

DEPARTMENT OF
**Administrative
Services**

SERVICES ELEVATED



**ANNUAL REPORT
2012**

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It is my pleasure to introduce the 2012 Annual Report for the Department of Administrative Services (DAS). The Department of Administrative Services employees consistently demonstrate tremendous commitment to deliver products and services of the highest quality to state agencies.

The Department of Administrative Services provides essential services of infrastructure, products, and services that facilitate the efficient workings of our state government.

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 both now and into the future. Their efforts are recognized and greatly appreciated.

Sincerely,

Gary R. Herbert

A handwritten signature in black ink that reads "Gary R. Herbert". The signature is written in a cursive, flowing style.

**Governor
State of Utah**

Nothing is more important to delivering on our mission than our employees. I attribute our Fiscal Year 2012 success to our resilient employees who strengthened the DAS mission, soundly executed service plans, and met customer needs. With a clear understanding that every dollar spent on our services is one less dollar our customers can spend on mission critical programs, we made significant strides in improving efficiency and effectiveness within the department.



The long-term strategy of moving to a shared services operations model is proving to be the right direction. With solid expertise in place, management turned a sharp focus on technology solutions, key business processes and operational excellence. This effort transformed business processes and improved service turn-around times for our customers.

The Enterprise Risk Management (ERM) pilot project improved our responsiveness to past and future challenges. Through this process, new mitigation plans continue in 2013 to institutionalize the ERM process, strengthen performance management, and reinforce our culture of transparency.

It remains a privilege to serve the great state of Utah and I want to thank the Governor for his leadership and the Legislature for their support. I also want to thank the many advisory group members and others who provide feedback to help us improve our public service.

A handwritten signature in black ink that reads "Kimberly K. Hood".

Kimberly K. Hood
Executive Director
Department of Administrative Services

DAS STRATEGIC PLAN

The Department of Administrative Services 2011 – 2016 strategic plan provides a roadmap for accomplishing the department’s priorities for the next several years. The plan presents five strategic goals for advancing the department’s mission to “deliver support services of the highest quality and best value to government agencies and the public” so that they may focus more resources towards achieving their respective missions in support of the public good.

DAS Leadership Team



From left to right, front row: Patricia Smith-Mansfield, Kim Hood, Tani Pack Downing; Back row: John Reidhead, Dave Williams, Sam Lee, Rich Amon, Ken Hansen, Kent Beers, Gregg Buxton, Vicki Schoenfeld

DAS Strategic Goals

- Improve efficiency and effectiveness of operations
- Develop a quality, high performance workforce
- Improve customer relations and communications
- Institutionalize emergency preparedness
- Promote energy efficiency

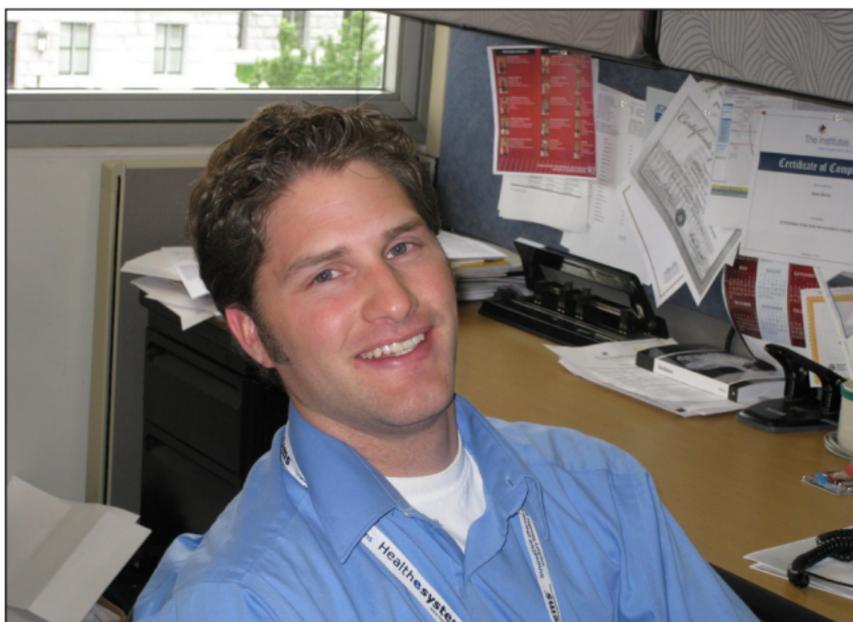
The DAS strategic plan provides a solid foundation for the department’s long term response to the significant challenges it faces. The strategic goals and associated objectives provide a means of understanding the direction in which DAS is proceeding and the planned changes to DAS operations needed to attain these goals.

ENTERPRISE RISK MANAGEMENT

As DAS began implementation of the strategic plan the Department realized that certain roadblocks could prevent achievement of its goals. Working with the Division of Risk Management, DAS developed an Enterprise Risk Management (ERM) process to identify risks and challenges to achieving the strategic goals. DAS is on the forefront of implementing a state-based ERM initiative and continues to refine the process.

An attractive and significant aspect of the ERM process is its capacity for engaging employees in identifying, prioritizing, and solving risks. Some of the identified risks include:

- Employee retention, morale and training opportunities
- Cyber security protection and reputational threats
- Budget reductions and lack of resources to meet job expectations
- Communication challenges between DAS levels (management, supervisors, staff)
- Imperfect understanding of customer needs
- Effective planning for major disruptions of operations



James Brown is responsible for the Enterprise Risk Management program which was implemented in DAS during 2012

Employee input on risks that the department faces and their rank priority resulted in the creation of department-wide working groups that recommend strategies and actions to mitigate identified risks. DAS is currently implementing these ideas and action strategies.

COMMITMENT TO OPERATIONAL EXCELLENCE

The Theory of Constraints is a management tool based on the principle that, “A chain is only as strong as its weakest link.” An inefficient person or process can cause an entire organization to become inefficient. Most organizations are kept from achieving their full potential by a small number of constraints. The Theory of Constraints seeks to identify the most significant constraints and restructure processes or systems.

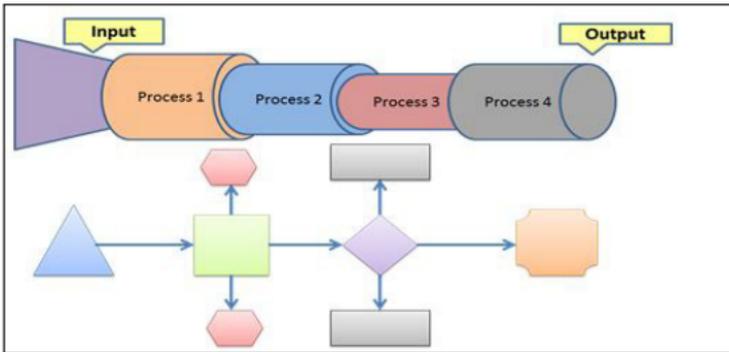
Using the Theory of Constraints, State Purchasing identified two operational constraints. The first constraint identified was the contract legal review process which was four months behind schedule because of insufficient staffing. One person was responsible for conducting the legal review on over 1,000 contracts per year. The solution was to assign three additional procurement officers to



Kent Beers teaches the Theory of Constraints Management at the Annual DAS Executive Summit

move back and forth between legal review and purchasing functions based on workload demand. Since the restructuring, the backlog of contracts awaiting legal review has been eliminated and other key performance indicators show significant improvement.

Theory of Constraints Management Tool



State Purchasing identified state agency contract compliance review as the second major constraint. Requests for Proposals (RFP) submitted for review by state agencies often contained errors and procurement code violations which staff either fixed or rejected. The Theory of Constraints helped State Purchasing recognize that agency personnel are not experts in procurement and that they could assist the agencies in writing the RFP correctly the first time. A representative from State Purchasing is now assigned to each agency to assist and shepherd them through the RFP process resulting in better RFPs, less time wasted, reduced duplication, and improved customer relationships.



Sal Petilos, former Deputy Director, DAS; currently serving as Executive Director, DABC

“I believe that the department’s efforts to systematically address foundational concerns with regard to employees, customers, and service delivery and performance will be critical to the department’s continued success. Just as importantly, these illustrate the department’s commitment to consistently strive to ensure the delivery of best value services in a dynamic environment with constantly shifting priorities.”

SHARED SERVICES

Over the last several years, DAS implemented changes in operations to leverage expertise within the department and effect long term improvements in operations. Using a shared services concept, the department is reorganizing operations by separating administrative functions that cut across divisions from program functions to leverage expertise within the department. Reorganizing along functional lines allows DAS to:

- Refocus staff on core competencies and services
- Create efficiencies through specialization and process standardization
- Address the inequitable distribution of resources among the divisions

With a shared services focus, DAS actively engages customers in improvement initiatives. Extensive collaboration between the service provider and the users, permit both parties to identify what needs to be done and jointly pursue corrective actions to achieve positive outcomes.



Sue Hoskins, DAS Travel Coordinator, with Yolanda Larrymore

HOUSE BILL 80 STUDY

During the 2012 General Session the Legislature passed House Bill 80, Reorganization of Administrative Support Functions in State Agencies, which directs DAS to identify and evaluate employee time spent performing administrative support functions in at least 10 state agencies. The study requires DAS to evaluate efficiency changes, cost benefits, shifts in quality, and overall feasibility of transferring or centralizing responsibility of those administrative support functions.



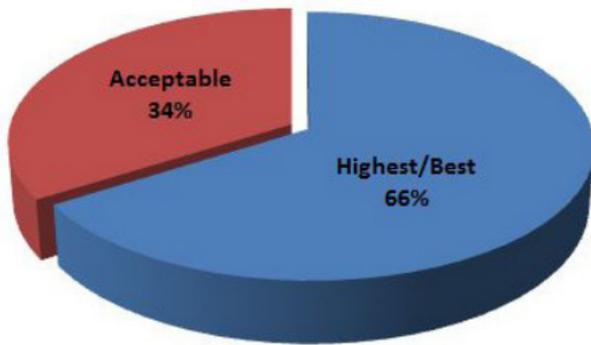
Jason Knight, Research Analyst for HB 80 with Jeff Mottishaw

The study found that there is overall efficiency for the administrative support functions performed by DAS and the agencies studied. Administrative support functions outside of DAS are largely performed on an as-needed basis and are necessary for state government to function properly. DAS did not identify any cost benefits as these functions would need to be performed regardless of which agency performs them.

EXECUTIVE MANAGEMENT CUSTOMER SATISFACTION SURVEY RESULTS

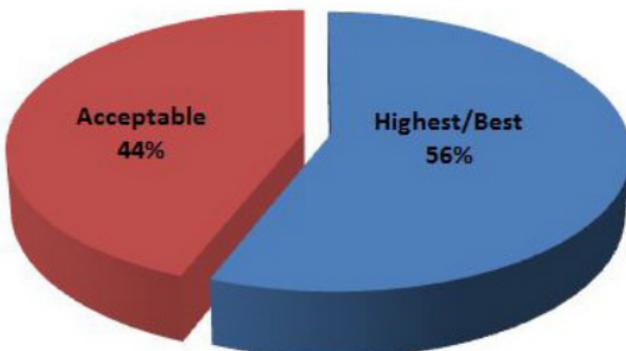
How would you rate the quality of your relationship with DAS, considering all of your experiences with them?

1 Highest/Best	66%
2 Acceptable	34%
3 Somewhat Acceptable	0.0%
4 Lowest/Unacceptable	0.0%



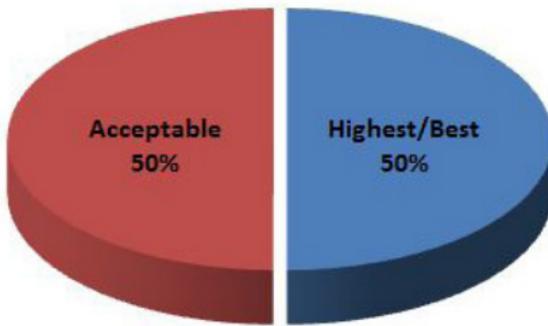
How satisfied are you with the services you received?

1 Highest/Best	56%
2 Acceptable	44%
3 Somewhat Acceptable	0.0%
4 Lowest/Unacceptable	0.0%



Overall, do you feel DAS brings value to your agency?

1 Highest/Best	50%
2 Acceptable	50%
3 Somewhat Acceptable	0.0%
4 Lowest/Unacceptable	0.0%



Gregg Buxton and Kimberly Hood receive the Heritage Award which honors historic preservation throughout Utah. The purpose of the Heritage Awards is to recognize those projects, organizations, agencies, and individuals that exemplify the highest standards within the preservation movement.

DAS ANNUAL AWARD PROGRAM “SERVICES ELEVATED”



2012 DAS Leadership Award

*David McKay
Division of Facilities and
Construction Management*



2012 DAS Outstanding Public Service Award

*Mindy Spring
Division of Archives*

2012 DAS Team Award for Outstanding Public Service



Todd King and Roland Rasmussen, Division of Fleet Operations

**2012 DAS
Team Award for Innovation and
Efficiency**



Darrel Hunting, DFCM; Mark Dalton, Archives; and Julie Talbot, Archives

**2012 DAS
“INNOVATIONS ELEVATED”
AWARD**

Consolidated Budget and Accounting (CBA) Team



The new CBA team was honored at the Annual DAS Executive Summit

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

MISSION STATEMENT

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



Back Row: Sal Petilos, Rich Amon, Jason Knight; Seated: Vicki Schoenfeld, Kimberly Hood, Sue Hoskins

DAS EXECUTIVE TEAM

- Kimberly K. Hood, Executive Director
khoo@utah.gov 801-538-3010
- Rich Amon, Deputy Director
ramon@utah.gov 801-538-3091
- John Reidhead, Chief Financial Officer
jreidhead@utah.gov 801-538-3082
- Victoria Schoenfeld, Public Information Officer
vschoenfeld@utah.gov 801-538-3215
- Susanne Hoskins, DAS Travel Coordinator
suehoskins@utah.gov 801-538-3010



Annual DAS Awards Luncheon

DAS TECHNICAL SERVICES TEAM

DAS has numerous business applications. All of the departments of State government depend upon these applications to conduct much of their business. In order to properly plan for the best operational environment for these applications and the review of new technology projects and expenditures, DAS has established an Information Technology Council. This council includes DAS Division Directors along with the Executive and Deputy Director. The IT Council meets monthly to review, plan, and approve IT direction for the department which includes operational effectiveness, new technology projects, and security. This is a time where the department management team can receive and give educational information relating to technology.



