

**Utah Department
Of
Workforce Services**



**Workforce Investment Act Title I
And Wagner Peyser**
American Recovery and Reinvestment Act Plan of 2009

Section I. – Economic and Labor Market

A. Provide a detailed analysis of the state's economy, the labor pool, and the labor market context. (§112 (b)(4).)

Utah's industrial diversity, and thus its industrial makeup, is very similar to the profile of the United States economy as a whole. Trade, transportation, and utilities employ the most workers—20 percent of the economic base. Government, in all three branches, follows at 18 percent. Professional and business services are nearly 13 percent of the economy, while education and health services make up another 11 percent. Manufacturing employs 10 percent of the economic base. Leisure and hospitality make up 9 percent, construction 7 percent, financial activity around 6 percent, and information and other services approximately 3 percent each.

B. Industries and occupations projected to grow or decline – short term. What industries and occupations are projected to grow and or decline in the short term and over the next decade?

Industry Sector Growth

Long-Term—The professional and business services industry will provide the most new employment in the 2006 to 2016 period. This industry will add nearly 60,000 positions over the 10-year period. The healthcare industry will add another 50,000 new jobs to Utah payrolls. The trade industry (wholesale and retail) will increase by 48,000. A very important industry that is contributing some 35,000 new positions (private and public) to the Utah market is education. It is paramount that Utah invests in its educational infrastructure to provide the growing economy with trained workers in both the short and long run. Tourism will add 34,000 new jobs to the leisure and hospitality industry. Other industries creating new jobs include construction (34,000), and manufacturing (23,000).

Declining Industries—Utah expects to see very few declining industries in the 2006-to- 2016 period. The only major sector expected to experience declining employment is agriculture. Agriculture will shrink by 1,200 jobs by 2016, down from 19,700. Although total manufacturing shows growing employment, Utah expects a 1,000 decrease in textile and apparel manufacturing jobs.

Rate of Change—With an employment growth rate of twice the state average, the social assistance services industry will out-pace all other industries, recording growth of 6.3 percent. Management, scientific, and technical consulting services will be growing rapidly at a 6.0 percent rate. Specialized design services, computer systems design and related services, scientific research and development services and ambulatory healthcare services will all grow at a much higher than average five-percent rate. The average for all industries in the state is 2.8 percent over the 2006-2016 period.

Short-Term—The current national economic downturn is placing a heavy impact upon the short-term industry outlook. Only one industry—healthcare—can be identified with any confidence that it will add to its payrolls in 2009. Most Utah industries will have fewer employees in 2009 than the year before. By 2010 several industry groups will be on the mend and hiring workers again, but overall, across 2009 and 2010, Utah will see its total payroll count contract.

Declining Industries—Industries that will decline across this entire two-year period include construction, manufacturing, financial activities, and possibly mining (unless energy prices surge back).

Occupational Growth

Short-Term—The current recession and ensuing recovery will limit growth for most occupations during the next two years. Despite a slight decline in jobs, replacement needs place the sales and related occupation group at the top of the list for Utah job openings. Office/administrative support, food preparation/serving, education/training, and personal care, healthcare practitioner/technical occupations round out the top six occupational groups for overall openings.

Due to the downturn in the economy, most occupations will experience contraction rather than growth. On average, employment is expected to decline by slightly less than 1 percent between 2008 and 2010. However, both skilled and unskilled healthcare occupations are projected to grow by at least 2 percent. In addition, community/social services, education/training, personal care, and protective services occupations are projected to show 1-percent or greater employment gains.

Individual occupations projected to show a large number of annual openings include cashiers (2,100 openings), retail salespersons (1,500

openings), waiters/waitresses (1,100 openings), customer service representatives (800 openings), registered nurses (700 openings), freight laborers (600 openings), counter attendants (600 openings), elementary school teachers (500 openings), general office clerks (500 openings), and maids/housekeeping cleaners (500). In most of these occupations the need for replacements will account for openings rather than growth. Only registered nurses and elementary school teachers are expected to experience growth.

Long-Term—Projections show office and administrative support (clerical) occupations should have the largest number of total annual openings between 2006 and 2016 in Utah. Although computers have eliminated the need for many clerical workers and this group shows a low job-growth rate, this occupational group is currently the largest in the state. Its large initial size and need for replacements place administrative support occupations on top in terms of openings. Other groups with large numbers of annual openings include sales occupations, construction/extraction occupations, food preparation/serving occupations, and production positions.

Ranking these major occupational groups by their growth rate paints a different picture. Healthcare support occupations show the highest projected annual rate of expansion—almost 5 percent compared with the average of 3 percent for all occupations. The higher-skilled healthcare professional/technical, computer/mathematics, and community social services occupations fall in close behind with 4-percent growth rates. Obviously, training individuals for healthcare positions will continue as a labor market priority in the years ahead.

Individual occupations projected to show highest number of openings include retail sales workers (2,600 annual openings), customer service representatives (2,200 annual openings), cashiers (2,000 annual openings), waiters/waitresses (1,400 annual openings), general office clerks (1,300 annual openings), fast food workers (1,200 openings), registered nurses (1,000 annual openings), janitors/cleaners (1,000 annual openings), carpenters (1,000 annual openings) and heavy truck drivers (1,000 annual openings). Of course, many of these positions are low-skilled and low-pay.

C. Industries and occupations with demand for skilled worker. In what industries and occupations is there a demand for skilled workers and available jobs, both today and projected over the next decade? In what numbers?

Short-Term—Because of the recession, only two major industries are currently showing a high demand for skilled workers—education/healthcare/social services and mining. However, since the collapse of the bubble market in crude oil, mining employment is expected to stabilize in the near future.

In the next two years projections indicated that the following skilled occupations will be in the greatest demand:

- Registered Nurses (700 annual openings)
- Elementary School Teachers (500 annual openings)
- Secondary School Teachers (300 annual openings)
- Middle School Teachers (200 annual openings)
- Medical Secretaries (200 annual openings)
- Network Systems and Data Communications Analysts (100 annual openings)
- Education, Vocational, School Counselors (100 annual openings)
- Computer Software Engineers, Applications (100 annual openings)
- Automotive Service Technicians/Mechanics (100 annual openings)
- Licensed Practical Nurses (100 annual openings)

Long-Term—Over the next ten years, projections show the education and healthcare/social assistance industries will have the highest demand for skilled workers. In addition, professional/business services, information, construction, mining and manufacturing will show high demand for skilled workers.

As the “skilled” classification has no clear definition, Utah has focused on occupations with the best employment outlook and high wages. These jobs typically require higher skill levels and also provide higher living standards. The following lists show those occupations with the best employment outlook and wages for the 2006-2016 projection period, by training category.

