

The UTAH DEPARTMENT OF  
**WORKFORCE SERVICES**



## 2013 ANNUAL REPORT



*Jon Pierpont,  
Executive Director,  
Utah Department of  
Workforce Services*

In 2013 the Department of Workforce Services (DWS) and the State Workforce Investment Board continued to support Governor Herbert's initiative to position Utah as the nation's best performing economy and a premier business destination. DWS has built a foundation of four cornerstone principles that guide our agency: Operational Excellence, Exceptional Customer Service, Employee Success and

Community Connection. Thanks to our commitment to these principles, we are delivering better services with fewer taxpayer dollars than ever before.

At DWS, we're not always sure what the future holds for our customers but we'll be ready to engage and connect them to education, training and employment in unprecedented ways when they get here.



*Daniel Marriott,  
Chair,  
State Workforce  
Investment Board*

### CORNERSTONE HIGHLIGHTS



#### OPERATIONAL EXCELLENCE

- From 2009–2013 the Eligibility Services Division (ESD) served 19% more customers with a 26% smaller budget and 25% fewer staff while case accuracy improved by 32%.
- ESD accuracy for SNAP benefits is 17th highest in the nation at 97.82% and the highest in Utah's history.
- The Unemployment Insurance Division was awarded the "Triple Crown" by the Department of Labor for speed and efficiency for an unprecedented third year in a row.
- Since 2005, the Housing and Community Development Division reported a decrease of 74% in chronic homelessness, resulting in cost savings of more than \$11 million per year.

#### EXCEPTIONAL CUSTOMER SERVICE

- The redesign of [jobs.utah.gov](http://jobs.utah.gov) attracted over 8.5 million visitors, with 26% using a mobile device.
- With more than 1 million average customer contacts each month, only .1 of 1% resulted in customer complaints.

- The Workforce Development Division (WDD) provided services that resulted in more than 218,000 job placements, of which 16,800 were veterans.
- Call wait times decreased to 7:25 minutes.
- A new Customer Service Guide was developed as a resource for employees.

#### EMPLOYEE SUCCESS

- We implemented employee recognition awards through the Cornerstone Awards.
- The annual leadership conference provided employee development resources for 34 directors, 88 managers and 116 supervisors.
- The tuition reimbursement program was reinstated.
- Opportunities for telecommuting and flexible schedules were increased.
- Jon Pierpont connected with staff by writing over 2,000 personal notes, visiting more than 50 offices, conducting staff round tables and focus groups, hosting online chats, and reinforcing an open door policy.

