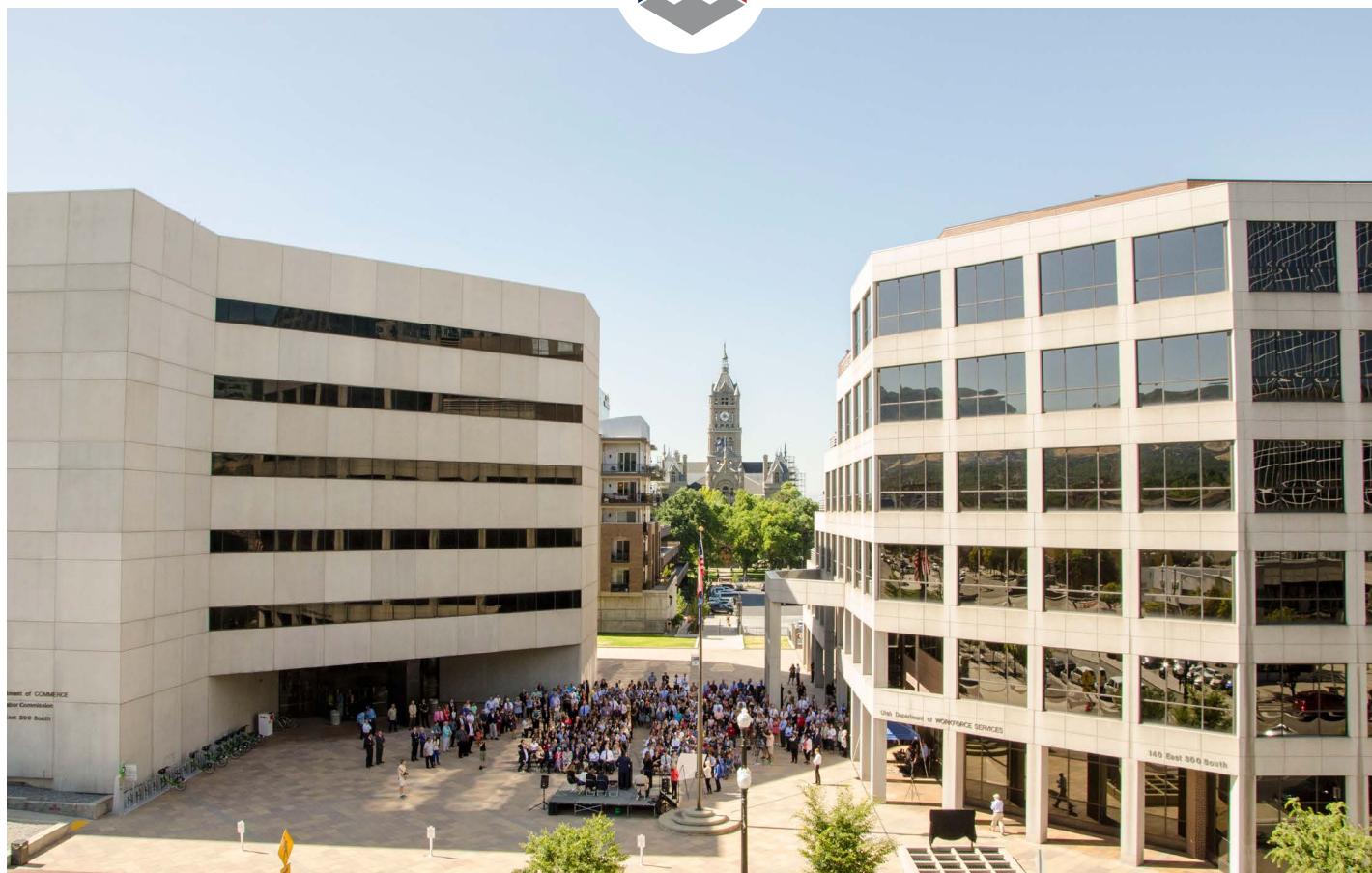


20<sup>th</sup> Anniversary

# UTAH DEPARTMENT OF WORKFORCE SERVICES



ANNUAL REPORT 2017

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## *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.

## DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:



I am pleased to share with you the Department of Workforce Services' State Fiscal Year (SFY) 2017 Annual Report, which chronicles the work of more than 2,200 public servants for the state of Utah. The report provides a brief overview of the essential activities and highlights the many successes and challenges of the department's divisions and programs over the past year.