Brent Cleverly, Information Technology Director and Judd Houser, Information Technology Manager

DAS HUMAN RESOURCE TEAM

The Department organized a Human Resources (HR) Council in April 2012. Executive Management meets with HR staff from DHRM on a monthly basis to discuss HR-related issues that have come up. This meeting has been beneficial in helping executive management understand HR processes better. During the coming year, the HR Council will be focused on more strategic matters related to workforce planning.



Human Resource Manager, Larene Wyss; Human Resource Specialist, Patricia Barrett; and Angela Abbott, Senior Human Resource Analyst



The culture in DAS is one of customer service, efficiency, effectiveness, innovation and excellence. Within DAS, the diversity in services, customers, and funding sources and models make our operations both challenging and exciting. It is a great opportunity to be involved in DAS financial matters under Kim Hood's leadership and

working with exceptional division directors who do all they can to provide best value services. We are thrilled that Richard Amon is the new DAS deputy director. Richard's knowledge and experience in budgeting and financial issues are already having a positive impact on DAS.

I am pleased to report that DAS operations were managed within available resources for fiscal year 2012 and accounted for in a responsible, appropriate manner.

Reliable and timely financial information continues to be of utmost importance to DAS management as operations model changes, shared services, and other efficiency initiatives are studied or moved forward in the face of reduced budgets and increasing workloads. Consistency and quality of financial information was one of the reasons the Consolidated Budget and Accounting group (CBA) was formed within DAS. We are pleased to report that the CBA has successfully completed their first year of operations and continues to progress.

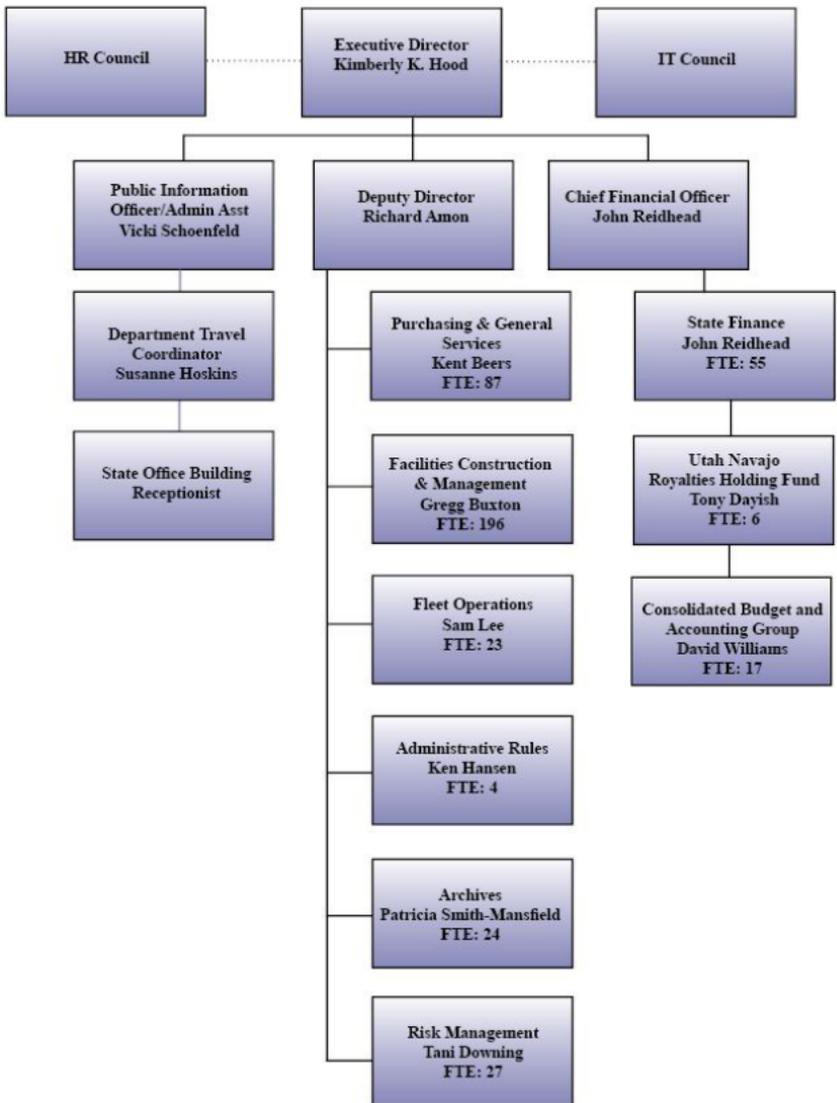
DAS continues to face fiscal challenges in many areas. As a result of the challenges and recent studies, DAS will be submitting requests for modest budget increases in areas such as IT support, data security, and Archives records management support. These requests will be made in an effort to improve or extend services that we believe will benefit the State overall.

We appreciate the taxpayer resources entrusted to us from the Legislature and from customers through charges for services. We appreciate our customers, partners, and other stakeholders and look forward to working together to provide quality services.

A handwritten signature in black ink that reads "John Reidhead". The signature is written in a cursive, flowing style.

John Reidhead
Chief Financial Officer
Department of Administrative Services

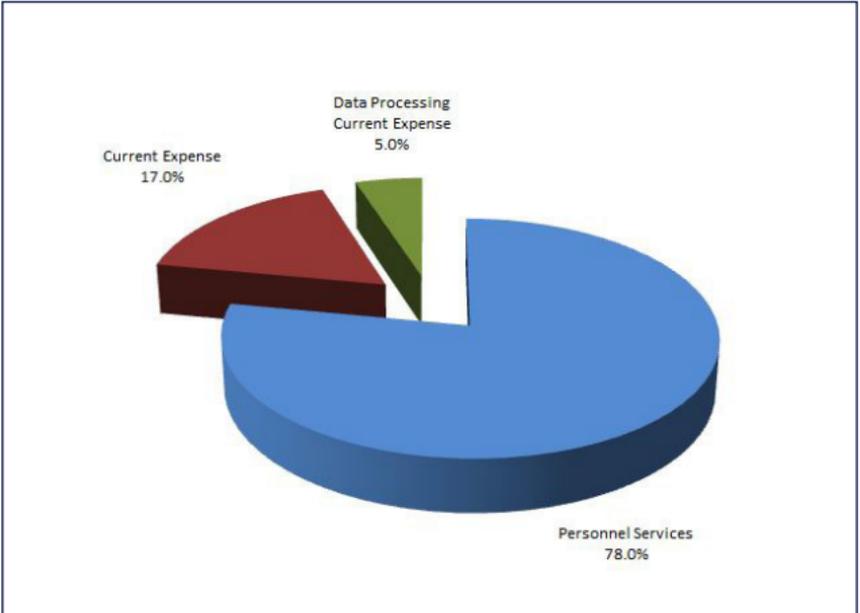
DEPARTMENT OF ADMINISTRATIVE SERVICES ORGANIZATIONAL CHART



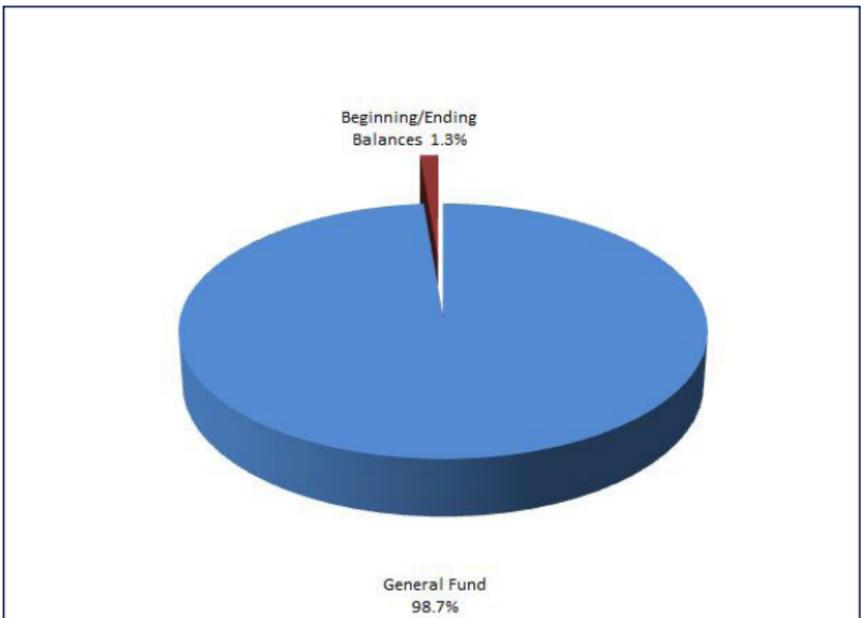
Employee Count:	439
FY 2012 Operating Budget:	\$20,448,100
FY 2012 Finance Mandated Budget:	\$37,286,300
FY 2012 ISF Operating Budget:	\$139,760,300
FY 2012 Capital Budget:	\$357,790,000

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

Executive Director's Office Expenditures



**Executive Director's Office Revenues
\$593,700**





Administrative Rules

a division of the Department of Administrative Services

DIVISION OF ADMINISTRATIVE RULES
5110 State Office Building
Salt Lake City, UT 84114
Phone: 801-538-3764
Fax: 801-537-9240
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.”

The screenshot shows the Division of Administrative Rules website on the left and a page from the Utah State Bulletin on the right. The website features a navigation menu with links for 'Proposed Rules', 'Effective Rules', and 'Emergency Rules'. The main content area is titled 'Welcome to the Division of Administrative Rules' and includes a list of services and contact information. The bulletin page is titled 'NOTICES OF PROPOSED RULES' and lists several proposed rules, including R33-12, R33-13, R33-14, R33-15, R33-16, R33-17, R33-18, R33-19, R33-20, R33-21, R33-22, R33-23, R33-24, R33-25, R33-26, R33-27, R33-28, R33-29, R33-30, R33-31, R33-32, R33-33, R33-34, R33-35, R33-36, R33-37, R33-38, R33-39, R33-40, R33-41, R33-42, R33-43, R33-44, R33-45, R33-46, R33-47, R33-48, R33-49, R33-50, R33-51, R33-52, R33-53, R33-54, R33-55, R33-56, R33-57, R33-58, R33-59, R33-60, R33-61, R33-62, R33-63, R33-64, R33-65, R33-66, R33-67, R33-68, R33-69, R33-70, R33-71, R33-72, R33-73, R33-74, R33-75, R33-76, R33-77, R33-78, R33-79, R33-80, R33-81, R33-82, R33-83, R33-84, R33-85, R33-86, R33-87, R33-88, R33-89, R33-90, R33-91, R33-92, R33-93, R33-94, R33-95, R33-96, R33-97, R33-98, R33-99, R33-100.

Division of Administrative Rules' website and the September 1, 2012 issue of the Utah State Bulletin

EXECUTIVE TEAM



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

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



Quarterly eRules training

DIVISION DIRECTOR MESSAGE



Ken Hansen, Director

As part of his 2011 State of the State address, Governor Gary R. Herbert directed members of his Cabinet “...to review existing business regulations and determine which should be kept, which should be modified, and which will be eliminated.” (Governor Gary R. Herbert, State of the State address, 1/26/2011, http://www.utah.gov/governor/news_media/article.html?article=4169, accessed 9/10/2012)

During the months that followed, state agencies reviewed their rules and reported their findings to the Governor’s Office. In December 2011, the Governor’s Office issued a report entitled *Utah Business Regulation Review*. Throughout the review process, state agencies identified 295 changes and potential improvements to administrative rules. Agencies also identified 32 organizational changes, and 41 recommended legislative changes.

This report is also important because it focused attention on what Utah has done to improve regulation. It also shows that rulemaking is an ongoing process. Rulemaking happens daily. During fiscal year 2012, agencies submitted 1,423 rulemaking actions or 5.7 per business day. Utah’s rulemaking process requires state agencies to be aware of the impacts on, and accept feedback from businesses and citizens.

The Legislature has included the following components as part of the rulemaking process to better inform and involve citizens and businesses, and help agencies base regulatory decisions on solid, well-rounded information:

- The agency involves affected persons in drafting the rule (Subsection 63G-3-301(3)).
- If the agency expects the rule to have a measurable negative fiscal impact on small business, the agency conducts a small business impact reduction analysis (Subsection 63G-3-301(6)).
- The agency’s department head (typically a member of the Governor’s Cabinet, or a person at an equivalent level) comments on the fiscal impacts the rule may have on businesses (Subsection 63G-3-301(5)).
- The Division of Administrative Rules publishes

proposed rules in the Utah State Bulletin to provide notice to the public of rulemaking actions.

- A person may submit public comment regarding a proposed rule directly to the agency during the comment period (the name of a contact person and that person's phone number, fax number, E-mail address, and mailing address are included in the rule analysis).
- The agency accepts public comment during the period it designates on the rule analysis (no fewer than 30 days and no more than 113 days after publication of the rule) (Subsection 63G-3-301(11)).
- The Administrative Rules Review Committee must review the agency's rule and may ask the agency to appear before the committee (Section 63G-3-501). Persons aggrieved by a rule, or the lack of a rule, will contact the committee and request that the committee review the issue with the agency.
- A person may request that the agency hold a public hearing about a specific proposed rule (Subsection 63G-3-302(2)).
- A person may request that the agency prepare a small business impact reduction analysis if one was not previously prepared by the agency (Subsection 63G-3-301(7)).
- The agency must take at least seven days following the public comment period to consider the public comment it has received (Subsection 63G-3-301(11) and (12)).
- The Division of Administrative Rules publishes effective rules in the Utah Administrative Code (updated monthly) so that all enforceable administrative rules are available in one place.
- A person may petition the agency to change or repeal an existing rule, or enact a new rule (Section 63G-3-601).
- A person aggrieved by a rule may seek judicial review of that rule after exhausting administrative remedies (Section 63G-3-602).

In addition, the Governor has implemented a process where his staff reviews proposed administrative rules and works with agencies to resolve issues prior to the rule being finalized. "(Utah Exec. Order No. EO/013/2011 (Dec. 6, 2011), <http://www.rules.utah.gov/execdoks/2011/ExecDoc151876.htm>).

