services.

The Utah Banking Department was created in 1913. Since the civil war there has existed a "Dual Banking System" within the United States, which authorizes states and the federal government to charter and regulate banking in a competitive model. Today, Utah law demands that all deposits of state-chartered banks or credit unions are federally insured.

Agency Spotlight: Department of Financial Institutions (cont.)

The Vision of the Department is to establish Utah as a nationally and internationally renowned center of financial services providers.

The Department's Goals are:

- Develop qualified, well-trained, mature financial institution examiners through formal schools and on-the-job training.
- Maintain Accreditation of the Department by the two rating agencies.
- Continue development of coordinated interstate/intrastate supervision of regulated institutions.
- Be cognizant of the state's economic development potential.
- Ensure adequate funding of Department needs.

The Department's Issues and Challenges today are:

- Helping preserve the Dual Banking System which is under attack.
- Fight the Preemption of State Laws by the Office of the Comptroller of the Currency which charters and regulates National Banks not subject to state jurisdiction.
- Assist in an appropriate manner, the Utah Industrial Banks that are caught in the national debate concerning the merging of banking and commerce.
- Defending the Department's supervision of Utah Industrial Banks.
- Monitoring and assisting state-chartered institutions in the implementation of the numerous Dodd-Frank Act required rules and regulations.
- Establishing a good working relationship with the new federal agency created in the Dodd-Frank Act, the Consumer Financial Protection Bureau (CFPB), which will have exclusive federal jurisdiction over large banks also regulated by the Department.
- Continue the Department's efforts to help educate the public in financial services matters.

DFI Employee Spotlight: Orla Beth Peck

By Michael Jones, Chief Examiner

Orla Beth Peck is the Department of Financial Institutions' Supervisor of Credit Unions, a position she has held since August of 1992. As the Supervisor of Credit Unions, Orla Beth is responsible for the supervision and regulation of all Utah state-chartered credit unions. She assists and advises the Commissioner in the execution of state laws as they relate to credit unions and oversees the department's examination of all state-chartered credit unions.

Orla Beth began working for the department in July of 1981, as an examiner. She indicated that when she started, examiners were dedicated to each industry under the jurisdiction of the Department. At the time there were ten credit union examiners.

"I was the third woman hired as an examiner. This led to some interesting situations. When I introduced myself to one credit union president, he said: 'Oh, I will have to find you somewhere to work. We usually have the examiner set up in the men's locker room.' Another credit union president was so happy to see me that she came around the desk and hugged me." On another examination, when Orla Beth was working with another female examiner, the credit union president called his board chairman and said: "Hey Fred, I've got examiners here, of the female persuasion!"

Orla Beth Peck, Department of Financial Institutions' Supervisor of Credit Unions

In September, Orla Beth will become the Chairman of the National Association of State Credit Union Supervisors (NASCUS). NASCUS is a national professional association dedicated to the defense and promotion of the state credit union charter. It's the primary resource and voice for 47 state governmental agencies that charter, regulate and examine the nation's state-chartered credit unions.

With her service as Chairman, Orla Beth puts into place the crowning achievement for her eighteen years of involvement with NASCUS. In 1993, Orla Beth was elected to the Board of Trustees of the National Institute of State Credit Union Examination (NISCUE), the education foundation of NASCUS. She served on this board from 1993 to 2010, serving a term as the Chairman of the national foundation.

While on the Board of Trustees, Orla Beth also served on NASCUS's

(Continued on page 4)

DFI Employee Spotlight: Orla Beth Peck

(Continued from page 3)

Performance Standards Committee and their Accreditation Review Teams. She has been a member of the review team for the initial review or the re-accreditation review of fifteen states.

In 2007, Orla Beth was elected to the Board of Directors of NASCUS. On this board, she serves with eight other state credit union regulators in promoting the safety and soundness of state-chartered credit unions and defending the autonomy of state credit union regulatory agencies. Because of the respect she's earned over 28 years, the members of NASCUS elected Orla Beth to be their Chairman -Elect in the Fall of 2009; leading to her two-year term as Chairman that begins in September.

