2010 NASPE Communications Award Nomination

Submission Title:

Worklife Elevated

HR 2 HR

Submission Category:

Electronic newsletter

State:

Utah

Contact Person:

Jean Mills-Barber Deputy Director

Department of Human Resource Management Rm 2120, PO Box 141531, State Office Building

SLC UT 84114-1531 (801) 538-3076 - Office (801) 538-3081 - Fax jeanmills@utah.gov

I. Description of Submission

- Worklife Elevated. Worklife Elevated is an online newsletter published every other month by the Department of Human Resource Management (DHRM). The target audience for this publication is the general state employee population. The newsletter is provided to employees in an electronic format through the Employee Gateway (intranet). Each edition of Worklife Elevated provides a variety of articles ranging from benefits information to spotlights on individual agencies. Articles for this newsletter are provided by DHRM staff, staff from other agencies, and outside sources such as the IRS. This publication is issued the first week of the month in January, March, May, July, September, and November.
- HR 2 HR. HR 2 HR is also an electronic newsletter provided through the Employee Gateway. Like Worklife Elevated, HR 2 HR is published by DHRM every other month opposite Worklife Elevated. The target audience for this publication is the State's human resource staff. Articles for this publication are contributed by the DHRM staff, the Public Employees Health Plan staff, and the Utah Retirement Systems staff. Articles in this publication are geared towards specific issues or details important for HR staff to be aware of, and to highlight internal workforce issues, such as retirements and other happenings.
- NOTE: Our system requires an employee ID number and password to access
 the online newsletters. Due to this requirement, we have submitted screen shots
 of the online access pages and hard copies of the most current edition of both
 newsletters. This publication issued the first week of the month in February, April,
 June, August, October, and December.

II. How long has submission been in existence?

- Worklife Elevated has been in existence since the July/August 2006 issue was published on July 5, 2006.
- HR 2 HR has been in existence since the August/September 2006 issue published on August 1, 2006.

III. Why was the submission created?

- Worklife Elevated was created for two reasons. First, it was created in order to
 provide a convenient, consistent means to communicate information of interest
 and importance to state employees. Second, this publication was designed to
 help promote DHRM as the key source of information on human resource issues.
- HR 2 HR was also created for multiple reasons. At the time this publication was developed, all human resource services and staff had recently been consolidated under the Department of Human Resource Management. HR 2 HR was developed in an effort to foster cohesion among the newly consolidated HR staff and to help develop a departmental identity. Additionally, this publication was designed as one of several communication tools DHRM could use to deliver information to the HR staff. The newsletter format provides an opportunity to go into depth on issues, questions, or events that other formats do not provide.

IV. How does this submission support the goals and objectives of your agenda/department?

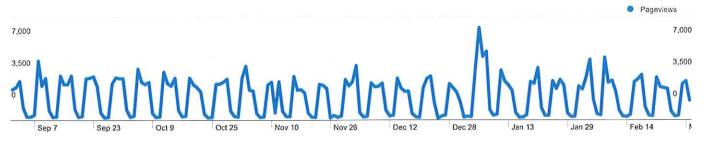
• Worklife Elevated directly supports two of DHRM's strategic goals: 1) increased customer service and 2) decreased liability. Through Worklife Elevated, we communicate directly with our customers. Using this tool, we provide key information regarding HR issues that are both current and accurate. In doing so, we meet our customers' need to be informed. By keeping our customers informed on HR issues, DHRM helps reduce the State's HR liability. While HR 2 HR is used to communicate directly to the HR staff, it also supports these strategic goals. DHRM uses HR 2 HR to keep our staff up to date and informed on key HR topics and issues of importance. We are able to share knowledge, provide tips, and alert staff of changes that will impact their customers at the agency level. By keeping our staff informed and knowledgeable, they are able to provide better services to their customers and reduce the State's HR related liability.

V. Have you been able to measure the effectiveness of this submission? If so, how?

Within the last month we have added the technical capability to track direct hits
on the newsletters so specific data is minimal at this time. We do have data on
hits to the Employee Gateway itself. A pattern has emerged indicating that when
a state-wide email has been sent announcing the new release the newsletters, a
spike occurs in hits to the Employee Gateway. Our Google Analytics report for
September 1, 2009 through March 3, 2010 has been included in our packet to
provide more detail on this.

In an effort to gauge interest through other means, the newsletter committee uses targeted marketing activities such as contests in which readers can participate. For example, employees were given the opportunity to suggest names for the both newsletters. The winners received a Utah products gift basket. Additionally, we have created coupons that can be entered into drawings for prizes and special notes of interest that only newsletter readers would know. While the information produced by these marketing efforts is not scientific it does provide an indication that employees are reading the newsletters.

Comparing to: Site



35 pages were viewed a total of 319,662 times

Filtered for pages excluding "_ns:Y" and pages excluding "siteurl"

Con	tent	Perfo	rmar	nce

Pageviews 319,662 % of Site Total: 96.82% Unique Pageviews 280,760 % of Site Total: Avg. Time on Page 00:02:31 Site Avg:

Bounce Rate 63.80%

Site Avg: 63.78% (0.04%)

