



# Newsletter of The Utah Society of Certified Public Managers

PO Box 1633, Salt Lake City, Utah 84110-1633

The Quality Manager

October 2007

**Character is formed, not by laws, commands, and decrees, but by quiet influences, unconscious suggestion and personal guidance. By Marion L. Burton**

**MESSAGE FROM DHRM:** Sherry Saracino,  
CPM Coordinator Board

Hi there! I'd like to invite you to take a minute and view the updated DHRM web site [www.dhrm.utah.gov](http://www.dhrm.utah.gov)

( <http://www.dhrm.utah.gov/> ). The look and feel is new and user friendly. Also, I've implemented something new - stories and pictures! Under the left hand links of Employee Relations, Employee Recognition, you'll see a link to a story regarding the 2007 MOTY / EOY awards and also a photos page. From DHRM's CPM home page of [www.cpm.utah.gov](http://www.cpm.utah.gov)

( [about:blankwww.cpm.utah.gov](http://blankwww.cpm.utah.gov) ) you can read about the 2007 CPM Graduation, and also access a link to registration for CPM classes for Winter 2008. I also plan to update the CPM home page, so if you have any great, innovative ideas I'd love to hear them. Please contact me at [ssaracino@utah.gov](mailto:ssaracino@utah.gov) or call 538-3825. Thank you!

**ELECTIONS** by Craig Coulson

It is the time of year to hold elections for new board members and a new president-elect. This article is intended to inform you of the process and perhaps answer questions that you may have about how the election works.

We have several members who have agreed to run for positions on the board. A short bio for each person that is running is in this newsletter.

The candidates will each speak to the members during the November lunch meeting. I urge you to

attend so you can learn more about the members who are running for the board.

A ballot will be emailed to you after the November lunch meeting. You can return your vote by email, fax or in person at the December meeting. The votes will be counted during the meeting. The new board members will be announced before the end of the meeting.

That's all there is to it. Please plan to participate in the elections.

**Meet the candidates running for next year board openings:**

**MICHAEL SHOEMAKER**

I am serving this year as the Chair of the Bylaws and Parliamentarian Committee and I am running for the position of President-Elect in December. I have been an active member of this society since I completed CPM Course 1 in 2005. In 2006, I graduated from the CPM program and have found my experiences from this training to be very valuable in helping me to manage with thoughtfulness and work well with others. This year I attended the Annual Conference of the American Academy of Certified Public Managers in Madison, Wisconsin and represented our state society as a voting member of the House of Delegates.

One of the greatest things I value about my experience with the society and board is the

conversations and networking I have shared with our members. At times these conversations have given me new ways to think about old problems and the energy and determination to do my best in any situation I may experience in the workplace.

I have been a state employee for the past 7 years. I started out as an Employment Counselor and then Senior Employment Counselor for the Department of Workforce Services. In 2002, I moved over to the Utah State Office of Rehabilitation (USOR) and worked for two years as a Rehabilitation Counselor, and then another 2 years as a Supervising Rehabilitation Counselor. In June of this year I accepted an administrative promotion to be the Program Planning and Evaluation Specialist for USOR.

My educational experience includes in 1994 receiving a Bachelor's degree from Brigham Young University in Provo, Utah in Psychology. Also, I completed a Master's degree in Marriage and Family Therapy from Pacific Lutheran University in Tacoma, Washington in 1997. In 2005, as part of my continuing education required to become Certified Rehabilitation Counselor I completed 5 Master's level course in Rehabilitation Counselor through Utah State University.

This year I will complete my term of serving as President of the Business Advisory Committee for the Projects with Industries Program at the Salt Lake Community College Skills Center. In working with this program that provides computer training to people with disabilities I have gained leadership experience and developed the ability to bring people together to find unique solutions. I have served on this committee for the past 3 years.

I have enjoyed my CPM experience and service on the board. I look forward to continued service and new opportunities for growth as we work towards excellence in management. I ask for your vote in December and thank you for your consideration.

### STEVEN M. WRIGLEY, M.A., SSW/ QMRP

Steve currently services as the Statewide Crisis Systems Administrator, Division's Comprehensive Emergency Coordinator, and the TBI Project Director for the Department of Human Services / Division of Services for People with Disabilities (DSPD). He holds a Masters Degree in Rehabilitation Counseling and a minor in Marriage and Family Therapy. He has over 27 years of experience in the field of disabilities working with individuals with Mental Retardation, Brain Injury and Physical Disabilities. Steve has served as a reserve firefighter / EMT for eight years, he is CERT trained, has served on the Sandy City Public Safety committee for six years, has been involved in several emergency planning trainings related to the 2002 Olympics, and was one of the FEMA pilot course participants that helped develop the FEMA Emergency Planning and Special Needs Populations course. Steve currently helps teach the Emergency Planning and Special Needs Populations course for the Utah Department of Public Safety, Division of Emergency Services and Homeland Security.

