



# THE CASE FILE

THE NEWSLETTER OF THE UTAH REHABILITATION ASSOCIATION

Volume 4, Issue 1

April 2011

## Upcoming 2011 URA Events

- **June 28**, Brown Bag Seminar - Functional Capacity Evaluations
- **October 13**, URA Training Conference
- **October 14-16**, NRA Training Conference

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## President's Message

### Help Wanted

I'm pretty sure that everyone knows by now that the National Rehabilitation Association annual National Conference is coming to UTAH!! This is very exciting and a great opportunity to be involved in and see first-hand what happens at a national level. The National Conference will be held in Salt Lake City at the Marriott on the 200 South block of State Street. The conference is scheduled for the 14<sup>th</sup>, 15<sup>th</sup> and 16<sup>th</sup> of October. Our URA Annual conference will be held as a preconference on the 13<sup>th</sup> of October. Tammy Ames, our amazing President Elect is doing an awesome job of getting things all set up for our conference. A big thank you to her for all of her efforts. So, how can YOU help you ask? Awesome question. There are a lot of things that go into making a conference successful. This year we have two at once! The NRA annual conference is going to require a lot of effort and help from everyone. We have a committee in the URA now that is specific to getting sponsors, vendors and donations to help offset the cost of the conference for the



NRA. Rachel Anderson is chairing this committee and, I'm sure, would appreciate any, and all help. Please coordinate with her. There are also many things that you can do to help with our annual conference. Please get with Tammy to see what she needs. We just returned from Washington D.C. and the Governmental Affairs Summit. Others will be writing about their experiences and I will let them tell you all about it. We learned a lot and had a lot of fun at the same time. Thank you for your membership in the URA and your support of our professional organization!  
Mark Thompson

## Organized with a purpose

This newsletter is organized with the intent of highlighting six areas of current emphasis of URA. These are:

- Leadership Development,
- Legislative Advocacy,
- Peer Recognition,
- Licensure and CEU's,
- Researched based practices, and
- Community Outreach and Networking.

Your URA is striving to elevate the profession of rehabilitation by providing for opportunities for professional development, identifying improved practices and strengthening collaboration between rehabilitation professionals. Please feel free to post, make copies or forward electronically this newsletter to your colleagues and community partners.

## Leadership Development

### 2011 URA Board of Directors

#### Executive Committee

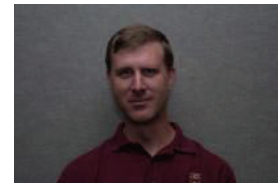


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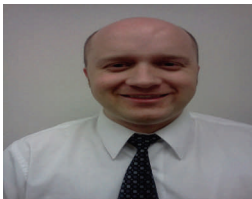


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## Membership Update



Contributed by David Lancaster, Membership Chair

I have been asked to be the new URA Membership Chairman and I have enthusiastically agreed. We have a really strong organization here in Utah with excellent leadership and a clear vision for the future of our industry.

Whether you are in the public or private sector of vocational rehabilitation or a new counselor just entering the field or a seasoned veteran or a para-professional, there is something in the NRA/URA for you! Currently, we have 106 members in Utah: 64 professional members, 15 student members, 25 Life members and 2 Affiliate members. That is an awesome number of members! We have the second most members in the Pacific Region, only behind the 146 members in California (which has 20 times the population of Utah). Becoming a member is easier than ever. Just go to our website: [gotutahrehab.com](http://gotutahrehab.com) and hit the 'Membership' Tab and then the 'Join Today' button and follow the instructions. We have several payment options to include: Credit Card/Debit and monthly withdrawals from checking account.

There are several reasons join the URA

1. URA is the Professional Organization for Rehabilitation Professionals in Utah.
2. You also become a member of the National Rehabilitation Association.
3. Access to Affordable, multiple, and varied opportunities to earn continuing education credits.
4. Networking with other professionals toward "best practices" in the profession.
5. Leadership development and skill building: Join a committee, Seek leadership roles on boards, Share your expertise at conferences/brown bags.
6. National Governmental Affairs Program that provides

current and accurate advocacy and legislative updates relating to rehabilitation.

7. The Journal of Rehabilitation – a scholarly Journal which provides cutting edge rehabilitation research, and The Contemporary Rehab – a Bi-monthly Newsletter.
8. The URA Association's newsletter, The Case File, is published quarterly and is filled with timely rehabilitation information, and important general membership news.
9. Participation in community service activities that build awareness of rehabilitation professions.
10. Peer recognition opportunities.

