



# State Workforce Investment Board Meeting

April 14, 2011  
1:00 – 3:00 p.m.

Department of Workforce Services  
1385 South State Street, Salt Lake City  
Conference Room 157

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**State Workforce Investment Board**  
aka **State Council on Workforce Services**

April 14, 2011

Department of Workforce Services  
1385 South State Street, Salt Lake City  
First Floor – Conference Room 157

1:00 – 3:00 p.m.

***AGENDA***

- I. **Welcome and Opening Business** ..... Paul Jackson  
Acknowledgements  
New Members: Wesley Smith, Director of Public Policy, Salt Lake Chamber of Commerce  
Robert O. Brems, President, Utah College of Applied Technology (UCAT)  
a. Approval of January 13, 2011 Minutes
- II. **Area Council Chairs' Recognition** .....Kristen Cox/Paul Jackson
- III. **DWS Briefing**..... Kristen Cox
- Legislative Actions & DWS Impacts.....Geoffrey Landward
  - DWS Fiscal Situation & Operational Excellence
    - o Theory of Constraints/Throughput Operating Strategy (TOC/TOS).....Steve Cuthbert

***ACTION ITEMS and COMMITTEE REPORTS***

- IV. **Youth Council Report**.....Marie Christman
- a. RFP Progress
  - b. Service Area Youth Activities & Leadership Development Projects
- V. **Operations & Performance Committee Report** .....Joe Christopher
- a. WIA Training
  - b. Training Provider Approval
  - c. SWIB Guiding Principles
- VI. **State Plan (WIA/Wagner Peyser)** ..... Rachael Stewart

***INFORMATION ITEMS***

- VII. **Utah State Office of Education (USOE) K-16 Report** .....Mary Shumway  
State Director, Career & Technical Education, State Office of Education
- VIII. **Utah Cluster Acceleration Partnership (UCAP) Overview**..... Cameron Martin  
Associate Commissioner, Utah System of Higher Education
- IX. **Chairman’s Remarks**
  - a. SWIB Grants Process
    - Career Pathways Innovation Grants
- X. **New Business**
- XI. **Public Comment**

***ADJOURNMENT***

Meeting Schedule: July 14, 2011, October 13, 2011, and January 12, 2012

**State Workforce Investment Board Meeting**  
 Associated General Contractors of Utah – 2207 S. 1070 W. SLC  
 Minutes  
 January 13, 2011

**Members Present:** Paul Jackson, Chair, Randall Bennett, Marty Kelly (for Larry Shumway), Don Uchida, Gary Wixom (for William Sederburg), Rich Thorn, Rebecca Little, Joe Christopher, Sandy Phillips, Daniel Marriott, Connie Nielsen, Gifford Briggs, Ken Davey, Bill Crim, Richard Kingery, Seve Salazar (for Don Salazar), Melissa Smith

**Members Excused:** James Judd, Stanley Ellington, Bruce Rigby, Randy Welsh, Dr. David Sundwall, Marie Christman

**DWS Staff:** Diane Lovell, Jon Pierpont, Randy Hopkins, Steve Leyba, Lorri Economy, Craig Stewart, Jane Broadhead, James Whitaker, Karla Aguirre, Rachael Stewart, Brent Newren, Dave Lewis, Cassy Hahn, Kristen Floyd, Shelly Ivie, Bob Gilbert, Julie Lay

**Guests:** Rob Brems, Norman Thurston, Juan Pelaez-Gary, Wesley Smith, David Squire, Corrie Hout, Kevin Emerson, David Heier

Agenda Item	Discussion	Action
Welcome and Opening Business  Utah's Economic Snapshot  DWS Briefing	<p>Paul Jackson, Chair welcomed the group and introductions were made.</p> <ul style="list-style-type: none"> <li>• Paul introduced today's host and State Workforce Investment Board member, Rich Thorn, President/CEO of Associated General Contractor's of Utah (AGC), a commercial trade association connected with 35,000 companies. Their members push 85% of Utah's commercial building;</li> <li>• Paul introduced new member, Daniel Marriott. Daniel is the President of Spectra Symbol Corporation, a family business that has been around about 30 years, has 45 employees and makes specialty sensors for the automotive and medical field;</li> <li>• The SWIB still has openings for both large and small employers. Applications are available online;</li> <li>• Joe Christopher recommended Meeting Minutes be distributed earlier.</li> </ul> <p>Jon Pierpont, DWS Deputy Director reported the following:</p> <ul style="list-style-type: none"> <li>• DWS continues to be under a tremendous amount of stress, recently processing more than 25,000 new applications;</li> <li>• Primary Care Network (PCN), which held open enrollment in November, generated 35,000 new</li> </ul>	<p>Don Uchida motioned the 10/14/2010 meeting Minutes be accepted as written, Joe Christopher seconded the motion and the motion carried.</p> <p>Mark Knold's presentation is attached.</p>

<p>Legislative Update</p>	<p>applications into our system;</p> <ul style="list-style-type: none"> <li>• UI's new extension is causing calls to UI to increase;</li> <li>• DWS has begun to meet with the Legislative Fiscal Analyst who has asked DWS to look internally for a 7-10% budget reduction. DWS will meet with the Social Services Appropriation Committee on January 19 to present and discuss options. The Committee includes Senator Allen Christensen, Representative David Clark, and Representative Brad Last. Although DWS has not discussed what role the board may have to assist, this group will be kept informed. Joe Christensen added many members have personal contact with this committee and want to help if they can.</li> </ul> <p>Jon introduced Geoffrey Landward, Legislative Analyst replacing Ally Isom, now the Governor's Deputy Chief of Staff. Geoff will serve a dual role as the Legislative Analyst and DWS General Council. Geoff reported the following:</p> <ul style="list-style-type: none"> <li>• DWS is running two bills: the first significantly reorganizes the Area Councils structure and regional (Economic Service Area –ESA) boundaries. Senator Pat Jones is sponsoring this bill and approval is anticipated.</li> <li>• The second bill, sponsored by Senator Curt Bramble is designed to make it easier for the Utah refugee community to obtain temporary drivers licenses. The Division of Drivers' Licenses would be responsible to transfer the tests into refugees' respective languages and, if the test is passed, the applicant will be issued a four-year temporary license. During this period, it is hoped the individuals would obtain transportation, employment and be prepared to take the test in English.</li> </ul>	<p>This information will be taken back to Kristen Cox.</p>
<p>Unemployment Insurance (UI) Update</p>	<p>Bill Starks reported the following on UI:</p> <ul style="list-style-type: none"> <li>• Although Utah's Trust Fund is solvent, it is steadily declining, as the tax rates remained low through 2010. It is anticipated it will decrease to zero then steadily climb back up. For those states that were not solvent, the Federal Government offered interest free loans. However, that program ended in December and has not been extended. Now, states that borrowed money have to start paying interest on loans. No news on forgiving these loans which are expected to reach \$70B;</li> <li>• Employer rates increased in December. Rates can increase due to the following: 1) the experience of that individual employer. Higher risk employers have a higher rate; 2) the social rate of that employer. High-risk employers increased from 600 to more than 5,000 in a short period of time;</li> <li>• New processes allow UI claimants to qualify under different provisions than in the past. Now, the last four quarters are considered;</li> <li>• DWS has several programs in place to assist unemployed individuals return to work including <i>Back to</i></li> </ul>	<p>Handout Attached</p>

<p>State Youth Council</p>	<p><i>Work</i>, which began in July 2010 and will run through June 2011. 412 employers have participated to date. Incentives were offered to these employers;</p> <ul style="list-style-type: none"> <li>• Online technology upgrades have taken place, like matching one’s background and skills with job orders employers are placing. The UI profiling system has been expanded. Approximately 500 job seekers are assessed each week and DWS won a DOL award for this assessment project.</li> </ul> <p>Jane Broadhead reported the following on behalf of Marie Christman, State Youth Council Chair:</p> <ul style="list-style-type: none"> <li>• In October, the WIA Youth Procurement Waiver Request was recommended by the State Youth Council and subsequently approved by the SWIB via electronic vote on 11/3/10. The waiver request was submitted to the Department of Labor on 11/4/10. Although 17 states have previously been approved, it is not likely DWS will receive approval. In December, an RFP Committee was formed to begin working on a statewide RFP boilerplate. There is language in the WIA regarding the SWIB’s role in the procurement process and Utah’s State Plan indicates that local or state council representatives will be included in the proposal review process. Area Chairs are asked to work with their ESA Directors if they wish to be involved in the process.</li> </ul>	<p>The final RFP recommendation needs to be determined at the April Meeting. Then, in May, electronic votes will be taken.</p>
<p>Operations &amp; Performance Committee</p>	<p>Joe Christopher reported the following from the Operations &amp; Performance Committee:</p> <ul style="list-style-type: none"> <li>• ESA Plans and project updates were discussed. The ESAs are prepared to make their transition on June 30, 2011;</li> <li>• The current training demand was discussed;</li> <li>• Paul Jackson discussed the <i>Guiding Principles</i>;</li> <li>• Karla Aguirre reported the Work/Life Flyer and application is available at jobs.utah.gov.</li> </ul>	<p>Applications are due by January 25, 2011.</p>
<p>WIA Training Overview</p>	<p>Rachael Stewart, WIA Program Manager, reported the following:</p> <ul style="list-style-type: none"> <li>• There are three categories of training within WIA: adult, dislocated worker, and youth (14-21). The total available funds for SFY2011 are just over \$16M. The funds are allocated across the nine economic service areas. Area Directors may work together to move monies. DWS is currently 18% expended and hopes to be 35% expended by June 30, 2011;</li> <li>• Training fund expenditures are under spent based on many factors, i.e., many customers are receiving UI benefits and it is rumored that ATCs are at capacity;</li> <li>• To increase enrollments, in November DWS administratively decreased the “enrollment barriers” priority range from 11 to 7. In the past, this type of action was brought to the SWIB for approval; however, time was of the essence, so after discussion with Paul Jackson, a decision was made to go</li> </ul>	<p>The Board will continue to be updated.</p> <p>A Draft State Plan will be distributed for comment the first part of April.</p>

<p>Healthcare Reform &amp; Utah's Health Exchange</p> <p>SWIB Guiding Principles</p>	<p>ahead and change it. Note, the State Plan Rules don't require SWIB approval. Moving this priority rage will help more customers qualify for training funds.</p> <ul style="list-style-type: none"> <li>• DWS is also looking at implementing paid internships to help move more customers into training. Many customers complete school but lack the experience to get a job. Board members suggested the ESA directors work with the public, homebuilders' associations, and contact those who distribute newsletters to get the word out about internships and OJT opportunities to employers. Rob Brems requested more information regarding ATC capacity.</li> </ul> <p>Utah must submit a State Plan to the Department of Labor by April 15, 2011.</p> <p>Norman Thurston reported the following:</p> <ul style="list-style-type: none"> <li>• Utah's Health Exchange has been open for a few months now. Last fall, it was opened for small employers. 1000 employees have joined in the first 13 days of 2011. There is unlimited capacity and the coverage is guaranteed issue;</li> <li>• A large employer system is being developed and should be implemented by Fall 2011.</li> </ul> <p>Paul reported the Governor's office has asked the SWIB to partner with industries on the Healthcare Reform Advisory Group. Although the task force has been created, there are still openings for two more members.</p> <p>David Squire, Utah Medical Educational Council led a discussion regarding the statewide shortage of primary care physicians. He reported Utah is 44<sup>th</sup> in the nation for producing new doctors. Medical school should not be confused with interns and residency. Utah trains about 800 per year with 150 entering the local job market.</p>	<p>More information and a summary of the proposed State Plan will be sent to the SWIB before the April 14 meeting</p> <p>Utah Health Exchange Overview Attached</p> <p>Area Directors should identify representatives to serve. A charter will be prepared prior to the April meeting.</p> <p>The draft Guiding Principles have been distributed. Comments should be sent to Paul.</p>
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<p>Public Comment</p>	<p>Karen Silver, SLCAP, Wasatch Front South Regional Council member reported she is commenting today in her role as an advocate. It is her understanding of the Federal rule that it is the responsibility of the SWIB to formulate the State WIA Plan. She is concerned that SWIB members aren't working with DWS staff to meet the April deadline. She is asking everyone to provide comments during the draft phase, so when the final form is distributed, there is a better understanding of the contents. She feels the plan is currently being rubber-stamped.</p> <p>Karen added she plans to ask the State Legislature for \$6M for eligibility workers, or to at least consider not cutting DWS' budget by 7-10%. Karen asked how much it costs the Department to do the Work/Life Award? This could be cut without a problem. DWS should not spend its scarce resources on this award.</p> <p>The meeting adjourned at 3:05 p.m.</p>	<p>Karen's comments/questions will be responded to.</p>
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## ***2011 Bills Impacting DWS Customers and Employees***

**Contracting for Medicaid Eligibility Determination Services (H.B. 174).** Requires the Department of Health and the Department of Workforce Services to study the prospect of privatizing the state's Medicaid eligibility determination system. We are required to report to the Legislature's Health and Human Services Interim Committee and to the Social Services Appropriations Subcommittee on the findings of the study, including pros and cons of privatization. This report is due no later than October 20, 2011.