The rulemaking process is intended to make state administrative rules responsive to the needs of citizens and businesses. It includes several venues (agencies, legislative committee, Governor's staff) through which citizens and business may provide comment and express their concerns.

FY 2012 DIVISION HIGHLIGHTS

- **State Bulletin** — The Division published 24 issues of the Utah State Bulletin on schedule for the 19th year in a row.
- **Rulemaking Actions** —The Division processed 1,423 rule filings during FY 2012. Of these, 36%, or 518, of the rule filings were submitted to comply with statutory review requirements. Of 1,423 rule filings submitted during FY 2012, 1,371 have been made effective and have been codified into the Utah Administrative Code.

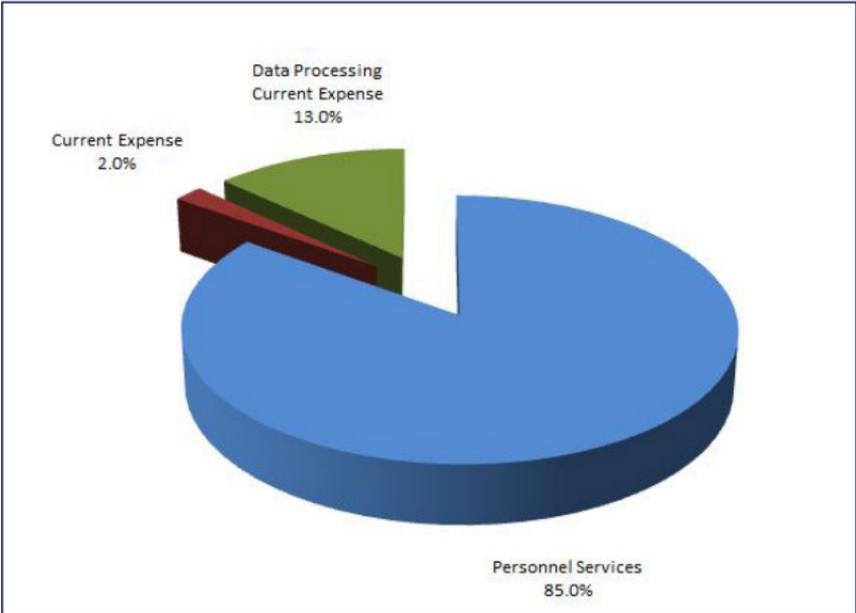


Nancy Lancaster reviews the Utah State Bulletin

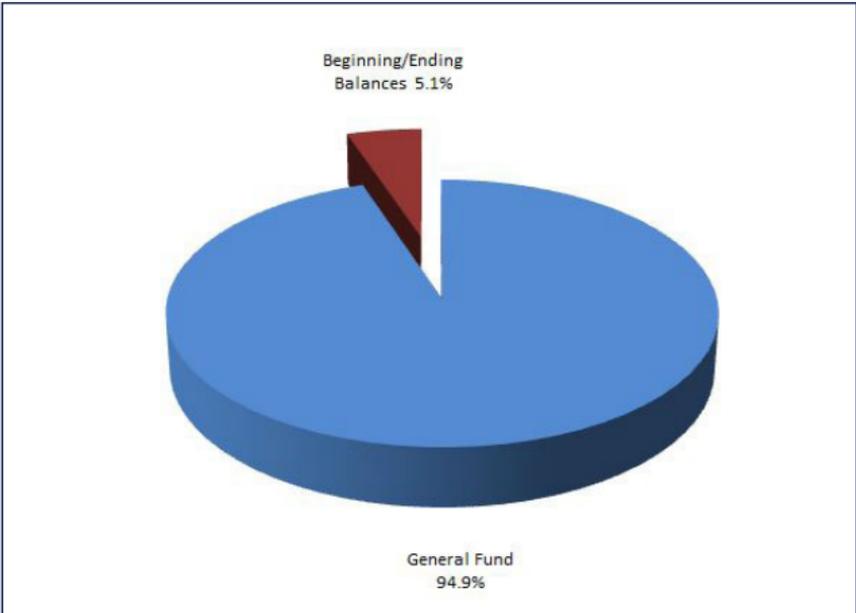
- **H.B. 80 (2012)** —The Division spent significant time meeting with agencies, and reviewing its process to identify potential ways to improve the rulemaking process. Recommendations will be compiled and presented to the Governor and the Legislature for action.

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

Administrative Rules Expenditures



**Administrative Rules Revenues
\$378,400**



SERVICES AND FUNCTIONS

Rule filing / document filing (submitted for FY 2012 publishing cycles)

- Administrative rule filings - agencies submitted 1,423 rule filings using the eRules application (accessible to authorized individuals at <http://erules.rules.utah.gov/>)
- Executive document filing - the Governor's Office submitted 17 executive orders and proclamations
- Public notices - agencies submitted 34 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>
- Other administrative agency material – <http://www.rules.utah.gov/publicat/bulletin.htm>



Ken Hansen and Sophia Manousakis

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 30 agency rulewriters during 5 different sessions
- Rulewriting Manual for Utah – <http://www.rules.utah.gov/agencyresources/manual.htm>



Mike Broschinsky, Code Editor

Procedural review of rules

- Procedural review of rule analyses and other rule forms – reviewed 1,214 rule filings and identified 223 issues in 192 rule filings related to the information provided on the required forms. These issues were resolved prior to publication
- Procedural review of rule text – reviewed 1,214 rule filings and identified 109 text issues in 108 rule filings. These issues were resolved prior to publication

Agency notification of deadlines and events

- Notices of rules due for review – notified agencies of 298 rules due for five-year review
- Lapsing notices – notified agencies of 16 rules that were about to lapse

DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2012



<u>Services Provided</u>	Total
Rule Filing / Document Filing	
Administrative rule filing and agency public notice filing	
Rule filings submitted	1,423
Five-year expiration for noncompliance (63G-3-305)	12
Legislative nonreauthorization (S.B. 31 (2010))	0
Executive document filing	
Governor's executive documents submitted for publication	17
Application performance	
State agency public notices submitted for publication	34
Publication of rules, and other executive branch notices	
Utah State Bulletin	
Percentage of complete filings published on time	100%
Publication errors made by the division	3
Maintenance of Utah Administrative Code	
Administrative code repository	
Rules in July 1 Code	1,981
Volume of rules in July 1 Code (in kilobytes)	29,766
Codification of Rules	
Codification errors made by the division	3
Rulemaking assistance to agencies	
Training	
Number of staff attending rules training	132
Cumulative hours trained	413
Procedural review of rules	
Resolution of issues	
Filings with issues resolved prior to publication	268
Filings with issues as % of total filings	19%
Total number of issues identified and resolved	335
Agency notification of deadlines and events	
Notice of rules due for five-year review	
Number of rules for which the statutorily required notice was sent	655
Percentage of rules for which statutorily required notice was sent by the statutory deadline	99%
Number of rules due for five-year review for which a 2nd courtesy reminder was sent	209
Notice of rules about to lapse	
Number of rules for which notice of rules about to lapse was sent	27



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: 801-531-3867
Monday - Friday 8am - 5pm

RESEARCH CENTER

300 South Rio Grande
Salt Lake City, UT 84101
Phone: 801-533-3535
Fax: 801-533-3504
Monday - Friday 9:00am - 4:00pm

RECORDS CENTER

Government agency access only (not public)
Building C-6
5th St & C St
Clearfield, Utah
Mailing Address
PO Box 141029
Salt Lake City, UT 84114-1029
Tel. (801) 525-3045
Fax (801) 825-3293
Monday - Friday 8:00am - 5:00pm

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



Rosemary Cundiff, John Koerner, Ken Williams, and Patricia Smith-Mansfield

- Patricia Smith-Mansfield, Director
pmansfield@utah.gov 801-531-3850
- Ken Williams, Deputy Director
kenwilliams@utah.gov 801-531-3840
- John Koerner, Administrative Services Manager
jkoerner@utah.gov 801-531-3865
- Rosemary Cundiff, Records Ombudsman
rcundiff@utah.gov 801-531-3858



Archives Research Center located at the Rio Grande

DIVISION DIRECTOR MESSAGE



Patricia Smith-Mansfield, Director

The 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.”

This year, the State Archives is proud to promote more openness in government with an additional service, a records ombudsman. Citizens interact with state government daily, creating records that provide needed documentation to protect rights and property. However, when citizens request those records with an open records request (GRAMA—Government Records Access and Management Act), the process can be complicated and confusing. During the 2012 General Legislative Session, the Utah Legislature passed SB177S01 Government Records Access and Management Act Amendments into law. This created a new records ombudsman assignment dedicated to assisting the public and government in making and fulfilling records requests, navigating the complicated appeals process, and mediating difficult issues when requested.

Since beginning her assignment in April, the records ombudsman has assisted hundreds of citizens and records officers with GRAMA issues and concerns. Her knowledge and expertise in archives and government records management provides a unique and comprehensive perspective: that good records management promotes transparency in government.

State records provide citizens the opportunity to become involved in government and understand its actions. Transparency in government relies on effective records management and the preservation of and access to the State's historical records. The work of the State Archives stands at the center of these pivotal activities.

FY 2012 DIVISION HIGHLIGHTS

- Elizabeth Perkes received the Conference of Inter-Mountain Archivists' (CIMA) Service Award for long-time service to the archival profession. The award is presented to an individual who has made significant contributions in service to and leadership in the archival profession.



Elizabeth Perkes, Archivist

- The Geospatial Multistate Archive and Preservation Partnership (GeoMAPP) Best Practices for Archival Processing for Geospatial Datasets by the GeoMAPP project is the 2012 recipient of the Preservation Publication Award given by the Society of American Archivists.
- ARMA International, Salt Lake Chapter, awarded the State Archives an award for Partner Organization of the Year, recognizing the Archives' support and leadership in the organization.



New records center in Clearfield

- The Utah State Archives' State Records Center relocated to a state-owned warehouse which was renovated to meet the needs of efficient operation. Secure industrial shelving was installed to house the records, a new fire sprinkling system was installed to protect the records, and new electric equipment was obtained to increase efficiency in records retrieval. The State Records Center moved into its new home, relocating 120,000 cubic feet of state and local government records, in the spring.

- The Archives was a leading partner in the formal adoption of an Annex for Cultural Property, an Appendix to the Emergency Support Function 11 Annex of the Utah Emergency Operations Plan. Utah is only the third state in the United States to have a cultural annex approved, making the recovery of cultural property found in archives, libraries, museums, and historical societies statewide a recognized priority.
- The Archives' records ombudsman responded to 389 records access issue contacts and held six mediations in the first three-month period of creation. Through her efforts she successfully resolved the issue entirely or significantly narrowed the issues in conflict.
- The Utah State Historical Records Advisory Board re-granted \$19,300 in grant awards, possible through a grant from the National Historical Publications and Records Commission.
- The Archives added 99,287 images to the Digital Archives, now totaling 900,000 images online. The collections had over 1,909,000 patron accesses.
- The Archives supports the State Records Committee. The Committee heard 17 appeal hearings and 12 pre-hearing conferences out of 126 hearing requests.



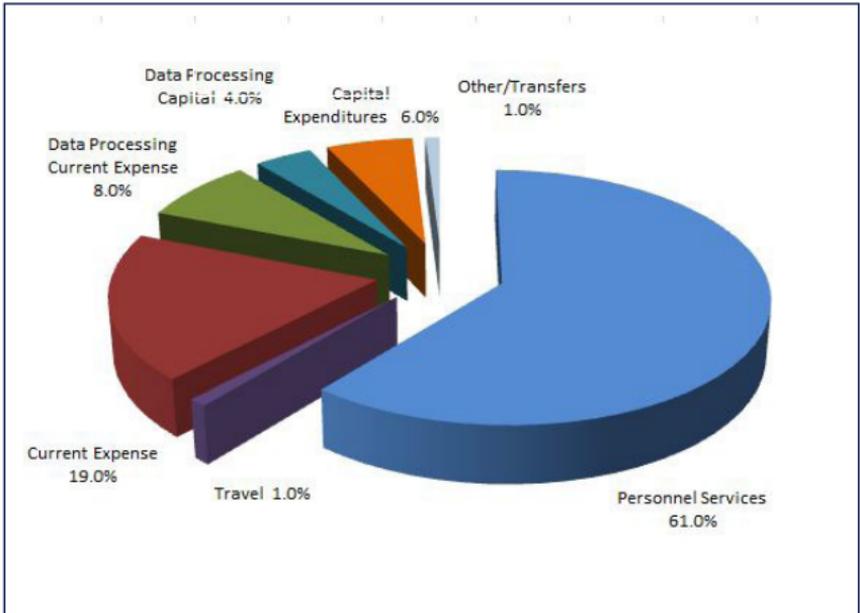
*Rosemary Cundiff,
Records Ombudsman*



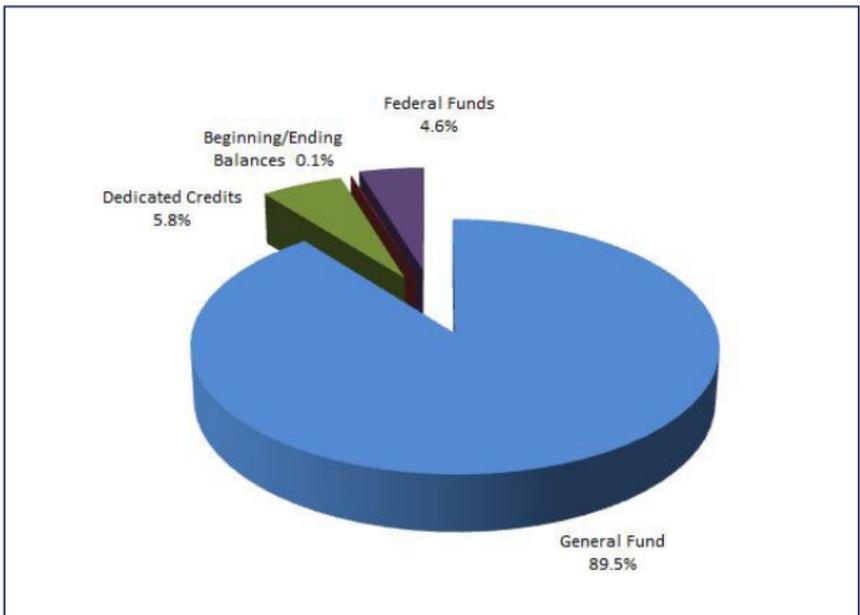
State Records Committee

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

State Archives Expenditures



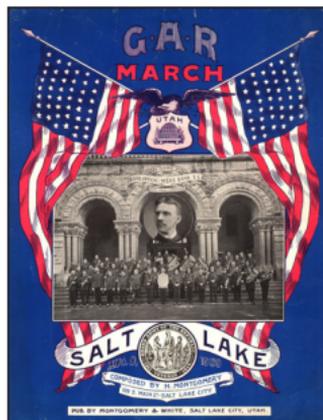
**State Archives Revenues
\$2,362,305**



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>
- Maintains general and agency-specific record retention schedules. <http://archives.utah.gov/recordsmanagement/retention-schedule-menu.html>
- Provides training on the Government Records Access and Management Act (GRAMA) and records management. <http://archives.utah.gov/recordsmanagement/index.html>
- Provides 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>



