Utah Department of Workforce Services

WIA

Annual Report

2008

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Utah Department of Workforce Services

- Kristen Cox, DWS Executive Director
- Kevin Crandall, Chair, State Council on Workforce Services (or SWIB)

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WIA Annual Report 2008

Table of Contents

Introduction 3

Statewide Highlights of The State and Regional Councils on Workforce Services 4
- Central Region 4
- Mountainland Region 4
- North Region 5
- Eastern Region 6
- Western Region 7

Eligibility Services Division 7

Workforce Development and Information Division 9

Office of Work and Family Life 10

The eREP Project 13

The Family Employment Program 14

General Assistance 15

Unemployment Insurance 16

Administration and Oversight of the Workforce Investment Act (WIA) Program 17

America's Recovery and Reinvestment Act 21

The Trade and Globalization Assistance Act 22

Refugee Services Office 23

Budget Summary 23

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 Relay Utah by dialing 711.
Spanish Relay Utah: 1-888-346-3162.

A large portion of Department savings has been realized through eliminating close to 100 positions through attrition, as well as by streamlining processes.

Introduction

Since last year's Department of Workforce Services Annual Report, more than 40,000 jobs were removed from the Utah economy, the state's unemployment rate rose from 2.5 percent to 6.0 percent, food stamp caseloads skyrocketed by over 33 percent, and the Department's budget was cut.

When the economy gets tough, DWS raises the bar. We find ways to do more with less.

As you read through this report, you'll see how we've responded to increased demand with limited resources. We have slashed administrative costs, streamlined business processes, consolidated resources, and identified better ways of meeting unprecedented customer needs without a corresponding increase in staffing or other resources.

A prime example of our efforts to do more with less is the establishment of a new Eligibility Services Division. This division brings together all eligibility functions previously administered by five regions and many state-level positions into a single, standardized organization. The consolidation will soon eliminate close to 100 positions through attrition. During this transition, we've experienced a significant increase in our workload. Over the last year with the Food Stamp Program alone, the number of households served by the Department has increased by about 30,000, growing from 57,000 to over 87,000.

The past year has been fraught with unexpected downturns, and there are undoubtedly some rough spots ahead. We are confident, however, that the same entrepreneurial spirit will enable us to continue to do more with less, and to continue effectively serving our very broad, increasing customer base.

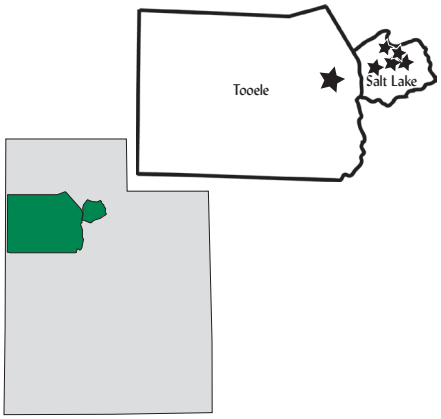
A change in the Statehouse, and a mandate from our new Governor to do more with less, will only strengthen our efforts to make the best use of taxpayer dollars during a time of critical need.

Statewide Highlights of The State and Regional Councils on Workforce Services

State Council on Workforce Services

The State Council on Workforce Services is tasked by state legislation to develop a plan to meet the workforce development needs of Utah's businesses. During fiscal year 2009, the State Council and Regional Councils met to develop workforce development strategies that help businesses and their workers compete in Utah's current and future economy. These strategies are led by forward thinking, innovative business leaders and are supported by education, workforce development and economic development partners.

The products developed by the State Council partners are designed to improve the skills of Utah's workforce to make our citizens and businesses more competitive in today's global economy.



Central Region Council on Workforce Services

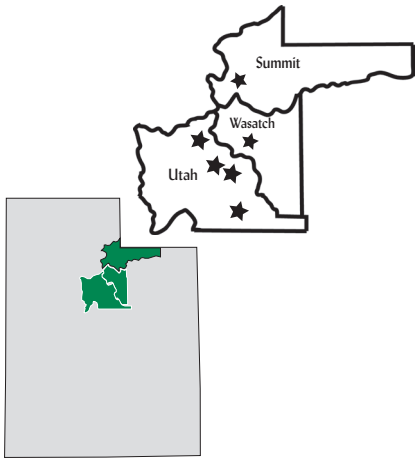
Salt Lake and Tooele Counties

In the face of a downward economy, the Central Region Council on Workforce Services recognizes the need to support and promote training and skill development opportunities for customers.

This past year, the Central Region Council sponsored two separate Training Provider fair events, which brought Training Providers together with Employment, Career, and Voc-Rehab Counselors in an effort to partner and understand training programs, which may increase their customers' marketability in a tight economy.

Also, the Central Region Council members answered the call of the Department of Workforce Services by offering more than 40 of over 200 Summer Youth Internship opportunities for disadvantaged youth. In addition, the Central Region Youth Council continues to address the high number of exempted students who drop out of school. The Council looks forward to expanding their efforts to additional school districts this upcoming year.

Finally, the Central Region Council raised the awareness of over 200 local business representatives by hosting two educational workshops on understanding the new immigration laws and e-verify system, which went into effect July 1, 2009.



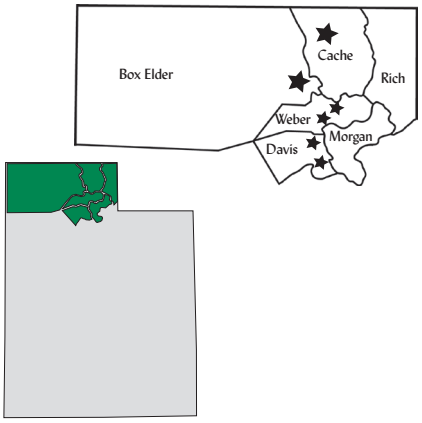
Mountainland Region Council on Workforce Services

Utah, Summit and Wasatch Counties

The Mountainland Region Council created a brochure and letter intended for all graduating students in our region for the 2009-2010 school year providing

tips and expectations of employers when hiring youth. A similar brochure will be prepared for youth who have or are contemplating dropping out of school. In the current economic climate, the council understands that we have more demand on our services with limited resources, and one way to stretch the funding is through forging local partnerships. In that vein, the council participated in a service project with Utah County Community Action bringing donations, whether cash or goods, for children in need. Members donated their time putting together sacks for children that contained snacks, hygiene items and a small toy. It was a very successful event and will become an annual tradition.

