

# worklife ELEVATED

state of Utah employee newsletter July / August 2015



A publication of the Department of  
Human Resource Management

**UTAH**  
LIFE ELEVATED

## Meet the Superintendent

Guy Thompson is the current Superintendent for the Utah State Development Center (USDC). He worked for the developmental center in the 80's, left for a career in the private sector, and recently returned to his old stomping grounds at USDC.

*“Every day are new adventures -  
whether it's penguins or bologna!”*

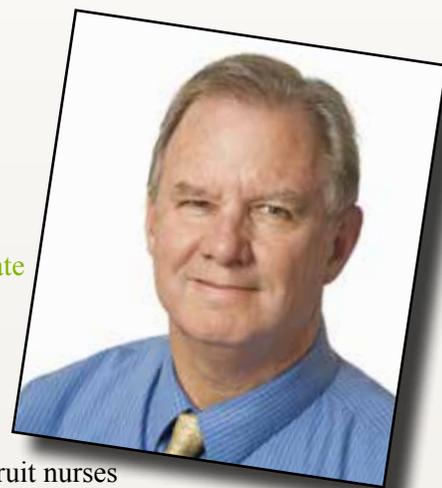
What made you decide to leave state employment for the private sector then return to the state?

I started working at USDC around 1980 and did a number of things. I did direct care, worked in the recreation department, and was a bus driver for a while. In the 80's there was a terrific nursing shortage. They weren't able to recruit nurses to come here, because most nurses wanted to work in hospital settings. The easiest way to recruit nurses was to send them to school, so I had the opportunity to go to school and became an LPN. I then continued to earn my bachelor's degree in nursing, and returned to USDC as a nurse.

At that point, there weren't a lot of opportunities for growth or promotion with the state, so I left state employment. I worked several jobs in Idaho, California, and Utah; one of which included the University of Utah where I was the head nurse of the surgical ICU unit (their trauma unit). After nearly one year, I realized I'd watched enough people die over the 25 years that I was a nurse in various ICU's. After a particularly horrible trauma, I went back to my office, sat down and said, "I don't want to do this anymore."

By this time in my career, I had done a lot of things; but the most fun I had was at USDC with the people who live here. I applied for a RN position working as one of the supervising nurses on the unit, and was offered the job. After a while, I became one of the team leaders, then the director of nursing, and 4 years ago I began my service as the superintendent.

I've been able to watch a lot of growth occur in this place and watched a lot of change. The paradigm has certainly changed from a custodial type facility to one that now deals with people who have had incredibly difficult behavioral issues who can no longer do well in the community.



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## Meet the new Director (continued)

### What do you value in the work that you do?

What's fun about being the superintendent is I can talk to the people who live here on a daily basis. It really is being with my friends, and that's great. For example, one of the gals came into my office a couple of weeks ago and asked, "Why can't I get a decent slice of bologna around here?" I thought, "Who would think that?" So I asked, "Why?" She replied, "They keep giving me sandwiches with that brown bread. I want some nice white bread; just a little mustard and a little mayonnaise; and I like that bread that comes in a bag with the balloons on it." She just wanted a bologna sandwich, so I got her some bologna and we sat down and ate bologna sandwiches together.

Another time a group of us went to the zoo. We'd been to the penguin display and we'd just gone to see the lions where we could watch the tigers beneath the water as they swam. One of the individuals in our group came up to me and asked, "How many penguins would it take to kill a tiger?" "I don't know," I said, "maybe 15, maybe 50, maybe he would be eating them like popcorn; maybe he would choke on one." This individual will ask the same question over and over, so the rule is with him that he can only ask the same question 3 times. So he cleverly asked, "Okay, would it take 50 or 15?"

I think we're kind of the knot at the end of the rope. Oftentimes these individuals have been with several providers; been arrested a number of times, and they're never found competent. Jail is not a good place for these guys either because they often become victimized; and they don't learn anything from it.

### What do you value in the work that you do?

We have about 600 employees, including: a full-time dentist, a nurse who comes in about 3 times a month, a great physical therapy department, speech therapy services, psychiatric services, podiatrists who come in, and our own neuro EEG room where they do brain wave testing. We also have interns who come in from Social Services, and nursing students who complete a weekly rotation. In addition to our regular staff we have volunteer groups consisting of about 30 people who come here every month. We have wonderful neighbors. We like to open our campus as much as possible while protecting our residents' privacy.

