

# DEPARTMENT OF WORKFORCE SERVICES

## Annual Report 2015



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### *Equal Opportunity Employer/Program*

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## DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:



I am pleased to share with you the Department of Workforce Services' FY2015 Annual Report, which chronicles the many great successes of the different divisions and programs within the department. Most importantly, the report offers well-deserved recognition of the hard work of more than 1,800 state employees serving the public.

Workforce Services continues its efforts to support Utah's thriving economy by strengthening the state's workforce. We work to connect job seekers with employers to meet the needs of the workforce. This is only accomplished with successful partnerships with local communities, non-profit organizations, industry, local businesses, education, the Governor's Office and the Legislature.

### This is being accomplished through our four cornerstones:

- Operational Excellence
- Exceptional Customer Service
- Community Connection
- Employee Success

By focusing on these four cornerstones, we are better equipped to fortify and enhance Utah's workforce, supporting the economy as a whole. We will continue finding innovative ways to accomplish this mission.

We have gathered the necessary information and data demonstrating the work that has taken place over the last year. The documents to follow are specific to the different divisions and programs within Workforce Services. In addition, the links to annual reports for our board and commissions supported by the department are provided. If you have any questions, please contact my office at (801) 526-9207. My assistant will get you in contact with me or one of my deputy directors as soon as possible.

Thank you for your continued service to the state of Utah.



Jon Pierpont

# MISSION AND CORNERSTONES

The Department of Workforce Services support Governor Herbert’s vision to strengthen Utah’s economy by supporting the economic stability and quality of Utah’s workforce. The department provides quality and streamlined services that connect a world-class workforce with employment.



*“DWS will be the best-managed state agency in Utah.”  
—Jon S. Pierpont, Executive Director*

## Operational Excellence

*We will deliver the highest quality services, with innovative methods, at the most efficient cost*

## Exceptional Customer Service

*We will meet the needs of our customers with responsive, respectful and accurate service*

## Employee Success

*We will provide an environment that fosters professional growth and personal fulfillment*

## Community Connection

*We will actively participate with and engage our community partners to strengthen Utah’s quality of life*

## DWS Supports Governor Herbert’s Vision for Utah:

*Utah will lead the nation as the best performing economy and be recognized as a premier global business destination.*

### EDUCATION:

*An educated workforce is critical for a prosperous economy.*

**GOAL:** *Sixty-six percent of adult Utahns will have a post-secondary degree or professional certification by 2020.*

### JOB:

*Promote public policies that lead to private sector job growth.*

**GOAL:** *Accelerate private sector job creation of 100,000 jobs in 1,000 days.*

### ENERGY:

*Innovation plus initiative equals energy independence.*

**GOAL:** *Ensure access to affordable, reliable, and sustainable energy by producing 25 percent more electrical energy than we consume by 2020.*

### SELF-DETERMINATION:

*Continue to find Utah solutions to Utah problems.*

**GOAL:** *Cultivate Utah solutions for health care, public lands and immigration.*

## DEPARTMENT OF WORKFORCE SERVICES

## EXECUTIVE DIRECTOR'S OFFICE

**JON PIERPONT, EXECUTIVE DIRECTOR**

Jon Pierpont is the executive director of Utah's Department of Workforce Services and serves in the cabinet of Governor Gary R. Herbert. Appointed in December 2012, Jon oversees a department tasked with administering federal and state programs, including workforce development, eligibility services, public assistance programs and unemployment insurance, community development, and more. Jon has over 20 years experience with Workforce Services. Prior to serving as the executive director, he was the

deputy director, eligibility services division director and led the department's largest service area. In these roles, he has helped Workforce Services lead the state in cost savings and efficiencies through the creation of an agency-wide throughput operating strategy. Currently, Jon is leading the department in several statewide initiatives to improve Utah's homelessness support system, break the cycle of intergenerational poverty and serve Utah's refugee community.

**CASEY CAMERON, DEPUTY DIRECTOR**

Casey Cameron is a deputy director for the Department of Workforce Services. She has worked for the State of Utah for 16 years, serving in various assignments with the department. She started as a caseworker supporting individuals in need of public assistance. She moved into training and management positions, assisting with mergers from other state agencies. Casey is currently the deputy over the Unemployment Insurance Program, Eli-

gibility Services Division, as well as the Office of Child Care, Refugee Services Office and several supportive functions for the department. Before working for DWS, Casey held positions with Salt Lake School District, Intermountain Health Care and Utah Retirement Systems. Casey is a graduate of the University of Utah.

**GREG PARAS, DEPUTY DIRECTOR**

Greg Paras serves as a deputy director for the Department of Workforce Services. Throughout his 18 years with the department, he has held a number of positions ranging from a front line staff member through various leadership positions. Greg is currently the deputy over the following divisions and programs: Workforce Development (includes activities within 30 plus employment

centers around the State), Workforce Research and Analysis, Administrative Services (including finance and facilities), Contract Management, Information Security, Internal Auditing, and Housing and Community Development.

**STEVE LEYBA, ASST. DEPUTY DIRECTOR**

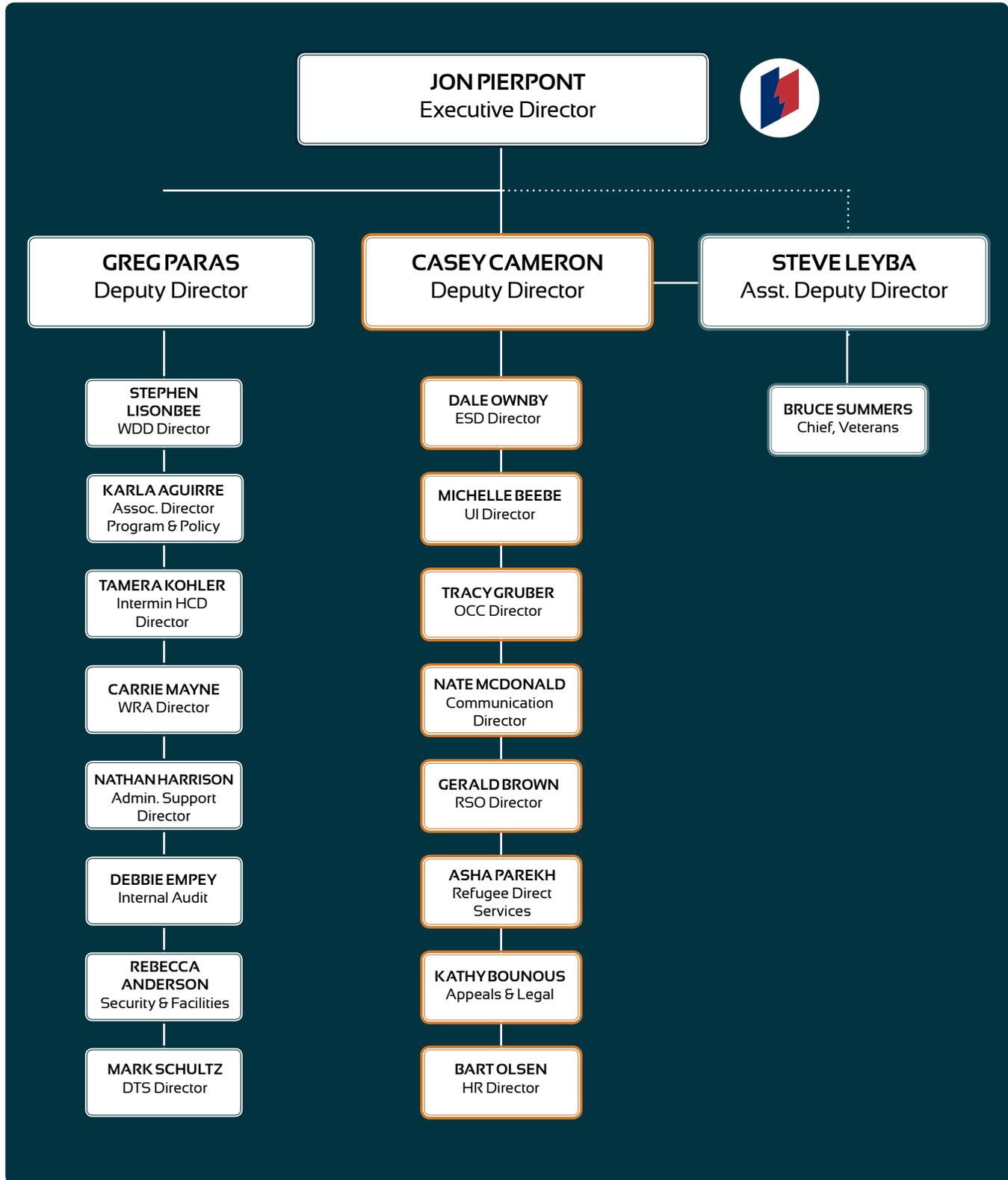
Steve Leyba is the assistant deputy director for Utah's Department of Workforce Services.

Contact information:

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Jessica Staker, deputy directors' assistant  
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# DEPARTMENT OF WORKFORCE SERVICES ORGANIZATION CHART



## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

Eligibility Services is the largest division in Workforce Services, and administers temporary supportive services for thousands of Utah families and individuals. The division helps people address basic needs as they work towards gainful employment and self-sufficiency. Customers can access their benefit information at one of our employment centers, calling our eligibility center, or anytime online.

## DATA

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2014	119,961
2015	110,871
Accuracy Rate	
State Fiscal Year	PRT Edit Accuracy
2014	91.73%
2015	93.15%
Timeliness Rate	
State Fiscal Year	Timeliness
2014	89.66%
2015	93.54%
Total Unique Households	
State Fiscal Year	# of Households
2014	236,908
2015	230,982
Total Unique Individuals	
State Fiscal Year	# of Individuals
2014	523,537
2015	515,921
Total Applications	
State Fiscal Year	# of Applications
2014	341,802
2015	318,659

## GOAL

To determine eligibility and issuing accurate benefits in a timely fashion, and constantly improving through innovation.

## ACHIEVEMENTS

**Eligibility Process Map**—We mapped out our eligibility process and found areas for improvement. We developed a plan to increase our percentages of applications approved within 14 days. Nine months into our project, we've seen a 10-15% increase, without adversely affecting quality.

**Call Wait Times Decrease**—As a side benefit of our initiatives, we've seen call wait times decrease and have realized substantial cost savings from communications/long distance and postage costs.

## CHALLENGE

A current and ongoing challenge continues to be limitations in program policy (aligning policies across programs, flexibility in program administration, etc.). Utah has always been a pioneer in piloting new initiatives, however, when pilots end, we must “un-implement,” and wait for our Federal partners to evaluate and grant approval to continue with innovative service delivery models.



