



delivering *solutions*



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our mission

We provide employment and support services for our customers to improve their economic opportunities.

our vision

We are preparing our customers to prosper now and as the workforce of the future.

our code of ethics

We are accountable. This means we are:

- Fair, considerate, and respectful in our interaction with our customers
- Committed to professional competence
- Honest and trustworthy in our relationships
- Law abiding in our activities
- Economical with our resources
- Committed to providing responsive and high-quality services

our strategic goals

With efficiency, effectiveness and humanity, the Department of Workforce Services will:

- Promote economic stability and self-sufficiency for all our customers
- Contribute to the development of a workforce that is prepared for the jobs of today and the future
- Provide a dynamic employment exchange system
- Support quality of work-life for all DWS employees

executive director and chair letter

We are pleased to present the WIA 2003 Annual Report of the Department of Workforce Services. This year, Utah has shown increased recovery from the economic weakness being experienced nationwide. Now, more than ever, we are striving to continue the workforce development that is critical to the economic and social revitalization of Utah and the rest of the nation.

Illustrated in this report are many accomplishments of the department's workforce development effort, complemented by data that portray Utah's workforce, economy and outlook for the future. A few of the especially significant events and honors are highlighted here.

In August, the department received the confirmation that our front line staff had accomplished one of the most significant turnarounds in Food Stamp accuracy ever seen, when we were notified that we had moved from 53rd among the states and territories in FFY 2000 to 13th best in the nation in 2004, and the staff is still working to be among the elite seven best states in 2005.

Likewise, we have received awards and honors in our Adjudication and Unemployment Divisions for superior accuracy and timeliness. The U.S. Department of Labor, Civil Rights Center, recognized the department nationally with the "Harris Equal Opportunity Award."

Extraordinary achievements in technology this year have been demonstrated with the introduction of careers.utah.gov, our newest Web site and SkillWindow our job order data mining technology which can assist any citizen in job and career planning through Web based tools never before possible. Indeed, the staff at every level of the agency has demonstrated diligence and excellence.

Utah's Department of Workforce Services continues to be a national leader in workforce development. We are more than just employment services or just supportive services. We help maintain a vibrant economy in Utah. Our partnerships define us. The Department of Workforce Services wholeheartedly supports the U. S. Department of Labor concept of E³ – power in the partnership of Employment, Education and Economic Development. We look to the future, with confidence in the strength of our partnerships and the knowledge that as an agency we can deliver services recognized as among the best in the country. We believe the citizens of Utah deserve no less.

Sincerely,



Raylene Ireland
Executive Director
Department of Workforce Services



Kevin Crandall
Chairman
State Council on Workforce Services



strategic *solutions*

Our mission, vision, code of ethics and strategic goals were rewritten to more accurately reflect our commitment to our customers.

utah's economy and economic opportunity

After what largely amounted to a three-year employment pause, the Utah economy sprang back to life in 2004. The economy actually began reviving in the latter half of 2003, but the pace quickened rapidly in 2004. When all is said and done, the Utah economic growth should register around 2.5 percent.

It is not uncommon for employment levels to move in cycles, resulting in short-term lows and highs. Utah's last employment high was reached in January 2001. Thereafter came a slide. But this previous employment peak was regained in January 2004, thus numerically gaining back all the jobs lost during the recent downturn. Since then, Utah's employment count is again rising to new heights.

An impressive and welcome characteristic of the new job creation is its diversity. Job gains are occurring across the entire income spectrum from low paying to high paying jobs. Nearly all of the industrial sectors are expanding, with the lone exception being the financial sector.

The strength of employment growth in the construction industry is a very pleasant surprise. It tends to be a barometer of the employment situation. The pace of expansion in this industry tends to be quite sensitive to the overall health of the Utah job market.

Too often it is thought or portrayed that all we are creating is low paying jobs, but the reality is something much different than that. The Utah expansion also includes high-paying professional jobs.

With an improving economy, one would expect that the unemployment rate would decline. In Utah it has, falling into the upper four percent range. We expect the unemployment rate to go even lower as the recovery continues.

utah's one-stop enhancement project grant

DWS received the U.S. Department of Labor Employment and Training Administration Work Incentive Grant (WIG) entitled the "Utah One-Stop Enhancement Project" (UOSEP) Grant to enhance service delivery to people with disabilities in the Utah One-Stop Delivery System. The grant period spans from July 1, 2003 to June 30, 2005.

The objectives of the grant include establishing a comprehensive One-Stop (Employment) Center System that is welcoming and viewed as valuable by customers with disabilities, and implementing strategies to significantly increase skill training, and career and job development for people with disabilities resulting in self-sustaining employment and career advancement.



technology *solutions*

Our newest Web site, careers.utah.gov, along with SkillWindow, assist customers in career planning with Web-based tools.



utah commission for women and families

The mission of the Utah Commission for Women & Families is:

- To advise and confer with the governor, legislators and state agencies concerning issues of importance to women and families in Utah.
- To serve as a contact and coordinating group to analyze state and local rights of women, men and families.
- To serve as a catalyst for creation of needed services and programs for women and families of Utah.
- To provide GIFT Conferences focusing on families and partnering with other organizations throughout the state.

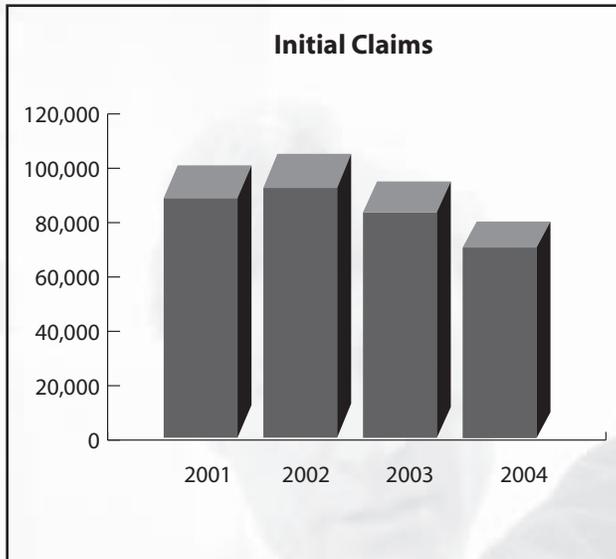
Some of our major projects:

- Women's Achievement Awards : Held in March during Women's History Month to honor Utah women who have made significant contributions in their communities and the state.
- Promote 211 statewide.
- Domestic Violence Survey, 1997: We are in the process of completing another survey.
- Utah Women and The Law: A Resource Handbook for women.
- ReportHer-online newsletter.
- Web site: www.governor.utah.gov/women.

unemployment insurance

UI Benefits

IN 2004, THE UNEMPLOYMENT INSURANCE (UI) claims volume experienced over the past few years began to decline. About 80,000 unemployed Utah workers filed claims for regular UI benefits in 2004, an approximate 25% reduction when compared to 2003. Likewise, UI benefit costs also declined approximately 25% when compared to the previous year. While still above the historic average of 30%, the number of Utah workers exhausting their unemployment benefits decreased 4% from a recent peak last year of 46%.

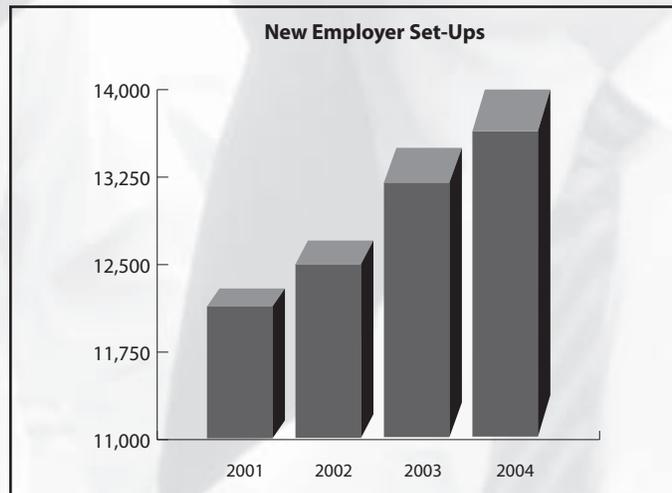


DWS paid out approximately \$185 million in regular UI benefits this year. Again, while this is a sharply elevated number when compared to the late 1990's and the first part of this decade, it represents a significant drop when compared to the \$252 million and \$221 million paid out in 2002 and 2003 respectively.

DWS' Unemployment Insurance Claims Center fielded approximately 300,000 calls in 2004. During 2004, the UI Division introduced plans to begin development of two new systems that will increase customer access and system efficiency. Speech recognition and voice identity verification systems will enhance customer service by providing 24/7 access to information and claim filing without having to wait for staff assistance. DWS expects to dramatically reduce claims center traffic with the implementation of these new systems. Customer telephone waiting time will also be reduced.

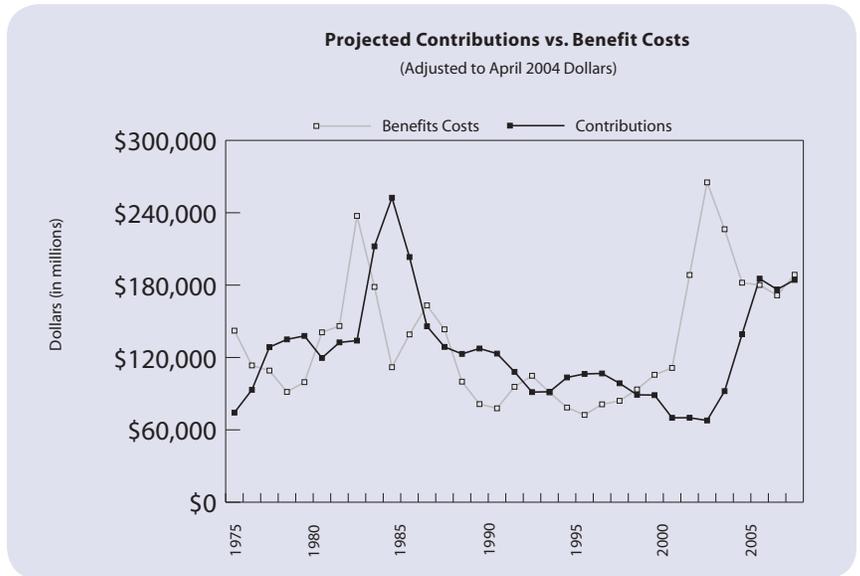
UI Contributions (Taxes) and New Hires

We continue to lead the way for many states in Internet services offered to nearly 61,000 registered employers. The majority of our UI employer services are offered at: jobs.utah.gov/ui/employer/emservices.asp. As the following chart shows, 14,000 new employers registered with us in 2004, up 3.5% from 2003. Of those more than 50% registered online. Each quarter, 1,000 more employers file quarterly tax reports online. Employers now enjoy the convenience of paying taxes online using Electronic Fund Transfer (EFT). Additionally, an average of 177,000 new hires per quarter were reported this year as online report-



New Claims	2001	98,889	786,203
Weeks Claimed	2002	102,950	943,362
	2003	95,026	823,116
	2004 (forecasted)	78,481	743,237

ing increases. Currently, about 70% of all new hires are reported electronically. The Unemployment Trust Fund is showing signs of recovery following the stress experienced over the past few years from record numbers of claims. Although benefit costs continued to exceed UI tax revenue (contributions), the gap has narrowed considerably as reflected in the graph below. The Trust Fund is expected to realize a positive cash flow in 2005, but it will continue below the Minimum Adequate Reserve level for several years. As a result, UI tax rates will be elevated until the Trust Fund is replenished.



