

# worklife ELEVATED

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Human Resource Management

**UTAH**  
LIFE ELEVATED

## Meet the New Commissioner



**LuAnn Adams**, *Commissioner of the Utah Department of Agriculture and Food*, was born in Pocatello, Idaho. Her family moved to Wells, Nevada where she fell in love with ranching and declared she wanted to spend her life living and working around livestock; and she did. Commissioner Adams, husband Bob, five children and 12 grandchildren continue to live in Box Elder County where the family operates a cattle ranch and dry farm.



### *What was your career path to state government?*

Prior to my appointment to the Utah Department of Agriculture and Food, I served as a Box Elder County Commissioner where I helped in the efforts to create the state's first county-adopted Sage Grouse protection plan. I also initiated a \$2.5 million improvement project for the Box Elder County Fairgrounds to help increase tourism and local revenue. Before my election to the county commission, I was Box Elder County's Clerk/Recorder/Surveyor.

### *What are some reasons why someone would want to work for this agency?*

We do important and interesting things here. The word is getting out about this small but important agency. We watch over and regulate our food production system in Utah, and call ourselves the "Guardian of the Food Supply." At the farm we make sure pesticides and fertilizers are used correctly, and that livestock brands are used properly. At the processing plants we help companies avoid mistakes that can lead to food recalls. At the grocery store, we make sure the food is kept and handled safely there, too. Our employees can be on the farm in the morning, then be up at the Capitol in the afternoon. We get to work outdoors and indoors which keeps things interesting and fun. Our Weights & Measures inspectors get to ride with park rangers at Lake Powell to inspect the fuel pumps at Dangling Rope Marina, which is only accessible by boat. Our Wildlife Services employees spend weeks at a time camping out in remote locations working to protect livestock and wildlife from coyotes, bears and cougars. I think most everybody realizes that their jobs protect something whether its food at the grocery store or the Ag. environment.

*(continues)*

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## Meet the New Commissioner LuAnn Adams

### *What do you value in your employees?*

The short answer is that I value honesty and loyalty in our employees. I think all of my counterparts in state government feel the same way about their employees. I have to brag though, that our Ag. employees have a secret ingredient which makes them stand out. Many of our people come from rural backgrounds where the farm and ranch work ethic teaches them the value of hard work. They're up with the chickens and not done until the last cow is milked. The 2012 DHRM employee survey asked workers how they felt about state employment. Our UDAF employees scored above the state average in job satisfaction, commitment and trust. They also said they work here in order to make a difference. Many wish to devote their career to the agency, and most importantly they are willing to stay at the agency, even if other employment opportunities are available. That made me smile when I read it; and I am truly humbled.



### *As a new director for this agency, what new things have you learned about working for the State of Utah?*

One of the first things I discovered at UDAF was the tremendous amount of professional work needed to protect Utah's source of local food. We employ environmental scientists who possess a thorough understanding of State Code as they check for food safety violations. We have range scientists who know every species of grass and shrubs that populate the rangelands where our livestock graze. We also have chemists and microbiologists who check the chemical makeup of the products put on our soils and crops. I didn't know how diverse our department is, and how many different regulations we enforce. As a county commissioner, I had one county to oversee; now I oversee the agricultural environment in 29 counties. And one common factor state and county government share is the need to develop relationships. We need positive relationships with employees, agricultural producers, legislators, as well as the many other state and federal offices. We need a mutual understanding of how they operate and what's important to them.

### *What advice would you share with an employee wishing to advance in their career?*

I would say that the secret to moving ahead in government is to remember we are working for the people of our state, and provide the best public service we can. I think liking your job is important; so it is smart to find the right job before committing many years of your life to it. I think being productive, innovative and creative are valuable traits to possess. Work with your supervisor to find new ways of doing the things you may have been doing for years. Things change. Assess how your agency should adapt to the changes that are just over the horizon. One of my favorite sayings is: "The secret of change is to focus all of your energy NOT on fighting the old, but on building the new."



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

I believe as Utah's population continues to grow, and our farmland continues to disappear, Utahns and our leaders will increasingly understand the importance of protecting our source of local food. We studied what Utahns value and it comes down to three basic things:

1. We want to protect our wildlife by having an abundance of agricultural land on which they can roam.
2. We want to protect our rural heritage that has given us so much, and is at the root of our State motto: Industry;
3. We value our self-sufficiency. We do not wish to rely on foreign countries, or other states, to provide us with our food.

I believe the programs our agency puts into place today are key to protecting our supply of local food into the future. Our challenge is to educate our residents and leaders about this important relationship between the food production system and a healthy future for our state. **WE**

## Operational Excellence

A series highlighting department results with the SUCCESS Framework

# Utah's Housing Industry Continues to Improve and Licensing Keeps Pace

By Kristen Cox, Director, GOMB

If you have ever purchased a home in Utah, you have likely worked with one of the many professionals licensed through the **Department of Commerce, Real Estate Division**. The division works to protect the public and promote responsible business practices through education and licensure of real estate professionals to include real estate agents as well as individuals and businesses who provide mortgage and appraisal services.