The Mountainland Region also had great success with the Summer Stimulus Internship Program, even exceeding our enrollment numbers. We were allotted 114 slots but were able to place 115 summer interns on worksites with employers. Employers have been very helpful working with many of our hard-to-serve customers and we do have many success stories of transitioning to full time employment for a number of youth.



North Region Council on Workforce Services

Davis, Weber, Morgan, Cache, Box Elder and Rich Counties

The Northern Region has two separate regional councils to ensure local needs are met: the Wasatch North Regional Council and the Bear River North Regional Council.

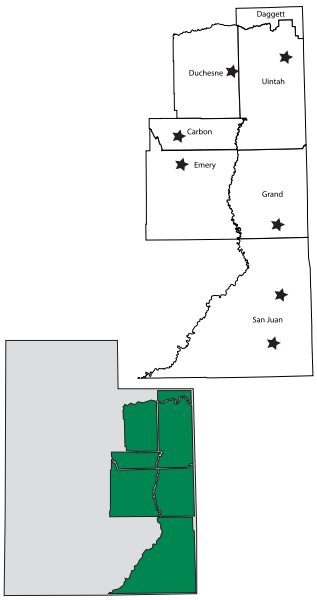
As with the other regions of the state, services to youth were a major focus of activity for the council.

The North Region has served 263 Out-Of-School participants and 235 In-School participants. The region achieved a 63 percent placement rate in employment or education and 42 percent for those attaining a degree or certificate. The assessment of our youth in the region has also identified gaps in service. In response, the council has developed a plan to mitigate deficits in basic skills in literacy and numeracy, and a plan has been drafted to address this across the region. In addition, 170 youth were enrolled in the Youth Summer Stimulus Internship Program, funded by the American Reinvestment and Recovery Act. These youth were placed on a paid internship that provided career exploration activities as well as the opportunity to learn work readiness skills.

The regional council continued its focus to address employer concerns that many job applicants lacked basic skills and critical technical skills by hosting a Healthcare Industry Round Table event and by creating a Healthcare Industry Taskforce.

The North Region conducted a very successful GED pilot program. The pilot classroom holds more than 30 students and has maintained full capacity

enrollment. A waiting list was established and active for most of the year. As of this report's publication, there were 53 graduates from the program, 35 students who obtained high school diplomas and 18 students who achieved a GED. Of the 81 customers enrolled into the classroom, only 28 withdrew prior to completion. Sixty-five percent of the customers enrolled in the program either obtained a high school diploma or a GED. North Region staff hold monthly celebrations to recognize the customers who have earned credits and/or have completed the program.



Eastern Region Council on Workforce Services

Daggett, Duchesne, Uintah, Carbon, Emery, Grand and San Juan Counties

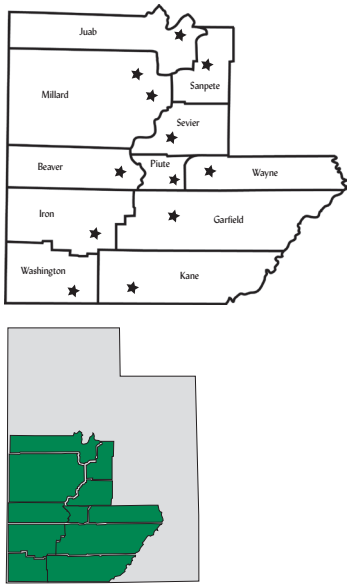
The biggest change in the Eastern Region of the Department of Workforce Services this year has been the implementation of the Eligibility Services Division. A key concept of the change has been to enable the workload to be 'portable.' Eastern Region and its Regional Councils support this concept as it allows our frontline workers to remain on the job, regardless of local caseloads, serving customers around the state. This again clearly demonstrates the Department's continuing focus on doing more with less. Portable workloads will support a lower turnover rate, reduce training costs, and also reduce costly mistakes and promote a more seamless and transparent delivery of services.

Uintah Basin Partnerships

A very successful program offered by the Department has been the incumbent worker training program. The Uintah Basin Applied Technology College applied for a grant through this program. The grant was used in part to help purchase a "well-simulator" that would be used in training oil and gas personnel in how to manage dangerous situations of high pressure in the drilling pipe that occur when a well is being drilled. Over the past 12 months, simulator training has been provided to several hundred employees of the oil and gas industry. The simulator is the only one of its kind in the Rocky Mountain Region, and is used by companies operating throughout the western states. Some companies have reported that within days of the training, a potentially dangerous situation occurred on a drilling site that was successfully managed because of the simulator training.

Southeast Partnership

The Moab Office of the Department of Workforce Services works closely with Energy Solutions in recruiting workers to remove the uranium tailings from where they are now located in Moab and in the Colorado River riverside. The project's size and manpower requirements were fairly large for a small community. Different recruitment activities were held to find skilled workers, heavy equipment operators and CDL-trained drivers. The project led to an increase in course offerings for CDL licenses, Hazardous Waste Operations and



Emergency Response certificates. Workforce Investment Act training funds provided through the stimulus grant have been very timely in assisting the training of drivers and operators.

Western Region Council on Workforce Services
Juab, Millard, Sanpete, Sevier, Beaver, Piute, Wayne, Iron, Garfield, Washington and Kane Counties

The Western Region Council and Youth Council supported simulated work-life environments called Reality Store Events at numerous locations throughout the region. Staging these Reality Stores was intended to attract Western Region youth and inspire enrollment in youth training programs. Region Council and Youth Council members organized the Reality Stores (created by the Business and Professional Women of Indiana) in four cities in the region: Fillmore, Richfield, St. George, and Cedar City. The Reality Store exposes youth to the responsibilities of adult living. During the two-hour simulation, each youth was randomly given an occupation, yearly and monthly net income, level of education, age, and family status. Some youth ended up single, others married with large families and some had no children. Some had high paying jobs and a college education while others did not finish high school and earned less than $1,000 per month. The youth visited each station to purchase a home, health, and life insurance, a vehicle, childcare, clothing, groceries, entertainment and travel, etc. Participants maintained a checkbook deducting their expenses from their salary for the necessities and luxuries of their adult lifestyle. The events were a huge success and the youth had fun while gaining valuable information.

