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state of utah employee newsletter November / December 2014



A publication of the Department of
Human Resource Management

UTAH
LIFE ELEVATED

Meet the New Director



Jon S. Pierpont is the current Executive Director for the Department of Workforce Services, overseeing some of our state's largest programs. He began his career as a front line Eligibility Specialist and has been with the department for over twenty years.

What made you decide to work for the State?

My family has a long history of public service. I was raised understanding the importance of public service and the impact this can have on a community. I wanted to make it an important part of my career life.

When did you begin working for the State?

I began my state government service on January 5, 1992. I had recently graduated from the University of Utah and began interviewing for jobs in state government. I was selected as an eligibility specialist at the Office of Family Support, which was a division of the Department of Human Services.



Knowing that you've held a number of positions at DWS, what is it like to now lead the department?

I have been fortunate to experience several different positions at the Department of Workforce Services (DWS) over my 23-year career. Each position has provided me the opportunity to build a foundation of skills and experiences preparing me to lead the department. This has given me a unique insight on how best to manage the second largest state agency and serve the citizens of Utah.

It is a great honor to be asked by the governor to serve as the executive director of the DWS. It comes with great responsibility to ensure we are serving the people of Utah and customers in need of our services. As part of this, employees at DWS play an enormous role in ensuring this is accomplished. It is very important to me to make sure staff have the resources and support needed to accomplish our mission.

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Meet the New Director (continued)

What have you learned about working for the State of Utah?

I learn everyday along with my fellow DWS employees that serving others brings great value in your life and work. We just completed an Employee Satisfaction Survey in which DWS staff reflected this. Over my long career, I have built many strong and meaningful relationships. As you move around in a state career, you find that co-workers become like a second family. Creating and maintaining these relationships has made me a stronger leader because I really try to take time to listen and understand all viewpoints. By doing so, I am able to make more educated decisions for the department as a whole.

What do you value in your employees?

I believe people join the ranks of employment at DWS to make a difference. They have passion for public service and value the work they do. They have the ability to work with many different customers and programs for individuals and families that are always unique. They have commitment to each other and success in their teams. There is a resiliency through many changes and challenges that many departments face. I value their commitment to their communities, taxpayers, and customer service.

My goal as the executive director of DWS is to run the best-managed state agency. This is being accomplished through our four cornerstones, which our employees truly encompass.

- Operational Excellence
- Exceptional Customer Service
- Employee Success
- Community Connection

What do you envision for your agency's future?

First and foremost, the Department of Workforce Services will be the best-managed state agency. By focusing on these four cornerstones, we are better equipped to fortify and enhance Utah's workforce, supporting the economy as a whole. We will continue finding innovative ways to accomplish this mission. **WE**

"DWS participated in the **Clear the Air Challenge**; and I'm happy to announce that DWS took the top spot amongst all state agencies in state government...nothing compares to the hard working and dedicated staff that participated in this year's Clear the Air Challenge."



Click [here](#) to view; just when you think the video clip ends, stay tuned.

<https://www.greenbikeslc.org/>



STATE OF UTAH

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

GARY R. HERBERT
GOVERNOR

SPENCER J. COX
LIEUTENANT GOVERNOR

Greetings Friends,

William Shakespeare wrote, "O Lord that lends me life, lend me a heart replete with thankfulness."

This holiday season, which begins with our celebration of Thanksgiving, provides us with many reasons to be grateful. It has certainly afforded Jeanette and me the opportunity to reflect upon our blessings.

We are grateful for our six children and 15 grandchildren; for friends and neighbors we hold dear. We are blessed with the opportunity to serve the people of Utah and to live in the greatest nation on the earth.

We are thankful for the men and women of the Utah National Guard and the U.S. Armed Forces, many of whom are away from hearth and home during the holidays, serving in distant lands to safeguard our freedoms. We are mindful of their sacrifice and the dear friends and family they have left behind.

We are also grateful to you, Utah's dedicated state employees. We are proud of your leadership, hard work, and outstanding public service. Utah truly offers "Life Elevated," and you are a major reason why.

As we celebrate the holidays throughout the coming weeks, it is my hope we will take time not only to express gratitude for our abundant blessings but also to reach out to those who are less fortunate, attending to their needs and lightening their loads. May we remember that gratitude is best shown with deeds rather than words, and may we act accordingly.