UI Program Performance

We consistently rank among the top states in the nation for all standard measurements used by the U.S. Department of Labor to track program performance. In 2004 annual ranking for the 53 states and territories, Utah turned in an impressive performance:

- 1st in 5 of 7 Continued Claims Time Lapse measurements
- 2nd in First Payment Time Lapse
- Top 3 in all First Payment Time Lapse measurements
- Top 5 for all employer account set-up standards
- Top 5 in Overall Nonmonetary Determinations Quality

Utah also received recognition from Department of Labor Region IV (which includes, in addition to Utah, the states of Texas, New Mexico, Colorado, Wyoming, North Dakota, South Dakota, Oklahoma, Arkansas, Louisiana, and Montana):

- Top state in Overall Tax Operation Performance
- 2nd Overall UI Appeals Operation Performance
- 3rd Overall UI Benefit Operation Performance

UI Program Integrity

This year, the UI Division made significant advances to detect and prevent improper UI benefit payments through the use of enhanced software and database cross matches. As a result, established overpayments and recoveries reached record levels. We continue to work closely with local authorities in all jurisdictions to prosecute individuals who commit fraud. A new link on our Web site encourages and facilitates reporting of suspected UI fraud and provides a list of recent criminal prosecutions.

online *solutions*

Employers now enjoy the convenience of paying taxes online using Electronic Fund Transfer.

business services

THE MISSION OF OUR BUSINESS SERVICES UNIT is to provide customized workforce solutions for business clients. Predicated on the same principles used in developing our employment centers, Business Services offers an information rich environment that Utah businesses can access locally or online. We offer solutions for hiring, rightsizing, and also offer how-to workshops and training seminars, just to name a few.

Our accomplishments this year include the successful deployment of a marketing campaign to assist the business community who provide employment opportunities and family-friendly working environments . The campaign targeted high growth industries and focused on both new and established businesses. Through this campaign, we reached over 4,000 businesses resulting in a cumulative response rate of 15.2%.

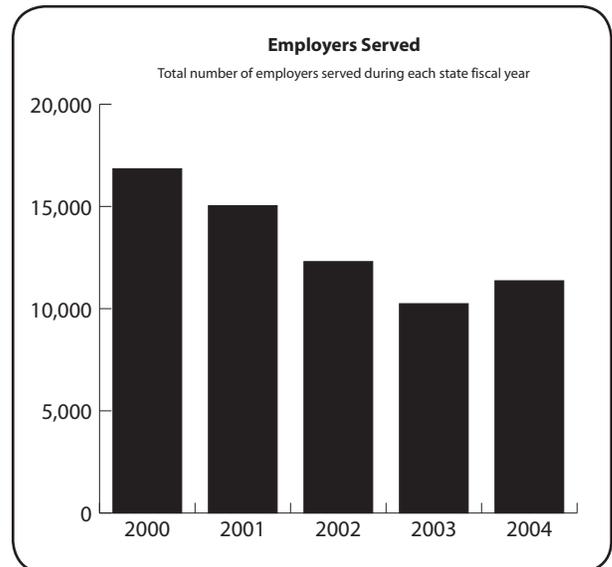
Utah's economic formula continues to provide both challenges and opportunities for Business Services and the customers we serve. Over the past year we served 28,714 Utah employers and assisted in recruiting for 65,114 job vacancies listed with us. Business Services was recognized for an innovative approach to providing individualized services to business clients. This year we hosted over 45 training seminars and workshops across the state with over 1,500 in attendance.

We continue to strengthen our relationships with companies that offer on-the-job training, intern and apprenticeship opportunities to the citizens of Utah.

our industry sector approach to workforce development

THIS YEAR WE EMBARKED on a workforce development effort to encourage our customers to make more informed career decisions. The Industry Sector approach to workforce development is designed to provide a well trained workforce in occupations that fuel the economy of Utah while moving the organization from that of first job - to one of first job, next job, and career for its case managed customers. DWS is focusing on moving intensive service customers statewide from supportive service programs who are either unattached or poorly attached to the workforce, to an occupation in demand in Utah's economy. We provide our employment counselors and customers with tools to facilitate informed career decisions - decisions that will move customers from pre-employment knowledge and skills, to entry level positions for occupations in demand, and beyond as they pursue their career. Some of these tools are available electronically at jobs.utah.gov as well as at the newly released careers.utah.gov. The goal is to support customers through the transition towards gainful employment without returning for supportive services.

DWS labor economists advise that industry sectors driving Utah's economy over the next few years include healthcare, construction, and finance, as well as manufacturing and automotive services. These industries have clearly defined career ladders that identify entry level, mid-skill, and high skilled occupations within each sector, giving the customer the opportunity to prepare for each level. Our business consultants in conjunction with research analysts actively develop positive relationships with customers in the industry sectors identified to develop on-the-job training opportunities, internships and apprenticeships.



Research analysts are building relationships with trade organizations, analyzing the needs of the individual sectors, and identifying problem areas or points of constriction that need attention and solutions. For example, there is a need for increased training in the healthcare field. These issues are researched at the state, regional and local levels to gather resources and problem solve in order to supply skilled workers to each sector.

As with all of the employment-based programs we administer, the success of this approach are tracked using entered employment, retention, and earnings outcome measures.

careers.utah.gov

THIS YEAR DWS PARTNERED with the Utah State Office of Education, Utah System of Higher Education and the Utah State Office of Rehabilitation to form a Workforce and Education Alliance (WEDA) and to develop online solutions for career planning. Careers.utah.gov is a comprehensive school-to-retirement career exploration and planning solutions to assist students in selecting courses to prepare for work, technical training and/or college. This will ensure a more educated and qualified workforce for Utah businesses. It will also assist post-secondary students who enter the workforce after graduation with information on occupational choices that match employer needs. Laid-off workers also benefit by using the most current Utah labor market information and resources to prepare for re-entry into the workforce.

Careers.utah.gov connects existing online resources to help Utah citizens make informed career decisions about education, training and employment, no matter where they are in their employment cycle.

family employment program

IN 1996, THE PERSONAL RESPONSIBILITY and Work Opportunity Reconciliation Act (PRWORA) was signed into law. PRWORA changed the nation's welfare system into one that requires work in exchange for time-limited assistance and created block grants that states use to deliver services. Utah utilizes the Temporary Assistance for Needy Families block grant to fund the Family Employment Program (FEP).

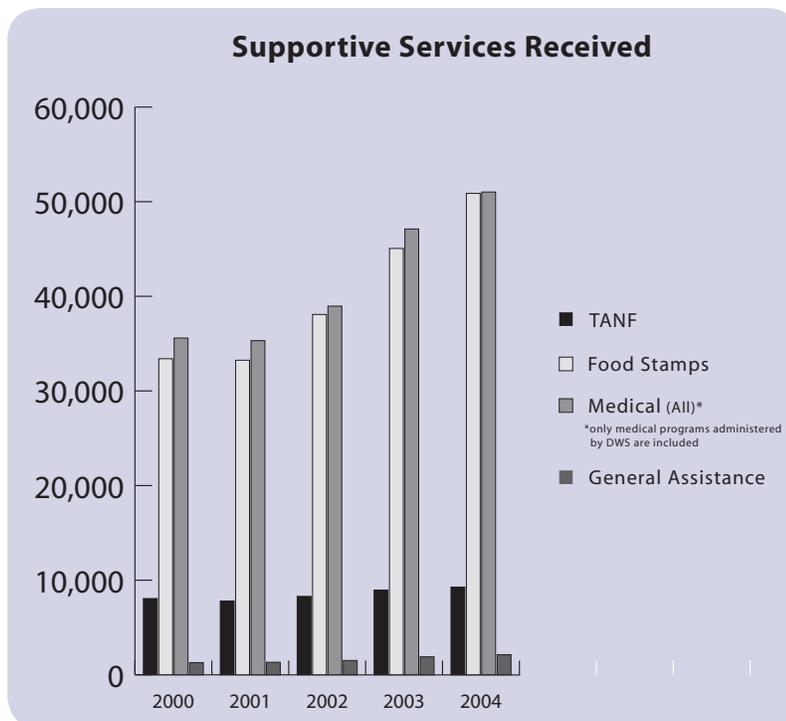
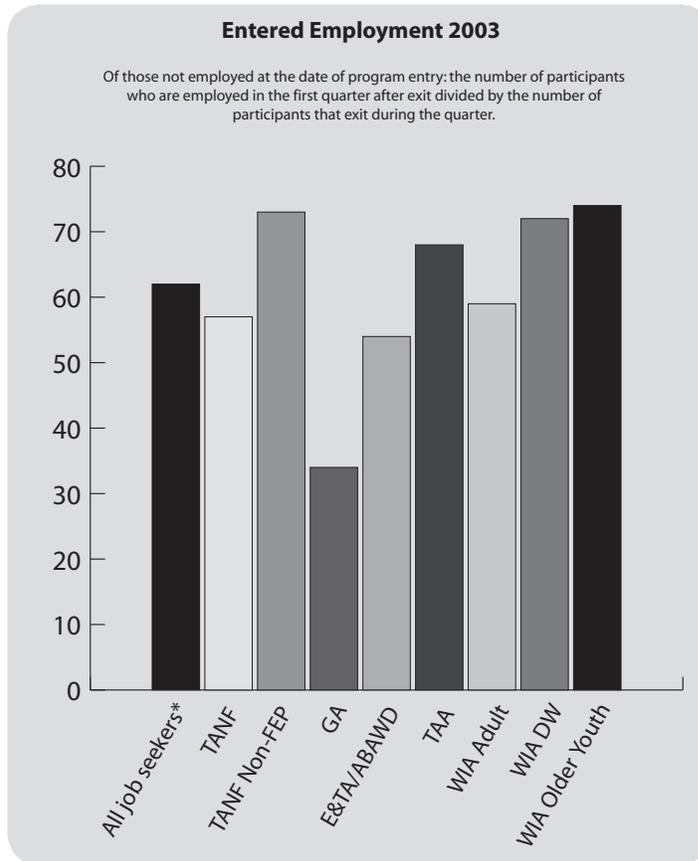
The goal of FEP is to help eligible families become self sufficient through employment and the collection of child support. Two important aspects of the program are its 36-month lifetime limit and its emphasis on universal participation. This means that most parents must participate in negotiated activities that lead to employment. An employment plan may include job search assistance, adult education or job skills training, life skills development, community work, and/or counseling to deal with mental health or substance abuse issues. FEP also provides supportive services, such as child care, transportation or tools, to help with employment needs once the customer becomes employed.

In October 1996 when PRWORA was implemented, DWS was serving 13,666 families with financial assistance. Total caseload declined to an all-time low of 7,711 in July 2001. As of September 2004, the caseload steadily increased to just over 9,500 families.

online services

JOBS.UTAH.GOV CONTINUES TO PROVIDE more and more customers with direct 24/7 access to our programs and services, as well as useful links to other services. Our online employment exchange system continues to grow at a phenomenal pace. Eighty percent of job referrals for our job seekers are made electronically, and business clients are entering 15% of their job orders directly into the system from their desktops. We also see an increase in Web usage by both business clients and claimants for our Unemployment Insurance services.

According to federal law, TANF may be used for a variety of purposes including the promotion of job preparation, work and marriage; the prevention of out-of-wedlock births; and the formation and maintenance of two parent families. Utah uses this flexibility to fund a variety of programs that meet these criteria.



food stamp program

THE FOOD STAMP PROGRAM is the cornerstone of the federal food assistance programs and provides crucial support to needy households and to those making the transition from welfare to work. The program serves as the first line of defense against hunger. It enables low-income families to buy nutritious food with Electronic Benefits Transfer (EBT) cards. Food stamp recipients spend their benefits to buy eligible food in authorized retail food stores.

The amount of Food Stamp benefits issued to eligible households continues to increase. In fiscal year 2004, Utah issued \$118,820,756 in food stamp benefits to a monthly average of 49,595 households. The dollar amount issued is nearly a 20 percent increase from the previous year. In August 2004, 51,936 households received food stamps.