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*"If they reach a point where they're at the end of their rope and they need a knot, I think that's what we're here for; to support people, stay wise, and successfully return people back into the community."*

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What I value in the employees here as well as visiting professionals and volunteers, is that they're helping these people in their home - in their living situation, and I'm really here to serve them; I'm not here to boss them around. I really value a caring person, who is here to help, to take care of them, to support them, and to love them. We've got some employees who've been here for 30 to 35 years and have worked with the same individuals for that long. It's just amazing; they do actually become family. Then I have my three rules of success I have on the wall; they're real easy: you show up, you do your job, and you be nice. That entails your entire job performance. Just do these three points of success and you'll do well.

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

I see us as a real resource to the remainder of the state. The philosophy in the Department of Human Services really is to do as much as you possibly can in the home, not pull people out of families, and to keep the family intact. That's really what we would like to see, too. But we also realize that there are some people who are in a place in their lives where we can't do that and they have to come here. We usually move one person a month into our campus and we usually try to discharge one rehabilitated person a month back into the community. People don't just come and live here for the rest of their lives if we can help it.



We're starting to see, a tsunami if you will, of autistic children. We focus a lot in our profession on early intervention. But when you get over that, then what do you do? What do you do with a 6'4" 260 pound boy who's now 25 years old, with raging hormones? How do you deal with that? I see that's what our role is - now and in the future - helping people manage situations that they're unable to manage at home. WE

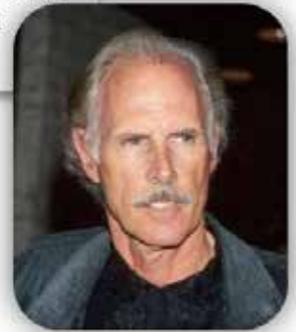
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## Did You Know?

The *USDC* was founded in 1932 under the direction of Governor George Henry Dern, the sixth Governor of Utah.



Who was the grandfather of actor, Bruce Dern ("Nebraska").



Who was the father of actress, Laura Dern ("Jurassic Park"). Who knew what a truly small world we live in?



***This year marks the 25th Anniversary of the Americans with Disabilities Act; signed into effect on July 26, 1990.***



## Golden Key Awards



USOR with The Governor's Committee on Employment of People with Disabilities, State Agencies, Community Partners, and Partner Businesses are sponsoring an upcoming event on September 3, 2015; The Golden Key Awards! The Golden Key Awards are given to businesses and/or agencies, either in the public or private sector, who have hired and retained people with disabilities. We're looking for that one great story about why that business/agency and why that success was important. If you have a great story to share and would like to nominate a business/agency, please contact me for a Golden Key Award Nomination form, at [leahlobato@utah.gov](mailto:leahlobato@utah.gov). Nominations must be submitted before July 31, 2015.

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## Operational Excellence

*A series highlighting department results with the SUCCESS Framework*

By Kristen Cox, Director, GOMB

Using the SUCCESS Framework tools and processes, the Department of Insurance's Captive Insurance Division has enhanced accountability and increased productivity by 46%. On top of that, the division was able to hold off hiring three new FTEs while providing the framework necessary to justify any future personnel requests and technology investments. Above all, the SUCCESS tools have allowed the captive insurance team to collectively focus on critical functions and assist Utah in maintaining its leadership standing in the global captive insurance world by efficiently serving stakeholders with well-trained professionals.



In 2003, the Utah Legislature passed the Captive Insurance Companies Act and created the Captive Insurance Division. The division regulates captive insurance companies—insurance companies established and owned by a non-insurance parent company to insure risks for which the parent company is exposed. Over the past seven years, the number of captive insurers that call Utah home has grown 26%, year over year, making Utah the second largest captive domicile in the U.S. and the fourth largest in the world.

The Captive Insurance Division's SUCCESS development process was complex and included combining three primary functions: financial analysis, examinations, and licensing in addition to other activities such as processing dividend requests and capital exchanges to account for seasonal work-flows. It was also critical to address retention issues by incorporating education, experience, and training of the highly specialized financial professionals that make up the nine-person captive team.