Bachelors Degree or Higher:

- Chief Executives (200 annual openings)
- Computer and Information Scientists (60 annual openings)
- Computer and Information Systems Managers (100 annual openings)
- Computer Software Engineers, Systems Software (400 annual openings)

- Dentists (100 annual openings)
- Engineering Managers (100 annual openings)
- Engineering Teachers, Postsecondary (60 annual openings)
- Family and General Practitioners (100 annual openings)
- Financial Managers (200 annual openings)
- Health Specialties Teachers, Postsecondary (100 annual openings)
- Lawyers (300 annual openings)
- Marketing Managers (60 annual openings)
- Pharmacists (100 annual openings)
- Physician Assistants (40 annual openings)
- Sales Managers (100 annual openings)

Associate Degree or Postsecondary Vocational Training:

- Cardiovascular Technologists and Technicians (100 annual openings)
- Dental Hygienists (100 annual openings)
- Environmental Science and Protection Technicians (20 annual openings)
- Industrial Engineering Technicians (40 annual openings)
- Medical Equipment Repairers (60 annual openings)
- Occupational Therapist Assistants (20 annual openings)
- Paralegals and Legal Assistants (70 annual openings)
- Registered Nurses (1,000 annual openings)
- Respiratory Therapists (40 annual openings)

Work Related Experience and Long-Term On-the-Job Training:

- Claims Adjusters, Examiners, and Investigators (80 annual openings)
- Electrical Power Line Installers and Repairers (90 annual openings)
- Electricians (500 annual openings)
- First-Line Supervisors/Managers of Production and Operating Workers (200 annual openings)
- Food Service Managers (200 annual openings)
- Industrial Machinery Mechanics (100 annual openings)
- Industrial Production Managers (80 annual openings)
- Plumbers, Pipefitters, and Steamfitters (300 annual openings)
- Purchasing Agents (100 annual openings)
- Sales Representatives, Nontechnical (900 annual openings)
- Sales Representatives, Technical (300 annual openings)
- Sheet Metal Workers (100 annual openings)
- Supervisors/Managers of Construction Trades and Extraction Workers (500 annual openings)

- Supervisors/Managers of Mechanics, Installers, and Repairers (200 annual openings)
- Supervisors/Managers of Non-Retail Sales Workers (200 annual openings)

Moderate and Short-Term On-the-Job Training

- Advertising Sales Agents (70 annual openings)
- Aircraft Structure, Surfaces, Rigging, and Systems Assembler (30 annual openings)
- Bookkeeping, Accounting, and Auditing Clerks (800 annual openings)
- Correctional Officers and Jailers (100 annual openings)
- Drywall and Ceiling Tile Installers (300 annual openings)
- Maintenance and Repair Workers (300 annual openings)
- Operating Engineers (300 annual openings)
- Painters, Construction and Maintenance (400 annual openings)
- Pharmacy Technicians (200 annual openings)
- Postal Service Mail Carriers (100 annual openings)
- Roofers (100 annual openings)
- Truck Drivers, Heavy and Tractor-Trailer (1,000 annual openings)

D. What jobs/occupations are most critical to the State's economy?

Occupations in the engineering, healthcare, computer/mathematics, science, education, management, construction, and production groups are most critical to sustain long-term economic growth.

E. What are the skill needs for the available, critical and projected jobs?

Available Jobs—Analysis of the skill requirements (as outlined in O*Net) of occupations in the current labor market reveals that basic skills are among the most important requirements of current Utah jobs. The skills of active listening, reading comprehension, critical thinking, speaking, coordinating, active learning, writing, monitoring, instructing, and time management rank among the most important skills required across the board in the Utah economy.

Important knowledge requirements (as outlined in O*Net) for the current Utah labor market include customer/personal service, knowledge of the English language, clerical skills, mathematics,

computers/electronics, education/training, management, sales/marketing, mechanical knowledge, psychology, design, and engineering/technology.

Critical Jobs—important knowledge/skill areas (as classified by O*Net) for critical jobs include medical/dentistry, mathematics, mechanical, education/training, computers/electronics, building/construction, psychology, biology, chemistry, production/processing, and transportation.

Projected Jobs—Analysis of the skill requirements (as outlined in O*Net) of projected occupations also reveals that basic skills will be among the most important requirements of Utah jobs in the future. The skills of active listening, reading comprehension, critical thinking, coordination, active learning, speaking, monitoring, instructing, writing, and time management rank among the most important skills required across the board for the projected occupations over the next 10 years in the Utah economy.

Important knowledge requirements (as outlined in O*Net) for the projected Utah labor market include customer/personal service, English language, mathematics, clerical, education/training, computers/electronics, management, sales/marketing, mechanical, psychology, building/construction, design, and engineering technology.

*F. Current and projected demographics of available labor pool.
What are the current and projected demographics of the available labor pool (including the incumbent workforce) both now and over the next decade?*

Utah's labor force is 87 percent white (2000 Census data). Thirteen percent is minority, but this percentage has probably risen by 2 to 4 percentage points since then. The largest and fastest growing minority group is Hispanics. Hispanics accounted for just over 8 percent of the labor force in 2000, but that share has probably grown to around 10 percent or slightly higher since then. The percentage probably fluctuates based upon the economic environment. The construction industry had been one of the Hispanic community's major employment centers. With construction experiencing significant job losses over the past year, it is speculated that some migratory Hispanic laborers have left the state recently, probably slightly lowering their percentage. It is not anticipated that the remaining racial groups in Utah have grown in percentage. Asians make up 1.7 percent of the labor force, American Indians 1 percent, and all other groups 2.4 percent, combined.

Utah's labor force is young, placing the state in sharp contrast with the national profile of an older, Baby Boom-dominated labor force. Just under 50 percent of Utah's labor force is 35 years of age and younger. No other state comes close to that kind of youth profile. Only 10 percent of Utah's labor force is aged 55 to 64—that group closest to moving into retirement age. Utah industries with some exposure to Baby Boomer retirement going forward include urban transit, education, and public administration.

G. State "in migration" or "out migration" Is the State experiencing any "in migration" or "out migration" of workers that impact the labor pool?

Utah has a high internal birth rate. The birth cycle is such that a third baby boom behind the original post-war Baby Boom (a grandchildren boom) is occurring. Internal population growth is the primary source of new Utah labor. However, in-migration is also an integral part of labor force growth. In strong economic times, Utah generally can retain (on net) its new homegrown workforce, and absorb the in-migrants. In weaker economic times, net out-migration of this cohort can occur (even though the in-migration of lesser skilled labor continues). Over the past decade, during the recession of the early 2000s, Utah saw out-migration within its young labor force, but was countered and overwhelmed by net international in-migration, especially from Hispanic nations. This current economic downturn has probably drastically slowed the inflow of international in-migrants, as their industries of primary employment (particularly construction) are currently in decline.

Once the economy returns to a position of strength, the previous trend is expected to continue at least through the next decade. Barring the passing of any restrictive immigration laws, that trend will be domestic in- or out-migration depending upon Utah's economic conditions, and international in-migration, if future economic downturns return to being weak and limited.

Strong population growth is the primary driver of Utah's economy and will continue to be through the next generation. This labor force growth and characteristic, shared by Utah's mountain state neighbors, is part of a long-term trend dominating this part of the country. This is a multi-decade, multi-generational shift.

As the United States developed from its infancy, the Industrial Revolution dominated its economic foundation. That economy produced many physical goods, produced by mass labor, and demanding cheap and efficient transportation corridors, like rivers, seas, and good roads over flat lands. The Rocky Mountains were not attractive within this environment. The Industrial Revolution rarely utilized this part of the county. That left this part of the county under-populated in relation to the country's development. Modern times have changed that. With improvements in transportation corridors and types, along with the U.S. movement away from an industrial economy to a technological and service-based economy (which isn't inhibited by geographic barriers), the Intermountain West (including Utah) is prime country for explosive population growth. It is an aesthetically pleasing, recreational part of the country now conducive to economic and social development. This shifting trend spells long-term benefits to Utah's future economic and labor force growth.