Food Stamp Outreach-

This year, Salt Lake City was selected by FNS to be the site of a media outreach campaign. This campaign involved radio airplay of Food Stamp Program outreach advertisements that included Utah's toll-free number for Food Stamp Program information. The campaign aired in March and April and again in July and August. Simultaneously, DWS posted Food Stamp Program advertisements on UTA buses and Trax trains . Advertisements were placed in four Spanish Language newspapers which ran from March through September. Telephone calls to our toll-free Food Stamp information line greatly increased during this time. In February 93 calls were received, compared with 323 calls received during May.

Food Stamp Accuracy

The Food Stamp accuracy rate has shown great improvement over previous years. For federal fiscal year 2003, Utah's official accuracy rate was 95 percent. This is an improvement over the previous year, which was 93.4 percent. As of April 2004, the state cumulative accuracy rate is 96.3 percent. The federal tolerance level is 91.74 percent. The top seven states in the nation will receive Performance Bonus money. We continue to strive for improvement in this area and hope to receive Performance Bonus money in the near future.



program *solutions*

Our Food Stamp Accuracy is 13th best in the nation, up from 53rd just four years ago.

trade adjustment assistance

Trade Adjustment Assistance (TAA) and Alternative Adjustment Assistance (ATAA) help Trade-affected workers who lost their jobs as a result of increased imports or shifts in production outside of the United States. TAA program services and benefits are designed to facilitate workers getting back to work quickly.

During the program year, eight companies were certified as Trade impacted companies and 461 workers were eligible for services and benefits under the Trade Act of 2002.

training

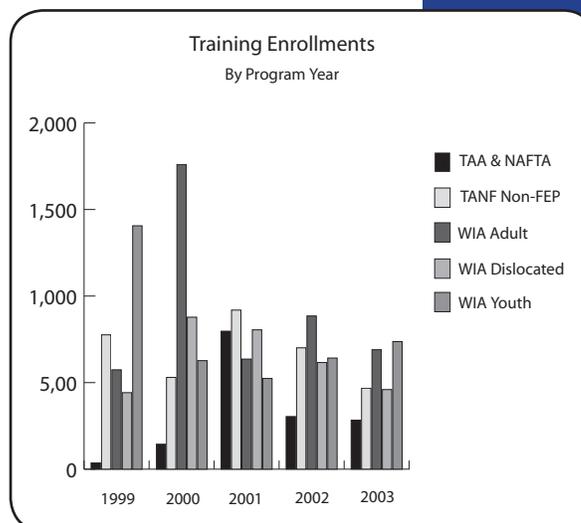
UTAH'S ONE-STOP EMPLOYMENT CENTERS serve as the cornerstone for all of DWS' training resources. These centers unify training, education, and employment programs into one customer-friendly system for each region.

DWS offers a variety of intensive and training services to assist job seekers in obtaining or retaining employment to complement career advancement. The services may include supportive services, basic education, occupational skills training, worksite learning opportunities, and in the not too distant future, incumbent worker training.

During this last year, DWS streamlined worksite-learning opportunities for eligible customers with an anticipated outcome of increasing worksite-learning training opportunities. Because Utah is a true one-stop, there are several funding sources for intensive and training eligible customers:

- WIA Adult
- WIA Youth
- WIA Dislocated Worker
- Trade Act 2002
- Temporary Assistance for Needy Families (TANF)
- Displaced Homemaker

We focus on training services in targeted industries to assist in career ladder advancement to open up entry-level positions.



commission on marriage

The Governor's Commission on Marriage became a part of DWS this year. In accordance with national TANF objectives, the commission's goals are to help individuals, who choose marriage for themselves, identify ways to prepare for or improve their marriage, maintain two-parent families, and prevent abuse, family breakdown, and economic stress for both the individual and state.

Current projects of the commission include:

- Distribute marriage preparation booklets at the county clerk's office when marriage licenses are issued.
- Sponsor trained instructors to teach marriage preparation skills, at no charge, with an outreach of over 2,400 Utah citizens.
- Maintain a nationally respected research-based Web site dedicated to promoting healthy marriages and offering a free Utah State University sponsored internet class on marriage.
- Provide Marriage Enrichment Packets to Head Start and Early Head Start home visitor programs and the PTA Family Centers statewide.
- Sponsor marriage conferences such as the annual Celebration of Marriage.

youth services

DURING PROGRAM YEAR 2003, 1,777 youth received services funded by WIA including:

- Assessment
- Tutoring, study skills training, and drop-out prevention
- Alternative school
- Unpaid internship
- Paid internship
- Summer Youth Employment Opportunities
- Occupational skills training
- Leadership development
- Mentoring
- Comprehensive guidance and counseling, including substance abuse prevention
- Supportive Services
- Employment
- Goal setting activities for younger youth (14 to 18 at eligibility determination)
- Partner services, including; Job Corps, Youth Build, Transition to Adult Living, Collaborative Coordinated Services, etc.
- Follow-up services



The WIA youth performance outcome results are encouraging; we met or exceeded six of seven WIA youth outcomes, and are within 80% of meeting the remaining outcome. We continue to deliver quality service while maintaining an eye on performance outcomes. Youth Citizenship/Leadership Development projects were completed for Program Year 2003 WIA . Meaningful activities planned by youth participants took place across the state such as:

- Youth in the Central Region completed a literacy project by collecting and distributing children's books and book bags to children at a local youth conference, Leadermete.
- Youth in the Eastern Region, Southeastern area constructed four park benches near a skate park – soon to be playground. Youth in the Uintah Basin area conducted community cleanup/beautification projects in Vernal and Roosevelt.
- In the Mountainland Region, youth purchased books for first grade classrooms in one of the highest poverty elementary schools in the region. WIA youth donated their time reading to children and "gifting" the books to the children.
- Youth in the North Region, Wasatch North area planted a hillside in an Ogden Historical area and reconstructed a path-way on the hill. Youth in the Bear River area assisted Utah State Parks and Recreation with free fishing day.
- Youth in the Western Region completed an improvement project at the RockinR Ranch.

transition to adult living

On November 17, 2003, Governor Olene Walker announced that Transition to Adult Living (TAL) was a major initiative of her administration. This initiative is aimed at helping youth in foster care, youth aging out of foster care and court involved youth, become better prepared to prosper as adults. The vision for TAL is these youth will live successfully as adults. The Department of Labor's New Strategic Vision for the Delivery of Youth Services indicates these youth need more attention from the employment and training community, and enhanced services from WIA. Utah is proud to be on the leading edge of implementing this vision.

The fact is that despite the best efforts of caseworkers, educators, foster parents and others, many youth that transition from foster care have poor outcomes and struggle to be self-supporting adults. The good news is that outcomes can be addressed by targeting services in the following areas:

- Job training and employment
- Post secondary education and training
- Improved reading and math skills
- Pregnancy prevention
- Access to health and mental health services

The TAL Initiative in Utah strengthens community ties among DWS, regional WIA youth providers and the Department of Child and Family Services (DCFS), and will expand local projects to include public and higher education, and other community stakeholders. The National Governor's Association (NGA) chose Utah's TAL initiative for one of their Policy Academy projects. NGA is assisting Utah with identifying and eliminating policy barriers to coordination between Health and Human Services and Department of Labor funded programs for targeted youth.

The State Youth Council invited a DCFS representative to join its ranks. The new member provides a unique perspective that enhances efforts to improve statewide coordination and policy guidance. Regional youth councils are doing likewise to concentrate on local needs and improvement.

Strategies were created to meet needs identified by affected youth during a Youth Summit during the summer. The TAL Implementation Team chartered eight task groups to work on the following issues:

- Physical and mental health
- Housing
- Transportation
- Life skills
- Transitional support funds
- Youth-friendly Web site
- Mentoring
- Employment/training and education

Task groups will report their progress and deliver strategies to youth at a November 2004 Youth Summit. The following list provides a glimpse at solutions:

- Improved online resources for youth, foster families and adults who assist targeted youth
- Unprecedented coordination between DWS, WIA providers and DCFS to deliver Employment & Training Voucher funds for post-secondary education to youth in foster care, and aging out
- Pilot projects that provide specific detail about paving improved pathways between local youth service providers



job seeker *solutions*

The most up-to-date occupation and career guide
is at jobs.utah.gov/wi.

veteran's services

DWS ALSO PROVIDES EMPLOYMENT and training services to Veterans to help them succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands with qualified Veterans.

The number of veterans in Utah increased from 146,630 in 1990 to 161,351 in 2000 and continued growth is expected. Utah has a higher than normal number of National Guard and Reserve units and has a higher than normal number of this units that were called to active duty over the last two years. Many of these units have not returned from active duty and as more troops are rotated from Iraq and Afghanistan more of the members of these units will be called to active duty resulting in more veterans in Utah.

Veterans are the only group of customers who receive preferential treatment in DWS. We provide maximum employment and training opportunities to veterans with priority given to disabled veterans, by giving them preference over non-veterans in the provision of employment and training services. Services provided include, but are not limited to: registration for work, job referrals, counseling, supportive service referrals, and job development.

Each employment center has a Local Veterans' Employment Representative (LVER) or Disabled Veterans' Outreach Program (DVOP) assigned to help harder to place veterans find jobs or access intensive services. Last year, 15,393 veterans registered with DWS. We referred 11,302 veterans for employment, provided job search activities to 278, provided case management services to 1,328, referred 1,145 to federal jobs, and provided career guidance to 1,658 veterans.

LVER and DVOP staff in the North Region also provide services under the Transition Assistance Program (TAP). This program targets separating, retiring military members, and their spouses that have been out of the job market from 4 to 30 years. This three-day workshop is presented at least twice a month, and teaches current job search methods, provides current labor market information, assesses individual skills and competencies, provides information regarding licensing and certification requirements for certain career fields and up-to date information regarding veteran's benefits. A "Spouse Tap" is held quarterly for the spouses of military members that were not able to attend the regular TAP workshops. Last year 769 veterans and spouses attended the workshops.

career management system

DWS is currently developing a Career Management System (CMS), to assist DWS employees in the development of their own careers. CMS includes the ability to evaluate an employee's qualifications with those required by their position. An employee may also compare their qualifications with the qualifications of other positions within DWS. An employee will also be able to see what development activities (training) are available and participate in those activities.

CMS will assist employees to certify in their particular position. Certification is defined by the acronym DEPTH; Development, Experience, Peer review, Testing, and Hands-on. Each element of DEPTH is included in an employee's performance plan, with development being part of an employee's professional development plan. Experience is directly related to an employee's core duties, while Peer review is an element of customer service and teamwork. Hands-on displays an employee's ability to perform, which dovetails with customer service, core duties, and teamwork. In order for an employee to be certified, they must complete all elements of DEPTH.

budget

IN STATE FISCAL YEAR (SFY) 2004 DWS spent over \$646 million. Over \$472 million of benefits and assistance were paid to DWS' customers, and another \$173 million was spent internally to operate DWS' programs and provide services. After several years of difficult economic times in Utah, some improvement is reflected in the fact that Unemployment Insurance benefit payments were down \$66 million from the previous year. However, this decrease was offset in part by an increase of \$24 million in Food Stamp benefits issued. The slow recovery of our economy continues to impact public demand for assistance.