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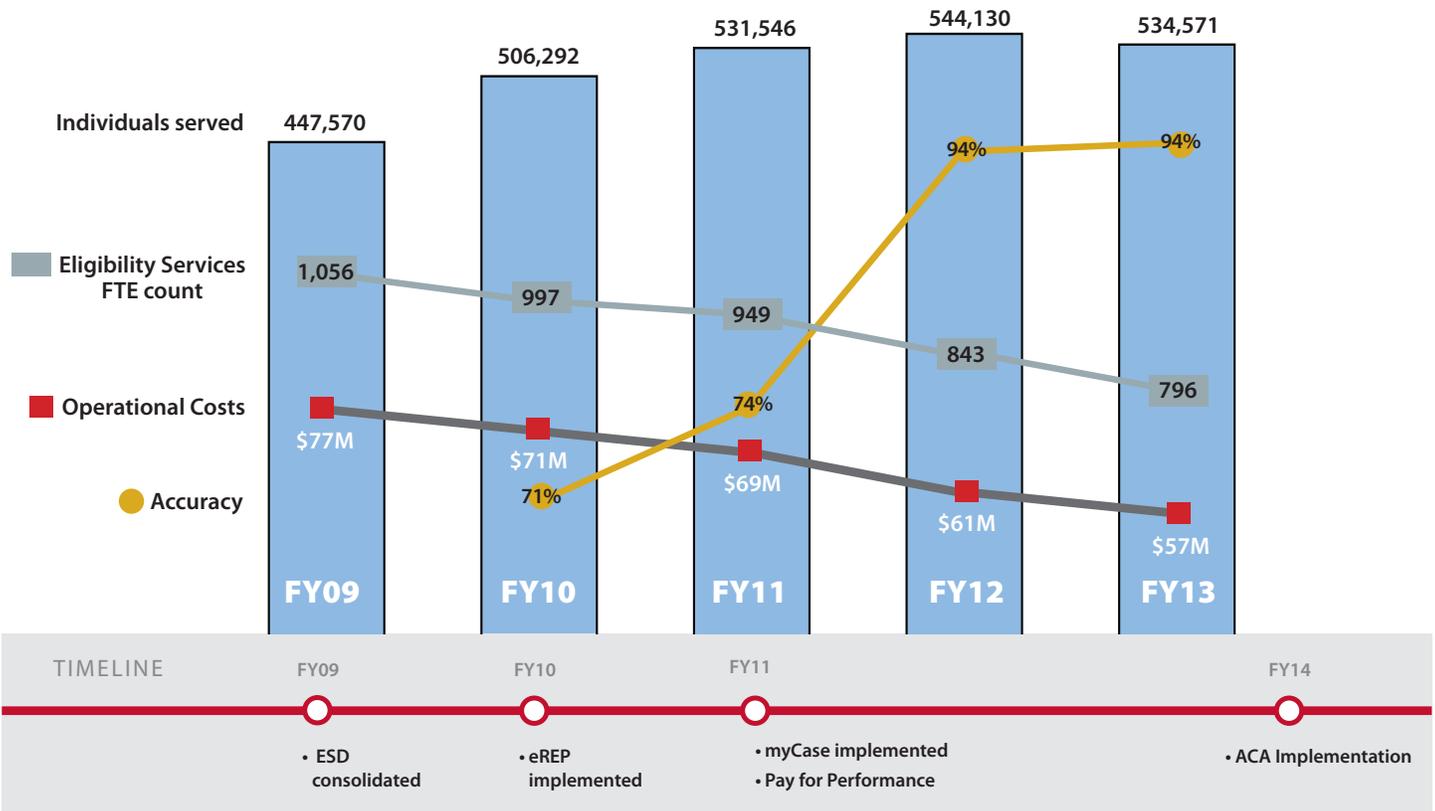


CORNERSTONE HIGHLIGHTS CONT.

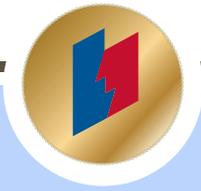
**COMMUNITY CONNECTION**

- Focus was given to increasing services to veterans and instating a new Chief of Veterans.
- We partnered with Human Resources and the Veterans and Military Affairs departments to support Governor Herbert's Executive Order to hire veterans.
- The Workforce Research and Analysis Division published the second annual Intergenerational Poverty Report offering additional insight to equip the Intergenerational Welfare Reform Commission with data needed to address the cycle of poverty.
- Governor Herbert appointed Thurl Bailey as Ambassador to the Refugee Community in May. This was followed by the World Refugee Day celebration in June which received more than \$35,000 in earned media. Jon Pierpont and Ambassador Bailey gave presentations to the Economic Development and Workforce Services Interim Committee and Social Services Subcommittee to increase awareness and outreach for refugees.
- By bolstering our partnership with the Road Home Shelter, both chronic and overall homelessness dropped 9.5%.
- DWS leaders continue to strengthen partnerships with key advocacy groups including Crossroads Urban Center, Utahns Against Hunger and SLCAP.
- In November, staff participated in a statewide food pantry drive that resulted in over 21,000 items donated to local food pantries.