Western Region filled all of the 61 positions slotted for the Summer Stimulus program quickly. Fifty-eight youth were on the worksite June 1, 2009. After filling Summer Stimulus slots, employment counselors chose the youth with the most barriers for youth internships under the regular WIA program. We put an additional 48 WIA youth on worksites from the regular WIA Youth program. In addition to obligating the $366,000 for Summer Stimulus Internships we obligated $220,000 in regular youth funds.

Eligibility Services Division

Since December, the Department has been aggressively working to consolidate its eligibility services operations into one statewide division. Essentially, DWS has launched one of the largest organizational restructuring efforts in the Department's 12-year history. The process of determining if customers qualify for financial assistance, food stamps, child care, or medical assistance—once performed regionally with multiple levels of oversight and several different approaches to service delivery—has now been merged into a single division with standard processes and one management structure.

Technology permits us to serve customers virtually. Applications can be completed online anytime, anywhere.

DWS officially launched its Eligibility Services Division on June 22, 2009. The threefold purpose in doing so was to achieve process improvement by implementing innovations in work design, managing more efficiently, and increasing the quality of services delivered to customers. In short, doing more with less.

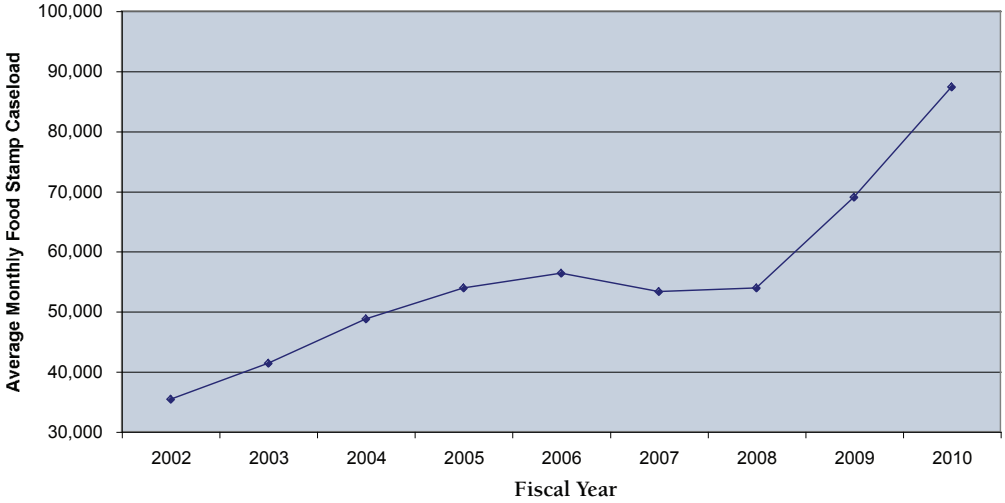
To get to the official implementation date, standard processes and procedures were developed and technology was utilized to connect the division to its customers and its workers. Additionally, a performance review team was developed to ensure quality and compliance to the division's service delivery model, its objectives with customer service, and its expectations to achieve the required level of program performance as expected by our federal partners.

Consolidating eligibility into a single division with its standard business model has reduced costs, aligned work processes, and created an opportunity for the Department to facilitate an efficient transition to eREP (Electronic Resource Eligibility Product). Additionally, it has better positioned the Department to absorb the increasing workload as a result of the current economy.

A large portion of the savings has been realized through eliminating close to 100 positions through attrition, as well as by streamlining processes. This has occurred despite a significant increase in workload. Over the last year with the Food Stamp Program alone, the number of households served by the Department has increased by about 30,000, growing from 57,000 to over 87,000.

The technology utilized by the ESD has permitted us to serve our customers in a virtual atmosphere. Between the online application and the division's call center environment, customers throughout the state that choose these options can apply electronically from anywhere and complete the application process

Food Stamp Caseload Trend



without leaving their home or having to come into an employment center. Additionally, the ability to serve our customers in a virtual environment supports the Department's efforts to maintain jobs in rural areas.

As DWS works to achieve the objectives it has established with the ESD, the Department will strive to deliver the highest quality of services to our customers by:

- Maintaining program integrity with the delivery of accurate and timely benefits.
- Providing multiple options to our customers for accessing services (i.e., electronically, in-person, through community partners).
- Maintaining specialized teams that serve the needs of specific customers such as our long-term care customers, our customers receiving financial assistance, and our customers with limited English proficiency.
- Maintaining out-stationed eligibility staff in health care facilities.

Workforce Development and Information Division

Workforce Information activities included meeting the deliverables of all five of the Bureau of Labor Statistics programs (QCEW, CES, LAUS, OES, and MLS) and the Workforce Information grant issued by the Employment and Training Administration of the U.S. Department of Labor. In addition to the yearly grant deliverables, this unit has enhanced the delivery of labor market information to the state of Utah by developing or updating many publications and web tools for our various customers. These include, but are not limited to, the creation of the transferable skills module; redesigning FirmFind; publishing the bi-monthly Trendlines Magazine, the quarterly Workforce News (eight regional versions), the Teen Career Guide, and the Utah Occupational Outlook. Our economists gave more than 45 presentations and trainings to audiences ranging from legislative subcommittees, to DWS employment counselors, to realtor associations. In response to demand for a single-point source of the most current county economic information, the economists of the unit created Current Economic Snapshots, which are web-based two-page flyers with summary data for each of the 29 Utah counties and the state. The Workforce Information unit also contributed to the Economic Report to the Governor.

Workforce Information has contributed to the work of other divisions and departments, such as: the incumbent worker training program, education cluster acceleration initiatives, Governor's Office of Economic Development cluster analysis, economic development site selection, identification of stimulus occupations for training funds, and 21st Century Workforce discussions.

Additionally, the unit conducted a special study for the Salt Lake Chamber of Commerce pertaining to the economic impact of immigrant workers in the Utah labor market.

Workforce development activities included partnerships that provided six industry-based career events for more than 9,000 public school students, introducing them to a variety of skilled occupations in high growth and emerging industries. Three employment events were hosted with attendance of more than 6,000 job seekers interacting with over 30 employers per event. Division staff continues to work closely with the State Council on Workforce Services and multiple industry and academic partners to develop proposals for stimulus and other grant opportunities. In collaboration with the Governor's Office of Economic Development, Workforce Development staff is active in the maturing of the Workforce Innovation through Regional Economic Development (WIRED) initiative, which has funded new Biotechnology curriculum and opportunities for students at both the public and higher education levels. Staff assisted with two new teacher professional development events this year, the first Construction Super Tour and the first Health Sciences Super Tour along with the annual Energy Super Tour.