There are four membership options available: Professional, Student, New Professional and Affiliate, each described below with the yearly fees provided in parenthesis.

**Professional (\$132.00)** Eligible for all benefits of membership in the Association including voting privileges, copies of Contemporary Rehab and the Journal of Rehabilitation, may hold elected office at any level of the Association.  
**Student (\$42.00)** Available to full time students; is eligible for all benefits of Professional Membership.  
**New Professional (\$96.00)** Available to recent graduates who were Student members of NRA the previous year; available for one single year period; is eligible for all the benefits of Professional Membership.  
**Affiliate (96.00)** Available to non-credentialed support/technical staff or retirees (professional or non-professional); is eligible for voting privileges, copies of Contemporary Rehab, may hold office at the local, state or regional level.

If you are already a member, that's great. Tell your co-workers who are not members about all the benefits that come with being part of a professional membership in URA.

We are looking forward to continue to build this wonderful organization. If you have any questions, please do not hesitate to contact me at (385)351-8933 or at [dlan-cast@wcfgroup.com](mailto:dlan-cast@wcfgroup.com)

## Recruitment Opportunities



URA is looking for creative ideas to increase it's membership. The NRA is coming to SLC, and this can be an excellent opportunity to get the word out and to invite other rehabilitation professionals to join URA. Membership is open to all rehabilitation counselors, evaluators, technicians and office specialists, physical, speech and occupational therapists, job trainers, consultants, independent living instructors, students in rehabilitation programs, and other professionals involved in the advocacy of programs and services for people with disabilities.

## Legislative Advocacy

### The Legislative Coalition for People with Disabilities "Citizens Working Together to Improve Public Policy"



Provided by Kris Fawson; Policy Specialist, Utah Statewide Independent Living Counsel and Advocator for The Legislative Coalition for People with Disabilities.

The Legislative Coalition for People With Disabilities hosted their annual Reception With Legislators on February 2nd., 2011. Over 300 people including individuals with disabilities, their families and friends, providers, and staff from agencies attended to talk with Representatives and Senators to educate them as to the need for services and supports for their family members and friends. The Lieutenant Governor, Greg Bell, attended and met with several individuals. The event was held in the Capitol Rotunda and light refreshments were served.

The Reception is an ideal occasion for constituents to

meet and talk with the candidates that they have elected to represent them in the Utah State Legislature. Remember these are the people that make the financial decisions and make the policies that govern state agencies and decide the budgets for services.

We invite you to join with us on February 2nd., 2012, information about the Reception will be forwarded in January 2012. LCPD meets the first Thursday of each month from April through December; we do not meet in July. The meeting is held at the Division for the Blind and Visually Impaired at 1950 West, 250 North, Salt Lake City. Our website is [www.lcpdut.org](http://www.lcpdut.org). You can join the Coalition and be on our contact list online. You can also receive information on facebook: Utah Legislative Coalition for people with Disabilities.



### NRA Governmental Affairs Summit

The NRA hosts an annual Governmental Affairs Summit in Alexandria, Virginia to update members on VR legislation and policy that is shaping up in the Nation's Capitol. The Summit concludes with a lobby day on Capitol Hill where members meet with their members of Congress to address the needs of professionals in the field of Vocational Rehab. The Governmental Affairs Summit offers NRA members the opportunity to participate in shaping vocational rehab policy at the

State and Federal Levels.

The 2010 Summit was entitled "Leveraging Our Legislative Legacy: Today, Tomorrow, Together" and was held in Alexandria, Virginia. Mindy Jepson and Kent Remund applied for and were awarded scholarships to attend this conference. Mark Thompson, URA President, Tammy Ames, President Elect and Rachel Anderson, NRA Marketing Chair, also attended representing URA



Pictured from left to right are Rachel Anderson, Mindy Jepson, Mark Thompson, Tammy Ames and Kent Remund.

Having the opportunity to attend this year's Governmental Affairs Conference was very exciting for me. It is my first year serving on the URA Board, and this was definitely a great way for me to learn more about our national affiliation. I learned so much in regard to what happens "up on the hill" and in our representatives worlds. I thought I was confused before, and now I understand more about the process, and how important we are as rehabilitation counselors. In my every day working life, I am very passionate about transition. It was very interesting to learn about all the projects NRA is creating in regard to transition, and also how it is getting back to the individual states. I can't wait to see what the future holds.