**Medicaid Eligibility Simplification (H.B. 256).** Among other provisions, this bill expands the department's automated income and asset verifications.

**Workforce Service Area Amendments (S.B. 19).** Eliminates regional councils and officially recognizes our economic service areas. It provides the department needed flexibility within the economic service areas to meet employer-specific needs.

**Utahfutures.org (S.B. 305).** Creates a new steering committee and provides added expectations for Utahfutures.org. The intent is to ensure Utahfutures.org continues to improve and evolves with the needs and expectations of the education community.

**Refugee Driver's License Amendments (S.B. 47).** Allows refugees to take the driver's license test in their native language for the first time and gives them four years before they must renew their license and take the test in English. This will allow refugees to obtain the ability to drive soon after they arrive – a key to gaining meaningful and sustainable employment. The effective date is May 10, 2011.

**Career Service Amendments (S.B. 120).** Allows DWS to implement Employee Classification Schedule AW. Current DWS Schedule B staff will not be affected. DWS will use this new classification for certain temporary employees who are presently in an at-will status to provide them merit principles and grievance rights they do not currently have. Employees hired on and after the effective date will be classified as Schedule AW. We will also use Schedule AW for those who volunteer to participate in pay for performance programs. The effective date of the bill is May 10, 2011.

**State Agency and Higher Education Compensation Appropriations (S.B. 6).** Provides funding for most of the increased costs of employee medical and dental plans. Employee medical insurance premiums will move to a 90% employer/10% employee split (From 95/5 currently). Premiums have not yet been determined by PEHP. No funding was appropriated for wage increases.

**Department Financing/General Fund Appropriation for DWS.** Bottom line – our general fund appropriation was reduced from \$63.1 million to \$59.4 million. The administration line item was reduced by \$97,000. The operations and policy line was cut by \$3.4 million. We did receive an appropriation from the Special Administration Fund of \$2.7 million for WDD employment projects, \$1.5 million for Met Life retirement liabilities, and \$800,000 for the Unemployment Compensation Trust Fund. The legislature also appropriated \$541,000 from the building fund for workforce development projects. We prepared for these budget reductions early this fall by implementing Theory of Constraints and improved workflow strategies. These cuts will be absorbed within the new business model and FTE reductions through attrition.

### **Governor Veto**

**State Government Work Week (H.B. 328) - Vetoed.** Provided for a five-day work week for employees of executive branch agencies and required all agencies to operate nine hours per day, Monday-Friday. The contained some latitude for flexible scheduling.

**Other Bills of Interest**

**Utah Immigrant Accountability and Enforcement Amendments (H.B. 116).**

Consolidates provisions from many immigrant bills. The Department of Public Safety will administer a "Guest Worker Program." The effective date is May 10, 2011.

**Employment of Unauthorized Aliens (H.B. 253).** Prohibits a private or public employer, with at least 15 employees, from knowingly or intentionally employing an unauthorized alien. Private employers are required to use e-verify, and there are penalties for noncompliance. The effective date is July 1, 2011.

**Overview: DWS Throughput Operating Strategy for Eligibility Services  
For External Publication  
March 2011**

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During a presentation to the Social Services Appropriations Subcommittee, DWS Executive Director Kristen Cox announced a reduction of 142 eligibility staff. There has been speculation that this announcement was a reaction to legislator calls for budget cuts, or to stave off talk of privatizing certain eligibility services. In reality, it was neither.

**Focused, Rational, and Determined Process Improvement:** With eligibility caseloads at historic highs, it would be short-sighted to arbitrarily reduce staff in reaction to external demands. Rather, this was the opportune time to unveil the idea of streamlining eligibility determinations to eliminate bottlenecks and improve service. The Eligibility Throughput Operating Strategy (TOS), has been in development for five months.

**The Goal:** Reduce operating expense by \$9.2 Million over the next 18 months by eliminating 142 employees. TOS emphasizes increasing the number of eligibility determinations per worker and reducing the cost per determination, while adhering to timeliness and quality standards. All processes must be looked at with fresh perspective. Legacy thinking and antiquated, institutionalized processes must be eliminated, if they add no value. Reductions in staff will be evaluated throughout ESD as attrition occurs – not just front-line positions.

**Keys to Success:** TOS implementation will involve cross-functional work units within the Eligibility Services Division (ESD), including Operations, Information Technology, eREP, Program/Training, Performance Review Team, and myCase. Intensive staff training and feedback to managers will provide a “ground-level” perspective as progress is made.

**Leveraging Technology:** Continued development of eREP and myCase will increase self-service access for customers and improve worker effectiveness. Workers need to focus on the end product – determining customer eligibility for programs.

**Measuring Outcomes:** Today, an average of 5.6 determinations are made per worker, per day at a cost of \$56.39 per determination. By July 2012, determinations will increase to 6.4 and the unit cost will reduce by \$9.33, to \$47.06. Other success measurements that will be tracked are – FTE count and cost, Days to Determination, Administrative Cost Savings, Accuracy, Call Wait Times, myCase Activity, Applications Received, and Worker Caseloads.

**Emphasis On Partnerships:** It is imperative that DWS, Advocates, and Community Partners continue to strengthen the relationships that exist today. The same customers are served, and the respective organizations’ goals run parallel and frequently overlap. DWS is committed to customer service and community partnerships. More information will be shared with partners as progress is made. Ongoing development of myCase will provide opportunity for collaborative training.



***What's New!***  
***February 26, 2011:***

**Go Paperless!**

Customers will be able to opt into receiving their notices electronically via myCase, rather than receiving notices sent by mail. Customers must provide an email address to receive an eAlert, which will notify them that they have received a electronic notice in myCase

**eAlerts:**

Customers will have the option to receive email and/or text message alerts regarding certain events on their case, such as:

- \* Notices
- \* Reviews
- \* Payments Due
- \* Eligibility Interview

**UWORKS Information:**

Customers will be able to see who their employment counselor is, what his/her phone number is, the employment center address and their next scheduled appointment.

**myCase allows customers instant online access to their case information, giving them the ability to follow their case status 24 hours a day 7 days a week. No phone call needed.**

**How do customers register?**

**Simple!** Customers just need to go to [jobs.utah.gov](http://jobs.utah.gov) and click the “myCase” link located in the “Assistance” section of the page. There will be 2 options to create a login:

- **myCase Sign On:** This option limits a customers' access to his/her myCase account to view real time information about his/her Food Stamp, Financial, Child Care, and Medical benefits.
- **DWS Single Sign On:** This option allows the customers to navigate through **all** DWS options with one login! This includes access to myCase, Unemployment benefit status, and job search through Job Seeker.

***Today, customers can:***

- View benefit status, history, EBT balance
- Case summary
- View a list of imaged verifications
- FAQ's and Online Chat
- View notices
- Make payments
- Access and print forms
- View Application Status

***Coming Soon! – March 2011:***

**Utah Transit Authority:** A link to the Utah Transit Authority is being added to myCase. When the customer clicks on the link it takes them to UTA's website to purchase a discounted bus pass.

*More information to come in the next newsletter!*



# STATE WORKFORCE INVESTMENT BOARD REPORT

**AGENDA ITEM No. V**

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**Meeting Date:** April 14, 2011  
**Subject:** Training Providers Approval Request  
**From:** Tara Connolly

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## **RECOMMENDATION**

It is recommended the Board approve the attached list of training providers.

## **BACKGROUND**

Training providers wishing to provide training to DWS customers must receive final SWIB approval. The attached list contains the training providers who have submitted complete applications and met the criteria for approval.

## **FISCAL IMPACT**

Non-applicable

## **ATTACHMENT(S)**

Training Provider Matrix

## Training Provider Matrix

<b>Training Provider</b>	<b>Yrs in Business</b>	<b>Completion Rates</b>	<b>Wage at Placement</b>	<b>Certificate %</b>	<b>Program, Program Costs and other comments</b>
Utah School of Phlebotomy Salt Lake City UT 84124	9	98%	\$9-\$13/hr	100%	Phlebotomy \$450
Cost Control Systems Orem UT 84058	29				Restaurant Worker Training Course - \$700 Restaurant Manager Training Course - \$1,595
Apex Dental Assisting Logan UT 84341	5			94%	Dental Assisting \$2,545

## **Utah State Workforce Investment Board**

### **Guiding Principles**

The State Workforce Investment Board (SWIB) aka State Council works in concert with Department of Workforce Services, supporting its Mission, Vision, Goals and Objectives (attached).

- 1) State Workforce Investment Board supports the DWS Demand Driven approach to providing services to both employers and job seekers. Under the Demand Driven approach, employers are our primary customers.
- 2) The SWIB and DWS must understand the key workforce needs of business and industry, both now and in the future.
- 3) Workforce partnerships must be formed between business, local government, education, community partners and economic development organizations to address key identified needs. Solid partnerships are keys to success.
- 4) Its important for the SWIB to adopt a common set of key workforce development data elements, goals and measures.
- 5) Training resources should focus on occupations that prepare unemployed workers for good jobs now and in the future
- 6) Economic Service Area Representation (ESA) and participation is vital to the success of the SWIB.
- 7) The SWIB supports ESA flexibility and accountability.
- 8) ESA's may identify different local training priorities but should work together to support training at a standard level.

**Workforce Investment Act, Wagner-Peyser Act State Plan for  
Program Year 2011  
Utah Department of Workforce Services**

Executive Summary:

The State of Utah continues to set the standard of an exceptional workforce investment system. Governor Gary R. Herbert stated, “My vision for our State [is that] Utah will lead the nation as the best performing economy and be recognized as a premier global business destination.”

This commitment to economic expansion affords the Department of Workforce Services (DWS), with guidance from the State Workforce Investment Board (SWIB), a unique opportunity to further build partnerships with business, education, and government agencies, as illustrated through this State Plan.

These partnerships have led to the development of the multiple initiatives, including UtahFutures and the Utah Cluster Acceleration Partnership (UCAP). Both initiatives connect job seekers and employers with resources and information regarding growing occupations. More specifically, UtahFutures is a comprehensive career information system targeted at guiding job seekers through career exploration and training opportunities associated with high-growth, high-demand employment opportunities.

UCAP moves beyond the information dissemination tool of UtahFutures and further illustrates partnering commitments between DWS, industry, and education. The UCAP initiative is designed to address the need of key industry clusters for talent and innovation support by building specialized educational tracks to meet the needs of industry and therefore enhance Utah’s global economic competitiveness. Industry and educational tracks include Aerospace, Energy, and Digital Media. The UCAP initiative is being expanded in order to produce cutting-edge, innovative projects, which will accelerate the growth of specific industries.

Following a nationwide trend, Utah is experiencing a skills gap between employer skill requirements and job seeker skill sets. In order to close this gap, the Governor, via *HigherEd2020*, challenged Utahns and set a goal that 66 percent of Utahns age 25 to 64 earn a postsecondary degree or certificate by the year 2020. DWS plays an integral role in ensuring attainment of this goal through its unique role with Utah’s youth. By continuing to target at-risk youth including foster care youth and those youth tied to the Juvenile Justice System and providing career counseling tools and resources, leadership opportunities, and educational funding assistance, DWS can not only assist Utah in meeting this goal but, more importantly, positively impact the lives of youth.