Working closely with GOMB, the team developed multiple weighted inputs for the SUCCESS numerator and identified the tasks associated with each function. Checklists were developed to create a better sequential work-flow and to eliminate distracting information not utilized. Time studies were performed and procedures were reviewed to formulate best practices and create efficiencies. As a result, processes were adjusted to eliminate duplication of documents and procedures.

Some of the adjustments involved structural changes within the division. An audit manager position was created to relieve a bottleneck of approvals when the director was unavailable. GOMB helped to validate the assumption that the team's output would increase by adding an administrative position to do scheduling, compile file information, make travel arrangements, and complete other tasks that did not require specialized financial training.

During the 2015 legislative session, the team worked with legislators to make changes to the required examination schedule. The captive code portion of state statute was changed to align with the traditional insurance company exam schedule, allowing the commissioner discretion to conduct financial exams on a five-year rather than a three-year cycle. This change has significantly decreased the overall time required to conduct an exam while maintaining the authority to conduct more frequent exams as needed. *(Continues)*



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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## Operational Excellence (continued)

Commissioner Kiser approved a modest investment in technology and, by working with DTS; a new tracking system for licenses, financial analysis, and event approval requests has been developed. In addition, a simplified and more cost effective annual filing system was created on the captive.utah.gov website for the completion and submission of the required annual statements and other functions. The captive team is now in the process of developing an online application and file transfer portal for the secure submission of required forms in multiple formats. The utilization of these technological improvements created efficiencies for stakeholders and enhanced Utah's competitive advantage over other states.

Congratulations to the captive insurance team for their dedication, hard work and efforts to improve performance: Commissioner Todd Kiser, Travis Wegkamp, Deputy Commissioner Brett Barratt, Pamela Sanchez, Heber Beddes, Steve Price, Kodie Peme, Director David Snowball, Laura Shepherd, Mark Weideman and Grace Reinhart. **WE**



## ASAP Program Undiscovered Territory?

Rediscover the ASAP Program!  
An “**Alternative Option for Recruitment.**”

Shannon Casias, HR Consultant & State Recruitment Lead, and Tammy Magee, HR Analyst & WLE, recently took a trip to the Utah State Office of Rehabilitation (USOR). There they visited Leah Lobato and Aaron Thomson to see how the **Alternative State Application Program (ASAP)** is being utilized in full force and quite successfully.

“ The ‘**Long Term Buy In**’ for supervisors and hiring officials come from **seeing the value**; it’s not just something new, different, or niche; it’s a standard that’s part of the way we do hiring and recruitment.”

For complete interview,  
[CLICK HERE](#)

“One of the big benefits of participating in the ASAP is your agency could find and **hire the right person** even before the recruitment closes!”



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## FY 2016 Salary Increase Update

By: Benn Buys, DHRM Director of Compensation and Benefits

Please pay special attention to the paycheck that you receive on July 17, 2015. You are likely to see an increase to your pay. The legislature authorized funding for the following salary increases this year:

- 2.25% General Increase. All employees who receive a full benefits package are eligible for this increase. If you are an employee in an IN or TL schedule code, please check with your agency regarding specific details pertaining to your general increase eligibility.
- Funding to address agency “Hot-Spot” jobs and Market Comparability Adjustments (MCA). Eligible employees include those who are in core schedule codes of B, AD, AR, AT, AW. The increase for IN or TL employees will be determined by the agency based upon its discretion and funding availability.



Visit the following [link](#) where you will be directed to a table on the employee gateway to see if you are in a job title that will receive a “Hot-Spot” or MCA. The table will include hyperlinks to take you to the agency that you work for. After you click on your agency, you will be taken to a list of jobs that will receive the “Hot-Spot” and MCA where you will see the percentage increase for all eligible job titles.

All salary increases took effect at the beginning of Pay Period 13 (June 20, 2015). You will see the salary increase on the pay check that you receive on July 17, 2015. Eligible employees will receive either a “Hot-Spot” increase or an MCA increase but will not receive both. The general increase will process first and the “Hot-Spot” or MCA will process last.