Steve has primary responsibility as the Statewide Crisis Intervention, Prevention and System Development Administrator for statewide program development, direction, coordination, and evaluation of the Division's Crisis System. Steve coordinates statewide crisis intervention / prevention program activities, services, and/or program implementation with the Division's regional offices, contract providers, and other governmental entities. As the Division's Comprehensive Emergency Coordinator, Steve has primary responsibility for development, implementation and monitoring of the state office, region, and providers Comprehensive Emergency Plans and coordination our planning with the Department's Emergency Management / Business Continuity Plan. Steve participates as a member of the Division Leadership Team participating in the development of statewide policies and programs.

**ADAN CARRILLO**

Adan came to the Utah Department of Transportation (UDOT) after 3 years of service to the city of West Valley. During his tenure with the city he was in charge of managing and coordinating many special events. His first position was at the city's newest venue, the Utah Cultural Celebration Center (UCCC). Some of the of many events that he helped coordinate ranged from Governor Huntsman's announcing of his election as Governor in 2004, and the Mexican President Vicente Fox's visit to the UCCC, to the International Sister City Cultural Exchange Agreement between Veracruz, Mexico, and West Valley City and the 2006 CPM Graduation Ceremony, which Adan himself helped facilitate, and graduated from as a Certified Public Manager.

After his position at the UCCC, he was promoted as a Public Information Manager to the city's Department of public works. During this position, he became a member of the Salt Lake County Storm Water Coalition, the Hispanic Chamber of Commerce and the Public Relations Society of America, in which he still participates. After becoming a Certified Public Information Officer through the Utah Fire Service Certification Council, and attending the Hazardous Materials Responder, Awareness and Operations course at Camp Williams in 2006, he obtained employment with the State in the UDOT Public Relations and Communications Office.

His duties at UDOT, as a Public Information Officer, involve conducting public awareness campaigns, promoting services and public relations for the department, acting as a spokesperson during media interviews, coordinating press conferences and other media events, and answering to inquiries and requests from constituents and the media, including all Hispanic outlets. Adan receives great satisfaction in fulfilling his duties above and beyond what's required of him. He feels privileged by having the responsibility of promoting the

department's efforts and activities to a wide range of constituents throughout the state, even nationwide, including the always increasing Spanish-speaking segment of our population.

While pursuing his CPM designation, Adan also attended University of Phoenix where he obtained a Masters in Organizational Management in 2005. His undergraduate degrees obtained from Utah Valley State College (UVSC), soon to be Utah Valley University, include a Bachelor in Technology Management, and an Associates of Applied Science in Multimedia Technology Communications. While attending UVSC he was elected as Vice-president for the International Student Council (ISC), and he is still seen on TV as a Telecast Student for UVSC's Long Distance College Algebra Education program, which will continue to air for the next 5 years. His internships included working as a Desk Layout Editor for the "College Times", a UVSC monthly publication, and as a DJ for a Hispanic Radio Station in which he conducted his own three-hour show.

Adan and his wife Hilary became proud parents for the first time to their now two-month-old daughter Ella, who keeps them entertained for hours everyday. Adan loves the outdoors and enjoys mountain biking in the summer and snowboarding in the winter.

**TRISH ANDERSON**

Hi. My name is Trish Anderson. I currently work as an HR Tech with DHRM Administration Office. I have worked off and on with the State for a little over 14 years serving in various capacities with the State Archives, Utah National Guard, DWS and DHRM. (Admin office and with DOH). When I wasn't with State employment I worked for the private sector most recently as HR Manager for 3 ½ years. I am a firm believer in volunteerism. I have served as the chairman of the West Valley City Arts Council, the secretary on the Board of Directors of the Turlock Community Auditorium Board, member of the Business Advisory Council for First Med and have served in various positions with PTA. I am currently a volunteer for the

American Red Cross.

I graduated from the CPM program in 1997. At that time I joined the USCPM Society and got involved with our monthly meetings and had the privilege of helping to plan and participate in the National Conference for the AACPM held in Snowbird, Utah. I am currently on the planning committee for the AACPM National Conference that will be here in Utah in 2011.

Graduating from the CPM program was one of my greatest professional accomplishments. I am running for a position on the Board because I believe I have leadership experience and am willing to support the USCPM Society. My motto is: You get out of any organization what you put in to it and I am ready to serve.