Jeanette and I wish you and your families a safe and happy holiday season.

Handwritten signature of Gary R. Herbert in black ink.

Gary R. Herbert
Governor

Handwritten signature of Jeanette Herbert in black ink.

Jeanette Herbert
First Lady

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Operational Excellence

A series highlighting department results with the SUCCESS Framework

By Kristen Cox, Director, GOMB

Using the tools and strategies of the SUCCESS Framework, Rod McDaniels of the **Utah Department of Transportation (UDOT)** and his team of access permitting experts have generated a 19.5 percent system improvement from SFY 13 to SFY 14. The UDOT Access Management Program is charged to protect access to Utah's state highway system through a responsible and controlled permitting process. An effective access management program reduces property damage, personal injury, and vehicle or pedestrian-related fatality rates while also improving traffic flow and circulation for Utah businesses and residents.



UDOT Access Management Program team (l-r) Leslie Peterson, Lyle McMillan, Rux Rowland, Rod McDaniels, Katy Warren, Lisa Wilson and Tony Lau.

“What good looks like” for the access permitting team is a more complete review of applications—allowing them to approve permits faster and increase the percentage of applications approved within 45 days. To ensure a more complete application or “full kit,” Rod and his team have:

- redesigned UDOT website content so applicants have a clear explanation of the process;
- developed a uniform statewide permit application packet;
- improved the pre-application meeting by developing a clear checklist of what constitutes a complete application;
- designed an easy-to-use variance request form that uploads to the online permitting system;
- designed an easy-to-use appeal form;
- added website links to documents that explain the how's and why's of access management; and
- implemented a statewide performance dashboard.

Kudos to Carlos Braceras, Executive Director, for supporting the SUCCESS Framework initiative and to the UDOT access management team of Rhett Arnell, Robert Dowell, Darin Frstrup, Tony Lau, Rod McDaniels, Lyle McMillan, Leslie Peterson, Rux Rowland, Katy Warren, and Lisa Wilson. Their work is another prime example of how an already effective process or system can be made even better. **WE**



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.

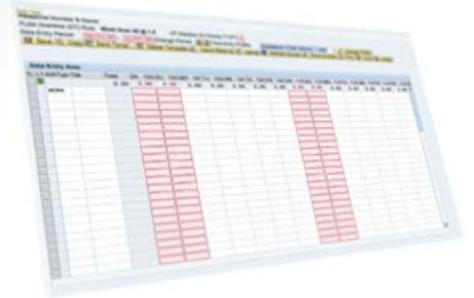
For more information about Operational Excellence and the SUCCESS Framework, please visit the Governor's Office of Management and Budget at: <http://gomb.utah.gov/operational-excellence/>

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Claim for Uncompensated Overtime

Have you worked overtime hours that you were required or permitted to work, but the hours have not been recorded on a previously submitted timesheet or in your electronic payroll records (ESS)? If you are an FLSA non-exempt employee, you may submit a claim for uncompensated overtime by completing the following steps:

2. Complete and submit the form to your supervisor for department review.



1. Obtain a copy of the [Utah Department of Human Resource Management Uncompensated Overtime Claim Form](#). It is available on the Employee Gateway.

Please visit with your HR Field Office staff if you have questions about uncompensated overtime. [WE](#)

The Affordable Care Act is Happening Now!

By: Debra Valentine, HR Consultant

As most of you know, the Employer Mandate portion of the Affordable Care Act (ACA) goes into effect for the State of Utah on July 1, 2015. BUT... The State of Utah has been actively engaged in preparations since May 1, 2014.

The Department of Human Resource Management is working to assist agencies navigate the complexities of the ACA regulations by providing a variety of information and ACA tools on the [Employee Gateway](#), so please check it out! There you will find:

- A short video explaining the basics of the ACA; this video stars DHRM's very talented Jenny Wakefield and Lowe Rudd

- An interactive dashboard that will graphically show measurement and stability periods based on hire dates
- Definitions specific to the ACA
- FAQ's that will help to explain how the act affects both employees and employers
- A printable brochure specifically designed to help supervisors navigate his/her ACA responsibilities

Coming soon...HR Manager's and Director's will receive reports designed to help agencies balance their workforce needs with their budgeting limitations. If you have Affordable Care Act questions, please check out the Employee Gateway or contact your agency HR office. [WE](#)