Note: The Legislative and Judicial branches as well as certain elected office agencies within the Executive Branch will administer the increase according to the individual policies for that office. If you work for one of these agencies, please check with the Human Resources Office in your agency to see if you are eligible for an increase. **WE**

## UServe Summer of Service



What are your kids doing this summer? What not make it a Summer of Service?

**Summer of Service** is a statewide initiative to celebrate and mobilize youth 5-25 to make a meaningful difference in their local communities by volunteering June 1 to August 31. [READ MORE](#)

## Executive Directors on the Job

*Director Ann Williamson (DHS) and Director Pierpont (DWS) job shadow their employees in conjunction with Public Employee Service Recognition Week and a Senior Management Challenge*

Four years ago, the Division of Child and Family Services within the Utah Department of Human Services (DHS) made a bold and well researched move to centralize the intake program where they receive the reports of suspected child abuse and neglect statewide. The 24/7 call center has 24 trained experts taking more than 60,000 calls a year as well as processing more than 8,000 police reports and advising next steps for a child's safety and well-being.

Ann Silverberg-Williamson, DHS executive director, wanted to experience this critical service firsthand to make informed decisions on behalf of its dedicated employees and the people of Utah. During Public Employee Appreciation Week, Ann job shadowed the intake center supervisor, Marnie Maxwell. Ann also shadowed Kelly Richards, an intake specialist, for an hour, during which she listened to Kelly manage three calls. She watched Kelly and her staff supervisor, Bronson Black, determine actions for next steps with each call.

"I witnessed the partnership between Kelly and her supervisor to jointly make decisions and take thoughtful steps in responding to callers," said Ann. "The lessons I learned directly from frontline staff and their realities ground my leadership of our mission. I appreciated their professionalism, composure, productivity and competence on these difficult calls as a first line of defense for Utah children."

The experience was also beneficial to the staff to know Ann's desire to see their dedication and challenges in-person. "We were grateful Ann took time out of her busy schedule to learn about the intake program and what we do. All of the employees were honored to have her here," said Marnie.

Job shadowing is something Ann would like to do more. "When I spend time with DHS team members who work directly with children, youth and adults each day, my respect for their compassion and problem-solving grows even more," said Ann. "Shadowing strengthens my resolve to assure that our services are as efficient and effective as possible in delivering lasting solutions for those in need."



At the Utah Department of Workforce Services, Senior management has been challenged to do a series of job shadows throughout the department to strengthen their awareness and understanding of the amazing work done by Workforce Service staff. Executive Director Jon Pierpont has led the way with his recent job shadow of Tony Baker to a land and livestock ranch up Weber Canyon. Jon had to get his hands a little dirty during this job shadow when asked to deliver a baby lamb.

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## Clear the Air Challenge

By: Chamonix Larsen, DAS  
Coordinator of Resource Stewardship

State agencies have stepped up to continue the Eco Pass program for state employees working in the UTA service area after the program faced an uncertain future because of funding. With this great news, I would like to encourage state employees to take advantage of their opportunity to save on fuel costs and reduce air-polluting emissions. Agencies are now able get reports of Eco Pass utilization to help create a clearer picture of our transportation use and resources. Many people work in areas with great transit connections. Some agencies are located in places that have challenges when it comes to using transit, commuting by bicycle or walking safely.

I am working with agencies to discover these transit and commuting challenges. A cross cutting group from various agencies participated in a focus group and helped identify specific issues. Watch for information gathering efforts (a survey) to help decisions makers learn more about your commuting experiences. Please plan to provide information to make a better system for all employees and the people we serve. We have a willing partner in UTA to listen to the needs we have, and help find solutions that can have the biggest impact.

We've had a nice run of "green" air days this spring, but yellow days are being reported more frequently this June in Utah. As summer heats up, ozone levels rise. Being healthy in Utah means knowing about the effects air quality has on you and your family. It also means making choices that reduce your exposure to air pollutants.

Challenge yourself to do more about air pollution. Walk, bike, take the train, and if you drive, use the car you know has the lowest smog score. Lastly, make this fun so that you start to turn behaviors into habits. The Clear the Air Challenge is July 1 through the 31. Are you ready to clean up the air?