DALE OWNBY

For additional information:  
Visit [jobs.utah.gov](http://jobs.utah.gov) or  
contact Dale Ownby, division director  
[downby@utah.gov](mailto:downby@utah.gov) or 801-526-9889



FULL TIME  
EMPLOYEES: 748

## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is the top priority. With over 30 one-stop employment centers embedded in communities across the state, services are provided to help job seekers connect with employers and receive the training and skills so they are prepared for employment.

## DATA

Job Orders	
State Fiscal Year	Total Job Orders
2014	217,587
2015	247,372
PRT Edit Accuracy	
State Fiscal Year	Case Accuracy Rate
2014	53.11%
2015	82.77%
Case Managed Customers	
State Fiscal Year	# of Unique Customers
2014	49,883
2015	37,895
TANF Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2014	61.56%
2015	74.12%
WIA Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2014	76.95%
2015	88.16%

Employer Marketshare	
State Fiscal Year	% of DWS Employer Marketshare
2014	16.34%
2015	17.27%
Average Quarterly Job Placements	
State Fiscal Year	Avg Quarterly Job Placements
2014	48,598
2015	42,213

## GOAL

To fuel Utah's economic engine by supporting the workforce with training, education and support.

## ACHIEVEMENTS

**TANF Partnerships**—Workforce Services awarded 102 Temporary Assistance to Needy Families (TANF) Grants to organizations throughout Utah who provide services addressing 15 employment related barriers. The reach of services extends to all 29 counties in Utah. Each county has recipients of a TANF Grant who provide assistance in four or more of the following identified services: Addiction Intervention, Adult Mentoring, Basic Technology, Domestic Violence Prevention, Employment Retention, Expungement Assistance, Family Preservation, Fatherhood Initiatives, Financial Responsibility, Parenting/Relationship Skills, Pregnancy Prevention, Pre-K/School Readiness, Rural Transportation, Skills Training for Incarceration, and Youth Mentoring.

**GenLEX**—In October 2014, DWS successfully released the second phase of the next generation labor exchange system which is part of a Workforce Innovation Fund grant through Department of Labor. We surveyed and met with employer focus groups in order to be responsive to the needs of employers and job seekers.

## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

Based on feedback from job seekers and employers system changes were comprised of:

- The ability for employers to create unique company profiles.
- Functionality that allows employers to more easily format and customize job postings as well as view job seeker resumes online.
- Enhanced help options for both employers and job seekers.
- Ability for job seekers to share web pages and social media accounts for employers.
- Job Seekers can upload multiple resumes for employers to view.
- Improved search functionality for job seekers to target job searches.
- Options for job seekers to track job search leads online.

## CHALLENGE

The Workforce Innovation and Opportunity Act (WIOA) was signed into law in July 2014. WIOA replaces the Workforce Investment Act of 1998 (WIA). Most of the provisions go into effect July 1, 2015. The new law includes an emphasis on coordination with Vocational Rehabilitation and Adult Education as well as other partners in the workforce system, including Temporary Assistance to Needy Families (TANF) and Unemployment Insurance. Workforce Services is uniquely positioned to implement this new law as we already have many of the programs under our purview and have good working relationships with our partner agencies. However, there are challenges to implementing any new law. Although the law is going into effect on July 1, 2015, the draft regulations were not released until April 2015 and will not be final until January 2016 (planned).

STEPHEN LISONBEE



*For additional information  
Visit [jobs.utah.gov/workforce](http://jobs.utah.gov/workforce) or  
contact Stephen Lisonbee, division director  
[slisonbee@utah.gov](mailto:slisonbee@utah.gov) or 435-986-3518*

## JOB PLACEMENTS

Average Quarterly

State FY 2014  
48,598

State FY 2015  
42,213

## JOB ORDERS

Average Quarterly

State FY 2014  
217,587

State FY 2015  
247,372



FULL TIME  
EMPLOYEES: 621

## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

The Unemployment Insurance Division works to support the re-entry of Utah's skilled workforce into full employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides qualified workers who are unemployed through no fault of their own temporary benefits to help bridge the gap between jobs. By implementing innovative and accessible tools for both employers and unemployed Utahns, paired with excellent customer service, the division is able to quickly and efficiently process employer contributions and benefit payments.

## DATA

UI Determinations	
State Fiscal Year	Total Determinations
2014	388,530
2015	318,131
Contributions Collected	
State Fiscal Year	Contributions Collected
2014	\$349,585,580.35
2015	\$296,291,840.68
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Timeliness
2014	94.03%
2015	93.96%
Federal Separation BTQ Score	
State Fiscal Year	BTQ Score
2014	90.80%
2015	94.00%

Volume Counts (Claims)	
State Fiscal Year	Volume Counts (Claims)
2014	114,052
2015	84,863
Re-Employment Rate	
State Fiscal Year	Re-Employment Rate
2014	63.10%
2015	65.64%
Duration	
State Fiscal Year	Duration
2014	12.9
2015	11.9
Exhaustion	
State Fiscal Year	Exhaustion Rate
2014	33.57%
2015	28.60%

## GOAL

To provide economic stability to Utah's employers, workforce, families and communities.

## ACHIEVEMENTS

**Triple Crown four years running**—For FY2014, our Unemployment Insurance program was recognized as the top-performing medium-sized state in the nation by the Department of Labor in the area of benefits, tax, and appeals. This is an unprecedented honor, with this being the fourth year Utah has received such recognition. This was achieved because of an incredible focus by our management team and our staff on quality and timeliness.

## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

**Worker Misclassification**—The Unemployment Insurance program was recognized as one of the top two performing states in the area of worker misclassification. This is the result of a continued collaboration with our employer and worker base to educate on the correct situations in which a worker should be considered an employee versus independent contractor. We are currently using additional funds provided from the receipt of this recognition to further our employer outreach program and perform targeted audits.

## CHALLENGE

We are currently in the process of converting our existing phone system to a new vendor. This will impact the way that claimants and employers reach us over the phone and via online chat. We are using this as an opportunity to reconfigure our call menu to better direct calls and chats to the appropriate person from the beginning and also to help staff better prioritize their workload, mitigating instances of multi-tasking where staff currently manage chats and calls simultaneously in two different systems. This new system is expected to roll-out in Fall 2015.

## EMPLOYER CONTRIBUTIONS

Paid Timely  
State FY 2014 95%  
State FY 2015 94.2%

## TRUST FUND BALANCE

6/30/14  
\$727,990,312.71

6/30/15  
\$880,953,694.34

## % OF EMPLOYERS REGISTERED WITHIN 90 DAYS

State FY 2014 95.4%  
State FY 2015 96%



MICHELLE BEEBE

*For additional information  
Visit [jobs.utah.gov](http://jobs.utah.gov) or  
contact Michelle Beebe, division director  
[mbeebe@utah.gov](mailto:mbeebe@utah.gov) or 801-526-9575*



FULL TIME  
EMPLOYEES: 210

## DIVISION HIGHLIGHTS

# WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division is responsible for understanding Utah's dynamic economic landscape and to assist policymakers, business owners, job seekers and industry leaders in making informed decisions. The division consists of an expert team of economists and labor market analysts who are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine. Additionally, the division provides data and analysis to help quality and efficient work tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

## DATA

MIS Data Reports/Requests	
State Fiscal Year	# of Reports/Requests
FY 2014	1,812
FY 2015	1,848

## GOAL

To provide the economic information that matters for Utahns in a concise and thorough manner that will allow policymakers, business owners, job seekers, industry leaders and partners make informed decisions.

## ACHIEVEMENTS

Development of Workforce Statistics Tool -- In order to better provide labor market, economic, and Workforce Services administrative metrics to legislators and other high-end users,

our Research and Analysis teamed built an interactive, web-based data visualization tool. The tool was presented to the legislators during the last session and has since been presented to other groups around the state such as the Association of Governments and local community leaders.

Completion of the Difficult-to-Fill Survey -- In response to key industry and workforce development partners who requested more focused data addressing the struggles employers face in finding job seekers to fill open positions, our Research and Analysis division conducted a survey across the Wasatch Front and Washington county. Results from the survey have been presented to key industry partners, the lieutenant governor, and education leaders. Next steps include presenting the data to the Governor's Economic Council to enhance ongoing workforce development discussions and disseminating the analysis for public use.

## CHALLENGE

Technology and data prevalence has increased our ability and desire to answer more complicated questions with robust research. Oftentimes this requires collecting and matching data across various systems. Each system has unique rules about confidentiality, data formats, and data storage. While these conditions are often necessary to ensure the integrity of the supporting system, they can also be a barrier to creating integrated datasets. Understanding the barriers and navigating through them to create data sharing agreements is laborious and not always fruitful. Even when the data can be shared, if the datasets don't share unique identifiers then the data can only be joined through synthetic methods which introduce potential inaccuracies in the analysis.

CARRIE MAYNE



For additional information  
Visit [jobs.utah.gov](http://jobs.utah.gov) or  
contact Carrie Mayne, division director  
[cjmayne@utah.gov](mailto:cjmayne@utah.gov) or 801-526-9721



FULL TIME  
EMPLOYEES: 24

## DIVISION HIGHLIGHTS

# HOUSING AND COMMUNITY DEVELOPMENT

The Utah Housing and Community Development Division serves communities statewide with building local capacity, funding services and infrastructures, and leveraging resources for critical community programs. Key programs within the division include:

- Community Development Block Grants
- Permanent Community Impact Fund
- Olene Walker Housing Loan Fund
- Native American Revitalization Funds
- Rural Planning Group
- State Community Services Office
- Home Energy Assistance Target (HEAT) Program
- Utah State Small Business Credit Initiative
- Weatherization Assistance Program
- Pamela Atkinson Homeless Trust Fund
- Community Services Block Grants

## DATA

- Chronic homelessness: 91% reduction since starting 10-year plan
- HEAT assistance: 33,143 Utah households served, average assistance of \$388
- OWHLF (Olene Walker Housing Loan Fund): average Area Medium Income (AMI) of all renters within funded project was 42.3%

## GOAL

To fuel healthy communities and the economy by supporting local infrastructure projects and basic community services.



FULL TIME  
EMPLOYEES: 44

## ACHIEVEMENTS

**Reduction in Chronic Homeless in Utah**—In the annual Point in Time count conducted, we counted a statewide reduction of 91% of chronically homeless individuals since beginning our State's 10-year plan to end chronic homelessness. We are approaching what is considered functional zero, meaning we have an identified list of individuals who can be offered housing and be matched with resources for housing should they choose. This represents only a small percentage of those experiencing homelessness, but it has helped us to see the influence of the Housing First model. Next steps is The next step will primarily focus on how to work with local community partners to reduce the total homeless population.