2014 Governor's Choose Health Challenge Wraps Up

We appreciate the many state agencies who participated in the 2014 Governor's Choose Health Challenge. Congratulations to the winners:

- 1st place - Department of Commerce**
- 2nd place - Tax Commission**
- 3rd place - Department of Administrative Services**

Thank you to the following agencies also participated. They all exceeded the expectations of this challenge. (listed in order of total points achieved)

- Department of Health
- Department of Human Services
- Department of Corrections
- Department of Workforce Services
- Department of Insurance
- Department of Heritage and Arts
- Department of Transportation
- Department of Agriculture and Food
- Department of Human Resource Management
- Department of Technology Services



The commitment and outstanding team work demonstrated by these agencies in promoting the health of their employees during the challenge was exceptional! We thank them for their efforts in building a supportive work environment where the "Healthy Choice is the Easy Choice." [WE](#)

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Medicare Supplement

Open enrollment for 2015 is October 15 - December 7



PEHP Medicare Supplement is available to anyone who has ever been eligible for URS or PEHP benefits or is married to someone who was eligible. Open enrollment is October 15 to December 7. PEHP is conducting presentations about Medicare and PEHP Medicare Supplement from October 28 to November 13 across the state. Register at www.pehp.org/medsup. Please attend to learn about this exclusive PEHP benefit. 

County	Date	Meeting Times (2 hours)	Location
Davis County (2 meetings scheduled)	November 4, 2014	10 a.m. 3:30 p.m.	Davis County Administration Offices 61 South Main Street, Room 131 A, Farmington (North Entrance - Park on the north side of the bldg.)
Sevier County (1 meeting scheduled)	November 5, 2014	10:30 a.m.	Snow College, Administration Building 800 West 200 South, Richfield
Sanpete County (1 meeting scheduled)	November 5, 2014	2 p.m.	Snow College, Noyes Bldg, Founders Hall, 4 th floor 150 East College Ave., Ephraim
Washington County (2 meetings scheduled)	November 6, 2014	10 a.m. 3 p.m.	Dixie State College, Taylor Health Science Center, Taylor Auditorium, 1526 Medical Center Drive, St. George
Weber County (2 meetings scheduled)	November 6, 2014	10 a.m. 2 p.m.	Dept of Human Resources, Ogden Office, Conf Room 50 East 25 th Street, Ogden
Utah County (2 meetings scheduled)	November 10, 2014	10:30 p.m. 1:30 p.m.	State Hospital, Admin Building, Class Room 21 1300 East Center Street, Provo
Carbon County (2 meetings scheduled)	November 13, 2014	11:00 a.m. 2:00 p.m.	USU-CEU, Jennifer Levitt Bldg. Alumni Room 451 E 400 N, Price



2014 Leave Year End Processing

By Crisanta Gwilliam, State Payroll Trainer

On January 13, 2015 State Payroll will process the payroll for pay period 26/2014 (which ends January 2, 2015). Upon completion of payroll processing, annual leave balances that exceed the 320 hour limit (as of January 2, 2015) will be removed.

Cut-off to post Annual 'Use or Lose'

January 2, 2015 (the end of pay period 26) is the last day for employees to use (or donate) annual leave over 320 hours. The annual accrual for pay period 26 must also be used (or donated) by January 2, 2015.

The following departments have elected to automatically donate annual leave that is lost to the department's general sick leave bank: Capitol Preservation, Governor's Office, USTAR, Attorney General, Administrative Services, Technology Services, Tax Commission, Navajo Trust, National Guard, Health, Education, Corrections, Board of Pardons, Veterans' & Military Affairs, Environmental Quality, Trust Lands, Agriculture, Public Lands, Workforce Services, Alcoholic Beverage Control, Labor Commission, Financial Institutions, Insurance, Public Service Commission, Heritage & Arts, and Transportation.

Employees in the departments listed above do not need to do anything to donate the annual leave that will be lost, as it will automatically be placed in their department's **general sick leave bank** during LYE processing.

Employees wanting to donate their annual leave that will be lost to an **open leave bank for a specific employee** must complete and submit the paperwork to donate the leave by January 2, 2015.

