



UTAH DEPARTMENT OF
**WORKFORCE
SERVICES**

WORKFORCE INVESTMENT OPPORTUNITY ACT

WIOA ANNUAL REPORT



Program Year

2017

CONTENTS

STATE PLAN.....	3
CAREER PATHWAYS	4
STRATEGIES FOR BUSINESS ENGAGEMENT	6
STATEWIDE ACTIVITIES	8
PERFORMANCE MEASURES	11
STATE EVALUATION ACTIVITIES.....	12
CUSTOMER SATISFACTION MEASURES	13
UTAH USAGE OF WORKFORCE INNOVATION AND OPPORTUNITY WAIVER	15
SUCCESS STORIES.....	17
ATTACHMENT A	19
ATTACHMENT B	20

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STATE PLAN

UTAH'S UNIFIED PLAN goals focus on all-encompassing partnerships, serving employers, education and training that meet workforce needs, serving those in the workforce, and leveraging resources and aligning services to ensure those with barriers to employment have every opportunity to participate in the workforce.

During the past year, Utah's partner agencies and the State Workforce Development Board (SWDB) and its committees have been organizing and working toward these goals. Most of the activities and accomplishments touch several or all of the goals. For example, the creation of comprehensive one-stop centers supports all of the goals.

Utah added comprehensive one-stop centers in Provo, Logan and Cedar City in 2018. Members of the SWDB conducted a thorough review of the three one-stop centers to ensure that they met the 24 criteria approved by the full board. Certification requires the Workforce Innovation and Opportunity Act (WIOA) partners to align and coordinate services that support job seeker and employer needs ensuring accessibility. Utah currently has four certified comprehensive one-stop centers and plans to certify a Salt Lake area center during spring 2019.

The SWDB led the certification process for all other Department of Workforce Services employment centers, certifying them as Affiliate One-Stop Centers as required by WIOA. Every one-stop center in Utah meets the criteria of offering career and business services to job seekers and businesses, as well as offering other WIOA partner programs.

The SWDB supported the development of the WIOA partner Memorandum of Understanding and Infrastructure Funding Agreement. This document ensures that all partners will work together, aligning and coordinating resources to support Utah's workforce development system.

The SWDB and WIOA partners worked together to update the state's Unified Plan. The changes were minimal since Utah has been successfully moving forward and is on track with its initial four-year plan. The update was approved by federal partners in June 2018.

Members of the Apprenticeships Committee's activities supported Utah's WIOA partnership by presenting information at the Utah education counselor/teacher conference, participating in the first apprenticeships job fair during National Apprenticeship Week, and supporting the creation and maintenance of an apprenticeships web page for Utah. In addition, the committee has supported the initial steps toward developing an information technology apprenticeship program, partnering with Workforce Services, the Governor's Office of Economic Development and the STEM Action Committee.

The Services to Individuals with Disabilities Committee oversaw the Golden Key Awards, which recognizes businesses that hire and support employees with disabilities, and coordinated with the Utah Business Leadership Network. The committee received presentations about the Utah economy, information on the Utah Education and Training Provider List and updates on the comprehensive one-stop center certification process.

The Career Pathways Committee continued to gather information and explore ways to support the career pathway programs and initiatives throughout Utah. For example, the committee received regular updates on Talent Ready Utah and the STEM Action Center and identified ways to leverage resources and efforts. Members of the committee are also engaging with secondary and post-secondary education Career and Technical Education (CTE) to help identify ways partners can coordinate and support CTE.

The Youth Committee established goals to increase the number of work experience opportunities for youth, develop recruitment strategies to increase participation in work-based learning programs and identify areas of alignment with other workforce and supportive services. The committee partners were successful in helping Workforce Services meet its goals.

The Operations Committee supported WIOA core and required partner efforts to certify three comprehensive one-stop centers and 30 affiliates. The committee oversaw several workgroups that focus on data and reporting, developing the partner Memorandum of Understanding and Infrastructure Funding Agreement and employer engagement. The committee assisted in developing and testing a job seeker survey.

The newly certified comprehensive one-stop centers have initiated activities that support their local areas. The comprehensive one-stop centers have monthly meetings with core partners where they focus on ensuring the customers they are serving receive all of the services they need, eliminate any duplication of services and collaborate to ensure customer success. These meetings have helped the core partners identify ways to improve the alignment of services and better serve the customers.

CAREER PATHWAYS

UTAH'S WORKFORCE SYSTEM partners have made significant progress implementing sector strategies and career pathways during the past year. Workforce Services has worked closely with employers and agency partners to expand work-based learning opportunities. The Governor's Office of Economic Development, in partnership with education and Workforce Services, has provided support for the National Governors Association Center's Policy Academy on Scaling Work-Based Learning and serving as a role model for the new policy academy members. This includes sharing best practices in career pathway development, data collection and leveraging resources. The new Talent Ready Utah Center was developed as a result of the work accomplished by the Policy Academy and will continue to support businesses as they become further involved with education in providing work-based learning opportunities.

The Workforce Services Talent Ready Utah grant program has been a resource for seed funding to implement and expand career pathway programs. Programs receiving support must be industry-driven which means they must have a commitment from at least three industry partners. Career pathway programs that have been developed or

expanded in the last program year include composites manufacturing, diesel technicians, medical innovations (which includes tracks for medical device and lab science), IT support and partners are currently working on construction pathways.

In addition, the STEM Action Center has been developing apprenticeships for the information technology industry. Utah's Career and Technical Education (CTE) partners at the secondary and post-secondary level are coordinating with partners to develop meaningful, employer-recognized certifications that students can earn while in high school. The Utah System of Higher Education is also in the process of enhancing and further developing concurrent enrollment course offerings and articulation agreements between secondary schools, tech colleges and post-secondary institutions to support this initiative.

APPRENTICESHIP

During PY17, the Apprenticeship Committee of the SWDB expanded its representation to include a wider variety of industry partners. The committee also began educating themselves on the new EEO requirements for

Registered Apprenticeship and invited an employer to come speak with the group regarding hiring individuals with disabilities and supports available to employers. The intent was to help support apprenticeship sponsors in achieving the new seven percent target for individuals with disabilities. Additionally, this group has sought to educate themselves on what apprenticeships look like outside of the trades and how it can support other industries in growing apprenticeships. This will continue throughout the next program year. Utilization of pre-apprenticeship in the K-12 arena was discussed, but represents significant changes to that system. This will be an area of focus over the next several years for this group.

The committee had two significant deliverables during this year. The creation of an apprenticeship web page and the first Apprenticeship Job Fair. The apprenticeship website is hosted through the website of Workforce Services. It provides a central place for potential apprentices, employers, parents and counselors to get more information on apprenticeship. Workforce Services created and posted a video to the site that highlights the benefits of apprenticeship to both job seekers and employers. It also offers links to the Registered Apprenticeship Eligible Training Provider List and apprenticeships posted on Workforce Services' website.