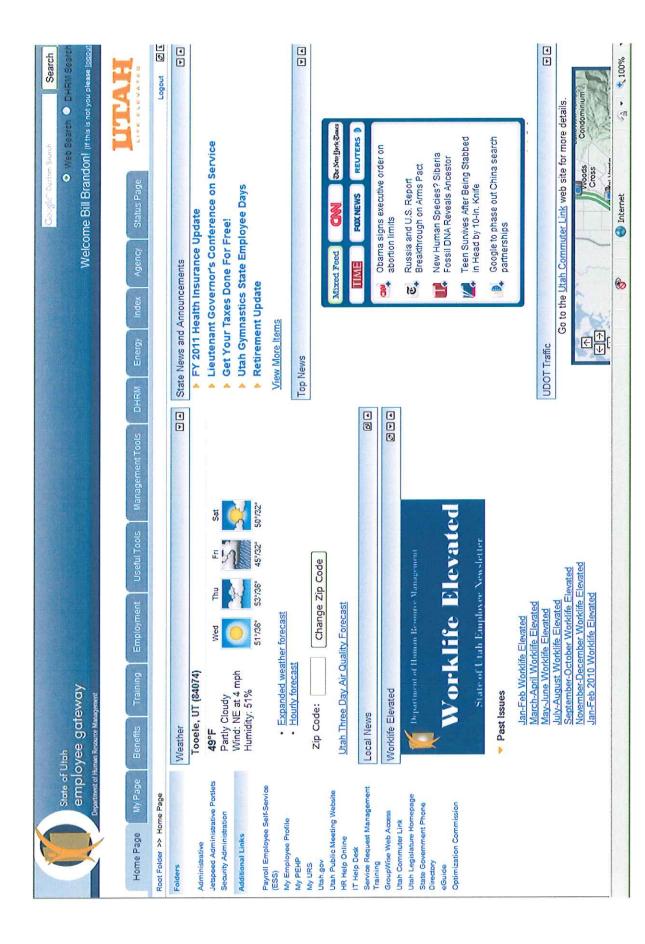
% Exit 53.83%

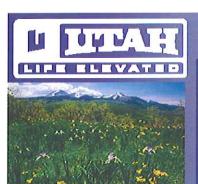
Site Avg: 53.07% (1.44%)

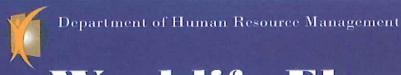
\$ Index \$0.00 Site Avg: \$0.00 (0.00%)

96.82%	% of Site Total: 97.05%	Site Avg: 00:02:28	3 (2.35%)	63.78% (0.04%)	53.07% (1.44	\$0.00	0 (0.00%)
Page		Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
/jetspeed/portal/		174,300	157,908	00:02:46	64.89%	63.29%	\$0.00
/jetspeed/portal/Bene	fits.psml	23,713	20,666	00:02:48	61.93%	48.49%	\$0.00
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/jetspeed/portal/Emplo	oyment.psml	17,669	15,857	00:03:11	54.75%	47.78%	\$0.00
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/jetspeed/search.jsp		7,650	2,455	00:01:06	26.70%	20.51%	\$0.00
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/jetspeed/portal/Energ	gy.psml	4,396	4,031	00:02:01	56.09%	36.21%	\$0.00
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/jetspeed/portal		4,106	3,777	00:03:04	58.99%	57.94%	\$0.00
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/jetspeed/portal/www.	uesp.org	29	16	00:00:38	0.00%	34.48%	\$0.00
/jetspeed/portal/www. om/lm/utah	libertymutual.c	27	13	00:01:57	0.00%	37.04%	\$0.00
1		15	9	00:00:00	33.33%	60.00%	\$0.00
/jetspeed/portal/Status	s.psml	12	12	00:00:04	0.00%	8.33%	\$0.00
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/jetspeed/portal/www.libertymutual.c om/utah	3	3	00:01:11	0.00%	66.67%	\$0.00
/home	2	2	00:00:00	100.00%	100.00%	\$0.00
/jetspeed/portal/Agency,udc	2	1	00:00:15	0.00%	50.00%	\$0.00
/search?access=p&output=xml_no_d td&site=default_collection&ie=UTF- 8&client=default_frontend&proxystyl esheet=default_frontend&oe=UTF-8	2	1	00:00:14	0.00%	50.00%	\$0.00
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/jetspeed/portal/employment.psml	1	1	00:00:00	100.00%	100.00%	\$0.00
/jetspeed/portal/index.html	1	1	00:00:05	0.00%	0.00%	\$0.00
/search?access=p&output=xml_no_d td&ie=UTF- 8&client=default_frontend&site=empl oyeegateway&proxystylesheet=defa ult_frontend&oe=UTF-8	1	1	00:00:00	100.00%	100.00%	\$0.00







Worklife Elevated

State of Utah Employee Newsletter

Where is this picture? See page 9

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Utah Leadership Institute

New Discount Programs

On the Front Cover

Executive Director's Message Department of Technology Services, J. Stephen Fletcher, CIO

The Department of Technology Services (DTS) was officially established by Governor Jon M. Huntsman, Jr. and the State Legislature with the passage of the Utah Technology Governance Act (H.B.109) in 2005, calling for a major restructuring of the State's Information Technology services. Since that time, DTS has embarked on an unprecedented transition to consolidate all IT resources and services for the State of Utah into one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the State of Utah.



In a collaborative effort, DTS has established a close working relationship with it's stakeholders to ensure that the state's IT organization is responsive, accountable, and well-aligned to the business needs of the State of Utah. DTS has also established a performance-based strategy to provide ongoing alignment to the requirements defined by our customers. This strategy has presented the agency with opportunities to supportively partner with other agencies to deliver innovative and cost-effective solutions to the citizens of Utah. In recognition of these efforts, the State received several IT awards and achieved several accomplishments, including:

- Utah.Gov received first place in the 2009 Best of the Web competition, which
 recognizes the most innovative and user-friendly state and local government portals.
 The new design of Utah.gov is focused on providing increased access to government
 services and usability for the citizens of Utah.
- An increase of online services from 200 in 2004 to currently over 890 provides Utah citizens easy access to government services.
- Service Level Agreements ensure that DTS and the agencies have a common understanding of the levels of service required in the key areas of IT service. DTS has been able to measure the levels of service required by the agencies, and make adjustments accordingly.
- Achieved cost savings of \$17.7 million through reductions in FTEs through managed attrition, rate reductions, and the renegotiation of communication vendor contracts. We expect future savings in FY2010 of an additional \$4 million through the Data Center Consolidation Project.

DTS is committed to continuing a history of leadership and success in information technology and to developing world-class IT services for our customers at the best cost and value. The agency will continue to focus on optimizing IT services to the State by eliminating redundancies, enhancing accountability of IT resources, and implementing effective performance management strategies. It is an exciting time to be involved with Information Technology, and I appreciate the continued support and cooperation of the agencies.

DTS Data Center Consolidation Initiative

By Stephanie Weiss, Public Information Officer, Department of **Technology Services**

DTS is in the process of consolidating the current 27 data centers and a majority of the state's 1700 servers into the DTS Salt Lake City and Richfield data centers. Approximately 80% of servers will be combined into virtualized resources at an estimated 4 to 1 ratio. Utah will save \$4 million annually in server, support, and energy costs through effective implementation of the Data Center Consolidation. The consolidation will allow resources to be broken into smaller, more flexibly used components and pooled for more effective utilization.