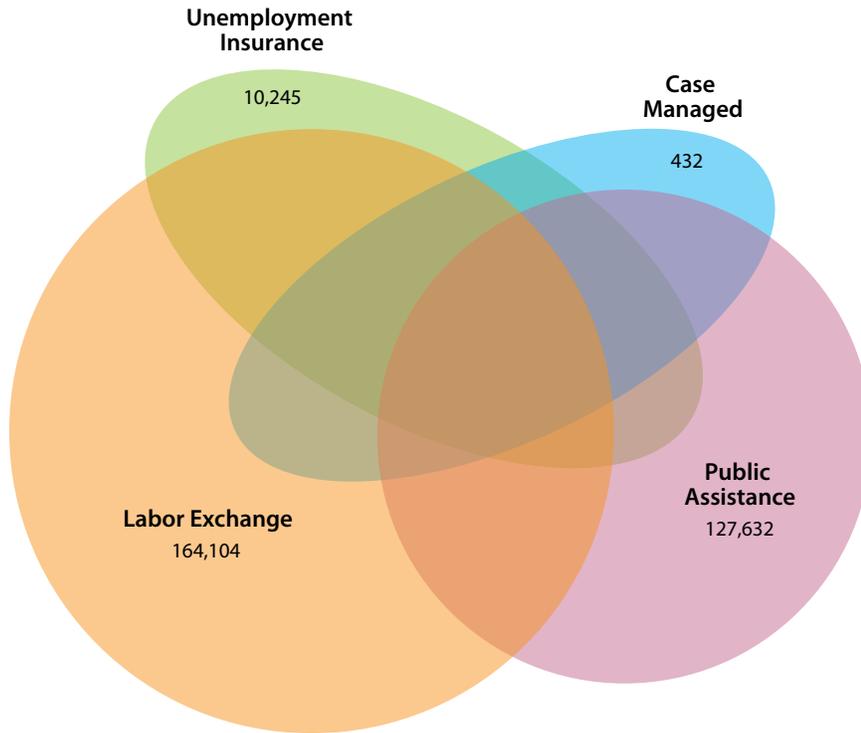
**USING INNOVATIVE APPROACHES TO SERVE MORE CUSTOMERS WHILE REDUCING COSTS\***



\*Customers served are all individuals who received a service from the Eligibility Services Division



## DWS CUSTOMER SERVICE INTEGRATION\* • SFY 2013



LX + UI	31,493
PA + LX	58,028
PA + CM + LX	27,983
PA + LX + UI	9,334
PA + CM + LX + UI	7,072
PA + CM	5,260
CM + LX + UI	11,064
CM + UI	5
PA + CM + UI	28
PA + UI	622
CM + LX	4,205

TOTAL SERVED 457,507

*\*Individuals aged 18–64 who received a recorded DWS service*

## ELIGIBILITY SERVICES

The eligibility Services Division (ESD) provided 24/7 program access to Food Stamp, Financial, Medicaid, CHIP and child care customers through telephone and online technologies:

- Average number served monthly:
  - Households — 172,665
  - Individuals — 375,038
  - Children — 215,451
  - Applications — 23,399
- Nov. 2013 accuracy — 93.6%
- Nov. 2013 total calls — 144,355
- Speed of answer — 6:23

Year	Cost per decision	Reduction from 2011
2011	\$38.91	—
2012	\$36.27	-6.8%
2013	\$35.52	-8.7%



### Self-Directed Eligibility Customers' myCase Statistics

- Total myCase accounts — 287,073
- New myCase accounts since January 1, 2013 — 66,814

### myCase Third Party Access (through Nov. 2013)

- Third party accounts established (providers/ authorized representatives) — 4,971
- Customer and third party links established — 18,942

# WORKFORCE DEVELOPMENT

In 2013 jobs.utah.gov had over 11 million visitors of which 5 million utilized our labor exchange system. Customers can visit one of our 33 employment centers located in nine economic service areas statewide. Local workforce, education and economic development partnerships further enhanced services to our customers. The Workforce Development Division (WDD) provided services that resulted in more than 218,000 job placements, of which 16,800 were veterans.

## **Work Success:**

Work Success began in 2011 as a full-time program where TANF-funded customers work with coaches to learn resumé writing, interviewing and other effective job search skills. In 2013, Work Success was launched in each DWS employment center and expanded to all customers. Services were delivered to over 4,100 customers, with 79% of customers finding employment within four weeks of participation.