Use or Lose Annual Leave Over 320 Hours' Report

This report is available to employees in the [Employee Self Service](#) (ESS) internet portal and is used to estimate the amount of annual leave that will be lost if it is not used by January 2, 2015 (the end of pay period 26). To access the report: Click on the **Payroll** (or **Payroll_Manager**) tab and select **Use or Lose Annual Leave Over 320 Hours** (located under Enter Time Quick Links). Supervisors may also view this report for their 'Direct' subordinates in ESS as follows: Click on the **Payroll_Manager** tab and select **Subordinates - Use or Lose Annual Leave Over 320 Hours** (located under Employee's Time Quick Links).

FLSA-Exempt Employees with Anniversary 'Comp Delete' Period 26/2014

FLSA-Exempt employees with a comp delete period of 26/2014 have until January 2, 2015 (the end of pay period 26) to 'Use or Lose' their comp hours. To allow posting of comp time up through January 2, 2015, the unused comp is removed in pay period 01/2015. Comp time hours that are earned in pay period 01/2015 are also removed and shall be restored by agency payroll staff using an effective date in pay period 02/2015.

Certify Leave Balances Report (2014 Leave Year End Summary)

This report is generated upon completion of LYE processing and reflects employees official leave balances for the 2014 leave year. The report will be available to employees in the [Employee Self Service](#) (ESS) internet portal on January 16, 2015. Employees have until the end of February/2015 to review and electronically certify their balances are correct. Any discrepancies must be brought to the attention of their department payroll representative by the end of February/2015, or the balances will be deemed correct. Employees that do not have access to ESS may contact their department payroll representative to request a printed copy of the report. To access the report: Click on the **Payroll** (or **Payroll_Manager**) tab and select **Certify Leave Balances** (located under Enter Time Quick Links). 

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Utah Prepares for Ebola By Tom Hudachko, Public Information Officer, Utah Department of Health

Well before the first confirmed case of Ebola in the United States was diagnosed in Dallas, Texas, Utah's public health departments and hospitals were preparing for the possibility that the disease could turn up in our state.

To date, three Ebola cases have been diagnosed in the United States. The first case was a person who traveled from Western Africa to Dallas, Texas. He was exposed to the virus in Africa, but didn't become sick for several days after arriving in Dallas. The other two cases are healthcare workers who provided care for the original patient.

While the chances of a large-scale outbreak of Ebola occurring in the United States are nearly zero, the patients in Dallas are a reminder that isolated cases are a very real possibility and that preparedness is key to preventing disease and infection control.

Governor Gary Herbert has directed the Utah Department of Health (UDOH) to lead the state's preparedness efforts and to work closely with local health departments, hospitals, clinics, and Emergency Medical Services agencies to ensure that appropriate infection control procedures, transport procedures and public health actions are in place.

The focus of UDOH efforts is providing support to public health and healthcare entities in the state to 1) identify, 2) evaluate and 3) isolate Ebola patients. UDOH is also working with federal agencies and airport authorities and community partners.

Here are some other frequently asked questions about Ebola:

How is Ebola Spread?

The Ebola virus is transmitted from person to person through direct contact with the bodily fluids (blood, vomit, urine, diarrhea) of a sick person. Ebola is not spread through the air.

In order to be contagious, an infected person must be showing symptoms such as fever, headache, muscle pain, vomiting, and diarrhea.

Who is at Risk?

Members of the general public are not very likely to become infected with the Ebola virus. People who have had close contact with the bodily fluids of an Ebola patient are at the greatest risk. Typically, these people are caregivers such as family members or health care workers.

People who have traveled to West African countries where Ebola virus disease is actively transmitted are also considered at-risk.

How Can Ebola be Stopped?

The most important step is to identify cases early and to isolate the patient in a hospital. Once the patient is isolated, healthcare workers can contain the spread of disease by wearing protective equipment like gowns, gloves, respirators, and eye shields, and by properly cleaning or disposing of contaminated medical equipment.

Public health will work to stop the spread of disease in the community by identifying and monitoring anybody who had close contact with the infected patient, and isolating them if they develop symptoms.

For more information about Ebola virus disease, visit <http://health.utah.gov/epi/diseases/ebola/> or call the Bureau of Epidemiology at 801-538-6191. 

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FLU SHOTS

Flu shots obtained at a contracted pharmacy

Pharmacies can bill flu shots through your prescription drug card. If the pharmacy can't bill Express Scripts directly, they can submit the claim to PEHP for reimbursement.