The first Apprenticeship Job Fair was a success. Fifteen apprenticeship sponsors, three classroom providers and 111 job seekers attended. The sponsors participating in the event represented construction trades and diesel mechanics. Many of the participating sponsors had immediate spots to fill. Comments from the sponsors indicated that they liked having adults in attendance who were looking for immediate work. Many of the job seekers reported that they were able to set up interviews. Both sponsors and job seekers requested that this event be held again. Another Apprenticeship Job Fair was held in PY18.

During PY17 employment counselors and workforce development specialists received training on apprenticeships. The training helped employment counselors understand what apprenticeship is and how to connect their customers to apprenticeship opportunities. It helped business services representatives talk to employers about how apprenticeships can help develop a skilled workforce.

Utah has traditionally had a strong history of utilization of apprenticeship in the construction trades. The state is now exploring ways to expand apprenticeship. The Apprenticeship Accelerator Grant enabled representatives from Workforce Services and the STEM Action Center to travel to Washington State and learn about the Apprenti program. The IT industry in Utah has shown some interest in apprenticeship, but also some apprehension that this model could work for them. The Apprenti model provided the opportunity for those interfacing with this industry to understand how apprenticeship could work for IT. In June 2018, Apprenti hosted a conference in Utah that provides an opportunity for local IT employers to learn about registered apprenticeship in the IT field and how Utah could benefit from this model. This conference was a success in helping the Utah Tech Council commit to becoming an intermediary and pursuing apprenticeship for this industry. Work is continuing in the current fiscal year to begin apprenticeships through Utah Tech Council in two IT occupations.

WORK EXPERIENCE

Utah continues to utilize work experience as an effective strategy to assist youth and adult job seekers in acquiring occupational skills needed to obtain suitable employment. The Workforce Services Youth Employment Internship Opportunity program provides youth with practical career exploration through short-term work experience exposure. It allows them to earn wages while learning about their occupation of interest and gaining the soft and occupational skills required for the job. Utah also uses the on-the-job training program to help customers gain work experience. Both youth and adult job seekers benefit from this program. The focus of on-the-job training has been helping job seekers who either have the educational background, but lack the work experience required for the job, or who lack both the credential and the experience, to receive on-the-job training and remain employed with that employer.

The need for work experience opportunities is identified through individualized assessments with youth and adult job seekers. Workforce Services employment counselors conduct individualized assessments and work closely with workforce development specialists who use their connections in the employer community to develop work experience opportunities that will both match

the job seeker interests and meet the employer needs. Employment counselors monitor their youth and adult customers' progress in work experience on a regular basis and provide ongoing support and coaching. Workforce Services had 186 adult and youth customers participate in at least one work experience during PY17.

Utah recognizes that one of the major challenges youth face when entering the workforce is a lack of employment history and lack of work maturity skills. The WIOA core partners work together to engage youth in work experience opportunities that help them overcome these obstacles. WIOA core partner representatives participate on the Youth Committee serving under the SWDB, where one of the committee's goals for PY17 was to increase WIOA Youth work experience expenditures. One of the tactics the Youth Committee employed to achieve this goal was to improve alignment, coordination and

partnering in recruiting youth for work experience.

This included building relationships with employers in local areas and developing contracts with new employers, engagement with technical colleges to educate on work experience programs provided by partner agencies, providing outreach to employers to expend work experience opportunities for youth with disabilities, and sharing partner information during outreach visits. These collaborative efforts involving WIOA core partners combined with the work of Workforce Services employment counselors and workforce development specialists, helped increase WIOA Youth funds spent on work experience wage reimbursements by 19 percent from PY16 (16 percent) to PY17 (35 percent).

Workforce Services is exploring opportunities for Utah to implement transitional jobs and incumbent worker programs to further support target populations.

STRATEGIES FOR BUSINESS ENGAGEMENT

WORKFORCE SERVICES SELECTED two approaches for effectiveness in serving employers: the employer penetration rate and repeat business customer. Workforce Services' Workforce Development Division and Vocational Rehabilitation Division collaborated to align service descriptions and develop a crosswalk to report one rate for each of the two approaches selected. Workforce Services made significant system enhancements that gather services employers are receiving through Utah's self-service labor exchange system, such as posting a job order, labor market information, and onsite recruitment. Enhancements were also made to the mediated labor exchange system that make it easier for staff to document services to employers such as candidate screening, workforce recruitment and rapid response.

For PY 2017 Utah's penetration rate was 6.9 percent and the repeat business customer rate was 75.7 percent. Workforce Services provides ongoing training for staff on how to document services to employers so the information entered accurately reflects the services

provided. Workforce Services will continue to explore ways to educate employers on how to most effectively use Utah's labor exchange system and make enhancements based on feedback from employers.

During the past year, Workforce Services staff have been working to educate the SWDB members on services available to employers. Staff provided the board with a detailed presentation on how to use the departments website, jobs.utah.gov. The SWDB members were then challenged to more fully utilize the available services and share what they learned with their networks. In addition, an employer led workgroup of the Operations committee has been charged with developing new ideas for improving employer engagement with Workforce Services and its one-stop partners.

Utah's robust labor exchange system is used to increase the state's effectiveness in serving employers. Employers access the system on jobs.utah.gov where they can easily find economic information such as current wages, business resources and seminars. Employers can post jobs

in the system that automatically matches the employer needs to qualified candidates. Employers can use the system to view job seeker resumes, sort resumes and contact job candidates.

During the past year, Utah's labor exchange system was enhanced to allow registered apprenticeship opportunities to be posted and identified as apprenticeships. This makes it easier for job seekers to find registered apprenticeships and raises their awareness of apprenticeships as an employment option.

Another initiative Utah implemented during the past year is to increase accurate job matches for employers who post job orders online. Workforce development specialists have been working with businesses to help them more accurately reflect position requirements and appropriately collect information in the hiring process through the labor exchange systems. These efforts improve the information submitted by the employer which, in turn, improves the outcomes.

As part of the the comprehensive one-stop certification process, Utah has trained all core and required WIOA partners on the business services offered by Workforce Services. The partner staff have been encouraged to coordinate, align with and utilize the department's workforce development specialists, labor market information and UWORKS labor exchange system to support employer needs. In addition, WIOA partners work together to identify and resolve issues that impede the development of an adequate supply of qualified workers for identified industries and occupations. Strategies include increasing training opportunities, developing worksite learning opportunities such as on-the-job training and youth internships, and promoting Workforce Services employment exchange services based on the needs and demands of the employer.

Utah's workforce development specialists work directly with employers in their local areas, providing an opportunity for Workforce Services to increase its effectiveness in serving employers based on current local needs. The workforce development specialists focus on building relationships with employers, education, training providers and community partners. This past year workforce development specialists have cross trained community partners, division staff and the SWDB members. This includes discussions about ways all partners can utilize and promote business services. Workforce development specialists have also made a

concerted efforts to educate employers who are not utilizing Utah's labor exchange system. They identify these employers primarily through outreach efforts such as participating in local chamber of commerce events and human resource professional associations.