Marching band sheet music from 1900

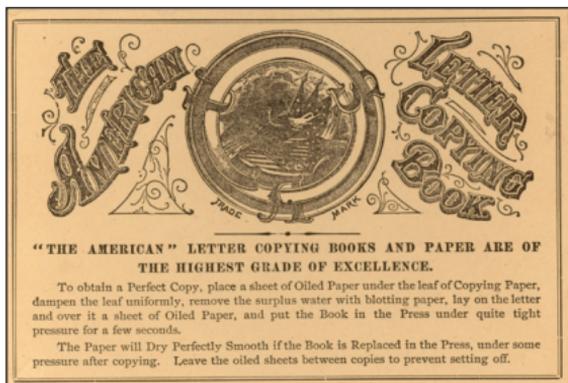
Records Ombudsman

- Assists public and agencies with GRAMA issues and mediates disputes—information, requests, appeals, and classification. <http://archives.utah.gov/recordsmanagement/forms/ombudsman.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>

- 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>



Letterbook label

- 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, research workshops, papers, and presentations on archival preservation, access, and topics of historical significance. <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>, <http://archives.utah.gov/archivistresources.html>
- Maintains public records and manages grants programs. <http://archives.utah.gov/USHRAB/index.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. Maintains 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>

The screenshot shows the Utah Public Notice Website interface. At the top, there is a navigation bar with 'About', 'Login', and 'Help' links. Below the navigation bar is a welcome message: 'Welcome to The Public Notice Website: Your central source for all public notice information in Utah'. The main content area is titled 'Find a Notice' and includes an 'Advanced Search' link. Below this, there are three columns: 'Government', 'Entity', and 'Public Body(s)'. The 'Government' column lists 'State', 'County', 'Cities', 'Schools', and 'Special Districts'. The 'Entity' column contains the text 'Select a government type on the left' with a left-pointing arrow. The 'Public Body(s)' column is empty. Below the search area, there are three informational boxes: 'Understanding Notices' (with a list of terms like Public Body, Public Notice, Public Meeting, and Public Hearing), 'Legal Notices' (with a 'Search Legal Notices' button and text explaining legal notices), and 'About Public Notice Website' (with text about public bodies and a 'Training' section). At the bottom, there are links for 'Utah.gov Home', 'Utah.gov Terms of Use', 'Utah.gov Privacy Policy', 'Utah.gov Access/Accessibility Policy', and 'Translate Utah.gov', along with a copyright notice: 'Copyright © 2012 State of Utah - All rights reserved.'

The Division of Archives administers the Utah Public Meeting Notice Website. <http://www.utah.gov/pmn/index.html>

BOARDS AND COMMITTEES

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

GRANTS COMPLETED IN 2012

- Library of Congress, \$16,000, a partnership grant for Geospatial Information System (GIS) historical records preservation.
- National Historical Publications and Records Commission Grant, \$80,600, for the processing of microfiche records in the Archives custody.
- National Historical Publications and Records Commission Grant, \$34,000, for support of the Utah State Historical Records Advisory Board and to provide training and development to local repository staff and volunteers at regional repositories.

DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2012



<u>Services Provided</u>	<u>Total</u>
Records Management	
Agency consultations/trainings	3,868
Record retentions schedules	27,090
Records Storage	
Volume of Records	119,752
Accession of Records (monthly accessions)	8,363
Retrieval of Inactive Records (monthly pulls)	9,706
Destruction of obsolete records	5,463
Access of Essential Records	
Patron Research Center assistance	10,882
Public research on digital archives	1,909,427
Public use of Public Notice website	92,920
Public outreach participants (blog participation)	6,501
Preservation of Records	
Historical records volume	36,991
Historical records on microfilm	117,832
Consultations/training	402
Reformatting	
Reformatting	11,552,123
Public Notices	
Public bodies	2,782
Public notices	22,322
State Records Committee	
Appeals heard	17
Appeals denied	13
Appeals requested	126



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

MISSION STATEMENT

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



New University of Utah Eccles College of Business building



Kurt Baxter, Lynn Hinrichs, Gregg Buxton, Cee Cee Niederhauser, and Bruce Whittington

EXECUTIVE TEAM

- D. Gregg Buxton, Director
gbuxton@utah.gov 801-538-3261
- Lynn A. Hinrichs, Assistant Director, Construction
lynnhinrichs@utah.gov 801-538-3255
- Bruce Whittington, Assistant Director, Facilities
bwhittington@utah.gov 801-538-3547
- Kurt Baxter, Capital Budget Manager
kbaxter@utah.gov 801-538-3174
- Cee Cee Niederhauser, Administrative Assistant
cniederhauser@utah.gov 801-538-3261



USTAR Bio Innovation Research Institute at the University of Utah

DIVISION DIRECTOR MESSAGE



Gregg Buxton, Director

The Division of Facilities Construction and Management (DFCM) has oversight responsibilities for all state owned and occupied facilities. Our duties include maintenance, leasing, energy services and all phases of construction. In addition, we oversee all non-higher education and non-judicial branch leases, as well as managing the allocation of state owned space. We

remain committed to exceptional services to our clients throughout the state while managing \$1.6 billion in construction projects. In addition, we provide maintenance of over 180 buildings which house state agencies, local governments and educational entities across the state. We also support the Utah State Building Board in developing its recommendations for Capital Development projects and allocating Capital Improvement funds.

DFCM's Energy Program provides energy reduction assistance to state agencies and institutions in meeting the Governor's energy conservation goals while maintaining fiscal responsibility. In so doing, DFCM's Energy Group manages the State's Revolving Loan Fund which supplies low cost loans for energy projects throughout the state as well as assisting with energy incentives from public utilities. This is one of the best run programs in the state with savings of over \$7 million for agencies and institutions.



DFCM Energy Group - John Burningham, Rich Young, Bianca Shama, John Harrington

Despite budget challenges, we are focused on providing exceptional service to our clients and the construction industry. We've accomplished this through restructuring, new efficiencies and innovation. Bid Sync has been fully implemented to automate our bidding process and supply an online information center and bidding platform for our low bid projects. Our Value Based Selections are carefully monitored to ensure fairness and accuracy to the construction community. Our Remote Video Construction Project Management System and Teleconference Facility, which allows us to manage selected projects via a remote camera, has saved the state over \$700,000 in travel expenses and man hours since its creation three years ago.

DFCM constantly looks for cost-saving approaches to improve how we do business and how we best serve our clients. We take great pride in our efforts to move forward with construction projects that are on time, on budget and of exceptional quality, with focus on outstanding client services.



DFCM maintains the beautiful grounds on Capitol Hill

FY 2012 DIVISION HIGHLIGHTS

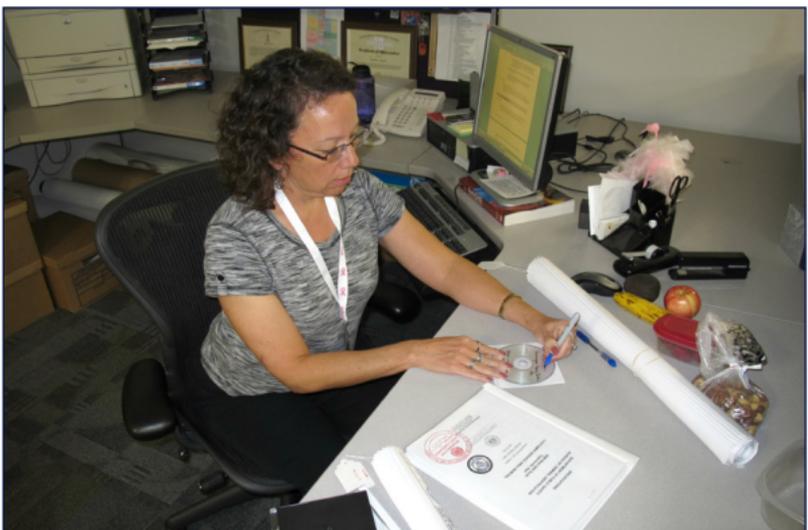
- WSU Housing, Phase 2
- U of U USTAR Bio Innovation Research Institute
- Museum of Natural History
- USU Agricultural Research Building
- U of U Business Building, Phase 1
- U of U Neuropsychiatric Institute, Phase 1
- Dixie State College Holland Centennial Commons Building



Dixie State College Holland Centennial Commons Building

- Snow College Housing
- U of U Honors Housing
- UVU Pope Science Building
- Salt Lake Community College Center for New Media
- 36 buildings managed by DFCM were verified as exceeding the national energy star label rating standard.
- Project Manager Darrell Hunting awarded the DAS Team Award for Innovation and Efficiency
- Project Manager Dave McKay awarded the DAS Employee of the Year Award for Leadership

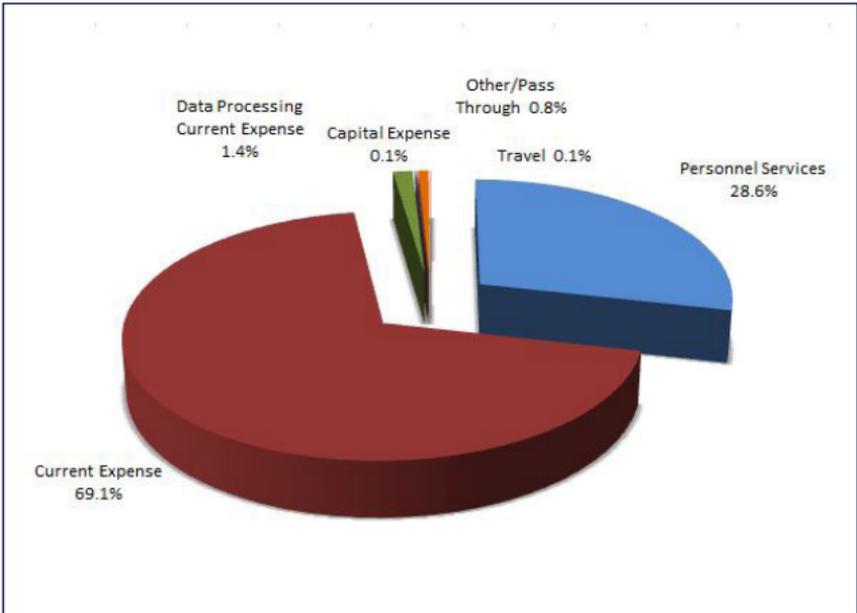
- Director Gregg Buxton and Project Manager Mike Ambre received the 2012 Heritage Award from the Utah Heritage Foundation for recognizing the importance of preserving the Kearns (Utah Governor's) Mansion Carriage House as a symbol of our Utah history.
- Project Manager Mike Ambre received the Outstanding Achievement Award from the Board of State History for his work to preserve the Carriage House at the Kearns Mansion.
- Director Gregg Buxton awarded the DFCM Employee of the Year from Associated General Contractors
- Real estate lease rates were calculated to be 7.80% less than industry average in the last reporting period
- 89% of improvement projects were completed or under contract within 12 months of funding.
- DFCM's average operation and maintenance costs were significantly below the local average and are currently 49% below the national average (published by Building Owners and Managers Association International (BOMA)).
- Implementation of Bid Sync Program
- Implementation of Electronic Plan Review Program