*CARPPOOL*



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# CLEAR THE AIR

# CHALLENGE

*Drive Down Your Miles*

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*RIDE A BIKE*



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## Messages From Our Benefit Partners



July 1, 2015

Starts a **New (Benefit Plan) Year!**

~ There is a new way of saving your health care dollars~

Visit one of the state's Health/Dental Clinics



### Health Clinic Locations

168 N 1950 W Ste 201  
Salt Lake City, 84116  
801-715-3500  
Hours: M – F 7:00 AM to 6:00 PM

2540 Washington Boulevard Ste 122  
Ogden, 84401  
801-626-3670  
Hours: M – F 7:00 AM to 6:00 PM

150 E Center Street Suite 1100  
Provo, 84606  
801-374-7011  
Hours: M – F 8:00 AM to 5:00 PM



### Dental Clinic Locations

168 N 1950 W Ste 202  
Salt Lake City, 84116  
801-715-3400  
Hours: M – F 7:30 to 6:00 PM

950 25th Street #A  
Ogden, 84401  
801-395-7090  
Hours: M – F 7:30 AM to 6:00 PM

321 N Mall Drive Ste M101  
St. George, 84790  
435-652-3806  
Hours: M – F 8:00 AM to 5:00 PM

**Traditional Plan** - \$10 office co-pay, compared to \$25 at other in-network providers

**STAR Plan and Utah Basic Plus** – 25% discount on what you would normally pay an in-network provider

**PEHP Dental Plans** – 10% discount on what you would normally pay an in-network provider



### 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 fewer 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-MET 8** (1-800-438-6388) today.

\*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.

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## Grilling Safety Tips for the Summer Cookout Season

A message from Liberty Mutual Insurance by Dennis Goebel, Vice President, Liberty Mutual Insurance

Outdoor grilling goes hand-in-hand with summertime fun. Here are a few safety grilling tips:

- Keep the grilling area clear of hazards. Make sure your grill ensure is at least 10 feet away from your home, garage, or any other building on your property. Keep it far from any flammable materials as well, including deck railings, overhanging branches, starter fluid, and spare liquid propane tanks.
- Maintain your gas grill's hoses. Leaks in propane gas hoses are a leading cause of home fires. Check for leaks by using this simple test: open the gas supply valve, apply a 1:1 soap and water solution to the hose connection points, and then watch for bubbles. If you see some, you've got a leak. You should also routinely clean the tube that connects the control valve to the burner; just use a pipe cleaner or wire.
- Never leave a hot grill unattended. If you're grilling out, you're probably hosting friends and family. So remember to focus on safety before entertaining.
- Clean grill after use. While the grill's still warm, use a wire brush to scrub the cooking grid and wipe down the burners. If using a charcoal grill, allow the coals to cool completely, and then dispose of them in a metal trash can with a lid.

As an employee of the State of Utah, you are also eligible to receive exclusive group savings on auto, home, condo and renters insurance. For more information and to get a free, no-obligation quote, call 800-524-9400, visit [www.LibertyMutual.com/utah](http://www.LibertyMutual.com/utah) or contact your local agent.

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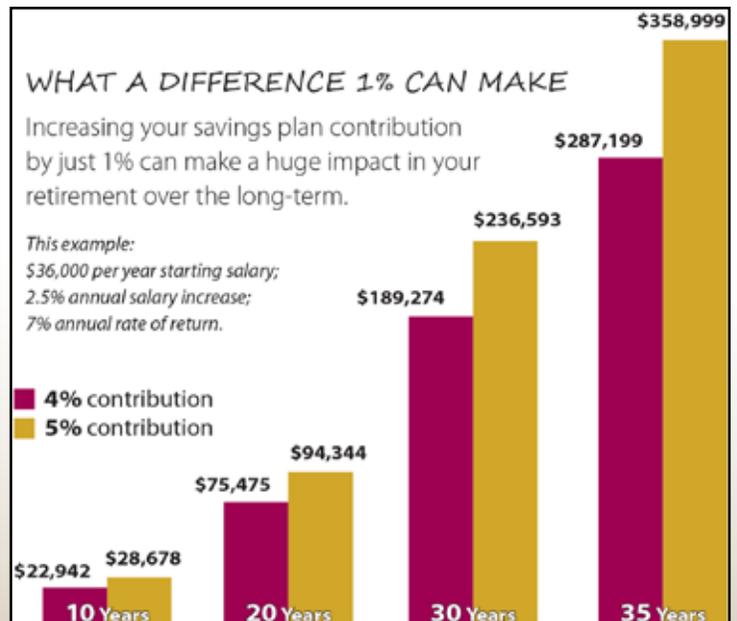
### Am I Getting my Employer Match?