## CHALLENGE

The new federal requirements of the Office of Management and Budget are super circular and presents challenges to our division that oversees block grants or other federal funded programs that are granted out to sub-recipients. State's oversight and pre-award processes must be compliant with the new rules, but guidance is slow in coming from federal partners. The challenge is properly addressing these changes in contracts while still seeking further guidance. The guidelines are unclear.

## HCD LEVERAGES

state and federal dollars at \$25 to 1 — this is a direct dollar value to Utah for every dollar allocated from the state general fund.



TAMERA KOHLER

For additional information  
Visit [jobs.utah.gov/housing](https://jobs.utah.gov/housing) or  
contact Tamera Kohler, interim division director  
[tkohler@utah.gov](mailto:tkohler@utah.gov) or 801-468-0211

## DIVISION HIGHLIGHTS

# REFUGEE SERVICES OFFICE

The Refugee Services Office helps improve the lives of nearly 60,000 refugees resettled in Utah communities. The office coordinates services and resources with community partners and service providers to maximize integration of refugees into our community. Priority services include: case management, skills-based employment, and English language training. Collaboration between community partners and volunteers is essential to help ensure that every refugee has the tools and resources needed to thrive.

## DATA

Refugee Job Placements	
SFY2014	308
SFY2015	309
Refugees Served	
SFY2014	9,103
SFY2015	8,902

## GOAL

To help refugees successfully integrate into the community by developing, funding and supporting services that allow them to become self-sufficient.

## ACHIEVEMENTS

The Refugee Education and Training Center is a collaborative effort involving Salt Lake Community College, Utah State

University, the Department of Workforce Services and other community partners. The purpose of the center is to help refugees acquire the skills necessary to get better jobs which will make them truly self-reliant. The Center strives to help more refugees from \$9.00 an hour jobs to \$16.00 an hour jobs, allowing them to pay their rents.

Progress has been made in creating an information management system which will allow the Department to track refugee progress towards self-sufficiency on an individual basis. Once completed, the system will allow community partners to input data and to use the information which the system generates.

## CHALLENGE

Finding a way for refugees, especially newly arrived refugees, to access dental care is necessary after a cut in federal funding.

THE REFUGEE EDUCATION  
AND TRAINING CENTER WILL  
HELP REFUGEES BECOME  
SELF-RELIANT.



FULL TIME  
EMPLOYEES: 23

GERALD BROWN



For additional information  
Visit [jobs.utah.gov](http://jobs.utah.gov) or  
contact Gerald Brown, division director  
[geraldbrown@utah.gov](mailto:geraldbrown@utah.gov) or 801-526-9787

## DIVISION HIGHLIGHTS

# THE OFFICE OF CHILD CARE

The Office of Child Care ensures Utah parents have access to, affordable and high-quality child care for their children while they seek or maintain employment. This includes assisting child care providers in establishing programs able to care for children in safe, nurturing and developmentally appropriate settings. The office operates an online consumer resource to provide information on licensed child care providers and the importance of quality — empowering parents to make informed decisions when selecting a provider.

## DATA

CC Average Monthly Caseload	
State Fiscal Year	Avg Monthly CC Households
2014	6,830
2015	5,900
CC Cases Determined Eligible Within 30 Days	
State Fiscal Year	CC Timeliness Rate
2014	85.00%
2015	92.00%
# of Licensed Providers Receiving State Subsidy	
State Fiscal Year	# of Licensed Providers Receiving Subsidy
2014	1,171
2015	1,096

## GOAL

To ensure Utah parents have access to high-quality child care that can meet the developmental needs of their children while they seek or maintain employment. It meets this goal in two primary ways: (1) provide subsidies to parents who are eligible; and (2) assist licensed child care providers in enhancing their programs to ensure care is provided in a healthy, safe and developmentally appropriate setting.

## ACHIEVEMENTS

**Child Care Overhaul**—In an effort to improve the Child Care Program, the Office of Child Care has been working with the Eligibility Services Division, Workforce Development Division and DTS to benefit workers, customers and child care providers. The overhaul includes the following:

1. Enhanced health and safety requirements for Family, Friend and Neighbor Child Care Providers;
2. Automated access to provider records through a new Child Care Provider Portal;
3. Expedited child care approvals;
4. Elimination of the Form 980;
5. Simplification of the formula utilized to determine subsidy amounts; and
6. Direct payment of child care subsidies to the child care provider.

**Job Search Child Care**—Until February 2015, parents receiving child care subsidies who lost employment also lost child care. This made it difficult for parents to seek employment for a quick return to the labor force while also disrupting their child's daily routine. As a result of this challenge, the Office of Child Care began providing 60 days of child care upon a job loss. In addition to providing child care, Job Search Child Care also provides an opportunity for parents to voluntarily access employment assistance with an Office of Child Care employment counselor. Since February 2015, Office of Child Care provided Job Search Child Care to 159 Utahns. Of those who participated in Job Search Child Care, 42% have returned to work.

## CHALLENGE

The Child Care Development and Development Block Grant (CCDBG) Act of 2014. This reauthorization bill made significant changes to the CCDBG. Although the Utah Office of Child Care anticipated many of these changes and is well positioned to enact the provisions of the Act in a timely manner, the changes represent a shift in the CCDBG. Since 1996, CCDBG was primarily a work support for parents. Under the current Act, CCDF balances

## DIVISION HIGHLIGHTS

# THE OFFICE OF CHILD CARE

the developmental needs of children with the economic needs of their parents. Among many other provisions, OCC will be required to utilize funds for the following: provide 12-month continuing eligibility; broaden eligibility requirements; provide resources to child care providers to improve the quality of the child care they are providing; provide three months of Job Search Child Care (Utah currently provides 60 days); and conduct background checks and inspections of all child care providers receiving CCDF. The challenge for OCC will be to balance all of the new requirements and achieve all expected outcomes with limited resources. Although the Act authorized an increase in funding, Congress has not yet appropriated the increased funds.

IN FEBRUARY 2015, THE  
OFFICE OF CHILD CARE  
BEGAN PROVIDING 60  
DAYS OF CHILD CARE  
UPON A JOB LOSS.



FULL TIME  
EMPLOYEES: 12



TRACY GRUBER

*For additional information  
Visit [careaboutchildcare.utah.gov](http://careaboutchildcare.utah.gov) or  
contact Tracy Gruber, division director  
[tgruber@utah.gov](mailto:tgruber@utah.gov) or 801-526-9265*

## PROGRAM HIGHLIGHTS

### THE BRIDGE PROGRAM

#### PROGRAM PURPOSE:

The Department of Workforce Services has created the Small Business Bridge (Bridge program) Grant to help facilitate the growth of small businesses. This grant provides a limited reimbursement opportunity to offset training costs from the creation of new jobs. The grant can provide between \$2,000 and \$4,000 to expanding small businesses. There is a bonus built into the program that incentivizes businesses to hire veterans or other individuals struggling to find quality employment. The Bridge program is funded from the Unemployment Insurance Special Administration Fund (UISAF).

#### KEY INITIATIVES AND STRATEGIES:

The Bridge program was designed to help small businesses that need support to create jobs and bring on more employees. The program has been particularly effective in creating job growth in rural counties. For the FY 2015, changes were made to the Bridge Program that require participating businesses to hire within 75 days of signing their agreement.

#### FUNDING UPDATE:

For SFY15 \$1,000,000 was allocated to the Bridge program. To date, \$605,500 has been spent of this \$124,500 has been paid out for 36 bonuses within the five bonus categories.

#### NUMBER SERVED:

157	Businesses approved
433	Projected Jobs Created
211	Project wages to address underemployment (\$41,000+)
277	Jobs filled 83 of these with wages to address underemployment
14	Temporary assistance customers
1	Unemployment insurance recipient
11	Veterans
9	Over 55

#### OUTCOMES AND KEY MEASURES:

The outcomes and key measure for the Bridge program are new jobs created and companies served.

#### FUTURE IMPACTS AND CONSIDERATIONS:

The Bridge program stopped taking applications on January 30, 2015. The last agreement ended April 26, 2015. This program has sunset and will not be open in the future.

Monitoring for 2012 and 2013 has been completed. A final report was made to EDO and it was determined to send a re-payment demand letter for those that were out of compliance. Monitoring for 2014 will begin October 1, 2015.

For additional information about the Bridge Program contact program manager Melisa Stark at mstark@utah.gov or 801-628-4051.

### CHILD CARE

#### PROGRAM PURPOSE:

The goal of the Office of Child Care (OCC) is to provide accessible, affordable and quality child care for Utah children. This goal ensures that parents seek and maintain employment while their children are cared for in a safe, nurturing and developmentally appropriate setting.

OCC meets this goal by providing the following: subsidies to families; grants for quality improvement, including grants to “school age” programs (afterschool); professional development and training for child care providers; child care resource and referral information for consumers; and customer support to child care providers.

#### KEY INITIATIVES AND STRATEGIES:

##### Child Care Subsidy—Overview

The Child Care Subsidy program provides a payment to eligible families participating in the Family Employment Program (FEP), Employment Support Child Care or Transitional Assistance. These payments offset the costs of child care so parents can seek and maintain employment, job training or education. The need to improve the child care program resulted in significant changes requiring technical system changes, including:

1. Development of a new “DWS Child Care Provider Portal,” allowing providers access to view information, which previously required a phone call to DWS
2. New health and safety requirements on Family, Friend and Neighbor providers
3. Upfront Child Care eligibility determination
4. Job Search Child Care for 60 days of child care at the time of a job loss
5. Simplified participation and elimination of the Form 980

There are two additional improvements that are much anticipated by child care providers that are described below.

## PROGRAM HIGHLIGHTS

### Payment-to-Provider

Beginning October 1, 2015, all child care providers will receive direct payments from DWS to care for children covered by child care subsidies. This change required technology changes and an interface with the FiNet system. Moreover, it required OCC to effectively communicate with approximately 1,600 providers for financial account information in the DWS Child Care Provider Portal in a brief eight week period.

### Provider Reimbursement Rate Increase

Beginning October 2015, OCC will increase the subsidy rate to licensed child care providers, ensuring all licensed providers receive monthly subsidy amounts equal to 70 percent of the local market rate. Prior to these rate increases, providers were receiving subsidy amounts between 43 percent and 50 percent. The increase will largely be financed with a transfer of Temporary Assistance for Needy Families (TANF) funding to the OCC.

Given the many changes to the Child Care program, there has been a significant increase in the number contacts providers have made to the OCC Provider Assistance Line. Since March 2015, OCC staff received 1,600 phone calls and over 4,000 emails.