### **JIM CLAYTON**

After receiving degrees in Communications and Accounting from the University of Utah and Utah Technical College, Jim graduated from Westminster College in 1984 with a degree in Accounting. He spent nine years in public and private sector accounting, working for local C.P.A. firms and for American Stores Company. In 1992, he hired on with the Utah State Tax Commission as a centrally assessed property appraiser, specializing in airline appraisal. In 1996, Jim became manager of sales tax distribution, overseeing the distribution of sales, telecommunications and energy sales and use taxes.

Jim graduated from course 1 of CPM in July 1996 and has been a member of the Society since 1998.

### **COLETTE M. HOGAN**

Colette M. Hogan, CFE, CPM, Assistant Chief Examiner of the Utah Insurance Department Examination Division, presently serves as a member of the Board of Directors of the Utah Society of Certified Public Managers (USCPM) as the Treasurer. She discovered she is a blue

personality during her CPM training, which means she enjoys working as a public servant. She volunteers as the State Chair of the Utah Chapter of the Society of Financial Examiners (SOFE) to schedule and provide continuous education training, in addition to performing financial examinations of Utah domestic insurers. She also is a volunteer on the SOFE Board of Governors as the Vice President of the Website Committee. This requires working with many insurance professionals in industry. She is comfortable conducting interviews and speaking in groups, thanks to the CPM courses. Her Accounting degree qualifies her as a prime candidate for the office of USCPM Treasurer.

Colette is a West High School graduate, and she grew up living in a little brick bungalow with her five siblings in Rose Park (Salt Lake City). She is very proud of her daughter, who graduated from Riverton High and went on to become certified in Barbering in Cosmetology through Salt Lake Community College. There is a lot of music in Colette's house. She plays the piano, her daughter plays the violin, and competes on the tenor drum in the Salt Lake Scots Pipe Band.

### **LAURALEE BLUE**

I have been with Bureau of Criminal Identification (BCI) for 10 years. I have worked in various sections within the Bureau and was promoted to section supervisor in 2003. I have received various awards which include a Commissioner's Commendation in December 2001 and a Unit citation in November 2003.

I Graduated from Certified Public Manager in 2000, and have been an active member of the society ever since. My experience from all the training has been very valuable, and it has helped me grow as a supervisor.

I had the privilege to attend the National AACPM Conference in Kentucky last year, and I was able to learn some valuable tools, as well as represent our state society as a voting member of the House

of Delegates. I currently serve as the USCPM Board secretary for the second year, and also Currently on the planning committee for the AACPM National Conference that will be here in Utah 2011.

I am running for a position on the board again because I believe I have the experience necessary and am willing to continue supporting the USCPM society, in any possible way. I would like to give back what the society has given to me.

### BRAD TIBBITTS

Brad was raised in Idaho, along the banks of the Snake River in the metropolis of St. Anthony. He attended South Fremont High School, graduating in 1962, then moved to Provo, UT to attend BYU. After a five and one half year tenure at BYU, including a couple of changes in major studies, he moved to Southern California in February 1968 and began working with State Farm Insurance Company as an auto underwriter in their Santa Ana Office. In 1969 Brad was transferred to the Westlake Village office and worked in that location until 1979, when the Tibbitts' family moved to Alpine UT.

Over the next eight years he continued work in the insurance industry with time served at Benefit Planning Associates as an agent; Baley, Martin & Fay as an agent responsible for Professional Liability Coverage; and Blue Cross Blue Shield in their Provo Office as an agent and Manager. There was also a stint after 1990 with Medical Information Systems as a consultant, and a book distribution company, Publishers Distribution Center, as a buyer. In 1998, Brad went to work for the Utah Insurance Department as a Consumer Service Examiner, then was promoted to the position of Director of the Property Casualty Division in October 2001. In February 2006 the Director assignment was expanded to include the Life Insurance Division.

While living in Alpine, Brad was appointed to the

Alpine Planning Commission in 1986 serving as Chairman of that commission for 1 1/2 years and was elected to the City Council in 1988. Currently Brad represents the Insurance Department within the following organizations: Ins. Dept. representative on the Utah Labor Commission's Workers Compensation Advisory Council; Ins. Dept. liaison with the Surplus Line Association; liaison with the Life & Property Casualty Advisory Council, liaison with both the Life Insurance, and Property Casualty Insurance Guaranty Funds; presently sitting on three committees representing the Utah Dept. of Ins. at the National Association of Insurance Commissioners.

Brad and his wife Cathy married in 1983, blending two families making a family of eleven. There are currently fourteen grandchildren in this growing family Oct. 2007.