Workforce development also included further development of a skills project for educators providing training for education, government and community partners on eSkills and other Department information. Staff has worked in partnership with other divisions and departments regarding WorkKeys, workplace readiness skills development, apprenticeships, refugee employment, renewable energy, occupational clusters with the Governor's Office of Economic Development, the Summer Student Internship Program and other stimulus grant activities.

Office of Work and Family Life

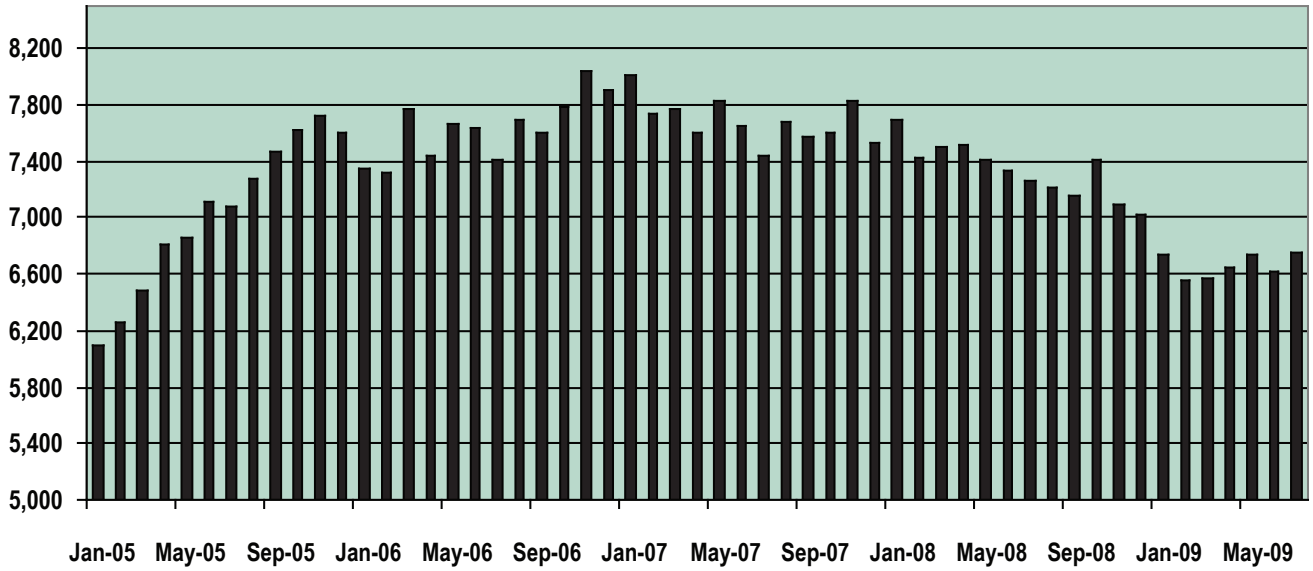
The Office of Work and Family Life (W&FL) combines the Office of Child Care, the Utah Healthy Marriage Initiative and the Utah Work/Life Awards. W&FL supports families by helping them provide stable homes and access quality childcare and after school programs. It also helps companies to retain and recruit employees by recognizing those with the best workplace practices.

Office of Child Care

- Child Care Assistance Program

  In an effort to keep families working, the childcare assistance program is designed to help subsidize low-income families with their childcare expenses.

Total Number of Families Receiving Child Care Assistance



- Family Friend and Neighbor

  Legislation was passed in the spring of 2008 giving DWS authority to conduct background checks on unregulated providers receiving money from DWS through the childcare assistance program. From July 1, 2008 through June 30, 2009 over 3,000 unregulated providers and their household members had background checks. There was a 17 percent denial rate as a result of providers or household members not passing the background checks.

Elementary-Age and Teen Programs

- Elementary-Age Programs

  The elementary-age after school programs provide quality extended learning and life enrichment activities with staff trained to develop the social and emotional growth of youth. W&FL provided funding for 70 after school and 11 summer programs, serving more than 11,000 youth in elementary-age programs.

- Teen Programs

  The teen programs focus specifically on two or more of the following components: prevention of pregnancy/sexually transmitted infection, tobacco/drug/alcohol abuse, violence/gang affiliation, and career exploration, healthy body/lifestyles, financial literacy, and healthy interpersonal relationships. W&FL provided funding for 38 programs, serving more than 1,100 teens in after school programs everyday.

Baby Steps Project

The Baby Steps Project provides grants to child care centers to pay for materials, equipment, and staff training for those who care for infants and toddlers. The goal of the grant is to help centers increase the quality of care for children age two and younger. W&FL provided funding to 87 centers with 84 being successful in increasing their program quality.

Child Care Resource & Referral

W&FL provides funding to six Child Care Resource and Referral (CCR&R) agencies in Utah. Each CCR&R maintains a comprehensive childcare provider database to assist parents in finding free child care referrals. This past year, 10,848 referrals were given to parents requesting childcare.

Professional Development

W&FL contracts with Salt Lake Community College to oversee the Child Care Professional Development Institute (CCPDI). This past year a uniform Basic Child Care curriculum was created that provides continuity to new child care providers throughout the state and supports state licensing rules. Through CCPDI, 61,557 hours of training were given to childcare providers.

StrongerMarriage.org

Utah Healthy Marriage Initiative

The Utah Healthy Marriage Initiative focuses on helping people form and sustain a healthy and enduring marriage by promoting and providing marriage education services, resources, and training. The initiative fulfills the purposes of the federal Temporary Assistance to Needy Families program, which includes the formation and maintenance of two-parent families. This past year, the Utah Marriage Handbook was created and distributed to county clerks offices for those applying for marriage licenses and to Adult Roles high school teachers to use them with more than 2,000 students. A media campaign was put in place with new branding to raise public awareness on the importance of marriage. The campaign has, so far, tripled hits to the web site and requests for the Utah Marriage Handbook.

Utah WORK LIFE Awards
Utah's Best Places to Work

Work/Life Awards

The Work/Life Awards recognize companies that understand and address the needs of their employees. Twenty-five companies across the state won the "Best Places to Work in Utah" award. Four of the twenty-five companies have won for at least five years of the eleven-year history of the award. For more than 50 percent of the winners, it was their first year being nominated. Nominations for next year will be open in January 2010.

eREP activities this year shifted from majority technical to majority operational.