It never makes sense to turn down free money. But if you're not getting your employer 401(k) match, that's exactly what you are doing. Remember now you can contribute to a 401(k), 457, or Roth IRA and the State will match the first \$26 to your 401(k) account. Make sure you aren't missing any "free money."



### What Difference Can 1% Make?

Take a portion of the pay increase you'll be receiving this year and increase your retirement savings. Make changes by logging into your myURS account at [www.urs.org](http://www.urs.org). Set your contributions as a percentage of your salary, say 4% or 5%, instead of a flat dollar amount (\$50 or \$100 a pay period) so they automatically grow as your salary grows. As this graph shows even small increases can make a big difference over time.

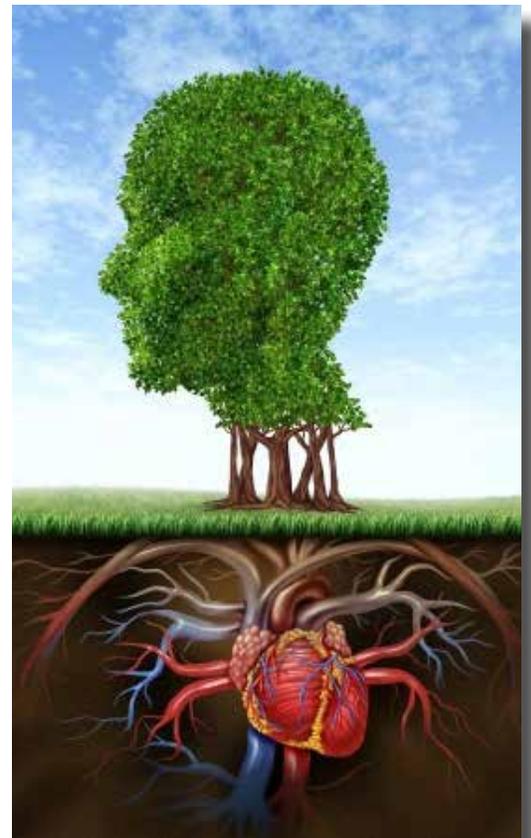


## Health in Mind By: Tiffany Anderson, PEHP Wellness Communication Specialist

Wellness Council success stories were showcased on Thursday, June 11th during the annual PEHP Wellness Council Conference. Wellness Council representatives from the Department of Commerce, the Tax Commission, DWS Spanish Fork, and UDOH 44 Med shared their unique approaches to promoting health at the worksite. The theme of this year's conference was Health in Mind to help Wellness Council members better understand and support the emotional and mental health of employees. Attendees enjoyed a day-long event with guest speakers, networking, and took home tools and resources to further their success. Conference agenda included:

- **Keynote Speaker** – Julie de Azevedo-Hanks, Ph.D., Wasatch Family Therapy, “Preventing Emotional Burnout through Self-care and Mindfulness”
- “Mindfulness Practice” – Richard Andelin, PEHP Health Coach
- **Exercise Breakout Sessions** – BollyX, QiGong (Tai Chi), and Walking Groups

Wellness Councils are comprised of employees from PEHP insured agencies who work to improve the health and well-being of both individuals and their organization as a whole. Lynda Blades, PEHP Wellness Manager, and Leanne Geigle, PEHP Wellness Specialist closed the event by announcing the new Work Well Being Challenge for the upcoming 2015-2016 year and presented awards to the 2014-2015 year winners. Top winners this year were UDOH 44 Med, DWS Spanish Fork, DWS Lehi, and UDOH Highland Plaza. Learn more about PEHP Wellness Councils and how you can get involved at your worksite [here](#).



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