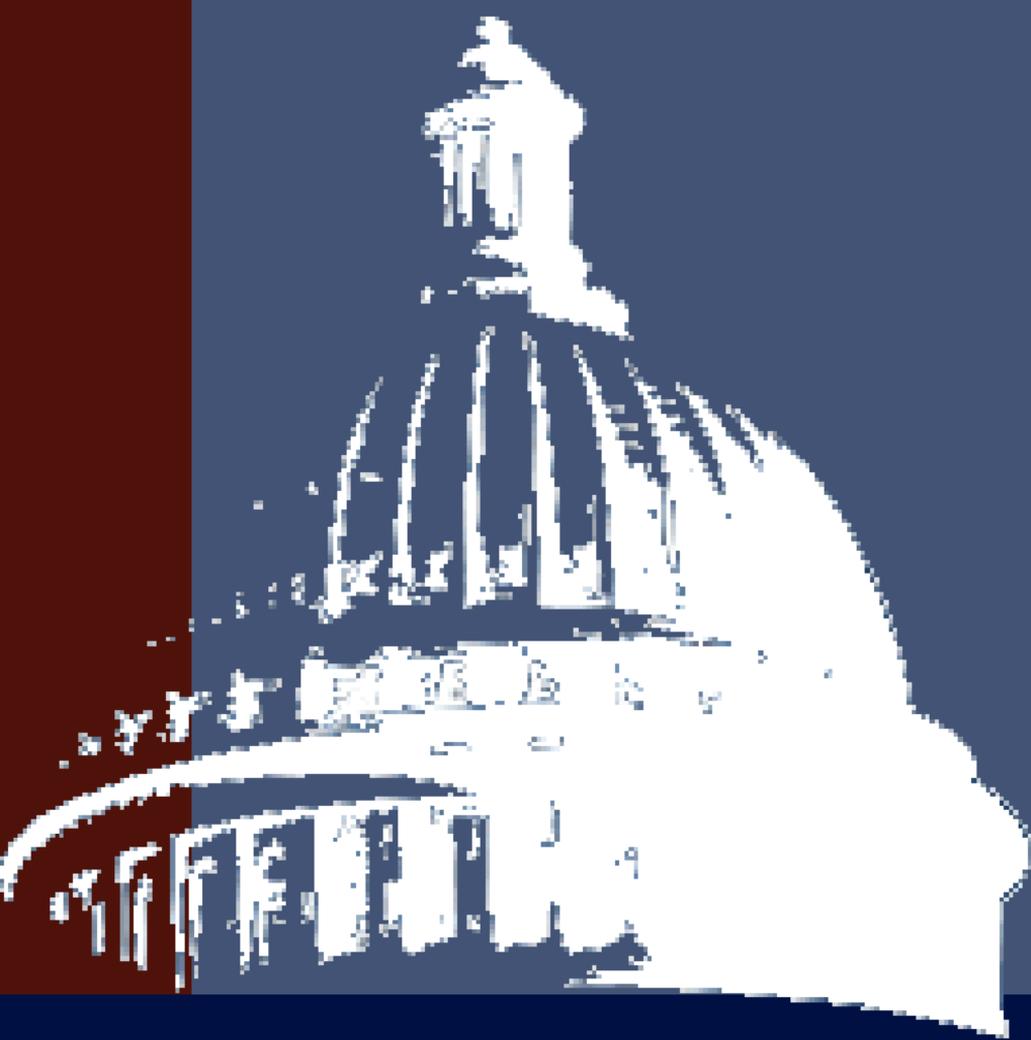


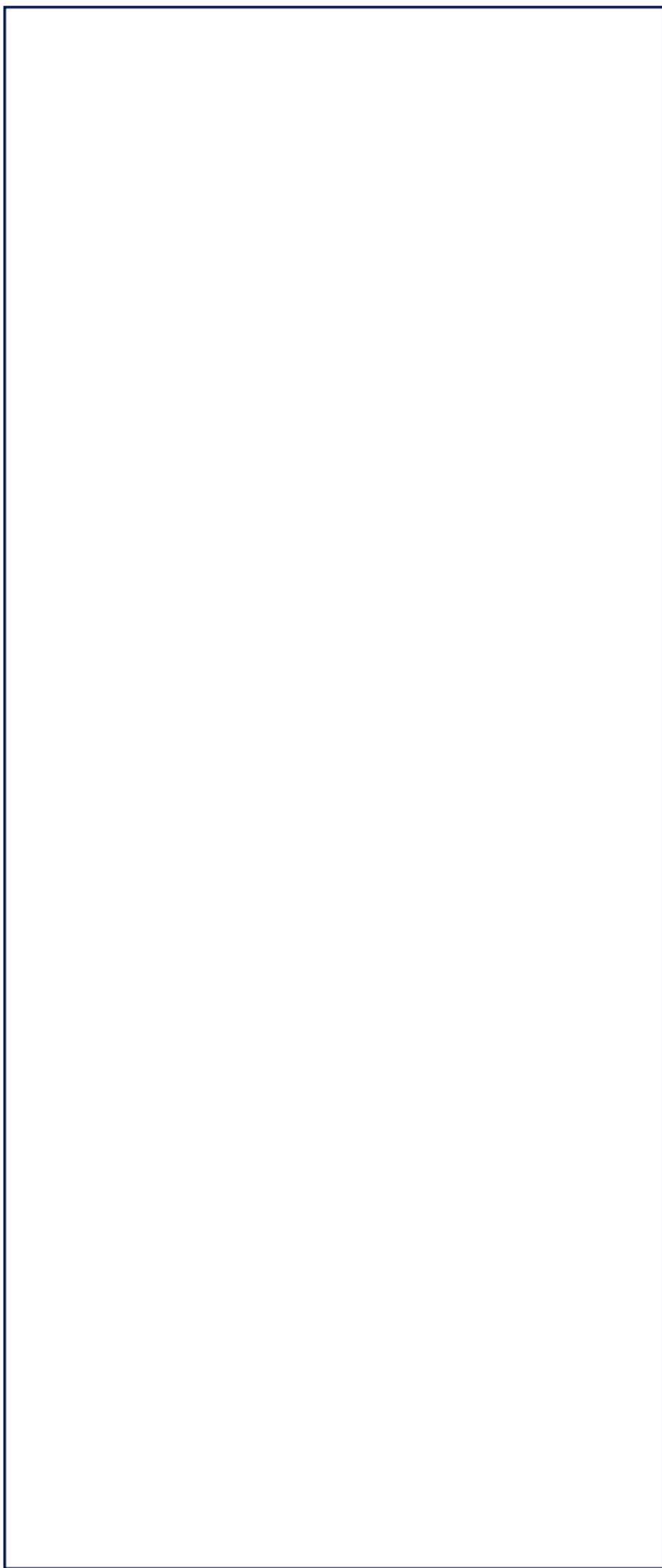
STATE OF UTAH

Department of  
**Administrative  
Services**

SERVICES ELEVATED



**2010 Annual Report**



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**I**t is my pleasure to present the 2010 Annual Report for the Department of Administrative Services (DAS). The Department of Administrative Services employees have demonstrated a tremendous commitment to deliver products and services of the highest quality

to state agencies. DAS employees have consistently met these challenges with new efficiencies, resolve and constant innovation in their processes.

These services are an important element to our initiatives of infrastructure, energy security, public and higher education, as well as economic development.

With sincere appreciation, I would like to extend my thanks to all DAS employees for their excellence in public service and for turning challenges into opportunities now, and into the future. Their efforts are recognized and greatly appreciated.

**Gary R. Herbert**

A handwritten signature in black ink that reads "Gary R. Herbert". The signature is fluid and cursive, matching the printed name above it.

**Governor  
State of Utah**

**M**anaging through uncertainty clearly underscores Fiscal Year 2010. Every step forward was countered by the need to balance, rebalance and re-rebalance the budget. Shrinking the department by 22 percent in the General Fund over the past two years required taking mandatory furloughs for executive management, offering incentives to retire early, limiting hiring and travel to essential or emergency only, reducing programs, and downsizing staff by an average of 12.4 percent in the impacted divisions. The department used all of its tools in the toolkit, yet through it all, our dedicated employees remained true to providing mission critical “no frill” products and services.



Working with the Executive Branch and Legislature, we passed legislation enabling flexibility for the department to respond to the ebb and flow of market demand. This effort coupled with our customer data driven reporting, sharpened our aim on how to serve in a cost efficient and effective manner. In addition, the flexibility granted by the limited authority for a single appropriated line item, attracted our brightest thinkers to come forward with new ideas on how to reorganize and do business differently.

With a focus on process optimization and the window to create a new and sustainable DAS, ideas are being gathered, plans are being shaped and research is being conducted. Times are still uncertain, but with certainty, we know that we work in a transparent, data driven and performance measurement world; where the demands for timely and quick delivery are increasing exponentially. With this in mind and for the upcoming year, we challenge ourselves to figure things out as we go, do our work faster, and stand tall on quality.

**Kimberly K. Hood**

A handwritten signature in cursive script that reads "Kimberly K. Hood".

**Executive Director  
Department of Administrative Services**

# COMMITMENT TO CUSTOMER SERVICE



*Sal Petilos, Deputy Director*

In FY 2010, the Department of Administrative Services embarked on a business intelligence initiative, the Customer Services Summary (CSS), designed to convey data on services provided by DAS divisions to state agencies.

In the period between March 2010 and July 2010, DAS executive management met with their counterparts in other state agencies to talk about the measures and FY 2009 data that DAS had gathered about services provided to their respective agencies. The CSS and the basic data contained therein served to anchor candid discussions about services provided, possible process improvements, areas in which assistance could be rendered, as well as improvements to the CSS data. The department considers these candid discussions as a critical element to optimizing the delivery of support services.

FY 2009 CSS are available on the DAS website. DAS is currently compiling FY 2010 data for reporting and, as requested by agencies, providing additional information to make the CSS more robust. Additionally, DAS has, where necessary, changed processes as a result of insights gathered during the executive management meetings. We firmly believe that these discussions, along with the changes that are being made as a result, will significantly enhance our relationships with our sister agencies.

State of Utah  
Department of  
Administrative Services

Customer Services Summary - Month Ending 31-AUG-10

**Dept of Administrative Services**

DIVISION	CATEGORY	METRIC	VALUE	UNITS	
Fleet Operations/Surplus Services	Fleet	Average Cost per Mile	0.35	Dollars	
		Average Miles per Gallon	14.0435	Average	
		Count of Take Home Drivers Approved	20	Count	
		Miles Traveled	115,030	Miles	
		Preventable Accidents	1	Count	
		Total Fuel Used	8,191	Gallons	
		Total Miles Traveled Between Preventable Accident	115,030	Miles	
		Total Vehicle Count by Agency	130	Total	
		Surplus	Avg Days Pickup	6	Average

*CSS data can be run from the DAS website for user defined time periods*

## House Bill 402

H.B. 402, “Department of Administrative Service Modifications,” unanimously passed both houses of the Utah Legislature during the 2010 General Session. H.B. 402 authorizes the DAS to operate certain divisions within the department as internal service fund agencies.

The department chose a “targeted” approach in implementing H.B. 402. Instead of simply rolling up all the costs associated with operating the department and charging them out to customers, the department carefully reviewed DAS operations and identified areas where using a rate or fee-based approach was appropriate; afforded access to new sources of funding; and minimized the impact on the General Fund.

Three areas were identified as candidates for a rate or fee-based approach:

- Purchasing – Administrative fee on cooperative contracts
- DFCM – Project management fee on non-state funded projects
- Finance – Rebate on credit card payments



*Executive Director Kimberly Hood explains impact of rates and fees*

Using a rate or fee-based approach to fund operations represented a revolutionary change in the way DAS does business. Throughout the summer, we met with state agencies, the Governor’s Office of Planning and Budget, and the Legislative Fiscal Analyst, to

inform them of the department’s plans and to discuss their concerns regarding the service areas where rates or fees would be charged. We also presented our plans to the Utah Advisory Commission to Optimize State Government, and they looked favorably on our efforts.

# DAS ANNUAL AWARD PROGRAM

## “SERVICES ELEVATED”



### **2010 DAS “Leadership” Award**

*Rosemary Cundiff  
Records Analyst Manager  
Division of Archives & Record  
Service*



### **2010 DAS “Energy and Environment” Award**

*Brian Fay  
Research Consultant  
Division of Fleet Operations*



### **2010 DAS “Outstanding Public Service” Award**

*Jim Christensen  
Claims Adjuster  
Division of Risk Management*

### **2010 DAS “Exemplary Performance by a Team” Award**

*Mike Marshall, Tom Merrill, and Karen Peterson  
Division of Risk Management*



## HONORS AND RECOGNITIONS



*John Harrington and Kim Hood*

### **2010 GOVERNOR'S AWARD FOR EXCELLENCE Individual Nomination for "Energy Efficiency"**

*John Harrington, Program Director  
Division of Facilities Construction & Management*



*Gordon Jensen, Sal Petilos, Lucas Davis, Kim Hood, Gregg Buxton,  
Lynn Hinrichs, and Brian Bales*

### **2010 DAS "INNOVATIONS ELEVATED" AWARD**

*Remote Video Conferencing System  
Division of Facilities Construction & Management  
Gordon Jensen, Lucas Davis, Lynn Hinrichs, and Brian Bales*

STATE OF UTAH



# Department of Administrative Services

SERVICES ELEVATED

## DEPARTMENT OF ADMINISTRATIVE SERVICES

3120 State Office Building  
Salt Lake City, UT 84114  
Phone: 801-538-3010  
Fax: 801-538-3844  
[www.das.utah.gov](http://www.das.utah.gov)

### MISSION STATEMENT

*“To deliver support services of the highest quality and best value to government agencies and the public.”*



*Back Row: Sal Petilos, Curtis Burk; Front Row: Yolanda Larrymore, Kimberly Hood, and Victoria Schoenfeld*

## DAS EXECUTIVE TEAM

- Kimberly K. Hood, Executive Director  
[khoo@utah.gov](mailto:khoo@utah.gov) 801-538-3010
- Sal Petilos, Deputy Director  
[spetilos@utah.gov](mailto:spetilos@utah.gov) 801-528-3091
- John Reidhead, Chief Financial Officer  
[jreidhead@utah.gov](mailto:jreidhead@utah.gov) 801-538-3082
- Curtis Burk, Financial Manager  
[cburk@utah.gov](mailto:cburk@utah.gov) 801-538-3310
- Victoria Schoenfeld, Public Information Officer  
[vschoenfeld@utah.gov](mailto:vschoenfeld@utah.gov) 801-538-3215
- Yolanda Larrymore, Front Desk  
[ylarrymore@utah.gov](mailto:ylarrymore@utah.gov) 801-538-3010



*Nikki Broadhead, Brent Cleverly, and Mary Ann Davis*

## DAS ADMINISTRATIVE TEAM

- Mary Ann Davis, Human Resource Specialist  
[madavis@utah.gov](mailto:madavis@utah.gov) 801-538-3062
- Brent Cleverly, Information Technology Director  
[bcleverly@utah.gov](mailto:bcleverly@utah.gov) 801-538-3132
- Nikki Broadhead, Human Resource Technician  
[nbeckham@utah.gov](mailto:nbeckham@utah.gov) 801-538-83208

## FY 2010 DEPARTMENT HIGHLIGHTS



*African delegation visits the Department of Administrative Services to learn more about transparency in government*

- **Transparency Website** – The Division of Finance and Senator Wayne Niederhauser discussed Utah’s transparency initiative and demonstrated the Transparency website to a delegation sponsored by the U.S. Department of State’s International Visitor Leadership Program. The delegation was composed of representatives from the countries of Benin, Cameroon, Chad, Cote d’Ivoire, Djibouti, Gabon, Guinea, Niger and Togo. Delegation members are participating in a U.S. Department of State regional project designed to promote transparency and good governance.



*Fraser Bullock addresses DAS Executive Summit in April 2010*

- **DAS Executive Summit** – The management team participated in discussions designed to address the operational and strategic challenges the department would face in “Optimizing the Department of Administrative Services.” The summit not only provided managers with an opportunity to provide ideas on critical issues such as realizing operational efficiencies with limited resources, engaging customers, and ensuring a quality workforce, but also allowed the Executive Director’s Office to inform them of initiatives undertaken by the department.