I would encourage others to apply for the board in the future. Having this opportunity as a board member was crucial for my role, and for serving individuals with disabilities. It was also a great opportunity to get to know other URA members, and put some faces to key people that we hear about from the NRA. There are many stories I could share, but as a group we agreed that 'what happens in DC.... stays in DC.' (I can definitely be bribed though!)

Rachel Anderson

See below for 'what happened in DC'



Dear URA,  
I really appreciate being chosen to attend this year's Summit. I realize how fortunate I am to be a part of an agency that encourages employees to be a part of the political/legislative process and provides opportunities for them to participate in that process. It is so important that we understand the issues surrounding our profession and learn to advocate for those things that will benefit both us and those we serve. I loved being in Washington DC, having the opportunity to meet with Congressman Matheson and Senator Lee's staff, and being able to sight see with my husband. It was also great to spend time the URA Leadership and get to know them better.  
Mindy Jepson



My trip to the National Rehabilitation Governmental Affairs Summit was a great experience.

I am fairly new to this arena of politics so learning how to become involved with, speaking to, and interacting with our representatives was very enlightening to me. It was a great introduction on how to approach and speak with them properly on our topics of discussion and ways to follow up with our representatives in the future.

On the last day we went to the Capitol to meet with Rob Bishop, Jim Matheson, and Mike Lee but unfortunately, the senate was on recess and the representatives were taking care of other business. We were still able to meet with other staffers to discuss our Vocational Rehabilitation program. We delivered our annual report and discussed with them the success we have had in Utah with our various departments within the State Office of Rehabilitation. Every person we met with was genuinely impressed with our program when shown the numbers of individuals we served, successfully employed and the economic impact that our program is able to provide to our state and nation. Thank you very much for this wonderful opportunity.

Kent Remund

Kent is pictured above performing an A.T. evaluation.

## Licensure and CEU's

### LVRC Update



Contributed by Doug Roberts, LVRC Board Member

The following may be of interest:

1. One change unanimously passed by the board was regarding the education requirement for licensure and definition of “a related field” in the Vocational Rehabilitation Counselors Licensing Act Rule. The change brings us in line with what CRCC “category R” allows for applicants to sit for the CRC exam. The new education rule now allows those with “any other field deemed substantially equivalent by the Board and Division” will qualify for licensure, though it was recognized that there are only a few universities in the country that are developing post-graduate advanced certificate or degree programs to support CRCC’s “Category R” eligibility requirements.

2. As a Board, we were informed that DOPL is moving to have the rehabilitation counselor licenses expire bi-annual instead of annually. The board saw this as a positive change. This proposal was passed by the legislature (HB 234) which changed the renewal cycle for Vocational Rehabilitation Counselors from one year to two years.

Lastly, some may like to know that, as of December 8, 2010, there were 189 currently licensed vocational rehabilitation counselors and 2 applications pending.

Doug Roberts, MS, CRC, LVRC is the Manager of Rehabilitation Services for Deseret industries. He has over 17 years experience in both public and private rehabilitation as a vocational evaluator, vocational counselor and administrator of programs. He was also recently recognized as the 2010 URA Rehabilitation Professional of the year.

### NRA's Position on Licensing

#### Resolution

**WHEREAS**, Certified Rehabilitation Counselors not only meet but exceed the academic requirements of their peers in the other counseling professions,

**WHEREAS**, Certified Rehabilitation Counselors have the requisite body of knowledge for counseling professions, but in addition have a specialized knowledge of disabilities including but not limited to Mental Health, Chemical Dependency, Traumatic Brain Injury, Autism, Transition, as well as orthopedic and neurological disabilities.

**WHEREAS**, Certified Rehabilitation Counselors are required to maintain their licensure by continuing education to include advances in their profession in the areas of assistive technology and have increased awareness of trends in rehabilitation.