In order to accomplish DWS’ goals, DWS functionally reorganized to create a streamlined, demand driven service delivery system. Through SWIB and legislative approval, DWS moved from a region structure to an economic service area system that targets industry and more easily identifies targeted occupations. Within this reorganization, the newly formed Workforce

Development Division provides support to service areas by developing consistent policies and procedures.

Strategically, DWS continues to focus on meeting the ever-changing needs of the Utah economy by seeking various grants, including the State Energy Section Partnership Grant and the National Emergency Grant. The NEG funds are targeted at providing training, re-employment services, and/or support services to approximately 2,000 workers dislocated from ATK Launch Systems who have been displaced from April 2009 to present. DWS has encouraged all workers dislocated, including those from ATK Launch Systems, to move into green jobs as supported by the SESP Grant that focuses on workforce development in green construction, alternative fuels, and other green occupations.

To create additional efficiencies within the workforce investment system, DWS instituted an Electronic Benefit Transfer (EBT) system to replace the voucher system previously used to expend funds from customers' Individual Training Accounts. This system benefits not only the customer but also the training institution as it allows for immediate transfer and expenditure of funds.

Regardless of the service provided or program utilized, DWS is dedicated to ensuring program integrity and, as such, formed the Performance Review Team who is tasked with editing 10 percent of all case managed cases on a monthly basis. DWS also utilizes an Internal Audit Division to monitor contracts and the State Auditor who audits 40 to 60 WIA cases annually. These efforts are targeted at assisting DWS in meeting or exceeding performance outcomes.

Within this State Plan, DWS details previously negotiated and attained performance outcomes as well as current year and proposed levels. DWS submits its requested Program Year 2011 performance levels within this State Plan but also reserves the right to renegotiate those levels given the economic downturn seen nationwide.

In past program years, the Department of Labor has approved various waivers to assist DWS in meeting its strategic goals. DWS requests to extend a number of those waivers, including Subsequent Eligibility Determination of Training Providers; Allow the Use of Individual Training Accounts for WIA Eligible Youth; Extend the Partial Waiver of Youth Providers; 50 Percent Transferability of Adult and Dislocated Worker Funds; and Waiver the Requirements for Reporting Performance Outcome Measures.

Through industry, education, and government partnerships as well as this detailed State Plan, DWS will meet Utah's workforce investment system needs.

To see the entire Plan, go to  
<http://jobs.utah.gov/edo/information/wioplan.pdf>

**Grants Awarded – Status Updates**

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome/ Current Status
<b>WIRED</b>	GOED/ DWS  Tami Goetz  Lynn Purdin	Life Sciences/ Biotechnology	\$5.2 M	CLOSED  Performance Period End Date: 1/31/11	Statewide	Fiscal Agent, Program Coordination	Over 1000 direct trainees, nearly 40,000 additional students impacted by teacher participation, nearly 100,000 Utah citizens reached  Now Utah STEMLink
<b>State Labor Market Information Improvement Grants</b>	Montana LMI Division  Carrie Mayne - DWS	Green Energy	MT/UT/IA/NE/ND/ SD/WY Awarded \$3.88 M	18 months from 12/1/09  Ending 5/31/11	LMI  Statewide	Collect LMI regarding the Green Economy	Pamphlet for potential SESP trainees created. Green Jobs survey data analysis to be published. Moab tailings project./ green ARRA spending impact analysis completed. Regional conference in Des Moines, IA on April 19-20, 2011
<b>State Labor Market Information Improvement Grants</b>	Projections Managing Partnership  Stacey Joos - DWS	Green Energy	NV/UT/CO/FL/IL/ NY/NC/TX Awarded \$3.75 M	18 months from 12/1/09  Ending 5/31/11	LMI  Statewide	Upgrade industry and occupational projections software systems and add in Green LMI component	Projections software system rewritten in most current programming language focused on longevity – Beta testing on 2 of 4 systems completed.

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome/ Current Status
<b>State Energy Sector Partnership and Training Grant</b>	State Workforce Investment Board  Melisa Stark & Kelly Thornton-DWS	Green Construction, Alternative Fuels, Energy Management, Renewable Energy Transmission	Awarded \$4,600,000	36 months from 1/29/10	Statewide – Energy Academy locations: SLCC, SWATC, UBATC, CEU, DATC, Box Elder	Grant Administration-	1400 Participants to be served 300 Box Elder residents 1206 Placements 700 Work Keys completions 456 Industry certifications 225 Apprenticeship enrollments  Currently have 113 participants
<b>Energy Training Partnership Grant</b>	Iron Worker's National Training Fund (5 local unions)  Utah Local Iron Workers 27 – Bob North	Renewable Electric Power  Wind turbines/mobile training trailer, tower climbing, high angle rescue, hydraulic and mechanical bolt tightening	Awarded \$1,943,931	24 months from 1/20/10	Statewide	Possible assistance with recruitment	At least 100 Iron Workers to be trained in Utah
<b>Energy Training Partnership Grant</b>	Transport. Learning Center  UTA - Randy Welsh	Transit Green Jobs - standardize training	MD/OH/NY/UT/NJ Awarded \$5,000,000	24 months from 1/20/10	Statewide	Recruit new hires through One Stop Career Centers, provide policy and technical guidance	300 new operators & 900 incumbents in Utah

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome/ Current Status
<b>National Emergency Grant</b>  <b>ATK Launch Systems</b>	DWS Melisa Stark	Training services focused on classroom training, on-the-job training and apprenticeships in Occupations in Demand that will lead to employment	\$1,234,762 Initial Release: \$616,165  Additional funding up to the amount approved will be made available as the state demonstrates a continued need for assistance.	Available through 12/31/2012	Bear River, Wasatch Front North, Wasatch Front South, Mountainland	Provide training, re-employment and/or support services to workers displaced from ATK from April 2009 to present	200 individuals to be served  125 individuals served as of 12/31/10
<b>UI Reemployment and Eligibility (REA) Grant</b>	DWS Bill Starks	DOL funded grant to provide mediated services to UI customers to assist with reemployment efforts	\$1,301,033  Note: Request submitted for additional 29.5 week grant beginning 9/7/11 to serve 5,673 UI customers with \$382,069 carryover plus \$489,147 additional funding – Pending Approval	One-year grant beginning 9/7/10	Wasatch Front South	Dedicated staff will serve customers through a control group in WFS – Metro and South County Employment Centers.	10,000 UI customers  Provide one-on-one mediated services to UI claimants having a high likelihood of UI exhaustion, to help shorten UI duration and assist claimants reenter the labor market.
<b>Community-Based Job Training Grant</b>	SLCC Thomas Risk	Digital Arts and Film	\$2.7 M  DWS Funding: \$521,160	Three-year grant beginning 7/1/10	Wasatch Front South – Year 1  Statewide – Years 2 and 3	1.75 FTE Employment Specialists in 3 Service Areas – administer Work Keys, enroll, supportive services, track all outcomes for grant	570 Participants beginning training 444 completers 340 receiving industry recognized certificate 354 placed into training related employment  8 enrollees as of 03/24/11. Presently expanding from WFS to other Service Areas.

## 2011 Grant Opportunities

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Funding Request	Divisions/ Service Area(s) Impacted	DWS/SWIB Role	Projected Outcome	Status
<b>Career Pathway Innovation Fund</b>	UCAT Andrew Mingl  Partnership with: USHE, USU-CEU, Snow, WSU, USOE, Adult Ed, GOED and healthcare and natural products/dietar y supplement industry partners	Healthcare and related industries	\$4.87 M  DWS Funding: \$365,250	Statewide	Public Workforce Investment System – Required Partner  DWS to be funded for 1.0 Career Pathway Specialist to coordinate between DWS Service Areas and educational partners	1100 Trainees	Pending – Submitted 3/31/11
<b>Trade Adjustment Assistance Community College and Career Training Grants Program</b>	SLCC Susan Salem  Partnership with: Dixie, Snow, UVU, UCAT and WSU	Allied Health, Economic Clusters (Homeland Security, Energy, Software & IT, Aerospace, Competitive Accelerators) Entrepreneur ship	\$15 M	Statewide	Public Workforce System - Required Consultant	TBD	Submission Deadline 04/21/11



## STATE WORKFORCE INVESTMENT BOARD REPORT

### AGENDA ITEM No. IX

**Meeting Date:** April 14, 2011  
**Subject:** Career Pathways Innovation Fund Grant  
**From:** Diane Lovell

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#### **RECOMMENDATION**

This Report is for the Board's information and consideration. No action is required.

#### **BACKGROUND**

On March 1 the Department of Labor issued an RFP or national Solicitation for Grants Announcement (SGA), for Career Pathways Innovation Fund Programs, with a March 31 submission deadline. Eligible applicants included Community Colleges and Applied Technology Colleges. Because the SWIB/DWS was a required partner, a 6-member SWIB Proposal Review Panel met on March 16 to review proposal concept papers submitted by two institutions - UCAT and USU. Panel members: Paul Jackson, Joe Christopher, Richard Kingery, Daniel Marriott, Dr. William Sederburg and Melissa Smith.

After the Panel met, USU withdrew from the competition. UCAT incorporated the Panel's recommendations and DWS staff feedback and submitted the UCAN! (Utah Career Pathways Alliance Network) proposal to DOL on March 31. The UCAN! Program as proposed will

“create a comprehensive statewide framework of stackable credentials for career pathway development and integration to help low skill adult learners align with the skill needs of high demand occupational credentials, certificates and degrees within the Health (Life Sciences) industry”.

The UCAN! Proposal Abstract is attached for your information and copies of the entire proposal is available upon request.

#### **FISCAL IMPACT**

The funding requested: \$4,817,000.

Of this amount \$365,250 will be budgeted to fund a DWS Program Specialist and related costs for three years.

#### **ATTACHMENT(S)**

UCAN! Proposal Abstract

## Career Pathways Innovation Fund Grant Proposal

### ABSTRACT

**Applicant Organization Name:** Utah College of Applied Technology Mountainland Campus

**Applicant Type:** State Technical College System

**Targeted Industries:** Health and related industries

**Targeted Occupations:** Nursing, Allied Health, Health Information Technology, Medical Technicians, Clinical Lab Techs, Medical Lab Techs, Pharmacy Technicians, Analytical Lab Technicians, Clinical, Laboratory and Medical Device Regulatory Technicians

**Project Title:** *UCAN!* Utah Career Pathways Alliance Network

**Key Partners:** Utah System of Higher Education, State Workforce Investment Board, Regional Economic Services areas and One Stop centers, Utah State Office of Education- Adult Basic Education, Governors Office of Economic Development.

**Community and Technical Colleges:** Bridgerland Applied Technology College (ATC), Ogden Weber ATC, Weber State University, Davis ATC, Uintah Basin ATC, Utah Valley University, Mountainlands ATC, College of Eastern Utah, Southwest ATC, Snow College and Dixie ATC.

**Identification of Counties to be served:** Statewide application, all counties within Utah.

**Target Populations to be served:** Unemployed adults and incumbent workers.

**Projected Training Outcomes:** 700

**Requested Amount:** \$4,865,430

The *purpose* of this proposal is to create a comprehensive statewide framework of stackable credentials for career pathway development and integration to help low skill adult learners aligned with the skill needs of high-demand occupational credentials, certificates and degrees within the Health (Life Sciences) industry. This proposal will create the *UCAN! (Utah Career Pathways Alliance Network)* program, a broad-based alliance and partnership Utah Applied Technology colleges, Utah System of Higher Education institutions, workforce, economic development and adult basic education stakeholders with a network of training and service providers covering every geographic region and county of Utah.