- **NASCA** – DAS Executive Director, Kimberly Hood, completed her tenure as President of the National Association of State Chief Administrators. Under her guidance, NASCA created the Institute on Management and Leadership whose mission is to assist senior state-level leaders manage increasingly complex agencies and programs. The institute exposes state leaders to the latest thinking of leading academics and professional management experts on management, leadership and public affairs. The inaugural Institute on Management and Leadership featured faculty from the University of Pennsylvania Wharton School and Fels Institute of Government.



*Jeff Herring, Kimberly Hood, and Stephen Fletcher*

- **Leadership** – Utah has been recognized as the Best Managed State in the country and is extending leadership and direction to the Council of State Governments' sister associations. During 2009-2010, three state executive directors served as president of their respective national associations:

**Jeff C. Herring**, Executive Director, Department of Human Resource Management - President, 2009 - 2010 National Association of State Personnel Executives (NASPE)

**Kimberly K. Hood**, Executive Director, Department of Administrative Services - President, 2009-2010, National Association of State Chief Administrators (NASCA)

**J. Stephen Fletcher**, Chief Information Officer & Executive Director, Department of Technology Services - President, 2009-2010 National Association of Chief Information Officers (NASCIO)

- ***CFO of the Year*** – John Reidhead was honored by *Utah Business Magazine* as Chief Financial Officer of the Year in the category of Government Organizations. John serves as CFO of the Department of Administrative Services (DAS), and as director of the Division of Finance.



*Kimberly Hood, John Reidhead, and Sal Petilos*

- ***Center for Digital Government 1st Place Award*** - In its extensive survey of state government operations, the *Center for Digital Government* awarded 1st place in the Finance and Administration category to the State of Utah. Among the many accomplishments that contributed to the state's first place ranking were:
  - Implementation of the state transparency website with online access to over 12 million financial records
  - The development of an enterprise building controls and facilities automation portal that allows most building automation functions (HVAC, security, etc.) to be managed more efficiently
  - Enhanced payroll system
  - Online driver training program that uses streaming video and an online testing tool to ensure that any employee who uses a state vehicle has been trained in defensive driving skills
  - New, entirely online eRules solution
  - Web-based survey tool that agencies and local government entities use to report progress to a central risk manager which resulted in greater participation and reduced risk to the state
  - Online procurement tools were enhanced to support ARRA-related procurements and tracking

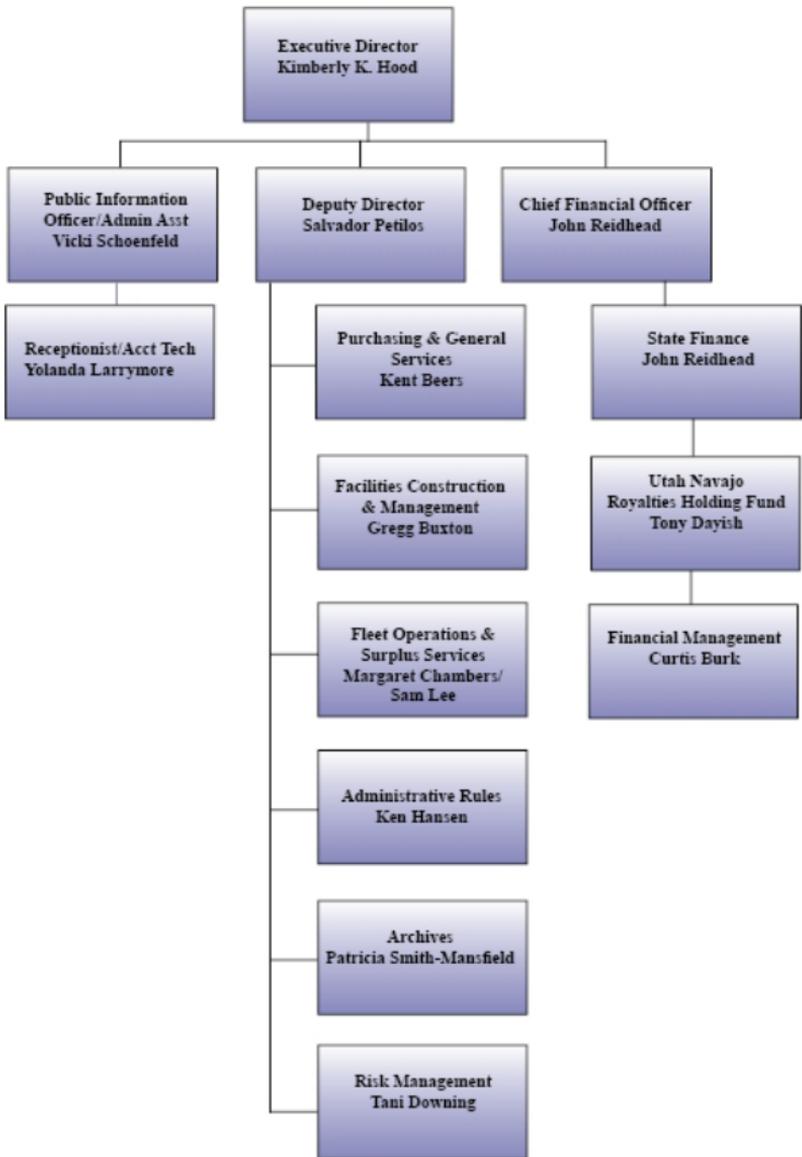
- IT Council** – The DAS established a department-wide IT Council to facilitate collaboration and promote communication between the Divisions relating to all aspects of IT work including business application projects. With a beacon toward business continuity and system security, the council provides a forum for discussion to successfully fund and provide IT resources to the most important projects throughout the department. Its voting members are the DAS Executive Leadership team which includes all Division Directors and the Executive Director. The IT Director serves as the advisor to provide information and estimates related to proposed projects. The progress of each approved project is regularly reviewed by the IT Council to provide proper accountability.

Department of Administrative Services IT Council - Project Proposal	
Division:	Archives
Project Title	
APPP: Enhancement for archival of electronic records.	
Summary of Proposed Project	
APPP is the core business system for the Division of Archives. This enhancement will allow the division to process archival electronic records which extends their core business functionality.	
Problem / Opportunity that this project will address	
This will increase efficiency to allow for automation of business records rather than manual processing these same records. This will contribute to the long term preservation of these records. This enhancement will align the Division of Archives with industry standards.	
Current Environment (Version of Software)	
Version 4.28	
Future Environment (Version of Software once project complete)	
The version will stay the same with the addition of the enhancements.	
Solutions Analysis	
(Please explain the analysis that has already taken place evaluating in this project proposal.)	
The division has undertaken an external analysis that resulted in a state wide business case (Electronic Records Management). Part of this business case identified the need for archival of electronic records. In addition, the GeoMAPP analysis calls for the archival of electronic records. The recommendation from both of these business cases has led to the request for this enhancement.	
Cost Estimate for this project	
\$20,000.00 to complete core enhancements, both processing and preservation.	
\$33,750.00 to redo the search capabilities needed to access the archived documents.	
Funding for the project	
The Division of Archives already has the \$20,000.00 funding in place to complete the processing and preservation portion of this project.	
Archives also has \$10,000.00 in place for the redo of the search capabilities. Funding is requested for \$15,750.00 to meet the projected cost of \$33,750.00.	
Cost Savings	
This will position the Division of Archives to effectively manage electronic records and eliminate the manual processes resulting in a state-wide cost savings.	

*New projects are detailed in a Project Proposal before being presented at a monthly IT Council Meeting*

- No Box Optimization** – The DAS presented several “no box” ideas to the Utah Advisory Commission to Optimize State Government that were recommended to the Governor as new and innovative ways to enhance the department’s performance, improve its efficiency and its effectiveness in government. Critical items include increasing communication with our customer base on products and services, expediting the fee-based or internal service fund business model, exploring opportunities for process optimization and consolidations, and advancing the use of technology.

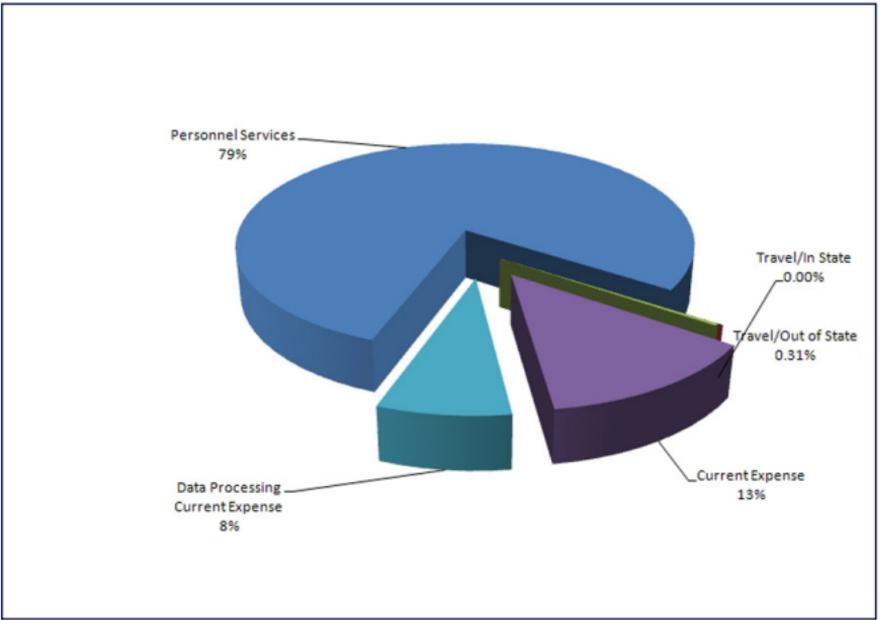
# DEPARTMENT OF ADMINISTRATIVE SERVICES ORGANIZATIONAL CHART



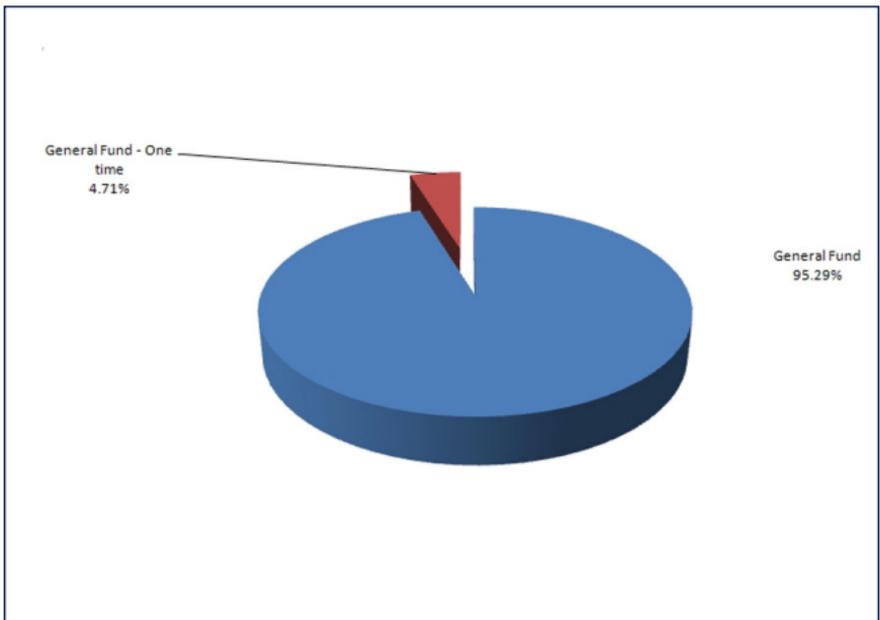
<b>Employee Count:</b>	<b>417</b>
<b>FY 2010 Operating Budget:</b>	<b>\$19,261,600</b>
<b>FY 2010 Finance Mandated Budget:</b>	<b>\$24,522,500</b>
<b>FY 2010 ISF Operating Budget:</b>	<b>\$132,610,800</b>
<b>FY 2010 Capital Budget:</b>	<b>\$370,260,935</b>

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**Executive Director's Office Expenditures**



**Executive Director's Office Revenues  
\$684,100**





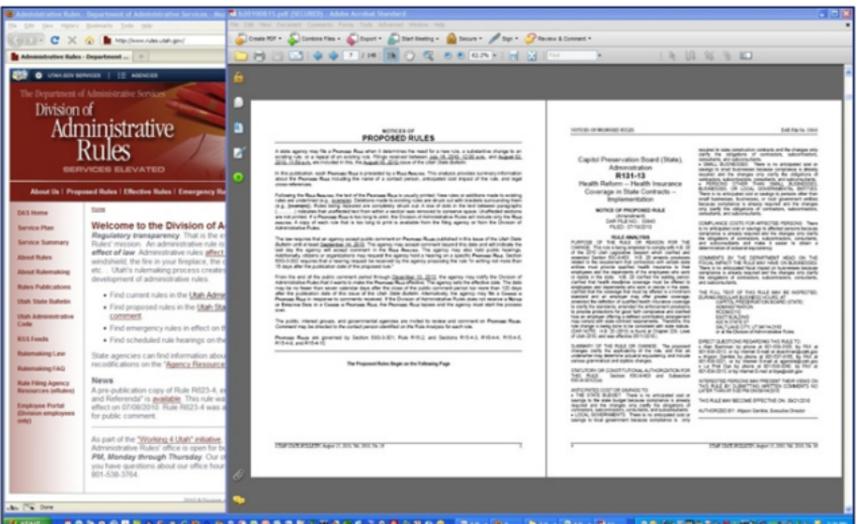
# Administrative Rules

a division of the Department of Administrative Services

**DIVISION OF ADMINISTRATIVE RULES**  
4120 State Office Building  
Salt Lake City, UT 84114  
Phone: 801-538-3764  
Fax: 801-359-0759  
[www.rules.utah.gov](http://www.rules.utah.gov)

## MISSION STATEMENT

*“Enabling citizen participation in their own government by supporting agency rulemaking and ensuring compliance with the Utah Administrative Rulemaking Act..”*



Division of Administrative Rules' website and the August 15, 2010, issue of the Utah State Bulletin

## EXECUTIVE TEAM



*Ken Hansen, Nancy Lancaster, Mike Broschinsky, and Sophia Manousakis*

- Kenneth A. Hansen, Director  
[khansen@utah.gov](mailto:khansen@utah.gov) 801-538-3777
- Michael G. Broschinsky, Code Editor  
[mbroschi@utah.gov](mailto:mbroschi@utah.gov) 801-538-3003
- Nancy Lancaster, Publications Editor  
[nllancaster@utah.gov](mailto:nllancaster@utah.gov) 801-538-3218
- Sophia Manousakis, Executive Secretary  
[smanousa@utah.gov](mailto:smanousa@utah.gov) 801-538-3764

## DIVISION DIRECTOR MESSAGE



*Ken Hansen, Director*

Among the essential components for a strong economy is a government that works. Regulation must be balanced, providing necessary protections while encouraging the economy to grow. The Legislature identifies what professions and industries must be regulated then delegates responsibilities to state

agencies to implement the law and provide the detail of regulation in the form of administrative rules. The Utah Administrative Rulemaking Act (Act) prescribes how state agencies implement administrative rules.

For Utah's regulatory process to work effectively it must (1) be transparent and (2) encourage participation. The Act requires that all administrative rules be published twice -- once at the proposal stage, and again after the rule goes into effect. Utah's proposed administrative rules are published in the Utah State Bulletin. The Bulletin is available free of charge, online at <http://www.rules.utah.gov/publicat/bulletin.htm>. Utah's effective administrative rules are published in the Utah Administrative Code. The Code is available free of charge, online at <http://www.rules.utah.gov/publicat/code.htm>

Transparency facilitates participation. From the date of publication in the Utah State Bulletin, an agency accepts public comment on proposed rules for a minimum of 30 days. The Act requires an agency to consider any comment it receives. The agency may or may not make changes to the rule based on public comment. If the agency determines that additional changes are needed, the rule must be republished to provide notice to everyone. Once a rule is effective, the Act permits any interested person to petition an agency to change a rule.