The core purpose of Workforce Services is to strengthen the economy of the state by supporting the economic stability and quality of Utah's workforce. In order to achieve the mission we focus on four key cornerstones:

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

As we focus efforts in these key areas, Workforce Services is better able to innovate and adapt to meet the needs of community partners and ultimately all of Utah's workforce. SFY 2017 marked 20 years since the department's creation. We celebrated this milestone by launching a new brand that is more reflective of the comprehensive way we serve the people of Utah, and renamed our main administrative building in Salt Lake City to the Olene S. Walker Building, to honor Governor Walker and the lead role she played in the inception and ongoing success of the department.

In addition to the department's ongoing core activities and services, SFY 2017 presented our staff with unique challenges and opportunities. We continue to address key issues in our state, including:

- **Intergenerational Poverty** — We have worked to improve our data sharing among state agencies, and have engaged 13 counties with the highest rate of children at risk of remaining in poverty to create and implement unique local plans to address this issue.
- **25K Jobs Initiative** — Our local staff are connecting businesses with resource providers, delivering job opportunities to the unemployed and creating meaningful connections that cultivate job creation in rural Utah.
- **Talent Ready Utah** — We're assisting with the development and expansion of career pathway initiatives, working to ensure alignment with the efforts of the State Workforce Development Board and its Career Pathway Subcommittee, and funding and managing the Talent Ready Utah grant program to prepare the workforce for high-skill, high-wage jobs.
- **Veteran's Unemployment** — As a result of strategic partnerships, an improved economy and the focused work of our staff, Utah's 2016 veteran unemployment rate dropped to 2.3 percent, from 8.1 percent five years before. This puts Utah in the top five states for veteran employment.

The pages to follow are specific to the divisions and programs within the department. 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.

A handwritten signature in black ink that reads "jon pierpont". Below the signature, the name "Jon Pierpont" is printed in a smaller, sans-serif font.

# MISSION AND CORNERSTONES

**THE DEPARTMENT OF WORKFORCE SERVICES  
STRENGTHENS UTAH'S COMMUNITIES BY SUPPORTING THE  
ECONOMIC STABILITY AND QUALITY OF OUR WORKFORCE.**

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



## Operational Excellence

*We deliver the highest quality public service, with innovative methods, at the most efficient cost.*

## Exceptional Customer Service

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

## Employee Success

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

## Community Connection

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

## Workforce Services 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.

### 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.

### JOBS:

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

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

### 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 more than 25 years of 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 Workforce Development 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, serve Utah's refugee community and individuals with disabilities.



### 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 18 years, serving in various capacities with the department. She began her Workforce Services career as a caseworker, supporting individuals in need of temporary public assistance. She moved into training and management positions, assisting with mergers from other state agencies. Casey is currently the deputy

overseeing the Unemployment Insurance Program, Eligibility Services, Housing and Community Development, Office of Child Care, Refugee Services Office and Internal Audit. Before her time with Workforce Services, Casey held positions with the 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 21 years with the department, he has held a number of positions ranging from a frontline staff member through various leadership positions. Greg is currently the deputy overseeing the following divisions and programs:

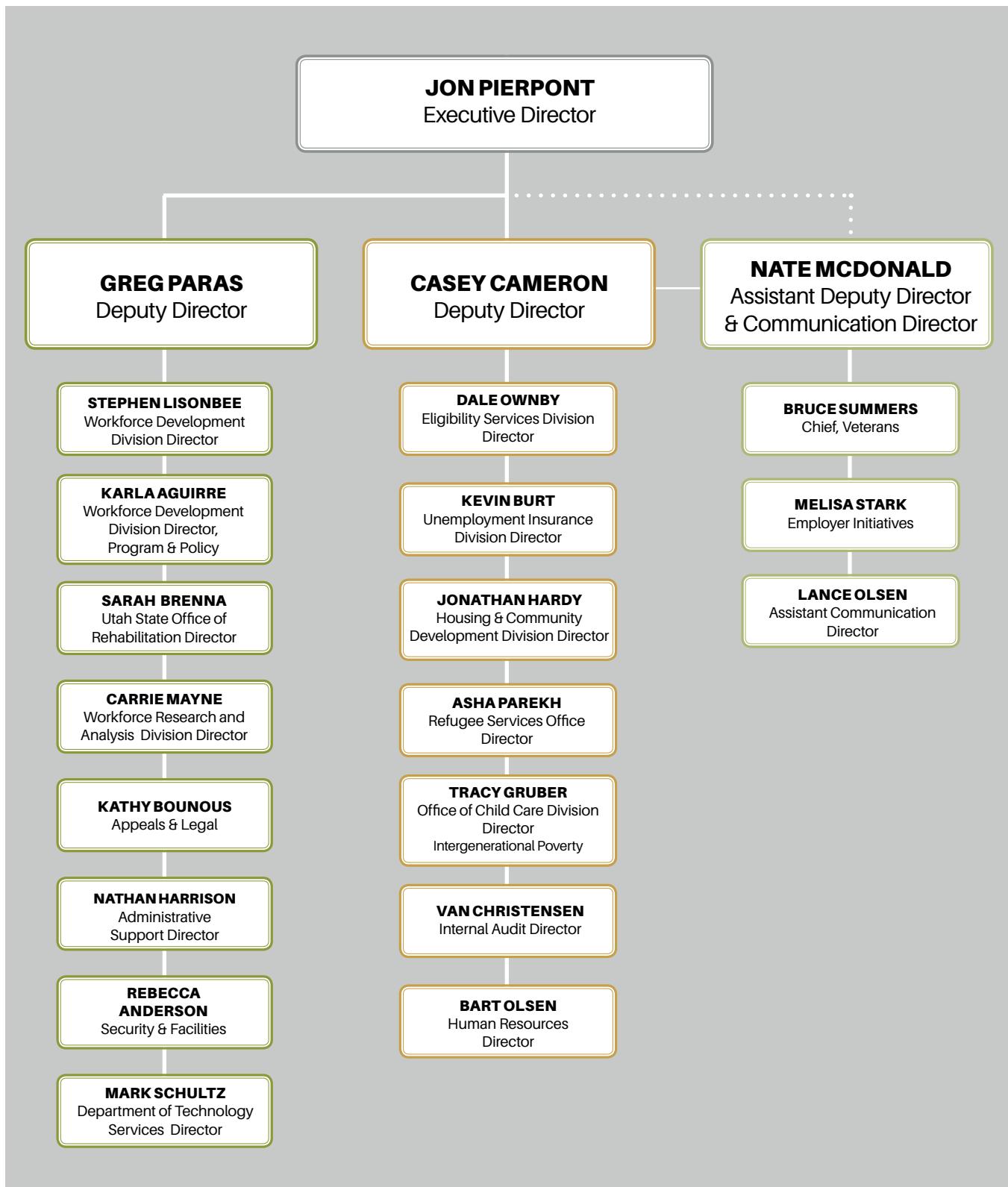
Workforce Development (includes activities within more than 65 facilities around the state), Workforce Research and Analysis, Administrative Services (including finance, facilities, contracts and information security), Contract Management, Information Security, Adjudication, Legal and Utah State Office of Rehabilitation (USOR).

### TRUDY ELLIS, EXECUTIVE DIRECTOR'S ASSISTANT

Trudy Ellis serves as the executive director's assistant. She has worked for the department for 15 years.  
Contact information:  
Telephone: 801-526-9529  
Email: [tellis@utah.gov](mailto:tellis@utah.gov)



**DEPARTMENT OF WORKFORCE SERVICES**  
**ORGANIZATION CHART**



## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

The Eligibility Services Division 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 toward gainful employment and self-sufficiency. Customers can access their benefit information an employment center, by calling the eligibility center or visiting Eligibility Services online at [jobs.utah.gov](http://jobs.utah.gov).

## DATA

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2016	109,231
2017	106,464
Accuracy Rate	
State Fiscal Year	PRT Edit Accuracy
2016	94.59%
2017	94.87%
Timeliness Rate (All Programs)	
State Fiscal Year	Timeliness
2016	96.87%
2017	97.52%
Total Unique Households	
State Fiscal Year	# of Households
2016	228,910
2017	227,663
Total Unique Individuals	
State Fiscal Year	# of Individuals
2016	514,663
2017	507,752
Total Applications	
State Fiscal Year	# of Applications
2016	280,728
2017	260,688

## GOAL

To determine eligibility and issue accurate benefits in a timely fashion while constantly improving through innovation.

## ACHIEVEMENTS

**Document Upload**—Customers can now electronically submit requested verifications needed to determine eligibility. In December 2016, Eligibility Services launched a document upload feature on its customer portal, myCase. When verifications are pending in the eligibility system, an option appears in myCase to upload documents directly into the system. In the first six months, 103,311 verifications were uploaded on more than 17,000 cases.