### Quality Child Care

The OCC utilizes its funding to improve quality in child care settings with particular emphasis on providers serving children receiving child care subsidy. In the past year, OCC has released grants and prioritized funding to programs with emphasis in measurable outcomes, and targeting of at-risk populations. In the past six months, OCC provided grants in the following areas: (1) infant and toddler grants; (2) quality improvement grants; and (3) school age grants.

### Infant Toddler Grants:

According to Child Care Development Fund (CCDF) requirements, OCC is required to expend funds to meet its Infant/Toddler earmark requirements. As a result, it released the Licensed Family Child Care Infant/Toddler Materials Grant. This is the first time OCC released infant/toddler funds to licensed-family providers.

Providers Receiving Grants: 138

### Quality Improvement Grants:

Recently, OCC released a Quality Improvement grant to providers whose enrollment includes at least 25 percent of children receiving subsidy and not receiving more than one previous grant from OCC. This Quality Improvement grant assists providers in improving quality in their centers by utilizing an evidence-based assessment tool. Based on the

assessment outcomes, providers may utilize grant funds to receiving coaching, technical assistance and materials and equipment.

Providers Receiving Grants: 47

### School Age Grants:

During the summer of 2015, OCC released three school age grants: (1) School Age Quality Grant; (2) Afterschool Grant; and (2) Intergenerational Poverty Interventions grants.

The school age grants require three outcomes from the grant funding:

- Increasing the overall quality of the grantee's afterschool program
- Expanding professional development opportunities for afterschool professionals
- Improving relationships between youth and staff

### Intergenerational Poverty Interventions Grants:

OCC, in coordination with USOE, provides grants to afterschool programs serving children experiencing intergenerational poverty. The enhancement grants are as follows:

Organizations: 4  
Sites: 10

In addition to providing enhancement grants to programs also receiving funds through USOE, OCC released a non-competitive grant to the two schools districts with the highest percentages of intergenerational poverty students. The two districts, San Juan and Carbon, have limited afterschool opportunities for their students. The grants will be for five years to ensure stable programming for students. In the Intergenerational Poverty grants, outcomes are being evaluated by the Utah Education Policy Center in coordination with the Utah State Office of Education.

### **FUNDING UPDATE:**

Month	# of CC Cases	# of Individuals	Total Monthly \$ Issued	Average \$ Issued Per Case
11-Jan	7,338	23,586	\$3,930,056.00	\$535.58
12-Jan	7,569	24,083	\$3,871,627.00	\$511.51
13-Jan	7,235	23,299	\$3,895,373.00	\$538.41
14-Jan	6,797	22,318	\$3,738,906.00	\$550.08
15-Jan	5,702	18,746	\$3,503,996.00	\$614.52

## PROGRAM HIGHLIGHTS

### NUMBER SERVED:

December 2014 Child Care Enrollment		
	Individuals	Cases
Child Care Enrollment (All)	18,827	5,683
Employment Support Child Care	17,510	5,278
FEP Child Care	845	245

### OUTCOMES AND KEY MEASURES:

State Fiscal Year	Program Timeliness	Average Days to Decision	Internal Program Accuracy
2013	88.25%	20.14	90.37%
2014	85.37%	20.83	91.07%
2015 (through Jan16)	90.57%	18.51	92.44%
Federal Fiscal Year	2008	2011	2014
CCQC Payment Accuracy Rate	90.73%	97.54%	97.45%

### FUTURE IMPACTS AND CONSIDERATIONS:

On November 19, 2014, the Child Care and Development Block Grant (CCDBG) Act of 2014 was signed into law. Significant changes include the following:

- 12-month Reviews
- Expanded Job Search Child Care
- Additional family-friendly policies to comply with new federal regulations
- Inspections and background checks of all child care providers receiving CCDF

Upon adoption, Administrators were instructed to prepare a new, three-year state plan by March 1, 2016.

For additional information about quality child care, visit [care-aboutchildcare.utah.gov](http://care-aboutchildcare.utah.gov) or contact division director Tracy Gruber at [tgruber@utah.gov](mailto:tgruber@utah.gov) or 801-526-9265.

## FOOD STAMP PROGRAM (SNAP)

### PROGRAM PURPOSE:

SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities nationwide. SNAP is the largest program in the domestic hunger safety net. The Food and Nutrition Service (FNS) works with State agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits.

### KEY INITIATIVES AND STRATEGIES:

*No-interview pilot*—FNS released pilot report. Results were mixed. We are planning to submit a waiver to waive the interview at application and review for all elderly/disabled households.

*QWD pilot*—pilot to use quarterly wage data for best estimates. This pilot is to determine if the SNAP QC error rate would be impacted if QWD is used for SNAP best estimates. QWD pilot began July 1, 2014, and will end December 31, 2015. A decision will need to be made whether or not to continue using QWD to determine the best estimate on FS cases after the pilot ends as it will take time for FNS to make a decision based on the pilot outcomes.

*Nutrition Education*—contract with USU to help low-income families who receive SNAP learn to budget their SNAP benefits and cook healthy, nutritious, low-cost meals. Working with USU to plan targeted nutrition education for IGP families. The FFY 2016 nutrition education budget is \$1,298,114. This contract is 100% federal funds.

*Outreach*—Utahns Against Hunger has been awarded the contract to manage our Outreach Plan. They will work to increase the number of non-profits who are reimbursed for their existing outreach activities. The total amount of the outreach contract is \$75,280. FNS and UAH each pay 50% of this contract.

### FUNDING UPDATE:

FNS pays 100 percent of SNAP benefits. FNS pays 50 percent of the program administrative costs. DWS pays the remaining 50 percent of program administrative costs with general funds. Total SNAP administrative cost is approximately \$50 million. FNS pays \$25 million and DWS pays \$25 million.

## PROGRAM HIGHLIGHTS

### NUMBER SERVED:

There are approximately 90,000 households receiving SNAP benefits in Utah totaling approximately 225,000 recipients. Approximately \$25 million in SNAP benefits are redeemed each month. The average allotment per household is approximately \$275.

### OUTCOMES AND KEY MEASURES:

Accuracy, timeliness and CAPER outcomes as determined by SNAP QC:

#### Accuracy:

Actives—FNS expectation	95%
DWS outcomes—	
FFY 2015 October – March	97.11% (26th in the nation)
FFY 2014	97.21%
FFY 2013	97.89%
FFY 2012	97.61%
FFY 2011	95.81%
FFY 2010	95.67%

CAPER—FNS expectation	99%
DWS outcomes—	
FFY 2015 October – March	90.88% (6th in the nation)
FFY 2014	86.00%
FFY 2013	82.33%
FFY 2012	83.18%

#### Timeliness—FNS expectation 95%

DWS outcomes—	
FFY 2015 October – March	100.41%
FFY 2014	93.29%
FFY 2013	95.59%
FFY 2012	97.84%
FFY 2011	94.48%

#### Participation—No expectation set by FNS.

National average—	75%
DWS—	77%
Active and CAPER outcomes as measured by PRT	
October 2014 – August 2015	
Actives –	90.64%
Caper –	94.80%
Active -	90.64%
Caper -	94.8%

For additional information about the Food Stamp Program contact program manager, Kathy Link at [klink@utah.gov](mailto:klink@utah.gov) or 801-526-9230.

## FOOD STAMP EMPLOYMENT & TRAINING (E&T) PROGRAM

(includes Able Bodied Adults Without Dependents - ABAWD)

### PROGRAM PURPOSE:

The purpose of the E&T program is to assist able-bodied food stamp recipients obtain employment by helping food stamp households gain skills, training, work, or experience that will increase self-sufficiency. Able bodied adults aged 18 – 49 without dependents (ABAWD) can only receive food stamp benefits for three months out of 36. After receiving three months of benefits, ABAWDs must meet work requirements on a monthly basis in order to continue receiving benefits. For all others, there is no time limit and mandatory E&T participation is required for three out of 12 months.

### KEY INITIATIVES AND STRATEGIES:

As of October 1, 2014, Utah is no longer an ABAWD pledge state. After receiving three months of benefits in a 36 month period, ABAWDs must be working 20 hours per week or in training 20 hours per week (or a combination of both) in order to continue to receive food stamps.

### FUNDING UPDATE:

The E&T/ABAWD program budget is \$4.6 million. It is anticipated \$1.2 million will be used for workforce development staff to work with mandatory E&T participants and \$3.4 million will be for the \$50 transportation reimbursement.

### NUMBER SERVED:

We anticipate there are approximately 22,500 mandatory food stamp E&T recipients.

From April 14 – Mar 15, 68% of E&T participants were able to transition off food stamps because of improved employment situations.

For additional information about the Food Stamp Program contact program manager, Kathy Link at [klink@utah.gov](mailto:klink@utah.gov) or 801-526-9230.

## PROGRAM HIGHLIGHTS

# GENERAL ASSISTANCE (GA) PROGRAM

### PROGRAM PURPOSE:

General Assistance (GA) is a state funded financial assistance program that provides limited benefits to adults who have physical and/or mental health limitations that prevent them from working. GA serves single or married adults without dependent children in the home and who are not eligible for any federal financial assistance programs.

### KEY INITIATIVES AND STRATEGIES:

Effective November 1, 2013, DWS eliminated partial month payments for GA by making all benefit approvals effective the first of the month, following the month of application. This is an effort to keep GA enrollment open the entire SFY. This also allows DWS to more accurately estimate how many cases we can afford on a monthly basis.

### FUNDING UPDATE:

GA is funded solely by State General Fund

### NUMBER SERVED:

GA UWORKS Enrollments (8/27/15)

- Total GA Enrollments (Unduplicated)- 958
- Long Track – 756 (79%)
- Short Track – 195 (20%)
- Not enrolled – 7 (1%)

### OUTCOMES AND KEY MEASURES:

SSI/SSDI approvals for July 2015

- Total- 30
- Initial Approvals - 23
- Reconsideration approvals – 5
- ALJ Hearing Approvals - 2

Average days to Approvals (based on caseloads from last 12 months)

- Initial: 181
- Reconsideration: 300
- ALJ Hearing: 978

### CONTRACTS:

- Utah Legal Services (GA \$67,000/yr ): ULS attorneys assisting customers at ALJ hearing level of SSI/SSDI application.

- GASSP (\$57,000/yr): Provides medical services for Short-Track GA customers who need surgeries which will result in an immediate return to employment.
- Road Home-Z Funds (\$51,000/yr): Support payments to assist homeless individuals with work expenses and alleviate circumstances impeding customer's ability to obtain and maintain employment.