The program is unique in that it seeks to replicate five successful, innovative career pathway models within the Healthcare sector which have demonstrated positive impact on student achievement, persistence and credentialing in prior research. *UCAN!* will replicate the following innovation models and program strategies throughout Utah: 1. **Pre-college summer and year round health bridge program** using all five elements outlined within the SGA. 2. **Pre-college summer and year round health bridge program using all five bridge elements with a strong emphasis on career coaching.** 3. **Developmental adult bridge programs.** 4. **Developmental adult bridge programs with a strong emphasis on career coaching.** 5. **I-BEST model (a blend of ESL and vocational instruction).**

*UCAN!* is a unique proposal in that it seeks to replicate innovative approaches to career pathway development within one state combining **two parallel** but fundamentally different postsecondary technical training instructional methodologies. A **competency based career pathway model** and a **semester based career path model** by two different statewide agencies of higher education. Utah has a statewide system of technical colleges that use **competency**

**based** instruction and career pathway skill development with open entry, open exit flexible based scheduling in a work-focused environment.

Utah ranks 49<sup>th</sup> nationally in the nurse-to-population ratio, indicating a critical shortage of Registered Nurses and a need for low-skill and ESL based vocational pathway development at the postsecondary level. Utah's minority population is the fourth fastest growing in the country averaging a 64.8 percent growth rate for the decade, according to the 2010 census data, while Healthcare is our fastest growing industry sector and producer of jobs.

Five percent of total grant funds will be reserved each year to incentivize performance/mission based funding for research models with greatest credential completion and labor market returns of participants. The *UCAN!* program will recruit adult learners from community partners, employers and area One Stop Centers. The project will also recruit from business and industry and over 10,000 Adult Basic Education participants who are eligible to participate.

<b>Outcomes</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Total</b>
Total participants served	269	396	435	1100
Total participants beginning education/training	201	225	262	900
Participants completing education/training	70	254	130	444
Type and total number of credentials given participants	0	44	60	104
Participant completers who are placed in employment	60	45	65	340
Participants completers still employed for 2 quarters	120	21	30	171
Participants completers entering related employment	58	30	35	123
Participants completers who enroll in further education	62	197	95	354

The program will use *strategies* such as pre-course assessments, intake forms, career coaching, one-on-one conversations with the participants to align the target population with the pathway. Internships and Externships will be provided for program participants. The *UCAN!* program will provide resume writing, job search strategies workshops, interview techniques, networking opportunities, class visits to hospitals and clinics, and will bring in visitors from business and industry to class. *UCAN!* will introduce participants to the Division Chairs or Deans in health related areas and arrange site visits to companies to see graduates of the program in action.

**Scholarship funds** will be set aside to create the *UCAN!* scholarship for participants unable to secure financial assistance through other means. This scholarship can be used for tuition, books and supplies as well as tuition assistance for part-time incumbent workers going through training. Career coaches will be used in select areas to determine impact on student performance measures against programs without career coaches. Coaches will be sent for training at nationally recognized career coaching training programs to become 'train the trainers' in career coaching to share best practices.

Grant outcome measures and reporting will be provided from Utah's Dept. of Education funded Statewide Longitudinal Data System (SLDS) grant, which will function as the State-level data exchange for all participant reporting for this grant. Utah is one of only several states in the

country that currently have a data warehouse with MOUs, data sharing agreements, processes and procedures which will integrate secondary, postsecondary and workforce data within one system making the *UCAN!* program the systems **pilot project**.

**UTAH STATE WORKFORCE INVESTMENT BOARD**  
 aka **STATE COUNCIL ON WORKFORCE SERVICES**  
**Membership Roster**

<b>Council Member</b>	<b>Member Type</b>	<b>Company/Organization</b>
<b>Paul Jackson, Chair</b>	Small Employer	Jackson Consulting
Daniel Marriott (Potter)	Small Employer	Spectra Symbol Corporation
Don Salazar	Small Employer	CTI Construction
Wesley Smith	Small Employer	Salt Lake Chamber of Commerce
Vacancy (Goodrich)	Large Employer	
Vacancy	Large Employer	
Vacancy	Large Employer	
Vacancy	Large Employer	
Richard Thorn	Employee Organization	Associated General Contractors
Richard Kingery	Employee Organization	IBEW (Electrical Workers)
James Judd	Employee Organization	Utah AFL-CIO
Connie Nielsen	Employee Organization	OPEIU (Office & Professionals)
Bill Crim	Community Based Organization	United Way of Utah
Melissa Smith	Community Based Organization	Community Action Partnership of Utah
Stanley Ellington	Veterans Representative	Utah Black Chamber of Commerce
Larry Shumway	Superintendent of Public Instruction	Office of Education - USOE
William Sederburg	Commissioner of Higher Ed	Board of Regents - USHE
Don Uchida	Executive Director	Office of Rehabilitation
Robert Brems	President	Utah College of Applied Technology
Gifford Briggs	Regional Council Chair	Mountainland Area Council
Sandy Phillips	Regional Council Chair	Southwest & Central Area Council
Joe Christopher	Regional Council Chair	Southwest & Central Area Council
Rebecca Little	Regional Council Chair	Wasatch Front South Area Council
Bruce Rigby	Regional Council Chair	Bear River Area Council
Randy Welsh	Regional Council Chair	Wasatch Front North Area Council
Randall Bennett	Regional Council Chair	Uintah Basin Area Council
Ken Davey	Regional Council Chair	Southeast Area Council

**Non-Voting, Ex Officio Members**

Kristen Cox	Executive Director	Department of Workforce Services
Mark Madsen	Senator	Legislature
Spencer Eccles	Executive Director	Governor's Office of Eco. Dev. (GOED)
Dr. David Patton	Executive Director (acting)	Department of Health
Marie Christman	Deputy Director	Designee, Human Services



# State Youth Council

April 14, 2011

Department of Workforce Services  
1385 South State Street, Salt Lake City  
First Floor – Conference Room 157 A  
8:00 – 10:00 a.m.

- Call In Instructions** (for those unable to attend in person):
1. Dial the Reservationless Conferencing access number: 1-866-311-1127
  2. Dial the Reservationless Conferencing room number: \*7859981\* (Note: The star key must be pressed before and after the room number.)
  3. Wait to be added to the conference.

## Agenda

- 8:00—Welcome ..... Marie Christman
- 8:05—Spotlight on ETV Navigator ..... Kayce Coker
- 8:15—Introductions & Regular Business ..... Marie Christman
  - Approval of Minutes 1/13/11
  - Budget and Outcome Reports
  - New and/or outgoing members
  - Action from January meeting:
    - The Placement in Employment, Military or Post-secondary Education measure is trending downward. This outcome includes employment and customers that go into the Military and those that go into post secondary education or some kind of advanced training when they are finished with WIA youth services. This outcome comes from the UI Wage Data file and an Exit Task. Jane stated she is not sure that the information for the outcome task is being included. WDD staff members are reviewing performance outcome information. **ACTION:** Once outcomes review is completed, Jane will send the information out to the youth council members.
    - DWS is very concerned about the lack of expenditure for the WIA youth program. The expenditure rate is failing and it is very important that we take action to improve these expenditures. Service area youth committee members and staff need to change processes so the state expends 70% of WIA youth funds by the end of June. **ACTION:** Service area staff create expenditure strategies, send them to Jane and she'll share them with the SYC members and group.
    - **ACTION:** Jane will get the in-school and out-of-school youth breakdown information and send it out to the group.
    - We would like to have a former participant or a parent of a former participant added to this youth council group. Jody had indicated that she might know of someone. **ACTION:** Patty will follow up with Jody to see if she has an individual in mind.
  - Action from previous meetings:
    - Jane will see if we can pull the types of certificate participants earned from an automated source and report back to the group. **STATUS:** In the process
    - Jane will work with Diane Lovell to get a voting member of the State Workforce Investment Board to the SYC. We are also looking for a former participant or a parent of a former participant to serve on the SYC. **STATUS:** In the process
    - SAYACs review SA Plans and determine how to integrate youth into the demand driven approach. **STATUS:** Ongoing
    - SAYAC Chairs are to continue discussions regarding expenditure shortfalls with members. They are encouraged to make it a topic at RYC meetings, and then forward their strategy decisions to Jane. Expenditure Shortfall continues. The local youth committees and the SYC will continue discussing funding at each meeting. **STATUS:** Ongoing
- 8:40—TAL Update ..... Patti VanWagoner
- 8:50—Procurement Waiver Request and Request for Proposal ..... Jane Broadhead
- 9:00—Service Area Reports .....  
..... Regional Youth Council/Committee Chairs or Representative
- 9:55—Public Comment
- 10:00—Adjourn

Notice: Reasonable arrangements for persons with disabilities will be made if requested. Please contact Diane Lovell at (801) 526-9231 or [dianelovell@utah.gov](mailto:dianelovell@utah.gov)

# State Youth Council Minutes

## Department of Workforce Services

**January 13, 2011**

**Attendees:** Marty Kelly, Maria Lesa, Ron Harrell, Patti VanWagoner, Julia Story, Cassy Hahn, Tom Darais, Juan Lucero, Bruce Rigby, Rachael Stewart, Tara Connolly, Lisa Spencer, Randy Hopkins, Paul Otto, Lesnie Foster, Ann Barnson, Peggy Young, Juan Pideas, Bruce Rigbee, Marie Christman, Jane Broadhead, Lisa Stanford, and Mike Beacco

**Notes:** Jennifer Domenici

### **Approval of Minutes 10/14/2010:**

- Minutes were approved as written

### **Budget and Outcome Reports:**

- Jane passed out two documents to the group. WIA Program Year 2010 WIA State Youth Council Report as of 12/14/2010 and the WIA Quarterly Report from ETA 9090.

#### Outcome Report

- The performance outcome document showed statewide information. Jane was not able to get the service area breakouts.
- The outcomes that we need to pay attention to are- Placement in Employment, Education or Military. The planned level for this outcome is 66%. The current quarter outcome, which is the first quarter of this program year July, August and September, is 41%. The four quarter period ends with September 2010. Our outcome is 49.3%. We are not meeting the plan level for this outcome. We looked at this when we met in October and we were at 55%. The percentages are declining. Research is being done to try to figure out why percentages are dropping.
- The Placement in Employment, Military or Post-secondary Education measure is trending downward. This outcome includes employment and customers that go into the Military and those that go into post secondary education or some kind of advanced training when they are finished with WIA youth services. This outcome comes from the UI Wage Data file and an Exit Task. Jane stated she is not sure that the information for the outcome task is being included. WDD staff members are reviewing performance outcome information. **ACTION:** Once outcomes review is completed, Jane will send the information out to the youth council members.
- At the last meeting Marty asked if we could get a breakdown of the different kinds of certificates for the payment of degree or certificate outcome. Jane stated that this was doable; however, Jane does not have the information to present today. Jane should have the information available for the April meeting.
- Our planned level for payment of degree or certificate is 38%. We are doing well with this outcome.
- Literacy and Numeracy Gain- The plan level is 27%. We have had trouble with this outcome level over the last year. At this point we are at 30% for the last quarter and 38% for the fourth quarter period that ended September 30.

#### Budget Report

- Percent Expended- The expenditure target for the end of December for the WIA Youth Program is 35%. There isn't a service area in the state that is achieving this level.
- Statewide our percentage is 19%.
- The further we go into the program year the more difficult it is to expand to the level we need to by the end of the year which is 70%.

- DWS is very concerned about the lack of expenditure for the WIA youth program. The expenditure rate is failing and it is very important that we take action to improve these expenditures. Service area youth committee members and staff need to change processes so the state expends 70% of WIA youth funds by the end of June. **ACTION:** Service area staff create expenditure strategies, send them to Jane and she'll share them with the SYC members and group.
- We need to enroll more youth. One of the ways we can expend funds is to involve youth with paid internship programs. This will give the individual the opportunity to gain experience in the kind of job they would want as a career.
- We need to expend half of our money on out of school youth. Statewide we are expending 63% of our money on out of school youth.
- We might want to take a look at providing services at a higher level to in-school youth. We would need to be careful with in- school youth enrollments, their primary focus should be finishing education. The concentration for all areas should still be on out of school youth.
- Internships do not count as placement employment.
- **ACTION:** Jane will get the in-school and out-of-school youth breakdown information and send it out to the group.