In a time of significant budget cuts, the Division of Administrative Rules continues to apply its resources to facilitate transparency and participation. For Fiscal Year 2011, the Division's base appropriation was reduced by roughly 7%. This came on top of a roughly 6% cut during Fiscal Year 2010. These cuts returned the Division's appropriation to Fiscal Year 2006 funding levels. The Division addressed the budget cuts in FY 2011 by eliminating all travel, canceling a specialized publication contract, focusing on internet publication, and reducing personnel by 6.25%.

In spite of these challenges, the division continues to support the combination of legislative authorization, agency transparency and public participation in the rulemaking process that creates a dynamic regulatory process. This process responds to and fosters a strong economy.



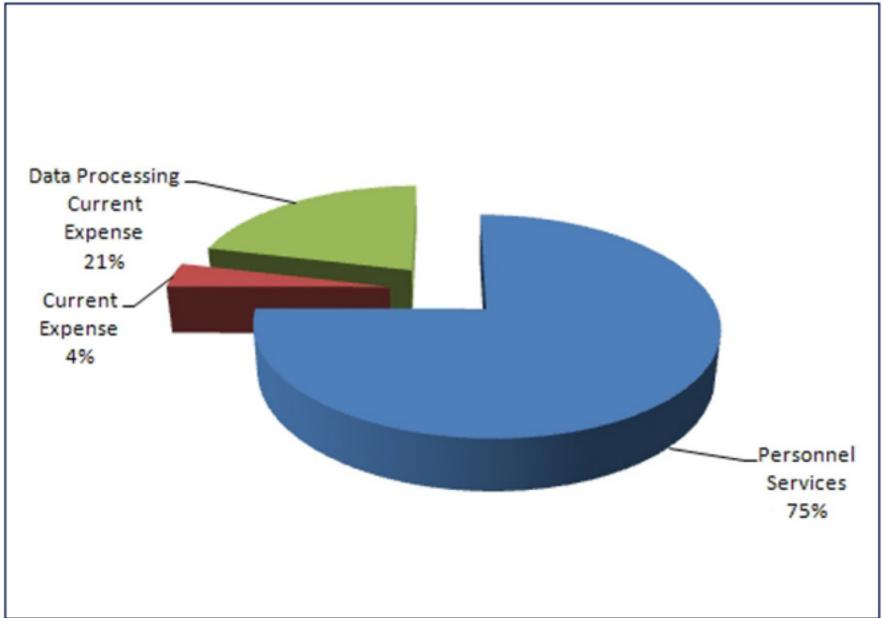
*Quarterly eRules training*

## **FY 2010 DIVISION HIGHLIGHTS**

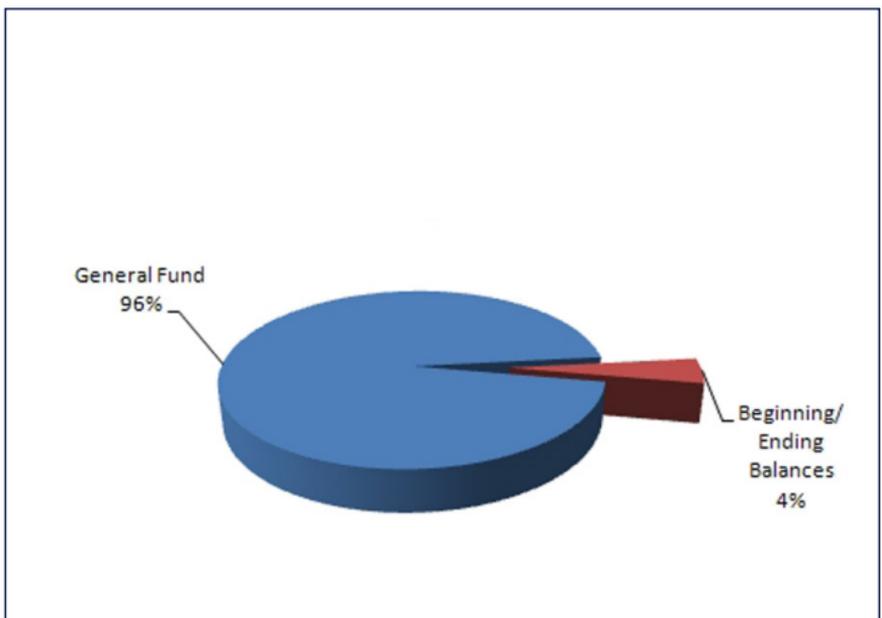
- **eRules Implementation** – The Division implemented eRules v. 2 – a significant rewrite of the Division's rule filing and publication system.
- **Process Efficiency** – The Division changed its internal processes to facilitate the codification of updates to the Utah Administrative Code by the 10th of each month.
- **State Bulletin** – The Division published 24 issues of the Utah State Bulletin on schedule for the 17th year in a row.

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**Administrative Rules Expenditures**



**Administrative Rules Revenues  
\$427,200**



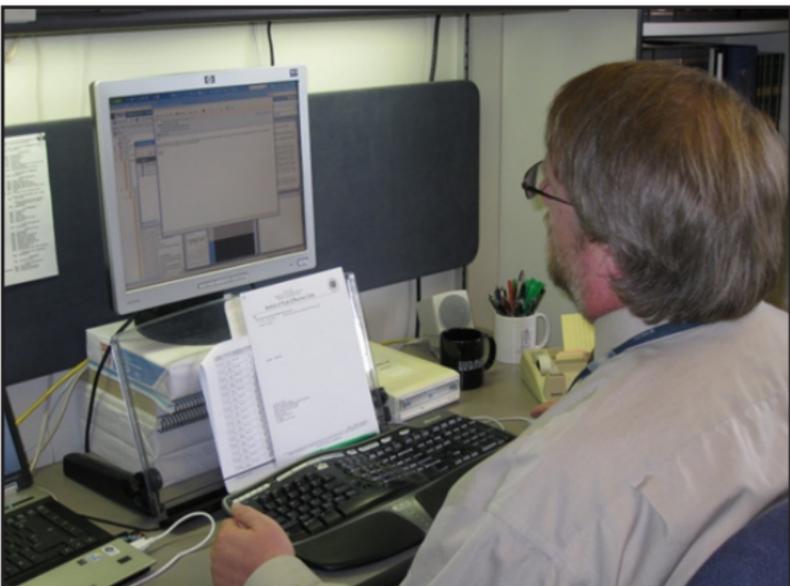
## SERVICES AND FUNCTIONS

### Rule filing / document filing

- Administrative rule filings - agencies submitted 1,017 rule filings using the eRules application (accessible to authorized individuals at <http://erules.rules.utah.gov/> )
- Executive document filing - the Governor's Office submitted 20 executive orders and proclamations
- Public notices - agencies submitted 33 public notices using the eRules application

### Publication of rules, and other executive branch notices

- Proposed and emergency administrative rule publication – <http://www.rules.utah.gov/publicat/bulletin.htm>
- Effective administrative rules – <http://www.rules.utah.gov/publicat/code.htm>
- Index of changes – <http://www.rules.utah.gov/publicat/rulesindex.htm>
- Executive document publication – <http://www.rules.utah.gov/executivedocuments.htm>
- Publication of other administrative agency material – <http://www.rules.utah.gov/publicat/bulletin.htm>



Michael Broschinsky, Code Editor

## **Maintenance of the Utah Administrative Code**

- Utah Administrative Code – <http://www.rules.utah.gov/publicat/code.htm>
- Monthly updates to the Code – <http://www.rules.utah.gov/publicat/codeudt.htm>

## **Rulemaking assistance to agencies**

- Training – provided rulemaking training to 114 agency rulewriters during 15 different sessions
- Rulewriting Manual for Utah – <http://www.rules.utah.gov/agencyresources/manual.htm>



*Sophia Manousakis, Executive Secretary*

## **Procedural review of rules**

- Procedural review of rule analyses and other rule forms -- reviewed 1,017 rule filings and identified 139 issues in 131 rule filings related to the information provided on the required forms. All issues were resolved prior to publication.
- Procedural review of rule text -- reviewed 1,017 rule filings and identified 99 text issues in 92 rule filings. All issues were resolved prior to publication.

## **Agency notification of deadlines and events**

- Notices of rules due for review -- notified agencies of 256 rules due for five-year review
- Lapsing notices -- notified agencies of 14 rules that were about to lapse

# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



<u>Services Provided</u>	<b>Total</b>
<b>Rule Filing / document Filing</b>	
<b>Administrative rule filing and agency public notice filing</b>	
Rule filings submitted	1017
Rule filings as a percentage of total rule filings submitted	100%
Five-year expiration for noncompliance (63G-3-305)	0
Legislative nonreauthorization (S.B. 31 (2010))	1
<b>Executive document filing</b>	
Governor's executive documents submitted for publication	20
<b>Application performance</b>	
State agency public notices submitted for publication	33
<b>Publication of rules, and other executive branch notices</b>	
<b>Utah State Bulletin</b>	
Percentage of complete filings published on time	100%
Publication errors made by the division	2
<b>Maintenance of Utah Administrative Code</b>	
<b>Administrative code repository</b>	
Rules in July 1 Code	1,969
Volume of rules in July 1 Code (in kilobytes)	63,563
Volume of rules as a percentage of total volume	100%
<b>Codification of Rules</b>	
Codification errors made by the division	2
<b>Rulemaking assistance to agencies</b>	
<b>Training</b>	
Number of staff attending rules training	114
Cumulative hours trained	196.5
<b>Procedural review of rules</b>	
<b>Resolution of issues</b>	
Filings with issues resolved prior to publication	206
Filings with issues as % of total filings	20%
Total number of issues identified and resolved	246
<b>Agency notificaiton of deadlines and events</b>	
<b>Notice of rules due for five-year review</b>	
Number of rules for which the statutorily required notice was sent	256
Percentage of rules for which statutorily required notice was sent by the statutory deadline	100%
Number of rules due for five-year review for which a 2nd courtesy reminder was sent	103
<b>Notice of rules about to lapse</b>	
Number of rules for which notice of rules about to lapse was sent	14



**Archives & Records Service**  
a division of the Department of Administrative Services

**DIVISION OF ARCHIVES & RECORDS SERVICE**

**ADMINISTRATIVE OFFICES**

346 South Rio Grande  
Salt Lake City, UT 84101-1106  
Phone: 801-531-3848  
Fax: 801-531-3854  
Monday - Thursday 7am - 6pm

**RESEARCH CENTER**

300 South Rio Grande  
Salt Lake City, UT 84101  
Phone: 801-533-3535  
Fax: 801-533-3504  
Monday - Thursday 8:30am - 5:30pm

**RECORDS CENTER**

2341 South 2300 West  
West Valley City, UT 84119  
Phone: 801-975-4016  
Fax: 801-974-0336

[www.archives.utah.gov](http://www.archives.utah.gov)

**MISSION STATEMENT**

*“To assist Utah government agencies in the efficient management of their records, to preserve those records of enduring value, and to provide quality access to public information.”*

## EXECUTIVE TEAM



*Ken Williams, John Koerner, and Patricia Smith-Mansfield*

- Patricia Smith-Mansfield, Director  
[pmansfield@utah.gov](mailto:pmansfield@utah.gov) 801-538-3850
- Ken Williams, Deputy Director  
[kenwilliams@utah.gov](mailto:kenwilliams@utah.gov) 801-531-3840
- John Koerner, Administrative Services Manager  
[jkoerner@utah.gov](mailto:jkoerner@utah.gov) 801-531-3865



*Archives Research Center*

## DIVISION DIRECTOR MESSAGE



*Patricia Smith-Mansfield, Director*

One of the greatest challenges facing state archives nationwide is the preservation of electronic records. State archivists fear the loss of a generation of historical documentation. The Utah State Archives' mission is to "assist Utah government agencies in the efficient management

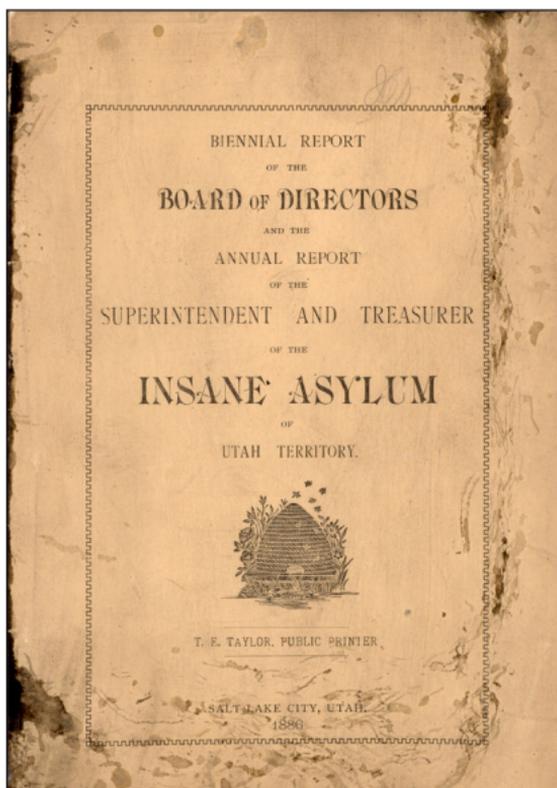
of their records, to preserve those records of enduring value, and to provide quality access to public information." In today's environment, that means preserving and providing access to records that are created, maintained, and reformatted in an electronic environment. Some of the state's essential records are in electronic format, including birth and death records, land records, policy correspondence, and more.

Compounding the difficulty is that there is no one solution. The State Archives is working to build an Electronic Archives by addressing various types of electronic records and tying them to appropriate best practices and standards. The process is ongoing, ever-changing, and intensive; the volume, vast.

The State Archives has been working in partnership with other states and the Library of Congress on the preservation of historical geospatial data. GeoMAPP provides for the preservation of thousands of historical data sets. The State Archives has been able to apply the lessons learned to other types of electronic records. For our efforts, the State Archives was invited to participate in the Library of Congress' National Digital Stewardship Alliance, a national initiative devoted to the public good of preserving digital data.

A great success is our Digital Archives, where more than a half a million digital images of public records were accessed last year by more than a million researchers. In the words of one of our young state archivists, “this is a positive signal for these resources becoming a core tool for researchers both local and global.” The Digital Archives is an opportunity of an always-expanding audience by offering what the National Archives calls “Archives without walls.”

During the past two years, the State Archives has been affected by the recession, seeing a 25% cut in its operational budget and loss of FTEs. While this has made the process more difficult, the State Archives must continue to address the large mandate of preserving historic electronic records. As we build our Electronic Archives, we will need to solve issues and garner the resources related to their ongoing care and preservation.



*Biennial Report of the Territorial Insane Asylum*

## FY 2010 DIVISION HIGHLIGHTS

- **Friends and Volunteer Program** – The Archives initiated a friends and volunteer program and received an overwhelming response from the public. Volunteers contributed 2,500 hours to the acquisition, processing, describing, and providing access to essential records in the Archives’ custody during the year.
- **Digital Archives** – The usage of the Digital Archives continues to grow, with over 20,000 digital images added and over 1.2 million views—an increase of 69% in usage from last fiscal year. The Legislature’s House Working Bills is popular, as is the collection of record series inventories. Finally, a major update to Death Certificates occurred by adding years 1958 and 1959.



*Report of the Utah Library Gymnasium Commission of 1909*

- **Grant Program** – The Archives and the Utah State Historical Records Advisory Board awarded 43 grants to local repositories for the preservation and access of important historical records and documents; part of a re-grant program with funding from the National Historical Publications and Records Commission.

- **Records Processing** – The Archives processed 652 cubic feet of historic records from the Courts, Board of Education, Regents, Natural Resources, Governor’s Office, Parks and Recreation, and the Department of Health’s Vital Records Office. This work has a positive impact on researchers who utilize the records and newly created finding aids to locate information easily and efficiently.