The workforce development specialists share employer demand information with the service area director, employment counselors, job developers, and connection team staff helping to influence customer training, career counseling, job development, worksite learning, labor market information publications, and projects to enhance the economy and shape workforce development efforts. Each service area has an economist assigned to provide expert consultation for strategic planning, partnerships, and SWDB initiatives. One of the main focuses of service area initiatives is to provide the greatest opportunity for job seekers by targeting specific occupations and industries that are relevant to that service area's economic goals. Jobs are created by businesses, and the best way to support job seekers is by preparing them for and connecting them with the jobs that businesses demand.

Workforce Services continues to partner with the Governor's Office of Economic Development as part of its strategy to serve businesses, assisting in identifying skills gaps, business recruiting, and educating companies about the current skills available in Utah. Workforce Services served as an integral partner in growing Utah's economy in both urban and rural areas. The Governor's Office of Economic Development houses the Talent Ready Utah Center, which has the mission to focus and optimize businesses' efforts to enhance education. Talent Ready Utah promotes programs that provide unemployed and underemployed adults greater opportunities to receive training and certification in high-demand occupations. During the next program year, Workforce Services will participate in the Governor's Office of Economic Development's Policy Academy on Strengthening Your State's Manufactures. The mission of the academy is to learn how to develop and implement strategies to support the manufacturing sector in Utah.

The workforce development specialists will continue to strengthen partnerships through participation in employer groups, job fairs, community outreach and updated marketing materials. As Utah attains more feedback from employers, the workforce development specialists will incorporate it into their work and outreach activities.

STATEWIDE ACTIVITIES

UTAH UTILIZED STATEWIDE activity funds to disseminate the Eligible Training Provider List and other information on program services, accessibility, employer services, and success stories highlighting effective service delivery strategies. Funding was also used to conduct research and evaluation, provide technical assistance to one-stop partners to meet the goals of the state plan, support the SWDB, develop staff, monitor services, and for administrative costs, such as finance. The funds spent on the statewide activities have directly and indirectly impacted performance. For example, Utah's quality control process includes a team of specialized reviewers called the Performance Review Team. The Performance Review Team conducts monthly reviews of WIOA case managed cases. The first type of review involves eligibility criteria where all issues are identified and resolved prior to the case being enrolled in a WIOA funded program. These reviews have helped Workforce Services reduce the number of findings from the Single State Audits. The second type of review is a monthly random selection of up to 10 percent of all WIOA cases. These reviews are used to ensure adherence to policies and provide individualized training to staff.

Another example is targeted reviews that are narrow in scope and specific to an area of policy or a certain process, used to regularly monitor accuracy and identify areas of concern. During PY17, a targeted review on WIOA authorizations was conducted to identify and correct issues. This project helped prevent any WIOA findings on the most recent single state audit.

To increase consistency, quality, and accuracy in our program delivery, a team of operational program specialists provides supplemental and customized support to individuals and teams across the state. This team works in partnership with supervisors and managers in each of the one-stop centers to help achieve performance outcomes and ensure customers are receiving quality services. Support includes training

on policies and procedures, assisting with implementation of statewide initiatives, and providing targeted one-on-one support for staff when needed. Follow up with staff supervisors and reviews conducted by the performance review team are used to ensure the support from the operational programs specialists is effective.

Workforce Services has adopted the practice of implementation science in its approach to training and implementation of new strategies. This helps staff translate evidence-based strategies into their daily practice. Deliberate and continued practice, starting with initial training sessions followed by activities and follow-up training, leads to competency and creates an environment where staff can learn, practice, and grow new skills over time. Follow up with supervisors and reviews conducted by the performance review team ensure the training and implementation is successful.

Workforce Services recently developed a partner referral system that all one-stop center partners can use (core, required and additional) based on feedback from the partners. The system will allow all partner staff to document and send notifications to other partner staff on behalf of customers. The system will allow counselors, teachers, and advocates to search for available services, follow up to ensure connections are made, and produce reports. Workforce Services began training internal staff during November 2018 and plans to expand training to external partners in February 2019. This system should provide insight to the effectiveness of referrals and opportunities to improve referral pathways.

RAPID RESPONSE

Approximately five percent of Dislocated Worker funds are reserved for Rapid Response activities and Additional Assistance funding to local areas. Funds provide rapid response services to as many companies and workers as

possible regardless of the size of event, either through a formalized coordination with the state Dislocated Worker Unit, or through a local-area response provided by local workforce development specialists when layoffs impact less than 15 workers.

The Dislocated Worker Unit is housed with the Workforce Development Division Program and Training at Workforce Services. It is part of the Career and Education Team. The team includes the state Rapid Response coordinator, Dislocated Worker program specialist, Trade Adjustment Assistance program specialist and the state program specialist over the Eligible Training Provider List, ensuring coordination and the ability to design and deliver comprehensive services to dislocated workers. The Dislocated Worker Unit follows up on all WARN notifications, trade petitions and trade-certified companies to ensure prompt delivery of services. The Dislocated Worker Unit gathers and tracks layoff and closure data and disseminates Layoff Notification Records used by Workforce Services management, area directors, workforce development specialists, unemployment insurance, and the workforce research and analysis team to help plan for and potentially avert layoffs or minimize the impact to workers by matching workers to available jobs, sponsoring job fairs, linking workers to job-search workshops and providing Dislocated Worker, Trade Act Assistance and other appropriate career services. Rapid Response services, along with the Unemployment Insurance Reemployment Services And Eligibility Assessment (RESEA) program, has shortened and prevented periods of unemployment of dislocated workers.

The Dislocated Worker Unit worked with 31 employers that experienced layoffs during PY17. This team provided information on available employer resources, offered workshops and one stop center resources. In PY17 Utah officially assisted 18 employers with Rapid Response workshops. Although more participants attended, the Dislocated Worker Unit received 363 participant registrations.

Local workforce development specialist staff plays a role in Rapid Response by building and maintaining relationships with employers, which is a key activity in receiving early notification from employers on planned layoff or closure events. This allows critical time to plan

for and customize services to specific events and workers' needs. During layoff or closure events, local workforce development staff become part of Rapid Response delivery by coordinating with the Dislocated Worker Unit and delivering Rapid Response services as appropriate. This includes collaborating with core and required partners to quickly reconnect affected workers with employers seeking their skill sets.

Connecting Rapid Response to one-stop centers is emphasized with employers and in presentations to the dislocated workers. This includes the resources available for dislocated workers. Utah also organizes job fairs at one-stop centers when appropriate.

Rapid Response workshops are offered to all dislocated workers impacted by a layoff and businesses are offered assistance from the Workforce Development team. During workshops for the dislocated workers, the topics discussed include unemployment information, proper work search registration, job search resources online and in one stop centers, job coaching, dislocated worker training, veteran services and temporary assistance. At the workshops, information is gathered from impacted workers to register them in UWORKS which expedites access to services. The UWORKS system identifies Rapid Response services, career services, company information and layoff and closure data; employment and training counselors use it to determine WIOA Dislocated Worker and Trade Act Assistance eligibility.