#### **New and/or outgoing members:**

- We would like to have a former participant or a parent of a former participant added to this youth council group. Jody had indicated that she might know of someone. **ACTION:** Patty will follow up with Jody to see if she has an individual in mind.
- We are interviewing soon for the ETV Navigators position. We are hoping to find youth who have experience with our ETV (Education Training Voucher) program. These individuals will be asked to join the youth council. We will be hiring 2 individuals

#### **Action from October Meeting:**

- Procurement Waiver/RFI/RFP **STATUS:** This waiver was submitted to the Department of Labor on November 3, 2010. We expected to have their motion by the end of December; we are still waiting to hear. Jane has had several conversations with our Federal Representatives in Dallas and Washington DC; it does not look like they are going to approve our waiver. We are moving forward with the RFP Request for Proposals. The RFP will be announced February 1, 2011.
- Jane will see if we can pull the types of certificate participants earned from an automated source and report back to the group. **STATUS:** In the process
- WIA youth provider staff need to make sure they are completing exit tasks correctly.
- The SYC would like to have continued discussion regarding expenditures and shortfalls.
- Jane will work with Diane Lovell to get a voting member of the State Workforce Investment Board to the SYC. We are also looking for a former participant or a parent of a former participant to serve on the SYC. **STATUS:** In the process

#### **Action from previous meetings:**

- Have AD assign a WD Specialist to the SAYCs, Bear River- **STATUS:** Complete- Juan Lucero
- SAYACs review SA Plans and figure out how to integrate youth into the demand driven approach. **STATUS:** Ongoing
- SAYAC Chairs are to continue discussions regarding expenditure shortfalls with members. They are encouraged to make it a topic at RYC meetings, and then forward their strategy decisions to Jane. Expenditure Shortfall continues. The local youth committees and the SYC will continue discussing funding at each meeting. **STATUS:** Ongoing
- Jared Ferguson will send Jane the Mountainland paper/flyer on youth employment. Jane will forward this information out to the group. **STATUS:** Complete

#### **Employer/Community Provider Spotlight**

- Rich Thorn, CEO/President, Associated General Contractors of Utah

- Associated General Contractors is a commercial construction trade association for the commercial and heavy civil construction industry.
- AGC workers perform over 90% of highway work in the state of Utah.
- AGC is the oldest and largest contractors association in Utah.
- AGC believes in Apprenticeship and Training
- All apprenticeship programs are on the job training
- Required to take 144 hours of classroom training in order to advance in the program
- Rich Thorn gave Jane Broadhead a DVD that talks about the curriculum and the AGC program. **ACTION:** Jane will send a copy of this DVD out to the group.
- If you become an actively involved apprentice you will be paid a percentage of a Journeyman's scale which is \$10.00 to \$14.00 an hour while you are working on the job. Each apprentice will receive a \$500.00 signing bonus. Every time they advance through the program they will receive another \$500.00 advancement bonus. They also receive a \$2,500 graduating bonus. All books, school fees, mileage, hotel and parking permits are paid for by AGC.
- Richard with AGC will get the statistics for the need of craft workers over the next 5 years. He will send this information to Jane Broadhead. **ACTION:** Jane will send this information out to the group.
- AGC will get their contact information to Jane Broadhead. **ACTION:** Jane will get this information out to the group.
- A youth can start their apprenticeship and training at age 16.

#### **Transition to Adult Living:**

- States receiving federal funding from the Chafee Foster Care Independence Program for youth in foster care are required by the federal government to develop a data collection system to track the TAL services provided to youth as they transition from foster care.
- States are required to collect information on youth and the TAL services they receive that are paid for or provided by State agencies. Second, the States must collect outcome information on certain youth in foster care and must follow these youth over time to collect additional outcome information.
- States must begin collecting NYTD data on October 1, 2010, (Federal fiscal year 2011) and must report data to ACF semiannually. The first report period data file must be submitted to ACF no later than May 15, 2011. The collected information will allow ACF to track which TAL services States provide and assess the collective outcomes of youth.
- The DCFS Management Information System (SAFE) has been upgraded to capture this information and to track the services that youth receive while they are in foster care. Services provided by DCFS using the CFCIP funds will be included in the data base collection and caseworkers will add in additional services to youth that are provided by other agencies such as DWS WIA Youth.
- Any youth who turns 17 years of age while in foster care will complete a survey and become a part of a cohort group of youth that will be surveyed again at the age of 19 and 21. It is high priority for DCFS to update contact information on these youth and to request email addresses for the purpose of being able to stay connected.
- Federal sanctions apply if the state does not achieve the 60% target return of surveys by the youth in the 19 and 21 age group. A 90% return of surveys is required for youth age 17.
- DCSF is requesting that all WIA Youth Providers update youth contact information with each contact that they have for youth enrolled who have been in DCFS custody so that we can make the best effort at being able to contact these youth. DCFS already receives contact information in the monthly reports sent for ETV customers so we ask that you continually keep that information updated.

#### **ETV Navigator Positions:**

- Two part time positions have been created for former foster youth to become experts in how to access and utilize Education Training Vouchers and the WIA Youth program to maximize the potential for youth to complete a certificate or degree program.

- These youth will promote the use of ETV and mentor youth through the various aspects of applying for and utilizing the funding.

**Promoting WIA Youth Enrollment during Senior Year of high school:**

- DCFS is requiring all caseworkers refer youth in their senior year of high school to the WIA Youth program to prepare to access the ETV funds. It is the intention that getting the youth to apply for WIA youth before they start post secondary education or training will allow them to have a youth employment counselor help them select a career pathway that will work for them.
- We want to make sure youth make informed decisions and are not caught up in attending private schools that have promotional gimmicks and state they are “accredited” but in which youth later find out that credits won’t transfer to school colleges or they’ve gotten into situations of taking out student loans that they will owe on for decades to come.

**Olene S. Walker TAL Scholarship:**

- The application deadline for the Olene S. Walker TAL scholarship for fall 2011 is April 15, 2011.
- All applications must be complete and turned in to Patti VanWagoner on or before that date.
- Anyone who has questions whether a youth may qualify to apply for the scholarship should contact Patti at 801 652-2173.

**Service Area Youth Advisory Committee (SAYAC) Progress and Responsibilities:**

- Bear River - Juan Lucero
- Castle Country - Nicole Steele, Bob Gilbert, Peggy Killian
- Central Utah - Lorri Economy, Ann Barnson, Forest Turner
- Mountainland - Julie Lay, Jared Chamberlain
- Southeast - Nicole Steele, Bob Gilbert, Peggy Killian
- Southwest - Lorri Economy, Ann Barnson, Forest Turner
- Wasatch Front North - Lesnie Foster
- Wasatch Front South - Cassy Hahn, Kim Lamb, Julia Story
- Uintah Basin - Nicole Steele, Bob Gilbert, Peggy Killian

**Responsibilities - Expected**

- Youth Service Priority-evaluate staff suggestions and demographics and approve recommended changes
- Incentive Plan-recommend changes or evaluate recommendations and approve changes
- Participate in the RFP evaluation and decisions about WIA youth service providers
- identify available community resources and unmet needs

**Responsibilities - Optional**

- Leadership development projects
- Conduct resource mapping to ensure there’s a safety net for at risk youth
- Facilitate resource leveraging among community partners and stake-holders
- Inform and educate partners of WIA youth services

**Service Area Youth Advisory Committee Reports**

- Bear River
  - Ground Hog Day Leadership project coming up- Each Service Area has been given a list of occupational skills training that DWS would like the area to follow. The leadership project will be targeting the Health Care Industry. Youth Care Workers will be job shadowing at Utah State Health and Wellness Center. They will be shadowing some Doctors, Medical Assistants, Nurses, Pharmacy Technicians and X-Ray Technicians. They will also learn about medical services that are offered.
  - Youth will be going to Wal-Mart to pick out fabric for quilting. They will also be going over to an assisted living center to job shadow CNA’s and Medical Assistants. The quilts they make will be delivered to the people at the assisted living center.

- Cash Valley Bank donated funding to support the youth quilting project
  
- Wasatch Front North
  - 200 to 300 youth will be attending an all day workshop with an emphasis of staying in school. Will do some breakout sessions. Hoping Darren Williams will show. Still need to select location
- Wasatch Front South
  - Leadership Project has been approved. Youth will be job shadowing some high demand industries.
  - Youth will have the opportunity to watch a video of interview do's and don'ts
  - Dress for Success fashion show
  - An internal audit will be done. Reviewing procedure and enrollment levels for Tooele County, UWORK obligation practices and enrollment timeframes.
  - Regional council priority points have been changed- Offenders went from 10 points to 4 points and Refugee's went from 8 point to 4 points.
- Mountainland
  - Working with Big D Construction to do an open house. We will be inviting students from Provo School District to attend the open house. Youth from WIA will be helping run the booths and taking care of the sign-ins. This will be done sometime in April. Jane suggested talking to Rich with AGC and getting their information out.
  - Going to research the job preparation for their pilot that was done a year or two ago. They will make sure the curriculum is current and useable. This will then be copied and offered as a resource to every school district, to help them be more aware of skills lacking in graduation students.
- Uintah Basin
  - In process of getting a new Chair member. Jill is having some health issues and will no longer be participating.
  - Working on expenditures. Have found that lowering priority points has helped.
  - Added training to incentive plan to help youth
  - Working on leadership projects. Hoping to get youth more involved.
  - Wanting to put out a Choice Initiative in Uintah Basin so young people can be more aware of the choices they make effecting them in the future, career wise. Hoping this will then carry over to Southeast area.
- Southwest
  - Reality store Events will be going on at two different locations- Southwest Applied Technology Center in Cedar City and Snow College in Richfield. We have partnered with First Wind -Wind Farms, they will be Guest speakers at these events.

**Adjourn**

Next State Youth Council meeting: April 14, 2011

# State Youth Council Membership Directory

Name and Title	Business Name and Address	Contact Information
Marie Christman, Deputy Director, Utah Department of Human Services & Chair of the State Youth Council on Workforce Services <i>Operates from Wasatch Front South Service Area</i>	Utah Department of Human Services 120 North 200 West Salt Lake City, UT 84103	(801) 538-4001 Fax: (801) 538-4016 <a href="mailto:MCHRISTMAN@utah.gov">MCHRISTMAN@utah.gov</a>
Chuck Krivanek, HR Manager & Chair of Central Region Youth Council InterContinental Hotels Group <i>Operates from Wasatch Front South Service Area</i>	1275 W 2240 S West Valley City, UT 84119-1482	(801) 975-3009 <a href="mailto:Chuck.krivanek@ihg.com">Chuck.krivanek@ihg.com</a>
Jill Goodman, Manager, McDonald's Restaurants, & Chair of Uintah Basin Regional Youth Council <i>Operates from Uintah Basin Service Area</i>	McDonald's Restaurants 1021 S. Vernal Ave Vernal, UT 84078	(435) 789-1194 <a href="mailto:mccgoodman@live.com">mccgoodman@live.com</a>
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Jared Ferguson, Director of Career Technology Education, & Chair of Mountainland Region Youth Council <i>Operates from Mountainland Service Area</i>	Provo School District 280 West 940 North Provo, Utah 84604	(801) 374-4821 (801) 374-4808 (fax) <a href="mailto:jaredf@provo.edu">jaredf@provo.edu</a>
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March 28, 2011

<i>Operates from Wasatch Front South Service Area</i>	Salt Lake City, UT 84111	
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March 28, 2011

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## Operations & Performance Committee

April 14, 2011  
10:00 – 11:45 a.m.

Department of Workforce Services  
1385 South State Street, Salt Lake City  
Conference Room 157

<b>AGENDA PACKET</b>	<b>Page #</b>
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**State Workforce Investment Board  
Operations & Performance Committee**

April 14, 2011

Department of Workforce Services  
1385 South State Street, Salt Lake City

First Floor – Conference Room 157

10:00 – 11:45 a.m.