It's been an exciting career for Orla Beth; first as an examiner, then as a supervisor, and now as chairman of a national association. All of this for someone who never intended to make regulating her life-long work. When she graduated from Utah State University in 1975, Orla Beth was planning on putting her degree in Business Education to good use in the secondary education system.

Congratulations to Orla Beth on her election and service as Chairman of NASCUS.

More Gold in Your Golden Years

By Mickie Douglas
Public Affairs Specialist in Salt Lake City, UT

Although the Gold Rush has been over for more than a hundred years, people today are still looking for ways to put more gold into their "golden years". Some of the ways to find more gold don't involve picks or pans or prospecting luck. Did you know that if you work beyond your full retirement age before beginning to draw your Social Security benefits, the amount of your monthly benefit check will increase?

For example, if you were born between 1943 and 1954, your full retirement age is 66. This means that if you start receiving benefits at age 66, you will get 100 percent of your monthly benefit. However, if you delay receiving retirement benefits until after your full retirement age, your monthly benefit continues to increase. For example, the yearly rate of increase in Social Security retirement benefits for anyone born after 1943 is 8 percent. This 8 percent increase compares favorably with current average interest earnings rates on bank savings accounts.

Of course, the total benefit increase you would receive would depend on the number of months you delay the start of your retirement benefits: at age 67, you would get 108 percent of the monthly retirement benefit because you delayed getting benefits for 12 months; and at age 70, you would get 132 percent of the monthly benefit amount because you delayed getting benefits for 48 months.

When you reach age 70, your monthly benefit stops increasing, even if you continue to delay receiving benefits. Once you reach full retirement age, your income does not affect your Social Security benefits. So, in other words, there is no additional advantage to putting off benefits once you've reached age 70.

It is also important to remember that each additional year you work adds another year of earnings to your Social Security record. Higher lifetime earnings may mean higher benefits when you retire.

If you are considering postponing retirement, Social Security has an online calculator called the Retirement Estimator that can quickly give you an idea of how much extra money you could expect by working beyond your full retirement age. Just visit Social Security's website at http://www.socialsecurity.gov/estimator/.

Remember that each additional year you work adds another year of earnings to your Social Security record.

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

October is Disability Employment Awareness Month

By: Carol Ruddell, Project Director – Work Ability Utah

Since 1945, Congress has annually designated each October as National Disability Employment Awareness Month. This year's theme is "*Profit by Investing in Workers with Disabilities*". It is a time to celebrate; to recognize the skills and contributions of American workers with disabilities. This national designation acknowledges America's commitment to employment opportunities for all citizens. "The solutions and innovations applicable to the successful employment of workers with disabilities impact the entire workforce, including aging workers, injured workers, at-risk youth, women, people of color, and unemployed and underemployed workers," said Kathleen Martinez, assistant secretary of labor for disability employment policy. Join other Utahns to celebrate! See the calendar of activities online at www.workabilityutah.org.

Flu Shot Clinics

CITY	BUILDING	LOCATION	Room #	DATE/ TIME
Murray	UPEA	1000 West Bellwood	Conference Room	Sept 26 11-2
SLC	Recovery Services	515 East 100 South	9th Floor Conference Room	Sept 27 10-2
Logan	Human Services	115 Golf Course Rd	Large Conference	Sept 28 9-12
SLC	Education	250 East 500 South	North Board Room	Sept 29 10-1
SLC	Workforce Services	140 East 300 South	Room 101 South	Oct 3 10-2
SLC	Health	288 North 1460 W	114	Oct 4 9-1
SLC	Heber Wells Bldg	160 East 300 South	North Conference Room	Oct 5 10-2
Ogden	Regional Center	2540 Washington	Large Conference	Oct 6 9-1
SLC	Comm. & Economic Dev.	324 South State	5th Floor Conference Room 501	Oct 11 10-1
SLC	Tax Commission	210 North 1950 West	1026 – Confer-ence Room	Oct 12 9-2
SLC	Human Services	195 North 1950 West	1020C	Oct 13 10-2