Utah provides early intervention to worker groups on whose behalf a Trade Act Assistance petition has been filed. During the initial employer contact, potential Trade Act impact is determined, and the petitioning process is initiated. Rapid Response workshops are initiated at petition filing and include information regarding the Trade Act program when appropriate. When a Trade Act Certification occurs after the layoff, a Rapid Response Trade Act-specific workshop or orientation is scheduled, and workers are notified using the Trade Act impact list. Also, Trade-impacted workers receive a Trade Certification letter, which identifies what they need to do to access services, and a Trade Act benefit brochure. Trade affected workers are educated on how to apply for Trade Act Assistance and Trade Readjustment Allowances and receive support from the Dislocated Worker Unit during the application process. At Workforce Services, all

customers who are eligible for Trade Act Assistance are reviewed for Dislocated Worker eligibility, which leads to a nearly 100 percent co-enrollment rate in Utah.

By implementing early intervention strategies, Utah's Rapid Response program creates opportunities to engage employers, community partners, economic development agencies and training providers to avert the negative impacts of layoffs by quickly moving workers from layoff to employment or training.

LAYOFF AVERSION/REEMPLOYMENT STRATEGIES

Workforce development specialists connect with employers within a geographically assigned area. One responsibility of the specialists is to assist with and promote rapid response and layoff aversion with area employers regardless whether they are subject to WARN requirements.

Specialists meet with a company's leadership when layoffs are announced. Usually they meet with the director or manager of human resources and offer scheduled presentations that address the needs, resources and services available for the impacted workers. The goal of these presentations is twofold: first to provide a smooth transition between layoff, new employment opportunity and available resources and second, to build a relationship with the company and support the company with its immediate workforce needs.

An example demonstrating the return on investment and aversion to layoff is the closure of a legacy call center in northern Utah. Upon notification of the layoff, the specialist contacted the HR office and set up several rapid response sessions. The sessions provided peace of mind to the shocked and impacted workforce by teaching them how to effectively transition to new employment opportunities. Workforce Services coordinated a job fair was coordinated for the impacted workforce. Companies in related industries participated in the job fair at no cost to any employer. Of the 234 impacted workers, 187 attended rapid response presentations and 112 attended the job fair where several offers were made to job seekers on the spot. These efforts resulted in reducing unemployment insurance claims and minimizing the impact to the area's unemployment rate.

WAGNER-PEYSER 7(B)

The State of Utah utilizes Wagner-Peyser 7(b) funding to provide career services and targeted labor exchange activities for veterans, people with disabilities and ex-offenders.

Workforce Services has specialized workers who provide support and services to ex-offenders through partnerships with court systems and community programs. These workers receive specialized training on re-entry strategies for ex-offenders in PY17. The training identified strategies, pathways and resources to assist customers with criminal backgrounds to find, retain and advance their employment opportunities.

Utah State Office of Rehabilitation, a division of Workforce Services, connect job applicants with disabilities to employers through the Choose to Work Program. This program prepares job seekers through training and job readiness activities. Employment supports are provided through Choose to Work Program, such as assistive technology, which enables persons with disabilities to adapt to the business's needs. Employers are offered additional services such as customized training and consultation on topics such as Americans with Disability Act (ADA), barriers and sensitivity training and accommodations.

Veterans received Priority of Service as they transitioned from the military or whenever they sought employment services from Workforce Services to gain or improve their employment status. Veteran Employment Services supports veterans in their reintegration process as they leave the military and rejoin the civilian workforce. In PY17 targeted outreach was also conducted for incarcerated veterans as they exited the Utah State prison. These individuals were referred to the local veteran subject matter experts within the Employment Centers to screen for services. Additional outreach is being explored for formerly incarcerated veterans as well.

PERFORMANCE MEASURES

UTAH'S PY17 WIOA Annual Report reflects the state's commitment to strengthen the state's workforce development system. As PY17 was a hold harmless performance measure year, it was not determined if each measure was met. Workforce Services has continued to track each performance measure and found the state met or exceeded all WIOA Program Year 2017 performance measure goals with the exception of the Youth Credential Attainment measure. Workforce Services continues to

explore how to more efficiently capture youth credential attainment rates in UWORKs, including working with adult education and postsecondary providers to receive completion data. In PY18 Workforce Services began a series of staff training, activities and supported implementation on improving career counseling and assisting customers with taking the next step on a career pathway. The goal of this additional support and increased focus is to improve youth credential attainment.

Utah Department of Workforce Services • Program Year 2017 Performance Measures

Performance Measure Element	Negotiated Goal	Actual	Percent of Goal Attained
Adult Program			
Employment Rate - 2nd Quarter After Exit	65%	67.80%	104.30%
Employment Rate - 4th Quarter After Exit	67%	67.80%	101.20%
Median Earnings - 2nd Quarter After Exit	\$5,400	\$5,887	109%
Credential Attainment	42%	54.30%	129.30%
Measurable Skill Gains	Baseline	24.10%	Baseline
Dislocated Worker Program			
Employment Rate - 2nd Quarter After Exit	79%	83.60%	105.80%
Employment Rate - 4th Quarter After Exit	72%	82.20%	114.20%
Median Earnings - 2nd Quarter After Exit	\$7,700	\$8,500	110.40%
Credential Attainment	52%	71.50%	137.50%
Measurable Skill Gains	Baseline	29.80%	Baseline
Youth Program			
Employment Rate - 2nd Quarter After Exit	67%	73.10%	109.10%
Employment Rate - 4th Quarter After Exit	60%	72.30%	120.50%
Median Earnings - 2nd Quarter After Exit	Baseline	\$3,352	Baseline
Credential Attainment	55%	37%	67.30%
Measurable Skill Gains	Baseline	40.20%	Baseline
Wagner Peyser Program			
Employment Rate - 2nd Quarter After Exit	60%	67.60%	112.70%
Employment Rate - 4th Quarter After Exit	73%	67.70%	92.70%
Median Earnings - 2nd Quarter After Exit	\$5,598	\$5,800	103.60%

DATA INTEGRITY

The Workforce Services Workforce Research and Analysis Division utilizes data type validation on the reporting elements to verify that individual characters provided through user input are consistent with the expected characters of integer, decimal or string. Simple range and constraint validation is used to ensure the correct number of expected characters in the fields as defined, for example, ETA9172 PIRL.xlsx document. Code and cross-reference validation is used to verify that the user-supplied data is consistent with the data rules descriptions. These validity constraints involve cross-referencing supplied data with the element's Edit Check Description to ensure compliance. Workforce Services' source systems have internal structured validation rules which are used in the input process. The systems are designed with data definitions which place limits on what constitutes valid data as part of the data entry process.

Management information systems staff work with the Workforce Services business team to review all edit check issues and determine corrective action quarterly. Necessary modi-

fications are made to the report coding, data results are re-validated and resubmitted through the online edit check process.

As elements are described in the Participant Individual Record Layout (PIRL) updates documentation and discussed on the Department of Labor (DOL) Employment and Training Administration phone calls, the Management information systems and Workforce Services business teams meet to review, document and modify the reporting code as necessary. The results are reviewed and validated, then submitted through the edit check validation process.