**Youth Eligibility Success Pilot**—In an effort to assist families in intergenerational poverty, a pilot program was started with one of the Eligibility Services teams in July 2017. Intergenerational poverty households with youth aged 15–18 are selected and assigned to the pilot team. In addition to standard eligibility business, our staff completes a brief assessment with the parent for additional resources for education, training and employment.

**Public Assistance Overpayment Collections**—The Public Assistance Overpayments Team joined Eligibility Services in January 2016. For FY17, the team collected a record \$5,529,368 in improper payments, a 45 percent increase from the previous fiscal year.

## CHALLENGE

An ongoing challenge continues to be adequate preparation and resourcing for seasonal and intermittent spikes in workload. In previous years, the federal exchange open enrollment for health insurance has referred thousands of applicants for Medicaid assistance. This typically occurs during November – January and stretches resources during this period of time.



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: 760

## DIVISION HIGHLIGHTS

# HOUSING AND COMMUNITY DEVELOPMENT

The Utah Housing and Community Development Division serves communities statewide to build local capacity, fund services and infrastructures, and leverage 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
- 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

- 3.0% reduction in chronically homeless individuals
- 1.46% increase in Olene Walker Housing Loan Fund Assets

## GOAL

To assist communities and their economies by supporting local infrastructure projects, affordable housing development and the provision of basic community services.

## ACHIEVEMENTS

**Increasing Access to Affordable Housing**—HB36 created the Economic Revitalization and Investment Fund which:

- a) may distribute money to projects that include affordable housing units for households whose income is not more than 30 percent of area median income; and
- b) funds a pilot program for reimbursing some of the costs for damages to housing units, under certain limited circumstances, to those who provide housing to tenants using federal Housing Choice (Section 8) vouchers.

**Community Development Office**—The Housing and Community Development Division formalized the structure of the community development programs by creating the Community Development Office. By eliminating perceived barriers, the Office can provide improved training, planning and funding services. The Community Development Office incorporates the following programs:

- Permanent Community Impact Board Fund
- Community Development Block Grant Program

- Navajo and Uintah Basin Revitalization Funds
- Rural Planning Group
- Regional Planning Program

**Rural Planning Group**—The Rural Planning Group continued its role of providing rural planning leadership within



Utah and fulfilling legislative mandates. The Rural Planning Group completed the following projects: Airport Planning Guide, Future of Coal Report with Governor's Office of Energy Development, Planning Consultant Directory, Main Street Assessment Tool, APA Main Street Training, Brigham City Main Street Analysis and Assessments for Piute, Sevier, Millard, Beaver and San Juan Counties.

## CHALLENGE

Issues with homelessness in Utah have become more critical, and it is imperative that groups from all sectors work together to achieve success. As the primary state agency dealing with homelessness, Workforce Services' challenge is to muster disparate organizations toward the common goal of solving complex problems associated with homelessness. The division's role is twofold: to creatively utilize internal resources and expertise and to help identify and coordinate the resources of other state agencies to address this important and complex problem.



JONATHAN HARDY

*For additional information visit [jobs.utah.gov/housing](http://jobs.utah.gov/housing) or contact Jonathan Hardy, division director, at [jhardy@utah.gov](mailto:jhardy@utah.gov) or 801-468-0137.*



FULL TIME  
EMPLOYEES: 47

## DIVISION HIGHLIGHTS

# THE OFFICE OF CHILD CARE

The Office of Child Care ensures that low-income Utah parents have access to affordable, 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 designed to provide information on licensed child care providers and to educate parents in the importance of quality — empowering them to make informed decisions when selecting a provider. The office also supports the child care workforce through its professional development system.

## DATA

Child Care Average Monthly Caseload	
State Fiscal Year	Avg Monthly CC Households
2016	6,360
2017	6,529
Child Care Cases Determined Eligible Within 30 Days	
State Fiscal Year	CC Timeliness Rate
2016	97%
2017	96%
# of Licensed Providers Receiving State Subsidy	
State Fiscal Year	# of Licensed Providers Receiving Subsidy
2016	1,096
2017	1,127

## GOAL

Provide resources to promote high-quality child care and afterschool care that are accessible and affordable for all low-income Utah families.