***Operations & Performance Committee  
AGENDA***

- I. Welcome and Opening Business..... Joe Christopher
- II. Approval of Minutes ..... Joe Christopher
  - a. January 13, 2011
- III. SWIB Guiding Principles (Action Item).....Joe Christopher
- IV. Workforce Investment Act (WIA) Update ..... Rachael Stewart
  - a. WIA Funding – National Picture
  - b. Utah’s WIA Snapshot
    - i. Incumbent Worker Program
  - c. Training Provider Approval (Action Item)
- V. WIA/Wagner Peyser State Plan (Action Item) ..... Diane Lovell & Rachael Stewart
- VI. ESA Projects & Best Practices .....Roundtable
- VII. SWIB Grants Process .....Paul Jackson
  - a. Career Pathways Innovation Grants Proposal
- VIII. New Business
- IX. Public Comment

***ADJOURN to NO HOST LUNCH***

Meeting Schedule: July 14, 2011, October 13, 2011, and January 12, 2012

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..

**Operations and Performance Committee**  
 Associated General Contractors of Utah – 2207 S. 1070 W., SLC  
 Minutes  
 January 13, 2011

**Members Present:** Joe Christopher, Chair, Paul Jackson, Rebecca Little, Melissa Smith, Sandy Phillips, Connie Nielsen, Gifford Briggs, Ken Davey, Rich Thorn, Bruce Rigby, Randall Bennett

**DWS Staff:** Steve Leyba, Cassy Hahn, Jan Thompson, Lorri Economy, Brent Newren, Julie Lay, Shelly Ivie, Bob Gilbert, Randy Hopkins, Rachael Stewart, Lesnie Foster, James Whitaker, Karla Aguirre

**Guests:** Karen Silver, Juan Pelaez-Gary

Agenda Item	Discussion	Action
Opening Remarks	<p>Joe Christopher, Chair, welcomed the group and introductions were made. He thanked Rich Thorn for hosting today’s meeting and providing lunch. He introduced Connie Nielsen, new SWIB member who will be a member of the Operations &amp; Performance (O&amp;P) Committee.</p> <p>Joe reminded the group this is the newly organized O&amp;P Committee, which combines Regional Chairs’ and members of the existing O&amp;P Committee. Comments and assessments regarding this committee should be given to Joe, Diane or Paul Jackson.</p>	<p>Joe called for approval of the October 14, 2010 Minutes. Rebecca Little motioned to accept the Minutes as written, Melissa Smith seconded the motion and the motion carried.</p>
ESA Plans and Project Updates	<p>Julie Lay reported the Youth Brochure developed in the Mountainland ESA.</p> <ul style="list-style-type: none"> <li>• One of the biggest employer concerns is the lack of soft skills among job seekers. This includes how to dress;</li> <li>• High School students were provided a guide of what employers expect. One local high school held a contest within their Art Department and this brochure is the result of the contest. These</li> </ul>	<p>Updated ESA Summaries Attached</p>

<p>Training Demand</p>	<p>were given to all graduating seniors last year. Novell will maintain the document and help market it to the business community.</p> <p>Diane Lovell reported the following:</p> <ul style="list-style-type: none"> <li>• Dialogue continues with the Regional Council Chairs regarding the current training demand. How are the top ten training occupations defined? This varies from one economic service area to the next. The handouts reflect statewide training occupations and training providers most in demand, based on customer enrollments thru December 2010. Each ESA is able to pull this type of data for their respective area.</li> </ul>	<p>Handout Attached</p>
<p>WIA Information and Update</p>	<p>Rachael Stewart, WIA Program Manager, reported the following:</p> <ul style="list-style-type: none"> <li>• There are three categories of training within WIA: adult, dislocated worker, and youth (14-21). Area Directors may move money between WIA Adult and Dislocated Worker categories;</li> <li>• DWS is currently under-expended on training funds. The total available funds for SFY2011 are just over \$16M. The expenditure goal is 35% and we are at 18% statewide. This means \$13 – 14M needs to be spent in the next six months. Some institutions have not invoiced yet so the reported figures aren't entirely accurate. Melissa Smith was surprised DWS is under-expended with so many customers needing jobs. UI benefits could be one big reason; however, many customers' UI benefits are expiring and they will be looking for jobs. Rich Thorn added, from a private sector standpoint, funds shouldn't be spent just because we have it to spend. Giving it back "can't be all that bad";</li> <li>• In an effort to increase training enrollments, DWS administratively decreased the "enrollment barriers" priority range from 11 to 7 in November. Historically, this type of action has been brought to the SWIB for approval; however, as time was of the essence, and after discussion with Paul Jackson, a decision was made to make the change. The State Plan Rules don't require SWIB approval. This is not necessarily a change in protocol but was an emergency action. Joe Christopher recommended that future decisions include the Regional Chairs and the O&amp;P Committee. Paul Jackson added the experts are within the Department. When he got the call,</li> </ul>	

	<p>and confirmed that State Plan rules don't require a SWIB vote, he agreed and now assumes full responsibility. The SWIB will be polled electronically regarding such actions in the future.</p> <ul style="list-style-type: none"> <li>• As question was raised - If the funds aren't spent, do they roll back to the Feds? Typically, they roll into the next year, but there is always a possibility the Feds could rescind. Once the money is rescinded or reduced by the Department of Labor, they can be hard to get back;</li> <li>• DWS may be able to implement paid internships to assist more customers receive training. Many customers aren't interested in training but would rather return to work. Internships can lead to permanent employment, allow DWS to expend some of the training funds and train in both hard and soft skills. On the Job Training is also a good option.</li> </ul> <p>Utah must submit a State Plan to the Department of Labor by April 15, 2011.</p> <p>Karla Aguirre reported WorkKeys training was launched within DWS beginning with Northern area staff. KeyTrain, a remediation component of WorkKeys was purchased from a separate vendor. KeyTrain is a way to assess where you are before you take WorkKeys. WorkKeys has a finite number of licenses, while KeyTrain is unlimited. Once a job seeker passes WorkKeys, they are given a certificate, which can be given to potential employers. Some states have added WorkKeys and KeyTrain to their public education curriculum and require it for graduation.</p>	<p>DWS staff will continue to update the SWIB on training funds. This will be discussed at the next conference call.</p> <p>More information and a summary of the proposed State Plan will be sent to the SWIB before the April 14, 2011 meeting.</p>
WorkKeys		
Advisory Group Process	<p>Joe Christopher reported <b>Central and Southwest</b> continue to meet with their respective Councils and plan to implement the new advisory group changes by June 30. Discussions continue about meeting together or separately.</p> <p>Shelly Ivie reported that <b>Eastern's</b> three areas have discussed meeting separate or staying together. They are identifying additional groups for Castle Country. Her ESAs are merging projects suggested by focus groups.</p>	

<p>Guiding Principles</p> <p>Public Comment</p>	<p>Rebecca Little reported that she has been working with the members of <b>Wasatch Front South</b> to see how they want to proceed. Among other steps they have formed an executive advisory group and a group focused on youth issues.</p> <p>Joe reminded the group, if they haven't done so, to send letters to their elected officials about the impending changes.</p> <p>Paul Jackson asked the group to review and decide whether the guiding principles as drafted should be adopted by the SWIB. The group believes this document keeps everyone focused and agreed it should be reviewed and adopted.</p> <p>Karen Silver, Salt Lake Community Action Program, speaking on her role as an advocate, asked how much general fund money goes into training? No general fund money goes into training unless "Z" funds are used. How does DWS get feedback from trainees in the program and how are their wages reported? Jan Thompson replied all DWS customers have Employment Counselors. These Counselors communicate with customers and document job placement and wages.</p> <p>Joe Christopher reminded the members to read the Role of the O&amp;P Committee. There are vacancies for three large and two small employers on the SWIB. Applications are available online.</p> <p>The meeting adjourned at 11:53 a.m.</p>	<p>Handout Attached</p>
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## **Utah State Workforce Investment Board**

### **Guiding Principles**

The State Workforce Investment Board (SWIB) aka State Council works in concert with Department of Workforce Services, supporting its Mission, Vision, Goals and Objectives (attached).

- 1) State Workforce Investment Board supports the DWS Demand Driven approach to providing services to both employers and job seekers. Under the Demand Driven approach, employers are our primary customers.
- 2) The SWIB and DWS must understand the key workforce needs of business and industry, both now and in the future.
- 3) Workforce partnerships must be formed between business, local government, education, community partners and economic development organizations to address key identified needs. Solid partnerships are keys to success.
- 4) Its important for the SWIB to adopt a common set of key workforce development data elements, goals and measures.
- 5) Training resources should focus on occupations that prepare unemployed workers for good jobs now and in the future
- 6) Economic Service Area Representation (ESA) and participation is vital to the success of the SWIB.
- 7) The SWIB supports ESA flexibility and accountability.
- 8) ESA's may identify different local training priorities but should work together to support training at a standard level.



# STATE WORKFORCE INVESTMENT BOARD REPORT

## AGENDA ITEM Operations & Performance #IV

**Date:** April 14, 2011

**From:** Tara Connelly

**Subject:** Incumbent Worker Update PY08-PY09

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### **RECOMMENDATION**

Information only. No action required.

### **BACKGROUND**

#### ***Statewide Totals***

Total number of companies (or consortiums): 21

Total funds: \$1,446,762.79

Total number of employees trained: 2,116

#### ***ESA Totals\****

##### **Bear River ESA**

Number of employees trained: 174

Funds: \$21,437.99

Industry: Healthcare

##### **Castle Country, Southeast and Uintah Basin ESA's**

Number of employees trained: 137

Funds: \$220,000.00

Industry: Healthcare, and Oil, Gas and Mining

##### **Central and Southwest ESA's**

Number of employees trained: 526

Funds: \$407,322.56

Industry: Healthcare and Manufacturing

##### **Mountainland ESA**

Number of employees trained: 530

Funds: \$482,250.24

Industry: Manufacturing



# STATE WORKFORCE INVESTMENT BOARD REPORT

## Wasatch Front South ESA

Number of employees trained: 749

Funds: \$315,752.00

Industry: Healthcare, Construction, Transportation, Non-Profit/Government,  
Computer Systems Design

## Wasatch Front North ESA

None

\*Please note that ESA breakdown is based on where the company or consortium was located, not where employees lived or where training occurred.

### ***Reporting Details:***

In order to track the success of the program (increased earnings of the participants), several months need to pass. The customers received training from March 2009 until October 2010. We would not expect to see an increase in their wages immediately, but hopefully within the next quarter (January – March 2011). Because wages are reported to DWS quarterly and not until after the following quarter has elapsed, that means the wages for the employees are not due to DWS until July 2011. At this point, employers still have leeway to report wages through the end of that quarter (September 2011). An ad hoc report can be requested at the beginning of October 2011 to compare wages of the employees prior to receiving training and the quarter after training. This report could be available for the January 2012 SWIB meeting.

### **FISCAL IMPACT**

None.

### **ATTACHMENT(S)**



STATE WORKFORCE INVESTMENT BOARD  
REPORT

Ops & Performance Agenda # IVc

AGENDA ITEM No.     V    

**Meeting Date:** April 14, 2011  
**Subject:** Training Providers Approval Request  
**From:** Tara Connolly

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**RECOMMENDATION**

It is recommended the Board approve the attached list of training providers.

**BACKGROUND**

Training providers wishing to provide training to DWS customers must receive final SWIB approval. The attached list contains the training providers who have submitted complete applications and met the criteria for approval.