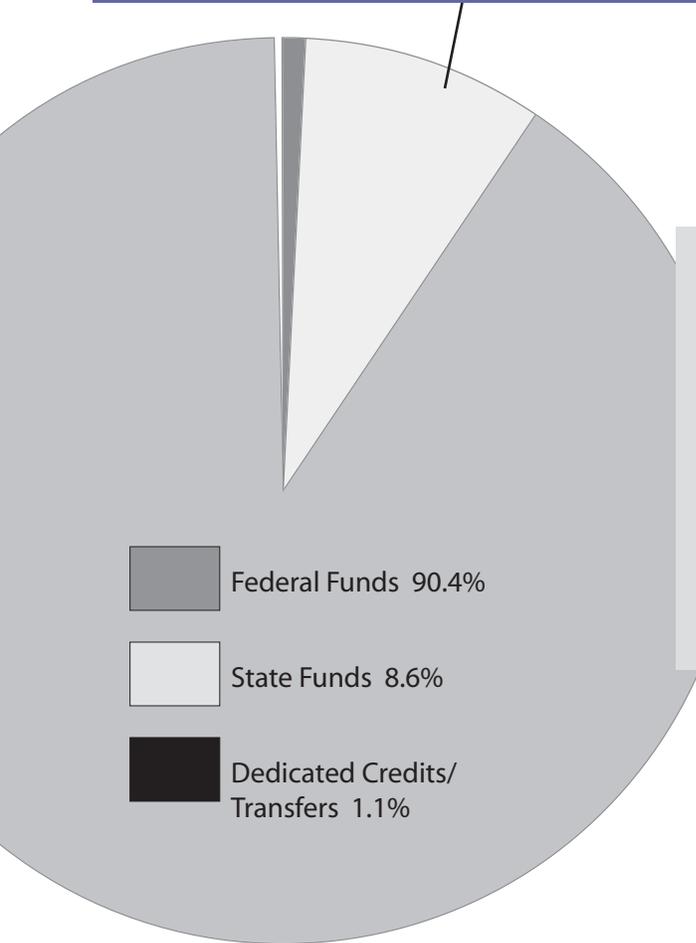
Over 90% of DWS' funding comes from federal sources, and most of its State General Funds were used to meet matching or maintenance of effort (MOE) requirements in order to receive federal funding, as shown in the attached charts.

By maximizing the use of its federal funding DWS has been able to continue its programs and services in spite of the difficult

fiscal constraints experienced throughout state government. TANF funding was again used to keep Child Care programs intact, and Federal Reed Act funding was used to enhance Employment Services throughout DWS.

Re-authorization of TANF, Child Care, and WIA federal programs are still looming on the horizon. In the meantime DWS has paid for operations via federal funding provided by Congress through continuing resolutions, enhanced by use of the remaining funding from the six year block grants. Since re-authorization is still pending, both the current budget and the Governor's budget recommendation for SFY 2006 are again based on assumptions about congressional funding decisions that have yet to be made.

STATE FUNDS	
TANF Maintenance of Effort (MOE)	3.2%
Food Stamp Admin. Match	2.8%
Child Care MOE/Match	0.7%
General Assistance & Other State Programs	1.5%
Medicaid Match	0.5%
Other	0.2%



FEDERAL FUNDS	
UI Benefits	38.2%
TANF	14.7%
Food Stamp Benefits	18.4%
Child Care	5.8%
UI Operations	3.9%
Food Stamp Administration	2.8%
Wagner-Peyser	1.3%
Workforce Investment Act	2.5%
Other	2.7%

DWS General Fund History	FY 1996	\$59,064,300
Pre-DWS	FY 1997	\$51,923,500
Actual	FY 1998	\$47,209,590
Appropriated	FY 1999	\$49,888,800
	FY 2000	\$52,900,100
	FY 2001	\$54,213,100
	FY 2002	\$53,451,998
	FY 2003	\$52,136,800
	FY 2004	\$55,332,000
	FY 2005	\$61,376,300



bear river north region council

The Bear River North Region Council on Workforce Services is dedicated to providing services to the community, supporting the local economy, and helping employers in their search for qualified employees. Members want to ensure Utah has a trained and prepared workforce for the future and to meet federal mandates and policies while providing tailored services for each customer. The council created workforce development goals and the following milestones were achieved:

2004 Milestones:

- The Bear River Youth Council monitored the Workforce Investment Act (WIA) services provided by the Bear River Association of Governments (BRAG), which served 41 youth. The members created a WIA Distribution Formula for Box Elder, Cache and Rich Counties. They voted to amend the Service Priority Point System to include veterans, disabled veterans and foster care youth. Members served on the statewide committee to develop the new Request for Proposal (RFP) for WIA Youth Services. BRAG completed their Free Fish Day Leadership Project, partnering with Stokes Nature Center, Utah State University (Project Wet), the U.S. Forest Service, and Hardware Ranch. The council added a new member representing the Transitions to Adult Living Support Network.
- The Bear River Marketing Task Force collaborated with the Training Committee members and the Society for Human Resource Managers (SHRM) planned an Employer Law Summit held at the Bridgerland Applied Technology College. They expect 200 hundred employers to attend. The purpose of the summit is to educate employers about employment law and additional services the Department of Workforce Services offers.
- The Training Committee members developed and showcased Choices - Critical Workplace Skills PowerPoint presentation for youth enrolled in middle school and high school. The presentation stresses the importance of skills needed to prepare for the workforce. Professionals from SHRM presented at the local area high schools with approximately 1,000 students participating.

BEAR RIVER REGIONAL COUNCIL | BOX ELDER | CACHE | RICH

Harold Hess, Director, North Region

Small Business Evan Maxfield, (Chair) | William (Bill) Cox | David Farnes | John Fronk | Jim Hooker | Chad Munns | Lana Powell | **Large Business** Paul Barnard | David Bryan | Susan Owen | Bruce Rigby | David Seria | Dawn Skorka | Thom Smith | **Organized Labor** Vacant | **Private/Public** Nate Roman | Peggy Madsen | Roger C. Jones | Michelle Wilson | **Elected County Officials** William (Bill) Cox | John Hansen | Suzanne Rees | **Public Education** Michael R. Liechty | **Higher Education** Scott Williams | **Economic Development** Susan Thackeray | **Veterans** Vernen Gunnell | **Vocational Rehabilitation** Colyn Flinders | **Non-Voting Members** Harold Hess | Vacant | Dean Janes

wasatch north region council



The Wasatch North Region Council on Workforce Services is also part of the Northern Region and shares similar ideologies, goals and direction. The council realizes the importance of training and preparing tomorrow's workforce today. Also of significant importance for council members is to ensure that DWS meets federal mandates and policies while providing tailored services for each individual customer. The council created their workforce development goals and the following milestones were achieved towards these goals:

2003-2004 Milestones:

- The Wasatch Youth Council monitored the Workforce Investment Act (WIA) services provided by Futures through Training (FTT), which served 222 youth and met all performance outcomes. The members created a WIA Distribution Formula for Davis, Morgan and Weber Counties. They voted to amend the Service Priority Point System to include veterans, disabled veterans and foster care youth. Members served on the statewide committee to develop the new Request for Proposal (RFP) for WIA Youth Services. FTT completed their Ogden Beautification Leadership Project, in partnership with the Weed and Seed Program and the Forest Service. The council added a new member representing the Transitions to Adult Living Support Network.
- The Facilities and Operations Task Force voted to request funds to study the feasibility of constructing an addition to the Ogden Employment Center. They also voted to sell the vacated satellite office to provide funds for DWS facility projects and to purchase land to meet parking needs. Task Force members continue to look at DWS employment centers' operational needs throughout the region.

WASATCH NORTH REGIONAL COUNCIL | WEBER | MORGAN | DAVIS

Harold Hess, Director, North Region

Small Business Pamela Clark (Chair) | Kathleen W. Alder | Byron Beck | Steven R. Hoellein | Gary Knapp | Cory Olson | John Petroff | Jan Zogmaister | **Large Business** Jacky Bell | Paul Evans | Joree Felker | Mike Hadley | Christopher Dale Sumpter | Christopher P. Terry | Toni Ure | Randy Welsh | Kathy Worley **County Commissioners** Camille Cain | Carol Page | Bart Smith **Vocational Rehabilitation** Tommy Smith | **Higher Education** Julie Snowball | **Public Education** Bryan Bowles | **Economic Development** Karen Thurber | **Private/Public Employees** Mary Williams | Jan Zogmaister | **Veterans** Frank Maughan | **Organized Labor** Larry Facer | **CBO** Scott Sneddon | Sharon Anderson | **Non-Voting Members** Colleen Gudreau | Harold Hess | Brent Petersen | Cecil E. Robinson | C. Brent Wallis

- The Training and Marketing Task Force hosted an employer awards celebration "The Road to Employee Motivation." Awards were presented to employers for community involvement, for using our self-directed services, and for contributing to the economy. Task force members continually strengthen relationships between DWS, education, and employers by providing feedback on the careers.utah.gov Web site, and by recruiting new members for the task force.
- The Community Building and Families Task Force was created to define DWS' role in community partnerships, to identify and catalog available programs, and to determine worthwhile programs for DWS involvement.
- An Employer Committee was established to educate employers via our labor market information, and also to educate job seekers. Members developed a survey for employers to find out if their needs are being met.

Judy Chambley, Director, Eastern Region

Small Business Britt Barton | Harvey Merrell | Joe Piccolo | Toni Bronson | Pace Hansen | Norman Johnson | **Large Business** Jeff Manley | Gary Olive | Tim Gwyther (Chair) | Debra Dull (Co-Chair) | M. Dawn Bentley | Duane Lyman | **CBO** Pamela Juliano | Nancy Bentley | **Public Employee Representative** LaMar Guymon | David Cunningham | **Organized Labor** Mike Dalpiaz | **Elected County Officials** Steve Burge | Ira Hatch | **Elected Official Representative** Judy Bane | **Higher Education** Don Larson | **Economic Development** Peggy Humphreys | **Veterans** Harold Lyman | **Vocational Rehabilitation** Karl Kraync | **Public Education** Kirk Sitterud | **Non-Voting Members** Judy Chambley | Anne Mackiewicz | Ken Davey |

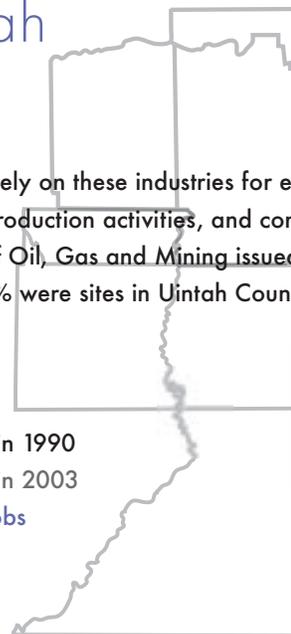
eastern region | southeast and uintah basin region councils

The Eastern Region, home to huge deposits of coal, natural gas and oil, continues to rely on these industries for economic activity. The rapid increase in oil prices this year lead to a surge in exploration and production activities, and considerable economic activity by the oil and gas industry. Through July 2004, the Utah Division of Oil, Gas and Mining issued 543 oil well permits statewide, an increase of 21 % over last year. Of the permits issued, 75% were sites in Uintah County.

Growth in Jobs in Eastern Region

Healthcare	1,615	2,856	1,214
Trade/Transportation	6,508	7,558	1,050
Government	8,094	10,216	2,122
Coal	2,280	1,279	(1,001)
Oil and Gas	1,621	2,260	639

No. of Jobs in 1990
No. of Jobs in 2003
Growth in Jobs



Although the state indicates the healthcare, construction and retail/finance sectors will drive our economy, Eastern Region, relies on the mining, oil and gas, transportation and government sectors for employment. (See chart above). Government employment in the region, which is the highest of any of the sectors, increased by 2,122 between 1990 and 2003. Trade/transportation increased by over 1,000 over the same period. The healthcare sector made significant gains in the past decade, with jobs increasing by 1,050.