2011 State Holidays

Labor Day	Monday, September 5	Thanksgiving Day	Thursday, November 24
Columbus Day	Monday, October 5	Christmas Day (Observed)	Monday, December 26
Veterans' Day	Friday, November 11	New Year's Day (Observed)	Monday, January 2

S	Swords, knives, and similar cos-tume accessories should be short, soft, and flexible.
A	Avoid trick-or-treating alone. Walk in groups or with a trusted adult.
F	Fasten reflective tape to cos-tumes and bags to help drivers see you.
E	Examine all treats for choking hazards and tampering before eating them. Limit the amount of treats you eat.
H	Hold a flashlight while trick-or-treating to help you see and others see you.
A	Always test make-up in a small area first. Remove it before bed-time to prevent skin and eye irritation.
L	Look both ways before crossing the street. Use established crosswalks wherever possible.
L	Lower your risk for serious eye injury by not wearing decorative contact lenses.
O	Only walk on sidewalks or on the far edge of the road facing traffic to stay safe.
W	Wear well-fitting masks, cos-tumes, and shoes to avoid blocked vision, trips, and falls.
E	Eat only factory-wrapped treats. Avoid eating homemade treats unless you know the cook well.
E	Enter homes only if you're with a trusted adult. Otherwise, stay outside.
N	Never walk near lit candles or luminaries. Be sure to wear flame-resistant costumes.

Rules Update

By JJ Acker, HR Administration Director

More changes are on the way! On September 3, the State of Utah's standard business hours will be 8-5 Monday through Friday. Subsequently, corresponding amendments to R477-7: Leave, and R477-8: Working Conditions will become effective.

During May and June many employees and managers responded to proposed changes to R477-8. Particular attention was given to the State's first exercise rule. Further amendments were made to this section as follows:

(3) Compensated exercise release time may be allowed at agency discretion for up to three days per week for 30 minutes.

(a) Participating agencies shall have a written policy regarding exercise release time.

(b) Work time exercise that is a bona fide job requirement is not subject to this section.

(4) Authorization for exercise time and regular scheduled lunch breaks less than 30 minutes shall be documented in the Utah Performance Management system.

This year's annual Managers Conference, typically held in the spring, 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.

Some of America's foremost leaders in government management and leadership will deliver keynote addresses. The training agenda includes a continental breakfast, opening ceremony, keynote and breakout sessions, and networking breaks. Monday night you can participate in an optional organized dinner and activity. Add in making new friends and reconnecting with others, and opportunities to network with managers and leaders from around the country, and you have the makings of a great event!

The conference website and registration can be found at http://uscpm.org/CPM-2011-National-Conference.html. Utahns can register for the super low conference rate of $200; national conferences often cost up to $500! This is a once in a lifetime opportunity to receive this level of training at such a low cost and convenient location.

Please join us as we climb the peak to leadership success!

Follow us on Twitter @AACPM
CPM Elective Credits and professional CEUs will be awarded.

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

The theme Leadership Elevated celebrates the leader's role in a relentless quest for advancing the whole self, the work team, and the organization, undaunted by the unprecedented turbulence of our day. Gain insight into breaking issues, exposure to novel concepts and models, practical techniques, and realistic tools to tackle real-life challenges through nationally renowned speakers:

Todd Huston, Peak Performance: Leadership at the Summit and Beyond

Ken Miller, Extreme Government Makeover: Increasing Our Capacity to Do More Good

Doug Nielsen, Leadership Elevated: Proven Strategies to Engage, Ignite, and Launch New Performance Highs

Ron McMillan, Influencer: The Power to Change Anything

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

2011 Utah Certified Public Manager® Graduation

By Sherry Saracino, CPM Program Coordinator

The Utah Certified Public Manager® Program has been educating public managers for two decades, and in fact, has graduated more than 1,400 public employees in the past 20+ years! On Tuesday, July 12, 2011, a group of new Certified Public Managers, 62 graduates from 20 agencies to be exact, were honored during a graduation ceremony in the State Office Building Auditorium.