DTS has successfully completed approximately 40% of the Data Center Consolidation Initiative. The project is currently operating within budget and

on time, with an expected completion date of June 30, 2010. Several data centers at the agencies have been completely moved and virtualized, including:

- Commerce
- Labor
- · Agriculture and Food
- eREP Development American Fork
- · Community and Culture
- Human Resource Management
- · DHS Admin
- · DWS Clearfield West

All other agencies are currently at other phases of migration. Work has been completed on 529 servers. Additionally, there are 262 servers that have been virtualized and are currently in the process of being migrated to the Salt Lake Data Center. Several successful moves have resulted in

increased efficiencies, including:

- · At DAS-Finance, the move to virtualization has resulted in a cost avoidance of approximately \$300,000 in hardware and a decrease in Payroll run time from over a full day to just 3.5 hours.
- At Commerce, the move to virtualization has reduced the number of servers from 9 to just 1 blade.
- With the implementation of the virtual environment, the Division of Finance is able to test improvements to the ESS portal without incurring a \$160,000 cost to rent equipment.

The DWS Data Warehouse has been able to save \$83,000 by migrating to an open systems platform, which has also reduced the time to process a batch from 14 hours to under 5 hours.

DTS Employee Spotlight: Kevin Van Ausdal

By Stephanie Weiss, Public Information Officer, Department of Technology Services

Kevin Van Ausdal is the DTS IT Director for the Utah State Tax Commission, and has been employed with the State for almost 25 years. Kevin started his State career with GOPB in 1985 where he was responsible for IT Planning and State IT Contracts. When the State was just beginning to use personal computers Kevin supported their use and led the effort that brought PCs and Novell networks into the state.

Kevin then went on to spend three years as Deputy Director for the Department of Commerce where he was responsible for IT, budget, human resources and other administrative functions. He served as Acting Executive Director for several months while the Executive Director made a campaign run for Mayor of Salt Lake City.



Kevin Ausdal, DTS IT Director for the Utah State Tax Commission

Kevin is a member of Utah Association of CPAs, Association for Information and Image Management (AIIM), and the Weber State Information Systems and Technologies Department Advisory Board. He received Bachelors and Masters degrees in Accounting from Brigham Young University, and has been a licensed CPA since 1983. Prior to Kevin's service to the State, he worked in Public Accounting as a consultant and auditor with Arthur Andersen and Price Waterhouse. Kevin has been providing IT services to the Tax

Commission for 18 years. He spent several years overseeing a major project that brought Tax

Commission the current Motor Vehicle system. Kevin also helped get the GenTax implementation off the ground and provided support. Kevin's current responsibilities with DTS are focused on making certain DTS provides great service

(Continued on page 3)



DTS Employee Spotlight: Kevin Van Ausdal (cont.)

(Continued from page 2)

to the Tax Commission. His focus is mostly on active projects underway including GenTax, a major upgrade of the high speed scanning software, a new system for certifying tax rates and other enhancements to existing systems.

"The highlights of my work at the state are the numerous opportunities to be involved in new initiatives that improve business processes while providing better tools for agency staff to accomplish their work."

Kevin was awarded the Governor's Award for Excellence in Leadership in 2009. He has been recognized for his extraordinary efforts in implementing IT projects that support the business objectives of the Tax Commission, specifically the new GenTax system. Kevin has demonstrated outstanding performance through his ability to bring together the business processes and technical processes for the successful outcome of the project. Kevin's efforts

and skills exemplify innovation, vision, proven leadership, effectiveness, teamwork and efficiency. Barry Conover, Deputy Executive Director of the Utah State Tax Commission, has indicated that Kevin has been able to "create an atmosphere of trust and confidence in (DTS)."

FLEX\$ CALENDAR YEAR DEADLINE By Barbara Smith Human Resource Consultant

Employees who signed up for the 2009 calendar year FLEX\$ plan will have until March 15, 2010 to spend any funds remaining in their accounts. To receive reimbursements,, send a copy of your receipts with a 2009 claim form to PEHP. Visit the Employee Gateway to find forms and a list of eligible expenses.

In July 2009, the State of Utah moved to a fiscal year plan for FLEX\$ to better coincide with annual insurance changes. If you signed up for the fiscal year plan that began July 1, 2009 and ends June 30, 2010, or the short year plan that began January 1, 2010 and ends June 30, 2010 you will have through September 15, 2010 to spend any remaining funds.

New Life & AD&D Online Enrollment

By Justin Seal PEHP Marketing Specialist

Say goodbye to paperwork. PEHP has launched a new online enrollment application that offers a simple, convenient way to enroll for Life Insurance and Accidental Death & Dismemberment (AD&D) electronically.

It's quick and easy to use this helpful PEHP feature.

- Increase the amount of life insurance coverage for you, your spouse, or child
- Change/update Beneficiaries
- Conveniently fill out the health statement online
- Enroll in AD&D anytime of the year

Take advantage of this new option by visiting the Employee Gateway and longing into your myPEHP account. From there, click the online enrollment tab located on the left hand column. You will then be given the option to enroll or update your life insurance or AD&D election.

Did you know the first person to suggest daylight savings time in the U.S was Benjamin Franklin? Remember to set your clocks one hour ahead on Sunday, March 14, 2010, at 2 a.m.

Certified Public Manager Program Registration

By Sherry Saracino, HR Consultant

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

- is the state's principal management training program
- has been offered in Utah since 1987
- has educated more than 1,200 graduates
- costs just \$8 an hour for nationally accredited leadership training

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

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

Registration for Spring Quarter 2010 is now available online. A full schedule of classes is offered in Salt Lake City, and a Course 3 in Cedar City, starting the first week in April. Classes are 8 hours in length, 1 day each week throughout the term of either 10 or 12 weeks. Program learning outcomes and competencies, policies, instructor schedules, and other information can be found online at www.cpm.utah.gov.