H. Based on an analysis of both the projected demand for skills and the available and projected labor pool, what skills gap is the State experiencing today and what skill gaps are projected over the next decade?

Currently, those areas of greatest skill and/or knowledge need are precisely those areas which are most in demand in the current economy, namely: active listening, reading comprehension, critical thinking, speaking, coordinating, active learning, writing, monitoring, instructing, time management, customer/personal service, knowledge of the English language, clerical skills, mathematics, computers/electronics, education/training, science, management, sales/marketing, mechanical knowledge, psychology, design, and engineering/technology.

Over the next decade, skills areas with the greatest need are projected to include (in this order): active listening, reading comprehension, critical thinking, coordination, active learning, speaking, monitoring, instructing, writing, and time management. Knowledge areas with the greatest future need are projected to be (in this order): customer/personal service, English language, mathematics, clerical, education/training, computers/electronics, management, mechanical, building/construction, and sales/marketing.

I. Based on the labor market, State identified workforce development issues. Based on an analysis of the economy

and the labor market, what workforce development issues has the State identified?

The governor has identified economic development as one of the top priorities of his administration. The driving force behind this prioritization of economic development is really a demographic factor. As mentioned, Utah has the highest birth rate in the nation, which produces an increasing and young population.

Because of this dynamic, Utah has a smaller percentage of working-age population available to contribute to the state's social and educational price tag, per capita, than any other state. Utah is currently in the early stages of a third baby boom that is just entering its education years. Over the next 10 years, it is projected the state will have to find a way to educate approximately 100,000 more students in the K-12 school system. In a state with a total population of around 2.4 million, this can be a significant challenge. The governor's approach is to grow the state's economy to pay for this anticipated educational burden.

Utah's young and educated labor force is, and has been, one of Utah's strong economic selling points. The concern about Utah's ability to afford educating this next generation of Utah workers is one of the driving factors behind the governor's current economic efforts.

In support of the governor's overall economic development plan, the Utah Department of Workforce Services continues to focus on ongoing workforce development needs. The Department is proactive in working with the business community to identify occupations that may have some sort of skill shortage or is facing other labor force deficiencies. The Department has put in place a program to identify industries that are facing labor issues and occupations where employers are finding shortages or deficiencies. The Department is aggressively reaching out to the business and education communities to develop strategies and programs to alleviate these shortages or deficiencies. Identified training programs are being developed, or expanded, as is funding to help facilitate this process where possible.

As part of this workforce development strategy, labor force customers coming to the Department are encouraged to consider moving into these areas of need. They are encouraged to consider entering into the available training options, and career ladders are developed and presented to help these customers not only see the short-term benefits of furthering their own skills development, but also the

possible rewards over the long-term of advancement and increased earnings.

J. What is the Governor's vision for ensuring a continuum of education and training opportunities that support a skilled workforce? (§112(a) and (b)(4).)

Governor intends these funds to promote Utah's economic recovery by assisting those most impacted by the recession. The State Workforce Investment Board, in partnership with industry, education, workforce agencies and economic development, have directed ARRA training funds to those occupations that are important to Utah's economy recovery and align with sectors identified in ARRA.

The governor brought together key partners under a 21st Century Workforce Initiative to ensure education and industry have identified the skills needed and curriculum is available to train the impacted workers for jobs of the future. This effort improves our state's ability to provide companies with a skilled workforce.

The occupations Utah will focus on are:

- Renewable/Sustainable Energy
- Broadband Technologies
- Healthcare
- Advanced Manufacturing
- Green Jobs

K. What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk? (§112(b)(18)(A).)

Utah will align the ARRA WIA Youth funding with those identified occupation and industry targets listed under Question A. For instance, Utah will promote summer youth internships through weatherization, by partnering with the Utah State Energy Assistance Office, DWS has provided contact lists for each entity receiving funds to match an internship opportunity with each weatherization team. The target age group for this funding in Utah will be eighteen to

twenty-four year olds, with regular WIA Youth funding focused on the younger population.

L. Identify the Governor's key workforce investment system priorities for the state's workforce investment system and how each will lead to actualizing the Governor's vision for workforce and economic development (§111(d) and 112(a).)

Under the direction of the Governor's 21st Century Workforce Initiative the following objectives and priorities were developed.

- Stimulus occupations – Direct ARRA funding to those occupations identified in the law. Work with education to ensure training is available to provide high-skilled workers to the employers investing in these occupations of the future.
- Global competitiveness – Skills and pathways focused on stimulus related industries and occupations.
- Early childhood – Create a highly targeted program aimed at highest risk population with specific improvements in both curriculum and worker competence/compensation.
- Curriculum to increase Science, Technology, Engineering and Mathematics (STEM) related graduates Incentives for more students to enroll and graduate in STEM related programs both secondary and post-secondary education.
- Improved counseling to encourage engagement with targeted industries and occupations. Develop market related information systems and delivery of that information through both traditional and non-traditional staffs that more accurately gives students high-demand, high-compensation job targets with detailed talent pathways.

Section II – Overarching State Strategies

A. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities, and the workforce development issues identified through the analysis of State's economy and labor market? (§112(b)(4)(D) and 112(a).)

Utah will use its current industry led workforce development strategy to identify and create talent pathways across the state. The actions/deliverables are as follows:

- Use the latest labor market information and economic development initiatives for making decisions on which sectors and occupations to invest in
- Select occupations for the following industries, based on directions from ARRA:
 - Energy/green jobs
 - Health care
 - Broadband and telecommunications
 - Advanced manufacturing
 - High-demand industry sectors
 - High-growth occupations
- Identify or create talent pathways, that include an assessment process, that lead to the targeted occupations for ARRA and a second list for regular funding, for:
 - Job placement for unemployed and underemployed with skills
 - Job training for those who lack measurable skills
 - Aligned with Basic Education and Pell Grants
 - Youth
 - Career and Technical Education
- Create Web based portal to provide information on pathways that lead to employment training opportunities and job placement
- Create industry partnership grants (led by business) to quickly and effectively provide occupational training
- Create partnerships to apply for grants that will fund services to meet the needs of employers and customers during the economic downturn.

Section III. – Service Delivery Strategies, Support for Training

A. Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service level, improve service quality, achieve better integration or meet other key state goals. (§112(b)(17)(A))

Based on the recommendation of the National Council on Education and the economy, from the Tough Times Tough Choices report, Governor Huntsman mobilized over 100 education, government, economic development and business leaders to identify the highest priority globally competitive initiatives. This body presented Governor Huntsman with a list of ten projects to improve the state's approach to

workforce development including a governance structure that will align workforce development partners.

The Department of Workforce Services (DWS) has identified high-growth, high-wage industries and occupations that are vital to Utah's economic competitiveness. Much of this work is based on needs assessments that integrate NCLB with adaptive testing in education. Additionally, DWS is designing a more robust assessment to better target its customers need for 21st Century skills. This will facilitate customers acquiring the skills in the identified occupations.

State Governance and Collaboration

B. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority. (§112(b)(8)(A).)