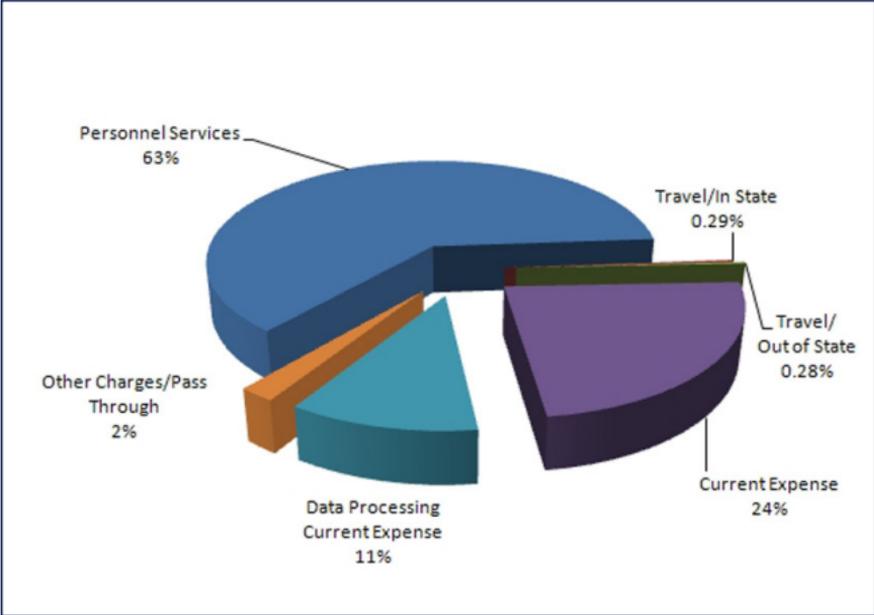


*House of Representatives audio recorder and player, 1957*

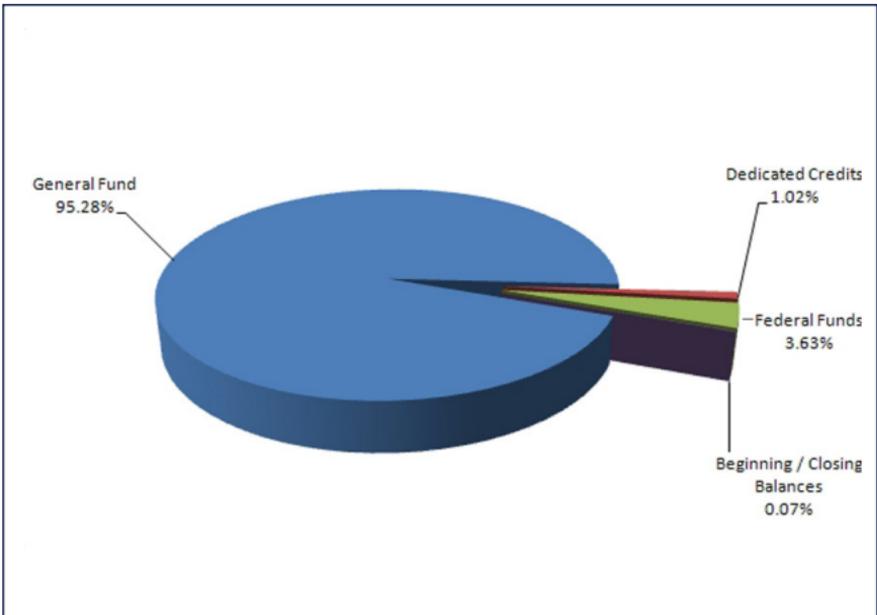
- **Online Finding Aids** – The Archives’ Encoded Archival Description finding aids ensure all collections finding aids appear online. These online descriptions received 113,000 visits from patrons conducting research.
- **Preservation Collaboration** – The Archives and our partners completed Utah’s “Connecting to Collections Project: A Statewide Preservation Initiative,” funded by the Institute of Museum and Library Services. This statewide assessment surveyed the state’s collecting institutions on preservation needs and a series of town hall meetings were held at the Archives’ regional repositories to discuss the key findings and garner feedback.

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**State Archives Expenditures**



**State Archives Revenues  
\$2,287,500**



## SERVICES AND FUNCTIONS

### Records Management Services

Provides consulting services and surveys to state and local government agencies in records management. Establishes guidelines and standards. <http://archives.utah.gov/recordsmanagement/index.html>

Provides training on the Government Records Access and Management Act (GRAMA) and records management. <http://archives.utah.gov/recordsmanagement/index.html>

Provides GRAMA information (appeals, classification) and staff support and services to the State Records Committee. <http://archives.utah.gov/src/src-members.html>, <http://archives.utah.gov/recordsmanagement/index.html>

Stores and retrieves inactive records for governmental entities. Properly destroys obsolete records according to legal retention periods. <http://archives.utah.gov/recordsmanagement/index.html>

### Archives Services and Public Access

Appraises state records and assists governmental entities and repositories with appraisal of historical records. <http://archives.utah.gov/archivistresources.html>



*Microfilming - Darrel Pierce*

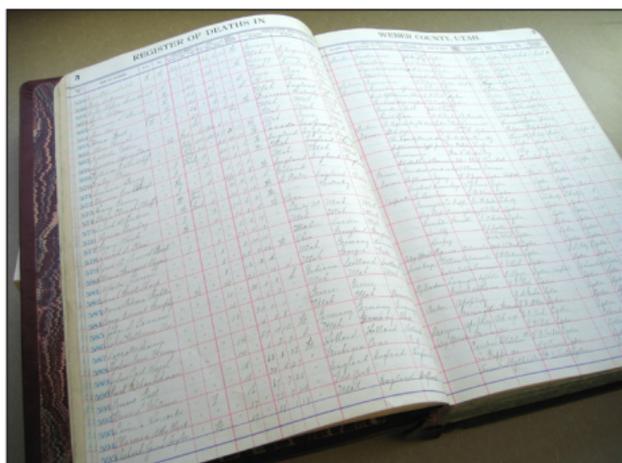
Maintains non-current records of permanent historical value. Preserves the original record.

<http://archives.utah.gov/research/index.html>

Maintains and provides access to public records in Archives' custody, assisting patrons through research room services and online. Provides copies of historical records in a variety of formats.

<http://archives.utah.gov/research/index.html>

<http://archives.utah.gov/digital/index.html>



*Weber County Death Register, 1898 - 1905*

Creates guides, finding aids, and indexes and arranges, describes, and catalogs historical records in Archives' custody. <http://archives.utah.gov/research/index.html>

### **Public Outreach**

Provides outreach, training, workshops, papers, and presentations on archival preservation and access.

<http://archives.utah.gov/USHRAB/index.html>

<http://archives.utah.gov/archivesmonth/index.html>

Provides support for the network of approved regional repositories and assistance to local repositories. <http://archives.utah.gov/USHRAB/index.html> and <http://archives.utah.gov/archivistresources.html>

## Preservation Services

Operates a microphotography imaging center.

Reformats records to preserve permanent records.

<http://archives.utah.gov/recordsmanagement/index.html>

Establishes and maintains standards of quality control and assists agencies in microfilming/digital programs. Provides access to microfilmed records.

<http://archives.utah.gov/recordsmanagement/index.html>

## Public Notice and Assistance

Administers the Utah Public Meeting Notice website and provides access to all governmental entities' public meeting and hearing notices, minutes, and agendas.

<http://www.utah.gov/pmn/index.html>, <http://archives.utah.gov/public-notice>



*Brian Carpenter converts microfilm to digital images*

## BOARDS AND COMMITTEES

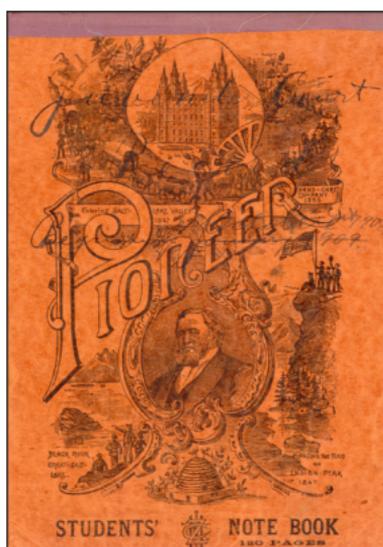
- State Records Committee
- The Utah State Historical Records Advisory Board

## GRANTS COMPLETED IN 2010

- Library of Congress, \$20,000, a partnership grant for GIS historical records preservation
- National Historical Publications and Records Commission Grant, \$50,000 in regrants to local and regional repositories in the state

## GRANTS IN FY 2010 AND CONTINUING THROUGH FY 2011

- Library of Congress, \$46,000, a partnership grant for GIS historical records preservation
- National Historical Publications and Records Commission Grant, \$20,000 for support of the Utah State Historical Records Preservation Board and to provide training to local repository staff and volunteers at regional repositories



*Juvenile Court Record,  
Washington County, 1908-1910*

# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



<u>Services Provided</u>	<b>Total</b>
<b>Records Management</b>	
Agency consultations/trainings	4,211
Record retentions schedules	26,567
<b>Records Storage</b>	
Volume of Records	113,849
Cost avoidance	\$1,664,472
Retrieval of inactive records	10,697
Destruction of records	7,426
Cost avoidance	\$108,568
<b>Access of Essential Records</b>	
Patron Research Center assistance	11,145
Public research on digital archives	1,229,489
Public use of Public Notice website	84,475
Public outreach participants	5,537
<b>Preservation of Records</b>	
Historical records volume	34,216
Historical records on microfilm	119,057
Record series/collections	4,427
<b>Reformatting</b>	
Reformatting	1,595,203
<b>Public Notices</b>	
Public bodies	1,729
Public notices	20,563
<b>State Records Committee</b>	
Appeals heard	28
Appeals requested, not heard	74
Appeals officially denied	9



## Facilities Construction & Management

a division of the Department of Administrative Services

**DIVISION OF FACILITIES CONSTRUCTION  
AND MANAGEMENT**  
4110 State Office Building  
Salt Lake City, UT 84114  
Phone: 801-538-3018  
Fax: 801-538-3267  
[www.dfcm.utah.gov](http://www.dfcm.utah.gov)

### MISSION STATEMENT

*“To provide professional services to assist state entities in meeting their facility needs for the benefit of the public.”*



DAS 2010 Innovation Award winning video conferencing room



*Lynn Hinrichs, Gregg Buxton, and Bruce Whittington*

## **EXECUTIVE TEAM**

- David G. Buxton, Director  
[gbuxton@utah.gov](mailto:gbuxton@utah.gov) 801-538-3261
- Lynn A. Hinrichs, Assistant Director, Construction  
[lynnhinrichs@utah.gov](mailto:lynnhinrichs@utah.gov) 801-538-3255
- Bruce Whittington, Assistant Director, Facilities  
[bwhittington@utah.gov](mailto:bwhittington@utah.gov) 801-538-3547
- Kurt Baxter, Capital Budget Manager  
[kbaxter@utah.gov](mailto:kbaxter@utah.gov) 801-538-3174
- Dorothy Taylor, Receptionist  
[dorothytaylor@utah.gov](mailto:dorothytaylor@utah.gov) 801-538-3018



*New Unified State Laboratory in Salt Lake City*

## DIVISION DIRECTOR MESSAGE



*Gregg Buxton, Director*

The Division of Facilities Construction and Management (DFCM) has oversight responsibilities for all state owned and occupied facilities. Responsibilities encompass all phases of construction, maintenance, leasing, and energy services. We oversee all non-higher education and

non-judicial branch leases as well as controlling the allocation of state owned space. In addition, we support the Utah State Building Board in developing its recommendations for Capital Development projects and allocating Capital Improvement funds. An important initiative is to provide energy reduction assistance to state agencies in meeting the Governor's energy conservation goals while maintaining fiscal responsibility. DFCM has lost seven full-time employees from our construction staff over the last two years, although our workload has not significantly diminished. These positions have not been filled in an effort to minimize our operating budget. Our strategic map outlines our goals as providing the highest quality in service and management together with best-value solutions for our clients. We endeavor to maintain high quality relationships with our clients in order to promote and build greater efficiencies.



*Utah National Guard North Salt Lake Readiness Center*

## FY 2010 DIVISION HIGHLIGHTS



*New Multi-State Office Building*

- **Completed Projects**

- University of Utah Hospital Expansion
- Utah National Guard Salt Lake Readiness Center
- SUU Campus Housing
- St. George Courthouse
- Multi-Agency Office Building
- Pleasant Grove Liquor Store
- Hurricane Liquor Store
- Heber City Liquor Store
- Veterans Nursing Home – Ogden
- East Canyon State Park, Phase 3
- Uintah Basin ATC
- Monument Valley Health Clinic
- GBRC Ephraim Seed Warehouse
- Snow College Library
- Unified State Lab

- **Awards**

- Matthias Mueller awarded Project Manager of the Year from Associated General Contractors
- John Harrington awarded the 2010 Governor's Award for Excellence in Energy and Environment

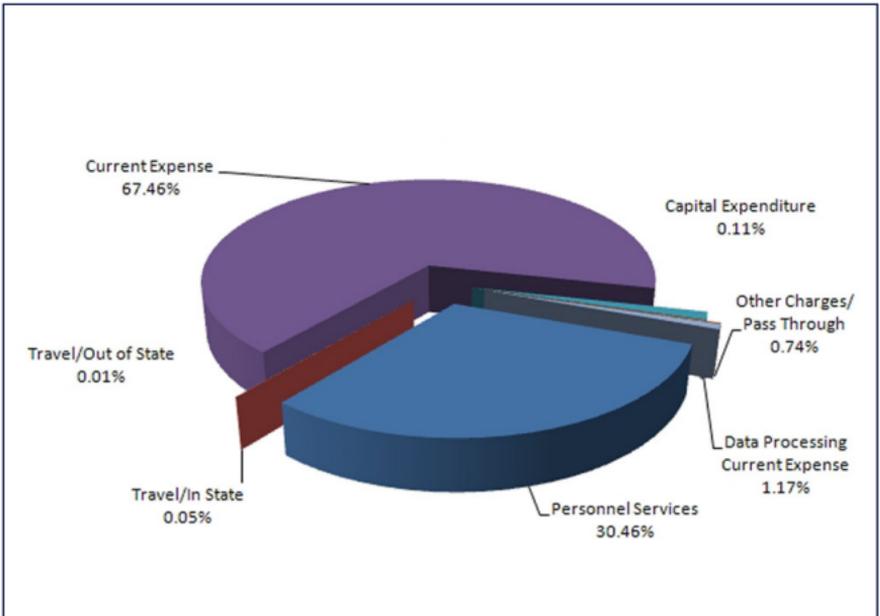
- **Excellence in Management** – 55 buildings managed by DFCM were verified as exceeding the national Energy Star label rating standard.
- **Leases** – Real estate leases were calculated to be 7.5% less than industry average in the last reporting period.
- **Improvement Projects** – 89% of improvement projects were completed or under contract within 12 months of funding.
- **Cost savings** – DFCM’s average operation and maintenance costs were significantly below the local average and are currently 54% below the national average (published by BOMA).