Graduates, agency directors, managers, and family and friends who supported participants through this program attended the graduation event, as did CPM Instructors, CPM Administrators, and board members of the Utah Society of Certified Public Managers.

Attendees heard addresses from JJ Acker, Director, Utah CPM Program; Russell Thelin, Division Director, Utah State Office of Rehabilitation; Dave Buhler, Associate Commissioner for Public Affairs representing the Utah System of Higher Education; Steve Wrigley, President of the Utah Society of Certified Public Managers; and Rebecca Greene, graduate speaker from the Salt Lake County Sheriff's Office.

Graduates received their completion certificates and hearty congratulations from CPM and Department representatives, and on occasion a supervisor who just couldn't contain their excitement and had to join in the congratulatory line! Additional photos and the graduation program which includes a list of the graduate's names can be found on the CPM web site at www.cpm.utah.gov .

Congratulations to all of the 2011 graduates!

When asked about the Certified Public Manager program, recent graduates had this to say:

"This program is one of the premier management training programs that is offered. The most valuable part of the CPM program for me, was that the information I learned was information that I could begin to implement immediately as a manager. CPM has help me as the Director for Southern Utah VR, to better understand, relate to and motivate my employees." ~ Denim Lyman, District Director, Vocational Rehabilitation, Utah State Office of Rehabilitation

"Going into the CPM program I had no idea that it would help me so much, not just in my professional life but in my personal life. The lessons learned are invaluable - I think everyone should take this course! All in all a wonderful experience I would definitely encourage others to sign up for!" ~ Tracy Young, Rural Public Transit Program Manager, Utah Dept of Transportation

"I am really glad I took the CPM courses. It was the greatest challenge I have had in a long time. It has brought me out of the box." ~ Sheryl Featherstone, State Community Services Office, Dept of Community & Culture

"I have a deeper understanding of what it takes to be a great manager. I look forward to using my training to enhance my job performance in my current position and know that it will be invaluable throughout my career." ~ Gary Schow, Administrative Support, Dept of Human Resource Management

UTAH LEADERSHIP INSTITUTE

The Utah Leadership Institute arranges professional educational opportunities and professional coaching for government leaders. These services are available to managers and to any State employee with manager approval. The Department of Human Resource Management will assist in providing recommendations and assistance in procuring contractors for strategic organizational, work unit, or personal development.

For information contact Gary Schow at (801)538-4022.

See and register for upcoming events at https://hreventure.dhrm.utah.gov/utc/

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
Worklife Elevated is published bi-monthly

On the front cover: The Downtown Farmers Market located at Historic Pioneer Park (300 South & 300 West) was created in 1992 by the Downtown Alliance and has become a summer tradition for residents of Salt Lake City and beyond. The Market provides opportunities for local growers, food and craft artisans to display and sell items to the public.

The Farmers Market has been a growing success for the last 18 years. With the addition of the Art & Craft Market, it has evolved into one of the west's largest community markets.

The focus of the Market is to provide local growers with the opportunity to bring fresh produce, as well as flora, bulbs, cheeses, eggs, and jellies directly to the public.

Saturday Farmers Market: June 11- October 22
Saturday Mornings, 8:00 am - 1:00 pm
Tuesday Farmers Market: Opening Day - August 9th
Tuesday Evenings, 4:00 pm - Dusk, through October

The 2011 Farmers Market provides an opportunity for the community to support local. The Market—with over 200 vendors—offers a unique variety of farmers, growers, bakeries, prepared food and beverages, packaged foods and local artisans. » Find out how to get there and where to park.