The eREP Project

The Electronic Resource and Eligibility Product (eREP) is an enterprise automation system that integrates eligibility functions for more than 60 state and federal programs. It is replacing Utah's 20-year-old Public Assistance Case Management Information System (PACMIS). Workforce Services is the managing partner of the eREP system, working jointly with the Department of Human Services, Department of Heath and the Division of Technology Services.

The design, development and implementation of eREP has been a multi-year project. The following are key project milestones:

- October 2003 – Utah Cares implementation. Utah Cares is a resource and referral web site for citizens to access information about state services and community-based organizations for basic needs such has housing, food, child care, transportation and financial assistance information.
- April 2004 – InfoSource implementation. InfoSource is an online resource for citizens and caseworkers to access eligibility policy.
- February 2007 – Utah Helps implementation. Utah Helps is an on-line application that allows citizens to apply for services 24/7.
- October 2007 – Development phase of Eligibility Module completed. The Eligibility Module is the core of the eREP system. It captures evidence, determines eligibility through rules, calculates benefits, and provides correspondence, case reviews and overall case management functionality.
- October 2007 – Customer Directory implementation. Customer Directory is a high-level directory across multiple state systems that integrates customer data and avoids duplication of services.
- August 2008 – Eligibility pilot begins in DWS American Fork office.
- October 2008 – First benefits are issued out of eREP system.
- June 2009 – More than 5,000 cases in eREP system.
- August 2009 – Department of Human Services programs (Foster Care and Subsidized Adoption) fully implemented statewide.
- October 2009 – Department of Heath programs (CHIP, UPP and PCN Medical cases) converted statewide

The focus of the project after the development phase has been rigorous system testing followed by actual production testing. This has helped to ensure the

system is capable of supporting added volume and additional functionality into a production environment. It has also provided valuable feedback from actual system users that have been used to help fine-tune the system in preparation for the bulk of the statewide conversion.

This year, project activities have shifted from majority technical to majority operational. Building on the lessons learned from production, a roll out schedule has been developed for the Eligibility Services Division that covers areas such as staff training, conversion and system support.

Production experience to date has shown the eREP system to be much more accurate than the PACMIS system. In addition, customers are able to access services much easier through the online Utah Helps application.

Innovative programs under FEP include a pilot project targeted to youth called "Inve$t in You."

The Family Employment Program

The Family Employment Program (FEP) provides financial assistance and employment services to all eligible parents with dependent children residing in their home. The purpose of the Family Employment Program is to empower families to increase their income and become financially independent through employment, child support, and/or disability benefits.

The FEP program is funded through the U.S. Department of Health and Human Services, Temporary Assistance for Needy Families (TANF) grant. The Federal government provides Utah with guidance as to what FEP customers must do in order to receive FEP money.

Our compliance with these guidelines ensures we continue to receive funding for our program.

Every parent works with an employment counselor to write an employment plan with activities that will help the parent reach the goal of supporting the family on his or her own.

The Utah Department of Workforce Services has several innovative programs under the Family Employment Program to reach specific target groups of customers. One such project is targeted to youth; a FEP High School/GED completion pilot project called "Inve$t in You" was implemented in the fall of 2008.

Under this project, two pilot sites were developed and continue to be pilot locations. In Ogden, Employment Center customers attend the Lewis School in a self-contained classroom. In Salt Lake City, customers attend at the Salt Lake Community College Skills Center. DWS employment counselors are housed on site to provide case management and supportive services where incentives for progress and completion can be earned. A total of 180 customers have enrolled in the pilot program and nearly 40 percent have achieved their goal of

completion, including those currently enrolled. To enhance employability in demand-driven occupations, participation in additional education or training is encouraged.

The Transitional Cash Assistance Program, which is in its third year, is designed to reduce the number of families who leave FEP with jobs but return and receive financial assistance. Since the program was implemented in February 2007, more than 3,072 customers have benefited from this service.

General Assistance

Utah's General Assistance program has been significantly redesigned to meet cuts in funding. In May 2009, a group comprised of community advocates, DWS managers and front line staff met for three full days to review the entire program. The group reviewed how services have been offered and what changes needed to be made. The goal of the group was to reduce administrative costs by redesigning the program to provide appropriate services to customers in the most efficient manner.

The General Assistance Program still services single and married adults with children.

We will continue to scrutinize the program very carefully each month to ensure that customers are being served well and that we are staying within the budget allocated by the legislature.

Some of the most significant changes that went into effect on August 1, 2009 include:

- GA customers are now slotted into one of two tracks.
- Customers with impairments that will last 12 months or longer are placed on the long-term track. Customers on this track will be assigned to a specialist who will assist them with the application process for long-term disability benefits (SSI/SSDI).
- Customers with impairments that will last less than 12 months will be provided with referrals and resources to help them with re-entry into employment. Case management on these cases will be very light touch.
- Time limits have been reduced from 24 months in any 60-month period to 12 months in any 60-month period.
- The minimum length of impairment has changed from at least 30 days to at least 60 days.
- The Working Toward Employment program has been suspended.

The form used to verify a physical or mental impairment has been simplified. Instructions and a copy of the new form was sent to all health care providers that submitted billing for completion of the old form within the last year.

The application process for GA has also been simplified. All evidence of eligibility, including the evidence of impairment, goes to the eligibility specialist. The eligibility specialist can make a decision and issue an initial benefit before the customer meets with an employment counselor. This pathway eliminates several handoffs for our customers and staff.

The GA program still serves single and married adults without children. However, eligibility for married individuals who are living together will be determined independently. Each individual must meet the disability and time limit criteria separately to be included in the grant.

DWS' Division of Adjudication was awarded for attaining the top performance in issuing timely and high-quality appeals decisions on UI cases.

Unemployment Insurance

Unemployment Insurance (UI) pays a weekly benefit to eligible unemployed workers. Benefits are funded by quarterly contributions paid by employers. Unemployment insurance lessens the burden of unemployment for the worker by maintaining the unemployed worker's purchasing power, thereby preventing the spread of unemployment and retaining skilled, experienced workers for local area employers.