Oil and gas employment surged the past 18 months, and now stands at 2,260. Coal actually fell by 1,001 jobs from 1990 to 2003, with the decline mostly attributed to gains in technological advances less miners are required to produce the same

Judy Chambley, Director, Eastern Region

Small Business Wayne Dunbar | Sheri Madsen | Curtis Dastrup | Brian Raymond | Bill Johnson | Mark Holmes | Gregory Todd | Lana Carroll | **Large Business** Deena Mansfield | Irene Hansen | Dave Wakefield | Paul Nielson | Randall Bennett | Mark Raymond | Sharon Wilkins | Tammie Lucero | **CBO** Cris Bird | Shana Wopsock | **Employee Representative** Wayne Griffin | Ron Tollefson | **Organized Employee Representative** Randy Deets | **Association of Governments** Laurie Brummond | **Private/Public** | **Elected County Officials** Lorna Stradinger | Dave Haslem | Stewart Leith | **Public Education** Jack Bell | **Higher Education** Guy Denton | **Economic Development** Richard Harrington | **Veterans** Jay Kerlin | **Vocational Rehabilitation** Dan Wheeler | **Non-Voting Members** Judy Chambley | Kimberly Karren | Paul Hacking |

amount of coal. Employment in the mining industries are important to the Eastern Region economy because of the high wages paid to the workers. The monthly average for all workers in the region is \$2,219 per month, while those in the mining sector are paid \$4,128 – nearly double the average wage.

Regional Councils in the Uintah Basin and Southeast will be working with the DWS Offices to develop career ladders that identify entry points in these different sectors, and work to get DWS job seekers trained and skilled to enter the workforce.



In support of the DWS mission, to provide employment and support services for Utahns to improve their economic opportunities, the Central Region Council focused its efforts on improving and expanding customer training for job seekers and on strengthening partnerships with the business community and other entities.

Among the council's successful accomplishments was the introduction of a series of Executive Roundtables. Early in the year, the council identified a need for more input from local companies about their human resource needs. As a result, the council launched industry-specific Executive Roundtables to provide open communication between industry executives and DWS. The council's first target industry was manufacturing and the first roundtable was held in September. Since it was successful, additional roundtables for DWS target industries will be convened next year.

CENTRAL REGIONAL COUNCIL | SALT LAKE | TOOELE

Brad Maughan, Director, Central Region

Small Business Greg Diven (Chair) | Charles Daud | Douglas Johnston | Jill Merritt | Melva Sine | Steven Rosenberg | Julie Zimmerman | **Large Business** Susan Archibeque | Jane Reister Conard | Todd Henriksen | John Hill | Paul Jackson (Vice-Chair) | Louie Silveira | M. Ali Wilkinson | **CBO** Karen Silver | Dean Walker | **Public Employee Representative** Kevin Schofield | **Organized Labor** Ed Armour | Allan Ayoub | **Elected County Officials** Kerry Steadman | Gene White | **Public Education** Stephen Ronnenkamp | **Higher Education** Brent Goodfellow | **Economic Development** Dee Dee Darby-Duffin | **Veterans** Norman Fitzgerald | **Vocational Rehabilitation** Russell Thelin | **Non-Voting Members** Linda Fife | Bev Graham | Jon Pierpont | Megan Wiesen |

The Central Region Youth Council is an integral part of the region's workforce coordination effort. During the past year, the council reviewed their overall focus and adopted a new mission to help better connect youth with the labor market and employers with youth service providers. The new mission is to coordinate resources to enhance the preparation of youth for successful employment. With this broadened focus, the Youth Council will function as a regional coordination body for youth career service with plans for a Regional Youth Summit.

2004 Milestones:

- The Council's Basic Needs Committee, working with DWS and community advocates, developed an easy reference "Need Help" card for customer use. The wallet size cards list DWS services and contact information. The card was adopted for statewide use in July 2004. It has been so successful that a second printing of 5,000 is on order and plans are underway to publish a Spanish version.
- The council sponsored two Training Provider Fairs, which enabled training providers (schools) to meet with employment counselors and share information on current and new courses, schedules, tuition, and other educational services benefiting DWS customers. Approximately 30 providers and 70 employment counselors attended the fairs. During the year, six

new training providers were approved. Additionally, provider outcomes were reviewed to ensure quality training and promote higher customer placement rates.

- The Central Region Council established a Five-Year Facility Plan supporting the closure of a satellite office for day laborers and recommended improvements to the Tooele Employment Center. Currently, the council is addressing the future facility needs in the northwest and southwest areas of the region based on rapid population growth and other demographic information.
- In December 2003, state legislators participated in the council's second annual Legislative Reception and Presentation. Elected officials received an overview of DWS and Utah's economy. The reception closed with a discussion about DWS legislative priorities and opportunities for their involvement and support.

mountainland region council

2004 Milestones:

The American Fork EC was the pilot for several different projects: Utah Cares, InfoSource and Basic Computer Skills Class. Staff continually evaluated the product during these pilot projects and gave critical feedback to management to make improvements needed to ensure the final product was ready for statewide rollout.

Staff at the Provo EC developed and implemented the Job Search icon that simplifies the job search process for our customers and brings every resource to one icon and link. This concept has been adopted region-wide and is being considered for statewide implementation. They also developed and piloted the worksite-learning process to determine what services contribute to a successful job search effort. Staff created and implemented the "Hot Jobs" resource that gathers and reports all employment opportunities in the community.

The Park City Employment Center employees served on an Interstate Committee to provide services to persons involved with the Rainbow Family Gathering at Wasatch-Cache National Forest. Both the Heber and Park City Employment Centers completed a pilot project for a four-day, ten hour workweek to provide longer office hours for our customers. Eligibility services were centralized at the Heber Employment Center, which more efficiently utilizes staffing resources but still provides good customer service.

Eligibility Services experienced success in food stamp accuracy rates of 95.23%, with childcare accuracy rate of 93% and payment accuracy rates of 99.7% while handling record high caseloads. In addition, Eligibility Services experienced increases in both regular (91.60%) and expedited (95.6%) food stamp timeliness as a result of changing to a same-day interview process for customers.

The Spanish Fork Employment created an information packet for intensive customers to help them understand the eligibility process in order to help them get benefits quicker.

They were involved in a pilot process on the new statewide "targeted industry" training program. This process will help educate job seekers in the "targeted industries" that are in demand-with the most job growth. Spanish Fork Employment Center has developed a close partnership with the City of Spanish Fork and has presented Labor Market Information to potential employers looking to move to the area. They have given presentations at both the high schools and the Utah County Jail on resume writing and interview skills.

The Business Services Team led the state in Percent of Job Orders from Web with 17.66%. Compared to one year ago, they realized a 92% increase in "Percent of Job Orders from web and 100% in the Percent of Employers Using Web - second in state. The team is currently operating at 97.38% overall accuracy on job orders and worksite learning and paid/unpaid internships increased more than 100% over 2003. Business Services also saw a 3.5% increase in employers served from last year and an 11% increase in job orders taken during this same time period.

The Regional Council has taken on projects under the task force system. The projects have resulted in successful outcomes, which have benefited our community and various industries. The Nursing Shortage Task force partnered with members of the medical community to secure funding for a student cohort class at UVSC beginning fall semester of '04. Twenty additional students will be graduating as RN's in the year 2006 as a result of this task force partnership. The Eligibility Task Force has worked with local government to provide more community outreach to the aged and minority populations. They have partnered with Mountainland Association of Governments to bring information sources to distribute to these populations. DWS and Department of Health have participated jointly at Senior's Fairs to provide outreach. The Business Services Task Force is sponsoring a statewide conference on cultural diversity in December with a nationally known speaker. This conference is expected to educate and bring awareness to cultural diversity in the workplace.

Mountainland Region has implemented an extensive community partnering plan which has brought over 53 local agencies together to exchange resource information for our mutual customers. Mountainland DWS expects to have given over 100 presentations in the community during this year.

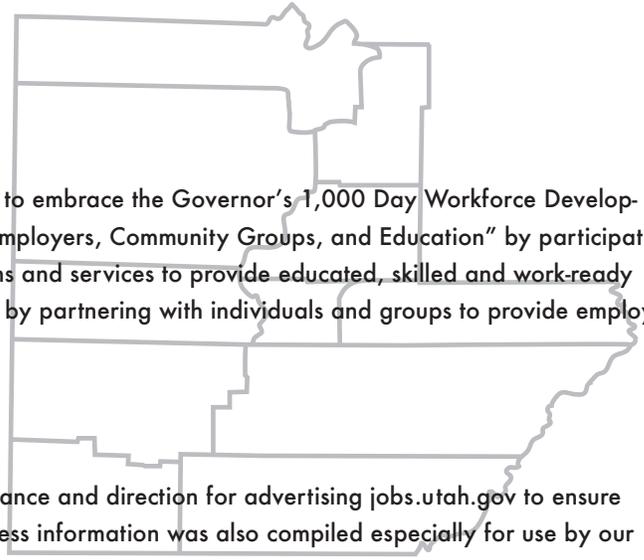
MOUNTAINLAND REGIONAL COUNCIL | SUMMIT | WASATCH | UTAH

Melissa Finch, Director, Mountainland Region

Small Business Gary Ashby | Marlene Pelham | Tim Dahlin | Paul Magleby | DeAnn Geary | Jeff Lindstrom | Large Business Ken Walker (Chair) | Deborah Van Leeuwen (Vice-Chair) | Christie Hulet | Darin Peirce | Karen Ritchie | Kelly Liljenquist | Ken Fisher | Karlyn Norton | CBO Bill Hulterstrom | Myla Dutton | Employee Organizations/Labor Rickie Bryan | Private/Public | Elected County Officials Steve White | Bill Young | Public Education Bill Delaney | Higher Education Rob Brems | Economic Development Brad Whittaker | Veterans Ron Tiffany | Vocational Rehabilitation Duane Frisby | Non-Voting Members Melissa Finch | Joe Miner | Larry Ellertson | Darren Fox | Rod Crockett | Julia Mohr |

western region council

Western Region Council and DWS service providers continue to embrace the Governor's 1,000 Day Workforce Development Plan. Our council supports "Building Partnerships with Employers, Community Groups, and Education" by participating with various organizations and groups. We augment programs and services to provide educated, skilled and work-ready workers to our employers. We pursue economic development by partnering with individuals and groups to provide employment for our citizens.



2004 Milestones

- The council's Employer/Marketing Taskforce provides guidance and direction for advertising jobs.utah.gov to ensure awareness for both business clients and job seekers. Business information was also compiled especially for use by our business clients.
- The council and The Spectrum newspaper continue to produce the "Executive Summary," a publication with useful information for business development, human resources and economic information.
- The council continued its program for recognizing outstanding individuals and area businesses/employers for services rendered and for exceeding expectations. A framed certificate is awarded annually to recipients and presented during a council meeting.
- The council chartered a taskforce to focus on the shortage of healthcare workers in the region and are developing partnerships in our vast geographical area to help expand healthcare programs to assist business clients with their needs.
- An Inmate Pilot Project conducted during 2003 was conducted to determine whether inmates attending Job Seeking/Job Keeping Skills Workshops improved their ability to obtain and retain employment when released.