**FISCAL IMPACT**

Non-applicable

**ATTACHMENT(S)**

Training Provider Matrix

Training Provider Matrix

<b>Training Provider</b>	<b>Yrs in Business</b>	<b>Completion Rates</b>	<b>Wage at Placement</b>	<b>Certificate %</b>	<b>Program, Program Costs and other comments</b>
Utah School of Phlebotomy Salt Lake City UT 84124	9	98%	\$9-\$13/hr	100%	Phlebotomy \$450
Cost Control Systems Orem UT 84058	29				Restaurant Worker Training Course - \$700 Restaurant Manager Training Course - \$1,595
Apex Dental Assisting Logan UT 84341	5			94%	Dental Assisting \$2,545

## STATE PLAN 2009-11 DELIVERABLES

## O & P Agenda Item V

Deliverable	Progress	Outcomes and Products
1. Develop a list of targeted occupations.	<b>Completed</b>	Occupations were selected and approved by the State Council in the following industries: Energy efficiency/renewable energy (EE/RE), health care, broadband & telecommunications, advanced manufacturing, high-demand industry sectors, high-growth occupations.
2. Create a web-based portal to access pathways that connect customers to training programs that lead to employment in stimulus occupations.	<b>Completed</b>	Web-based pathways portal was upgraded to allow job seekers to move from the occupation list directly to an approved provider in their selected field. <a href="http://www.jobs.utah.gov/services/training.asp">http://www.jobs.utah.gov/services/training.asp</a>
3. Create industry-led partnership grants to provide occupational training in targeted industries.	<b>Completed</b>	State Council, industry and partners collaborated on 12 grant applications in the energy (EE/RE) and health care sectors.
4. Create summer stimulus internships in demand occupations in private, public and non-profit entities across Utah.	<b>Completed</b>	Eligible youth were placed in internships - May thru Aug 2009 and 2010
5. Enhance re-employment and one stop services to provide or expand services in the following areas: skills assessment, career guidance, job training options, supportive services, employment plans, LMI and employer services. Implement WorkKeys for customer assessment.	<b>Completed</b>	<ul style="list-style-type: none"> <li>a) Staff in One stops are serving re-employment and UI customers</li> <li>b) Job-seeking workshops are offered at all One Stop Employment Centers</li> <li>c) WorkKeys Assessment and KeyTrain (remediation component) licenses were purchased and One Stop staff has been trained statewide. WorkKeys is being used in the Wasatch Front North ESA and phased implementation is ongoing across the state.</li> </ul>

On April 8, 2010 the SWIB approved a one-year plan extension through 6/30/11.

**Workforce Investment Act, Wagner-Peyser Act State Plan for  
Program Year 2011  
Utah Department of Workforce Services**

Executive Summary:

The State of Utah continues to set the standard of an exceptional workforce investment system. Governor Gary R. Herbert stated, “My vision for our State [is that] Utah will lead the nation as the best performing economy and be recognized as a premier global business destination.”

This commitment to economic expansion affords the Department of Workforce Services (DWS), with guidance from the State Workforce Investment Board (SWIB), a unique opportunity to further build partnerships with business, education, and government agencies, as illustrated through this State Plan.

These partnerships have led to the development of the multiple initiatives, including UtahFutures and the Utah Cluster Acceleration Partnership (UCAP). Both initiatives connect job seekers and employers with resources and information regarding growing occupations. More specifically, UtahFutures is a comprehensive career information system targeted at guiding job seekers through career exploration and training opportunities associated with high-growth, high-demand employment opportunities.

UCAP moves beyond the information dissemination tool of UtahFutures and further illustrates partnering commitments between DWS, industry, and education. The UCAP initiative is designed to address the need of key industry clusters for talent and innovation support by building specialized educational tracks to meet the needs of industry and therefore enhance Utah’s global economic competitiveness. Industry and educational tracks include Aerospace, Energy, and Digital Media. The UCAP initiative is being expanded in order to produce cutting-edge, innovative projects, which will accelerate the growth of specific industries.

Following a nationwide trend, Utah is experiencing a skills gap between employer skill requirements and job seeker skill sets. In order to close this gap, the Governor, via *HigherEd2020*, challenged Utahns and set a goal that 66 percent of Utahns age 25 to 64 earn a postsecondary degree or certificate by the year 2020. DWS plays an integral role in ensuring attainment of this goal through its unique role with Utah’s youth. By continuing to target at-risk youth including foster care youth and those youth tied to the Juvenile Justice System and providing career counseling tools and resources, leadership opportunities, and educational funding assistance, DWS can not only assist Utah in meeting this goal but, more importantly, positively impact the lives of youth.

In order to accomplish DWS’ goals, DWS functionally reorganized to create a streamlined, demand driven service delivery system. Through SWIB and legislative approval, DWS moved from a region structure to an economic service area system that targets industry and more easily identifies targeted occupations. Within this reorganization, the newly formed Workforce

Development Division provides support to service areas by developing consistent policies and procedures.

Strategically, DWS continues to focus on meeting the ever-changing needs of the Utah economy by seeking various grants, including the State Energy Section Partnership Grant and the National Emergency Grant. The NEG funds are targeted at providing training, re-employment services, and/or support services to approximately 2,000 workers dislocated from ATK Launch Systems who have been displaced from April 2009 to present. DWS has encouraged all workers dislocated, including those from ATK Launch Systems, to move into green jobs as supported by the SESP Grant that focuses on workforce development in green construction, alternative fuels, and other green occupations.

To create additional efficiencies within the workforce investment system, DWS instituted an Electronic Benefit Transfer (EBT) system to replace the voucher system previously used to expend funds from customers' Individual Training Accounts. This system benefits not only the customer but also the training institution as it allows for immediate transfer and expenditure of funds.

Regardless of the service provided or program utilized, DWS is dedicated to ensuring program integrity and, as such, formed the Performance Review Team who is tasked with editing 10 percent of all case managed cases on a monthly basis. DWS also utilizes an Internal Audit Division to monitor contracts and the State Auditor who audits 40 to 60 WIA cases annually. These efforts are targeted at assisting DWS in meeting or exceeding performance outcomes.

Within this State Plan, DWS details previously negotiated and attained performance outcomes as well as current year and proposed levels. DWS submits its requested Program Year 2011 performance levels within this State Plan but also reserves the right to renegotiate those levels given the economic downturn seen nationwide.

In past program years, the Department of Labor has approved various waivers to assist DWS in meeting its strategic goals. DWS requests to extend a number of those waivers, including Subsequent Eligibility Determination of Training Providers; Allow the Use of Individual Training Accounts for WIA Eligible Youth; Extend the Partial Waiver of Youth Providers; 50 Percent Transferability of Adult and Dislocated Worker Funds; and Waiver the Requirements for Reporting Performance Outcome Measures.

Through industry, education, and government partnerships as well as this detailed State Plan, DWS will meet Utah's workforce investment system needs.

To see the entire Plan, go to  
<http://jobs.utah.gov/edo/information/wiaplan.pdf>

## Bear River ESA

### Project Summaries

**BEAR (Business Expansion and Retention)**- The Bear River Service area has plans to implement the BEAR project April 1<sup>st</sup> 2011, using the model that has been used with success in the Price-Carbon County area. We are in the process of identifying our employers that will need to be contacted in the first phase of our program; and we are using the federal grant monies to implement a volunteer staff of 4 through (Americorps) to help with the project of Business, Expansion, and Retention in Box Elder and Cache County communities. The volunteer's will be contacting businesses in person and inquiring on their immediate and future needs. The goals of the project are to support local business's in the counties by collaborating with both the county and city economic development groups by helping the business's expand with any needs they may have, and to remain in our communities by providing resources and support as they request. The goal of the program is to run yearly from April 1<sup>st</sup> 2011 to April 1<sup>st</sup> 2012 etc., for a total of 3 years, with an annual recommitment and contract renewal in cooperation with Bear River Association of Governments.

**UI Truck Drivers workshop**- We also worked in conjunction with unemployment insurance to provide a mandatory workshop for all current UI recipients claiming the UI based off the occupation of truck driving. We held two workshops for the recipients in the service area (Logan & Brigham) in February 2011. The workshops offered job-searching tips, resume writing tips, and interviewing tips that were offered by both a DWS workshop instructor and by actual community employers that hire in the specific field of local and long haul truck driving occupation (s). We had a total of about 50 UI claimants that were mandated to attend. The goal was to help the UI recipient make contact with our employers for possible employment opportunities.

**Rapid Response workshop for ATK layoffs**- ATK had a layoff on 4/4/2011 of approximately 100 employees. The rapid Response workshops were held on 4/7 in Brigham City DWS office and on 4/11 in the Logan DWS office. The workshops gave the attendees information on Unemployment benefits, using DWS website of jobs.utah.gov and other DWS resources available such as food assistance, Medicaid, labor market information and of course job search assistance. The workshop(s) also gave information on protecting 401 K, COBRA and other health insurance options, and retraining opportunities using DWS services.

**Single Mothers Seminar**- DWS employees volunteered to participate with Bridgerland Applied Technology College in their Single Mothers Seminar, which gave single mothers resources on exploring employment, education, and other community resources to help navigate the difficult and sometimes lonely world of being a single parent. The event was highly publicized in the service area, and turn out was positive. The event took place in month of March in the Brigham City BATC center, DWS supported the event by providing training information and other support services the attendees could use toward their goals of self-sufficiency.

**Current progress** is we continue to provide the Citizens of our communities' resources and employment opportunities to help grow and strengthen the local and State economy. We have also been pushing hard our employer reimbursement programs such as On the Job training (reimburses 50% of the wages to employers) and Paid internship program

which was created and implemented in March 1<sup>st</sup> 2011 by DWS. We have exhausted our Back to Work youth funding that was allocated by the department for Bear River service area of roughly \$77,000 to incentivize employers to hire youth ages between 18-24, by offering \$2,000 for each new hire. We have continued to work to use the same program for adults who are currently receiving UI benefits or have exhausted their UI to try to get them back in the workforce.

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## Castle Country, Southeast, and Uintah Basin ESAs

### **Southeast ESA: Healthcare Task Force**

The Southeast Counties (Grand and San Juan) formed a Healthcare Task Force in early 2010 to assess and identify healthcare issues common among the area providers. Since both counties have recently constructed new hospitals and care centers, healthcare workforce-related issues have remained at the forefront. The Task Force developed three proposals that would strengthen the skills training capability in the two counties. Funding is being requested from DWS. The proposals are outlined below:

#### **1. Equip a Teaching Lab at the new Moab Regional Hospital**

The Moab Community is opening the doors for the new Moab Regional Hospital in January, 2011. In partnership with USU Moab and USU-CEU-San Juan, the new hospital will house a 500 sq ft clinical teaching lab that will support CNA, Medical Assisting, and eventually RN programs. But supplies and equipment and equipment are needed for the lab. The Task Force proposes to equip a new clinical teaching lab at the Moab Regional Hospital with essential supplies and equipment. This is an immediate need.

#### **2. Provide Interactive Video Conferencing (IVC) equipment at the Education Center in the Moab Regional Hospital.**

This will allow the Education Center at the Hospital to receive lecture portions of allied health and nursing courses broadcast from Blanding, Price, or other locations in the USU system. This creates a tremendous savings as opposed to offering all lecture courses face to face at each site. It would also allow our local nursing staff to broadcast lecture materials to other locations in the USU system. IVC capability will allow us to bring more programs, and offer more allied health/nursing credentials in the Moab community than would otherwise be possible. The IVC system would connect to the Utah Education Network (UEN) system.

#### **3. Purchase a Set of Patient Simulators for Use at the Medical Programs at the San Juan and Moab campuses of USU-CEU**

High-fidelity patient simulators have been found to be capable of providing scenarios that are often lacking in the current clinical rotations. They can be programmed for situations as simple as taking vital signs to as complex as delivering a baby with multiple complications. Simulation in nursing education at any level enables nurses to train without the stress of patient harm, treatment error, or omission. Patient simulations may now be used for up to 30% of clinical experiences. A set of three simulators would greatly enhance clinical experiences to accommodate current and proposed increases of participants. Each set will include an adult male, adult female with newborn, and a child.

The Task Force goal is to have the equipment in the proposals purchased and in use by Dec 2011.

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### Uintah Basin ESA - Lodging & Tourism Project

**Project Title:** Increase Lodging and Tourism Activity (and economic opportunities) in the Uintah Basin

**Project Description:** Organize a Task Force around the goal of increasing tourism and conference activities in the Uintah Basin. With the economic downturn, there is unused capacity in the lodging and tourism sector. The Task Force has held three meetings and is focusing its efforts around two goals: increase awareness and level of customer service, and two, prepare for and promote the opening of the Dinosaur Quarry, a national landmark which will reopen in the fall of 2011. Will outreach to local restaurant and hotel businesses for customer service training, and also be involved in promotional efforts for the Quarry.