Utah experienced an unprecedented 228 percent increase in benefit payments in FY 2009. Several additional federal unemployment programs were implemented this past year. The Emergency Unemployment Compensation (EUC) program, which provides UI claimants up to an additional 20 weeks of federal benefits after they have exhausted regular state UI benefits, was implemented in July 2008. The Federal Additional Compensation (FAC) program, which provides an additional $25.00 per week of federal benefits to all UI claimants, was implemented in March 2009. The UI division's highly automated systems allowed the Department to quickly and accurately implement these enhanced federal benefits with minimal negative impacts on unemployed Utah workers.

Improving the security of our service delivery and achieving even greater efficiencies through technology and process improvement continued to be a major focus this past year. This strategy has served Utah citizens and employers well; Utah continues to rank as one of the top states in the U.S. Department of Labor's core performance measures.

Utah continued to focus on enhanced compliance efforts to help safeguard the unemployment trust fund. Such efforts contribute to lower unemployment tax rates for Utah employers. Although Utah paid record amounts of state UI benefits this past year, we continue to be ranked as one of the top five states with respect to UI trust fund solvency.

The claimant or the employer may appeal any unemployment insurance decision issued by DWS. Also, customers who were denied public assistance and training services also have a right to appeal a decision to the Division of Adjudication Appeals Unit. In January 2009, the U.S. Department of Labor

recognized the Utah Division of Adjudication by presenting an award for attaining the top performance in issuing timely and high-quality appeals decisions on UI cases.

Administration and Oversight of the Workforce Investment Act (WIA) Program

Evaluations of DWS

DWS conducts a variety of evaluations such as internal audits, program performance reviews, case edits, and contract monitoring as determined by the DWS Executive Director or the Governor. The outcomes from these evaluations are to promote, establish and implement methods for continuous improvements in the efficiency and effectiveness of all the activities reviewed.

Evaluations promote continuous improvements in the effectiveness of WIA activities.

Internal Audit

Internal audit examines and evaluates the adequacy and effectiveness of management control systems required by the various funding sources within DWS. The objective of this authority is to assist DWS divisions to meet program compliance and fiscal integrity according to Federal Regulations, Utah Administrative Rules and DWS policy.

Review and Monitoring

State program staff members review and monitor the program on an ongoing basis and work with regional program specialists when problems are identified. State program staff also work with a third tier editor on a quarterly basis to identify problem areas and any actions necessary for an appropriate correction.

Program Validation

State program staff members are tasked with the responsibility for program-related oversight and data validation functions within DWS, as it relates to federally-funded programs. The primary purpose of program monitoring within this Department shall be to assist management in the effective discharge of their responsibilities. State staff function as a team to provide objective and timely analyses and recommendations relative to activities reviewed.

Employment Counseling Case Edit Process

DWS has a formalized employment counseling case editing process. This process provides detailed programmatic oversight, and creates the data set to guide systematic continuous improvement. The additional data available as a result of this process allows the Department to prioritize service improvements.

Contract Monitoring

Contracts are monitored to include: compliance with statement of work, case file review, program and fiscal compliance reviews and a review of facilities to assure compliance of ADA requirements.

WIA Expenditure in Relation to Core, Intensive and Training Services

Utah has integrated one-stop and training programs for WIA, Wagner-Peyser, Trade, food stamps, Employment and Training and the Family Employment Program. This integration reduces duplication of effort and funding which maximizes these funding sources to reach the largest number of customers possible.

Utah clarified training policy in Program Year 2008 (PY08) to put more emphasis on utilizing financial aid resources to cover the cost of training, therefore, more WIA funds were focused on intensive/supportive services.

Unit Cost In Relation to Service Participation

Expenditure			Service Participation Duplicated Counts			Service Unit Costs		
Core	Intensive	Training	Core	Intensive	Training	Core	Intensive	Training
$1,200,000	$6,815,268	$4,327,038	362,000	76,587	23,505	$3.32	$88.99	$184.09

PY08 Program Expenditures

Program Activity	Program Activity Description	WIA Federal Spending	WIA ARRA Federal Spending	Total WIA Federal Spending
Local Adults*		$3,398,998	$182,691	$3,581,689
Local Dislocated Workers*		$3,342,252	$277,117	$3,619,369
Local Youth*		$3,534,334	$406,914	$3,941,248
Rapid Response		$663,622		$663,622
Statewide Required Activities				
	Miscellaneous Projects	$450,767		$450,767
	Incumbent Workers	$360,327		$360,327
Total of All Federal Spending Listed Above		$11,921,619	$866,722	$12,788,341

** WIA Federal Spending includes Local Administration expenses*

Individual Training Accounts for WIA eligible youth – Utah is currently working under an approved waiver to the exclusion and regulatory prohibition of using Individual Training Accounts (ITAs) for youth.

Waivers

The Department of Workforce Services recognizes the importance and flexibility waivers afford the Workforce Development System. In conjunction with the State Workforce Investment Board (SWIB), the following waivers are in operation.

Subsequent Eligible Training Provider – The Department is currently working under an approved waiver to postpone the implementation of the subsequent eligibility process for Eligible Training Providers.

- The benefit of this waiver to Utah is to allow Utah a larger pool of training providers for customer choice, which fosters increased customer engagement. The result is skilled customers entering the labor market with increased earnings and retention. Utah believes this is a direct link to meeting the negotiated outcomes.

- Incumbent Worker State Set-Aside Funding – Utah reserved the right to allow up to 50 percent of WIA Adult and Dislocated Worker formula funds to run an innovative Incumbent Worker Training Program.
    - The benefit of this waiver to Utah is it allows the flexibility to utilize funding to meet the current economic demand of the state. When the unemployment rate and demand for individualized training is low, but the pressure on businesses looking for qualified workers is high, the flexibility of this waiver allows Utah to adjust funding and meet the demand of both the business community and workers. These factors were not apparent in PY08, therefore, this waiver was not utilized.
- Individual Training Accounts for WIA eligible youth – Utah is currently working under an approved waiver to the exclusion and regulatory prohibition of using Individual Training Accounts (ITAs) for youth.
    - The benefit of this waiver to Utah is the use of ITAs for this population will provide more flexibility in service delivery. The real-life informed decision-making involved in using ITAs and the Eligible Training Provider list provides eligible youth with the experience of responsibility that is so necessary as they transition to adulthood. Utah believes this waiver provides a direct link to youth entering employment and/or obtainment of a certificate or degree.
- One hundred percent transfer between WIA Adult and WIA Dislocated Worker funding streams – Utah is currently working under an approved waiver to grant the State Workforce Investment Board (SWIB) the ability

to transfer up to 100 percent of each program year allocation between the Adult and Dislocated funding streams.