WESTERN REGIONAL COUNCIL | JUAB | MILLARD | SANPETE | SEVIER | BEAVER | PIUTE | WAYNE | IRON | GARFIELD | WASHINGTON | KANE

Jan Thompson, Director, Western Region

Small Business Karen Alvey | Janet Oldham | Wayne Shamo | Chad Johnson | Abe Johnson | Libbie Zenger (Co-Chair) | Dale Peel | Milton taft (Nominated) | **Large Business** Larry Pearson | Warren L. Benincosa - (nominated) | Karalee Smith | James English | George Cross | David Kinder | Kristie McMullin (Co-Chair) | **Employee Representative** Loya Garrett | Vacant | **Clients Representative** Lis Barker | Linda Gale | **Organized Labor Representative** Joe Bernini | **Elected County Officials** Gene E. Roundy | Craig Greathouse | Doug Peterson | **Public Education** Brent Judd | **Higher Education** Rich VanAusdal | **Economic Development** Glenn Greenhalgh | **Veterans** Blair Painter | **Vocational Rehabilitation** Roland Miles | **Non-Voting Members** LaVoy Starley | Mike Beacco | Jan Thompson | Rex Dunn | **Ex-Officio** Joe Christopher | **Non-Member** Dennis Moser | Noel Bailey |

- A WIA Youth Leadership/Citizenship Conference held during the summer at the RockinR Ranch helped 24 youth develop leadership skills, learn from workshops, and participate in peer-mentoring activities related to animal care and other ranch activities.
- "Up-front" services were improved as job seekers and business clients in our employment centers were trained on how to use our online services.

outstanding performance by a wia youth customer

NORTH REGION

Rachel Terry - Ogden

Rachel Terry came to the WIA Youth Program at Futures Through Training, Inc. when she was 15 years old. She was struggling in school and needed to work on her basic math and reading skills. While in the program, she completed Summer Employment Opportunities, which helped her in the development of work skills. She did such a good job in the summer, that her work site requested (and only wanted) Rachel to be placed there the following year.



Rachel is now 18 years old and since she began the WIA Youth Program at Futures Through Training, Inc. she has graduated from high school and is now attending the Ogden Weber Applied Technology College for Dental Assisting. She has also recently found employment at the Ogden and Utah Schools for the Deaf and Blind.

The reason for Rachel's award is because she accomplished all this while being a single mother. She is highly motivated and at times, has to be told to take things one-step at a time because she wants to accomplish so much! Her ultimate goal is to become a Dental Hygienist. Rachel is a perfect example of what can be accomplished when applying the concept of long-term intervention to low income, at risk youth. The staff at Futures Through Training realizes they are just watching her get started, are excited about her prospects for the future and are very proud of her. We are proud of her too!

CENTRAL REGION

Leecale Otukolo - Salt Lake City



Leecale came in as a WIA younger youth in school. He lacked credits to graduate with his class and was basic skills deficient. He was involved with a gang and was in and out of the detention center. He came looking for career guidance; help with school credits, leadership opportunities and a job. Leecale's first goal was to graduate from high school, which he accomplished. His second goal was to obtain employment, which he has. Now he hopes to get an associate degree in computer programming.

Leecale no longer runs in a gang. He received 4.0 GPA his senior year in High School. He went from failing to graduating from the Horizonte School. He worked with YES case manager, ATC YES liaison, and job developer to obtain employment with United Parcel Service. Within a month of being hired, he was recognized as UPS employee of the month. They have asked him to go from part time to full-time. He plans on taking advantage of the tuition opportunity offered by UPS to get his associate degree in computer programming.

English is Leecale's second language. He is from a family of eight and is helping to support his family. Leecale's life-changing moment came while he was placed as the assistant to Horizonte School Vice-Principal, Dave Martinez. Working with Dave Martinez gave him confidence and determination that he could be a somebody. His current status is actively enrolled in WIA and his desired outcome is to continue to work for UPS and take advantage of their employee opportunities. Leecale is worth watching!

EASTERN REGION

Breanna Lee - Vernal



Breanna Lee is 17 and lives in Vernal. She has assumed responsibility for herself since she was a small child. She is self-driven, setting goals and achieving them. Last year she purchased Christmas gifts and decorations for her siblings using money raised by the student body of her high school.

Breanna has been successful throughout her life. That success is partly due to her making good decisions, for example she made the practical decision of purchasing a business suit instead of a prom dress with some money she had received. She used that business suit to interview for job training positions. Breanna continues to set career goals. Breanna has successfully completed business training internships through the WIA program. She has enrolled in the Upward Bound Program, and is pursuing scholarships and the opportunity of earning a college degree. Breanna appreciates the Vernal Employment Counselors for the mentoring, counseling, and support she has received that has been instrumental at critical points in her life and development. We think Breanna has what it takes!

Jacob Keel - Roosevelt



Jacob was enrolled at DWS in the WIA Youth Older Youth. Jacob had applied for several jobs through our services but was never hired. He lacked a polished resume, job experience and a driver's license. Jacob had very low reading and math assessment scores. He was a resource student but was able to earn his high school diploma. He was coached in interviewing and social skills. Jacob was helped to rewrite his applications and his resume and an employer was sought who would be willing to train him.

Jacob has worked hard to achieve his goals. It was Jacob's desire that he would like to learn more about the mechanical field. His employer, Mountain States Motor was willing to train him after he learned the tire repair trade. Jacob worked 40 hours per week for the 320-hour contract. Since he did not have a driver's license, transportation was arranged to help him get to work.

Jacob was placed on a WIA Youth Worksite at Mountain States Motor as a tire repairman. After his hours were completed he was hired full-time because of his dedication to the job and his willingness to learn the trade. Jacob is currently in Youth Follow-up Services and maintaining his employment. Congratulations Jacob for your hard work and success!

outstanding performance by a tanf or wia
dislocated worker

NORTH REGION

Darrin Kipper - Logan (TANF)

Darrin applied for supportive services after the company he worked for 20 years closed their business. He was working full time as a tire buster. Darrin was unaware of the community resources available to him. His Employment Counselor informed him of some of the resources that could help him in his current situation. He was determined to be eligible for financial assistance and training funds. Darrin applied for and received Unemployment Insurance (U.I.) benefits and as a result

received financial assistance. Darrin enrolled in the welding training program at Bridgerland Applied Technology College and progressed through at an accelerated rate.

Darrin had not obtained his high school diploma or GED and it was not required for the welding training program. However, his monthly expenses were more than the U.I. benefits he was receiving and he needed the PELL grant he had been awarded to help with his living expense. Darrin could not receive these funds because he did not have his GED. He was determined to obtain his GED and decided to study on his own before taking the exam. He attained his goal and obtained his GED certificate. Because Darrin was able to continue his food stamp benefits, U.I. benefits, receive his PELL grant benefits, and receive help from DWS with his training expenses, he used just one month of financial assistance. Darrin is currently receiving childcare and food stamp benefits.

Darrin received seventeen welding certificates over a five-month period of time and is currently working full time for The Metal Shop, Inc. as a welder. Darrin should be receiving a raise shortly when he completes training with this new position. Way to go Darrin!

Charlotte Bailey - Farmington (TANF)

Charlotte applied for the Family Employment Program (FEP) after giving birth to twin boys in August 2002. After assessment, her Employment Counselor enrolled her in the Dental Assistant program at the Davis Applied Technology Center (DATC) in March 2003. Charlotte was co-enrolled in FEP training services and WIA Adult.



Charlotte has worked hard and has overcome substantial barriers at a young age to be where she is today. Charlotte has always kept appointments and provided information to her Employment Counselor in a timely and accurate fashion. She completed the Dental Assistant program at the DATC on time and since the very first day has maintained over 100 percent progress. Towards the end of her training her progress was measured at 560 percent and she had 100 percent attendance. She excelled in the training program and was able to meet her goal and obtain employment as a dental assistant even before she completed the training. As an intern, she so impressed the dentist that he hired her full time. She is now employed as a dental assistant and has transitioned off the Family Employment Program.

Charlotte was able to excel in and complete the Dental Assistant training program and obtain full time employment while still raising her two year-old twin boys. She receives great admiration from her employment counselor for the determination that she has shown by keeping her goals in mind and raising a family as a single mother at the same time. Charlotte, you are a hundred percent to us!

Joseph Parley Edwards - Bountiful



(WIA Dislocated Worker)

Parley was enrolled as a Dislocated Worker. He was a part of the Dorr-Oliver EIMCO lay off and applied for Trade Act Services to assist him in re-entering the workforce. Parley had been searching for a job for several months before seeking services with DWS. Parley began training at the Davis Applied Technology College (DATC) as a full time student in May 2003. We anticipate his completion in October 2004. Parley's goal is to obtain full-time employment as a Medical Assistant and to perhaps instruct at DATC.

Parley has utilized his strengths in organizational and interpersonal skills to be highly successful in the WIA Dislocated Worker program. He shows up early and is always prepared. He has a positive attitude and shows strong motivation towards all he is involved in. He has been very successful in his training program at the DATC. DATC Medical Assistant director has mentioned she would like Parley to come back and be an instructor/helper in the program after he is completed. His performance has shown that he has great potential to be successful in the occupation he has chosen.

Parley has completed all his class course work and is currently set to begin his Medical Assistant externship with The Heart and Lung Institute in Murray. He will be completing 300 hours of externship and upon completion of this will be completed with Medical Assistant program. He also is enrolled in the Radiology Practical Technician (RPT) course and will complete this along with his externship. These two opportunities (externship and getting RPT license) offer Parley marketable skills in the Medical Assistant occupation. We anticipate he will reach his goal of returning to full time employment.

“When I think of outstanding performance, Parley’s name is the first person to cross my mind,” said Brandon Fenwick his Employment Counselor. “From day one, Parley has been an excellent customer to work with. In the last year and a half that we have worked together, he has never missed an appointment. He is dependable and consistent in his participation.” Kudos, Parley!

EASTERN REGION

Tamra Kappen - Bluebell (TANF)



Tami Kappen first came into the Roosevelt DWS Office in June of 2002. She had recently separated from her spouse, had two small children, and wanted to go back to school. She completed a training application and then met with Lynda Myore, her DWS Employment Counselor.

Lynda discussed financial assistance and the participation (work) requirements with Tami. Once Tami received all the information, she agreed to participate in the Family Employment Program. She received financial assistance for 26 months. During this time period she obtained her BCT (Business, Computer, Technology) certificate from the Uintah Basin Applied Technology Center, and is continuing her work towards her Accounting Specialty Certificate.

In March 2004 Tami was hired as a WIA temporary worker in the DWS Roosevelt Employment Center helping job seekers. In July Tami was hired full-time as an Employment Counselor because of her abilities and work ethic. Tami is proof that the DWS’ programs work and that training and support make good things happen in our customer’s lives. Tami, we are proud of you!

Brandy Taylor - Price (TANF)



Brandy is a single mother of three children ages six, five and two. She has been on and off cash assistance since 1999. She has worked part and full-time to help gain skills and support her family. She now has a full-time job and has closed her cash assistance.

When Brandy applied for assistance, she was a teenage mother and needed both cash and medical assistance. She was initially involved in the Summer Youth Program and later completed her GED thru

a TANF contract. She received emergency assistance to help with housing and stabilize her situation. While working, Brandy needed childcare assistance. Her goal has always been employment that will allow her to be self-supporting. Her wish now is that her current full-time job, which she loves, at Mountain West Express, would provide the needed medical benefits.

Brandy works for Mountain West Express, a freight broker. At her job she does dispatching of trucks and finds loads for trucks. She has just started invoicing and doing billing. Her boss says he feels she can run the office by herself, which she had to do for a week recently when he had surgery. Brandy does not have time for formal training now because she has three small children and needs to work full time. She feels she is doing on-the-job training and gaining good marketable skills for the future. Brandy, lots of praise for you and your dedication!

MOUNTAINLAND REGION

Crystal Black - Pleasant Grove (TANF)



Crystal Black applied for the Family Employment Program in February 2004 as a young mother of a one-month old daughter, unemployed and going through a divorce. At that time, Crystal already had experience working with disabled individuals as a Residential Trainer for agencies such as Chrysalis and Tri Connection. Her objective statement on her resume was "To enhance the enjoyment of working with troubled teens, people with disabilities, to assist and train them to live a more productive, comfortable and efficient life." This statement carried over into her employment goal on her employment plan, which is "*full-time employment as a Health Diagnosing and Treating Practitioner in a facility for disabled individuals or troubled teens*." She attended the Life Management workshops, graduating the course by April 2, 2004. She was consistent in following all aspects of her plan, using the job connection area, practicing typing and creating her own resume.