Please register early as class sizes are limited. Deadline is March 26. To go directly to the registration flier click here or visit DHRM's event registration site at https://hreventure.dhrm.utah.gov

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

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

Registration for Spring Quarter 2010 is now available online. To go directly to the registration flier click here or visit DHRM's event registration site at

https://hreventure.dhrm.utah.gov

12th Annual Manager's Conference

The 12th Annual Manager's Conference will take place in Salt Lake City on Thursday, May 13, from 8 am to noon, in the State Office Building Auditorium. This conference will provide an excellent learning opportunity for managers and supervisors who seek to increase their leadership skills. The theme for this year's conference is:

The New Science of Optimism: A Skills-Based Approach to Improving Workplace Culture

The challenge of today's State manager is to establish and maintain a culture of optimism and hope while remaining realistic. But how do we strike that perfect balance? In this half-day seminar you will measure your optimism, learn to improve it and explore ways to teach these same skills to others. Improve your team's morale and productivity, regardless of the challenges you face!

This is a day you will not want to miss! Watch for a statewide email within the next couple of weeks that will include details and registration information, or check the Eventure website accessible through the Employee Gateway. Conference sponsored by: Department of Human Resource Management and the Utah Society of Certified Public Managers.

Avoiding 9 Hour Holiday Headaches

Planning for 9 Hour Holidays By Paul Morley, HR Consultant

Beginning February 15th, 2010 holidays are paid at a maximum of 9 hours per designated holiday. For employees this means some additional holiday planning is required.

For Example: If an observed holiday falls on a Tuesday full-time employees working a 4 day-10 hour schedule would be off Tuesday, and receive 9 hours of holiday leave time. They will then need to work or use approved leave to compensate for an extra hour in the week (FLSA Non-Exempt) or pay period (FLSA Exempt) of the holiday. Of course this is only one small example of what could happen on any given holiday week. Consider for a moment the following questions:

1-What happens when a holiday falls on the weekend?

2-What happens for employees working schedules other than a 4-10 schedule?

DHRM has created tools to help answer these holiday planning questions and more. Employees can visit the Benefits tab on the Employee Gateway and under Standard Benefits click on Holiday Leave to find:

- Two documents for employees on 4-10 schedules (Mon-Thurs, Tue-Fri) and one document for employees on 5-8 schedules (Mon-Fri).
- Calendars for all the 2010 holidays with and without highlighted pay periods.
- A calculator to help draw up scenarios and determine how much leave will be accruing in order to make holiday pay period estimates.

History of 9 Hour Holidays

Before the 4-10 pilot period, full-time employees received 11 holidays, paid at 8 hours, for a total of 88 hours. During the 4-10 pilot period full-time employees received 10 holidays, paid at 10 hours, for a total of 100 hours.

This increase in hours was only for the duration of the pilot period and was never intended to become a permanent change.

After exploring many different options, four of the most feasible were proposed in a survey last spring and employees voted on which option they felt would work best. 9 hour holidays won the vote by a clear majority. By going to 9 hour holidays, employees will receive 10 holidays, paid at 9 hours, (prorated for part-time employees) totaling 90 holiday hours; this means that a full-time employee will receive 2 extra hours per year in contrast to the 88 hours they were receiving previously.

Planning beforehand for holiday weeks can help to avoid the shock and surprise that comes from noticing a less than normal amount of take home pay.

Any questions about how holidays now work can be directed your agency HR office.

Before the 4-10 pilot period, full-time employees received 11 holidays, paid at 8 hours, for a total of 88 hours. By going to 9 hour holidays, employees will receive 10 holidays, paid at 9 hours totaling, 90 holiday hours; this means that a full-time employee will receive 2 extra hours per year in contrast to the 88 hours they were receiving previously.

Get Your Taxes Done For Free!

Earn it. Keep it. \$ave it.

The VITA Program offers free tax help to low- to moderate-income households. If your household income is under \$49,000 a year, you may be eligible for free tax preparation from IRS-trained community volunteers. Visit www.TaxHelpUtah.org for additional information.

You may also qualify for the Earned Income Tax Credit (EITC), a refundable federal tax credit that can increase the effective wage of qualifying workers by up to \$2/hour. This year tax payers may qualify for up to \$5,600! Find out if you are eligible for the Earned Income Tax Credit (EITC) by answering some questions and providing basic income information.

Call 2-1-1 to find out if you are eligible!

Spring Means Family Fun Across Utah

The Utah Office of Tourism markets the state as an all-season world-class destination for travelers. From the high alpine thrills of skiing Utah's thirteen ski resorts, to the excitement of running rivers in the summer – the state truly offers year-round fun! Spring, however, is a special time in Utah. With the warmer temperatures, folks are looking to spend time with their families by enjoying outdoor activities from Brigham City to Bluff!
Here are some fun spring family ideas for your consideration:

Snow Canyon State Park - Washington County

Spring in Utah's Dixie is a pleasure for the senses. The desert blooms are decorating the valley floors against a backdrop of red Navajo sandstone. At Snow Canyon State Park, this scene is capped by an overlay of black lava rock. The state park has excellent photography, hiking, biking and camping opportunities. Make sure to check the Calendar of Events online to schedule some spring events at the park, including nature sketching and lava tours! http://stateparks.utah.gov/parks/snow-canyon



Snow Canyon State Park Washington County



The Intrepid Trail at Dead Horse Point - Moab

The Intrepid Trail at Dead Horse Point – Moab

This newer mountain bike and walking trail system near Dead Horse Point State Park (also an excellent springtime destination) has three loops ranging from one to nine miles with varying degrees of difficulty. The loop trails offer experiences for visitors of all ages and abilities – making it a perfect place for first-timers and families alike. Dead Horse Point State Park is located approximately 30 miles from Moab. The park also has camping and day-use facilities, a visitor center, and naturalist programs.

http://stateparks.utah.gov/parks/dead-horse

Thanksgiving Point Tulip Festival - Lehi

Every April and May, over a quarter million bulbs bloom in the 55-acre gardens at Thanksgiving Point. These gardens have over four miles of walking paths that "rejuvenate and inspire" visitors as they soak in the color of the various blooms. In addition to the stunning display of flowers, the Thanksgiving Point Tulip Festival includes music, demonstrations, vendors, tours, food, and even storytelling.

http://www.thanksgivingpoint.com

George S. Eccles Dinosaur Park - Ogden

Kids love dinosaurs. And spring is a great time to get "up close and personal" with the specimens at Ogden's Eccles Dinosaur Park. The facility also offers a working paleontology lab, hands on exhibits, and over eight acres of life-sized dinosaurs in a natural outdoor environment. The kids will be thrilled at this "super-sized dose of cool for dinosaur junkies of all ages." http://dinosaurpark.org

Home to five national parks, 43 state parks, seven national monuments, two national recreation areas and The Greatest Snow on Earth®, Utah represents the best of both the Intermountain West and the American Southwest. Utah has it all – Utah is Life Elevated.