**Project Completion Date:** Fall 2011

**Project Goals or Outcomes:** 5% increase in hotel bookings for late fall.  
5% increase in jobs in sector

**Current Progress, or milestone achieved to date:** Organized task force and held several meetings. The Task Force has connected with the Quarry and State of Utah promotional programs. The Contract with DWS is in place and outreach has been initiated to provide Quarry awareness and customer service training to local businesses. They are responding very positively. The Quarry has announced it will open in September and have a Grand Opening on Oct 4<sup>th</sup>.

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### Central/Southwest ESA

**Project Title:** 3<sup>rd</sup> Annual Milford Renewable Energy Fair

**Project Description:** The 3<sup>rd</sup> Annual Renewable Energy Fair will be Thursday, April 28, 2011. The Central/Southwest ESAs will be involved on the Fair Planning Committee in partnership with Milford High School, USTAR, and the Southern Utah Renewable Energy Center (SUTREC). The fair will have an Alternative Energy Vehicle Races, Innovative Renewable Energy Technology Displays, Green Career Exploration and Training provided by education partners and employers. In addition to the fair planning committee, Central/Southwest ESAs will participate in partnership with the State Energy Sector Partnership Grant with a booth at the Job Fair section during the fair.

**Project Completion Date:** April 28, 2011

**Project Goals or Outcomes:** Renewable Energy Fair Success, more participants than last year, more Renewable energy companies participating than last year, provide education to high school students about career opportunities in renewable energy.

**Current Progress or Milestones achieved:** The Planning committee is the final planning stages for the fair on April 28, 2011. The Fair committee is meeting monthly in conjunction with the SUTREC committee. We have sent out save the date flyers and emails to all participants from the last two years. Meetings will continue monthly or added as needed for planning activities.

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## Wasatch Front North ESA

### Green/Renewable Energy Project

**Project Title:** Training Workers for Green/Renewable Energy Jobs

**Project Description:** DWS will use \$56,000 from the UI Special Administration funds to hire an adjunct professor with the DATC to teach weatherization and renewable energy programs. A survey of employers shows 109 openings that exist right now in the renewable energy field. The survey contacted 16 employers and 9 have reported with 7 more left to report. It has been confirmed that there are more than 20 weatherization openings along the Wasatch Front with a wage of at least \$15.00 per hour.

**Project Completion Date:** The original completion date was June 30, 2011; however due to start up issues, we will be evaluating how long to continue the project.

**Project Goals or Outcomes:** Deliver a trained workforce to employers for green energy jobs.

**Current Progress, or milestone achieved to date:** The Executive Board members have met several times to work out the details of this proposal and a contract has been finalized. The first class will begin April 19.

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## Wasatch Front South ESA

**Project Title:** Workshop Validation Ad-hoc Committee

**Project Description:** To evaluate and validate workshops currently offered in the Wasatch Front South (WFS) service area ensuring from an “employer’s perspective” that the current workshops educate and prepare job seekers for applying and securing employment in the workplace.

**Project Completion:** The program is designed to run from 11/1/2010 to 6/30/2011

**Project Progress:**

Surveys were developed and utilized to collect data.

November through January, members attended and reviewed current WFS workshop curriculum.

Two meetings have been held to discuss and review surveys and hear more of the employer’s perspective regarding their recruiting and application processes.

Additional exchanges of information will continue via email until the next meeting in April.

**Project Outcomes (to date):**

- Recommendation to develop/provide an Employer Applications (paper/online) workshop or component. More emphasis needs to be placed on the application first and resume second due to legal implications (i.e. applicant's truthfulness/representation resulting in termination)
    - Key employer perspectives were made that need to be shared/stressed with applicants, which may be undermining their ability to obtain/retain employment.
  - Recommendation to provide more "hands-on" activities or assignments to support a customer having practical application from attending a workshop (i.e. master application, resume, mock interviews, etc)
  - Additional recommendations to be identified
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## Mountainland ESA

**Project Title:** Partnership with UVU for STIT (Short Term Intensive Training) funding and MATC Custom Fit Training monies

**Project Description:** Coordination between three organizations (DWS, UVU, MATC) to assist employers and job seekers in offsetting future training funds using grant monies for occupations in Targeted Industries.

Based on employer contacts to DWS requesting incumbent worker training funds, and the complexity of the RFP application process, we formed a partnership with UVU and MATC to help maximize training funds to benefit the employer. UVU provides a program called STIT which is a yearly funded state Custom Fit program to assist job seekers and employers in obtaining jobs or receiving advancement in their current job.

MATC provides a program called Custom Fit, which is an annually funded state program that provides a very quick turnaround of customized training at the employer's request.

DWS offers an incumbent worker training grant, which provides structured future training for employers to increase the skill base of their workforce.

**Project Completion Date:** Implementation date July 1 with periodic evaluations throughout fiscal year of 2012 and beyond.

**Project Goals or Outcomes:** By combining these programs together through the three organizations, the goal is to leverage these financial resources to maximize the benefit for the employer and create a competitive, skilled workforce for the future.



# STATE WORKFORCE INVESTMENT BOARD REPORT

## AGENDA ITEM No. IX

**Meeting Date:** April 14, 2011  
**Subject:** Career Pathways Innovation Fund Grant  
**From:** Diane Lovell

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### **RECOMMENDATION**

This Report is for the Board's information and consideration. No action is required.

### **BACKGROUND**

On March 1 the Department of Labor issued an RFP or national Solicitation for Grants Announcement (SGA), for Career Pathways Innovation Fund Programs, with a March 31 submission deadline. Eligible applicants included Community Colleges and Applied Technology Colleges. Because the SWIB/DWS was a required partner, a 6-member SWIB Proposal Review Panel met on March 16 to review proposal concept papers submitted by two institutions - UCAT and USU. Panel members: Paul Jackson, Joe Christopher, Richard Kingery, Daniel Marriott, Dr. William Sederburg and Melissa Smith.

After the Panel met, USU withdrew from the competition. UCAT incorporated the Panel's recommendations and DWS staff feedback and submitted the UCAN! (Utah Career Pathways Alliance Network) proposal to DOL on March 31. The UCAN! Program as proposed will

“create a comprehensive statewide framework of stackable credentials for career pathway development and integration to help low skill adult learners align with the skill needs of high demand occupational credentials, certificates and degrees within the Health (Life Sciences) industry”.

The UCAN! Proposal Abstract is attached for your information and copies of the entire proposal is available upon request.

### **FISCAL IMPACT**

The funding requested: \$4,817,000.

Of this amount \$365,250 will be budgeted to fund a DWS Program Specialist and related costs for three years.

### **ATTACHMENT(S)**

UCAN! Proposal Abstract

## Career Pathways Innovation Fund Grant Proposal

### ABSTRACT

**Applicant Organization Name:** Utah College of Applied Technology Mountainland Campus

**Applicant Type:** State Technical College System

**Targeted Industries:** Health and related industries

**Targeted Occupations:** Nursing, Allied Health, Health Information Technology, Medical Technicians, Clinical Lab Techs, Medical Lab Techs, Pharmacy Technicians, Analytical Lab Technicians, Clinical, Laboratory and Medical Device Regulatory Technicians

**Project Title:** *UCAN!* Utah Career Pathways Alliance Network

**Key Partners:** Utah System of Higher Education, State Workforce Investment Board, Regional Economic Services areas and One Stop centers, Utah State Office of Education- Adult Basic Education, Governors Office of Economic Development.

**Community and Technical Colleges:** Bridgerland Applied Technology College (ATC), Ogden Weber ATC, Weber State University, Davis ATC, Uintah Basin ATC, Utah Valley University, Mountainlands ATC, College of Eastern Utah, Southwest ATC, Snow College and Dixie ATC.

**Identification of Counties to be served:** Statewide application, all counties within Utah.

**Target Populations to be served:** Unemployed adults and incumbent workers.

**Projected Training Outcomes:** 700

**Requested Amount:** \$4,865,430

The *purpose* of this proposal is to create a comprehensive statewide framework of stackable credentials for career pathway development and integration to help low skill adult learners aligned with the skill needs of high-demand occupational credentials, certificates and degrees within the Health (Life Sciences) industry. This proposal will create the *UCAN! (Utah Career Pathways Alliance Network)* program, a broad-based alliance and partnership Utah Applied Technology colleges, Utah System of Higher Education institutions, workforce, economic development and adult basic education stakeholders with a network of training and service providers covering every geographic region and county of Utah.

The program is unique in that it seeks to replicate five successful, innovative career pathway models within the Healthcare sector which have demonstrated positive impact on student achievement, persistence and credentialing in prior research. *UCAN!* will replicate the following innovation models and program strategies throughout Utah: 1. **Pre-college summer and year round health bridge program** using all five elements outlined within the SGA. 2. **Pre-college summer and year round health bridge program using all five bridge elements with a strong emphasis on career coaching.** 3. **Developmental adult bridge programs.** 4. **Developmental adult bridge programs with a strong emphasis on career coaching.** 5. **I-BEST model (a blend of ESL and vocational instruction).**

*UCAN!* is a unique proposal in that it seeks to replicate innovative approaches to career pathway development within one state combining **two parallel** but fundamentally different postsecondary technical training instructional methodologies. A **competency based career pathway model** and a **semester based career path model** by two different statewide agencies of higher education. Utah has a statewide system of technical colleges that use **competency**

**based** instruction and career pathway skill development with open entry, open exit flexible based scheduling in a work-focused environment.

Utah ranks 49<sup>th</sup> nationally in the nurse-to-population ratio, indicating a critical shortage of Registered Nurses and a need for low-skill and ESL based vocational pathway development at the postsecondary level. Utah's minority population is the fourth fastest growing in the country averaging a 64.8 percent growth rate for the decade, according to the 2010 census data, while Healthcare is our fastest growing industry sector and producer of jobs.

Five percent of total grant funds will be reserved each year to incentivize performance/mission based funding for research models with greatest credential completion and labor market returns of participants. The *UCAN!* program will recruit adult learners from community partners, employers and area One Stop Centers. The project will also recruit from business and industry and over 10,000 Adult Basic Education participants who are eligible to participate.

<b>Outcomes</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Total</b>
Total participants served	269	396	435	1100
Total participants beginning education/training	201	225	262	900
Participants completing education/training	70	254	130	444
Type and total number of credentials given participants	0	44	60	104
Participant completers who are placed in employment	60	45	65	340
Participants completers still employed for 2 quarters	120	21	30	171
Participants completers entering related employment	58	30	35	123
Participants completers who enroll in further education	62	197	95	354

The program will use *strategies* such as pre-course assessments, intake forms, career coaching, one-on-one conversations with the participants to align the target population with the pathway. Internships and Externships will be provided for program participants. The *UCAN!* program will provide resume writing, job search strategies workshops, interview techniques, networking opportunities, class visits to hospitals and clinics, and will bring in visitors from business and industry to class. *UCAN!* will introduce participants to the Division Chairs or Deans in health related areas and arrange site visits to companies to see graduates of the program in action.

**Scholarship funds** will be set aside to create the *UCAN!* scholarship for participants unable to secure financial assistance through other means. This scholarship can be used for tuition, books and supplies as well as tuition assistance for part-time incumbent workers going through training. Career coaches will be used in select areas to determine impact on student performance measures against programs without career coaches. Coaches will be sent for training at nationally recognized career coaching training programs to become 'train the trainers' in career coaching to share best practices.

Grant outcome measures and reporting will be provided from Utah's Dept. of Education funded Statewide Longitudinal Data System (SLDS) grant, which will function as the State-level data exchange for all participant reporting for this grant. Utah is one of only several states in the

country that currently have a data warehouse with MOUs, data sharing agreements, processes and procedures which will integrate secondary, postsecondary and workforce data within one system making the *UCAN!* program the systems **pilot project**.