Once she was released by her doctor to return to work after the birth of her baby, she took classes to renew her certification in CPR, First Aid, OSHA, SOAR and to obtain a food handler's permit. Crystal paid any required fees for these classes without using any of her emergency funds. In addition to these classes she requested to take a parenting class so that she could offer the best care for her daughter. She has her Certificate of Completion for Shared Parenting Course for Divorcing Parents.

Within two months of being on assistance, Crystal landed a job with Today's Youth as a Tracker. She works one-on-one with troubled teens helping them maneuver through life skills and "tracks" their progress. She has brought several youth into our office to show them the resources we have here for finding jobs. Crystal's job enables her to have her baby with her, which has been a source of comfort for Crystal and her child. Crystal enjoys her job and realizes that because the hours fluctuate, depending on how many youth she is working with, that it is not the consistent income she needs to be self-sufficient. Therefore she worked hard taking classes in the evenings to obtain the training to get her license as a financial agent. She is now also employed as a financial agent by World Financial Group. This was above and beyond what was required in her employment plan.

Crystal balances her time between being a financial advisor, tracking troubled teens and being a single mom. Crystal is a "go-getter" - someone who doesn't let problems or barriers stop her from reaching her goals. She is a much more happy and confident and enjoys the successes she has made in her life. The future is yours, Crystal!

WESTERN REGION

Bryan Mellor - Cedar City (WIA Dislocated Worker)

Bryan suffers from a traumatic brain injury he sustained in a motorcycle accident several years ago. Bryan worked as an accountant prior to his injury, but since that time his work history had not been self-supporting and was at a very low skill level. Previous jobs included bagging at a grocery store, dishwashing in a restaurant and working in the kitchen at a care center. Bryan was very determined to be successful in the labor force even though the effects of his injury present many challenges. He was struggling to find employment that was self-supporting and yet would allow the necessary patience and training needed for him to be successful.

Bryan was very eager to learn and needed additional training resources. By accessing WIA funding to support Bryan in an on-the-job training program, his employment counselor felt he would get the best chance of succeeding and that an employer would be more willing to work with Bryan if they had help with the training costs. Bryan was enrolled and began his training in March 2004. Bryan's employment goal was to secure and maintain full time employment in a factory setting, learning new skills that will allow him to become self-supporting.

Bryan was placed at NAMPAC, a plastic products manufacturing company in Cedar City, in an on-the-job training program using WIA as the funding source. He has mastered the machine he was originally trained on, with help from some specialized services and has asked to be trained on a new machine, making him more valuable to the company. Bryan completed his on-the-job training program in September 2004 and has worked very hard to learn his new occupation. He has not missed a day of work and has not been tardy. When Bryan began his training program, he did not have housing nor did he have transportation. He has since secured affordable housing and has a bicycle that he uses to get to and from work. "Way to go, Bryan!"

outstanding performance by an area business/ employer

CENTRAL REGION

UPS, Steve Goodrich, Salt Lake City



UPS and especially Steve Goodrich has been an excellent friend of the Department of Workforce Services (DWS). UPS has gone so far as to offer support for the department when needed on Capital Hill. UPS has offered many testimonials and write-ups for employer newsletters and other department publications. Steve Goodrich personally has served on various committees and projects such as the Salt Lake and Tooele Employer Committee for the past ten years, the Central Regional Council on Workforce Services for four years and is currently on the State Council on Workforce Services as a large employer representative. When asked to lend a hand or speak at a meeting, Steve Goodrich, or a designee, has always quickly replied with a resounding, "Yes, let us know how you want us to help."

Applicants who want to apply at UPS know that they go through the Department of Workforce Services to apply. UPS has used DWS for the past 20 years. When DWS launched the new "jobs.utah.gov" web site, UPS was the company that hosted the event with Utah Governor Michael O. Leavitt and DWS Executive Director Raylene Ireland in attendance.

Stephen Goodrich is the Workforce Planning Manager for UPS in Utah, Idaho and Southern Nevada. A native Utahn, he began his career at UPS in 1977 as a part-time package handler while attending the University of Utah. After graduating from the "U" with a degree in Economics, Steve worked as a Package Delivery Driver, Internal Communications Supervisor, Human Resources Office Manager and Community Relations Manager. His current responsibilities include employment and compliance and media relations.

In addition to his work at UPS, Steve serves as a member of the board of directors of the Utah Trucking Association, board of trustee member for the Utah Foster Care Foundation, vice chair of the Utah Highway Patrol Foundation, Transportation Committee member at the Salt Lake Chamber of Commerce and a board member of the Salt Lake Tooele Applied Technology College. Steve has been appointed by Governor Leavitt to serve as the state's Private Sector Representative on the CANAMEX Corridor Coalition and as a member of the Governors Motor Carrier Advisory Board.

MOUNTAINLAND REGION

Bear Creek Country Kitchens, Deborah Van Leeuwen, Heber City



Bear Creek Country Kitchens was started as a home industry in 1991 interested in providing nutritious, delicious dehydrated gourmet soups and dip mixes. They succeeded. Over the years they have enhanced their line with pasta dishes, Freezies, dip mixes, and ready-to-make meals in a box, now carrying over 120 items and have become internationally known with gold medal awards. Their soup mixes are the mainstay of their business.

Bear Creek Country Kitchens and its Human Resource Manager, Deborah Van Leeuwen, is being nominated because of their interest in their employees and their local business area. Bear Creek currently has approximately 100 permanent employees and hires temporary staff as needed. The Wasatch/Summit area has a diverse population. Bear Creek offers equal employment opportunities and works with the minority population to make sure they have employment opportunities. Bear Creek works with their employees to provide community information to staff so they can take advantage of resources in the community to improve their skills, abilities, and language. They also work with employees to be family-friendly.

Bear Creek works with the community. Ms. Van Leeuwen is involved in community and school activities. Deborah sits on the DWS Mountainland Regional Council and is actively involved in the Diversity Task force. She is active also on the MATC Regional Board, in the Wasatch High School PTA and other community groups. Ms. Van Leeuwen works with DWS to fill vacancies at Bear Creek. She discusses her needs with the local Employment Center manager and seeks suggestions for community and employment activities. Ms. Van Leeuwen worked with DWS Business Services to resolve some employment issues earlier this year. Both the Department and Bear Creek used the opportunity to gain a more in-depth knowledge of employment procedures.

Bear Creek and Ms. Van Leeuwen are a good example of how employers and DWS can work together. Sharing knowledge helps DWS learn how to meet the needs of employers and helps employers learn how to take advantage of the diverse populations seeking employment in their local communities.

WESTERN REGION

NAMPAC, Shilo Bohn, Cedar City



NAMPAC is a Plastic Products Manufacturing company in Cedar City that produces injection-molding products such as buckets, pails and miscellaneous containers. NAMPAC has been in business for over 60 years and has been in Cedar City for two and one half years. NAMPAC sought information on wages, local labor market, demographics and education levels when originally locating to Cedar City. DWS assisted them in efficient hiring and establishment of their workforce. Shilo Bohn, Human Resources Director for NAMPAC utilizes the monthly seminars held for employers.

NAMPAC was recruited to Cedar City, by the local Economic Development office. Having NAMPAC in our community has increased our local workforce skill level and has provided job opportunities that have helped with local economic growth. NAMPAC has been a positive influence in recruiting new employers to Cedar City. Prospective employers, looking to relocate to Cedar City, are often referred to NAMPAC, to obtain input and information regarding their experience in relocation to Cedar City.

NAMPAC has worked closely with DWS in the development of several on-the-job training positions. They provide family sustaining wages, including benefits and promote teamwork in a family friendly business. They have provided informational tours for DWS staff so they could help educate the public and raise awareness of skill level necessary to become gainfully employed with their company.

NAMPAC was willing to provide on the job training, through WIA funding for Bryan Mellor from Cedar City. This included formal assessment, job placement, training on the job and an understanding from supervisors and management. After a few weeks on the job, it became evident that Bryan would need specialized help in order to be successful. A job coach was brought to the worksite to assist Bryan with his job duties. Bryan still struggled to meet the necessary speed requirement of his job. Shilo Bohn, Human Resource Director at NAMPAC, called upon an efficiency expert to help Bryan. The efficiency expert observed other successful employees to gain the techniques necessary for Bryan to become successful. Lead workers and supervisors reinforced these methods. Upon completion of the on-the-job training, Bryan is working successfully and has asked to be trained on another machine. He has maintained a great attitude and is proud of his accomplishments. Shilo Bohn helped Bryan obtain his own housing and Bryan obtained his own transportation, a bicycle.

leading *solutions*

DWS was recognized for setting a national standard in providing equal opportunity and access to all programs and services for all customers.

workforce investment act

Evaluations of WIA

Workforce Services conducts a variety of audits as determined by the DWS Executive Director or the Governor. In an effort to meet the statutory requirements of various funding sources, and to minimize risk and liability to DWS and the state, an Internal Audit Group was established.

The primary purpose of the Internal Audit Group is to assist management in administering their responsibilities related to program compliance and fiscal integrity. The Internal Audit Group is authorized to direct a broad, comprehensive program of internal auditing within DWS. Internal audits examine and evaluate the adequacy and effectiveness of management control systems required by the various funding sources within DWS.

Internal Audit's involvement with WIA during 2003 came from the employment center reviews and the follow-up review to the State of Utah Auditor office single audit. Internal Audit provided assistance, advice, correction and rebuttal to the State of Utah Auditors office for their single audit review of the WIA program. This includes:

- Pell Application requirements
- Citizenship verification
- Income verification
- Customer's ability to obtain suitable employment
- Core and Intensive service requirements are met before training is provided
- Support for training from labor market information (occupation in demand)
- Appropriateness and need
- Monitoring
- Selective Service
- Time and dollar limits are adhered to

From this involvement Internal Audit saw improvement in DWS' case management of WIA. Some of the specific areas that DWS showed impressive improvement include: Citizenship, Selective Service, and Pell. Many offices and regions are developing creative processes based on previous training case management practices. These new processes are increasing the accuracy for training cases as well as expediting the product to the customer.

allocation of resource and costs in relation to performance

Utah served 256,041 customers in core services during program year 2003. All 4,576 WIA customers received at least one core service.

To appreciate the cost of workforce investment activities (which Utah refers to as Objectives) in relation to the effect on performance, please refer to the table at the right. The table reflects the number of WIA customers served by funding stream. The Objectives outlined include a variety of services. For example, the objective titled Assessment would include services such as, Initial/Comprehensive Assessment, Formal Assessment, Problem Solving Assessment, Non-Participation Assessment, and DWS Social Worker Assessment.