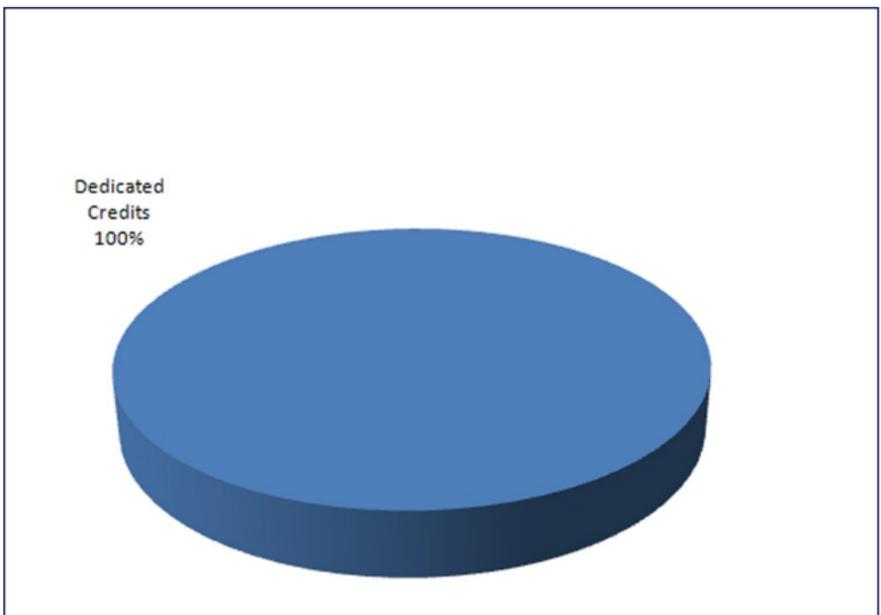
*DFCM Energy Group - Chamonix Larsen, Jeff Wrigley, John Harrington, Chris Atkins, and Bianca Shama*

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

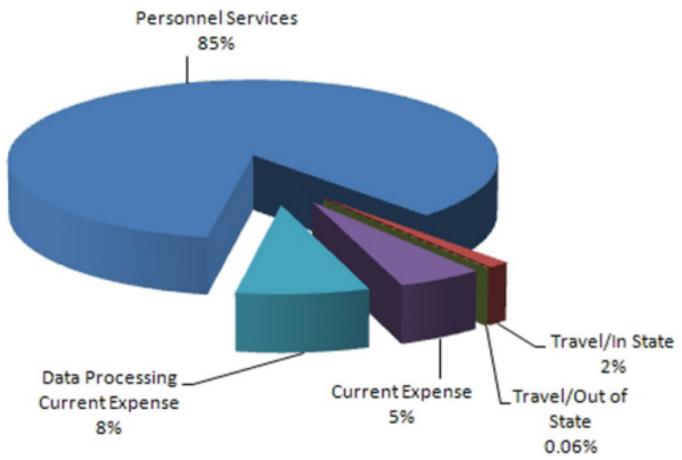
**DFCM Facilities Management Expenditures**



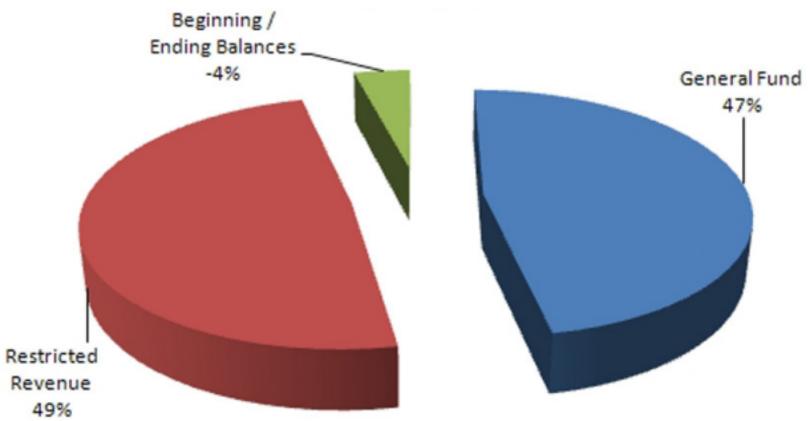
**DFCM Facilities Management Revenues  
\$27,349,000**



## DFCM Administration Expenditures



## DFCM Administration Revenues \$4,196,500



## SERVICES AND FUNCTIONS

**The Construction Management** section of DFCM is responsible for constructing state facilities. After buildings are approved and funded by the Utah State Legislature, the Construction Management team is responsible for architectural programming design and selection; construction management and selection, testing and inspections services; and monitoring warranty period.

**The Facilities Management** section within DFCM provides comprehensive building maintenance and management services. This service consists of several different sections within the organization working to meet the needs of both the tenant agencies and the state building asset. These sections consist of management and maintenance services; central contract and accounting services; and energy management and electronics resource support.

**The Real Estate Group of DFCM** manages and negotiates all real property leases for most state agencies and institutions. Through the Real Estate Group, DFCM controls over \$23 million of state agency budgets appropriated for rent. This group manages real property acquisitions, sales, rights of way, easements, lease and general obligation bonds and any other property related issues.

**State Building Energy Efficiency Program (SBEEP)** promotes energy savings and efficiency in state buildings. The program provides funding resources as well as tools and cost-effective methods for energy efficient design, construction and operation. Programs include energy design standards, rating systems, product analysis, performance tracking, recommissioning, and ESCO loan programs.

## BOARDS AND COMMITTEES

The following boards or committees oversee DFCM operations or provide advisory support:

- State Building Board
- Utah State Legislative Capital Facilities & Government Offices Appropriations Committee
- Utah State Code Commission
- Utah State Seismic Safety Commission
- State Building Ownership Authority



*St. George Courthouse*

# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



**Facilities Construction  
& Management**  
a division of the Department of Administrative Services

<u>Services Provided</u>	<b>Total</b>
<b>Real Estate Current Leases</b>	
<b>Ground Leases</b>	
Total number of leases	41
Total square feet	12,648,420
Total annual rent	\$401,442.20
Average rent per square foot	\$0.01
<b>Non-Ground Leases</b>	
Total number of leases	341
Total square feet	1,609,516
Total annual rent	\$22,300,425.75
Average rent per square foot	\$13.86
<b>Total, All Leases</b>	
Total number of leases	382
Total square feet	14,257,936
Total annual rent	\$22,701,868
Average rent per square foot	\$1.59
<b>Construction Management – Improvement Projects</b>	
Number of projects	337
Project budget	\$109,700,000
<b>Construction Management – Development Projects</b>	
Number of projects	36
Project budget	1,014,200,000
<b>Construction Management</b>	
Inspection contracts	162
Number of Value Based Selections	28
<b>Operation and Facilities Maintenance</b>	
Maintenance cost	\$27,348,426
Cost per square foot	\$4.10



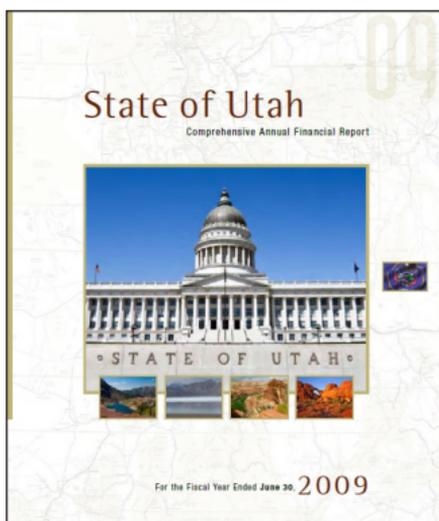
## Finance

a division of the Department of Administrative Services

**DIVISION OF FINANCE**  
**2110 State Office Building**  
**Salt Lake City, UT 84114**  
**Phone: 801-538-3082**  
**Fax: 801-538-3244**  
**[www.finance.utah.gov](http://www.finance.utah.gov)**

### MISSION STATEMENT

*“The Division of Finance serves Utah citizens and state agencies with fiscal leadership and quality financial systems, processes, and information.”*



*Utah has been awarded the Certificate of Achievement in Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) for 25 consecutive years*

## EXECUTIVE TEAM

- John Reidhead, Director  
[jreidhead@utah.gov](mailto:jreidhead@utah.gov) 801-538-3095
- Brenda Lee, Assistant Director  
[brendalee@utah.gov](mailto:brendalee@utah.gov) 801-538-3102
- Rick Beckstead, State Accountant  
[rbeckstead@utah.gov](mailto:rbeckstead@utah.gov) 801-538-3100
- Marcie Handy, Assistant Comptroller  
[mhandy@utah.gov](mailto:mhandy@utah.gov) 801-538-1678
- Jerry Gearheart, Financial Information Systems  
Manager, [jgearheart@utah.gov](mailto:jgearheart@utah.gov) 801-538-1023
- Mark Austin, State Payroll Coordinator  
[maustin@utah.gov](mailto:maustin@utah.gov) 801-538-3023
- Judd Houser (DTS), IT Manager  
[jhouser@utah.gov](mailto:jhouser@utah.gov) 801-538-9674
- Barbara Sutherland, Administrative Secretary  
[bsutherland@utah.gov](mailto:bsutherland@utah.gov) 801-538-3020



*Back Row: Judd Houser, Marcie Handy, Rick Beckstead, Mark Austin  
Front Row: Jerry Gearheart, Barbara Sutherland, Brenda Lee, and  
John Reidhead*

## DIVISION DIRECTOR MESSAGE



*John Reidhead, Director*

The Division of Finance serves Utah citizens and state agencies with fiscal leadership and quality financial systems, processes, and information. This includes maintaining the State's central accounting and payroll systems; ensuring compliance with state financial laws; maintaining a statewide data warehouse of financial

information; producing the State's official financial statements; processing the State's payments; operating the Office of State Debt Collection; and maintaining the State's financial transparency website.

The Division of Finance's general fund ongoing budget has been reduced by \$1.674 million or 23.89% since FY 2008. The Division lost another \$400,000 of ongoing General Fund due to rate impact errors. In light of these significant budget challenges, the Division has endeavored to maintain core and peripheral operations through restructuring, prioritization, and increased automation. Since FY 2009, the number of employees has been reduced by six, or 9.84%. In addition, the number of DTS/IT staff in Finance has been reduced by five, or 23.81%. In FY 2009, the Division returned \$4.075 million, or 75%, of its beginning nonlapsing balance to the general fund.

Fiscal Year 2011 goals include coordinating and regulating the posting of financial information for counties, municipalities, and local and special service districts to the State's transparency website by May 15, 2011, as required by statute; implementing an option for vendors to be paid via credit card; completing the upgrade of the FINDER system to increase automation and streamline processes; completing the implementation of a statewide program for assessing, reporting, and monitoring internal controls; implementing an automated and electronic statewide process to scan, approve, and pay invoices and employee reimbursements; and undergo a "financial" benchmarking study to assess operations in our division.

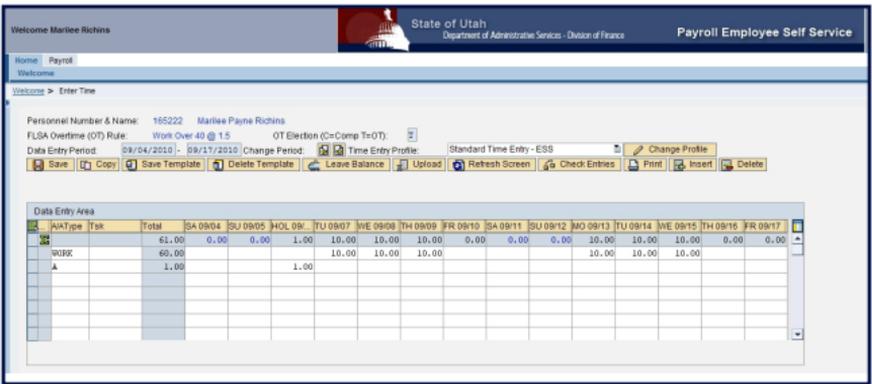
## FY 2010 DIVISION HIGHLIGHTS

- **Transparency Website** – Coordinated and regulated the posting of financial data by 130 government entities to the Utah Public Finance website, [www.transparent.utah.gov](http://www.transparent.utah.gov), including higher education, school districts, charter schools, and transit districts.
- **CAFR Award** – Earned the Certificate of Achievement of Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) for fiscal year 2009. This is the 25th consecutive year that the State has earned this award.
- **State Payroll System Upgrade** – Upgraded the statewide payroll and employee self-service (ESS) systems. This upgrade added additional functionality to ESS and also included moving these systems to virtual servers.



*John Reidhead and Assistant Comptroller Marcie Handy*

- **Server Virtualization** – Worked with the Department of Technology Services to virtualize 18 individual servers. Six of these virtual servers run on LINUX, which is a lower cost operation system. Overall, the applications (like Payroll and Data Warehouse) have seen an increase in performance which is a result of the virtual servers' increased processing speed.

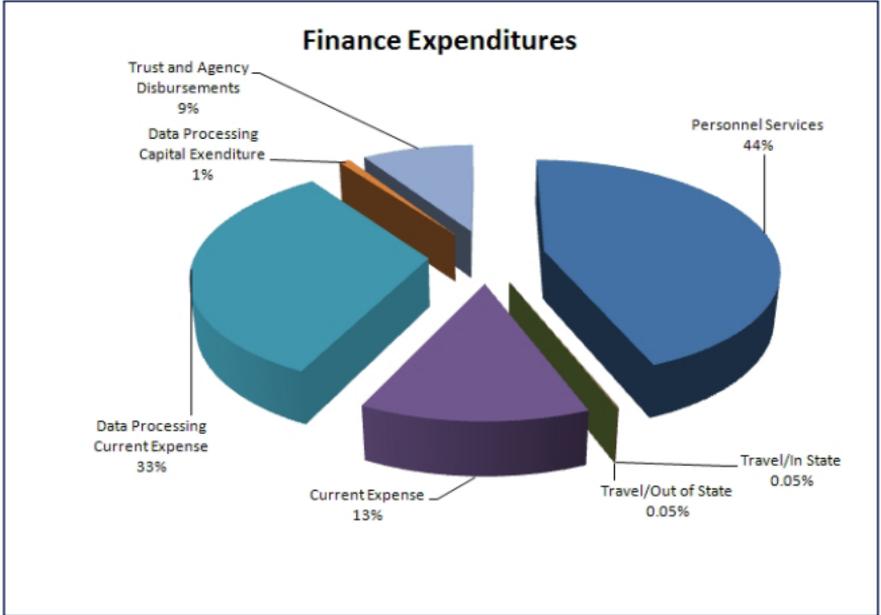


*New employee self-service system*

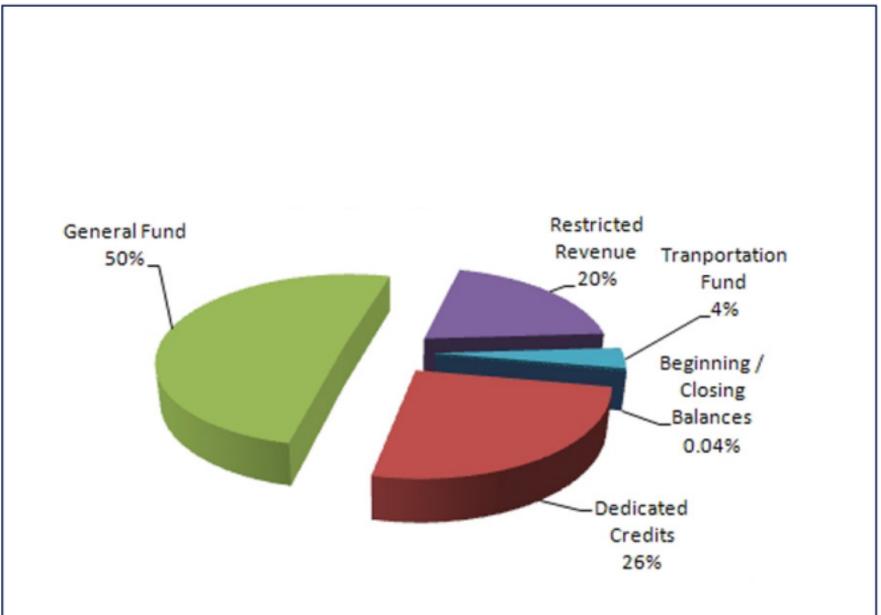
- **FINDER** – Collected \$12.37 million in debts through the FINDER system, including \$1 million owed to the IRS.
- **Collections** – Collected \$4,708,100 in receivables, fees, and interest through the Office of State Debt Collection that would otherwise have been written off.
- **FINET Productivity** – Processed 1,618,625 documents in FINET and handled 6,366 calls through the Help Desk.
- **Cognos Upgrade** – Upgraded Cognos reporting and query software used in conjunction with our financial data warehouse to version 8.4 and implemented the Business Intelligence Dashboard environment for the Department.
- **FINDER Upgrade** – Updated the FINDER system for new legislation that allows taxpayers to send part of their tax refund to the Utah Educational Savings Plan (UESP).
- **Eco Friendly Pay Statements** – Reduced printing of pay statements by an additional 1,300 each pay period for a total reduction of 14,400 or 63% since online pay statements were added to Employee Self Service (ESS) in FY 08.

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**Finance Expenditures**  
Includes OSDC, excludes Finance Mandated



**Finance Revenues**  
**\$11,969,300**  
Includes OSDC, excludes Finance Mandated



## SERVICES AND FUNCTIONS

**Disbursements** – Audits travel and payment vouchers. Manages over 79,000 vendors in the FINET Accounting System. Processes and submits 1099 reportable income information to the IRS each calendar year end. Processes tax refund payments and the mailing and distribution of all centrally processed payments made from state funds. Administers the FINDER program which matches tax refunds and vendor payments with outstanding receivables due to the State. Those receivables include tax bills, child support, student loans, court fines, and unemployment insurance.