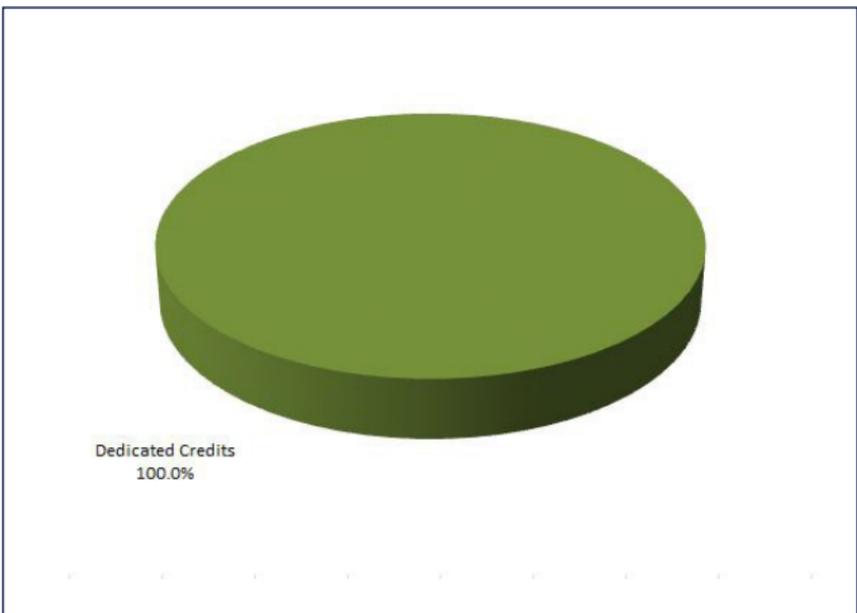
Joanie Aponte, DFCM CAD services

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

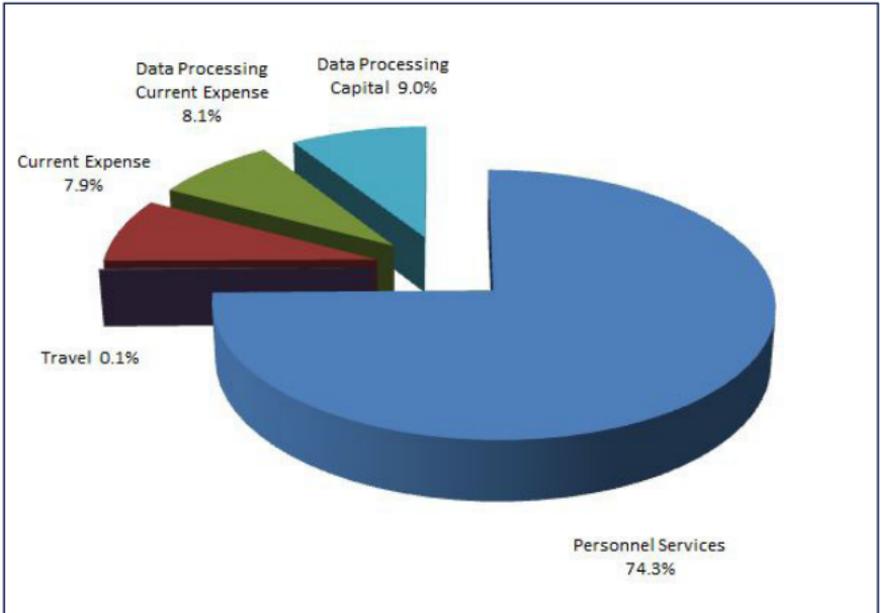
DFCM Facilities Management Expenditures



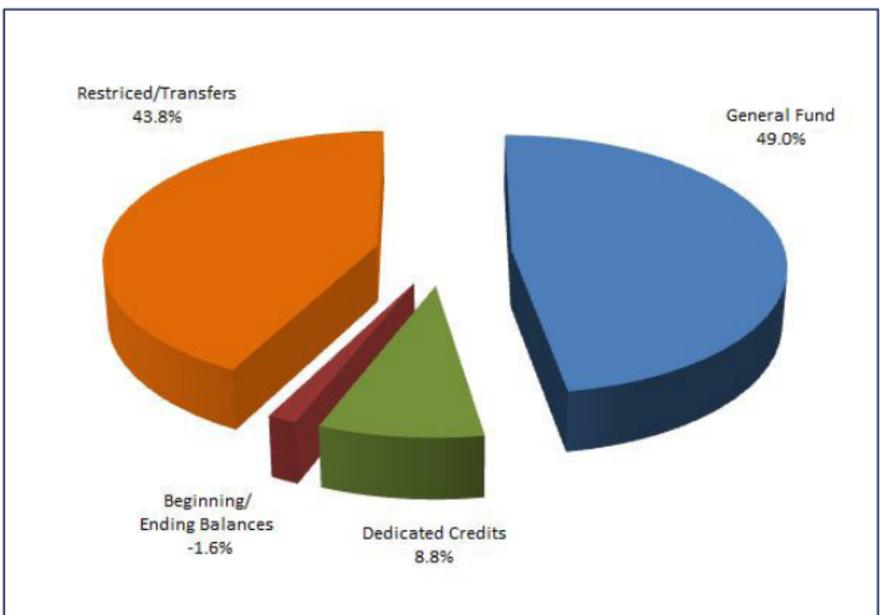
**DFCM Facilities Management Revenues
\$27,545,794**



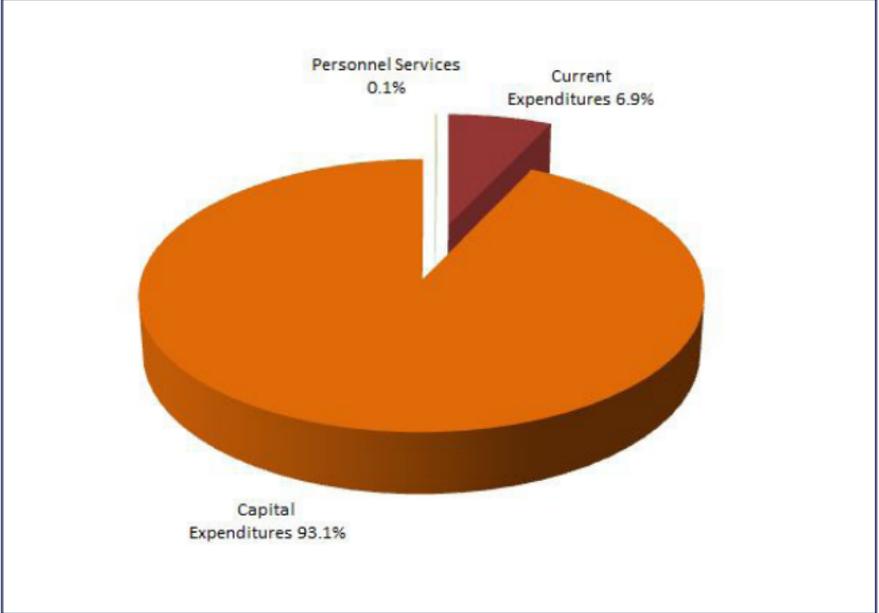
DFCM Administration Expenditures



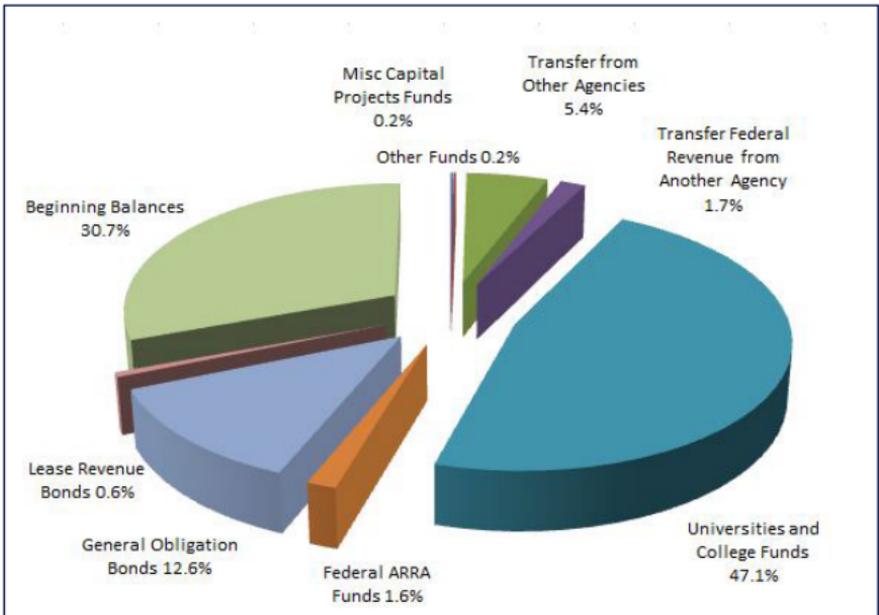
DFCM Administration Revenues \$5,112,200



DFCM Capital Projects Expenditures



DFCM Capital Projects Revenues \$430,179,819



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.



Real Estate Program Managers Wayne Christensen and Annette Julander

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



Members of the Utah State Building Board from left to right, top row: Gordon Snow, Ned Carnahan, Jeff Nielson; bottom row: George Daines, Chair; David Fitzsimmons, Sheila Gelman, Chip Nelson (Not pictured: Ron Bigelow)

DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2012



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

<u>Services Provided</u>	Total
Real Estate Current Leases	
Ground Leases	
Total number of leases	33
Total square feet	12,151,882
Total annual rent	\$443,650
Average rent per square foot	\$0.04
Non-Ground Leases	
Total number of leases	278
Total square feet	1,476,439
Total annual rent	\$22,784,839
Average rent per square foot	\$15.43
Total, All Leases	
Total number of leases	311
Total square feet	13,628,321
Total annual rent	\$23,228,489
Average rent per square foot	\$1.70
Construction Management – Improvement Projects	
Number of projects	320
Project budget	\$91,402,386
Construction Management – Development Projects	
Number of projects	54
Project budget	\$1,512,349,415
Construction Management	
Inspection contracts	39
Number of Value Based Selections	26
Operation and Facilities Maintenance	
Maintenance cost	\$28,151,468
Cost per square foot	\$4.61



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

MISSION STATEMENT

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



Visitors from Indonesia learning about Utah's transparency website

EXECUTIVE TEAM

- John Reidhead, Director
jreidhead@utah.gov 801-538-3095
- Brenda Lee, Assistant Director
brendalee@utah.gov 801-538-3102
- Rick Beckstead, State Accountant
rbeckstead@utah.gov 801-538-3100
- Marcie Handy, Assistant Comptroller
mhandy@utah.gov 801-538-1678
- Jerry Gearheart, Financial Information Systems Manager
jgearheart@utah.gov 801-538-1023
- Mark Austin, State Payroll Coordinator
maustin@utah.gov 801-538-3023
- David Williams, CBA Director
ddwilliams@utah.gov 801-538-3293
- Judd Houser (DTS), IT Manager
jhouser@utah.gov 801-538-9674
- Barbara Sutherland, Administrative Secretary
bsutherland@utah.gov 801-538-3020



From Left to Right, Top Row: David Williams, Rick Beckstead, Mark Austin, Judd Houser; Jerry Gearheart, Bottom Row: Brenda Lee, Barbara Sutherland, Marcie Handy, 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; providing a statewide data warehouse of financial information; producing the State's official financial statements; processing the State's payments to vendors and employees; operating the Office of State Debt Collection; maintaining the State's financial transparency website; and operating the Department's consolidated budget and accounting group.

As the central accounting office of the State, the Division of Finance's operations cover a wide variety of services. We are fortunate to have a highly dedicated team of employees who are the key to our operations. We also appreciate the cooperation we receive from our customer agencies, especially the budget and accounting officers throughout the State, without whom we could not accomplish our responsibilities.

Fiscal Year 2012 has been a year of progress mixed with challenges as we continued to strive to improve the efficiency and effectiveness of our operations. Some of our project successes this past year were:



Cathy Wann, FINET Vendor Maintenance

Vendor credit card payments – Implemented a program using US Bank to provide vendors with the option to be paid by credit card. This program is designed to offer convenience to the vendors while lowering our costs and returning revenue to the state via rebates.

Statewide internal control – Started a program with state agencies for assessing, reporting and monitoring internal controls. Cash disbursements and cash receipting have been addressed so far with plans to move into other areas.



Arleen Hearld, Post Auditor

Data Security – In conjunction with the Department of Technology Services, moved Finance’s servers behind an internal firewall to enhance data security. Also, implemented a data security strategy and began risk assessments for our systems.

During Fiscal Year 2013, we plan to complete the upgrade of the FINDER system and implement a travel module in the payroll system. These two projects experienced challenges and delays in fiscal year 2012 due to technical difficulties. In addition, we will continue to focus on data security; expand the statewide internal control program; and implement an automated payables system for the State.

FY 2012 DIVISION HIGHLIGHTS

- Utah's Annual Comprehensive Financial Report (CAFR) – Reduced the time it takes to produce the Comprehensive Annual Finance Report (CAFR) by three weeks, from 141 days to 120 days. A reduction of approximately 15%. Second fastest state in FY2011 behind New York at 116 days. The average among states was 196 days.
- National Awards – Utah earned the Certificate of Achievement of Excellence in Financial Reporting from the Governmental Finance Officers Association for the 27th consecutive year.
- Internal Control Program – Implemented the first stages of a statewide Internal Control Self-Assessment Plan to help agencies evaluate and strengthen their internal controls.
- FINDER – Collected \$13.33 million in debts through the FINDER system, including \$1 million owed to the IRS.
- Collections – Collected \$5.4 million in receivables, fees, and interest through the Office of State Debt Collection that would otherwise have been written off.



Paul Bowers, Office of State Debt Collection

- FINET Productivity – Processed 1,711,447 documents in FINET and handled 6,311 calls through the Help Desk.
- Card-Based Vendor Payments – Implemented a card-based vendor payment program with U.S. Bank that will increase efficiency and return income to the State through rebates.



*Brook McElmurry,
Systems Trainer*

*Jeff Smith, Quality Assurance,
Financial Information Systems*

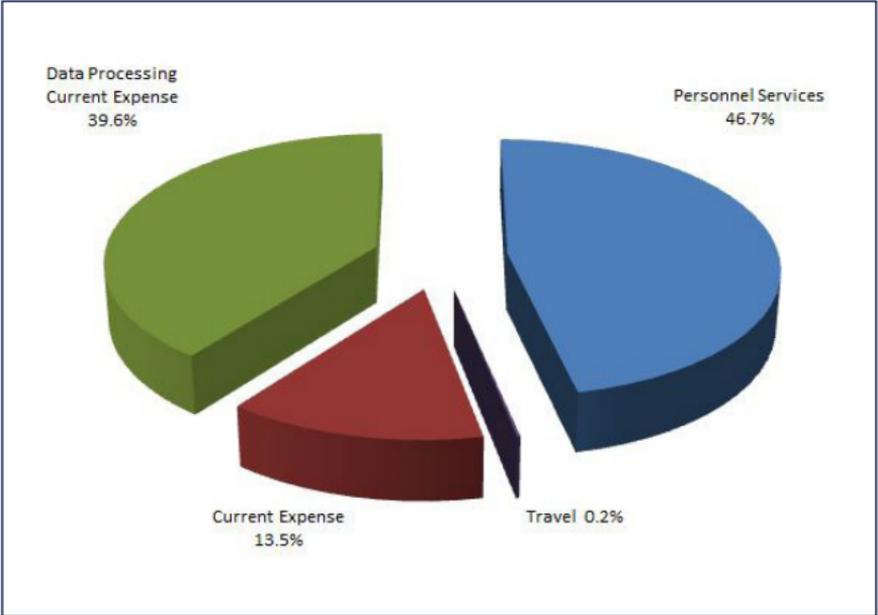
- P-card Rebates – Issued \$108,532 in rebates on p-card purchases to state agencies and \$16,609 to participating local governments.
- Leadership – Marcie Handy, Assistant Comptroller, Division of Finance, Past Chair, 2012 Utah Government Auditors Association (UGAA). Brenda W. Lee, Assistant Director, Division of Finance, President 2012-2013 Northern Utah Association of Government Accountants (NUAGA). John C. Reidhead, Director, Division of Finance, Board Member 2012-2013 National Association of State Comptrollers (NASC).

The screenshot shows the homepage of the Utah Public Finance Website. It includes a search bar, a 'Get Started' section with filters for Level (State), Entity (State of Utah), Type (Expense), and Period (2013), and a 'Recent Updates' section listing several schools. The 'Resources & Links' section provides access to various reports and contact information.