Utah is continuing its efforts to bring workforce partners together in a coordinated effort around ARRA activities to ensure affective use of funding.

Partners at the table are; Governor's Office of Planning and Budget, Higher Education, Public Education, Utah State Office of Rehabilitation, Governor's Office of Economic Development, Utah Energy, Community Based Organization, and Utah College of Applied Technology. Areas identified for coordination are:

- An integrated effort for any grant applications the state decides to pursue under ARRA
- A defined occupations list that directly relates to ARRA focused industries
- Coordination on the WIA Approved Training provider list, to identify which providers offer training in the above mentioned occupations
- Develop a web-based pathway that leads job seekers from the occupation list directly to an approved provider in their selected field and in their location.

C. Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate

and existing state-level barriers to coordination? (§111(d)(2) and 112(b)(8)(A).)

DWS and identified partners have entered into an MOU to ensure coordination and ease of access and reduction of duplication. An additional MOU for Collaborative Coordinated Services (CCS), implemented specifically for family focused services is in place. One of the outcomes of CCS has been a coordination of policies relating to high-risk youth across various state agencies. DWS utilizes a comprehensive case management system (UWORKS) in the tracking and management of customers, including common measures reporting. UWORKS is used for all services provided under WIA programs, Wagner-Peyser, Trade, TANF and Refugee case management. UWORKS is integrated with the Unemployment Insurance systems; customer data is shared where appropriate. DWS partners with the U.S. Dept of Labor Apprenticeship office in Utah. Business and Employment Services policy is integrated and available via the internet at the DWS website <http://www.jobs.utah.gov/edo/information/dwsdefault.asp> to all interested parties.

Regional partnerships and local stakeholders are empowered to develop regionalized, targeted industry based approaches to talent development that maximize asset utilization and the leveraging of resources. The regional partnerships develop a plan driven by regionally-based labor market and economic information that identifies targeted industries' short- and long-term workforce needs. Comprehensive, current, regionally-based labor market and economic information enables the workforce system to understand targeted industries' workforce needs not only in the context of occupational gaps, but also in the context of gaps in skill areas and skill levels across the region.

Regional partnership role is:

- To align the skills, curriculum and pathways in each operational region of the state to meet the workforce needs for the important industry sectors and occupations in their area of the state. The skills and curriculum review will be accomplished using eSKILLS.
- Use comprehensive workforce and economic information to drive training investments across the region and to guide job seekers to careers in identified high-growth high-demand, and economically vital industries and occupations.
- Actively engage industry representatives in the ongoing process of identifying, revising, and creating career ladders

and lattices in targeted sectors, and align talent development investments with pathways.

- Initiates a comprehensive asset-mapping effort to understand the full range of workforce, education, and training resources available in the region.
- Implement WorkKeys and Career Readiness Certificate testing

Reemployment and Wagner-Peyser Act Services

D. Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 30(3) of the Wagner-Peyser Act. (§112(b)(17)(A)(iv))

Utah is focusing its reemployment efforts to effectively strengthen our Workforce System, providing a more comprehensive approach to the customers seeking our services. Our strategy will focus on both the employer and job seeker needs as we build a dual approach to our service delivery model. Specific areas we are working on include;

Technology – Utah is working to upgrade the information sharing process between our UI claimant system (CUBS) and our Labor Exchange Case Management system (UWORKS). More specifically, the following technical upgrades are proposed:

- Integrate data transfer between Unemployment Insurance (UI) and Employment Services (ES)
- Implement AutoCoder Software to automatically identify job classifications of UI Claimants and job postings by employers
- Integrate Labor Market information into the reemployment services support for UI Claimants
- Perform related technology infrastructure upgrades, such as linking UI Claimants to job openings when they file their web initial claims and web weekly claims.

Workshops – Utah is currently working on creating or revising workshops to focus on strategies to assist the job seeker to reenter the job market. Customers seeking services will have the option to attend a variety of workshops, specifically directed to assist in their search for reemployment. The following workshops will be available in all areas of the state:

- Job Seeking with Technology
- Re-packaging your Skills
- Resumes
- Interviewing
- Assertive Communication

Assessments – Utah is in the process of evaluating its current assessment processes to determine where enhancements and additional resources could be applied to assist the customer. As we complete this evaluation, the following areas will be our focus:

- An assessment is a “cooperative process between the employment counselor and the customer.
- The assessment process focuses on the customer’s employment related needs.
- Assessments will be flexible, based on the customers needs. Can range between an informal review to an in-depth testing of the customer’s skills, abilities, interests, and barriers to employment.
- Information discovered through the assessment process will be used to assist the customer in developing a plan for reemployment.

In response to Training and Employment Guidance Letter 21-08, PELL Grants and the Payment of Unemployment Benefits to Individuals Approved for Training, the Unemployment and Workforce Investment teams are working together to develop a strategy around this guidance.

E. Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)

All Employment Centers operate under the three-tiered delivery strategy that ensures self-service, facilitated self-help and staff-assisted services are available to all customers

1. Self-service is available from any location via the Internet:
 - Self-directed on-line services www.jobs.utah.gov
 - Registration for services
 - Resume repository

- Job matching
 - Labor market
 - Utah Cares www.utahcares.utah.gov
 - Skills testing
 - Career planning www.careers.utah.gov
 - Unemployment Insurance
 - Application for TANF, Food Stamps, Medicaid, Child Care (targeted for future release)
 - Application for additional services, such as training and supportive services
 - Labor Law Training
 - Employer Quarterly UI Tax reporting
 - Pre-Layoff Services
 - Employer Tax Information
 - New Hire Reporting
2. On-site facilitated self-help service, all self-directed services listed above are available and may be staff assisted depending on the needs of the customers.
3. Staff-assisted service provides:
- Help to individuals needing further assistance to achieve employment or to remain employed.
 - Help employers to find, recruit and hire new employees.

DWS currently gathers job orders through a variety of ways, including direct employer postings and automated system collection from a variety of sources. DWS is prepared to post and track jobs generated through ARRA at the direction of the Governor.

Adult and Dislocated Worker Services

F. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services and described in §134(d)(2).

Adults and Dislocated Workers are encouraged to utilize a wide range of core services to meet their employment and supportive services needs. Core Services include:

- On-line Services
- Labor Market Information
- Customer Registration:
- Skills Testing:

- Workshops:
- Eligibility for Food Stamps, Financial Assistance and Child Care screening/determination
- Employment Exchange Information
- Job Referrals
- Service Referral
- Initial Interview-Educate on Services
- Job Connection Room

All customers have access to core services either through self-service activities or staff assisted in one of our many employment centers throughout the state.

G. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services. (§112(b)(17)(a)(i).)

Having all resources for both Wagner-Peyser and WIA Title I under DWS, provides the ability for integrated services to our Adults and Dislocated workers. These services are available for core customers and include on-line services, Labor Market Information, customer registration in UWORKS, skills testing, workshops, eligibility determination for food stamps, financial assistance, and child care, employment exchange, job referrals, service referrals, initial interview, and job connection area. DWS continually looks for ways to improve customer service. Details are outlined in the "DWS Operational Guide."

Referring customers to One-Stop partners is appropriate when the service is not available from DWS. Each employment counselor is skilled in using Utah Cares and other methods to identify community resource that will assist the customer. Referrals to these services include electronic referrals from UWORKS, Utah Cares referrals, community partner pamphlets, and coordinating phone calls.