Data validation is conducted yearly under the guidance of the DOL. The Performance Review Team conducts the reviews according to the parameters provided. They determine the level of accuracy in reporting of required performance elements. Results of these reviews are submitted to DOL and shared with Workforce Services management to determine a course of action for any policy, procedure or system tracking changes that need to occur to ensure accurate reporting in the future.

STATE EVALUATION ACTIVITIES

DURING PY17, a workgroup reporting to the Operations Committee, which includes members from all of the core and required partners, made recommendations regarding Utah's research project to evaluate the effectiveness of Utah's WIOA training programs. Their recommendations were approved by the SWDB. The workgroup assisted in preparing defined outcomes and identifying measurement methods. When the research project report is available, it will be shared with the SWDB and all partners to ensure it is used for potential program and service improvements.

EVALUATION PROJECTS

In order to evaluate the effectiveness of Utah's WIOA training programs, administrative data for WIOA training customers was matched with labor market information from Utah Workforce Research and Analysis Division (WRA) to measure the quality of

training programs funded for enrollment by customers. More specifically, the Classification of Instructional Program (CIP) code describing customers' training programs was crosswalked to the Standard Occupational Codes (SOC) using the nationally recognized CIP-SOC crosswalk for customers who were active and enrolled in a WIOA training program in FY2018. Occupations are evaluated by WRA using a star rating system. Occupations receive a rating of one (weakest) to five (strongest) based on the occupational outlook and wages. Analysis of the WIOA training programs showed that 1,226 WIOA training customers, or roughly 79.8 percent of total training customers, were enrolled in a training program that crosswalked to a four- or five-star job. Utah will continue to encourage customers to enroll in training programs that lead to high wage occupations that are projected to grow at strong rates in the future.

CUSTOMER SATISFACTION MEASURES

UTAH USES MULTIPLE methods to gather customer feedback. As one-stop centers were certified, the local areas described their efforts to gather customer feedback and implement it for local service improvement. Their methods included surveys for specific events, verbal feedback to operation staff and feedback from partner agencies. Utah also has statewide methods for gathering feedback and is in the process of implementing new feedback tools, developed with input from WIOA partners and the SWDB designed specifically for comprehensive one stop centers.

One of the state level surveys Utah conducts was developed to gather feedback from customers utilizing the labor exchange system and services offered by Workforce Services. The surveys for job seekers and employers consist of questions designed in partnership with the University of Utah's Social Research Institute. Workforce Services evaluates the feedback and incorporates it into future system changes and enhancements.

Both the job seeker and employer satisfaction surveys are self-reported and voluntary. Therefore, there are some limitations to the survey data as it is unknown how the responses of those who completed versus those that did not complete the surveys might differ in terms of satisfaction. Despite these possible limitations, the results of this analysis were used to describe the generalized views of job seekers and employers who agreed to share their views via the satisfaction surveys.

Job seeker satisfaction was measured using a simple online survey available to job seekers as they access the system.

The survey uses the following sampling procedure:

- Job seekers are only eligible to take the survey if they have not taken a survey in the last three months.
- Online sessions are sampled randomly (with probability initially set at 30 percent).
- If the current session is sampled, the user is invited to participate at a random time during the session using the pop-up window.

The online surveys are available to potential participants through a pop-up invitation to participate, which redirects the job seeker to a secure site hosted by the University of Utah's Social Research Institute. After reviewing the informed consent document, they begin the survey.

The scale for the satisfaction survey is embedded in the online survey. Participants are asked to rate their level of agreement with or rating of each for the following statements:

- I am comfortable using the internet to job search.
- It is hard to find what I need on jobs.utah.gov.
- Overall, jobs.utah.gov is easy to use.
- Creating my job search account on jobs.utah.gov was easy.
- Searching for jobs on jobs.utah.gov is hard.
- I often have trouble "signing-in" to job search.
- I can't find jobs that match my skills and abilities on jobs.utah.gov.
- Jobs.utah.gov provides job matches that meet my search criteria.
- Applying for jobs is easy using jobs.utah.gov.
- I would recommend jobs.utah.gov to other job seekers.
- I would return to jobs.utah.gov in the future to job search.
- Overall, I am satisfied with my job search on jobs.utah.gov.

Each item is scored from -2 to +2, with higher scores indicating more satisfaction and lower scores less (items that are reversed scored reflect this convention). The scores are averaged for each scale. The result of the satisfaction scale score indicates the level of customer satisfaction.

During PY17 period, there were 4,161 valid scored surveys. The customers had an average satisfaction score of .75, which is a slight increase from PY16. This outcome represents moderate satisfaction with the online system.

Beginning in July 2013, a random sample of employers have been invited to participate in the online satisfaction survey. Similar to the job seekers, employers are asked to participate at a random time during their session. Data collection proceeded in the same manner as with job seekers.

Not all employers access the employment exchange system directly. In PY17, employers who used one or more methods of posting job orders could respond to the survey. Approximately 17 percent of employers post job orders by electronically uploading to labor exchange and 26 percent received Workforce Services staff-assisted services, indicating the job orders were entered by Workforce Services staff. Employers that access the labor exchange directly are considered self-service employers. This group represents 67 percent of employers posting jobs and they have the opportunity to participate in the employer online survey.

The satisfaction scale statements evaluated by employers include:

- I am comfortable using the internet to complete tasks on jobs.utah.gov.
- It is difficult to navigate jobs.utah.gov.
- I can do everything I want to do on jobs.utah.gov.
- I would recommend jobs.utah.gov to other employers.
- I often have trouble “signing-in” to post a job.
- Posting a job is easy on jobs.utah.gov.
- Jobs.utah.gov provides us with enough job applicants from our job postings.
- When posting jobs on jobs.utah.gov I have the flexibility to use my own screening criteria to find applicants.
- Jobs.utah.gov provides us with qualified applicants who have the skills we are seeking.
- I would recommend jobs.utah.gov to other employers for posting jobs.

- Overall, I am satisfied with the ease of posting jobs on jobs.utah.gov.

Item scoring within the scale and overall satisfaction score calculation is completed in the same way as for job seekers.

As with job seekers, response rates for employers were calculated for PY17. There were 154 scored results, with a satisfaction rate of 70 percent. This is significant increase from PY16, from the the 122 scored results, satisfaction rate was 59 percent.

The job seeker and employer surveys have been instrumental in planning and implementing self-service processes. The surveys provide real time feedback from the system’s customer base. During the next year, Workforce Services will begin aligning the look and feel of the system with the rest of the department’s website. These enhancements are intended to help customers find what they are looking for on the website and increase the satisfaction rates for both job seekers (currently 36 percent) and employers (43 percent).

Another goal is to increase the response rates for both surveys. Workforce Services plans to evaluate the questions and look for ways to shorten the surveys, which should yield higher completion rates which are currently 70 percent for job seekers and employers.

Both job seekers and employers have suggested expanding efforts to educate all Utahns about the Workforce Services’ resources and services. While competing with for-profit entities is not allowed, Workforce Services can certainly educate citizens about all that is available on its website. Past negative experiences with government websites may have caused the public perception to cycle downward. It is the belief of many customers that it will require an active, concerted effort on the part of the agencies to rebuild the image and increase satisfaction as well as usage in the future.