*Cynthia Bowers, Supervisor, Disbursements*

**Office of State Debt Collection (OSDC)** – Collects and manages state receivables, develops consistent policies, procedures and guidelines for accounting, reporting, collecting and writing-off monies owed to the state. Prepares quarterly and annual reports of the State's receivables. Oversees and monitors state agencies' receivable programs to ensure that state agencies follow established policies and procedures and collection of accounts receivable is efficient. [www.finance.utah.gov/debt](http://www.finance.utah.gov/debt)

**Travel Office** – Using a private, contracted travel agency, arranges travel for state employees and employees of political subdivisions of the state that choose to participate. Airline tickets, hotels, rental vehicles, and conference sites are ticketed and arranged for by this office. The Travel Office will be under the direction of the Division of Fleet Operations beginning in October of 2010. [www.statetravel.utah.gov](http://www.statetravel.utah.gov)

**Financial Reporting** – Issues the State’s audited Comprehensive Annual Financial Report (CAFR). Coordinates budget setup, monitors agency budgets, and prepares the statewide cost allocation plan. Provides accounting, servicing, and safeguarding of original loan documents for loans issued by state agencies. Establishes and monitors detailed revenue reporting. Monitors the Payment Tracking System (PTS) that interfaces with state agencies and the bank to insure that only approved payments are paid by the State’s bank. Monitors the statewide Fixed Asset System. Develops and maintains Accounting Policies and Procedures for the State. [www.finance.utah.gov/reporting](http://www.finance.utah.gov/reporting)



*Higher education, school districts, charter schools, and transit districts posted financial data to the Utah Public Finance website during 2010*

**Financial Information Systems** – Maintains and operates FINET, the statewide accounting system, including providing a help desk and training to state agency personnel. Maintains systems for tax and wage garnishments, payment tracking, 1099 reporting, unclaimed property, and Check Writer. Maintains the division’s data warehouse which contains financial, personnel, and payroll information. Provides data to the State’s financial transparency website. [www.finance.utah.gov/warehouse](http://www.finance.utah.gov/warehouse)

**Payroll** – Produces and maintains the State’s payroll. Processes employee pay, benefits, and deduction data such as regular wages, other pay, overtime, insurance fees, retirement, salary deferrals, charitable fund contributions, etc. [www.finance.utah.gov/payroll](http://www.finance.utah.gov/payroll)



*Instructors from Finance conduct training for FINET, payroll, and data warehouse systems*

## **BOARDS AND COMMITTEES**

- Utah Transparency Advisory Board
- Indigent Defense Funds Board
- Post Retirement Benefits Trust Board
- Judicial Conduct Commission

# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



**Finance**

a division of the Department of Administrative Services

<u>Services Provided</u>	<b>Total</b>
<b>Accounting Operations</b>	
FINDER intercepts	43,901
FINDER intercept collections	\$ 12,373,286
New contracts reviewed and processed	4,188
Contract modifications processed	5,150
Post-audited payments	8,797
Post-audit findings (3 quarters only)	84
Airline tickets booked	17,595
Rental cars booked	2,822
Total rental car days rented	8,406
Hotels booked	3,021
Total hotel nights booked	7,973
<b>Financial Information Systems</b>	
Interfaces processed (approximate)	8,235
FINET documents processed via interface	659,503
FINET documents processed total	1,618,625
Accounting lines processed in FINET	7,899,565
<b>Payroll</b>	
Active employees on SAP	27,795
Employees with access to ESS time entry	14,852
Number of off-cycle checks	258
<b>Office of State Debt Collection</b>	
Accounts placed for collection	20,398
Value of accounts placed for collection	\$43,532,059
Number of payments received	27,272
Payments received	\$4,708,120
<b>Financial Reporting</b>	
Number of loans serviced	2,182
Serviced loans principle balance	\$1,077,891,347



## Fleet Operations & Surplus Services

a division of the Department of Administrative Services

### **DIVISION OF FLEET OPERATIONS**

**4120 State Office Building**

**Salt Lake City, UT 84114**

**Phone: 801-538-3014**

**Fax: 801-538-1773**

**[www.fleet.utah.gov](http://www.fleet.utah.gov)**

### **SURPLUS SERVICES**

**447 West 13800 South**

**Draper, UT 84020**

**Phone: 801-619-7200**

**Fax: 801-619-7229**

**[www.surplus.utah.gov](http://www.surplus.utah.gov)**

### **MISSION STATEMENT**

*“Emphasizing customer service, we provide safe, efficient, dependable, and cost effective services.”*



*New fleet vehicles ready to be issued*

## EXECUTIVE TEAM



*Dan Martinez, Scott Bingham, Sam Lee, Gary Robertson, and Jeff Done*

- Sam Lee, Division Director  
[samlee@utah.gov](mailto:samlee@utah.gov) 801-538-9675
- Gary Robertson, Interim Deputy Director  
[garyrobertson@utah.gov](mailto:garyrobertson@utah.gov) 801-538-3792
- Scott Bingham, Interim Fleet Manager  
[swbingham@utah.gov](mailto:swbingham@utah.gov) 801-537-9134
- Jeff Done, Fuel Network Manager  
[jeffdone@utah.gov](mailto:jeffdone@utah.gov) 801-583-3695
- Dan Martinez, Surplus Property Manager  
[danmartinez@utah.gov](mailto:danmartinez@utah.gov) 801-619-7219



*Vehicles for sale at State Surplus Property*

## **DIVISION DIRECTOR MESSAGE**



*Sam Lee, Director*

**T**he Division of Fleet Operations facilitates the work of state government by providing fleet management, fuel infrastructure and surplus property management solutions for the state. It has been my pleasure to function as Interim Director for the last three months of the fiscal year to serve our great customers.

### **Fleet Management**

The Division of Fleet Operations is a central fleet management solution for the State of Utah. DFO manages every aspect of the state fleet, including vehicle purchases, maintenance, utilization and driver training. Within the consolidated fleet, DFO is able to reduce overhead costs, negotiate contract prices for vehicles/equipment, and maintain standards and procedures in vehicle usage and data collection. DFO utilizes a cost-per-mile (CPM) measurement to compare the efficiency of the fleet management program with the private sector and other governmental fleet agencies.

### **Fuel Infrastructure**

A core requirement of a fleet management program is the availability of fuel. The state fuel network utilizes a vast network of commercial fueling locations supplemented by strategically located state-owned sites. The fuel network insures fuel availability for state vehicles by constructing sites where needed, maintaining existing sites in good operational order, and providing protocol in the case of an emergency. The cost per gallon at state sites is compared with commercial sites to track the cost efficiency of the program. State fuel site tank levels are also regularly measured to insure sufficient availability for state business and emergency needs. As a way to maintain

our compressed natural gas fueling infrastructure, division staff was able to work with Utah Clean Cities this year to obtain significant federal ARRA grant funding. The grant funds will help pay for a portion of the upgrade costs to aging compressor and dispenser equipment at all six of the state's natural gas refueling sites. These upgrades will allow state drivers and private citizens to continue using these sites as an alternative fuel resource in the state.

### **Surplus Property Management**

The Utah State Agency for Surplus Property (USASP) provides a state-wide clearing house for surplus property. A central warehouse for surplus property is maintained in Draper and USASP coordinates the pick-up and delivery of surplus property from agencies across the state. Property is first made available to other agencies that may have a need. By utilizing agency transfers, the state can save a substantial amount of money over purchasing new equipment.

If no transfer is requested, property is offered for sale to the public. Proceeds from these sales fund the USASP program. USASP also facilitates the donation of federal surplus property to the state and its political subdivisions. The primary measures of success for USASP are reduced operational costs and faster pick-up and delivery times. By reducing operational costs, in addition to increasing revenue, more funds can be made available back to state agencies turning in property to be sold.



*The Canyons School District fuel site*

## FY 2010 DIVISION HIGHLIGHTS

- **Fleet Information System** – Fleet Operations staff worked with its outsource vendor for maintenance and repair services to create an audit structure for the detail level maintenance and repair coding loaded to the fleet information system.
- **Fleet Reductions** – Fleet Operations staff worked with the Department of Commerce staff and executive management to reduce nine vehicles out of their fleet by utilizing the daily pool reservation software available from the fleet information system.
- **Fleet Rightsizing and Utilization** – Over 50 vehicles have been reduced from the state fleet over the past year based on a new fleet rightsizing and utilization program implemented by Fleet staff in FY10.
- **Driver Eligibility Board** – 39 state drivers appeared before the Driver Eligibility Board chaired by Fleet Operations in an effort to review and potentially suspend driving privileges for employees who exhibit high risk behavior in a vehicle.



*A desk is moved to the surplus sales floor*

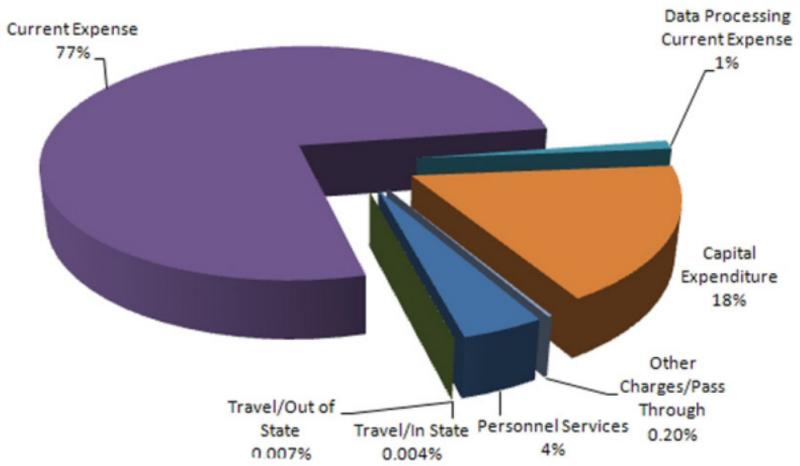


*Highly efficient Toyota Prius in the state fleet*

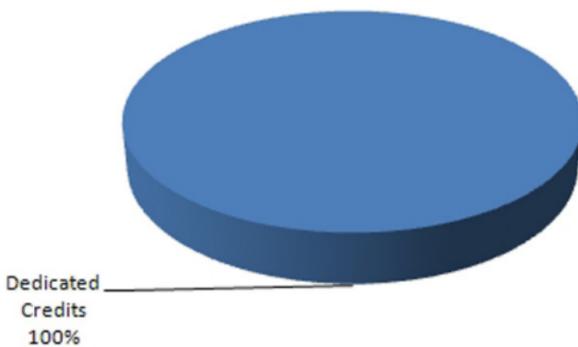
- **Defensive Driver Training** – Fleet staff worked with the Division of Risk Management to track the defensive driver training records for state employees that complete the minimum online defensive training requirements. New online reports developed by fleet staff allow agency managers to review all training records as needed.
- **Vehicle Auctions** – State Surplus Property implemented a new internal vehicle auction site. This new purchasing option for customers of State Surplus Property will lower fees previously paid to existing online auction vendors in the current marketplace.
- **Expansion of State Fuel Network** – State Fuel Network staff negotiated with its current fuel card provider to add all 102 Maverick locations in Utah to the state fuel network.

# FISCAL YEAR ENDING JUNE 30, 2010 (Unaudited)

## Fleet & Surplus Operations Expenditures



## Fleet & Surplus Operations Revenues \$56,520,400



## SERVICES AND FUNCTIONS

- Procurement, maintenance, repair, fueling, and sales of all light duty vehicles in the state fleet. <http://fleet.utah.gov/reports/index.html>
- Inventory management and up-fitting coordination of all Department of Public Safety vehicles.
- Numerous online fleet vehicle data reports for agencies to use in the management of their fleet vehicles. <http://fleet.utah.gov/reports/index.html>
- Fuel dispensing services from state owned fuel sites. <http://fleet.utah.gov/fuel/index.html>
- Fuel card services used at state fuel network and commercial fuel sites. <http://fleet.utah.gov/fuel/index.html>
- Online and warehouse vehicle and property sales. <http://fleet.utah.gov/surplus/index.html>
- Fuel dispensing services to the public at state owned CNG fueling locations. <http://fleet.utah.gov/fuel/PublicCNGUserInformation.htm>

## BOARDS AND COMMITTEES

Motor Vehicle Review Committee (See 63A-9-301)

## GRANTS

- Fleet Operations is working with the Utah Clean Cities Coalition on a matching grant with the Federal Government to cover 28% of the incremental cost of CNG and hybrid vehicle purchases in the state fleet.
- The Clean Cities Coalition grant will also help cover 28% of upgrades cost already completed on 6 existing CNG fuel site compressor and dispenser equipment owned and operated by Fleet Operations.

# DAS STATEWIDE CUSTOMER SERVICE SUMMARY FOR FY 2010



<u>Services Provided</u>	<b>Total</b>
<b>Fleet Operations</b>	
Average cost per mile	\$ 0.40
Average miles per gallon*	13.7
Count of take home drivers approved	867
Miles traveled	77,775,979
Preventable accidents	412
Total gallons of fuel used	5,800,458
Total miles traveled between preventable accidents	188,777
Total leased vehicle count by agency	7,370
<b>Surplus Property</b>	
Average days for a pick-up	12.5

*\*MPG only includes vehicles tracked in miles (fuel from vehicles tracked in "hour meters" are excluded)*



## Purchasing & General Services

a division of the Department of Administrative Services

### DIVISION OF PURCHASING & GENERAL SERVICES

3150 State Office Building

Salt Lake City, UT 84114

Phone: 801-538-3026

Fax: 801-538-3882

[www.purchasing.utah.gov](http://www.purchasing.utah.gov)

### MISSION STATEMENT

*“To provide our customers best value goods and services.”*



*State Purchasing receives 2010 Achievement of Excellence in Procurement Award from the National Purchasing Institute*

## EXECUTIVE TEAM

- Kent Beers, Division Director/  
Chief Procurement Officer  
[kbeers@utah.gov](mailto:kbeers@utah.gov) 801-538-3143
- Paul Mash, Assistant Director - Cooperative  
Contracting ISF  
[pmash@utah.gov](mailto:pmash@utah.gov) 801-538-3138
- Nancy Orton, Assistant Director  
[nancyo@utah.gov](mailto:nancyo@utah.gov) 801-538-3148
- Jan Rogerson, Assistant Director, General Services  
[janrogerson@utah.gov](mailto:janrogerson@utah.gov) 801-537-9241
- Sue Hoskins, Executive Secretary  
[suehoskins@utah.gov](mailto:suehoskins@utah.gov) 801-538-3156



*Paul Mash, Nancy Orton, Kent Beers, and Jan Rogerson*

## DIVISION DIRECTOR MESSAGE



*Kent Beers, Director*

The Division of Purchasing is recognized as one of the best managed public procurement agencies in the nation. In 2008, State Purchasing received an “A” grade from The Pew Center on the States for “Best Practices” in public procurement. In 2010 State Purchasing received the

“Achievement of Excellence in Procurement” award from the National Purchasing Institute.

State Purchasing manages over 650 cooperative contracts for goods and services used in the day-to-day operations of state agencies, local governments and educational entities across the state. Cooperative contracting brings together the buying power of all government entities resulting in lower prices through volume discounts. Annually, the division manages over \$1 billion in public spend for goods and services.

Unfortunately, State Purchasing lost a number of purchasing staff because of budget cuts over the past two years and was faced with the possibility of having to reduce the number of cooperative contracts. This potential breakdown in the state’s purchasing cooperative could have cost governmental entities millions through higher prices. In order to maintain the state’s purchasing cooperative, it was decided to transition State Purchasing from an appropriated agency into an Internal Service Fund by charging a small administrative fee on each cooperative contract.

Under this approach, each time a governmental entity or school makes a purchase from a state cooperative contract, a small fee will be paid by the vendor to State Purchasing. The lower prices received by government entities and schools throughout the state will more than offset cost of the administrative fee.

General Services operates two Internal Service Fund programs (1) State Mail and Distribution Services and (2) State Print Services. State Mail saves state agencies and political subdivisions over \$1,950,000 annually through discount rates on processing, sorting and delivering mail. Note: The rates charged by State Mail are lower than rates charged by the U.S. Postal Service and other private sector mail service companies for the same services. The State Copy Center saves state agencies over \$800,000 annually in printing costs. Other services such as binding, folding, drilling, and cutting are available at an average cost savings of 50%.