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

Avoid having to pay by using the contracted pharmacy located in the store. Otherwise, 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 Allowed Amount (AA).

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



Utah CPM Program Receives Continued Accreditation

The **Utah Certified Public Manager**® (CPM) program received continuing accreditation from the National Certified Public Manager® Consortium in San Diego on September 30.

The national governing body conducts an extensive review of each CPM program across the country every five years. The review team includes a site visitor and chairperson who is a board director, along with an instructor and a member of the Academy of Certified Public Managers®. Veronica Pedersen of Laramie County Community College served as Chair of Utah’s review committee. Accredited programs demonstrate their ability to maintain and improve the effectiveness and professionalism of government managers. The Utah CPM program has maintained the high standards of accreditation since 1989. The Utah CPM Program has been recognized by the Pew Center on Government in their Best Practice Fieldbook. [WE](#)



Veronica Pedersen (Accreditation Chair), Sherry Saracino (Utah), Rick Hughes (Utah), Mary Hamilton (Nebraska)

Stress Less with Public Transit

Whether you are a Black Friday deal seeker or classic procrastinator, you can’t escape the holiday season without doing some shopping. In just a few short weeks you will begin loitering in parking lots to stalk people on their way to their cars for a space nearly a half mile away from the store front. You will start swimming upstream against the throng of mall shoppers only to find the store is out of stock of what you need. You will finally wave the white flag in surrender to the chaos and scour the parking lot with the electronic car lock waiting for your car to light up. Then, hours later, you will eventually return home feeling utterly defeated after enduring traffic, honking horns, and sliding cars.



If this has been your holiday shopping tradition, it may be time to re-think its practicality. This year try taking public transportation for a pleasant change. Take TRAX, Frontrunner, or the bus for a stress free ride to your shopping destination. While riding UTA public transit can’t take away the shopping madness inside the stores, it can eliminate parking frustration, icy half mile walks to the storefront, and misplaced cars.

What’s more? For state employees this mode of conveyance is FREE! No paying for parking, no parking tickets, and no stopping at the gas station. Use your UTA ECO-Pass and stress less throughout the shopping season – your sanity will be grateful you did! [WE](#)



Taking Center Court with Chris Dudley

In participation of Diabetes Awareness Month, PEHP Healthy Utah and Novo Nordisk would like to present “Taking Center Court with Chris Dudley.” The former NBA star for the Portland Trail Blazers is coming to the State Office Building Auditorium on Capitol Hill in hopes to inspire people with Diabetes to pursue their dreams. This event is open to all PEHP Healthy Utah members and their spouses on Thursday, November 6 12:30-1:30. Space is limited, so, with your supervisor’s approval, secure your spot by **registering** today.

Leadership Development



Utah Leadership Institute

 Department of
Human Resource Management

CLIP Supervisory Feedback Assessment

Feedback is critical for leadership development and professional growth. This is why the Department of Human Resource Management's Utah Leadership Institute (ULI) has developed a tool to gather feedback for supervisors from direct-reporting personnel. We call this tool the **CLIP Assessment** because it assesses performance in four areas: Communication; Leadership; Interpersonal relations; and Performance management.

How the CLIP Assessment is Administered

The CLIP assessment process consists of two stages:

First, feedback is gathered from the supervisor's direct reports using the CLIP assessment tool.

Second, a one-on-one coaching session is arranged during which the results of the assessment are shared with the supervisor and the supervisor is encouraged to develop goals for improvement.

Dan Chase, DHRM's Leadership Development Consultant, manages this process and coaches the supervisor. Dan will generally arrange a future time to follow-up with the supervisor to see how they are doing relative to their goals.

Taking Advantage of the CLIP Assessment

The CLIP assessment program is offered without charge. It can be arranged for a group of supervisors within a work unit, or for individual supervisors who are seeking feedback to improve their performance. Individual results for the CLIP assessment are only shared with the subject of the assessment. When the CLIP is administered for a group, agency leadership can request a briefing on the overall results for supervisors within the work unit. If you would like to explore the possibility of using this tool, please contact your assigned agency HR manager, or you can contact Dan Chase at 801-545-5504 or dchase@utah.gov. <https://dhrm.utah.gov/training/clip-supervisory-feedback-assessment> 



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