## **Bridge Program:**

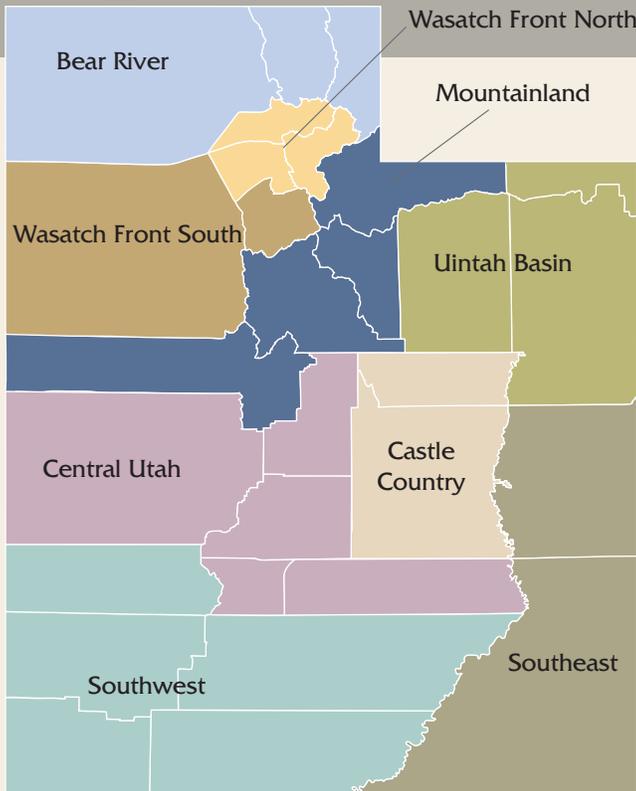
The Small Business Bridge Grant facilitates the growth of small businesses by providing a limited reimbursement to offset training costs from the creation of new jobs. In 2013, DWS approved applications for 207 small businesses which are scheduled to create 1,152 new jobs. Approximately 66% of these businesses are in rural Utah counties where jobs are much needed.

## **Bear River and Wasatch Front North:**

- More than 55,400 job placements from October 2012 – September 2013.
- In April, more than 50 community partners gathered for “Refugees Among Us,” a community awareness meeting. Partners shared ideas about funding and heard stories from refugees served by this valuable program.
- In December, Lt. Governor Cox announced the Utah Cluster Acceleration Program (UCAP) grant awarded to Bridgerland Applied Technology College. This award will provide robotic and composites equipment for the certificate program and connect job seekers to jobs with local employers such as Brigham City Autoliv.
- Utah Career Days was held at the Legacy Events Center in Farmington. Nearly 3,700 students and more than 50 employers attended representing the automotive and diesel, construction, aerospace and engineering, energy and green jobs, and advanced composites and manufacturing industries. There were more than 70 interactive exhibits for the students to experience.
- A memorandum with Hill Air Force Base (HAFB) was signed in June 2013 and is being monitored as a model for other state/federal relationships, particularly with the Department of Defense. This partnership saves tax dollars as HAFB is now listing all jobs at jobs.utah.gov and supports the Science, Technology, Engineering and Math (STEM) Initiative with jobs for scientists and engineers.
- DWS provided monthly workshops to the Ogden Homeless Veteran’s Fellowship, a partner that requires residents to attend school, look for work or be employed. In 2013, there were 250 participants and more than two dozen job placements.

## **Wasatch Front South:**

- More than 86,200 job placements from October 2012 – September 2013.
- The Lifting Youth to Future Employment (LYFE) program served 1,200 youth—an increase of 26%—by working with educational partners to re-engage high school drop-outs.
- Re-employment workshops were delivered to over 4,200 UI customers. Following these workshops, more than 1,900 found employment—a 45% employment success rate.
- UCAP funding was awarded to develop a multi-purpose business hub that provides incubation space, education, and networking for small businesses. Leveraged with \$600,000 in other funds, this initiative will provide hub members everything necessary to accelerate ventures that improve the community and create a more sustainable world.



**Wasatch Front South Continued:**

- UCAP funding was awarded for the Energy Research Triangle (ERT) initiative to support energy research projects at three universities. These projects will help provide solutions to Utah’s most pressing energy issues and will support talent development through a scholarship program.