George S. Eccles Dinosaur Park - Ogden

2010 State Benefit Fairs

By Barbara Smith Human Resource Consultant

Employee benefits change every year, and visiting a benefit fair is a great way to find out how these changes may affect you. Benefit Fairs begin on April 15, 2010 and end on May 24, 2010. Come meet with the vendors and check out the many valuable services they have to offer.

New additions to this year's fairs include:

- The Standard, providing Short Term Disability Insurance information
- · Utah Saves, providing FREE services aimed at helping you save money and build personal wealth
- The Department of Human Resource Management, providing information about the Employee Gateway, employee discount programs, and any other HR or benefits related questions.

Please refer to the schedule below and make time to visit the benefit fair nearest you!

pehp

2010 State Benefit Fair Schedule					
AGENCY	ADDRESS	ROOM	DATE	TIME	
UDOT - West Valley City	4501 South 2700 West SLC	Atrium	15-Apr	9:00-3:00	
State Hospital - Provo	1500 E Center St. Provo	Gymnasium	19-Apr	9:00-3:00	
Recovery Services	515 E 100 S SLC	9th Flr Conf. Room	20-Apr	9:00-12:00	
Natural Resources	1594 W North Temple SLC	Auditorium	20-Apr	1:30-4:30	
State Courts	450 S State St. SLC	1st Flr Large Conf. Rm	21-Apr	9:00-2:00	
Davis Applied Technology College	550 E 300 S Kaysville		22-Apr	1:00-3:00	
State Office Building	Administration Building	Auditorium	26-Apr	9:00-3:00	
Department of Health	288 North 1460 West SLC	Room 114	27-Apr	9:00-3:00	
Development Center - American Fork	895 N 900 E American Fork	Heather Building	28-Apr	10:30-2:30	
Department of Corrections (Fred House)	14727 Minuteman Dr. Draper	Gymnasium	29-Apr	9:00-3:00	
Workforce Services - Admin	140 E 300 S SLC		4-May	9:30-3:00	
Workforce Services - Roosevelt	140 W 425 S Roosevelt		5-May	11:00-1:00	
Human Services & Environmental Quality	195 N 1950 W SLC	Room 1020 C	6-May	9:00-3:00	
H <mark>uman Services - Logan</mark>	115 Golf Course Rd. Logan	DCFS Large Conf Rm	10-May	9:00-11:00	
Workforce Services - Brigham City	1050 S Medical Dr (500 W)		10-May	1:30-3:30	
UDOT - Ogden	166 W Southwell St. Ogden	Large Conf. Room	11-May	9:00-11:30	
Workforce Services - Clearfield	1290 E 1450 S Clearfield	Large Conf. Room	11-May	1:00-3:30	
Department of Education	250 E 500 S SLC	Board Room	12-May	9:00-2:00	
Ogden Regional Center	2450 Washington Blvd. Ogden	Large Conf. Room	13-May	10:00-2:30	
Workforce Services - Price	475 W Price River Dr. Price	Large Conf. Room	17-May	10:00-1:00	
Workforce Services - Moab	457 Kane Creek Blvd.		18-May	10:00-12:00	
Department of Corrections - Gunnison	255 E 300 N Gunnison		19-May	9:00-12:00	
UDOT - Richfield	1345 S 350 W Richfield	Portable	19-May	2:00-4:30	
Human Services - St. George	377 E Riverside Dr.		20-May	9:00-12:00	
Workforce Services - Cedar City	176 E 200 N Cedar City		20-May	2:00-5:00	
Tax Commission	210 N 1950 W SLC	Room 1026	24-May	9:00-3:00	



The Governor's WorkWell Challenge

Most of us don't have a clue about how much fiber we eat every day. Considering that high-fiber diets have been shown to help lower cholesterol, slow digestion (which keeps your stomach feeling full longer), and prevent constipation, it's a wonder we don't try harder to get more than we do. The average American gets less than 12-15 grams of the recommended 25-38 grams of fiber every day. Here are a few easy ways to increase your fiber intake:



- Start with cereal. Opt for oatmeal or cold cereal; just pick a variety that has at least 3 grams of fiber per serving.
- Sneak them in. Puree chickpeas, white beans, or black beans and use them to thicken soups, or simply toss in a handful; swap 25% to 75% of white flour in baked goods with whole-wheat; add avocado or hummus to sandwiches in place of mayo or mustard.
- Look for tasty whole-grain products. You'll find whole-grain versions of everything from bread and
 pasta to couscous and energy bars on store shelves these days.
- Blend pasta with veggies. Two cups of pasta have 400 calories. But a cup of pasta and a cup of veggies provide the same fullness factor for just 250 calories. Plus, you get veggies' vitamins, minerals, and antioxidants.

Here's a look at the fiber content of some common foods:

Fruits	Serving size	Total fiber (grams)*
Raspberries	1 cup	8.0
Apple, with skin	1 medium	4.4
Banana, Orange (same fiber content)	1 medium	3.1
Grains, cereal & pasta	Serving size	Total fiber (grams)*
Spaghetti, whole-wheat, cooked	1 cup	6.2
Oatmeal, quick, regular or instant, cooked	1 cup	4.0
Popcorn, air-popped	3 cups	3.5
Legumes, nuts & seeds	Serving size	Total fiber (grams)*
Black beans, cooked	1 cup	15.0
Sunflower seed kernels	1/4 cup	3.9
Almonds	1 ounce (23 nuts)	3.5
Vegetables	Serving size	Total fiber (grams)*
Artichoke, cooked	1 medium	10.3
Peas, cooked	1 cup	8.8
Broccoli, boiled	1 cup	5.1

^{*}Fiber content can vary between brands

This week, read nutrition labels to find out exactly how much fiber is in your favorite foods and track the amount of fiber you eat every day. Once you have a good idea of your daily intake, make an effort over the next two months to ramp up your fiber consumption slowly. Make it a goal at the end of two months to be eating at least 25 grams of fiber every day.



