



Customers Served

by the Utah Department of Workforce Services

The Utah Department of Workforce Services (DWS) strengthens Utah's economy by supporting the economic stability and quality of the state's workforce. In preparing its customers to prosper now and as the workforce of the future, DWS administers public services associated with helping employers to find qualified workers and assists job seekers to find employment.

Four primary customer groups are served by DWS: employers, job seekers, unemployment insurance claimants, and temporary public assistance recipients. Each of these is defined and quantified below. In addition, DWS partners with education, economic development, and local government agencies to inform and support shared projects that strengthen Utah's workforce.

Employers—There are approximately 85,000 worksites in Utah with more than 1.2 million jobs. DWS associates with virtually all employers to fund the unemployment insurance trust fund that pays benefits to eligible workers in the event of layoffs. Fortunately, claims for unemployment insurance are down and more than 6,600 of Utah's worksites have jobs listed with DWS. Since many of these employers are the largest in the state, there were more than 240,000 openings available throughout the year at the DWS website, www.jobs.utah.gov.

Job Seekers—During state fiscal year 2011, DWS served 322,000 job seekers ages 18 to 64. At one time or another during the year, about 75 percent of those served were not employed. This count includes post-secondary students looking for part-time jobs after class and employed persons seeking a second job for some extra cash. Others have a job but are

hoping to enhance their careers. A few job seekers are from other states as well as foreign countries. More than half of all job seekers find employment within three months of their last service.

Unemployment Insurance Claimants—Despite fewer claims last year, there were still more than 113,000 claimants. As a condition of continued eligibility, claimants must seek employment and report progress weekly. More than 80 percent of claimants also receive services as job seekers. Additional services may be available to unemployment insurance claimants such as re-employment workshops, counseling, and incentives to employers if they hire claimants.

Temporary Public Assistance Recipients—The key to avoiding poverty and attaining self-sufficiency is employment. Still, there are many thousands of families that need supportive services while they seek employment or higher paying job opportunities. Many employers do not provide health insurance benefits. Households facing these challenges may qualify for temporary public assistance such as Food Stamps or Medicaid. A few may be eligible for cash assistance. More than 500,000 Utahns (including children) received benefits last year. Among these recipients, about 240,000 were adults ages 18 to 64. About 42 percent of these adults also received employment services as job seekers. DWS is actively working to increase this ratio.

DWS served more than 466,000 adults last year in Utah. These services included rendered job search, unemployment insurance, and/or public assistance services which equates to about one in every four adults in the state during state fiscal year 2011. 

DWS also partners with education, economic development, and local government agencies to inform and support shared projects that strengthen Utah's workforce.

Distribution of Customers Served Department of Workforce Services

Total Distinct Customers = 466,000 customers ages 18 to 64
State Fiscal Year 2011