**Mountainland:**

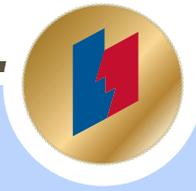
- More than 35,100 job placements from October 2012 – September 2013.
- DWS entered into a contract with Utah Valley University (UVU) to promote Cyber Security Career Pathways where we will provide on-campus counseling and assistance for students in the development of educational plans and services compatible with their life goals.
- UCAP funding was awarded to the Mountainland Applied Technology College (MATC) and UVU to help develop a short-term training for a Machinist Program and technical support positions respectively. Both of these trainings will use “stackable certificates,” which can later be used toward college credit hours to obtain an associate degree.

**Uintah Basin, Castle Country and Southeast:**

- More than 11,300 job placements from October 2012 – September 2013.
- UCAP funding was awarded to Southeastern Utah Higher Education to create or expand programs in welding, medical assisting, truck driving, heavy equipment, and nursing.
- DWS partnered with the Department of Child and Family Services, Uintah Basin Applied Technology College, Junior Achievement of Utah, Adult Education, Vocational Rehabilitation, Juvenile Justice, Canyon Country Youth Corps, Higher Education, local high schools, and local employers to facilitate seven career fairs for youth. More than 1,300 youth attended these events focused on career exploration and labor market information.
- DWS hosted 23 hiring events with approximately 120 employers, resulting in nearly 250 job offers.
- Triassic Industries in Moab effectively used the Bridge Program to create three new jobs in Grand County, helping a county where the unemployment rate in 2013 remained high at 8.2%

**Central Utah and Southwest:**

- More than 19,100 job placements from October 2012 – September 2013.
- UCAP funding was awarded to Dixie State University and Dixie ATC to prepare students to meet the demands of the Computer Information Technology industry and create exposure to students beginning at the sixth grade level.
- The Bridge Program assisted 61 employers and has created or is in the process of creating 250 new jobs. This job growth initiative led to the creation of eight new jobs with Richfield employer, Timberline.



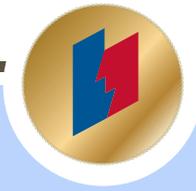
# HOUSING & COMMUNITY DEVELOPMENT

The Housing and Community Development (HCD) Division administers programs and provides support to the public and to partners such as local governments, associations of governments, quasi-governmental organizations and local community leaders. In 2013, HCD facilitated 533 classroom trainings, 1,429 instances of technical trainings and responded to 24,393 telephone and email requests for immediate assistance. HCD programs and accomplishments included:

- **Pamela Atkinson Homeless Trust Fund:** Chronic homelessness has fallen every year since the ten-year plan to end chronic homelessness was implemented in 2005 totaling an overall decrease of 74%, resulting in significant cost-savings of more than \$11 million per year.
- **Olene Walker Housing Loan Fund:** This fund continues to create or preserve an average of 750–850 multi-family units and 100–125 single-family units. In 2013 OWHLF-funded construction projects created 1,270 Utah jobs and upgraded 32 Native American low-income homes near Monument Valley on the Navajo Indian Reservation.
- **Permanent Community Impact Board:** We approved 70 projects for the planning, construction and maintenance of public facilities with priority given to areas impacted by coal, oil and gas extraction activities.
- **Community Development Block Grants:** These grants funded roughly 50 projects related to developing suitable housing and expanding economic opportunities, principally for persons of low and moderate income. Approximately \$30 million has been leveraged to help stabilize affordable housing through the Neighborhood Stabilization Program.
- **State Small Business Credit Initiative:** The completed and committed loan participations have or will result in more than 100 jobs created and 250 jobs retained.
- **Utah Weatherization Assistance Program:** In 2013, 819 homes were weatherized, serving 2,444 customers with priority given to households with elderly, disabled or preschool-aged occupants. This reduced each home's energy cost by 33% or about \$390 per year.
- **State Community Services Office:** This office administers 12 programs that provide guidance, oversight, and funding to help communities assist people in becoming more self-sufficient socially, physically, culturally and economically by reducing poverty and improving the quality of life for low-income Utahns.
- **State Energy and Lifeline:** 27,047 clients were assisted with a one-time payment of \$61 through the Low-Income Home Energy Assistance Fund. Targeted customers are the elderly, disabled or households with small children.