  - The Department has found this additional transfer allowance to be beneficial in local planning and in meeting service needs of the community. It further enhances Utah's ability to address workforce needs within the state. A specific example of when this waiver has been beneficial to Utah is when increased numbers of dislocated workers seeking training services and current funding levels are unable to support this increase.

- Reporting Performance Outcome Measures for Workforce Investment Act Title I; Wagner Peyser Act (Labor Exchange); Jobs for Veterans Act of 2002 (Title 38 USC); and Trade Act – Utah is currently working under an approved waiver to enable Utah's workforce development partners to implement the six (3 adult and 3 youth) new common performance measures and waive the requirement to report on the seventeen (15 core and 2 customer satisfaction) indicators of performance for employment and training activities.

  - The benefit of this waiver to Utah is to simplify and streamline the performance accountability system that is an integral part of a reformed workforce development system. Without this waiver, the state would be required to report on the original 17 as well as the 9 common measures. By allowing this waiver, the case managers can directly focus on the common measures versus the additional 17. The ability to focus only on the common measures ensures a greater probability of success.

A variety of activities statewide include Youth Leadership, Transition to Adult Living, Benefits Planner, and more.

Statewide Activity

The Department of Workforce Services prioritizes the services and activities supported by statewide activity funds annually. PY08 activities include:

Choices – Online based career assessment used by core, intensive and training customers.

Job Vacancy Survey – Used to gauge the current demand for labor and characteristics of current job openings in Utah. The JVS helps job seekers identify occupations in demand and helps employers recognize the existence of skill shortages and labor gaps. Employment counselors utilize this information during career counseling opportunities with customers directing them into demand occupations, which leads to a higher probability of entered employment.

Incumbent Worker – Utah operated a successful Incumbent Worker Training Program in PY08, serving fifty companies and training 2,601 Utah employees,

which are counted as participants. Of those, 2,193 have completed their training, these individuals will be included in the negotiated outcome measures. Preliminary look at performance indicates an 83 percent retention rate for the employees trained.

Youth Leadership – Youth conducted leadership development/citizenship projects in communities in each region. Youth gain additional knowledge and skills to assist them in determining their career focus. Focusing on career opportunities can lead to a higher probability of entered employment, higher education or military involvement.

Transition to Adult Living, Youth Summit – Statewide funds support Utah's Transition to Adult Living (TAL) partnership Youth Summit, which provides high risk youth a chance to focus on education, job training, employment, and other resources.

Benefits Planner – Partnership with Vocational Rehabilitation for recipients of SSI/SSDI who are interested in entering or re-entering the workforce. The Benefits Planner (CWIC) analyzes the impact employment would have on the recipient's benefits, assisting them in making an informed choice.

During the past year, 7,081 workers were provided with Rapid Response assistance.

State Dislocated Worker Unit

The State Dislocated Worker Unit (DWU) provides Rapid Response early intervention assistance to companies facing layoff or closures, receives written notification of layoffs and closures as required under the Worker Adjustment and Retraining Notification Act (WARN), and under the Trade Adjustment Assistance Act (TAA) assists companies and impacted workers petition DOL for certification for reemployment and retraining funds.

During July 1, 2008 through June 30, 2009, the DWU provided Rapid Response assistance to 98 companies impacting 7,081 workers. Of the 98 companies, 61 were the result of company layoffs and 37 were the result of company or unit closures, with 28 companies issuing notification under the Worker Adjustment & Retraining Notification Act (WARN). Trade Adjustment Assistance Program (TAA) petitions were submitted on behalf of 6 companies, one company was certified under TAA of 2002 and one company was certified under TAA of 2009, with four petitions pending determination.

America's Recovery and Reinvestment Act

The America Recovery and Reinvestment Act (ARRA), was signed by President Obama on February 17, 2009, with the intent to preserve and create jobs, promote the nation's economic recovery, and to assist those most impacted by the recession. With the additional workforce funding provided in the ARRA, Utah immediately began planning and strategizing the delivery of the stimulus funding to those most impacted. In order to meet the implementation date of May 1, 2009, the following activities occurred:

- In a partnership between DWS, Higher Education, Public Education, Economic Development, the U.S. Department of Housing and Urban Development, Community Based Organizations, Utah's Energy Program, State Workforce Investment Board and employers, Utah created a stimulus occupations list. This list has been used by all of the partners to focus ARRA funding towards these identified occupations.
- Policy and procedures developed.
- Utah's case management system updated to accommodate and track ARRA customers and funding.
- Summer Youth Employment Opportunities (SYEO) worksites developed.
- SYEO eligibility completed and participants enrolled.
- SYEO internships began June 1, 2009 with the goal of serving a minimum of 716 participants.

The Trade and Globalization Assistance Act

The Trade and Globalization Assistance Act was signed into law on February 16, 2009 and reauthorized the Trade Act program for workers. Funded by the U.S. Department of Labor, the new Act provides for expanded eligibility, increased accessibility and benefits and new funding and reporting requirements. Changes to the program include:

- Inclusion of service industry workers eligible for trade benefits.
- Increase in training funds available and expansion of training time limits to a maximum of three years and an increase in the income support allowance to assist workers during training.
- Creation of a Reemployment Trade Adjustment Assistance program designed for older workers who choose to go back to work rather than retraining to supplement their wages.
- Increased training opportunities to workers still employed but threatened with layoff.
- Creation of community-based grants for trade-impacted communities to increase training capacity.

More than 600 workers were served in DWS Employment Centers under the Trade Act in 2009 and more than $2 million in training dollars were allocated to assist workers in returning to work as soon as possible.

The Trade Act program continues to see an increase in activity and many workers are receiving training and reemployment services to obtain skilled employment.

Refugee Services Office

The Refugee Services Office has instituted intensive case management for all Utah-based refugees who have been in the United States for less than two years. Services are provided through the International Rescue Committee, Catholic Community Services, and Asian Association of Utah. This system is the foundation upon which all other services for refugees in the state are based.