As Utah's economy and housing industry continues to improve, the Real Estate Division is experiencing an increase in licensing applications. To meet the demand without requesting additional resources, the division has implemented several SUCCESS Framework strategies—strategies that focus on improving internal processes and increase the overall speed for issuing licenses.

This is no small feat as the division was already performing at a very high level—processing 75% of all applications within five days. By implementing a few simple strategies, the division now processes 85% of applications in five days—despite the fact that the average number of monthly applicants has increased from 195 to 258 or 32.8%.

A key improvement strategy has been to reduce the number of licensing applications that are submitted without being complete. Incomplete applications dramatically slow down the process as staff must contact the applicant, request the missing information, and wait for the missing information to be provided before approving or denying the application. Staff created a checklist coversheet for every type of license to remind applicants not to turn in an application without including all the required information. In addition, the division now provides the checklists to real estate schools and testing providers so applicants are well aware of licensing requirements before they apply. Licensing staff also reviewed all the required documentation and have found more efficient ways to authenticate the information submitted.

Division management also reviewed how they were utilizing their most important resource—the staff. Primary and secondary backups have been trained and assigned for all critical process steps. Cross-training ensures the critical process steps are not delayed for any reason. Additionally, standard work instructions have been developed for all functions to support cross-training as well as new employee training.

In addition to these formal improvement strategies, department employees have individually embraced the challenge to improve. One great example is that employees have implemented ways to avoid “batching” work by proactively getting applications from the reception area rather than allowing them to pile up in their in-boxes. This extra focus and effort has yielded great results in a short period of time. The results speak volumes for the work of the Real Estate Division and their dedication and motivation to make improvements to better serve their customers. **WE**



Back row (l-r): Jonathan Stewart, Toni Heldman, Vee Kinnavongsa, Jan Buchi, and Mark Fagergren.

Front row (l-r): Christina Thorne, Jill Kelsch, and Jodie Carter  
Not pictured: Mykah Travis, Jennica Gruver, Carla Westbrook, and Justin Barney



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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## Benefits Information



### FY 2015 Salary and Benefits Update

As the fiscal year draws to a close, you may be wondering what changes in salary and benefits to expect. Under House Bill 7 the Legislature provided funds equivalent to a 1.25% Cost of Living Adjustment. 1% of the adjustment will be administered as a General Increase and .25% of the increase will be administered in agency Discretionary Pay. To view more information regarding the 401(k) Matching Benefit and Health Insurance appropriations, visit the Employee Gateway or click here: [Compensation Bulletin FY 15](#)

### State Challenge to Choose Health AND Clear the Air

The **Governor's Choose Health Challenge** has officially begun! This fun and exciting 10-week challenge launched today and encourages state agencies to help their employees practice healthy lifestyles at work. State agency leaders and wellness councils register for the challenge and take the lead, but you are encouraged as an employee to support your agency in the challenge. The agency with the highest point total on September 1st, wins first place. In addition, the top 3 winners will be recognized at the Governor's Health Summit on September 30th. Check with your administrators or [wellness council representative](#) to see if your agency is competing and how you can get involved.



This is a great opportunity to make your worksite a healthier place to be and improve your own health...and best of all, to have fun with your co-workers. If you have questions about the challenge, please contact Leanne Geigle with PEHP Healthy Utah [leanne.geigle@pehp.org](mailto:leanne.geigle@pehp.org) or 801-366-7545.

But we can take it one step further and join **Clear the Air Challenge** which also kicked off today. Healthy air makes a healthier you; that is why the Governor and state agencies support this statewide effort to eliminate extra vehicle trips. Instead of driving, walk or bike to the UTA bus, trax or frontrunner station to get to work or run your weekend errands. If you have to drive, combine trips as much as possible. Just be sure to register and track your contribution to cleaner air under your agency on <http://cleartheairchallenge.org/>. If you have questions, contact your agency's UTA ECO-Pass coordinator.



In support of both state initiatives, your agency will get bonus points for choosing a physical activity as a way to use alternative transportation. The Choose Health Challenge will give you even more ideas for staying healthy while using other ways to cut down your vehicle trips and Clear the Air.

## Know Plan Act



### For Better Health

Know. Plan. Act. is PEHP's new wellness initiative that helps our members take control of their own health – first by understanding personal biometric values and overall health status.