DWS plans to increase staffing in our Employment Centers to assist the target populations to access the services and trainings needed to ensure their success in finding family-supporting jobs.

H. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA

*Title I funds and the leveraging of other funds and resources.
(\$112(b)(17)(a)(i).)*

With the integrated programs of DWS, leveraging other program funding and resources is part of the operational structure. An example of how the coordination and leveraging of funds leads to more effective programs is demonstrated by the fact that individuals who meet the eligibility requirements for TANF are provided core, intensive, and training services funded by TANF dollars: the same is true for individuals who meet the eligibility requirements for Food Stamp Employment and Training program. Therefore, these particular individuals do not receive WIA funds. This leaves more WIA funds to assist DWS customers who do not meet the eligibility requirements for services provided by TANF or other funding streams. The use of multiple funding streams allows DWS to provide more services to assist job seekers to develop the necessary skills to secure employment in demand occupations. This also benefits employers by providing them with skilled workers.

For youth co-enrolled in WIA and Education Training Vouchers (ETV) (funded through Chaffee funds), WIA covers case management costs, while ETV covers the costs of training and supportive services.

ARRA has provided Utah the opportunity to coordinate more closely with education and industry around the target occupations. In a cooperative effort industry, education and DWS will map out the current talent pathways in assisting customers to easily access training providers statewide. Where gaps are noted in the curriculum a concentrated effort will ensue to quickly fill the gaps.

- 1. What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Center? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that to open to anyone? (\$112(b)(2) and 111(d)92).)*

DWS has established a "DWS Operational Guide"; this provides the direction for the local employment centers to deliver the services for both job seekers and employers. www.jobs.utah.gov also provides access to on-line services for both job seekers and employers.

As stated in the DWS Operational Guide, employment centers operate throughout Utah. A primary goal of a One-Stop delivery system is to serve as the anchor for a statewide Workforce Development System that will effectively respond to the needs of business clients, job seekers and the community. The One-Stop system provides a seamless and comprehensive employment exchange network, which will serve as the connecting point for business clients and job seekers. An employment center provides direct services or referrals for services through partner agencies to meet the needs of its customers. This requires that centers develop and maintain strong relationships with partner agencies in order to maintain efficiency and to avoid duplication of services.

In order to be successful, it is critical that the four DWS key business processes of Eligibility, Employment Exchange Services, Employment Counseling and Unemployment Insurance, focus employment counselors on the same overall goals as they coordinate services to customers. Outcome targets ensure DWS achieves the goal of developing the workforce.

Utah's workforce investment system is a service-driven organization and, as such, all activities should directly support service to our customers. The department's goal is to enhance the service we provide our internal and external customers. DWS provides organizational structures and pathways that promote individualized service that is responsive, professional, and compassionate. Exceptional customer service promotes integration for all endeavors. Each center manages people and technical resources to minimize customer waiting, maximize meeting service requests on the initial visit, and minimize customer handoffs. Eligibility, Employment Counseling and Employment Exchange Services may be concurrent activities as we meet the needs of our customers.

DWS customers are located throughout the state and any customer can access the same level of services regardless of their location. DWS centers have a common look and feel in appearance including signage. The centers have an open environment that is friendly to both internal and external customers. However, center managers have flexibility in establishing pathways. Resources and local needs drive those pathways.

In order to continue to provide consistent service, it is critical that all Employment Centers follow state approved policy and procedures. Adherence to policy and procedure will be required. It is the

responsibility of employees to examine processes to continually improve and provide cost effective services while still maintaining adherence to policy and procedure.

As DWS has strategized around the opportunities ARRA affords, additional services have been identified and plans are underway for their delivery. Our front-end, core operation will be refreshed with additional staff and services to meet the needs of the customers seeking services.

Youth Services

J. Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need. (§112(b)(18).)

A statewide team of youth practitioners has worked to design a strong summer internship program. Youth throughout the state will have the opportunity to learn work readiness skills while earning a wage.

- DWS anticipates serving 700 to 900 youth statewide.
- DWS plans to begin taking applications 5/1/09.
- Summer internships are available 6/1/09 to 9/30/09.
- Internships may be available after 9/30/09 to 3/31/10.
 - Request a waiver to extend participants to March 31, 2010 without inclusion in regular youth outcomes.
- Eligibility:
 - 18 to 24
 - Low income
 - Barriers that interfere with ability to get and keep a job, or succeed in educational activities
- New Performance Outcome: Attainment of Work Readiness Certificate.
- Worksites—ARRA asks states to focus on energy efficiency and science, and DWS will target occupations in green energy and life/medical sciences. However, DWS intends to strike a balance by providing information about target occupations, while matching youth with work sites corresponding with their career plans.
- Funds cover internship stipends and supportive service needs.
- DWS is soliciting internship worksites in the public, private and private non-profit sectors.

- DWS will be prudent in developing worksites, as Internship customers cannot displace regular workers who are currently working or currently on layoff status.

Included with this plan is a waiver request to continue the internship program through March 31, 2010 and have ARRA youth excluded from Common Measures.

Veteran's Priority of Service

- K. What policies and strategies does the state have in place to insure that, pursuant to the Jobs for Veterans Act (P.L. 107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?*

The Department of Workforce Services abides by the guidelines as described in Public Law 107-288, Job for Veterans Act 2002 (38 USC 4215) and TEGL 05-03 regarding Veterans Priority of Services in DOL funded programs. A veteran or spouse of a veteran as defined in Title 38, Chapter 42, receives priority of service under any qualified job training program, delivery system or service, if the person otherwise meets the eligibility requirements for participation in the program.

Service Delivery to Targeted Population

- L. Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities). (§ 112(b)(17)(A)(iv).)*

DWS's integrated Business and Employment Services policies and procedures provide for equal access and comparable service to these distinctive groups. In order to provide seamless service to the customer, integrated policy is not broken out by these distinctive populations. Through eligibility and assessment, the priority of service for these populations is determined.

Utah statute 35A-3-114, Programs for Displaced Homemakers: DWS administers this program for the state. Integrated policy for this population states, "The purpose of the Utah Displaced Homemakers (UDH) program is to provide services to customers with barriers to employment because they are displaced homemakers."

DWS provides the following services either directly or through a referral:

- Employment and skills training, career counseling, and placement services specifically designed to address the needs of displaced homemakers
- Assistance in obtaining access to existing public and private employment training programs
- Educational services, including information on high school or college programs, or assistance in gaining access to existing educational programs
- Financial management services, which provide information on insurance, taxes, estate and probate matter, mortgages, loans, and other financial issues
- Prevocational self-esteem and assertiveness training

The Choose to Work (CTW): CTW services are designed to provide individualized job development and placement services to customers with disabilities who have not been successful in obtaining employment through traditional services provided by DWS and USOR. These customers may need DWS staff assistance to access core services and utilize traditional services such as mediated job search, self-directed job searching, resume writing, interviewing, or other job seeking skills. The CTW service supports DWS and USOR Counselors with providing services to customers with disabilities who may not otherwise obtain employment without intervention. CTW services integrate with other service deliver operations.