**WHEREAS**, other counseling professions are often granted licensure by their states heretofore denied to Rehabilitation Counselors,

**WHEREAS**, states are required to meet the comprehensive system of personnel development (CSPD) standards under the Rehabilitation Act for their Certification as Rehabilitation Counselors,

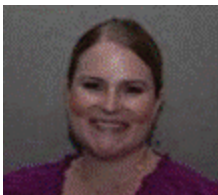
**THEREFORE**, be it resolved that National Rehab Association urges the Rehabilitation Services Administration (RSA), as the enforcement agency of the CSPD standards, to insist upon states licensing Certi-

ried Rehabilitation Counselors as they do other counseling professions and licensing provisions be a part of the CSPD where licensing of Certified Rehabilitation Counselors does not exist, and that a Liaison Relationship/ Task Force be established between the National Rehab Association and RSA to address this issue for the positive advancement of the certified rehabilitation counselor and recognition of their credentials in each state.

**Adopted by the NRA Board of Directors, July 25, 2010**

Note – Licensing of Vocational Rehabilitation Counselors began in Utah on **January 4, 2010**.

## Brown Bag Seminars



Contributed by Nicole Fraedrich, Brown Bag Chair

URA recently hosted Pam Childs of Utah's Chapter of the National Alliance on Mental Illness (NAMI), who presented the Brown Bag Seminar on Mental Illness and the Whole Family. NAMI, founded in 1978, is a grassroots, nonprofit, self-help, support and advocacy organization of consumers, families, and friends of people with severe mental illnesses. NAMI's mission is to ensure the dignity and improve the lives of those who live with mental illness and their families through support, education and advocacy. Many of the services available through NAMI are free of charge and are

offered at their eighteen local affiliates statewide. Additional information can be found on the NAMI website <http://www.namiut.org/>.



URA holds quarterly 'Brown Bag' trainings through video conferencing, available in USOR offices across the state. One credit of CEU is offered per training and is free to all members of URA. Three additional Brown Bags Seminars scheduled are:

Functional Capacity Evaluations - June 28, noon-1pm

Utilizing the Return to Work Hierarchy - Sept 13, noon-1pm

Ethics - Dec 13, noon-1pm

## CEU's



URA offers numerous CEU's which are free to members, and are needed to maintain the CRC and LRVC credentials. Please schedule to attend all Brown Bags and the URA and NRA Conferences in October, as there will be numerous additional CEU's offered there. If you have suggestions of trainings you would like to present or attend, please forward your ideas to Nicole at [nfraedrich@utah.gov](mailto:nfraedrich@utah.gov).

## Legislative Advocacy

### Peer Recognition

Recognition of the dedication, work ethic, and character of rehabilitation professionals is a high point of the annual URA conference. Below are the peer nominated awards winners and nominees who were honored at the annual training conference last October, themed Putting it all Together, held at Thanksgiving Point in Lehi.



#### Garth Eldredge Award of Excellence – Don Uchida

In his role as a state administrator, Don fights for funding, negotiates for salaries, collaborates with other agencies, and strives for continued improvement of services. USOR continues to be vibrant, nationally recognized, fiscally responsible, and an agency that works because Don Uchida is our respected leader. In recognition of Don's lifetime of public service to those with disabilities, his consistent mentoring and development of others, and his tireless efforts to elevate the profession of rehabilitation, URA is honored to present the 2010 Garth Eldridge Award of Excellence to Don Uchida.



#### Rehabilitation Professional Award – Doug Roberts

His responsibilities include training all DI staff on the best practices of the rehabilitation field. He engenders the growth and development of the rehabilitation counselors; and helps the DI facilities to be effective training environments for all people. His expertise in rehabilitation has qualified him as a member of the Utah State Licensing Board for Licensed Vocational Rehabilitation Counselors (LVRC). He has also been instrumental in creating internship positions with DI for those obtaining their masters degree in rehabilitation counseling. URA is honored to recognize Doug Roberts as the 2010 Rehabilitation Professional of the Year.

Also nominated for this award were Kerri Pearson (Vocational Evaluator, USOR, Provo) and Maria Petersen (Rehabilitation Counselor, USOR, Payson).



#### Advocate of the Year – Heidi Immell

This year's Advocate of the Year has over 20 years of experience as a vocational rehabilitation counselor and is seen as a resource and the go to person for concerns by VR clients in the deaf community at large in Utah. She is never hesitant in doing the extra work required to obtain individualized specialized services. She truly is an effective advocate, and goes the extra mile in helping her client's secure quality employment opportunities. When Sorenson Communications had their recent reduction in force, this counselor became a defacto point of contact for those seeking a quick return to employment. URA is honored to recognize as the 2010 Advocate of the Year, Heidi Immell.