PY03 WIA Service Counts by Achievement Objectives

Achievement Objective (Service Category)	Total Services	WIA Adults	WIA Dislocated Worker	WIA Youth
Assessment	1020	424	529	67
Basic Education	441	122	80	239
Employment-Related Education	3424	1498	1821	105
Intensive Employment Services	35	29	5	1
Job Search Assistance	1036	535	409	92
Life Skills	376	236	36	104
Partner Programs	118	65	24	29
Supportive Services	1330	872	346	112
Treatment	275	229	21	25
Work Site Learning	237	128	61	48
Youth Services	3863	25		3838

Cost of Program Activities

Program Activity	Total Federal Spending	Average Cost Per Activity (Objective)
Adults	\$2,769,896	\$ 665
Dislocated Workers	4,711,893	1414
Youth	3,760,870	807
Rapid Response	255,066	
Statewide		
Required Activities	\$1,440,057	
Miscellaneous	328,909	
Incumbent Worker	64,031	
Local Youth Activities	13,230	
Total of All Federal Spending Listed Above	\$13,343,952	

utah's wia performance indicators

Program Accountability

WIA requires that 17 performance measures be applied to the adult, dislocated worker and youth programs. For 12 of these measures, WIA requires the use of Unemployment Insurance (UI) wage record data to determine employment and earnings outcomes after exit. These measures apply to customers who received services (other than self-service and informational activities) and exited WIA from April 1, 2002 through June 30, 2004.

table a | wia customer satisfaction results

Participants	Negotiated Performance Level	76.8	76.8
Employers	Actual Performance Level	70.0	76.0
	Surveys Completed	909	525
	Eligible for Survey	2,033	10,269
	Number in Sample	1,241	685
	Response Rate	73.2%	76.6%

table b | outcomes for adults

Negotiated Performance Level	Entered Employment Rate	68.0%	59.3%	331	558
	Employment Retention Rate	81.1%	82.5%	471	571
Actual Performance Level	Earnings Change in Six Months	\$2,800	\$3,364	\$1,920,725	571
Numerator	Employment and Credential Rate	55.0%	52.2%	371	711
Denominator					

table c | outcomes for adult special populations

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	56.8%	104	60.0%	15	61.6%	45	53.8%	7
		183		25		73		13
Employment Retention Rate	75.9%	145	66.7%	16	81.5%	44	71.4%	6
		191		24		54		8
Earnings Change	\$2,787	\$532,223	\$2,395	\$57,489	\$2,025	\$109,361	\$862	\$1,615
		191		24		54		8
Employment & Credential Rate	47.6%	108	48.5%	16	59.6%	53	50.0%	7
		227		33		89		13

table d | other outcome information for the adult program

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	60.4%	320	39.3%	11
		530		28
Employment Retention Rate	83.7%	446	65.8%	25
		533		38
Earnings Change in Six Months	\$3,388	\$1,805,653	\$3,028	\$115,072
		533		38

table e | dislocated worker program results at-a-glance

Negotiated Performance Level	Entered Employment Rate	76.0%	72.2%	607	841
	Employment Retention Rate	87.7%	86.4%	567	656
Actual Performance Level	Earnings Replacement in Six Months	88.0%	73.6%	\$7,232,800	\$9,828,454
Numerator	Employment and Credential Rate	60.0%	65.9%	490	744
Denominator					

table f | outcomes for dislocated worker special populations

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	59.2%	61	73.6%	67	56.7%	38	71.4%	5
		103		91		67		7
Employment Retention Rate	80.0%	60	85.7%	60	80.9%	38	100.0%	6
		75		70		47		6
Earnings Replacement Rate	59.4%	\$792,975	66.1%	\$697,964	48.9%	\$438,976	96.5%	\$43,669
		\$1,334,435		\$1,056,068		\$897,850		\$45,260
Employment & Credential Rate	52.8%	47	67.9%	55	52.6%	30	71.4%	5
		89		81		57		7

table g | other outcome information for the dislocated worker program

		Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services
Entered Employment Rate	73.3%	545	63.9%	62
		744		97
Employment Retention Rate	87.8%	505	76.5%	62
		575		81
Earnings Replacement Rate	76.2%	\$6,382,943	58.6%	\$849,857
		\$8,377,708		\$1,450,746

table h | older youth results at-a-glance

	Negotiated Performance Level	Actual Performance Level	numerator denominator
Entered Employment Rate	65.0%	73.8%	45
			61
Employment Retention Rate	80.8%	88.2%	45
			51
Earnings Change in Six Months	\$2,400	\$3,059	\$156,003
			51
Credential Rate	45.0%	64.6%	53
			82

table i | outcomes for older youth special populations

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	85.7%	6	100.0%	1	66.7%	4	73.1%	38
		7		1		6		52
Employment Retention Rate	100.0%	3	-	0	100.0%	5	90.9%	30
		3		0		5		33
Earnings Change	\$3,128	\$9,385	-	\$0	\$1,014	\$5,072	\$3,145	\$103,772
		3		0		5		33
Credential Rate	75.0%	9	100.0%	1	66.7%	6	64.3%	45
		12		1		9		70

table j | younger youth results at-a-glance

	Negotiated Performance Level	Actual Performance Level	numerator denominator
Skill Attainment Rate	89.0%	86.4%	977 1,131
Diploma or Equivalent Attainment Rate	51.0%	64.5%	147 228
Retention Rate	55.0%	70.7%	130 184

table k - outcomes for younger youth special populations

	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment	82.6%	185	85.3%	238	83.1%	206
		224		279		248
Diploma Attainment	62.9%	22	67.2%	39	42.1%	24
		35		58		57
Retention Rate	53.6%	15	66.7%	30	65.9%	54
		28		45		82

table l | other reported information

	12 Month Employment Retention Rate	12 Month Change/ Replacement Wage Rate	12 Month Earnings Rate	Nontraditional Employment	Entry Wages For Those Entering Employment	Training Related Employment for Training Completers		
Adults	77.2%	473 613	\$1,866,797 \$3,045 613	5.7%	19 331	\$3,628 \$1,201,005 331	43.4%	139 320
Dislocated Workers	82.9%	548 661	\$7,182,093 74.3% \$9,660,758	4.6	28 607	\$5,813 \$3,528,500 607	47.7%	260 545
Older Youth	79.2%	42 53	\$167,467 \$3,160 53	4.4%	2 45	\$2,125 \$95,640 45		

table m | participation levels

	Total Participants Served	Total Exiters
Adults	1,463	678
Dislocated Workers	1,333	719
Older Youth	498	129
Younger Youth	1,282	507

table n | cost of program activities

Program Activity	Local Adults	\$2,769,896
Total Federal Spending	Local Dislocated Workers	4,711,893
	Local Youth	3,760,870
	Rapid Response (up to 25%) 134 (a) (2) (A)	255,066
	Statewide Required Activities (up to 15%) 134 (a) (2) (B)	1,440,057
	<u>Statewide Allowable Activities 134 (a) (3)</u>	
	Miscellaneous	\$328,909
	Incumbent Worker	64,031
	Local Youth Activities	13,230
	<u>Total of All Federal Spending Listed Above</u>	<u>\$13,343,952</u>

table 0 | summary of participants

Local Area Name: Utah Department of Workforce Services

ETA Assigned Number: 49050

Total Participants Served	Adults	1,463
	Dislocated Workers	1,333
	Older Youth	498
	Younger Youth	1,282
Total Exiters	Adults	678
	Dislocated Workers	719
	Older Youth	129
	Younger Youth	507

Customer Satisfaction	Program Participants	76.8	70.0	Negotiated Performance Level
	Employers	76.8	76.0	
Entered Employment Rate	Adults	68.0%	59.3%	Actual Performance Level
	Dislocated Workers	76.0%	72.2%	
	Older Youth	65.0%	73.8%	
Retention Rate	Adults	81.1%	82.5%	
	Dislocated Workers	87.7%	86.4%	
	Older Youth	80.8%	88.2%	
	Younger Youth	55.0%	70.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,800	\$3,364	
	Dislocated Workers	88.0%	73.6%	
	Older Youth	\$2,400	\$3,059	
Credential/Diploma Rate	Adults	55.0%	52.2%	
	Dislocated Workers	60.0%	65.9%	
	Older Youth	45.0%	64.6%	
	Younger Youth	51.0%	64.5%	
Skill Attainment Rate	Younger Youth	89.0%	86.4%	

	Met	Not Met	Exceeded
Overall Status of Local Performance	8	0	9

Equal Opportunity Employer/Program | Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

WIA Annual Report Data

State Name: UT

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	76.8	70	909	2,033	1,241	73.2
Employers	76.8	76	525	10,269	685	76.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68	59.3	331
			558
Employment Retention Rate	81.1	82.5	471
			571
Earnings Change in Six Month	2,800	3,364	1,920,725
			571
Employment and Credential Rate	55	52.2	371
			711

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	56.8	104	60	15	61.6	45	53.8	7
		183		25		73		13
Employment Retention Rate	75.9	145	66.7	16	81.5	44	75	6
		191		24		54		8
Earnings Change in Six Months	2,787	532,223	2,395	57,489	2,025	109,361	202	1,615
		191		24		54		8
Employment and Credential Rate	47.6	108	48.5	16	59.6	53	53.8	7
		227		33		89		13

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	60.4	320	39.3	11
		530		28
Employment Retention Rate	83.7	446	65.8	25
		533		38
Earnings Change in Six Months	3,388	1,805,653	3,028	115,072
		533		38

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76	72.2	607
			841
Employment Retention Rate	87.7	86.4	567
			656
Earnings Replacement in Six Months	88	73.6	7,232,800
			9,828,454
Employment and Credential Rate	60	65.9	490
			744

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	59.2	61	73.6	67	56.7	38	71.4	5
		103		91		67		7
Employment Retention Rate	80	60	85.7	60	80.9	38	100	6
		75		70		47		6
Earnings Replacement Rate	59.4	792,975	66.1	697,964	48.9	438,976	96.5	43,669
		1,334,435		1,056,068		897,850		45,260
Employment And Credential Rate	52.8	47	67.9	55	52.6	30	71.4	5
		89		81		57		7

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	73.3	545	63.9
744			97	
Employment Retention Rate	87.8	505	76.5	62
		575		81
Earnings Replacement Rate	76.2	6,382,943	58.6	849,857
		8,377,708		1,450,746

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	80.8	88.2	61
			45
Earnings Change in Six Months	2,400	3,059	51
			156,003
Credential Rate	45	64.6	53
			82

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	85.7	6 7	100	1 1	66.7	4 6	73.1
Employment Retention Rate	100	3 3	0	0 1	100	5 5	90.9	30 33
Earnings Change in Six Months	3,128	9,385 3	0	0 1	1,014	5,072 5	3,145	103,772 33
Credential Rate	75	9 12	100	1 1	66.7	6 9	64.3	45 70

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	89	86.4	977 1,131
Diploma or Equivalent Attainment Rate	51	64.5	147 228	
Retention Rate	55	70.7	130 184	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	82.6	185	85.3	238	83.1	206
		224		279		248
Diploma or Equivalent Attainment Rate	62.9	22	67.2	39	42.1	24
		35		58		57
Retention Rate	53.6	15	66.7	30	65.9	54
		28		45		82

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.2	473	3,045	1,866,797	5.7	19	3,628	1,201,005	43.4	139
		613		613		331		331		320
Dislocated Workers	82.9	548	74.3	7,182,093	4.6	28	5,813	3,528,500	47.7	260
		661		9,660,758		607		607		545
Older Youth	79.2	42	3,160	167,467	4.4	2	2,125	95,640		
		53		53		45		45		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,463	678
Dislocated Workers	1,333	719
Older Youth	498	129
Younger Youth	1,282	507

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,769,896.00
Local Dislocated Workers		\$4,711,893.00
Local Youth		\$3,760,870.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$255,066.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,440,057.00
Statewide Allowable Activities 134 (a) (3)	Miscellaneous	\$328,909.00
	Incumbent Worker	\$64,031.00
	Local Youth Activities	\$13,230.00
Total of All Federal Spending Listed Above		\$13,343,952.00

WIA Annual Report Data

State Name: UT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Utah Department of Workforce Services	Total Participants Served	Adults	1,463
		Dislocated Workers	1,333
		Older Youth	498
		Younger Youth	1,282
	Total Exiters	Adults	678
		Dislocated Workers	719
		Older Youth	129
		Younger Youth	507

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76.8	70	
	Employers	76.8	76	
Entered Employment Rate	Adults	68	59.3	
	Dislocated Workers	76	72.2	
	Older Youth	65	73.8	
Retention Rate	Adults	81.1	82.5	
	Dislocated Workers	87.7	86.4	
	Older Youth	80.8	88.2	
	Younger Youth	55	70.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,364	
	Dislocated Workers	88	73.6	
	Older Youth (\$)	2,400	3,059	
Credential / Diploma Rate	Adults	55	52.2	
	Dislocated Workers	60	65.9	
	Older Youth	45	64.6	
	Younger Youth	55	64.5	
Skill Attainment Rate	Younger Youth	89	86.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	8	9