Disability Program Navigators (DPN): Utah has two DPNs that provide statewide services. One of their major roles is to strengthen our current statewide CTW services. The DPNs work with the current CTW Specialists (both DWS and USOR) to identify areas for improved services. They facilitate partnerships beyond USOR that are essential to the success of our customers. These partnerships may vary by location; it is the DPNs role to identify and cultivate these new partnerships. The DPNs will take the lead on requesting that Utah's

One-Stop operation become an Employment Network (EN). Becoming an EN will enhance the services we can provide to our customers with disabilities.

Services to low-income individuals: The purpose of the Family Employment Program (FEP) is to empower families to increase their income and become self sufficient through employment, child support, and/or disability benefits. FEP serves parents with dependent children residing in their own home, as follows:

- Financial assistance is time limited for most families. Parents can only receive cash payments for up to 36 months over their lifetime. Approval of additional months occurs if the parent meets specific criteria for extension.
- Employment counseling services to all eligible parents.
- Social Work Services.
- Childcare services, provided to FEP participants to participate in employment plan activities.
- Household members may receive medical assistance.
- FEP training services.

Non-Traditional Employment: employment counselors and customers negotiate employment plans, including the following requirements:

- The following is taken into account during negotiations of the employment plan:
 - Customer preferences, to include information about non-traditional employment and targeted industries
 - Available program resources including all DWS resources
 - Supportive service needs
 - Customer's skill level and aptitudes, including previous work experiences and educational successes and setbacks
 - Local employment opportunities
- Criteria to consider before approving an employment goal include:
 - Job readiness of the customer
 - Marketability and average wage level of the employment goal
 - Customer aptitude and potential for success
 - Level of supportive services needed
- The plan is a negotiation process between the employment counselor and the customer

Older Workers: Utah's Department of Human Services (DHS) delivers specific programs for older workers. DWS has a liaison who works closely with DHS and coordinates these services.

Section IV. Operations

Transparency and Public Comment

A. Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments. (§§111(g) and 112(b)(9).)

On April 9, 2009 during the business portion of the State Workforce Investment Board (SWIB) meeting, the timeline for development and review of the WIA and Wagner-Peyser 2009 American Recovery and Reinvestment Act Plan was provided. The plan was published on the department's web page for review and comments from May 25 to June 10, 2009. All comments were reviewed and incorporated as appropriate into the final version, posted June 15, 2009 for SWIB vote approving the plan for submission to Department of Labor.

Increasing Service for Universal Access

B. What state policies are in place to promote universal access and consistency of service statewide? (§112(b)(2),)

Customers come to DWS Employment Centers at various stages in their career development. It is the employment counselor's responsibility to offer appropriate service at all stages along the career path. DWS has established a "DWS Operational Guide"; this provides the direction for the local employment centers to deliver the services for both job seekers and employers. www.jobs.utah.gov also provides access to on-line services for both job seekers and employers. Additionally, Utah abides by 29 CFR Part 37. This regulation includes the methods of administration and requires, "the recipient (DWS) must make efforts (including outreach) to broaden the composition of the pool of those considered for participation or employment in their programs and activities in an effort to include members of both sexes, of the various racial and ethnic groups, as well as individuals with disabilities."

Customers can access DWS services by visiting Employment Centers or by using DWS on-line services and can access DWS services on-line twenty-four hours a day, seven days a week. The DWS website, www.jobs.utah.gov, allows customers to enter their resumes, search for job openings, learn about careers, access economic information, apply for training services, file for unemployment insurance benefits, and find links that will take them to other useful resources.

Employers are also able to access DWS services on-line twenty-four hours a day, seven days a week. Employers can enter job orders and search for qualified job seekers, access economic and wage information, report and pay quarterly taxes, enter New Hire Registry information, and link to business.utah.gov to find useful information about starting and operating a successful business.

The Information Technology and Online Services staffs are continually evaluating the usability and functionality of the DWS website to ensure that all users are able to navigate this site.

Local Planning Process

C. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process. (§112(b)(2) and 20 CFR 661.350(a)(13).)

Not Applicable – Utah is a Single Service Delivery Area State

Procurement

D. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).)

Utah will not be issuing any of the ARRA funding through competitive process. All employment counselors for this funding are employees of the Department of Workforce Services.

Technical Assistance

E. Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided. (§112(b)(14).)

Not Applicable – Utah is a Single Service Delivery Area State

Monitoring and oversight

F. Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements. (§112(b)(14).)

DWS program specialists and administration review outcome and operational data to monitor program performance, outcomes and efficiencies. Data reviewed is typically statewide and drillable down to the region, employment center, and individual customer levels. Use of established benchmarks for continuous improvement occurs at all levels.

DWS is in the process of establishing/setting a standard contractual procedure for procurement, monitoring and corrective actions. Yearly monitoring occurs on services delivered by a contracted vendor. All contracts contain performance requirements.

DWS established a formalized employment services case editing process. This process provides detailed program oversight and creates the data set to guide systematic continuous improvement. The additional data available, because of this process, allows us to prioritize service improvements.

In addition to our regular monitoring process, for ARRA funds program specialists will closely watch the enrollment and expenditure on a monthly basis.

Accountability and Performance

G. Describe the state's performance accountability system. Including any state-system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. (§§112(b)(3) and 136(b)(3).)

Utah has established an automated customer tracking and reporting system to monitor activities and employment outcomes for all participants. Individual customers and their employment counselors input data into an Internet-based job matching and case management system called UWORKS. Data from UWORKS, combine and match data from other computer systems such as the Utah employer wage file and the Wage Record Interchange System (WRIS) to measure employment outcomes. Quarterly reports at the state, region, and employment center levels provide local managers and councils with results of programs and service delivery. Supplemental measures track customer volume and employment outcomes to ensure achievement of strategic goals. Regional directors and managers use the automated tracking and reporting system to make pathway changes and to improve customer service.

Utah will track customers supported through ARRA funding by setting up new enrollment types and separate funding streams. Individuals served under this funding can be broken out from the full base of customers as a separate cohort.

Upon receiving TEGL 14-08 "Guidance for Implementation of the Workforce Investment Act and Wagner-Peyser Act Funding in the American Recovery and Reinvestment Act of 2009 and State Planning Requirements for Program Year 2009" on March 18, 2009, Utah began creating the Modified Plan. The modified Plan was published for public comment beginning May 22, 2009 through June 15, 2009. Comments were included in the development of the final modified WIA/Wagner-Peyser State Plan.

Attachment 1 – Waivers

The Utah Department of Workforce Services (DWS) recognizes the importance and flexibility waivers afford the Workforce Development System. The following three waivers are in operation and according to TEG 14-08 are exempt from the requirement to submit a full waiver plan for PY09:

- Subsequent Eligible Training Provider (extension)- Utah is currently working under an approved waiver to postpone the implementation of the subsequent eligibility process for Eligible Training Providers as described in the Workforce Investment Act, Section 122 (c)(5).
- Individual Training Accounts for WIA eligible youth, Utah is currently working under an approved waiver to the exclusion and regulatory prohibition of using Individual Training Accounts (ITAs) for youth.
- Reporting Performance Outcome Measures for Workforce Investment Act Title I; Wagner Peyser Act (Labor Exchange); Jobs for Veterans Act of 2002 (Title 38 USC); and Trade Act. Utah is currently working under an approved waiver to enable Utah's workforce development partners to implement the six (3 adult and 3 youth) common performance measures and waive the requirement to report on the seventeen (15 core and 2 customer satisfaction) indicators of performance for employment and training activities.