The **Utah Leadership Institute** provides leadership development services to Utah's public sector leaders and organizations. ULI offers one-stop, hassle-free access to outstanding opportunities at a reasonable price.

In addition to the workshops offered at regular intervals, take advantage of one of our additional services including:

<u>Customized Training</u> - Request unique business and management skills training for your organization.

<u>Business Consultation</u> - Contact us to arrange management consulting services from one of our providers.

<u>Professional Coaching</u> - We have professional coaches available for managers and leadership teams.

Visit the ULI website at http://www.dhrm.utah.gov/training/ULI/index.html or from the Training tab on the Employee Gateway for additional information.

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

The State of Utah offers employees access to a variety of discount programs. These programs are:

- Access Development
- Smart Savings ***NEW***
- Working Advantage ***NEW***

For more information, please visit the Employee | Gateway, Benefits Tab

On the Front Cover: La Sal Mountains — The second highest range in Utah, these alpine mountains offer excellent opportunities for hiking, camping, cycling, and mountain climbing and are a perfect place to escape the summer heat. Capped with snow much of the year, they also serve nature's backdrop for Arches and Canyonlands National

Parks. Fishing is available in small mountain lakes throughout the forest. Bicycles, motorcycles and all-terrain vehicles may be used on designated roads. Dozen of miles of cross country trails and 'hut to hut' ski systems provide winter fun.







HR 2 HR Newsletters

Current Issue Feb - Mar 2010

Past Issues

Aug - Sep 2009 June - July 2009 April - May 2009 Dec - Jan 2010 Oct - Nov 2009

Aug 2008 - Sep 2008 Jun 2008 - Jul 2008 Dec 2008 - Jan 2009 Oct 2008 - Nov 2008 Feb 2009 - Mar 20

Apr 2008 - May 2008



HR2HR

Department of Human Resource Management

VOLUME 4, ISSUE 4

FEBRUARY/MARCH

Does this data really matter?- Executive Director's Message

Inside this issue:	
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By Jeff Herring

I had the chance to speak with a member of legislative leadership today. He asked me how we knew what the status of the workforce was and how we could go about preparing for the future. The discussion focused on how we go about setting HR policy and how we apply those policies to the future workforce. I was so glad I not only could answer him, but actually had hard data to back the answer up. It was an example of how the use of data has allowed DHRM to engage in discussions with key policy makers regarding all aspects of the workforce.

I share this experience with all of you because I am not always sure that everyone has the opportunity to see the payoffs and results for the efforts you are all putting into our data collection and analysis. If you were able to be my shadow, you would all see countless times on a daily basis where data regarding the workforce is shared and policy is benefited.

Accurate data is particularly important at this time of the year when the legislature is in session. We are often called into meetings to provide insights into various policy discussions. In the past, we often had to use anecdotal evidence, stories, and rumors to talk about the state of the workforce and the impacts a policy may have. However, because of our use and reliance on data,

the discussions have changed. In the past, when we would share a story, it could easily be disregarded and discounted with another story. However, with data telling the story, it cannot so easily be discounted or disregarded.



The use of data allows us to frame critical issues such as compensation, workforce planning, recruitment and retention motivators, retirement issues, and much more. While our recommendations on these and other issues are not always followed, the data lays a foundation of objective discussion and a framework for the policy makers to hone and refine their objectives.

I am very aware of all of your efforts to provide this data. Although some of it has been automated, much of it is still entered manually which I know at times can seem unproductive and burdensome. I want you all to know that this is not the case. It is used regularly and there is still a huge thirst for reliable and useful data. Therefore, for all your efforts, I thank you. Keep up the good work.

THE NEWSIES BEHIND THE NEWS – YOUR NEWSLETTER COMMITTEE

By Debbie Cragun, HR Administrative Director

Do you ever wonder who puts all of the fun, informative, and highly fascinating information together into your newsletters, Worklife Elevated and HR 2 HR? Well, I'm here to tell you that the Newsletter Committee is a bunch of fun, energetic, and passionate people who care about bringing you the news. Are there changes to benefits? If so, we attempt to get the news to you first. Ever wonder what a specific agency's mission and purpose is? We provide you with the details. Need to find a new spot to go camping or fishing? We give you maps and directions. So, "Who are the master-minds behind these two fabulous newsletters" you ask?

The Newsletter Committee consists of three groups of DHRM employees: 2 co-chairs and 1 editor-in-chief, standing members, and rotating members.

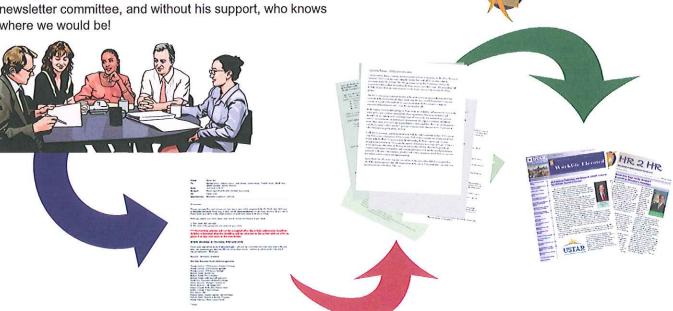
The newsletter co-chairs are Sarah Tice and Debbie Cragun, who have led this illustrious group since its inception. Debbie wished for a newsletter-type method of communicating with employees for a long time. She is the HR Director over benefits, and if you haven't noticed, there's always a lot to say about benefits. Remember back in the day when DHRM was given only one page of the old state employee newsletter? How did we ever fit all of our information into one page? Sarah was nominated to serve as co-chair because of her great leadership abilities and her skill in editing and writing. Sarah keeps the group organized and on track, and we couldn't do it without her. Jeff Herring is our editor-in-chief, an honorary title that gets his name listed first on the back page of each issue. All kidding aside, Jeff has been a tremendous support to the newsletter committee, and without his support, who knows where we would be!