In addition to the jobs.utah.gov surveys, a job seeker survey was developed with input from the SWDB Operations Committee. It has been pilot tested in the Price One-Stop Center and will be available statewide beginning December 2018. The survey questions focus on effective referrals between partners, accommodation and accessibility. It will be available as a hard copy format and

a link on all of the computers in the one-stop center job connections rooms. The results of this survey will viewed as generalized to the area's entire population of customers. It will be shared with comprehensive one stop center partners and the SWDB to solicit their input for continual improvement based on customer feedback.

An employer led workgroup reporting to the Operations Committee is currently working on an employer survey that focuses not only on feedback regarding services received, but collecting information on how to further engage them. This survey will be pilot tested and implemented during 2019.

UTAH USAGE OF WORKFORCE INNOVATION AND OPPORTUNITY WAIVER

UTAH CONTINUES TO maintain a waiver on the requirement of providing individual training accounts to only out-of-school (OSY) youth ages 18-24 enrolled in WIOA Youth. The waiver allows Workforce Services to serve in-school youth who are preparing to graduate and extend their educational goals into post-secondary opportunities. Through the waiver, more youth are able to obtain post-secondary credentials and gain marketable skills, which supports Utah in offering an adequate supply of workers to in-demand industry and occupations.

To ensure that the waiver goals and outcomes are met and that the focus is shifting towards enrolling more out-of-school youth while serving in-school youth (ISY) as well,

Utah has been monitoring its progress in implementing the waiver.

The following data indicates compliance with the waiver goals and measurable programmatic outcomes.

NUMBER OF IN-SCHOOL YOUTH SERVED IN PY17 AND GRADUAL SHIFT TOWARDS ENROLLING MORE OUT-OF-SCHOOL YOUTH

Total number of ISY served from 07/01/17 – 06/30/18 = 293 (unduplicated)

ISY served per quarter			
Qt 1 (07/01/17 – 09/30/17)	Qt 2 (10/01/17 – 12/30/17)	Qt 3 (01/01/18 – 03/31/18)	Qt 4 (04/01/18 – 06/30/18)
248	221	210	183

Total number of OSY served from 07/01/17 and on 06/30/18 = 1314

OSY served per quarter			
Qt 1 (07/01/17 – 09/30/17)	Qt 2 (10/01/17 – 12/30/17)	Qt 3 (01/01/18 – 03/31/18)	Qt 4 (04/01/18 – 06/30/18)
805	796	839	818

The above data shows the number of ISY enrollments going down while the OSY enrollments are increasing. (** The quarterly number may include the ISY participants served in the previous quarter(s)**)

SHIFT TOWARDS SPENDING MORE FUNDS ON OUT-OF-SCHOOL YOUTH

In-School Youth		Out-of-School Youth	
Expenditures PY17	Expenditure %	Expenditures PY17	Expenditure %
\$356,927	10.11%	\$3,174,092	89.89%

In-School Youth Expenditures			
Qt 1 (07/01/17 – 09/30/17)	Qt 2 (10/01/17 – 12/30/17)	Qt 3 (01/01/18 – 03/31/18)	Qt 4 (04/01/18 – 06/30/18)
\$132,650 19.01%	\$233,503 14.52%	\$275,910 12.14%	\$356,927 10.11%

Out-of-School Youth Expenditures			
Qt 1 (07/01/17 – 09/30/17)	Qt 2 (10/01/17 – 12/30/17)	Qt 3 (01/01/18 – 03/31/18)	Qt 4 (04/01/18 – 06/30/18)
\$565,291 80.99%	\$1,374,260 85.48%	\$1,997,735 87.86%	\$3,174,092 89.89%

The above data shows an increase in OSY spending. By the end of PY17, 89.89 percent of WIOA Youth funds were spent on out-of-school youth and only 10.11 percent on in-school youth.

IN-SCHOOL YOUTH ARE ENGAGING IN POST-SECONDARY EDUCATION

Out of 293 in-school youth served in PY17, 243 youth (82.94 percent) were working towards obtaining a post-secondary credential. The positive closure rate in PY17 for in-school youth who were engaged in post-secondary education was 80 percent - out of 25 in-school youth cases that were closed, 20 were closed for “obtained employment” or “entered military.”

Additionally, by serving in-school youth who are preparing for post-secondary education, Workforce Services has been able to maintain its partnership with John H. Chafee Foster Care Independence Program and administer the Education and Training Voucher program. This federally-funded program is designed to assist foster care youth or youth who have aged out of foster care with

the support needed to complete post-secondary education and obtain employment. In Utah, to administer the Education and Training Voucher program to foster care youth, a WIOA co-enrollment is required, and since most of the foster care youth are in-school youth, the waiver has enabled Workforce Services to continue serving this at-risk population and positively impact their ability to earn post-secondary credentials, enter the workforce, and feel as contributing members of society. Utah was able to serve 264 Education and Training Voucher youth during PY17. Out of these 264 youth, 36 obtained employment in PY17 while co-enrolled in the Education and Training Voucher program and WIOA Youth.

The waiver also had a positive impact on education providers on the Eligible Training Provider List, as they were not required to go through procurement in addition to the requirements of being on the list. This encourages providers to continue to be on the Eligible Training Provider List, from which both the in-school and out-of-school youth have benefitted. Utah continues to certify the education providers and monitor their performance on a yearly basis.

SUCCESS STORIES

UTAH HAS MADE significant progress toward its workforce development goals as described in all of the sections of this report. Partner agencies, employers, SWDB members, and community organizations are working more closely to align and coordinate services. These efforts have led to promising practices, lessons learned and success stories that can be read or viewed on the links below. Utah certified three comprehensive one stop centers during PY17 and looks forward to strengthening partnerships, implementing best practices based on lessons learned, customer feedback, and evaluation and research projects to serve priority populations. Examples of upcoming plans for PY18 include certifying another comprehensive one stop center in spring 2019, implementing the job seeker survey, holding partner meetings regularly with core partners to set goals and coordinate activities, implementing the Partner Referral System, training staff, sharing information across committees, implementing an information technology apprenticeship program, strengthening relationships with education to improve data for the Eligible Training Provider List, coordinating career pathways with CTE programs, working with all partners and stakeholders on Utah's new four-year WIOA plan, and engaging SWDB business partners in all activities.