### FUTURE IMPACTS AND CONSIDERATIONS:

- Opening/Closing GA Enrollments
- Need ability to make budgetary projections within a 60 day time frame using data triggers
- Fiscal projections show moderate concern for funding mid SFY16
- Admin Rule change to implement the removal of partial month payments effective November 1, 2013
- Improve collaboration with SSA and DDS
- Short Track caseloads
- Long Track caseloads

### CHALLENGES:

- GA carry in funds must be spent on one-time, non-recurring projects and cannot be carried over to the next year, nor be used for client payments.
- Unexpected monies pulled from GA Budget due to eREP system defects.
- Significant increases in recent Medicaid rate changes will increase costs.
- Referrals to the GASSP contract are extremely low.

For additional information about the General Assistance Program contact program manager Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

## PROGRAM HIGHLIGHTS

# MEDICAL (MEDICAID, CHIP, UPP, PCN)

### PROGRAM PURPOSE:

Medicaid is a program which covers medical expenses for certain groups of people who have limited income and resources. Medicaid primarily covers children, pregnant women, the elderly, and persons with disabilities. Once approved, Medicaid eligibility will be reviewed annually. By providing health coverage, Medicaid aims to improve the health of people in Utah who might otherwise go without medical care for themselves and their children.

CHIP is a low-cost health insurance plan for uninsured children. CHIP is available to children of families with income levels too high to qualify for Medicaid, which are not enrolled in insurance, and can't afford private or employer-sponsored health insurance. Once approved, CHIP eligibility will be reviewed annually. CHIP aims to cover Utah's children.

UPP (Utah's Premium Partnership for Health Insurance) is for children and adults. UPP was created to help uninsured Utahns take advantage of employer-sponsored health insurance by making it more affordable. UPP helps working individuals and families by reimbursing for all or part of their monthly health insurance premiums through their employer's health insurance plan or COBRA coverage. Once approved, UPP requires an annual eligibility renewal.

PCN (Primary Care Network) is a health plan offered to adults by the Utah Department of Health covering services administered by a primary care provider. PCN is a federal waiver that requires the enrollment of more parents than adults without children; as a result PCN enrollment periods may be different for parents and those without children.

### KEY INITIATIVES AND STRATEGIES:

There are various quality control mechanisms of eligibility for medical assistance that require a collaboration between DOH and DWS. Quality is defined as: making the correct eligibility determinations, by assuring the customer is issued benefits on the appropriate medical program, and/or medical plan for each month.

### FUNDING UPDATE:

#### Medicaid / PCN

- For FY 2014 Medicaid / PCN expenditures for covered care totaled \$2,264,573,100
- For FY 2014 DWS Medicaid administrative expenses totaled \$31,619,283

#### CHIP

- For FY 2014 CHIP expenditures for covered care totaled \$67,947,900
- For FY 2014 DWS CHIP administrative expenses totaled \$2,541,194

#### UPP

- For FY 2014 UPP expenditures for covered care totaled \$404,500
- For FY 2014 DWS UPP administrative expenses are included in the CHIP total administrative expenses and are not currently tracked separately.

### NUMBER SERVED:

Medicaid - Approximately 289,000 individuals

CHIP - Approximately 16,000 individuals

UPP - Approximately 850 individuals

PCN - Approximately 12,000 individuals

### FUTURE IMPACTS AND CONSIDERATIONS:

- The Affordable Care Act (ACA), signed into law on March 2010, mandated that all individuals be covered under some form of health insurance. ACA also mandated several Medicaid changes. Some changes allow for more eligible customers and other changes will allow for a more efficient, determination process. DWS met all mandatory ACA requirements within the required timelines.
- CHIP enrollment was greatly impacted by the ACA mandatory changes. As part of ACA, beginning January 1, 2014, children 6-18 no longer has an asset test and all Child Medicaid programs saw an increase in income eligibility limits. This resulted in a decrease in CHIP enrollment from 34,515 in December 2013 to 15,235 in December 2014, as children enrolled in CHIP became eligible for Medicaid. The population of children that were open for CHIP and became eligible for Medicaid as a result of ACA is sometimes referred to as CHIPicaid children.
- PCN (Primary Care Network) and UPP (Utah's Premium Partnership) are part of an 1115 waiver that is continuously reviewed by CMS for ongoing approval. DOH was pursuing a 3 year extension to the waiver, and it is currently unclear how the states Optional Expansion decision will impact PCN and UPP in 2016.

For additional information about the medical program contact Kevin Burt at kburt@utah.gov or 801-526-9831.

## PROGRAM HIGHLIGHTS

# TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

### PROGRAM PURPOSE:

TANF is the federal block grant that funds the FEP program as well as other services determined to serve families in poverty. There are four purposes of TANF:

1. Assisting needy families so that children can be cared for in their own homes or the home of a relative.
2. Reducing the dependency of needy parents by promoting job preparation, work, and marriage.
3. Preventing out-of-wedlock pregnancies.
4. Encouraging the formation and maintenance of two-parent families

### RECENT HIGHLIGHTS:

- Refugee Summer Employment Program was a success with Salt Lake County. There were 25 refugee youth that participated and successfully completed the program. Pictures are attached.
- Revisions to the TANF eligibility process has allowed more efficient ways of determining eligibility for contractors by reducing the amount of documentation collected when a family is receiving public assistance benefits.
- Summary of first two quarters of the TANF grants shows promising outcomes for many of the grantees.

### TANF SPENDING:

**Legislative appropriations** – New from 2015 session

- Extension for Weber Youth Impact – additional \$30,000
- DOH – NFP expansion - \$1million

### Projects

- Family Employment Program (FEP) –Next Generation Kids (NGK)
- TANF RFG (101 grants)
- Refugee services – Community Case Managers/Women Services Coordinator
- Summer Youth Program (Refugee Youth with Salt Lake County)
- Social Research Institute (SRI)
- Rapid Rehousing
- Mental Health Contracts (52 total)

- Inter-agency contracts

### Pending Contracts/Projects

- Refugee Extended Case Management RFG (Release date of 9/28/15)
- Latinos in Action via the University of Utah
- Pre-basic and Basic Technology services for refugees at the Refugee Center.

### New and Pending GOMB/EAC approvals (Inter-agency proposals)

- DHS – ATR (Division Substance Abuse and Mental Health)
- DHS – Home Works (DCFS)
- DHS – In-home parenting (DCFS)
- DOH – Home Visiting Programs
- DOC – Family Reunification Program (FRP)

### TANF RFG:

- Currently 101 grants. One grantee voluntarily ended their contract earlier this year.
- Quarterly outcomes reports are required. Third quarters were recently due. Summary report for first two quarters have been posted to the TANF contractors website at <http://jobs.utah.gov/services/tevs/outcomessummary.pdf>
- Since the grants started last November, the TANF contracts team has held a quarterly webinar to provide updates and answer questions.
- Annual report has been created and will be required by all contractors to be submitted by 11/30/15. The report can be found at <http://jobs.utah.gov/services/tevs/tanfannualreporttemplate.pdf>
- Most contracts have been monitored. All pending monitoring visits have been scheduled out to the end of October before the end of the first year. Contract monitoring reports are available upon request.
- TANF Contractor website is updated frequently with information, report links, policy, and guidance for contractors. It also includes a link to the TANF dashboard. The website is a hidden link, but can be accessed at <http://jobs.utah.gov/services/tevs/tanfcontract.html>
- On-going quarterly webinars are held to provide additional support to grantees.

## PROGRAM HIGHLIGHTS

### RAPID REHOUSING:

- Total of 10 contracts and 1 subcontract to Six County AOG through Community Actions Services and Food Bank in Provo.
- Program period runs from April 1, 2015 to March 31, 2018
- Quarterly reports are required and can be accessed on the contractor website link above under the Rapid Rehousing tab.
- Quarterly webinars are held to provide additional support to grantees.

### REFUGEE CONTRACTS - TANF FUNDED:

- Refugee Summer youth program - \$150,000 over 3 years with Salt Lake County (Began Summer 2015)
- Humanitarian Center Subsidized Employment
- Granite Peaks ESL
- Extended case management
- Refugee employment subsidized housing

### FUTURE IMPACTS AND CONSIDERATIONS:

Need to review legislative impacts to TANF funding including new grants/contracts.

For additional information about TANF contact Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

## UTAH CLUSTER ACCELERATION PARTNERSHIP (UCAP)

### PROGRAM PURPOSE:

In 2009, The Department of Workforce Services (DWS), the Utah System of Higher Education (USHE) and the Governor's Office of Economic Development (GOED), partnered together to create the Utah Cluster Acceleration Partnership (UCAP). This partnership was designed to help strengthen the alignment between industry needs and educational programs by convening industry groups.

In July, 2013 the UCAP program was redesigned to provide grants to public educational institutions that need financial assistance to develop, implement or enhance educational programs that meet industry needs. UCAP also provides assistance for cluster industry initiatives. UCAP is funded from the Special Administration Expense Account. The end goal

of the UCAP program is to align educational program with workforce needs.

### KEY INITIATIVES AND STRATEGIES:

UCAP was created to address the following four opportunities and concerns:

Goal 1—Increase Economic Cluster Connectivity and Educational Alignment

Goal 2—Respond to Skill Gaps

Goal 3—Enhance the Role of the Regional Institutions in Economic Development

Goal 4—Promote Regional Stewardship

### FUNDING UPDATE:

For SFY15 \$2,000,000 was allocated to UCAP.

### NUMBERS SERVED:

16	Total Grant Awards (15 public post-secondary training institutions, one county project)
72	New partnerships formed
925	Students currently enrolled
177	Students have completed
428	Certificates awarded
100	Individuals Employed

### OUTCOMES AND KEY MEASURES:

The primary outcome measurement for UCAP is the number of new or expanded certificate or degree programs that meet the Governor's 66% by 2020 initiative, with specific relevance towards educational programs that serve cluster industries in the State.

### FUTURE IMPACTS AND CONSIDERATIONS:

The RFG process for SFY16 is complete and all agreements executed. 20 Projects received full or partial funding for a total of \$3,505,350. Of these 10 were post-secondary institutions, seven were public educational and three industry associations.

For additional information about UCAP contact Melisa Stark at [mstark@utah.gov](mailto:mstark@utah.gov), 801-628-4051, or visit <http://jobs.utah.gov/departments/ucap.html>.

## PROGRAM HIGHLIGHTS

### WAGNER-PEYSER

#### PROGRAM PURPOSE:

Wagner-Peyser serves job seekers and employers seeking a variety of employment related labor exchange services. Wagner-Peyser serves customers who are not receiving case management services under other DWS programs and/or funding streams. The State of Utah utilizes Wagner-Peyser funding to provide targeted labor exchange activities to unemployment insurance claimants, veterans, persons with disabilities, ex-offenders, and older workers.