The standing committee members, and the ones with the hardest jobs, are Sherry Saracino, Gary Schow, and Michelle Watts. Sherry has been a member of the committee from the beginning and was instrumental in the creation and design of the newsletter. Sherry spends a great deal of time editing articles and making design recommendations. Gary and Michelle are the ones who actually take the articles and format the entire layout of each newsletter, put their creative juices to work on clip art, design, color, backgrounds, etc., and have the hardest job to do whenever news articles are turned in late.

Our rotating members change on a yearly basis, and currently include Cory Ervin (at least until she decided to up and retire on us) and Cathy Lewis. Cory and Cathy have played an extremely helpful role in giving the committee the field perspective on what news employees would be interested in, editing articles, and taking their turn with administrative details such as giving out assignments, sending out deadline reminders, and then playing "Enforcer" when articles are late.

Former rotating members include: Tina Sweet, Jennifer Fitzgerald, Iris Sanchez, and Karen Heaton. Remember, anyone can volunteer to help out on the newsletter committee. Let your HR Manager know you are interested and we'll put you right to work.

Thank you to our current and former committee members for all of the hard work that you have put into making the newsletters so successful.



PAGE 3

Traditional and Roth Individual Retirement Accounts

By Ryan Ashcraft, Marketing Manager, URS

In addition to the 401(k) and 457, Utah Retirement Systems offers two other tax-favored savings plans: the traditional Individual Retirement Account (IRA) and the Roth IRA. These IRAs can be great options to help you achieve your retirement goals.

Traditional IRA

Contributions to a traditional IRA are generally tax-deductible*. In other words, the money you deposit into your account lowers your taxable income. For example, let's say you earn \$40,000 this year and contribute \$2,000 of it into your IRA. Your

taxable income would drop to \$38,000. In addition, your IRA earnings will continue to grow tax-deferred until you withdraw the money at retirement. This allows your IRA to grow faster than if it were subject to annual taxation.

Roth IRA

Unlike the traditional IRA, the Roth IRA contributions are not tax deductible. For example, if you earn \$40,000 this year and contribute \$2,000 of it into your Roth IRA, your taxable income will still be \$40,000. However, all of your Roth IRA contributions and earnings may be withdrawn tax free at retirement. (Participation in a Roth IRA is subject to IRS income limitations.)

IRA Contribution Limits

The maximum amount you can contribute to an IRA in 2010 is \$5,000. If you are age 50 or older, you can contribute up to \$6.000. Contributions to all IRAs must be combined toward the total limit. For example, if you want to contribute to both a traditional and a Roth IRA, you can't contribute \$5,000 into each account, rather, the limit is the combined amount between all IRAs.

Withdrawals

Traditional IRA withdrawals will be subject to income taxes. If you are under age 591/2, your withdrawals may be subject to a 10% penalty tax.

Roth IRA contributions can be withdrawn at anytime tax free. Earnings can be withdrawn without taxes or penalties if you are age 591/2 and have had a Roth IRA for at least five years.

If you are under age 591/2, you may still avoid the 10% penalty tax for one of the following reasons:

- First-time home buyer.
- Qualified higher education expenses.
- Payments paid to you based on your life expectancy.
- Health insurance premium payments when unemployed.
- Payments of medical expenses in excess of 7.5% of your adjusted gross income.
- Disability or death.

Traditional IRA versus Roth

Which IRA is better, Roth or traditional? That is the million dollar question. Perhaps the biggest determining factor in deciding which IRA is right for you is the tax bracket you will be in at retirement. If you anticipate you will be in a higher tax bracket at retirement than the one you are in today, consider the Roth. Conversely, if you will be in a lower tax bracket at retirement, consider a tax-deferred savings plan such as a traditional IRA, 401(k) or 457.

Opening a URS IRA

If you are interested in opening a URS IRA, call 1-800-688-4015 to request an IRA packet. You can also get more detailed information by visiting the URS website at www.urs.org.

*Active participants in an employer-sponsored plan (e.g., 401(k), 457, pension) are subject to income limits for traditional IRA deduction eligibility.

Perhaps the biggest determining factor in deciding which IRA is right for you is the tax bracket you will be in at retirement.

Avoiding 9 Hour Holiday Headaches

By Paul Morley, HR Consultant

Starting with Presidents Day (February 15th, 2010) holidays will be paid at 9 hours. For HR this means the difficulties that come from helping employees understand how to enter timesheet information on holiday weeks have increased. To start with, the majority of our employees are used to being compensated for holidays at the same number of hours as their normal work day. Now however, on holidays which are observed Monday through Thursday, full-time employees will need to work or use leave (except sick leave) to compensate for an extra hour in the week or pay period of the holiday. Part-time employees must work or use leave on a pro-rated basis, dependent upon their schedule. If a holiday is observed on Friday or Saturday, employees will have to adjust their hours in the work week or pay period to avoid running into excess hours. All adjustments to an employee's schedule should be preapproved by the employee's manager.

Another potential challenge with 9 hour holidays is that employees might not completely understand why the change in the first place. If you recall, before the 4-10 pilot period, full-time



employees received 11 holidays, paid at 8 hours, for a total of 88 hours. During the 4-10 pilot period employees received 10 holidays, paid at 10 hours, for a total of 100 hours. This increase in hours was only for the duration of the pilot period and was never intended to become a permanent change. We always knew that if the 4-10 schedule became permanent that a different solution would need to be found. After exploring many different options, 4 of the most feasible were put to the employees in our employee survey and employees voted on which option was best for them. 9 hour holidays won the vote by a clear majority. By going to 9 hour holidays, employees will receive 10 holidays, paid at 9 hours, totaling 90 holiday hours; this means state employees are receiving 2 extra hours per year in contrast to the 88 hours they were receiving previously.

By going to 9 hour holidays, employees will receive 10 holidays, paid at 9 hours, totaling 90 holiday hours

Tools to assist you and your employees with holiday challenges are found on the Employee Gateway under the benefits tab. Helpful items include:

- Two documents for employees on 4-10 schedules (Mon-Thurs, Tue-Fri) and one document for employees on 5-8 schedules (Mon-Fri).
- Calendars for all the 2010 holidays with and without highlighted pay periods.
- A calculator to help employees draw up scenarios and determine how much leave they will be accruing in order to make holiday pay period estimates.