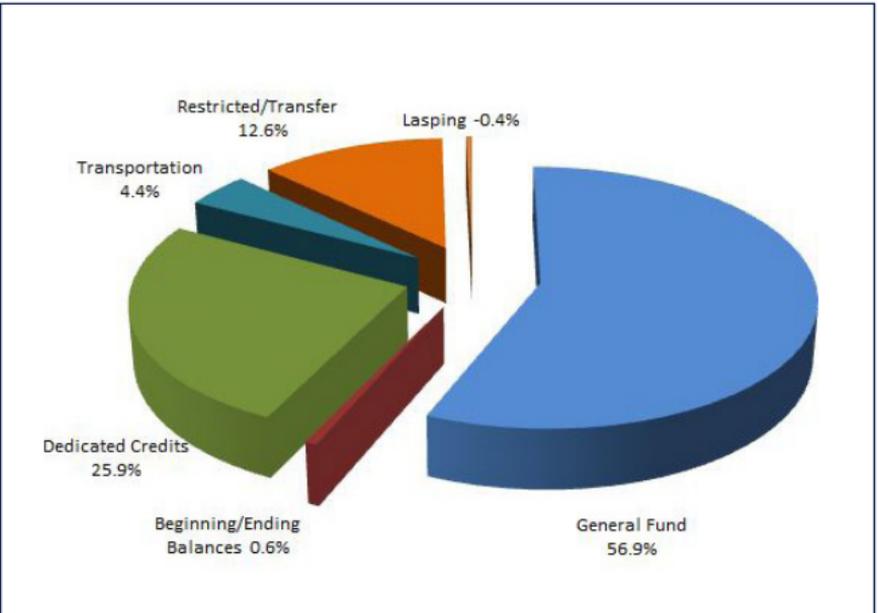
Transparency website continues to bring additional schools and cities online

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

Finance Expenditures
Includes OSDC, excludes Finance Mandated



Finance Revenues
\$10,343,200
Includes OSDC, excludes Finance Mandated



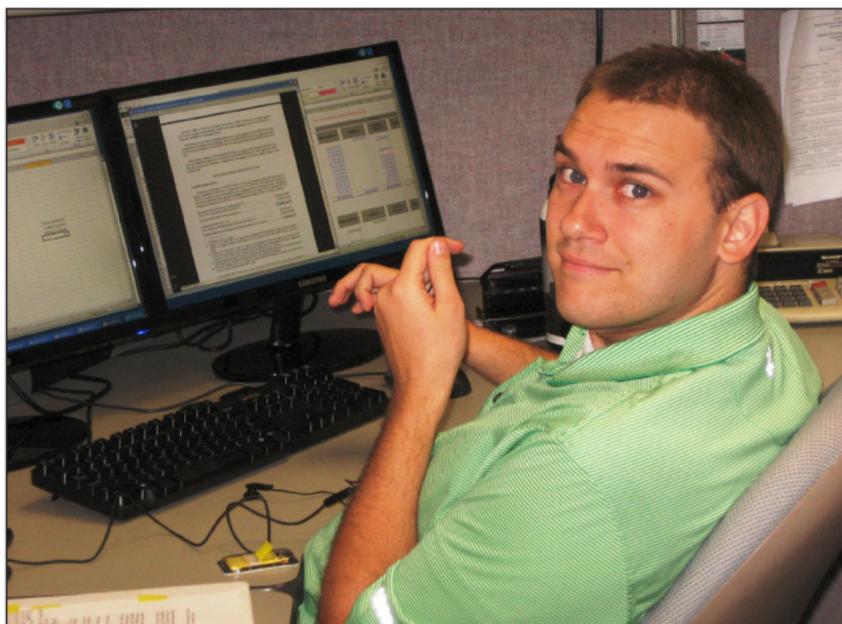
SERVICES AND FUNCTIONS

Disbursements – Manages the statewide Internal Control Self-Assessment Program which is designed to help agencies evaluate and improve their internal controls. Audits travel and payment vouchers. Manages over 92,000 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. Manages the State’s Purchasing Card (P-card) program for state agencies and participating local governments.



Cynthia Bowers, Disbursements Supervisor, and Dean Eborn, Internal Control Program Coordinator

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 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



David Burgoyne, State Debt Accountant

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. 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

Financial Information Systems – Maintains and operates FINET, the statewide accounting system, including providing a help desk and training to state agency personnel. Maintains the division’s data warehouse which contains financial, personnel, and payroll information. Maintains other systems such as the Payment Tracking and FINDER. Provides data to the State’s financial transparency website. www.finance.utah.gov/warehouse

Payroll – Maintains and operates the statewide payroll system, including the payroll self-service portal (ESS). Produces and 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

CONSOLIDATED BUDGET AND ACCOUNTING (CBA)



David Williams, Director

As recommended by Governor Herbert's Optimization Commission, this shared services program began in May 2011 to perform the budget and accounting services for the entire department in a centralized unit. This group was organized to take advantage of existing expertise in the department, to perform the accounting procedures more effectively and efficiently by capitalizing on economies of scale, and to position the Department to offer accounting as a service to other agencies in the future. The consolidation has assisted with improving consistency across Divisions, systems and processes. Since inception, the CBA has been able to increase productivity and absorb additional workload from the DAS Divisions.

The creation of this group has allowed DAS Divisions to focus on their core operations with the confidence that the budget and accounting functions are taken care of. Service level agreements enable Divisions to understand the services provided and help ensure that the timeliness and quality of service is maintained. This group looks forward to serving the budget and accounting needs of the Department, and gaining even more efficiencies for our customers.

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 2012



Finance

a division of the Department of Administrative Services

<u>Services Provided</u>	Total
Accounting Operations	
FINDER intercepts	48,588
FINDER intercept collections	\$ 13,332,752
New contracts reviewed and processed	4,600
Contract modifications processed	3,753
Post-audited payments	7,095
Post-audit findings	325
P-card transactions	110,845
P-card dollars spent (state managed cards only)	\$25,855,654
Financial Information Systems	
Interfaces processed	10,458
FINET documents processed via interface	705,337
FINET documents processed total	1,713,410
Accounting lines processed in FINET	9,715,645
Help Desk Calls	6,311
Students attending training	552
Payroll	
Active employees on SAP	29,465
Employees with access to ESS time entry	17,591
Number of off-cycle checks	334
Office of State Debt Collection	
Accounts placed for collection	23,125
Value of accounts placed for collection	\$65,376,443
Number of payments received	30,709
Payments received	\$5,412,887
Financial Reporting	
Number of loans serviced	2,248
Serviced loans principle balance	\$1,217,568,556



Fleet Operations

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

MISSION STATEMENT

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



State Fleet vehicles parked at the Capitol

EXECUTIVE TEAM



Tami Nelson, Gary Robertson, Sam Lee, Jeff Done, and Scott Bingham

- Sam Lee, Division Director
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- Gary Robertson, Deputy Director
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- Scott Bingham, Fleet Manager
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- Jeff Done, Fuel Network Manager
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- Tami Nelson, State Travel Manager
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DIVISION DIRECTOR MESSAGE



Sam Lee, Director

The Division of Fleet Operations (DFO) provides the fleet, fuel, and business travel services to state agencies and local governments in the State of Utah. Fiscal year 2012 was another successful year for the Division as each employee endeavored to make their program the preferred and recommended provider of fleet, fuel, and business travel for agencies served. The following summarizes each program in the Division and highlights accomplishments during the previous year.

State Fleet

This program is tasked with the responsibility of managing all aspects of the state fleet from purchase to the sale of the vehicle at the end of its useful life. Core functions include the maintenance/repair for vehicles, documenting and processing vehicle accidents, fuel card management, roadside assistance, and tracking driver's license status of vehicle operators. Fleet's staff of 11 employees works to ensure each detail of a leased vehicle is managed in a timely way so they are available for use by the agency. DFO also has a compliance role in the state and had great success this past year removing 14 underutilized vehicles from the state fleet.



Drivers of State vehicles reduce excess emissions by turning engines off idling longer than 30 seconds

State Fuel Network

A core requirement of a fleet management program is the availability of fuel to customers at a competitive rate. The Fuel Network provides this critical function for a large fleet of over 40,000 vehicles participating at all levels of state and local government. The Fuel Network also orders and maintains fuel for 450 tanks state-wide, including 130 fuel sites with card readers. In addition, the Fuel Network ensures federal and state environmental compliance for all of its underground storage tanks. This year the Fuel Network added seven new government entities on the network.

State Travel Office

The Travel Office meets the business travel needs of state and local government agencies in the form of airline, hotel, and rental car booking services. In fiscal year 2012, the Travel Office issued an RFP that resulted in a business travel contract award to Christopherson Business Travel. The contract provides five contract travel agents that booked more than 47,000 airline, hotel and rental car reservations in fiscal year 2012. The Travel Office also manages the daily rental contract with Enterprise Rent-A-Car to meet the short-term needs of state agencies. One of the greatest benefits of the Travel Office is its consistent low price offering and quality customer service. When stranded state travelers need help as travel plans change at the last minute, Travel Office employees are there to help get customers to their destination or home as efficiently as possible.



Kevin Lucus keeps State travelers on schedule and on budget

FY 2012 DIVISION HIGHLIGHTS

- Tami Nelson, State Travel Manager, was honored along with her WSCA Lodging Procurement Team with the Gold Cronin Award at the National Association of State Procurement Officials Conference.
- Fleet technology staff implemented a new proactive report that will email fleet contacts monthly to inform them of drivers with expiring Risk Management defensive driver training.

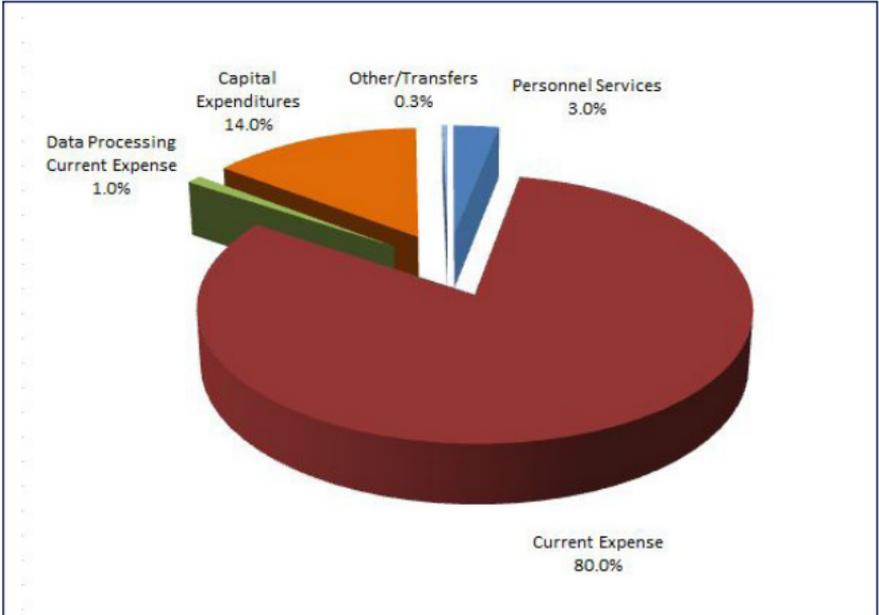


The Governor signed an Executive Order in May requiring all 7,300 state vehicles to be turned off when idling more than 30 seconds

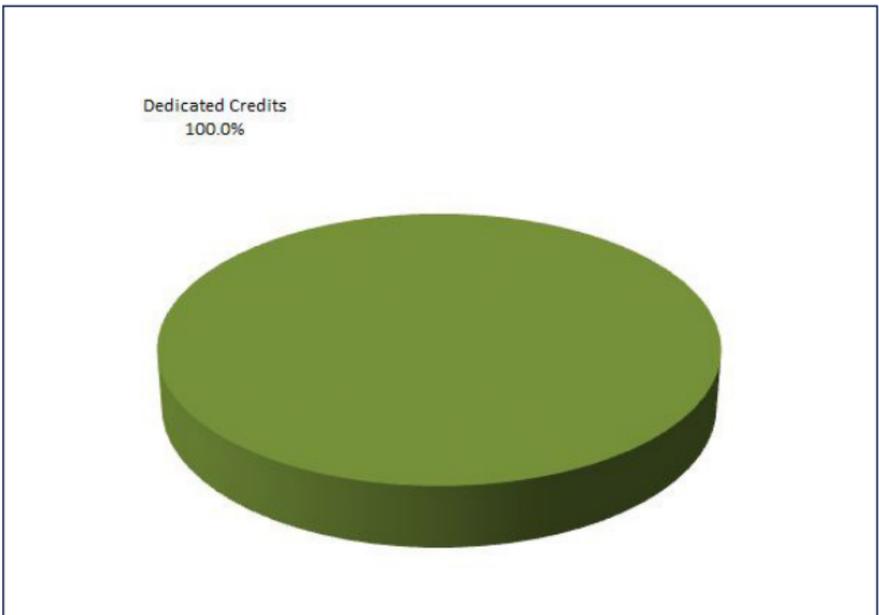
- Fleet continues to remain in the 1st quartile of the lowest cost per mile comparisons of 30 other governmental agencies participating in a similar data set comparison sponsored by Utilimarc.
- The National Association of Fleet Administrators (NAFA) invited Sam Lee to present at their national conference highlighting the State of Utah mileage replacement strategies and standards.
- 14 vehicles were removed from the state fleet as a result of the 2011 vehicle audit.
- Granite School District and Canyon School District are now booking all state travel through the State Travel Office.
- Fleet staff implemented a new proactive preventive maintenance notification to fleet contacts to inform them of the next scheduled service.