Several new initiatives have been implemented this past program year. A tenant-based rental assistance program for 100 single parent families with children under 18 and which meet income eligibility standards has been instituted. It is administered on behalf of the Refugee Services office by the Housing Authority of Salt Lake County. Participants only need spend 30 percent of their income on rent, allowing them disposable income for the first time in the United States.

Four refugee community organization capacity-building grants were awarded in 2008. The yearlong grants allow the recipients—Liberian, Burmese, Burundi, and Somali Bantu organizations—to develop their organizational capacity and to provide necessary social services to their communities. Refugee community capacity-building grants for 2009 have been announced and will be awarded in the fall 2009.

The Refugee Services Office, in partnership with Salt Lake Community College, developed and held a course for refugee community leaders on community organizing, nonprofit management, and leadership. Eighteen leaders representing nine refugee communities participated in the 42-hour course.

The Refugee Services Office hired an employment specialist to coordinate community refugee employment efforts.

Budget Summary

Our nation's financial crisis has had a negative impact on the Utah economy and state revenue. Unemployment in the state has risen along with the need for support services such as food stamps and Medicaid, at the same time that state revenue is dropping. Due to the state's economic situation, state agencies, including Workforce Services, had their budgets reduced during a special legislative session in September 2008 and again during the 2009 General Session. National stimulus funding provided additional dollars for client payments and some services but no relief to the state funding and administrative challenges within the Department.

In state fiscal year 2009, total DWS expenditures nearly doubled over SFY 2008 to more than $1.028 billion. Of this total, more than $820 million was spent in direct benefits and assistance to DWS customers, including more than $499.7 million in unemployment insurance (UI) benefits paid, a 221.8 percent increase

from 2008. This increase continues the trend started in 2008, reflective of the national economic trend. At the end of FY 2008, Utah's unemployment rate began rising, but was still one of the lowest in the nation. Other Department program caseloads began rising during the second half of the year in Food Stamps, Children's Health Insurance Program and Medicaid.

Food stamp benefits paid were $218 million, a 51.45 percent increase from 2008. Financial assistance TANF payments were $36.4 million, which reversed a declining payment trend with a 21.1 percent increase over SFY 2008. Childcare payments declined to $42.3 million, a reduction of 8.92 percent reflecting the decline in the job market. Federal formula changes continue to decrease the WIA federal funding in FY 2009.

Agreements at the end of FY 2009 enabled DWS to offset $15.7 million of State funding to continue Food Stamp, Medicaid and some reduced State funded programs.

Of the overall DWS budget, 93.0 percent was from federal and unemployment insurance trust funding sources. The percent increase in FY 2009 is primarily due to the significant increases in benefit payments for food stamps and Unemployment Insurance. Additional federal dollars from the American Recovery and Reinvestment Act (ARRA) stimulus funding also added to the federal share of the Department's budget.

For FY 2009, the base grant for UI was increased more than $700,000, reflective of the rising unemployment insurance payments. For TANF, Utah was again able to qualify for the caseload reduction credit, which historically reduces the state funded Maintenance of Effort (MOE) requirement by 5 percentage points.

Approximately $1.9 million was spent to finish the development of the Electronic Resource and Eligibility Product (eREP). The program provides basic eligibility-related functionality, expanded to include specific requirements for the Departments of Workforce Services, Health, and Human Services. All three departments were involved in the development of the system. The major expenses now are implementation and conversion to the system from PACMIS and funded through the cost allocation system. This phase is expected to last through FY 2010.

DWS spent $10.24 million for state-funded programs including the General Assistance Program. The General Assistance Program expenses were $6.09 million for FY09. Included in the state-funded programs allocation was a Department funding supplement for CHIP of $197,000 General Fund in addition to the contracted allocation.

Caseload increases have shifted funding requirements from federally-funded programs to programs that require a state fund match such as food stamps and Medicaid. The Department addressed the funding shift by establishing Memoranda of Understanding with public and private organizations to use qualified activities as part of the state's maintenance-of-effort funding

requirement. By the end of FY 2009, agreements enabled the Department to offset $15.7 million of state funding to continue food stamp, Medicaid and some reduced state-funded programs.

DWS Budget Summary

Category	Program	$ Amount	Percent of Category	Percent of Total
FEDERAL FUNDS[1]	TOTAL	$956,989,570	100.00%	93.01%
	Unemployment Insurance	525,830,192	54.95%	51.11%
	Workforce Investment Act	12,898,562	1.35%	1.25%
	Wagner Peyser/Employment & Training	6,593,724	0.69%	0.64%
	Other Department of Labor	8,335,716	0.87%	0.81%
	SNAP / Food Stamps	242,323,123	25.32%	23.55%
	TANF	82,668,585	8.64%	8.03%
	Child Care Development	41,836,866	4.37%	4.07%
	Refugee Services	6,100,877	0.64%	0.59%
	Medicaid	23,768,451	2.48%	2.31%
	Children's Health Insurance	3,145,387	0.33%	0.31%
	Primary Care Network	2,453,307	0.26%	0.24%
	eREP Federal Matching Funds[3]	1,019,780	0.11%	0.10%
	Social Services Block Grant	15,000	0.00%	0.00%
STATE FUNDS[2]	TOTAL	$68,287,936	100.00%	6.64%
	State Funded Programs/Gen. Assistance	10,245,232	15.00%	1.00%
	SNAP/Food Stamp Match	23,695,491	34.70%	2.30%
	TANF MOE	6,248,258	9.15%	0.61%
	Child Care MOE	4,498,244	6.59%	0.44%
	Medicaid Match	23,768,451	34.81%	2.31%
	Primary Care Network Match	2,453,307	3.59%	0.24%
	eREP Matching Funds[3]	845,866	1.24%	0.08%
	Reed Act Distribution	227,061	0.33%	0.02%
	Other State Funds[4]	(3,693,974)	-5.41%	-0.36%
Dedicated Credits		$3,635,739	100.00%	0.35%
TOTAL	**ALL FUNDING SOURCES**	**$1,028,913,245**	**100.00%**	**100.00%**

[1] *Includes Tobacco Settlement Funds (CHIP) along with SNAP (Food Stamp) and UI Client Payments.*

[2] *Includes Reed Act distribution, State-wide Cost Allocation amount and Nonlapsing Balance.*

[3] *Funding sources are Food Stamp and Medicaid funding.*

[4] *Includes Refugee Capacity Building, State-wide Cost Allocation Amount and Closing Nonlapsing Balance.*