Also nominated for this award were Alyshia Klein (Rehabilitation Counselor, USOR, Taylorsville), and Richard Petersen (District Director, USOR, Provo).



#### The Support Professional Award – Cindy Gillis

This years Support Professional of the Year has been described as "someone who makes a VR counselor's job easier...makes the office run smoothly...solves problems before they are problems, and who makes it possible to do great things." She is further described as "professional and provide[s] excellent customer service and [is] a great support to counselors, vendors, and community partners" She is "dedicated and hard working and is even cheerful on Fridays." Her positive attitude has also encouraged and maintained positive relationships between VR and its many community partners. Her coworkers describe her as the personification of the Support Professional Award, and URA could do no less. We are honored to recognize as the 2010 URA Support

Also nominated for this award were Aladeen Davis (Development Assistant, DI, St. George), Sharon Dunn (Office Specialist, USOR, Provo), Dawn Miera (Office Specialist, USOR, Ogden), and Christie Workman – (Executive Secretary, USOR, Payson).



**URA PRESIDENT'S AWARD – Tammy Ames**

The 2010 President's Award is awarded to Tammy Ames, who joined the URA Board in 2007. She has since served on several committees within the Board and as Treasurer for the last two years. As Treasurer she has kept the URA chapter alive. She has fought the battles with the banks, credit unions, accountants, and various other monsters to help the chapter maintain its non-profit status and keep everyone out of jail. She is always first to volunteer for about any assignment. She is well respected in her agency, community, and profession for her leadership skills. She is loved by her staff and all who have come in contact with her. She is a true leader and devoted to the profession of VR Counseling. I am honored for my association with her professionally and as her friend. Please help me in honoring Tammy Ames, recipient of the 2010 URA President's Award. Tammy is pictured with Darren Johnson who presented the award.



**URA PRESIDENTIAL SERVICE AWARD**

The Presidential Service Award is given in recognition of the years of service provided by Darren Johnson to URA. As last years President Elect, he organized the 2009 URA Conference, themed Tools of the Trade. He also represented URA at the 2009 National Convention and has this past year presided over the URA Board of Officers. During this next year, Darren will serve as the Past President which is an advisory position to the Board. Regardless of title or position, Darren has been and will continue to be a contributing member of URA. In grateful recognition of his service, leadership, and example of professionalism, the 2010 Presidential Service Award is presented to Darren Johnson. Darren is pictured with Mark Thompson who presented the award.

**URA Board Changes**



Kim Fox and Aaron Thompson each completed three year terms of service on the URA Board. Both served with distinction, as they helped move the organization forward in terms of increasing membership and in developing and maintaining the URA website. We want to thank Kim, who served as the Membership Chair and Aaron, who served as the Website Chair for their dedication, creativity and devotion to the URA!



**Nominations are now being accepted**



Nominations are now being accepted for this year's awards. Peer nominated awards include The Garth Eldredge Award of Excellence, The Rehabilitation Professional of the Year, Advocate of the Year and Support Professional Award of the Year. We were also honored to recognize Monica Kelly of the MATC as the Vendor of the Year. You can nominate an individual, organization or a facility for the Vendor of the Year which provides vital services for people with disabilities. Please consider vendors that are essential in the rehabilitation process of your client's. Submit your nominations to Tammy Ames at [tames@utah.gov](mailto:tames@utah.gov).



### Journal of Rehabilitation Review



Suarez-Balcazar, Y., Balcazar, F., Taylor-Ritzler, T., Portillo, N., Rodakowsk, J., Gracia-Ramirez, M., Wills, C. (2011). Development and validation of the cultural competence assessment instrument: A factorial analysis. *Journal of Rehabilitation*, 77, 4-13.  
Review by Christine B. Anderson, Doctoral Candidate, USU.

Research conducted is applicable to the profession of Rehabilitation Counseling. Research can validate the day to day efforts of counselors working in the community with individuals, provide evidence for implementing new intervention as well as provide evidence to cease intervention. Research can also highlight the need for improved funding. Quite often research can justify the existence of our programs.

It can be overwhelming to review the professional literature. First counselors need to allocate time to review the literature. Rehabilitation counseling is a demanding field where time is a precious commodity for direct client contact, case management, and job development. Allocating weekly time for literature review may be problematic. Next, counselors must determine the applicability to practice as well as the logistics of implementing the newly acquired information to clinical practice. Perhaps reviewing literature may be perceived as “one more item to do” or more paperwork to complete. Certainly it does take some effort, however review of professional publications will inform practice and assist the counselor in his/her professional development. In addition, attending professional conferences can be cost prohibitive. Yet, the information published in professional journals is comparable to the information provided at professional conferences.