**FISCAL YEAR ENDING JUNE 30, 2011
(Unaudited)**

Fleet Operations Expenditures



**Fleet Operations Revenues
\$65,901,200**



SERVICES AND FUNCTIONS

- Vendor lists used by drivers for the maintenance and repair of state vehicles <http://fleet.utah.gov/fleet/maintenance.html>
- Fleet vehicle data reports for agencies to use in the management of their vehicles <http://fleet.utah.gov/reports/index.html>
- Online airline, hotel, rental car travel request forms <https://www.cbtravel.com/business/request/state/>
- Personal owned vehicle cost comparison utility <http://webapps2.fleet.utah.gov:8080/general/>
- Fuel dispensing services from state owned fuel sites <http://mapserv.utah.gov/UtahDFOFuelSites/>
- Fuel card services used at state fuel network and commercial fuel sites <http://fleet.utah.gov/fuel/gascard.html>
- Fuel dispensing services to the public at state owned CNG fueling locations <http://fleet.utah.gov/fuel/cng.html>



State fleet vehicle leased to the Department of Public Safety

BOARDS AND COMMITTEES

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

DAS STATEWIDE CUSTOMER SERVICE SUMMARY FOR FY 2012



<u>Services Provided</u>	Total
Fleet Operations	
Statewide vehicle count	7,360
Total Preventable Accidents	259
Average Miles Traveled Between Preventable Accidents	305,152
Miles traveled	79,034,272
Total Fleet Lease Savings (based on \$143.65 average lease savings per month)	\$12,687,168
Potential Fuel Savings from the State Fuel Network (based on \$0.133 average cost savings per gallon)	\$1,143,854
State Travel	
Airline Tickets Booked	27,728
Total Travel Airline Travel Savings (based on \$49.56 average savings per ticket)	\$1,374,200



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

MISSION STATEMENT

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

EXECUTIVE TEAM

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- Yolanda Larrymore, Front Desk
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Paul Mash, Nancy Orton, Kent Beers, Jan Rogerson

DIVISION DIRECTOR MESSAGE



Kent Beers, Director

The Utah Division of Purchasing is recognized as one of the best managed public procurement agencies in the nation. In 2012, State Purchasing received the “Achievement of Excellence in Procurement” award from the National Purchasing Institute. Annually, the division manages over \$1 billion in public spend for goods and services. State

Purchasing manages nearly 700 cooperative contracts for goods and services used by 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 and saves public entities millions of dollars. State Purchasing is in the process of transitioning to an Internal Service Fund. In order to facilitate this transition, the Legislature authorized State Purchasing to charge a small administrative fee on each cooperative contract. Each time a governmental entity or school makes a purchase from a state cooperative contract, a small fee is paid by the vendor to State Purchasing. The lower prices received by government entities through State Purchasing’s cooperative contracts more than offsets the cost of the administrative fee. Public entities in Utah spend approximately \$450 million per year through State Purchasing’s cooperative contracts.



State Copy Center

General Services operates three Internal Service Fund programs (1) State Surplus Property, (2) State Mail and Distribution Services, and (3) State Print Services.

State Surplus Property provides a resource to ensure the ethical disposition of the State's excess resources. State Surplus provides pick-up, sales, and other means of disposal to include on-line auctions and retail sales.

State Mail saves state agencies and political subdivisions over \$2.1 million 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.

State Print Services the State Copy Center saves state agencies over \$764,000 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, and consists of right-sizing the purchase of copy machines for agencies, as well as overseeing maintenance, service, supplies, and billings.

Division Goals (2013)

- Purchasing: Update the Procurement Code
- Purchasing: Convert 75% of cooperative contracts to fee-based contracts within the Internal Service Fund
- Purchasing: Write RFP/Bids for small state agencies
- Purchasing: Implement Procurement Coordinator position to mentor state agencies through procurement process
- General Services: Pilot an on-line auction for the sale of used furniture and other miscellaneous items

FY 2012 DIVISION HIGHLIGHTS

- State Purchasing conducted over 3,300 procurements on behalf of state agencies.
- State Purchasing administered nearly 700 State Cooperative Contracts used by state agencies and other political subdivisions of the state to purchase goods and services.
- State Purchasing received the “2012 Achievement of Excellence in Procurement” award from the National Purchasing Institute.

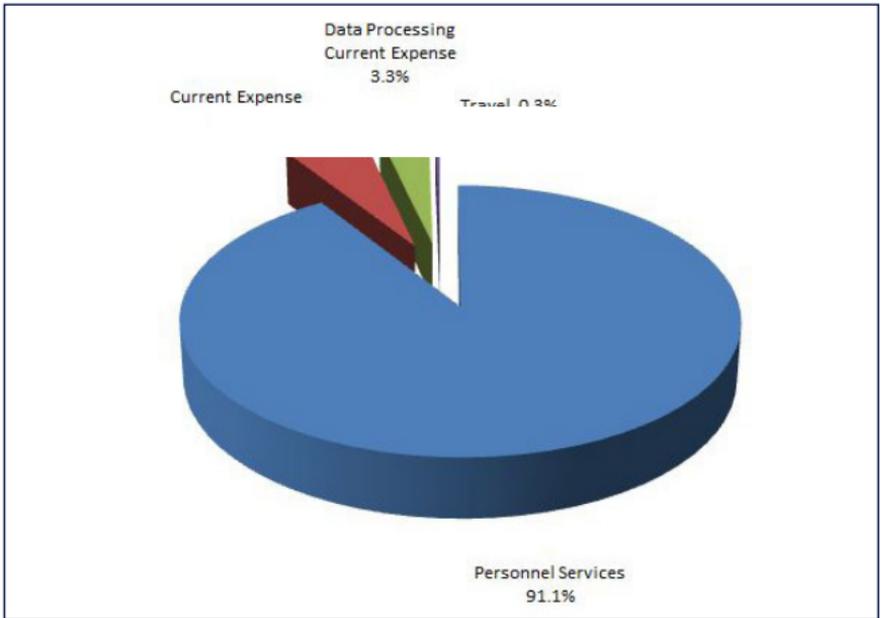


Division of Purchasing staff with “2012 Achievement of Excellence in Procurement Award”

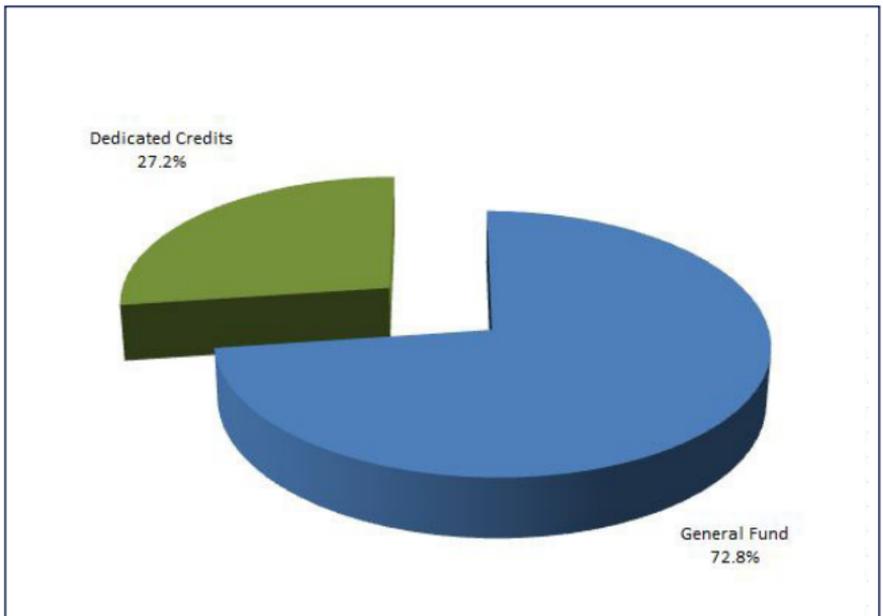
- State Purchasing continues the monthly “Purchasing Training Program” for purchasing agents located throughout the State of Utah including political subdivisions. This training is well received.
- State Surplus Property is testing an online auction pilot program for the online disposal of surplus property.

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

Purchasing Expenditures

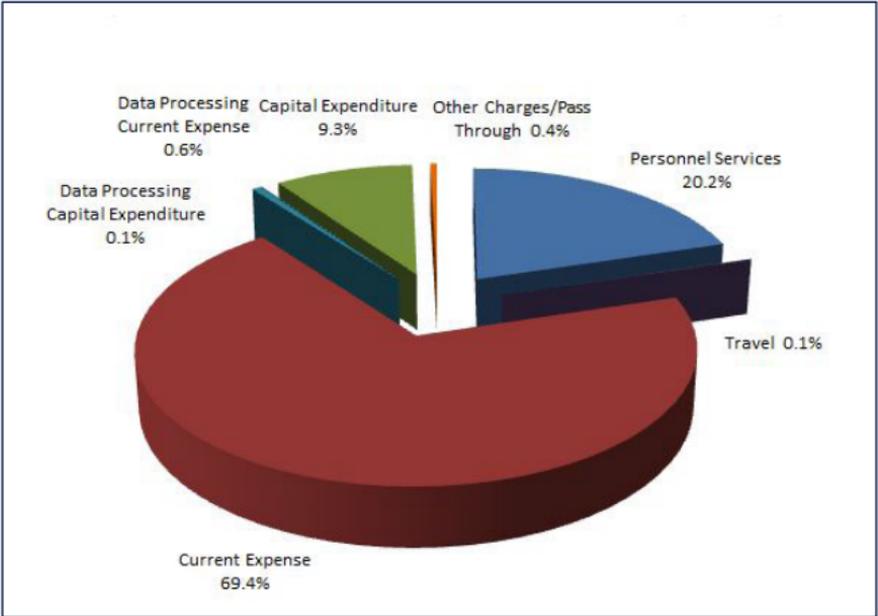


**Purchasing Revenues
\$1,457,452**

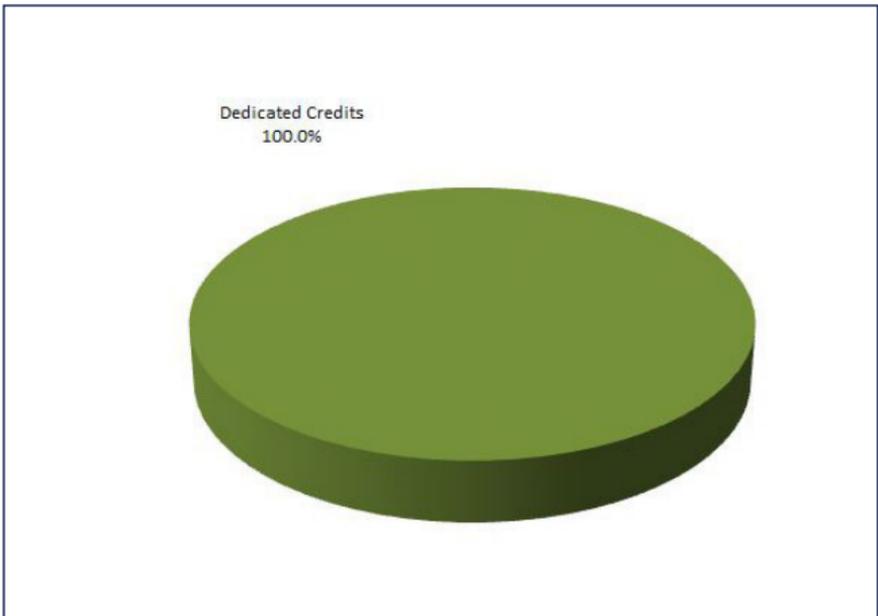


**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

General Services Expenditures



**General Services Revenue
\$19,590,604**



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.

Surplus Property - Provides pick-up, sales, and other means of disposal of excess resources to include on-line auctions and retail sales.



Martin Watkins, Surplus Property

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)

DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2012



<u>Services Provided</u>	Total
State Purchasing	
Use of State cooperative contracts	\$733,572,815
% of use by State agencies	49%
Voluntary use of State Cooperative Contracts by other public entities (higher and public education, cities, and counties)	\$372,237,993
% of use by other public entities	51%
Cost savings	\$18,620,000
State Mail and Distribution Services	
Pieces of mail processed	24,308,945
Savings from freight and postage discounts	\$2,155,229
State Print Services	
Number of jobs	4,554
Percent of jobs completed on time	99.58%
Surplus	
Average Days Pickup	5.4



Risk Management

a division of the Department of Administrative Services

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

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.”



Risk Management insures the yurts in East Canyon State Park

EXECUTIVE TEAM

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- Brian Spencer, Administrative Manager
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- Morris Haggerty, Assistant Attorney General
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- Julie Clark, Executive Secretary
julieclark@utah.gov 801-538-9560



*Back Row: Steve Hewlett, Jeff Coates, Morris Haggerty
Front Row: Brian Nelson, Tani Pack Downing, Brian Spencer*

DIVISION DIRECTOR MESSAGE



Tani Pack 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 just under \$28 billion of property, including over 6,853 buildings and 12,643 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 68 of 88 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



Jeff Rose consults with covered entities regarding security issues

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 additional insurance from the private sector.



The Division of Risk Management paid out \$1,168,895 on 241 property damage claims reported as a result of a ferocious windstorm on December 1, 2011.

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.

This year we have focused on integrating the Property, Auto, Premium and Contact Access databases into the newly developed claims system, thereby significantly reducing manual efforts. We have also created an interface where we can receive and pay AG bills and process all other payments electronically without double data entry. These technological solutions have and will allow us to do our administrative work in a more efficient manner.

FY 2012 DIVISION HIGHLIGHTS

- Utah had the lowest total cost of risk of the 24 states that participated in the State Risk and Insurance Management Association benchmark survey conducted this past fiscal year.
- Completed integration between Enterprise Risk Management Information System (ERMIS) and FINET. This integration has eliminated dual entry of financial information, improved payment reporting and accounting controls, and improved efficiency.
- Completed integration between ERMIS and Attorney General's office. AG's office now submits bills electronically where they are automatically routed to the appropriate adjusters for approval and then processed through FINET.
- Conversion of the Contact, Property, Premium, and Automobile Access databases into the ERMIS. This integration will reduce labor and inconsistencies in property reporting and premium generation.



The Risk Fund covers Utah historical monuments such as the This is the Place monument in Salt Lake City

- Launched Enterprise Risk Management program in DAS. Eight committees were formed to study and determine mitigation strategies for risk areas identified by DAS employees through a department wide survey.
- Received a 97% Superior Rating on a claims audit performed by an independent national consulting firm. The auditor praised the division's ability to work well with the Attorney General's office attorneys and staff's ability to effectively coordinate internally between claims adjusters and loss prevention specialists.

DOING MORE WITH LESS

As insured properties and values continue to increase, the Division of Risk Management continually looks for ways to improve both efficiencies in business processes and effectiveness in assisting our customers protect the assets of the State. The workload has steadily increased over the last 11 years as the assets of the state have increased. While allotted only one additional FTE during that time period, DRM has embraced technological solutions to help fill the gap. Remarkably, the number of claims reported have actually decreased by 7% during that same time period.