*Low-income housing with gap financing from the Olene Walker Housing Loan Fund. This property in the Salt Lake Valley recently opened.*

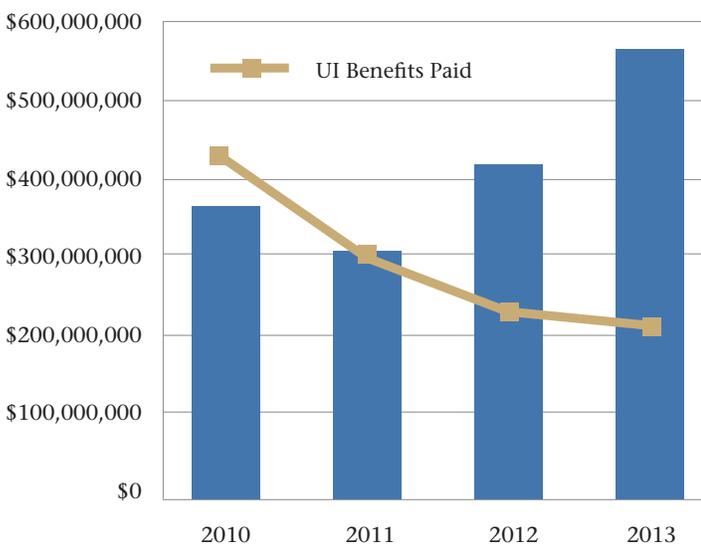


# UNEMPLOYMENT INSURANCE

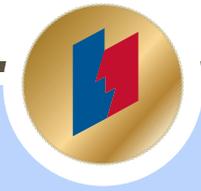
The Unemployment Insurance (UI) Division assisted 70,441 Utah businesses and 79,606 unemployed workers in FY 2013 providing contributions, benefits and appeals services through telephone and online technologies. Accomplishments include:

- **Setting a new national standard for excellence:** Utah's UI Division was recognized by the U.S. Department of Labor as the top-performing medium-sized state in the three critical areas of unemployment benefits, appeals, and tax operations. This "Triple Crown" was once thought impossible and hadn't been achieved in the first 77 years of the unemployment program—until Utah earned the award in 2011, 2012 and 2013.
- **Governor's Award for Excellence:** The UI division was awarded the 2013 Governor's Award for Excellence in Innovation and Efficiency in recognition of extraordinary vision and commitment to excellence.

UI TRUST FUND BALANCE



- **Helping Ensure the Solvency of the UI Trust Fund:** Utah remains committed to the ongoing protection and integrity of the UI Trust Fund. The Utah UI Trust Fund balance stood at \$568 million on June 30, 2013, equivalent to 98% of Utah's legislatively established minimum adequate reserve level. The division continually monitors the fund and works closely with our Employment Advisory Council and legislative staff to implement tax and benefit changes as the need arises. Initiatives to support this critical objective include focusing on prevention and collecting improper payments and an emphasis on re-employment activities.
- One of the primary causes of improper payments is unreported or under-reported earnings by claimants. To decrease this type of overpayment, UI initiated data cross-matches with Equifax Workforce Solutions and Appriss Company. UI is matching claimant records with these databases to help detect and prevent potential overpayments. Initial results show that overpayments are detected up to 15 weeks earlier by using these cross-matches.
- Utah implemented the Treasury Offset Program (TOP). TOP is a government-wide debt-matching and payment-offset system developed by the U.S. Treasury. TOP allows the agency to garnish federal income tax return refunds from delinquent overpayment debtors. Utah successfully submitted their first file to the Treasury on January 14, 2013. Utah was able to recoup \$6.9 million in overpayments and penalties from over 6,200 debtors since its implementation.
- Integrated programs were established between UI and the one-stop centers to facilitate re-employment of UI claimants and reduce UI claims. UI claimants participated in re-employment and work search activities that provided cost effective re-employment support and safeguarded the UI Trust Fund. Utah's duration rate has fallen by nearly four weeks during the past three years and was 13.3 weeks for the year ending June 30, 2013, making it one of the shortest duration rates in the nation.



**UTAH IS HOSTING** the national UI Conference in 2014.



***Equal Opportunity Employer/Program***

Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.