In conjunction with the State Workforce Investment Board (SWIB), Utah is seeking approval for the following waivers for PY09.

Waiver 1 –

Allow up to 100% transfer between WIA Adult and WIA Dislocated Worker regular funding streams.

The Utah Department of Workforce Services (DWS) provides the following waiver request to waive the statutory exclusion and regulatory prohibition of the transfer of no more than 20% of the programs year's allocation between the Adult and Dislocated Worker funding streams. The waiver would grant the State Workforce Investment Board (SWIB) the ability to transfer up to 100% of PY09 regular allocation between the Adult and Dislocated funding streams.

The State has found this additional transfer allowance to be beneficial in local planning and in meeting service needs. This proposed waiver, allowing up to 100% transfer, would further enhance Utah's ability to

address workforce needs within the state. For example: increased numbers of dislocated workers seeking training services and current funding levels are unable to support the increase, this waiver would be enacted to move adult funding into dislocated worker funding.

Prior to any movement between program funding, a needs analysis would be performed to determine the impact and potential benefit of moving funds taking into account the current economic situation, the current population seeking assistance, and the remaining availability of funding. The following entities will be consulted in this needs analysis process:

- Rapid Response Unit
- DWS Economists
- SWIB
- Employment Center Operations

Utah's SWIB strongly endorses this waiver. Approval of this waiver request would contribute to alignment of Utah's workforce development strategy with the Governor's vision for a more integrated and effective workforce system to meet the economic demands of the State.

- 1. Statutory Regulations to be waived:** WIA Final Regulations 20 CFR Sections 133 (b) (4) and 20 CFR 667.140 (a) provide that with the approval of the Governor, States may transfer up to 20% of a program year's allocation for adult employment and training activities, between the two programs. Federal appropriations bills enacted for fiscal years 2003 and 2004 included a provision that allowed transfer up to 30% of funding between both the adult and dislocated worker programs.
- 2. State or local statutory regulator barriers:** There are no state or local statutory or regulatory barriers to implementing the proposed waiver.
 - a. Necessary mechanisms will be put in place that ensures a needs analysis process is in place to address funding transfer requests.
- 3. Goals to be achieved by the Waiver:**
 - a. Allows Utah the flexibility to meet the needs of the current population seeking assistance.
 - b. Ensuring Utah's Workforce Investment System can meet the demands of the current economic situation.

- c. Improve the ability of the SWIB to provide targeted assistance in response to customer needs.

4. Programmatic Outcomes achieved by the Waiver:

- a. Flexibility in service delivery.
- b. The system will be more responsive to the changing economic conditions of the State.
- c. Potential for an increased number of customers served.

5. Individuals impacted by the waiver: The waiver is expected to benefit DWS customers, SWIB, DWS, and the Utah economy.

- a. SWIB and DWS will have the flexibility to serve those most impacted by the economic downturn.
- b. DWS customer will receive services appropriate to help them regain employment.
- c. Increased utilization of funds will result in stimulating local economy and trained and skilled customers will have a higher probability of regaining employment therefore, contributing to the overall economic situation of Utah.

6. Process used to monitor progress in implementing the waiver: DWS is the State administrative entity for the Workforce Investment Act. The waiver enables Utah the flexibility to design seamless delivery of services and to customize the planning and service delivery for applicable programs. It also allows DWS a continuum of services by transferring funds to serve those customers seeking services. The Utah DWS will monitor the waiver through a combination of reporting from the local level, state oversight, and evaluation. Regular evaluation of financial, economic data and the customers seeking services throughout the state will occur to determine the impact of the waiver approval. To ensure fiscal integrity, there will be both adequate oversight and complete, consistent reporting. The State will also gather information through discussion on the progress of the implementation of the waivers, addressing concerns and obstacles encountered, if any.

7. Process for notice of local boards and opportunity to comment: Consistent with the general waiver request, the State is adhering to publication requirements to insure the broadest participation possible, including appropriate partners and interested parties such as labor, community based organizations, and the SWIB. Waivers were published for public comment, all

comments have been considered and are reflected in this final version.

(i) Provide notice to any Local Board affected by the waiver:

Although Utah is a WIA single state workforce investment area, each of the state's five administrative regions have local regional councils on workforce services (as created under state law in 1996) that have provided waiver development input and approval to this Waiver plan.

(ii) Provide any Local Board affected by the waiver an opportunity to comment on the request:

Refer to Item above explaining Utah's Single State Service Delivery.

(iii) Ensure meaningful public comment, including comment by business and organized labor, on the waiver:

Refer to item above.

Utah appreciates the flexibility afforded to states through the waiver process and anticipates the SWIB waiver plan provides adequate accountability and improved performance for DOL approval.

**Waiver 2 –
Exclusion from common performance measures for ARRA Youth who participate in work experience only and continued flexibility.**

Allow the use of the Work Readiness indicator as the only indicator of performance for youth participating in the ARRA of 2009 Stimulus Internship (work experience) program beyond the summer months (10/01/09 to 3/31/10) and continued use of the flexibility addressed in TEG 14-08. These individuals would not be included in the WIA Common Measures.

Utah Department of Workforce Services (DWS), the administrative entity for the Workforce Investment Act (WIA), requests waiver of the statutory, regulatory and guidance letter requirements mentioned in

the statements below to successfully and efficiently implement the ARRA for youth.

Utah will implement this waiver for ARRA youth immediately upon Department of Labor Employment and Training Administration's (DOLETA) approval of the request.

- 1. Statutory Regulations to be waived:** 20 CFR Part 666.100, WIA Section 136(b), and Training and Employment Guidance Letter 17-05, Common Measures Policy.
- 2. State or local statutory regulatory barriers:** In anticipation of approval of the waiver, Utah DWS reviewed State statute and rules for contradictions, and updated DWS policies and procedures to comply with the terms of the waiver. Research of State law and rules resulted in determining there are no conflicting statutes.
- 3. Justification for the request and goals to achieve with the waiver:** To continue to serve ARRA Youth with available funding after September 30, 2009 and to allow the work readiness gain as the only indicator for performance.
- 4. Programmatic outcomes achieved by the Waiver:** Continue to serve youth ages 18-24 with remaining ARRA funding beyond September 30, 2009 through March 31, 2010.
- 5. Individuals affected by the waiver:** ARRA Youth receiving services on September 30, 2009 who express an interest in continuing their work experience and as long as ARRA funding is available, but not to exceed March 31, 2010.
- 6. Process used to monitor progress in implementing the waiver:** DWS is the State administrative entity for the Workforce Investment Act. The waiver enables Utah the flexibility to design seamless delivery of services and to customize the planning and service delivery for applicable programs. It also allows DWS customers a continuum of services if funds are available. DWS will monitor the waiver through a combination of reporting from the local level, state oversight, and evaluation. Regular evaluation of funding will occur to determine the availability of continued services. To ensure fiscal

integrity, there will be both adequate oversight and complete, consistent reporting.

7. Continued service plans for the participants: For ARRA Youth remaining on the program at March 31, 2010 an evaluation of appropriateness will be performed to determine on going service needs and enrollment into other eligible programs will occur.