The discount copy program is administered through a contract with Xerox Corporation. Price surveys show the rates charged by Xerox are consistently lower than rates charged by walk-in copy centers. The copier consulting program is a unique service program designed for walk-up or self-service copying environments. The program is administered internally by Print Services. This program consists of right-sizing the purchase of copy machines for agencies, as well as overseeing maintenance, service, supplies, and billings.



*Jeff Mottishaw, Manager - State Mail and Jan Rogerson, Assistant Director - General Services*

## FY 2010 DIVISION HIGHLIGHTS

- **Procurements** – State Purchasing conducted over 3,700 procurements on behalf of state agencies
- **Cooperative Contracts** – State Purchasing administered over 650 State Cooperative Contracts used by state agencies and other political subdivisions of the state to purchase goods and services
- **National Award** – State Purchasing received the “2010 Achievement of Excellence in Procurement” award from the National Purchasing Institute
- **Training** – Debbie Gundersen, Purchasing Agent, initiated a monthly “Purchasing Training Program” for purchasing agents located throughout the State of Utah



*Mercad Selimovic sorts mail*

### **State Mail Services Highlights:**

- **Commitment to Energy** – Energy savings plan implemented; route reduction and energy reduction
- **Optimizing Processes** – Implementation of Intelligent Bar Code for mail integrity

### **Print Services Highlights:**

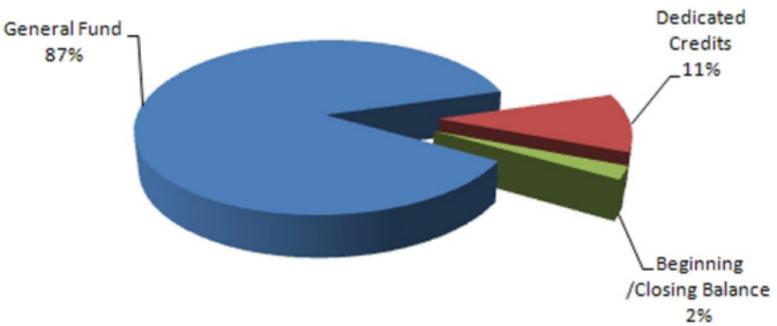
- **Marketing** – The Print Services section continually pursues new accounts and opportunities. The group has delivered projects 100% on time for the last four months of the fiscal year

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

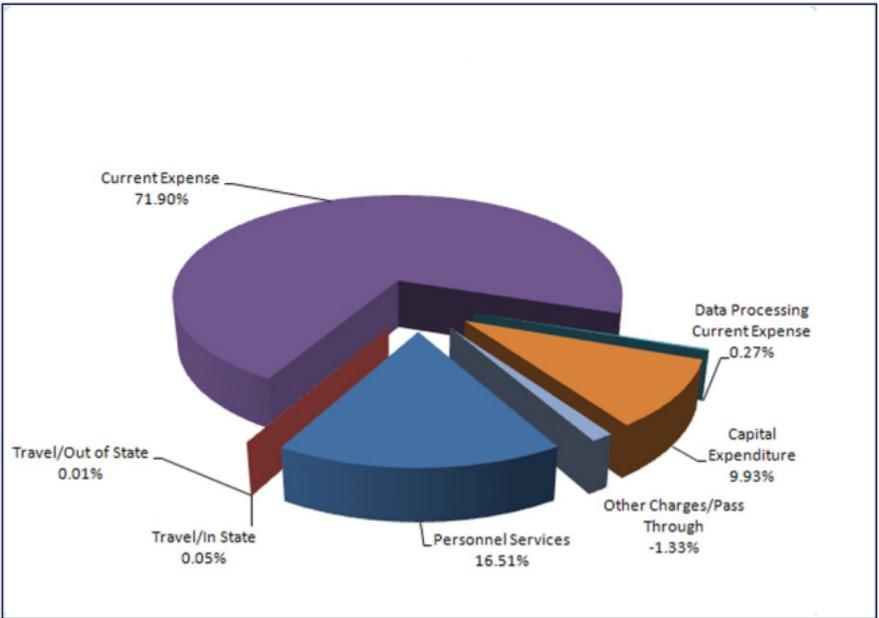
**Purchasing Expenditures**



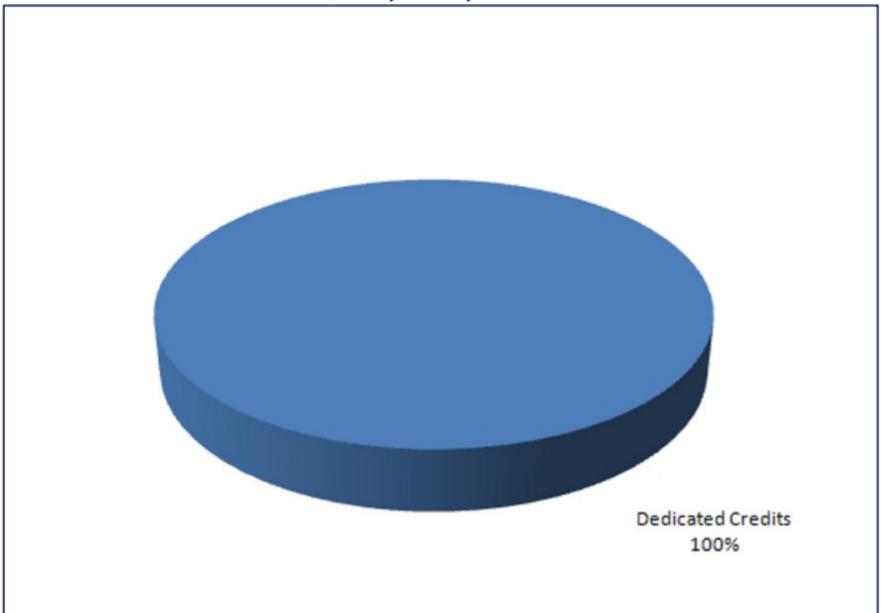
**Purchasing Revenues  
\$1,545,900**



## General Services Expenditures



## General Services Revenue \$16,157,500



# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



<u>Services Provided</u>	<b>Total</b>
<b>State Purchasing</b>	
Use of State cooperative contracts	\$547,903,500
% of use by State agencies	41%
Voluntary use of State Cooperative Contracts by other public entities (higher and public education, cities, and counties)	\$324,500,000
% of use by other public entities	59%
Cost savings	\$18,995,000
<b>State Mail and Distribution Services</b>	
Pieces of mail processed	25,256,384
Savings from freight and postage discounts	\$1,950,271
<b>State Print Services</b>	
Number of jobs	5177
Percent of jobs completed on time	99.98%
Accuracy of completed jobs	100%
<b>Purchasing Card Program</b>	
Dollar amount of use	\$114,004,100
Number of transactions	611,589

## SERVICES AND FUNCTIONS

**Purchasing** - As a centralized purchasing function for all state agencies, the division processes request for goods and services, aids in writing of specifications, solicits and awards bids from suppliers, and manages state cooperative contracts.

**General Services** – provides the following essential services:

- **State Mail & Distribution Services** – A full service mail processing and distribution operation.
- **Print Services** – Manages essential document production services including Digital Print Services and the State Copy Center.



*State Printing Center*

## BOARDS AND COMMITTEES

- Utah Purchasing From People With Disabilities Advisory Board (PDAB)
- Utah Privatization Policy Board
- Educational Purchasing Advisory Committee (EdPac)
- Utah Procurement Advisory Council (UPAC)
- Cities and Counties Purchasing Advisory Committee (CPAC)
- Western States Contracting Alliance (WSCA)
- National Association of State Procurement Officials (NASPO)



**DIVISION OF RISK MANAGEMENT**  
**5120 State Office Building**  
**Salt Lake City, UT 84114**  
**Phone: 801-538-9560**  
**Fax: 801-538-9597**  
**[www.risk.utah.gov](http://www.risk.utah.gov)**

### **MISSION STATEMENT**

*“To protect State assets, promote safety, and prevent losses through proactive, collaborative loss control and claims management, in partnership with the participating entities of the Risk Fund.”*



*The Division of Risk handled claims resulting from a fire at the Great Salt Lake Marina*

## EXECUTIVE TEAM

- Tani Pack Downing, Director  
[tdowning@utah.gov](mailto:tdowning@utah.gov) 801-538-9598
- Stephen Hewlett, Assistant Director  
[shewlett@utah.gov](mailto:shewlett@utah.gov) 801-538-9572
- Jeff Coates, Claims Manager  
[jcoates@utah.gov](mailto:jcoates@utah.gov) 801-538-9568
- Brian Nelson, Loss Control Manager  
[benelson@utah.gov](mailto:benelson@utah.gov) 801-538-9576
- Brian Spencer, Administrative Manager  
[bspencer@utah.gov](mailto:bspencer@utah.gov) 801-538-3213
- Julie Clark, Executive Secretary  
[julieclark@utah.gov](mailto:julieclark@utah.gov) 801-538-9560



*Brian Nelson, Jeff Coates, Tani Downing, Stephen Hewlett, and Brian Spencer*

## DIVISION DIRECTOR MESSAGE



*Tani Downing, Director*

The mission of the Division of Risk Management (DRM) is to protect State assets, to promote safety, and to control against property, liability, and auto losses. DRM insures \$26 billion of property, including over 6,600 buildings and 12,200 fleet vehicles, and provides liability coverage for state agencies, higher education,

school districts and charter schools and their over 120,000 employees. Significantly, school district and charter school participation is voluntary and all school districts in the State of Utah and 67 of 72 charter schools have elected to participate in the State Risk Fund. DRM protects these employees and assets by first attempting to prevent accidents and losses.

We employ a team of skilled loss control specialists who interact with our insureds on a daily basis to spot problems and correct them before they lead to a loss. Despite our best efforts, losses still occur, such as property losses to buildings and autos or potential liability losses where damage and injuries may have been caused by our insureds. DRM deals with losses through our highly experienced claims adjusters who investigate and then resolve claims by insureds and third parties. While we keep losses down and service high by having significant self insured retentions, DRM insures against catastrophic losses by purchasing insurance from the private sector.



*Risk Management receives 2010 Award for Innovative Risk Management and an Honorable Mention from the State Risk & Insurance Management Association*

DRM has endeavored to benchmark its services and rates against those of other similar entities in order to identify ways we can serve our customers more effectively, efficiently, and economically. At the same time, DRM has remained committed to maintaining adequate reserves to pay claims against the State and to protect State assets, promote safety, and prevent losses through proactive, collaborative loss control and claims management.



*The Division of Risk Management handled claims resulting from the severe flooding of Utah State University property near Moab*

In a difficult economic environment, DRM was able to do more with less by restructuring operations to utilize employees more efficiently, postponing the filling of empty positions, delaying purchase of equipment and non-essential supplies, reducing flexible expenditures, and researching remote training possibilities.

## FY 2010 DIVISION HIGHLIGHTS

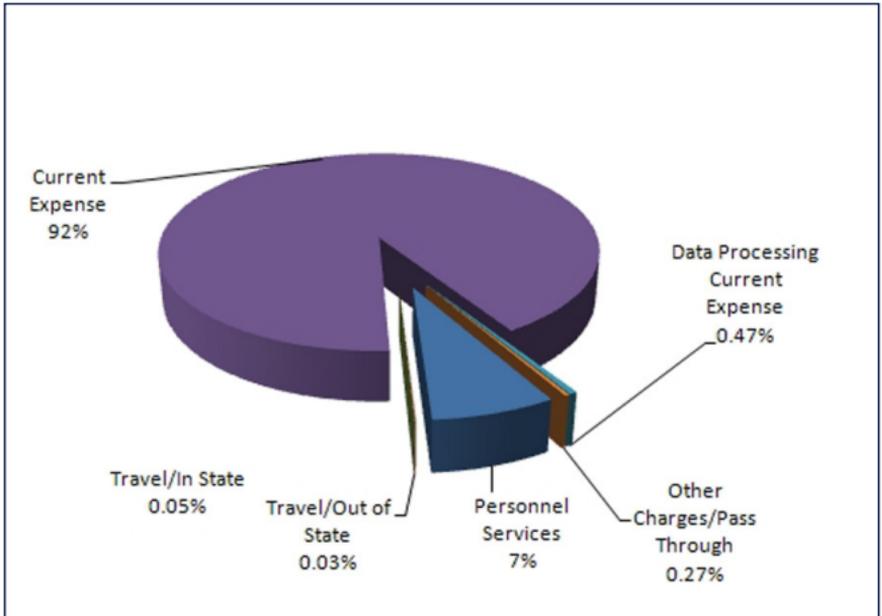
- **RFP Completion** - Completed RFP for Liability and Property Claims Audit
- **New RMIS Project Underway** – Completed RFP for new Risk Management Information Claims System
- **State Risk Fund Cost Savings** – Provided information to the Governor’s Optimization Commission showing:
  - DRM had the lowest cost of risk to the 4th lowest cost among all participating states in 15 of 32 categories in an independent benchmarking survey;
  - The 20-year history of insurance rate per \$100 in value is 8% less than 20 years ago;
  - Utah’s general liability expense was 2nd lowest and its property expense was 3rd lowest; and
  - The State’s workers compensation expense was 2nd lowest of states participating in an independent benchmarking survey
- **Increase in Coverages** – Obtained more insurance coverage through our broker for FY11 even though State had significant property losses in FY10



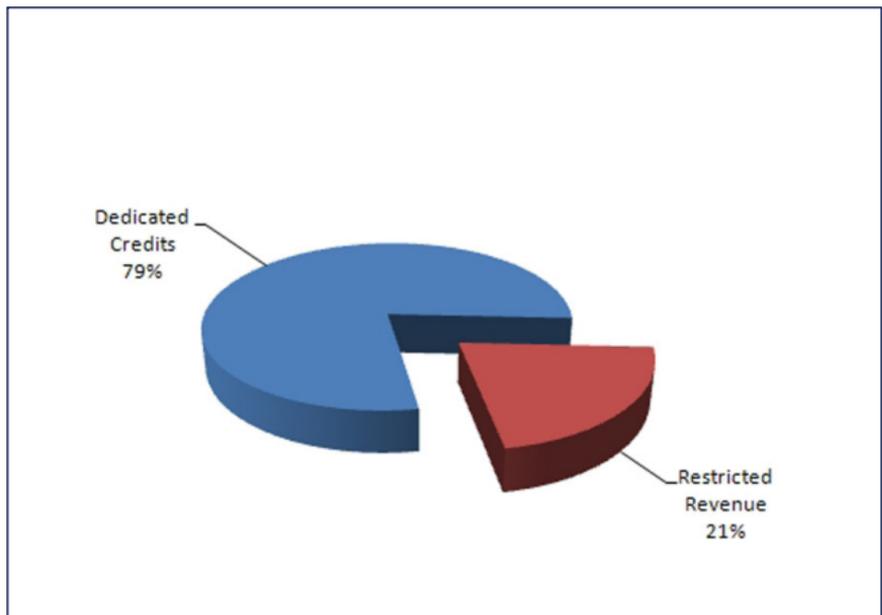
*Jim Sefandonakis - Claims Adjuster*

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**Risk Management Expenditures**



**Risk Management Revenues  
\$33,219,200**



## SERVICES AND FUNCTIONS

**Loss Control Services:** The purpose of loss control is to prevent claims from occurring among our covered governmental entities. In addition to site inspections and training presentations, our experienced loss control professionals provide:

- building, fire and life safety inspections and recommendations
- engineering consulting services
- ergonomic and disability prevention evaluations and solutions
- consultations regarding all coverage-related losses, including physical hazards, workplace security, occupational and environmental safety, workers compensation, and employment liability

**Site Inspections:** Loss control professionals conducted 793 site inspections of our covered public schools, institutions of higher education, and state agencies during FY 2010—an average of 66 inspections per month.



*First Aid Training facilitated hands-on training for 180 participants from various state agencies*

**Training Presentations:** During FY 2010, loss control professionals provided 354 training presentations to 3,973 participants from our covered public schools, institutions of higher education, and state agencies.