To help employees become familiar with the 9 hour holiday idea it might be beneficial to remember the facts:

- Employees will get 90 hours as compared to the previous 88 hours of holiday leave per year.
- The solution to this holiday problem was voted on (who can forget the 2009 May employee survey with the 9 hour holiday, leave bucket, and reduced annual and sick leave options) resulting in a majority in favor of the 9 hour holiday option.

Taking in mind our current predicament with holidays it becomes extremely important that we strive to help employees understand how holidays now work, how employees need to adjust their schedules, and how 9 hour holidays came into existence.



Utah Leadership Institute has assembled a selection of over 80 audio books from best sellers on the subject of leadership. As our library's circulation increases, we anticipate expanding. We hope you will take advantage of this resource and share the opportunity with agency management teams.

Click Here

for the listing of titles available.

Employee Discount Programs

By Barbara Smith, HR Consultant

DHRM provides state employees with many different discounts at no cost to the State of Utah. Discount programs are offered to employees as a voluntary enhancement to their benefit package.

A RFP (Request for Proposal) was just completed and a contract was awarded to three different vendors who will offer employee discount programs. DHRM will still offer Access Development. They will now be joined by Working Advantage and Motivano/SmartSavings.

Salt Lake based Access Development has been working with the state since 2002. They offer discounts to over 6,000 local vendors and 450 national vendors for \$12.95/ year for an employee and \$19.95/year for a family. Access will add some new enhancements for 2010 including grocery coupons, product search, comparison shopping, and in Fall of 2010 Access will be accessible through your mobile phone. To enroll contact Access at 1 877-481-0366; on-line enrollment will be available later this year. You can visit their web site at www.accessvalues.com to check out some of the savings before you enroll.

Massachusetts based Working Advantage is family-owned and operated, and has been in business for 14 years. They offer 1,000+ retail and national vendors. Employees can enroll on-line, and then place orders via telephone to purchase discounted tickets and gift cards, or utilize the network of popular online shopping partners. Discounts range from free shipping up to 88% off regular prices; typical discounts average 20%.

Motivano/Smartsavings, in partnership with Wells Fargo Insurance Services, is based in Florida, and has been in business for 10 years. They offer thousands of national brand discounts and 900+ retail merchants. They are a turnkey program which means Motivano does absolutely everything on behalf of the client. Employees can enroll online, and the majority of merchants offer online shopping. The discounts offered vary greatly with each vendor.

Working Advantage and Motivano programs are provided at no cost to employees. Access to customized websites will be available February 2010. In addition, employees can request local merchants be added to the sites.

More information on these programs will be posted on the Benefits tab of the Employee Gateway in February.

Cheering for the 2010 Governor's Award for Excellence Nominations

By Sherry Saracino, HR Consultant

Nominations for the 2010 Governor's Award for Excellence are currently being accepted by HR Liaisons throughout the state. The 2010 Governor's Award for Excellence offers recognition for individuals or teams where the nominee(s) demonstrated excellence in the categories of Energy and Environment (NEW), Heroism, Humanitarianism, Innovation and Efficiency, Leadership, or Outstanding Public Service.

We would like to thank the HR Liaisons in advance for their assistance. Last year we received 64 nominations for a total of 170 people. The job of reviewing submissions and nominees for eligibility would be an impossible task if it was not done by these hard working persons prior to being forwarded to the Administration office.

Award criteria, nomination forms and procedures, HR Liaisons list, and helpful tips on how to write an effective nomination can be found on the Employee Gateway at www.employeegateway.utah.gov

The timeline for selection and awarding of the 2010 Governor's Award for Excellence is:

- Monday, Feb. 22 HR Liaisons must receive all nominations by close of the business day
- Mar. 23, 2010 Selection committee meets to narrow the nominations down to the top finalist
- Apr. 5, 2010 Oral interview takes place to complete the selection process
- May 5, 2010 Tentative date of honoring award recipients

Each year the selection committees have been awestruck by the caliber of employees who work around and with us each day. We all know that there are many, many state employees and teams who are worthy of these awards. Please encourage your agency management and employees to submit nominations.

Last year's awards were a great success. We look forward to receiving, reviewing nominations, and awarding state employees for their outstanding work once again. If you have any questions, please contact your agency HR Liaison, Gary Schow, Wendy Peterson, or Sherry Saracino.

Winter Meeting Photos



Bits and Pieces



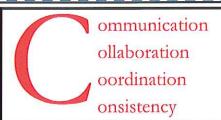
Daylight Saving Time begins at 2:00 AM on Sunday, March 14. Remember to set your clocks ahead one hour.

ASK AN EXPERT!

If you have a specific question for an HR Expert that you would like answered in the next newsletter, please send it to HRNewsletter@utah.gov

We'd love to hear from you. Please submit feedback, suggestions, or ideas for future articles to:

HRNewsletter@utah.gov



\mathbf{DHRM}

Department of Human Resource Management Administrative Office 2120 State Office Building

Salt Lake City, UT 84114 Phone: 801-538-3025 Fax: 801-538-3081

HR 2 HR

Editor in Chief: Jeff Herring

Production Editors:

Debbie Cragun Michelle Watts
Sarah Tice Cory Ervin
Sherry Saracino Gary Schow

Cathy Lewis

HR 2 HR is published bi-monthly.



Legislative Summary

Click Here

for the current Department of Human Resource Management "Legislative Bills Summary and Status Report." Daily updates to this report are found on the DHRM tab of the Employee Gateway.

DHRM Staff Update:

11/15/09 to 1/15/10

Moved

Pat Barrett – Accepted an HR Specialist position at the DWS field office

Jennifer Burge – Accepted an HR Specialist position at the ABC field office

Carita Eldredge – Accepted an HR Manager position at the DHS field office

Bryan Embley – Accepted an HR Specialist position at the Downtown Office

Michelle Matsuura – Accepted an HR Specialist position at the DHS field office

Bart Olsen – Accepted an HR Manager position at the DHS/ USDC field office

Mike Tribe – Accepted an HR Specialist position at the DOC field office

Sharyn Weiser – Accepted an HR Specialist position at the DOC field office

Retired

Kerri Adams Janice Hebert Norma Atkinson Patti Walsh Abdul Baksh Peggy Young

Cory Ervin