#### KEY INITIATIVES AND STRATEGIES:

Workforce Services is focused on meeting the need of employers, increasing employer market share and helping more job seekers become employed and retain employment at a reduced cost per placement. Focus is being shifted from providing mediated services to educating customers on how to use online services which enables them to be more self-directed. Tools and resources online provide the same quality information that a job seeker can receive from one of our mediated workshops or from a skilled employment counselor.

#### FUNDING UPDATE:

Wagner-Peyser Program Expenses for State Fiscal Year 2015 Total:

- Employment Center Staff = \$7,013,484.89
- State Level Staff = \$1,881,906.76 (includes Wagner-Peyser administrative costs)
- DTS/Technology = \$134,936.50
- Other/Miscellaneous Costs = \$88,921.08

In recent years, the amount of Wagner-Peyser funding the State of Utah receives has decreased. We are expending more Wagner-Peyser dollars each year than we are allotted. The following are the Wagner-Peyser amounts expended for State Fiscal Year 2014 and final expenditures for 2015:

- 2014 = \$9,914,865 (\$4,576,000 paid by Reed Act)
- 2015 = \$9,375,115.35 (\$4,576,000.00 paid by Reed Act)

#### NUMBER SERVED:

For the four quarters July 2013 to June 2014, we served 328,677 individuals statewide. Source: ETA 9002-A Federal Quarterly Report.

#### OUTCOMES AND KEY MEASURES:

Performance Measure	SFY14 Negotiated	SFY14 Actual	SFY15 Negotiated
W-P Entered	61%	64.90%	64%
Employment			
W-P Employment Retention	85%	86.50%	86%
W-P Average Earnings (6 months)	\$14,500	\$16,558	\$15,000

Department Outcomes	PY2012	PY2013	PY2014
Total Job Orders Placed	162,205	217,576	247,372
Total Employers Served	8,114	8,432	9,030
Total Job Seekers Served	359,977	261,711	217,879

#### FUTURE IMPACTS AND CONSIDERATIONS:

Wagner-Peyser is one of the six core partners under the Workforce Innovation and Opportunity Act (WIOA). We have been paying close attention to the impacts that WIOA will have on the Wagner-Peyser, how we serve customers and align staff.

Wagner-Peyser RMTS strike averages have decreased significantly from SFY 2013 to the 4th quarter in SFY 2015 from 14.4% to 7.13% of the total strikes. In order to stay within the grant funds year to year we have to reduce costs to approximately \$6 million annually. The amount of Wagner-Peyser funding the State of Utah has received in recent years has decreased and in SFY 2016 we will no longer receive Reed Act funds.

For additional information about Wagner-Peyser contact Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

## PROGRAM HIGHLIGHTS

# WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT

### PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Adult Program provides workforce investment activities that are targeted at increasing employment, retention, and earnings of participants while assisting employers in finding the skilled workers they need to compete and succeed in business. WIOA programs are intended to increase occupational skills attainment by participants resulting in an improved quality of the workforce, reduced welfare dependency, and enhanced productivity and competitiveness of the nation.

Under the WIOA Adult Program, participants receive services via a coordinated service delivery system. Career services can include job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan, career planning and supportive services if appropriate. Training services allow participants to be linked to job opportunities within their community through occupational skills training, basic skills training, and worksite learning opportunities.

### KEY INITIATIVES AND STRATEGIES:

The WIA Single State Audit (SSA) has been a focal point for the past couple of years. WIA has not historically had good results from the SSA. The Education & Training team rewrote the WIA policy, which was effective October 7, 2013 and did follow-up training in June of 2014 after errors around reconciliation were identified during the SFY14 SSA. For SFY15 the auditors have completed their review of 60 cases and found two errors (estimated \$55 disallowed costs). Although the SFY15 SSA is not final it appears that improvements have been made.

### FUNDING UPDATE:

For SFY16 (PY15) \$3,298,507 was allocated to Utah for WIOA Adult. This is 8.75% less than SFY15 (PY14). The breakdown is as follows:

Navajo Nation: (N/A)

Statewide Activity/Admin:	\$494,775
UWORKS Training:	\$1,450,888
Staffing & C/A:	\$781,247
Basic Career Services:	\$504,997
UWORKS:	\$0 (Paid by Statewide Activity)
PRT:	\$66,620 (team moved to WFS)
RMTS+:	\$0 (part of cost allocation methodology now)

As of September 14th, the UWORKS expenditures for Adult were 20 percent. The expenditure goal for the first quarter is 17.5%.

For SFY16 (PY15) the set-aside (statewide activities) funding has not been budgeted by Congress yet (10% currently in appropriation bill). For SFY15 (PY14) it was 8.75%.

### NUMBER SERVED:

WIOA Adult Program serves approximately 1,850 participants each year in communities across the State.

## PROGRAM HIGHLIGHTS

### OUTCOMES AND KEY MEASURES:

#### Federal performance outcomes for WIA Adult

Performance Measure	SFY13 (PY12) Negotiated	SFY13 (PY12) Actual	SFY14 (PY13) Negotiated	SFY14 (PY13) Actual	SFY15 (PY14) Negotiated	SFY15 (PY14) Q1	SFY15 (PY14) Q2	SFY15 (PY14) Q3	SFY15 (PY14) Q4
WIA Adult Entered Employment	61%	63.90%	62%	65.30%	64%	63%	67.90%	67.50%	68.80%
WIA Adult Employment Retention	85%	85%	84%	86.70%	87%	84.10%	85.80%	87.10%	86.60%
WIA Adult 6 Month Average Earnings	\$13,600	\$14,748	\$14,365	\$16,674	\$15,000	\$14,998	\$14,623	\$15,034	\$15,883

\*Note: All outcomes must be within 80% of planned level.

\*\* SFY15 outcomes are not final.

#### Workforce Services performance outcomes for WIA Adult

Performance Measure	SFY15 YTD	SFY15 Q1	SFY15 Q2	SFY15 Q3	SFYQ4
Positive Closures Goal 70%	85.40%	91.75%	89.29%	89.80%	76.60%
Training Completion Goal 70%		78.89%	82.35%		
Case Accuracy Goal 80%*	65.35% (SSE=91.3%)	67%	66.59%	60.6	63.90%

\*Total Employment Counselor Accuracy is slightly higher.

### FUTURE IMPACTS AND CONSIDERATIONS:

Began implementation of WIOA in July 2015. Implementation will continue through SFY16 (PY15), including additional requirement for the Eligible Training Provider List (ETPL).

For additional information about WIOA Adult Program contact Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

## PROGRAM HIGHLIGHTS

# WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) DISLOCATED WORKER

### PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker (DW) Program provides workforce investment activities that are targeted at increasing employment, retention, and earnings of participants while assisting employers in finding the skilled workers they need to compete and succeed in business. WIOA programs are intended to increase occupational skills attainment by participants resulting in an improved quality of the workforce, reduced welfare dependency, and enhanced productivity and competitiveness of the nation. To meet Dislocated Worker status, individuals must have been laid-off or have received a notice or termination of layoff from employment, including active military service, and have met other dislocated worker status eligibility requirements.

### KEY INITIATIVES AND STRATEGIES:

The WIA Single State Audit (SSA) has been a focal point for the past couple of years. WIA has not historically had good results from the SSA. The Education & Training team rewrote the WIA policy, which was effective October 7, 2013 and did follow-up training in June of 2014 after errors around reconciliation were identified during the SFY14 SSA. For SFY15 the auditors have completed their review of 60 cases and found two errors (estimated \$55 disallowed costs). Although the SFY15 SSA is not final it appears that improvements have been made.

The Workforce Innovation Opportunity Act (WIOA) was signed into law on July 22, 2014. The Education & Training implemented the new policy for the training programs, including changes to UWORKS. The majority of changes were for the Youth program.

### FUNDING UPDATE:

For SFY16 (PY15) \$2,963,244 was allocated to Utah for WIA DW. This is 21.75% less than SFY15 (PY14). The breakdown is as follows:

Navajo Nation:	(N/A)
Statewide Activity/Admin:	\$512,748
UWORKS Training:	\$1,294,240
Staffing & C/A:	\$696,897
Basic Career Services:	\$495,023
UWORKS:	\$0 (Paid by Statewide Activity)
PRT:	\$69,040 (team moved to WFS)
RMTS+:	\$0 (part of cost allocation methodology now)
Rapid Response:	\$350,377 (\$150,377 to be released to ESAs by January 2016)

As of September 14th, the UWORKS expenditures for DW were 15%. The expenditure goal for the first quarter is 17.5%.

For SFY16 (PY15) the set-aside (statewide activities) funding has not been budgeted by Congress yet (10% currently in appropriation bill). For SFY15 (PY14) it was 8.75%.

### NUMBER SERVED:

WIA Dislocated Worker Program serves approximately 1,450 participants each year in communities across the state.

## PROGRAM HIGHLIGHTS

### OUTCOMES AND KEY MEASURES:

#### Federal performance outcomes for WIA DW

Performance Measure	SFY13 (PY12) Negotiated	SFY13 (PY12) Actual	SFY14 (PY13) Negotiated	SFY14 (PY13) Actual	SFY15 (PY14) Negotiated	SFY15 (PY14) Q1	SFY15 (PY14) Q2	SFY15 (PY14) Q3	SFY15 (PY14) Q4
WIA DW Entered Employment	82%	82.40%	81%	79.10%	81%	79.10%	82.10%	77.70%	73.20%
WIA DW Employment Retention	90%	91%	91%	88.50%	90%	83.20%	89%	89.90%	89.40%
WIA DW 6 Month Average Earnings	\$15,000	\$16,310	\$16,000	\$17,419	\$16,400	\$19,204	\$22,940	\$19,928	\$20,639

\*Note: All outcomes must be within 80% of planned level.

\*\* SFY15 final outcomes are not yet available.

#### Workforce Services performance outcomes for WIA DW

Performance Measure	SFY15 YTD	SFY15 Q1	SFY15 Q2	SFY15 Q3	SFY15 Q4
Positive Closures Goal 70%	91.70%	92.90%	95.60%	94.6	86.1
Training Completion Goal 70%		85.07%	79.49%		
Case Accuracy Goal 80% *	65.35% (SSE=91.3%)	67%	66.59%	60.60%	63.90%

\*Total Employment Counselor Accuracy is slightly higher.

### FUTURE IMPACTS AND CONSIDERATIONS:

Began implementation of WIOA in July 2015. Implementation will continue through SFY16 (PY15), including additional requirement for the Eligible Training Provider List (ETPL).