**Know.** Biometric values include cholesterol, blood glucose, blood pressure, and BMI (Body Mass Index). Now, PEHP members can log in to their [mypehp.org](http://mypehp.org) account to access their personalized Your Health Snapshot which displays the most currently available biometric values. Based on the measures, members will learn what their health risks are and what the recommended guidelines are for each measure.

**Plan.** Once you know your numbers, you can use them to take action to improve your overall health. Go to the American Heart Association's website and complete the [My Life Check](#) assessment which leads you through a process of creating a health improvement plan based on your numbers.

**Act.** Remember that PEHP is here to help along the way. Go to [pehp.org](http://pehp.org) to access information on wellness programs, resources and incentives that may be available to you as you work towards achieving your health goals.

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## 2014 URS Pre-Retirement Seminars

If you are in the late stages of your career or within 10 years of retirement, the Pre-Retirement Seminar is for you. This is an all-day seminar that starts at 9:00 a.m. and ends at 4:00 p.m.

The following topics will be addressed:

- Retirement Income/Pension: How your benefit is calculated, what options are available, and how inflation will impact you.
- 401(k), 457, and IRAs: Learn how to maximize these retirement savings accounts at the end of your career, how to manage them after retirement, and how to take advantage of tax saving opportunities.
- Legal & Estate Planning: The importance of living wills and personal property letters.
- Other Topics: Medicare and the basics of Social Security benefits.

To register, call 801-366-7750 or 800-753-7750. Additional information can be found at [www.urs.org](http://www.urs.org) 

<p><b>Richfield</b> Snow College Richfield Campus 800 West 200 South (Administration Building)</p>	<p><b>Friday, July 11</b></p>
<p><b>Farmington</b> Davis School District Offices 70 East 100 North (Kendell Building-2nd Floor)</p>	<p><b>Friday, July 18</b></p>
<p><b>Salt Lake City-Central</b> Salt Lake County Government Center 2001 South State (Commission Chambers-Room N1100)</p>	<p><b>Friday, August 1</b></p>
<p><b>South Jordan</b> 1600 West Towne Center Drive City Council Chambers</p>	<p><b>Friday, September 12</b></p>
<p><b>Ogden</b> Weber Center 2380 Washington Blvd (Commission Chambers)</p>	<p><b>Friday, September 19</b></p>
<p><b>Price</b> Carbon County Event Center 310 South Fairgrounds Road (Room 130)</p>	<p><b>Thursday, September 25</b></p>



## Are You Ready For A Rainy Day?

Don't think you need a rainy-day fund for unexpected events? Think again. Here are five things for which you may need an emergency fund.

1. **You or a spouse loses a job.** You should have enough money saved to cover your expenses for three to six months.
2. **Unexpected home or vehicle expenses.** Insurance and warranties don't cover everything; and there's almost always a deductible.
3. **Unanticipated travel.** You probably have a loved one who lives more than a realistic car ride away. When that person falls ill or has an emergency, you may need to make last-minute travel arrangements.
4. **An unexpected tax bill.** Unless you're a CPA, you probably don't spend a lot of time thinking about your taxes. Then, when they're due in April, sometimes you can be surprised with a tax bill you hadn't realized.
5. **Medical or dental emergencies.** Even with health and dental insurance, you still have to consider deductibles and co-pays. Depending on your coverage, plan policy, and treatment, this can be considerably more than pocket change. 



### For Retirement and Rainy Days

Instead of putting your rainy-day fund in the bank – and paying taxes on interest from money you'll only need if unexpected expenses arise – consider this:

- A **Roth IRA** can be for both retirement and unexpected expenses. You can withdraw your contributions (not counting any earnings) without taxes or penalties at any time.
- You might consider a **457** to be employment insurance. If you leave your job at any time, for any reason, you can withdraw funds penalty-free.
- Withdrawals from your **401(k)** may be penalty-free if you become physically disabled. Withdrawals from your 457 are penalty-free if you face a medical emergency.

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Messages from our benefit partners

## PEHP Serving the Employees Who Serve Utah



# YOU'RE COVERED

PEHP Pays for **Preventive Benefits** at 100%\*

**Don't put off that test or immunization.** Preventive benefits are covered at no cost to you when you see a contracted provider — even before you meet your deductible. This applies to both The STAR Plan and traditional plan.

- Covered preventive services for adults (ages 18 and older)
- Covered preventive services specifically for women
- Covered preventive services specifically for children (younger than age 18)
- Coverage for specific drugs
- Additional preventive services when enrolled in the STAR Plan

For a detailed list of PEHP Covered Preventive Services, click: [here](#)

## Check out your Employee Discount Programs for Summer Travel Deals and more...

- [www.accessvalues.com/utah](http://www.accessvalues.com/utah)
- [www.workingadvantage.com/utah](http://www.workingadvantage.com/utah)
- <https://stateofutah.benefithub.com>

## VOLUNTARY BENEFIT CORNER



working **ADVANTAGE**

For more information on...  
Benefits from Fairmont, Hyatt and Swissotel, please click here.