**Claims Services:** In DRM's July 2010 annual Claims Audit, performed by an independent national consulting firm, DRM received a timeliness and quality overall performance rating of 98% (Superior), exceeding the target for meeting industry standards of 95%. Our claims unit has consistently ranked as one of the best in the country. The audit found that claims staff:

- Provide the citizens of Utah and participating agencies with quality claims handling, demonstrated by superior scores in all 16 claims components
- Protect State resources by evaluating claims promptly and fairly
- Maintain the financial strength of claims reserves
- Promote a culture of accountability demonstrated by documented decision rationale in claims files
- Effectively communicate with the AG's office
- Promote quality controls by conducting random in-house audits of individual claims



*The Risk Management Fund provides coverage for all state-owned vehicles*

# DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2010



<u>Services Provided</u>	<b>Total</b>
<b>Inspections</b>	
Site inspections	781
<b>Claims</b>	
<b>Auto</b>	
FY 10 claims opened	90
FY 10 claims closed	623
FY 10 claims cost	\$ 1,466,547
<b>Liability</b>	
FY 10 claims opened	453
FY 10 claims closed	935
FY 10 claims cost	\$ 1,885,577
<b>Property</b>	
FY 10 claims opened	80
FY 10 claims closed	205
FY 10 claims cost	\$3,495,213
<b>Workers Compensation</b>	
FY 10 workers compensation claims	1,053
FY 10 workers compensation cost	\$ 2,908,580
<b>Prevention</b>	
Disability prevention evaluations	499
Consultations	2,824
Training sessions	354
Participants	3,973
Training hours	9,748
Online self inspections surveys completed by entities	2,324
<b>Certificates of Insurance</b>	
FY 10 certificates of insurance	831



## Utah Navajo Royalties Holding Fund

a division of the Department of Administrative Services

### UTAH NAVAJO ROYALTIES HOLDING FUND

151 East 500 North  
Blanding, UT 84511  
Phone: 800-378-2050  
Fax: 435-678-1464  
[www.unrhf.utah.gov](http://www.unrhf.utah.gov)

#### MISSION STATEMENT

*“We are committed to completing existing projects, protecting Holding Fund assets, and continuing support of the Navajo scholarship program until such time as a new trustee is appointed.”*



*New Montezuma Creek Office Building*

## EXECUTIVE TEAM

- Tony Dayish, Program Administrator  
[tdayish@utah.gov](mailto:tdayish@utah.gov) 435-678-1468
- Stephen M. Smith, Financial Manager  
[ssmith@utah.gov](mailto:ssmith@utah.gov) 435-678-1461
- Dorothy Phillips, Office Manager  
[dphillips@utah.gov](mailto:dphillips@utah.gov) 435-678-1460

## PROGRAM ADMINISTRATOR MESSAGE



*Tony Dayish,  
Program Administrator*

The Utah Navajo Royalties Holding Fund (UNRHF) is a temporary state agency serving to administer the Utah Navajo Trust Fund in the interim while awaiting the United States Congress to formally designate another trustee for the trust fund. In 2008, the State of Utah decided to withdraw from being the trustee for the trust fund after filling this role for about 50 years. Since 2008, Senator Bob Bennett has been working on a bill in Congress on the Senate side and Representative Jim Matheson has been working on a companion bill on the House side. Both bills still have work to be done before the Act of 1933 and the 1968 Amendment regarding the trust fund can be amended to enable a new trustee to take over for the State of Utah. In the meantime, the UNRHF staff have been focused on completing projects that were funded prior to May of 2008 (which we call the Sunset grants) and continuing to provide services to Utah Navajo students with college financial aid and scholarships.

Our FY 2010 goals included getting as many housing and other community development projects completed and getting the word out to as many students and families as possible on the changes that were happening to the UNRHF and UNTF, especially on how the expiration of the UNRHF legislation affects them and how to effectively take advantage of the programs that are still available to Utah Navajos. The previous UNRHF legislative deadline was 2010, therefore the first half of the fiscal year, the UNRHF diligently coordinated with the Utah Navajo Chapters and individual recipients so that the grants were used and not allowed to expire.

The 2010 Utah State Legislature extended the UNRHF for another two years, which provided more time for projects to be completed and for the college financial aid/scholarship program to continue. We are thankful for the extra time that was provided. It would have been a shame for much-needed housing grants to be allowed to expire when the need is so great. We are currently back to normal full speed ahead instead of desperate full speed that we had to employ last fall. The projects under the Sunset grants were about 75% completed at the end of FY 2010 and the college financial aid/scholarship program continues to provide good service to Utah Navajo students.



*Dennehotso Multi-Purpose Building project*

## FY 2010 PROGRAM HIGHLIGHTS

- **Fund Assets** – The unaudited net assets at the end of FY 2010 were \$51,352,590 — Net assets include \$26 million in receivables from the State of Utah for settlement of the Pelt lawsuit; \$12 million on deposit in the Public Treasurer’s Investment Fund (PTIF); and \$8.8 million in capital assets (land, buildings, improvements and equipment).
- **Royalty Revenues** – The Oil & Gas Royalties revenues in FY 2010 were \$3,019,405 (unaudited).
- **Total Revenues** – Total revenues for FY 2010 were about \$29,643,553 (unaudited) including \$26,000,000 recognized from settlement of the Pelt lawsuit.
- **Interest Returns** – The return on investments from monies invested in the PTIF was the lowest it has been for a long time because of low interest rates. The amount earned in FY 2010 was \$93,268 compared to an average of about \$535,000 per year from FY 2000 to FY 2006.



*Housing project in progress*

- **Scholarship Program** – During FY 2010, 334 Higher Education Financial Aid/Scholarship grants to assist Utah Navajo students totaling \$452,896 were issued. 39 regular college financial aid grants and 9 endowment grants were awarded for summer; 128 regular and 20 endowment grants were awarded and for fall and winter/spring semesters, and 23 regular and 15

endowment grants were issued. Regular grants are those that are funded from the UNRHF's program and allow students to attend any college. Endowment is a fund that UNTF contributed to and participates in that only allows students to only attend class at the Blanding, Utah campus of the Utah State University-College of Eastern Utah.

- **Project Funding** – The amount spent on Housing Projects and Community Development Projects in FY 2010 was \$3,847,058.
- **Sunset Projects** – There are 338 Sunset projects and 75% of these projects are completed.
- **NRF Grants** – UNRHF is tracking and administering 407 NRF grants (and growing each year).
- **Montezuma Creek Project Completed** – The Montezuma Creek Office Administration Building project was completed — The construction time frame was September 2009 to May of 2010.
- **Dennehotso Project Completed** – The Dennehotso Multi-Purpose Building project was also completed in FY 2010. The construction time frame was March 2009 to May 2010.
- **Housing Projects** – A charitable group, Hearts and Hands in Action of American Fork, Utah provided labor and matching resources to build eight (8) houses in Westwater, which was a major accomplishment assisted by the U.S. Bureau of Reclamation, the Navajo Nation, and the UNRHF.



*Dorothy Phillips and Tony Dayish*

## SERVICES AND FUNCTIONS

- **Higher Education Scholarships & Financial Aid Program** – the UNRHF assists eligible Utah Navajo students with post-secondary financial assistance/scholarships. The main factors in meeting the eligibility criteria is to meet the residency definition and being enrolled with the Navajo Nation as a tribal member. For younger students, parents have to be a full-time resident living in San Juan County, Utah. For older students with a family, they have to live in San Juan County, Utah for the past three years or have left San Juan County not more than three years ago.

The students can attend any university, college, or technical/trade school of their choosing, including on-line courses. Most of the Utah Navajo students attend universities in the states of Utah, Arizona, New Mexico, Nevada, because Utah Navajo students are eligible for in-state tuition. UNRHF can also fund high school students under the concurrent enrollment program, where they can continue to attend high school and some college classes at the same time.



*Back Row: Tony Dayish, Stephen Smith, Middle: Jaimee Little, Dorothy Phillips, Front Row: Cherry Menard, Marilyn Holiday*

- **UNTF Sunset Projects** – The UNTF Dineh Committee and the Board of Trustees approved 338 projects before being dissolved in May 2008. These projects were authorized by the State Legislature to be completed. The UNRHF has been working with the Utah Navajo Chapters, clients, and vendors to get these projects completed. UNRHF is at 75% complete status at the end of the FY 2010.
- **Navajo Revitalization Fund (NRF)** – NRF is a state agency and a sister organization to UNRHF. In addition to the Sunset budget, UNRHF also monitors and administers NRF grants, which currently total 407 grants. Almost every Sunset grant has a matching grant from NRF. UNRHF is closer to the projects and UNRHF knows the processes of building projects on the Navajo Reservation; therefore NRF has requested UNRHF to continue to assist NRF because the NRF is a one-person operation located in Salt Lake City.
- **Matching Funding** – UNRHF has run into the problem of insufficient funding on the Sunset and NRF projects. UNRHF coordinates with the Utah Navajo Chapters to request NRF funding be made available to finish projects. However, that is not possible, so UNRHF sometimes will apply to funding sources other than NRF for additional funding to complete projects, such as the State of Utah's Olene Walker Housing Trust Fund, NAHASDA (Indian HUD), the Navajo Nation's Capital Improvement Office, USDA Rural Development, the Daniels Fund (a private trust), and others.
- **Fiscal Agent Services** – The Navajo Utah Commission (NUC) is a Navajo Nation agency and they apply to outside funding sources as well. When a funding award is made, NUC will often request the UNRHF to be their fiscal agent and administer the grant.



## Child Welfare Parental Defense

an office of the Department of Administrative Services

### OFFICE OF CHILD WELFARE PARENTAL DEFENSE

3120 State Office Building  
Salt Lake City, UT 84114  
Phone: 801-538-3010  
Fax: 801-538-3844  
[www.das.utah.gov](http://www.das.utah.gov)

#### MISSION STATEMENT

*“Dedicated to helping improve outcomes for Utah’s families by providing education and support to attorneys who represent parents in welfare proceedings.”*



## EXECUTIVE TEAM

- Salvador Petilos, Program Manager  
[spetilos@utah.gov](mailto:spetilos@utah.gov) 801-538-3091
- Yolanda Larrymore, Assistant  
[ylarrymore@utah.gov](mailto:ylarrymore@utah.gov) 801-538-3010
- John Norman, Administrator  
[john@parentaldefense.org](mailto:john@parentaldefense.org)

## PROGRAM MANAGER MESSAGE



*Sal Petilos,  
Program Manager*

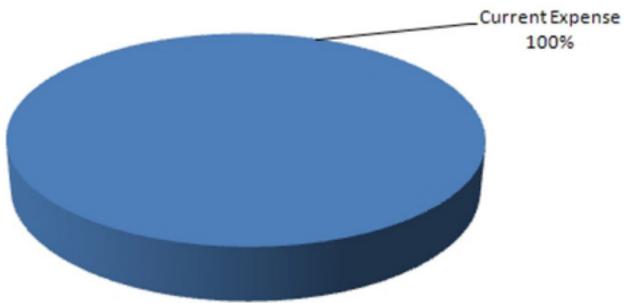
The Office of Child Welfare Parental Defense (CWPD), is charged with providing training, assistance, and advice to parental defense attorneys. CWPD has contracted with the Parental Defense Alliance of Utah to provide assistance to defense attorneys in an effort to ensure that families receive skilled, competent legal representation.

## FY 2010 PROGRAM HIGHLIGHTS

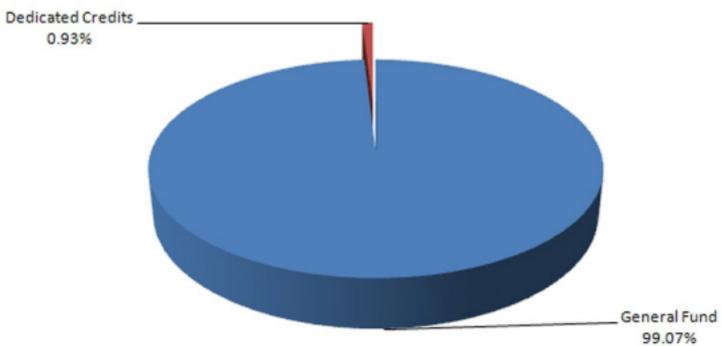
- Held a two-day conference designed to improve the quality of legal representation for parents in Utah. Conference topics and speakers were solicited from the community of child welfare attorneys.
- Conducted training seminars in Brigham City, St. George and Roosevelt.
- Extended limited financial assistance to two parental defendants who have been found by the court to be indigent for costs related to appeals.
- Conferred with, and acted as a resource for parental defense attorneys in Utah.

**FISCAL YEAR ENDING JUNE 30, 2010  
(Unaudited)**

**Child Welfare Parental Defense Expenditures**



**Child Welfare Parental Defense Revenues  
\$85,400**



## SERVICES AND FUNCTIONS

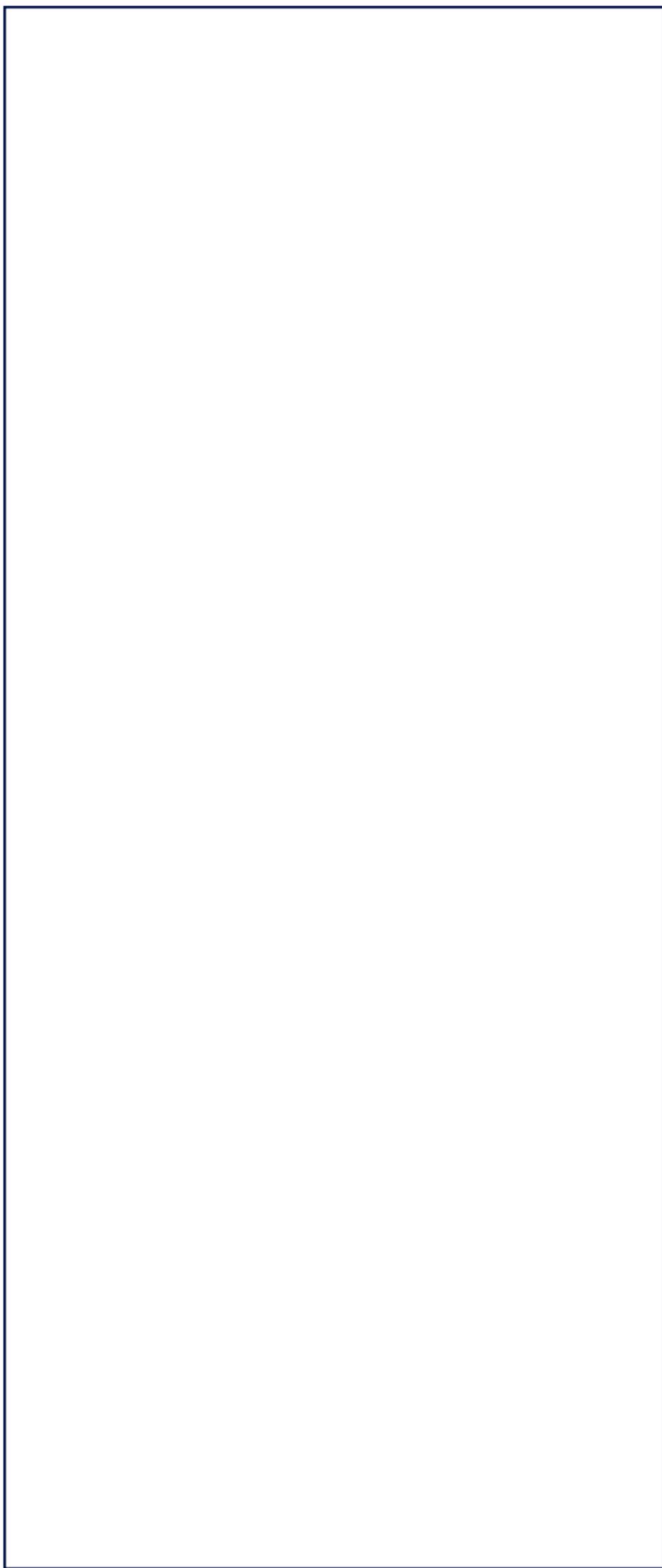
- Annual Conference and training seminars (CLE credits provided)
- eBulletin and newsletter
- PDA website — [www.parentaldefense.org](http://www.parentaldefense.org)

## BOARDS AND COMMITTEES

- Child Welfare Parental Defense Oversight Committee



*John Norman, Executive Director  
Parental Defense Alliance of  
Utah*







**CREDITS**

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**EDITOR**

Victoria Schoenfeld - Public Information Officer  
Department of Administrative Services  
and  
Marilee Richins  
Division of Risk Management

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