VIDEO SUCCESS STORIES

<https://www.youtube.com/watch?v=aLyR4D9Vggo>

<https://www.youtube.com/watch?v=3gWwxZzXEfo>

<https://www.youtube.com/watch?v=lc422PD-BUg>

https://www.youtube.com/watch?v=N_9fRPb_Qco

<https://www.youtube.com/watch?v=e6wXif8hKHA>

<https://www.youtube.com/watch?v=bGeBpbP3cZ8>

<https://www.youtube.com/watch?v=oG5BEqIAe0A>

CUSTOMER SUCCESS STORIES

ADULT EDUCATION: Summer Alexander always struggled in school. She didn't like to go and felt she didn't get along with teachers or students. At age 16, she dropped out and spent the next two years dealing with health issues, family moves and some renewed attempts at high school or earning a GED. When she was 20 years old, Summer found herself in Utah and ready to give school another try. "The reason I chose to attend Provo Adult Education was pretty simple," she said. "I liked the idea of having teachers and staff giving adults a second chance to get their diploma." Although the average student completes three credits per term, Summer was motivated and focused and completed her remaining 10.5 credits in just two terms. "It is an accomplishment that feels great," she said. Summer is now deciding what she wants to study in college and is interested in culinary arts and interior design.

WORKFORCE DEVELOPMENT Laverne is a single mom who had struggled with domestic violence, alcohol abuse and inconsistent employment. Laverne had been receiving financial assistance, medical benefits, child care assistance and food stamps for some time before joining the Invest in You Too program. Although it was challenging to overcome the struggles of her past, she still showed up every day and showed courage, resilience and an eagerness to learn and improve. During the program, Laverne not only received her Medical Device Manufacturing certificate, she overcame her fear of public speaking and spoke at graduation in front of a room full of strangers and peers. Laverne is now a full-time employee at Biofire Diagnostics with full benefits and plenty of room to grow within the company.

VOCATIONAL REHABILITATION When Bruce first came into Vocational Rehabilitation (VR), he was struggling to hear and communicate effectively and had also just learned that he had a unique cataract that was progressing rapidly and obstructing his vision. Bruce said, "The anxiety and fear of losing my job was extremely hard for me to manage, as I'm the

breadwinner of a very young family.” Bruce and his counselor created a plan that included VR assistance with complex cataract surgeries on both eyes and visiting an audiologist for a hearing assessment and hearing aids. With those interventions, Bruce was able to continue working successfully as a director at Southern

Utah University. “I was blessed to have the help from VR and to have the technology available to restore the functionality I was losing. The human care and understanding I experienced in the St. George VR office was very important to me.” Read more about Bruce and other VR success stories at <https://jobs.utah.gov/usor/vr>.

Read more Success Stories at: <https://jobs.utah.gov/swdb>

ATTACHMENT A

Evaluation of Work Success

<i>Evaluation overview</i>	<p>Work Success is participating in a national study sponsored by the Office of Planning, Research, and Evaluation (OPRE) within the Administration for Children and Families of the U.S. Department of Health and Human Services. The evaluation will examine the effectiveness of innovative employment programs in helping people find and keep jobs and obtain economic security. The evaluation will also document the design and implementation of the programs so that other organizations can replicate and enhance the most effective components. Mathematica Policy Research is conducting the evaluation.</p>
<i>Examining the effectiveness of coaching</i>	<p>The evaluation is based on an experimental research design, often the most rigorous design. People who are eligible to participate in Work Success are randomly assigned to either a “program group” and allowed to participate in the program or to a “control group” and not allowed to participate in the program. The effectiveness of the program will be determined by differences in outcomes between members of the program and control groups. Outcomes examined will include measures of success in obtaining and retaining employment, career advancement, earnings, receipt of TANF and other measures of self-sufficiency, and other indicators of personal and family well-being. Additional outcomes of interest will include measures of improvement in self-regulation (for example, the ability to finish tasks, stay organized, and intentionally control emotions and behaviors) and other intermediate outcomes that reflect progress towards self-sufficiency. Outcomes will be measured using data collected in two follow-up surveys of study participants and administrative records.</p>
<i>Studying the implementation of coaching</i>	<p>The evaluation includes a comprehensive study of the design and implementation of the program, drawing on the following data sources: (1) program documents; (2) semi-structured interviews with coaches and other program staff; (3) a survey of coaches and other staff; (4) video recordings of coaching sessions; (5) in-depth interviews with study participants who work with a coach; and (6) study participant surveys.</p>
<i>Study schedule</i>	<p>Planning for the Work Success evaluation will take place through January 2019, with study enrollment set to begin in February 2019. The study enrollment period will last one year, concluding in January 2020. Site visits, staff surveys, and coaching observations will occur beginning in early 2019. Intermediate and longer-term follow-up surveys will be conducted on a rolling basis determined by the enrollment of study participants into the program.</p> <p>Findings on Work Success will be provided in a series of reports beginning in fall 2019 and produced on a rolling basis through 2022.</p>
<i>To learn more</i>	<p>Please contact the OPRE project officer</p> <ul style="list-style-type: none">• Hilary Forster at Hilary.Forster@ACF.HHS.gov <p>Or the Mathematica staff overseeing the evaluation</p> <ul style="list-style-type: none">• Sheena McConnell at smcconnell@mathematica-mpr.com• Quinn Moore at qmoore@mathematica-mpr.com

ATTACHMENT B

U.S. Department of Labor

Employment and Training Administration
200 Constitution Avenue, N.W.
Washington, D.C. 20210



JUN 12 2018

The Honorable Gary R. Herbert
Governor of Utah
Utah State Capitol
Suite 200
Salt Lake City, Utah 84114

Dear Governor Herbert:

Thank you for your waiver request of certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA) and the accompanying plan to improve the statewide workforce development system, submitted as part of your WIOA State Plan modification on March 15, 2018 (copy enclosed). This letter provides the U.S. Department of Labor (Department), Employment and Training Administration's (ETA) official response to the State's request, and memorializes that Utah will meet the outcomes and implement the measures identified to ensure accountability agreed to by Utah and ETA. This action is taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and sections 8-10 of the Wagner-Peyser Act in WIOA section 189(i).

Requested Waiver: The State is requesting a waiver of 20 CFR 681.550 in order to provide individual training accounts (ITAs) to in-school youth.

The State's request to waive the requirement limiting ITAs to only out-of-school youth ages 18-24 is approved. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Utah to implement its plan to improve the workforce development system. The State's plan indicates that a waiver of the limitation provides Utah the flexibility to continue to serve those in-school-youth who are preparing to graduate and extend their educational goals into post-secondary opportunities. Therefore, ETA approves this waiver for Program Years 2018 and 2019 (July 1, 2018 – June 30, 2020).

ETA is available for further discussion and to provide technical assistance to the State to support achieving its goals. It is worth noting that the Department proposed additional flexibility in its Fiscal Year 2019 Budget in order to give governors more flexibility to meet the workforce needs of their states. Should you have questions or wish to explore additional flexibility, feel free to contact my office at (202) 693-2772.

Sincerely,



Rosemary Lahisky
Deputy Assistant Secretary

Enclosure

cc:

Jaceson Maughan, Commissioner, Utah Labor Commission

Nicholas Lalpui, Dallas Regional Administrator, Employment and Training Administration

Cynthia Green, Federal Project Officer, Employment and Training Administration

WIOA State Plan 2018 Modification Waiver Request

The State of Utah

Request for Waiver - Providing ITAs to In-School WIOA Youth Participants

Utah requests a waiver on the requirement of providing Individual Training Accounts (ITAs) to only Out of School youth ages 18-24 enrolled in the WIA/WIOA Youth program.