Hyatt Hotels & Resorts Certificates  
Americas Best Value Inns - Canada Best Value Inn, Lexington Hotels, Lexington Inns 15% Savings and more  
Beaches Resorts All Inclusive Family Vacation Packages 1 night free + save up to 60%  
Best of Vegas Up to 50% hotel & show  
Best Western World leader in booking accommodations! Search 264,000 + hotels  
Cherchexxcess Hotels under \$50, Flight discounts  
DOR.com (Discount Hotel Reservations) Deep hotel discounts worldwide  
Expedia \$450 off Vacation Packages. Save on hotels  
FamilyCatawax.com 15% off your purchase of \$1,000  
stax.com EXCLUSIVE VSP hotel rates up to 60% off. Not available to general public.  
Secret Wolf Lodge, Williamsburg (VA) 20% off rates  
Crawson Local deals. Getaways + more!  
Hilton Worldwide Summer Sale! Up to 30% off across Europe, Middle East and Africa. Hilton, Doubletree, Embassy Suites, Hampton Inn Special offers



ACCESS  
Disneyland  
LEGOLAND  
SeaWorld  
Six Flags  
Universal  
Walt Disney World



BenefitHub

Hertz  
Up to 50% Off Hotels  
TicketsAtWork  
AVIS  
Orlando Vacation  
Budget Rent A Car

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## Messages from our benefit partners

### A Glass Act

You never saw the rock that hit your windshield, but the evidence is clear: There's a chip or crack in the glass that wasn't there before. Even if it's just a small nick, you should have it repaired immediately to maintain structural integrity. That's because the windshield helps minimize roof collapse during a rollover and also allows the passenger-side air bag to function properly. For MetLife Auto & Home® customers, the repair process is quick and easy.

- Repairs take less than 30 minutes, are friendlier to the environment than replacement and are just as effective.
- MetLife Auto & Home will waive your deductible if you choose repair over replacement.\*

It's easy to report damage and get a non-obligatory referral to a qualified auto glass specialist – just call MetLife Auto & Home 24 hours a day. For more details and free auto quotes, call 1-800-GET-MET8 (1-800-438-6388) today.



# MetLife



\*See your policy for restrictions. Glass repairs with no deductible, if your windshield is cracked or chipped and the size of the damage is not excessive.

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

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its affiliates: Metropolitan Casualty Insurance Company, Metropolitan Direct Property and Casualty Insurance Company, Metropolitan General Insurance Company, Metropolitan Group Property and Casualty Insurance Company and Metropolitan Lloyds Insurance Company of Texas, all with administrative home offices in Warwick, RI. Coverage, rates and discounts are available in most states to those who qualify. 1205-1998. © 2012 MetLife Auto & Home L0512256039[exp0415][All States]. PEANUTS © 2012 Peanuts Worldwide

### Burglars Don't Take Vacations

While you're away on vacation, the last thing you want to worry about is burglars invading your home and stealing your personal belongings. So before you leave, take these precautions; they'll help protect your property and give you peace of mind.



- Lock all windows and use dead-bolts on exterior doors. Install security bars on sliding doors to prevent them from being lifted off their tracks.
- Leave a few shades or curtains open to maintain a "lived-in" appearance.
- Set light timers in a few rooms so that it appears people are at home when it's dark.
- Stop newspaper delivery so that papers don't pile up at your door.
- Store cash, jewelry and other valuables in a bank safe-deposit box.
- Don't leave an outgoing message on your answering machine announcing you are on vacation. Lower the volume on the machine and your telephone ringer.

- Install outside lights, preferably with motion detectors.
- If you can afford one, install and activate a security system. Or at the very least, put security system warning decals on doors and windows to deter intruders.

Finally, ask your neighbors to keep an eye on your property and to notify you if they suspect a problem. Even better, ask a friend or relative either to house sit or to stop by daily to collect your mail, put out your garbage, and check that everything's okay. Don't forget to exchange the favor yourself.

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

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Liberty Mutual is proud to partner with the State of Utah to provide you with relevant auto and home safety tips for the way you live today.



## Leadership Development



### Did you know?

- Did you know that the Utah Certified Public Manager® Program is a nationally accredited curriculum that is co-sponsored by the Utah Department of Human Resource Management and the Utah System of Higher Education?
- Did you know that CPM graduates gain knowledge and develop practical experience in leading people and managing work processes?
- Did you know many CPM course projects result in important department initiatives and improvements?
- Did you know that CPM graduates include city and county employees who value the professional development and excellent instructions available through the CPM program?

### Learn more!

Classes begin in September. To learn more about the program, please visit the CPM web page at <https://dhrm.utah.gov/training/cpmainpage-training>



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