For additional information about WIOA Dislocated Worker Program contact Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

## PROGRAM HIGHLIGHTS

# WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) YOUTH

### PROGRAM PURPOSE:

The WIOA Youth Program serves a vital role in the overall array of services for at-risk youth in Utah. The realities of today's global economy make it imperative that publicly funded workforce systems for youth be demand-driven. The programs and services made available through those systems should also be aimed at preparing our state's most at-risk youth for real career opportunities. Well-designed workforce investment programs offer youth who are disconnected from mainstream institutions systems another opportunity to successfully transition to adult roles and responsibilities. The goal of youth-serving agencies across the state, including the Department of Workforce Services (DWS) WIOA youth program, is "Utah's at-risk youth live successfully as adults."

### KEY INITIATIVES AND STRATEGIES:

The majority of program changes under the new WIOA law were made to the youth program. These changes include; the definition of In-School-Youth (ISY) and Out-of-School-Youth (OSY), requirement to expend 75% of funds on OSY and the requirement to expend 20% of youth funding on works experience activities. The Education & Training team is working with operations on strategies to meet these requirements and with MIS to incorporate these measures into reports.

One key initiative for WIOA Youth is Transition to Adult Living (TAL). This is a partnership with DCFS and serves foster care youth who are about to or have aged out of foster care. The Education and Training Voucher (ETV) program provides additional funding to these youth to help pay for post-secondary education expenses.

### FUNDING UPDATE:

For SFY16 (PY15) \$3,928,231 was allocated to Utah for WIOA Youth. This is 8.74% less than SFY14 (PY13). The breakdown is as follows:

Navajo Nation:	(N/A)
Statewide Activity/Admin:	\$589,234
UWORKS Training:	\$1,490,243
Staffing & C/A:	\$1,749,414
Basic Career Services:	\$0
UWORKS:	\$0 (Paid by Statewide Activity)
PRT:	\$79,340 (team moved to WFS)
RMTS+:	\$0 (part of cost allocation methodology now)
Workers Comp/TABE Tests:	\$20,000

As of September 14th, 2015 the UWORKS expenditures for Youth were 25%. The expenditure goal for the first quarter is 17.5%. During SFY15, more funding was spent on staffing than was allocated. Additionally, \$728,143 obligations were carried into SFY16. The combination meant less carry-in overall. This combined with receiving less funding for the new year has caused a decrease in overall funding available for the SFY16.

For SFY16 (PY15) the set-aside (statewide activities) funding has not been budgeted by Congress yet (10% currently in appropriation bill). For SFY15 (PY14) it was 8.75%.

## PROGRAM HIGHLIGHTS

### NUMBER SERVED:

Approximately 2,540 youth are served per year.

### OUTCOMES AND KEY MEASURES:

#### Federal performance outcomes for WIOA Youth

Performance Measure	SFY13 (PY12) Negotiated	SFY13 (PY12) Actual	SFY14 (PY13) Negotiated	SFY14 (PY13) Actual	SFY15 (PY14) Negotiated	SFY15 (PY14) Q1	SFY15 (PY14) Q2	SFY15 (PY14) Q3	SFY15 (PY14) Q4
Youth Placed in Employment or Education	60%	59.40%	59%	64.00%	61%	64.60%	63.80%	65%	76.50%
Youth Attainment of Degree or Certificate	52%	53.8	51%	56%	55%	59.30%	62.50%	65.20%	69.10%
Youth Literacy or Numeracy Gain	33%	34.70%	31%	40%	36%	37.10%	50%	43%	45.50%

\*Note: All outcomes are within 80% of planned level.

\*\* SFY15 final outcomes are not yet available.

#### Workforce Services performance outcomes for WIA Youth

Performance Measure	SFY15 YTD	SFY15 Q1	SFY15 Q2	SFY15 Q3	SFY15 Q4
Literacy / Numeracy Gains 31%	39.2% (not final)	37.10%	50%	43%	45.50%
Positive Closures Goal 70%	77.10%	75.70%	78.79%	79%	75.80%
Training Completion Goal 70%		56%	46.58%		
Case Accuracy Goal 80% *	53% (SSE=91.3%)	52.21%	52.73%	47.60%	58.20%

\*Total Employment Counselor Accuracy is slightly higher.

### FUTURE IMPACTS AND CONSIDERATIONS:

Began implementation of WIOA in July 2015. Implementation will continue through SFY16 (PY15), including additional requirement for the Eligible Training Provider List (ETPL).

For additional information about WIOA Youth Program contact Karla Aguirre at [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-526-9724.

# EXPENDITURE DATA SFY 2015

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS					
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	MINERAL LEASE	TRANSFER
<b>ADMINISTRATION-NJAA</b>							
NJA Executive Director	1,411,382	328,315	800,249	17,663	4,510	-	260,645
NJT Admin. Support	6,560,678	1,679,344	3,365,501	66,107	21,861	59,329	1,368,537
NJE Communications	887,502	203,889	493,147	10,534	3,165	-	176,767
NJU Internal Audit	504,783	126,968	267,407	6,114	1,795	-	102,500
NJH Human Resources	1,175,804	289,615	624,448	14,318	4,085	-	243,338
<b>TOTAL NJAA</b>	<b>10,540,149</b>	<b>2,628,130</b>	<b>5,550,753</b>	<b>114,737</b>	<b>35,415</b>	<b>59,329</b>	<b>2,151,785</b>
<b>OPERATIONS AND POLICY-NJBA</b>							
NJL Workforce Research and Analysis	2,223,034	81,127	2,025,203	49,734	3,698	-	63,273
NJP Eligibility Services Division	56,493,752	18,172,453	14,698,269	824,386	3,654	-	22,794,990
NJD Workforce Development Division	63,949,162	10,130,138	44,216,975	187,607	6,633,917	-	2,780,525
2260 Child Care Fund	3,000	-	-	-	3,000	-	-
2265 DWS Refugee Services Fund	13,353	-	-	-	13,353	-	-
NJB Facilities and Pass-Through	8,755,378	1,739,964	5,731,116	76,841	19,684	-	1,187,773
NJY Information Technology	32,265,720	6,322,117	17,405,261	731,165	94,895	-	7,712,282
NJF Temporary Assistance to Needy Families	41,081,271	5,056,887	36,024,345	-	-	-	39
NJS Supplemental Nutrition Assistance Program	314,313,706	79,015	314,234,690	-	-	-	-
NJG Refugee Programs	7,356,038	-	7,345,638	10,400	-	-	-
NJW Workforce Investment Act	6,862,935	-	6,862,935	-	-	-	-
NJR Child Care	42,063,252	3,192,477	38,870,775	-	-	-	-
NJM Trade Training & Subsidies	586,564	-	586,564	-	-	-	-
NJX Other Assistance	5,578,615	137,322	103,738	-	5,162,342	-	175,213
<b>Total Client Services</b>	<b>581,545,780</b>	<b>44,911,500</b>	<b>488,105,508</b>	<b>1,880,133</b>	<b>11,934,544</b>	<b>-</b>	<b>34,714,095</b>
<b>GENERAL ASSISTANCE-NKAA</b>							
NKA General Assistance	4,513,085	4,513,085	-	-	-	-	-
<b>TOTAL NKAA</b>	<b>4,513,085</b>	<b>4,513,085</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>UNEMPLOYMENT INSURANCE-NLAA</b>							
NLA Unemployment Insurance	16,878,299	286,355	15,298,104	504,960	687,870	-	101,009
NLJ Adjudication	3,024,526	266,144	2,596,812	6,141	11,119	-	144,310
<b>TOTAL NLAA</b>	<b>19,902,825</b>	<b>552,500</b>	<b>17,894,916</b>	<b>511,101</b>	<b>698,989</b>	<b>-</b>	<b>245,320</b>
<b>UNEMPLOYMENT TRUST FUND-NMAA</b>							
NMA Unemployment Insurance Benefits	181,200,974	-	(665,346)	-	181,866,319	-	-
<b>TOTAL NMAA</b>	<b>181,200,974</b>	<b>-</b>	<b>(665,346)</b>	<b>-</b>	<b>181,866,319</b>	<b>-</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT-NSAA</b>							
NSA HCD Administration	576,693	-	-	-	-	576,693	-
NSC Community Development	6,446,990	366,286	4,922,883	548,429	-	609,392	-
NSE Housing Development	687,497	299,100	388,397	-	-	-	-
NSF Community Services	3,494,180	43,100	3,451,080	-	-	-	-
NSG HEAT	16,821,055	-	16,733,808	87,247	-	-	-
NSH Homeless Committee	8,400,213	4,506,211	2,260,000	-	1,634,003	-	-
NSJ Emergency Food Network	292,132	287,183	4,949	-	-	-	-
NSM Special Housing	196,121	2,663	193,458	-	-	-	-
NSN Weatherization Assistance	7,248,980	14,900	6,416,834	817,246	-	-	-
<b>TOTAL NSAA</b>	<b>44,163,861</b>	<b>5,519,442</b>	<b>34,371,409</b>	<b>1,452,922</b>	<b>1,634,003</b>	<b>1,186,085</b>	<b>-</b>
<b>COMMUNITY DEVELOPMENT CAPITAL BUDGET-NTAA</b>							
NTE Permanent Comm. Impact Board	68,170,767	-	-	-	-	68,170,767	-
NWA Special Services Districts	6,651,677	-	-	-	-	6,651,677	-
<b>TOTAL NTAA</b>	<b>74,822,443</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>74,822,443</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT ZOOS-NVAA</b>							
NVA HCD Zoos	908,400	908,400	-	-	-	-	-
<b>TOTAL NVAA</b>	<b>908,400</b>	<b>908,400</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT ENTERPRISE FUNDS</b>							
2135 DWS Uintah Basin Revitalization Fund	8,406,662	-	-	2,009,589	6,397,073	-	-
2115 DWS Navajo Revitalization Fund	1,137,193	-	-	-	1,137,193	-	-
2151 DWS Qualified Emergency Food Agencies Fund	730,347	-	-	-	730,347	-	-
2153 DWS Intermountain Weatherization Training Fund	-	-	-	-	-	-	-
5700 DWS State Small Business Credit Initiative Program Fund	468,165	-	425,696	-	42,470	-	-
HOUSING ENTERPRISE (Grants)	1,392,493	263,862	133,107	-	995,524	-	-
<b>TOTAL ENTERPRISE FUNDS</b>	<b>12,134,860</b>	<b>263,862</b>	<b>558,803</b>	<b>2,009,589</b>	<b>9,302,606</b>	<b>-</b>	<b>-</b>
<b>Department Total</b>	<b>929,732,378</b>	<b>59,296,920</b>	<b>545,816,044</b>	<b>5,968,481</b>	<b>205,471,876</b>	<b>76,067,857</b>	<b>37,111,200</b>