As per current WIOA Regulations: 681.550:

“In order to enhance individual participant choice in their education and training plans and provide flexibility to service providers, the Department allows WIOA ITAs for out of school youth, ages 18-24 using WIOA youth funds when appropriate.”

While this allows flexibility for serving out-of-school youth through post-secondary training, it does not give Utah the flexibility to continue to serve those youth customers enrolled as in-school who are preparing to graduate and extend their educational goals into post-secondary opportunities.

As of February 4, 2016, Utah has 563 in-school youth customers and 513 out-of-school youth customers enrolled in the WIA/WIOA program. While the number of in-school youth will continue to decline as the goal to spend 75 percent of WIOA funds increases the number of out of school youth enrolled, DWS must continue to serve youth customers enrolled as an in-school youth and actively participating in educational activities past high school. Since July 1, 2015, DWS has enrolled 128 new in-school WIOA youth customers, and of those, 47 are customers are still enrolled in secondary education. Once those customers graduate, they will need continued support through post-secondary educational activities in order to obtain the certificates needed to find employment.

If DWS is going to offer an adequate supply of workers to in-demand industry and occupations, it cannot include only those who are determined to be out of school as part of that supply. Utah needs a waiver to support those with post-secondary educational goals past high school. In-school youth deserve the same opportunities for support as those being served as out-of-school youth, and it would be a disservice to those in-school customers to not support them past their high school diploma or its equivalent. Although it has been recommended to close the enrollment of those in-school youth who graduate and then re-enroll them as an out of school youth for the purpose of assisting them with an ITA after age 18,

this poses a risk that the customer may no longer be eligible under the new barrier requirements. It also prevents DWS from serving youth customers who graduate early (at 16 or 17 years of age) under an ITA, even if they are enrolled as an out of school youth once they earn their diploma.

Having to procure for Occupational Skills Training services for in-school youth would also create an unnecessary and undue burden on those providers who have already submitted the required information to be on Utah's Eligible Training Provider List. Because state schools and effective providers of post-secondary training have already been identified through the ETPL, having an additional process for procured providers for those in-school youth customers would create a duplication of effort for those providers that would not occur if those in-school youth wishing to access post-secondary training have access to the ETPL through an ITA. It has been difficult to encourage training providers to participate on the ETPL and the State has gone to great lengths to provide technical support and encouragement. This duplication and additional burden for providers could limit provider participation on the ETPL and in turn limit options for customer choice.

Because Utah already has an Eligible Training Provider List (ETPL) in place and an electronic way to pay providers for educational services offered, both in-school and out of school youth will be served adequately under this waiver.

Waiver Plan:

The waiver request format follows WIOA Regulations section 681.550

1. Statutory regulations to be waived: WIOA section 681.550
2. Describe actions the state has undertaken to remove state or local statutory or regulatory barriers: N/A
3. Waiver goals and measureable programmatic outcomes, if the waiver is granted:
 - Continue to serve the in-school youth already enrolled past high school completion through post-secondary training under an ITA

Continue to encourage education providers to remain current on the ETPL and provide technical assistance where needed to gather performance data that will help both in and out of school youth to receive services.

Make a gradual shift toward enrolling more out of school youth and using those funds to support other activities, such as work experiences, leadership development activities, and mentoring, along with training activities under ITAs

- Continue to monitor training completions and outcomes for both in and out of school youth to meet the federal requirements for training completions and job placements for youth.

4. Describes how the waiver will align with the Department's policy priorities such as:

- A. Supporting employer engagement
- B. Connecting education and training strategies
- C. Supporting work-based learning
- D. Improving job and career results; and
- E. Other guidance issued by the Department

Through allowing both in-school and out-of-school youth to use Individual Training accounts to access training services it opens up more training programs for the youth to select from as they will now be able to use the ETPL approved programs. By opening up the training program opportunities youth will be able to better connect to training programs that match their interest, support their learning style and better prepare them for employment and work-based learning. Youth who are able to complete occupational skills or adult education programs more easily may be more prepared to enter the job market and be a qualified employee. By serving in-school and out-school youth with the same policy and procedures allows for a continuity of services for all youth. All youth will be eligible to receive training services, connection to work-based learning and then employment and job search support. To better connect youth to work-based learning, they will be able to use the ETPL and find registered apprenticeships and also more easily find academic components that give them the credentials and support to be successful at an Internship or On-the-Job training placement.

5. Describe any individuals affected by the waiver:

- The effect of this waiver would be positive for both in-school and out of school youth customers who are enrolled, as both groups would be supported with WIOA funding while completing post-secondary training activities. The effect of this waiver would also be positive for education providers on the ETPL as they will not be required to go through procurement in addition to the requirements of being on the ETPL. This will hopefully encourage providers to continue to be on the ETPL.

This waiver will be able to affect disadvantaged populations and youth with barriers to employment through ensuring both in-school and out-of-school youth are able to receive all of the youth program services, receive a continuity of

services without disruption and have access to more training providers and programs. Both in-school and out-of school youth may have significant barriers to employment and have had previous hardships that could impact their ability to be successful. It is important for these youth to be able to not only receive support but to be able to customize their services to match their interests and abilities. Without this waiver in-school youth would be restricted to select training programs where they are less prone to be successful and find suitable employment. Also without this waiver, in-school youth who would like to receive an ITA would have to be closed and enrolled as an out-of-school youth. This disrupts continuity of services and could potentially stop services that could greatly benefit a population who may be disadvantaged and have barriers to employment.

6. Describe the process used to:

a. Monitor the progress in implementing the waiver:

- Continue to review in-school enrollments and those accessing post-secondary education through an ITA to assess whether the waiver continues to be necessary.
- Review financial reports quarterly to ensure out of school youth expenditures are continuing to exceed the in-school expenditures in order to meet the goal of spending 75 percent of funds on out of school youth.

Biannual monitoring of providers available to youth on the ETPL to ensure there are options to foster customer choice.

- Make adjustments as necessary based on the number of in-school youth accessing ITAs and the amount of funds being spent on out of school youth.

b. Provide notice to any Local Board affected by the waiver:

Consistent with the general waiver request, the state will adhere to the publication requirements to ensure the broadest participation possible, including appropriate partners and interested parties such as labor, community based partners, and the SWDB.

c. Provide any Local Board affected by the waiver with an opportunity to comment on the request:

Utah is a single state and therefore no local board would be affected.

d. Ensure meaningful public comment, including comment by business and organized labor, on the waiver:

DWS provides access to the waiver in order for businesses, organized labor, and the community to have an opportunity to make public comment on the waiver for a period of 30 days.

e. Collect and report information about the waiver outcomes in the State's WIOA Annual Report:

The outcomes of this waiver will be reflected through the common performance measures, specifically credential attainment, measurable skill gain attainment and employment rates.

7. The Secretary may require that States provide the most recent data available about the outcomes of the existing waiver in cases where the State seeks renewal of a previously approved waiver:

Utah is prepared to provide the most recent data available about the outcomes of the existing waiver.