8. Process for notice of local boards and opportunity to comment: Consistent with the general waiver request, the State is adhering to publication requirements to insure the broadest participation possible, including appropriate partners and interested parties such as labor, community based organizations, and the SWIB. Waivers were published for public comment, all comments have been considered and are reflected in this final version.

(i) Provide notice to any Local Board affected by the waiver:

Although Utah is a WIA single state workforce investment area, each of the state's five administrative regions have local regional councils on workforce services (as created under state law in 1996) that have provided waiver development input and approval to this Waiver plan.

(ii) Provide any Local Board affected by the waiver an opportunity to comment on the request:

Refer to Item above explaining Utah's Single State Service Delivery.

(iii) Ensure meaningful public comment, including comment by business and organized labor, on the waiver:

Refer to item above.

Utah appreciates the flexibility afforded to states through the waiver process and anticipates the SWIB waiver plan provides adequate accountability and improved performance for DOL approval.

Attachment 2 – Assurances

1. *The State assures that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through the allotments made under sections 127 and 132. (§112(b)(11).)*
2. *The State assures that it will comply with section 184(a)(6), which requires the Governor to, every two years, certify to the Secretary, that –*
 - a. *the State has implemented the uniform administrative requirements referred to in section 184(a)(3);*
 - b. *the State has annually monitored local areas to ensure compliance with the uniform administrative requirements as required under section 184(a)(4); and*
 - c. *the State has taken appropriate action to secure compliance with section 184 (a)(3) pursuant to section 184(a)(5). (§184(a)(6).)*
3. *The State assures that the adult and youth funds received under the Workforce Investment Act will be distributed equitably throughout the State, and that no local areas will suffer significant shifts in funding from year to year during the period covered by this Plan. (§112(b)(12)(B).)*
4. *The State assures that veterans will be afforded employment and training activities authorized in section 134 of the Workforce Investment Act, and the activities authorized in chapters 41 and 42 of Title 38 US code. The State assures that it will comply with the veterans priority established in the Jobs for Veterans Act. (38 USC 4215).)*
5. *The State assures that the Governor shall, once every two years, certify one local board for each local area in the State. (§117(c)(2).)*
6. *The State assures that it will comply with the confidentiality requirements of section 136(f)(3).*

7. *The State assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. (§181(b)(7).)*
8. *The State assures that it will comply with the nondiscrimination provisions of section 188, including an assurance that a Methods of Administration has been developed and implemented (§188.)*
9. *The State assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of section 188. (§185.)*
10. *The State assures that it will comply with the grant procedures prescribed by the Secretary (pursuant to the authority at section 189(c) of the Act) which are necessary to enter into grant agreements for the allocation and payment of funds under the Act. The procedures and agreements will be provided to the State by the ETA Office of Grants and Contract Management and will specify the required terms and conditions and assurances and certifications, including, but not limited to, the following:*
 - *General Administrative Requirements:*
 - *29 CFR part 97 --Uniform Administrative Requirements for State and Local Governments (as amended by the Act)*
 - *29 CFR part 96 (as amended by OMB Circular A-133) --Single Audit Act*
 - *OMB Circular A-87 --Cost Principles (as amended by the Act)*
 - *Assurances and Certifications:*
 - *SF 424 B --Assurances for Non-construction Programs*
 - *29 CFR part 37 --Nondiscrimination and Equal Opportunity Assurance (and regulation) 29 CFR § 37.20*
 - *CFR part 93 --Certification Regarding Lobbying (and regulation)*
 - *29 CFR part 98 --Drug Free Workplace and Debarment and Suspension Certifications (and regulation)*
 - *Special Clauses/Provisions:*
 - i. *Other special assurances or provisions as may be required under Federal law or policy, including specific appropriations legislation, the Workforce*

Investment Act, or subsequent Executive or Congressional mandates.

11. *The State certifies that the Wagner-Peyser Act Plan, which is part of this document, has been certified by the State Employment Security Administrator.*
12. *The State certifies that veterans' services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.*
13. *The State certifies that Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees in accordance with DOL regulations.*
14. *The State assures that it will comply with the MSFW significant office requirements in accordance with 20 CFR part 653.*
15. *The State certifies it has developed this Plan in consultation with local elected officials, local workforce boards, the business community, labor organizations and other partners.*
16. *As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:*
 - Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I--financially assisted program or activity;*
 - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;*
 - Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
 - The Age Discrimination Act of 1975, as amended, which prohibits*

*discrimination on the basis of age; and
-- Title IX of the Education Amendments of 1972, as amended,
which
prohibits discrimination on the basis of sex in educational
programs.*

*The grant applicant also assures that it will comply with 29 CFR
part 37 and all other regulations implementing the laws listed
above. This assurance applies to the grant applicant's operation
of the WIA Title I-financially assisted program or activity, and to
all agreements the grant applicant makes to carry out the WIA
Title I-financially
assisted program or activity. The grant applicant understands
that the
United States has the right to seek judicial enforcement of this
assurance.*

- 17. The State assures that funds will be spent in accordance
with the Workforce Investment Act and the Wagner-Peyser Act
and their regulations, written Department of Labor Guidance
implementing these laws, and all other applicable Federal and
State laws and regulations.*

Kristen Cox
Executive Director
Utah Department of Workforce Services

June 25, 2009

Attachment 3 – PROGRAM ADMINISTRATION DESIGNEES AND PLAN SIGNATURES

Name of WIA Title I Grant Recipient Agency:

Utah Department of Workforce Services

Address: 140 East Broadway, Salt Lake City, Utah 84111

Telephone Number: (801) 526-9209

Facsimile Number: (801) 526-9211

E-mail Address: kristencox@utah.gov

Name of State WIA Title I Administrative Agency (if different from the Grant Recipient):

Address: _____

Telephone Number: _____

Facsimile Number: _____

E-mail Address: _____

Name of WIA Title I Signatory Official:

Kristen Cox, Executive Director

Address: 140 East Broadway, Salt Lake City, Utah 84111

Telephone Number: (801) 526-9209

Facsimile Number: (801) 526-9211

E-mail Address: kristencox@utah.gov

Name of WIA Title I Liaison:

Connie Laws, WIA Program Manager

Address: 140 East Broadway, Salt Lake City, Utah 84111

Telephone Number: (801) 526- 9955

Facsimile Number: (801) 526-9239

E-mail Address: claws@utah.gov

Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency:

Utah Department of Workforce Services

Address: 140 East Broadway, Salt Lake City, Utah 84111

Telephone Number: (801) 526-9209

Facsimile Number: (801) 526-9211

E-mail Address: kristencox@utah.gov

Name and title of State Employment Security Administrator (Signatory Official):

Kristen Cox, Executive Director

Address: 140 East Broadway, Salt Lake City, Utah 84111

Telephone Number: (801) 526-9209

Facsimile Number: (801) 526-9211

E-mail Address: kristencox@utah.gov

As the Governor, I certify that for the State of Utah, the agencies and officials designated above have been duly designated to represent the State/Commonwealth in the capacities indicated for the Workforce Investment Act, Title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.

Typed Name of Governor Jon M. Huntsman Jr.

Signature of Governor See Attached Letter, Attachment A Date _____