# EXPENDITURE DATA SFY 2014

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS					
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	MINERAL LEASE	TRANSFER
<b>ADMINISTRATION-NJAA</b>							
NJA Executive Director	1,719,950	466,391	982,397	19,866	-	-	251,297
NJT Admin. Support	6,279,314	1,844,923	3,091,150	79,473	-	134,400	1,129,368
NJE Communications	952,012	241,058	536,803	11,053	-	-	163,099
NJU Internal Audit	604,727	153,539	332,763	7,735	-	-	110,691
NJH Human Resources	1,193,088	301,090	649,534	10,124	-	-	232,341
<b>TOTAL NJAA</b>	<b>10,749,092</b>	<b>3,007,000</b>	<b>5,592,646</b>	<b>128,250</b>	<b>-</b>	<b>134,400</b>	<b>1,886,796</b>
<b>OPERATIONS AND POLICY-NJBA</b>							
NJL Workforce Research and Analysis	2,232,584	193,041	1,944,742	54,428	1,740	-	38,634
NJP Eligibility Services Division	56,932,598	19,416,176	15,653,582	1,064,787	12,909	-	20,785,144
NJD Workforce Development Division	59,794,049	6,003,726	45,460,494	374,325	5,732,252	-	2,223,251
2265 DWS Refugee Services Fund	11,684	-	-	-	11,684	-	-
NJB Facilities and Pass-Through	8,704,753	1,977,456	5,709,294	93,355	32,697	-	891,951
NJY Information Technology	30,103,875	4,546,469	11,127,305	770,028	2,398,288	-	11,261,784
NJF Temporary Assistance to Needy Families	32,090,130	12,018,398	20,071,733	-	-	-	-
NJS Supplemental Nutrition Assistance Program	329,416,276	158,647	329,257,629	-	-	-	-
NJG Refugee Programs	8,132,917	201,958	7,904,943	26,017	-	-	-
NJW Workforce Investment Act	5,168,528	-	5,168,528	-	-	-	-
NJR Child Care	43,968,449	4,151,604	39,816,845	-	-	-	-
NJM Trade Training & Subsidies	926,774	-	926,774	-	-	-	-
NJX Other Assistance	5,337,576	134,214	(99,236)	639	5,143,619	-	158,342
<b>Total Client Services</b>	<b>582,820,192</b>	<b>48,801,688</b>	<b>482,942,630</b>	<b>2,383,579</b>	<b>13,333,190</b>	<b>-</b>	<b>35,359,106</b>
<b>GENERAL ASSISTANCE-NKAA</b>							
NKA General Assistance	4,235,684	4,235,684	-	-	-	-	-
<b>TOTAL NKAA</b>	<b>4,235,684</b>	<b>4,235,684</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>UNEMPLOYMENT INSURANCE-NLAA</b>							
NLA Unemployment Insurance	16,211,213	250,291	14,859,619	356,753	684,746	-	59,805
NLJ Adjudication	2,919,289	287,709	2,473,538	3,282	12,851	-	141,909
<b>TOTAL NLAA</b>	<b>19,130,503</b>	<b>538,000</b>	<b>17,333,156</b>	<b>360,035</b>	<b>697,597</b>	<b>-</b>	<b>201,715</b>
<b>UNEMPLOYMENT TRUST FUND-NMAA</b>							
NMA Unemployment Insurance Benefits	238,963,645	-	17,750,911	-	221,212,733	-	-
<b>TOTAL NMAA</b>	<b>238,963,645</b>	<b>-</b>	<b>17,750,911</b>	<b>-</b>	<b>221,212,733</b>	<b>-</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT-NSAA</b>							
NSA HCD Administration	565,800	500	-	-	-	565,300	-
NSC Community Development	5,822,155	366,600	4,737,258	134,138	-	584,159	-
NSE Housing Development	733,505	296,200	437,305	-	-	-	-
NSF Community Services	3,227,288	43,100	3,184,188	-	-	-	-
NSG HEAT	18,500,627	-	18,440,865	59,762	-	-	-
NSH Homeless Committee	5,724,230	2,096,527	2,506,653	41,725	1,079,325	-	-
NSJ Emergency Food Network	289,400	289,400	-	-	-	-	-
NSM Special Housing	376,031	-	376,031	-	-	-	-
NSN Weatherization Assistance	7,817,669	14,865	6,722,677	1,038,402	41,725	-	-
<b>TOTAL NSAA</b>	<b>43,056,705</b>	<b>3,107,193</b>	<b>36,404,977</b>	<b>1,274,027</b>	<b>1,121,050</b>	<b>1,149,459</b>	<b>-</b>
<b>COMMUNITY DEVELOPMENT CAPITAL BUDGET-NTAA</b>							
NTE Permanent Comm. Impact Board	40,147,327	-	-	-	6,329,826	33,817,501	-
NWA Special Services Districts	7,956,310	-	-	-	2,303,846	5,652,464	-
<b>TOTAL NTAA</b>	<b>48,103,637</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>8,633,671</b>	<b>39,469,966</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT ZOOS-NVAA</b>							
NVA HCD Zoos	908,400	908,400	-	-	-	-	-
<b>TOTAL NVAA</b>	<b>908,400</b>	<b>908,400</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT ENTERPRISE FUNDS</b>							
2135 DWS Uintah Basin Revitalization Fund	6,417,553	-	-	-	6,417,553	-	-
2115 DWS Navajo Revitalization Fund	414,798	-	-	-	414,798	-	-
2151 DWS Qualified Emergency Food Agencies Fund	828,715	-	-	-	828,715	-	-
2153 DWS Intermountain Weatherization Training Fund	12,543	-	3,198	9,345	-	-	-
5700 DWS State Small Business Credit Initiative Program Fund	1,350,126	-	1,205,597	-	144,529	-	-
HOUSING ENTERPRISE (Grants)	1,138,332	772,846	(43,704)	-	409,190	-	-
<b>TOTAL ENTERPRISE FUNDS</b>	<b>10,162,067</b>	<b>772,846</b>	<b>1,165,091</b>	<b>9,345</b>	<b>8,214,785</b>	<b>-</b>	<b>-</b>
<b>Department Total</b>	<b>958,129,925</b>	<b>61,370,811</b>	<b>561,189,412</b>	<b>4,155,236</b>	<b>253,213,026</b>	<b>40,753,825</b>	<b>37,447,616</b>

# BOARDS AND COMMISSIONS

## STATE WORKFORCE DEVELOPMENT BOARD

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system.

Every year the key programs that form the pillars of WIOA help tens of millions of job seekers and workers connect to good jobs and acquire the skills and credentials needed to obtain them. The enactment of WIOA provides opportunity for reforms to ensure the American Job Center system is job-driven—responding to the needs of employers and preparing workers for jobs that are available now and in the future.

The new law also made significant changes to the Governor’s Workforce Investment Board renaming it State Workforce Development Board. They are responsible for the development, implementation, and modification of the plan, and for convening of all relevant programs, required partners, and stakeholders.

Under this new law the State Workforce Development Boards members must have decision making authority and/or hiring decisions and must be comprised of the following representatives:

- 51% Business
- 20% Workforce and Education
- Remaining appointed from state government, local elected officials and representatives of the 6 core required programs.

The Board serves as a convener of state and regional workforce development system partners to enhance the capacity and performance of the workforce development system. They also help to align and improve employment, training, and education programs and promote economic growth.

The state board promotes partnerships and engages key stakeholders through active participation of Business on the Board. The state board members must actively participate and collaborate closely with the partners of the workforce development system, including public and private organizations. This engagement is critical help integrate and align a more effective job-driven workforce investment system that invests in the connections between education and the career preparation development systems.

They are responsible to develop the state’s plan, certify one-stop operators, review and approve policy, and have oversight of performance measures.

[State Workforce Development Board](#)

## INTERGENERATIONAL WELFARE REFORM COMMISSION

Thousands of Utah families are living in intergenerational poverty — a situation of poverty and public assistance use that continues from one generation to the next. As part of the Intergenerational Welfare Reform Commission, Workforce Services is working with multiple state agencies and other key partners to understand intergenerational poverty and reduce the number of children who remain in this situation as adults.

[Intergenerational Poverty Initiative](#)

[Intergenerational Poverty Annual Report 2014](#)

[Intergenerational Poverty Five- and Ten-Year Plan](#)

## WOMEN IN THE ECONOMY COMMISSION

The purpose of the Women in the Economy Commission is to increase public and government understanding of the current and future impact and needs of women and how those needs can be met. The commission will work to identify and recommend specific policies, procedures and programs to best respond to the rights, needs and impact of women in the economy. Additionally, the commission will facilitate coordination of the functions of public and private entities concerned with women in the economy.

[Women in the Economy Commission](#)

[Status of Women in Utah](#)

## STATE HOMELESS COORDINATING COMMITTEE

The Homeless Coordinating Committee, Chaired by the Lt. Governor, whose members are appointed by the governor, directs state and federal funds to homeless and housing service providers throughout the state. Resources include money from the Pamela Atkinson Homeless Trust Fund, Critical Needs Housing, the U.S. Department of Housing and Urban Development's Emergency Shelter Program, and revenues generated by voluntary contributions to the Homeless Trust Fund via state tax returns.

[State Homeless Coordinating Committee](#)

[2014 Comprehensive Report on Homelessness](#)

## STEMLINK PARTNERSHIP

Science, technology, engineering and mathematics (STEM) education is becoming increasingly important in developing a well-qualified workforce. By assisting schools to help every child obtain in-demand skills, the Department of Workforce Services, in partnership with the STEM Action Center and the Utah State Office of Education, will help to break poverty cycles and prepare a talent pipeline for the workforce.

The STEMLink Partnership will provide two separate grant opportunities (STEM In-School K-12 and STEM Out-of-School K-12) to develop, implement, expand or enhance STEM skills and activities for students. These grants will focus on under-served youth, helping them to gain and apply STEM skills. The grants will also target those students who need the most help in gaining employable skills that will help them achieve financial independence. In turn these students will catalyze economic growth within their communities. By serving the student, these grants will ultimately benefit communities and businesses.

The overarching goals for projects funded are to:

- Increase interest and excitement in STEM learning
- Increase STEM skills, understanding, knowledge and competency
- Increase awareness and interest in STEM education and career pathways
- When appropriate, provide students with industry recognized or stackable credentials

[STEMLink Partnership](#)

[STEMLink Grant Approvals](#)