Increases in Workload

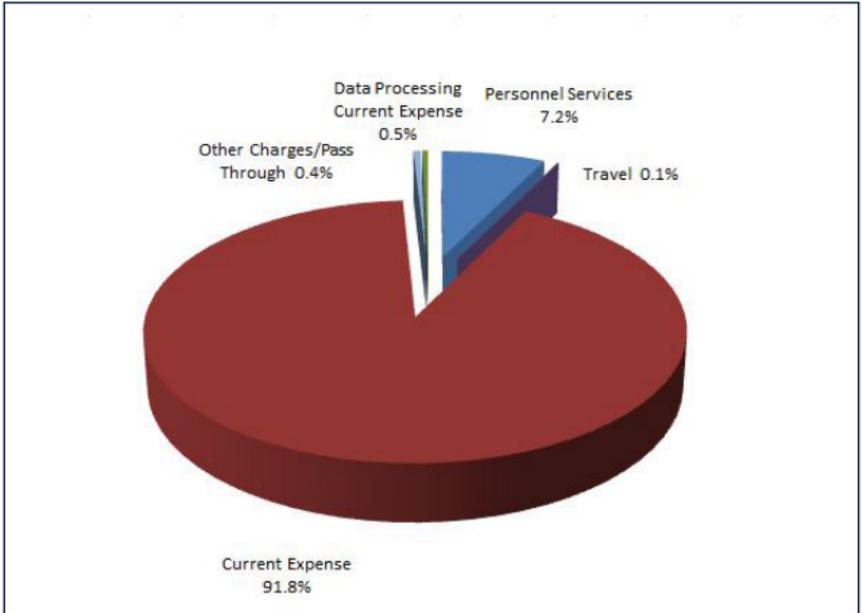
- **1320% increase in number of charter schools insured over 10 years**
- **82.2% increase in insured property values over 10 years**
- **21.5% increase in number of buildings insured over 8 years**
- **44% increase in number of vehicles insured over 10 years**
- **69% increase in number of inspections over 5 years**
- **42.4% increase in certificates of insurance requested over 6 years**
- **34.9% decrease in Workers Comp claims over 6 years**



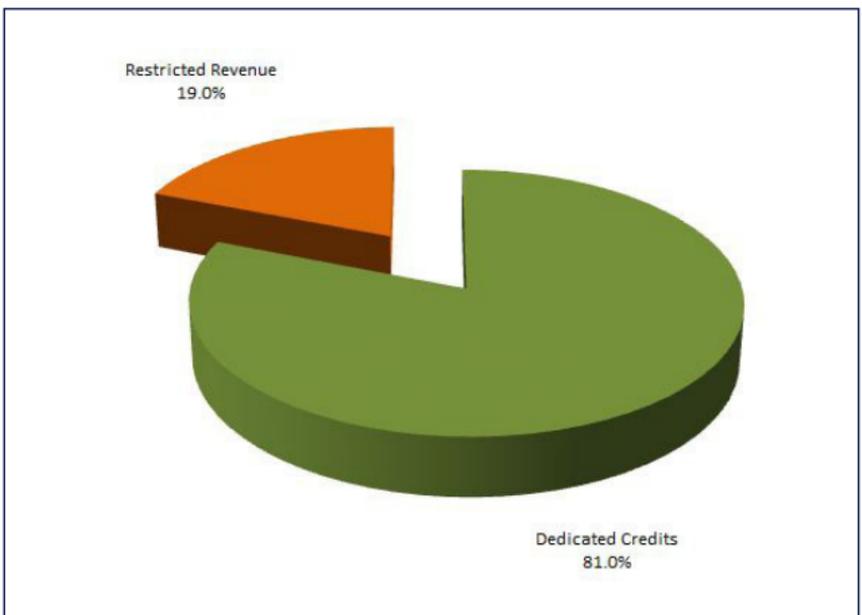
Brian Nelson conducts Quarterly Risk Management Training

**FISCAL YEAR ENDING JUNE 30, 2012
(Unaudited)**

Risk Expenditures



**Risk Revenue
\$37,400,000**



SERVICES AND FUNCTIONS

Loss Control Services: The purpose of loss control is to prevent claims from occurring among our covered governmental entities. Our experienced loss control professionals provide:

- Building, fire and life safety inspections and recommendations
- Engineering consulting services
- Ergonomic and injury prevention evaluations and solutions
- Loss prevention consultations and training regarding physical hazards; workplace security; occupational, environmental, and life safety; workers compensation; and employment liability



DRM works with covered entities to encourage a proactive and collaborative approach to risk management. Risk Managers Todd Valline, National Guard, and Scott Zigich, Davis School District, were honored for their outstanding efforts to mitigate risk.

Claims Services:

The independent claims audit found that our experienced claim adjusters:

- Provide the citizens of Utah and participating agencies with quality claims handling
- 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

DAS STATEWIDE CUSTOMER SERVICES SUMMARY FOR FY 2011



Services Provided	Total
Inspections	
Site inspections	690
Claims	
Auto	
Claims opened	909
Claims closed	954
Claims Cost	\$ 1,565,941
Liability	
FY 12 claims opened	1292
FY 12 claims closed	1372
FY 12 claims cost	\$ 3,794,709
Property	
FY 12 claims opened	430
FY 12 claims closed	416
FY 12 claims cost	\$3,906,827
Workers Compensation	
FY 12 workers compensation claims	917
FY 12 workers compensation cost	\$ 2,413,352
Prevention	
Disability prevention evaluations	481
Consultations	2200
Training sessions	158
Participants	4462
Online self inspections surveys completed by entities	88%
Certificates of Insurance	
FY 12 certificates of insurance	1110



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**

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.”

EXECUTIVE TEAM

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- Dorothy Phillips, Project Specialist
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ADMINISTRATOR MESSAGE



Tony Dayish, 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, several U.S. Senators and/or Representatives have worked on bills in congress but none has been passed yet. The bills still have a ways to go 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 scholarships and financial aid.

Our goals for fiscal year 2012 remained the same as the previous year: getting as many housing and other community development projects completed and getting the word out to as many students and families as possible 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.



Berlita Chief Leavitt Group

During the 2012 Legislative Session, a time extension was approved for the UNRHF to continue operating for another two years, which provided more time for projects to be completed and for the college financial aid/scholarship to continue. The projects under the Sunset grants are about 86% completed at the end of FY-2012 and the college financial aid/scholarship program continues to provide good service to Utah Navajo students.

In April of 2012, Mr. Lynn Stevens was delegated to assist UNRHF to expedite the completion of the Sunset Projects. Mr. Stevens has been visiting project sites, participating in meetings with Chapters, Navajo Utah Commission, the UNRHF Management Team, and the Governor's office to remove barriers and otherwise expedite the completion of the UNTF-funded projects. UNRHF has been working with Mr. Stevens and will continue to do so until the goals are achieved.

FY 2012 PROGRAM HIGHLIGHTS

- The unaudited net assets at the end of FY-2012 was \$57.3 million, of which about \$23 million is future payments from the Pelt case, \$23 million is in state Money Management Act investments, \$8.25 million in Capital Assets (Land, Buildings, Improvements, & Equipment), and the rest in other assets.
- UNRHF received \$500,000 from the Pelt lawsuit settlement in FY-2011, \$2.5 million in FY-2012, and \$9.5 million in FY-2013 for a total of \$12.5 million so far. The last payment of 10.5 million is expected to be received by UNRHF in FY 2014.
- The Oil & Gas Royalties revenues in FY-2012 are estimated at about \$4.99 million.
- Total revenues for UNRHF in FY-2012 were approximately \$5.3 million.

- The number of Higher Education Financial Aid/Scholarships grants to assist Utah Navajo students during FY-2012 was a total of 382 financial assistance grants adding up to \$560,269. Out of this total, 354 Regular college financial aid grants and 28 Endowment grants were awarded during the Fiscal Year. Regular grants are those that are funded from the UNRHF's program and where students can attend at any college. Endowment is a fund that UNTF contributed to and participates in and where students can only attend at the Blanding, UT campus only of the Utah State University-College of Eastern Utah. Looking at only the Fall Semester for the past three years, the number of students assisted has increased as demonstrated by the following numbers: Fall 2009 (148 grants to Students), Fall 2010 (186), and Fall 2011 (191).



Shayne Ahidley is a freshman at Utah State University Eastern

- The amount spent on Housing Projects and Community Development Projects in FY-2012 was \$382,853.
- There are 434 Sunset projects and 86% of these projects are completed.
- There are 565 NRF grants (and growing each year) that UNRHF is tracking and administering on behalf of NRF.



Ilene Hatathley stands in front of her new home, completed as part of the Aneth project

- The Aneth 23 Project, a 23-unit housing subdivision located in Aneth, Utah was launched. Funding in the amount of \$5.5 million was obtained from the Navajo Housing Authority for this purpose with the UNTF and NRF contributing a combined \$425,000 of matching funds for this project. In March of 2012, the project began and at the end of July 2012, the project had the foundations for all 23 units were installed. The targeted construction completion date is February 2013.
- A charitable group, Hearts and Hands in Action of Santaquin, Utah provided matching resources to build three houses in Westwater (just west of Blanding, UT).



Westwater home project funded in part by Hearts and Hands in Action

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 are to first meet the Residency definition and then enrollment with the Navajo Nation as a tribal member. For younger students, their parents have to be a full time resident living in San Juan County, Utah. Older students with a family, must have lived 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, and Ft. Lewis College in Durango, Colorado, mostly because Utah Navajo students are eligible for in-state tuition because the Navajo Nation is in these states. 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.

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 try to get as much of these projects completed. UNRHF is at 82% complete status at the end of the FY-11.



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

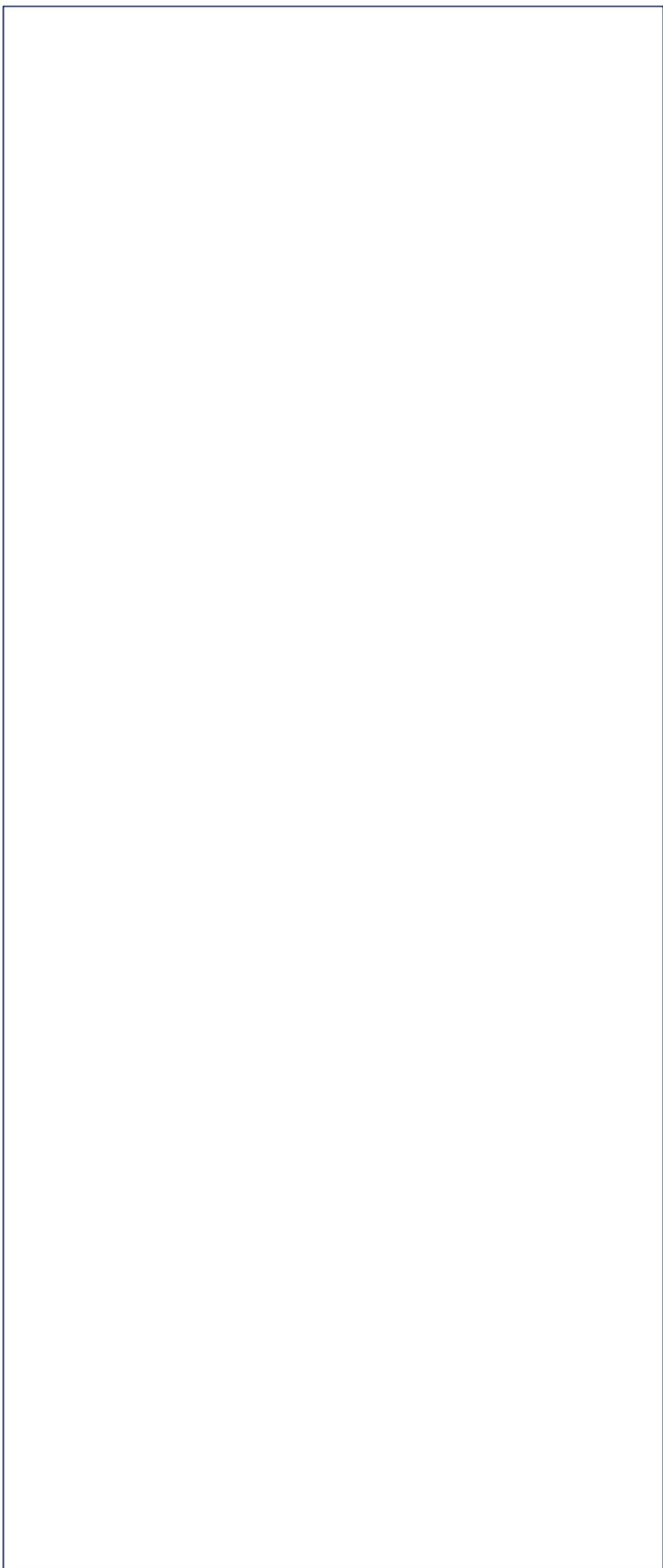
Navajo Revitalization Fund (NRF) – NRF is a state agency and a sister organization to UNRHF. In addition to the Sunset budget, UNRHF also monitors and administers NRF grants, which currently has about 507 grants. Almost every Sunset grant has a matching grant from NRF. UNRHF is closer to the projects than the NRF in Salt Lake City and UNRHF knows the processes of building projects on the Navajo Reservation; therefore NRF has requested UNRHF to continue to assist with the NRF-funded projects.

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 have NRF funding to made available to finish projects; but sometimes that is not always 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/DCC/ Housing Division's Olene Walker Housing Trust Fund, NAHASDA (Indian HUD), the Navajo Nation's Capital Improvement Office, USDA Rural Development, the Daniels Fund, etc. UNRHF has been successful in obtaining grants from outside resources to complete projects.



Navajo Resources Meeting - May 27, 2012

Fiscal Agent Services – The Navajo Utah Commission (NUC) is a Navajo Nation agency and they will apply to outside funding sources as well. When a funding award is made to them, NUC will often request the UNRHF to be their fiscal agent and administer the grant for them, especially if the funding source is from one of the State of Utah agencies.





CREDITS

2012 Annual Report & Directory of Services for
The Department of Administrative Services

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Department of Administrative Services

REPORT PRINTED BY

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