The article from the *Journal of Rehabilitation* was reviewed and a summary of key information and application to rehabilitation professionals is offered.

#### Key Points

- Counselors have an ethical responsibility to develop cultural competence. The Code of Professional Ethics encourages counselors to work with diverse individuals and support the worth, dignity, potential and uniqueness of persons with disabilities within a social and cultural context.
- Counselors have an obligation to become culturally competent. Development of this skill involves seeking to understand and work with individuals who think and act differently than the counselor.
- Research has identified Attitude, Knowledge, and Skills as key components of cultural competence
- Measurements for cultural competence have been developed for general counseling. There are limited measures for cultural competence for rehabilitation counseling, however using general counseling competency measures provides a window to the practice of the rehabilitation counselor and assists in determining the attitude, knowledge, and skill the counselor possesses in providing services to diverse consumers.
- Organizational culture affects counselor cultural competency.
- Although limited empirical evidence exists, this study provides supports the tenet that training improves counselor attitudes, knowledge, and skill.

Development of cultural competence is ongoing never finite.

#### Implications for Practice

- Advocate for organizational support to implement cultural competence related changes.
- Change organizational mission statements to embrace culturally competent services.
- Allocate resources for training (organization). Utilize resources for training (counselors).
- Foster learning culture that values diversity, supports and allows professionals to adopt culturally competent models of practice.

- Increase physical accessibility: provide translation of printed materials, aesthetic presence such as diversity of artwork/paintings, and support work schedules to accommodate participation in community outreach initiatives with evening or weekend participation.
- Participate in community cultural activities to improve attitude and knowledge.
- Adopt an ethical practice of cultural competency whether or not organizational culture is supportive.

Christine Anderson is pursuing a doctoral degree in Disability Disciplines: Rehabilitation Counseling at Utah State University. She received a Masters Degree in Rehabilitation Counseling from Utah State University in 2001. Prior to continuing her graduate studies, she was a counselor at the University of Utah Center for Disability Services. Christine is also a Certified Child Life Specialist and worked in pediatric rehabilitation. She received training as part of her doctoral studies with the URLEND project addressing the needs of children and youth with special health care needs administered by the Department of Health and Human Services. Her research interests include ethics, Cultural/Linguistic Diversity, and transition. Christine is also a former URA board member and Past President of URA serving the organization from 2003- 2006.

## Applying Research



How can we apply the research presented above? We could share our insights with a colleague about it over lunch, at the water cooler, or use it as alternative topic to sports. We encourage directors, supervisors, and leads to apply research in team or staff meetings, and to generate a forum for the discussion of best rehabilitation practices. We encourage all members to read, review and where applicable to implement strategies from the Journal of Rehabilitation which lead to improved performance, greater outcomes for our clients and better practices which elevates the profession of rehabilitation.

## Community Outreach and Networking

### New for June

We are developing a new section of the newsletter devoted to Community Outreach and Networking. We want to identify milestones achieved by our members such as years with an agency/employer, graduations, certifications and licensure (CRC & LVRC), promotions or change of employment, recognitions by your agency or employer, published articles/research, and other services our members provide to the community. This can include any boards or organizations that you serve on or are elected to.

We also want to provide an avenue to announce upcoming community activities specific to disabilities such as the IL walk and roll., service opportunities, fund raisers, job fairs, and other professional networking opportunities. We want to share our collective wisdom in identifying informational resources and highlighting ways to overcome barriers to employment.

### Acknowledgments

I want to recognize all those who contributed to this edition of The Case File.

I am grateful for the articles and information contributed by Christine Anderson, Rachel Anderson, Kris Fawson, Nicole Fraedrich, Mindy Jepson, David Lancaster, Lucus Moulton, Kent Remund, Doug Roberts and Mark Thompson.

I also wish to thank Rachel Anderson, Stacey Cummings, Mindy Jepson, and Tom Johnson for submitting their photos.

A final thank to Tammy Ames and Dr. Julie Smart, for their advice and collaboration in finalizing the topics provided.

If you have any ideas for further editions of The Case File please email me at [thymer@utah.gov](mailto:thymer@utah.gov).