## ACHIEVEMENTS

The Child Care Development Block Grant (CCDBG) Act was reauthorized in 2014 and final regulations were received in September 2016. The CCDBG reauthorization represent-

ed a shift in the child care program from simply serving as a work support for working parents to also addressing the developmental needs of children. The new regulations required numerous changes for the Office of Child Care to implement. Changes impacted both the child care subsidy program and the child care quality program. Required subsidy program changes that have been implemented include 12-month recertifications; child care for up to three months for parents who lose their job and request continued child care while they seek new employment; and child care for up to three months for parents who have temporary changes in their circumstances and need continued child care during that time. There are additional changes required by CCDBG Act reauthorization. At this time, implementation of all new requirements must be complete by October 1, 2018.

The Office of Child Care prioritized quality funding to programs serving low-income children and programs operating in rural areas. In the past year, the Office of Child Care has released grants and prioritized funding to programs with emphasis on measurable outcomes, onsite observations and targeting of at-risk populations. In the past six months, the Office of Child Care has provided grants in the following areas: (1) infant and toddler grants; (2) quality improvement grants, including preschool; and (3) school-age grants.

## CHALLENGE

The key challenge continues to be successful implementation of the requirements of the CCDBG Reauthorization Act. Balancing all of the new requirements and achieving all expected outcomes with limited resources will not be easily accomplished. Although the Act authorized an increase in funding, Congress has not yet appropriated the additional funds.



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*



FULL TIME  
EMPLOYEES: 18

## DIVISION HIGHLIGHTS

# REFUGEE SERVICES OFFICE

The Refugee Services Office improves the lives of nearly 65,000 refugees resettled in Utah communities. The office serves as the designated state agency to receive and direct money from the U.S. Office of Refugee Resettlement, and house the State Refugee Coordinator. Most of these funds are granted to community service providers and other agencies to deliver vital services for a successful integration of refugees in Utah. Refugee Services is also home to a specialized refugee employment team, which administers the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. The team works in a collaborative environment to develop employment plans and offers job preparation services to refugee customers. Additionally, Refugee Services assists in the support of Temporary Assistance for Needy Families-funded refugee programs, including case management, housing and other employment programs for Utah's refugees.

## DATA

Refugees Served	
State Fiscal Year	Number Served
2016	8,466
2017	8,810

## GOAL

To build a bridge to success for refugees in our community that focuses on family-sustaining employment necessary to succeed in Utah for generations to come

## ACHIEVEMENTS

**The Utah Refugee Education and Training Center—** The Utah Refugee Education and Training Center is a collaborative effort involving Salt Lake Community College, Utah State University, Workforce Services and other community partners. The Refugee Center serves two purposes: 1) to foster opportunities for refugees to access family-sustaining employment; and 2) to support refugee communities' efforts to find appropriate solutions towards integration. A key accomplishment at the Refugee Center over the past year has been a short-term warehousing and distribution training program for refugees to access warehousing jobs. Three trainings were held throughout the year resulting in a 23 percent increase in wages for refugees in

the program compared to their pre-training average wage. All refugee participants were hired for warehousing-specific jobs.

**Refugee Coordinated Case Management—** Refugee Services worked collaboratively with key partners in the refugee community, the International Rescue Committee, Catholic Community Services and the Refugee & Immigrant Center-Asian Association of Utah to redesign a coordinated case management system that provides two years of case management and employment support to newly arriving refugees in Utah. The system now has clear, measurable outcomes and all partners were jointly trained to improve coordination and collaboration on an individual case management level.

## CHALLENGE

Finding a way to provide support and coordination for ongoing services to newly arrived and resettled refugees, while at the same time anticipating federal funding fluctuations.



ASHA PAREKH

For additional information visit [jobs.utah.gov](http://jobs.utah.gov) or contact Asha Parekh, division director, at [aparekh@utah.gov](mailto:aparekh@utah.gov) or 801-661-4018.



FULL TIME  
EMPLOYEES: 39

## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

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

## DATA

UI Determinations	
State Fiscal Year	Total Determinations
2016	315,455
2017	296,854
Contributions Collected	
State Fiscal Year	Contributions Collected
2016	\$231,292,518
2017	\$194,429,965
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Timeliness
2016	93.2%
2017	92.1%
Federal Separation BTQ Score	
State Fiscal Year	BTQ Score
2016	93.9%
2017	94.1%
Volume Counts (Claims)	
State Fiscal Year	Volume Counts (Claims)
2016	81,579
2017	74,384

Re-Employment Rate	
Calendar Year	Re-Employment Rate
2015	68%
2016	68%
Duration (weeks)	
Calendar Year	Duration
2015	12.1
2016	12.5
Exhaustion	
Calendar Year	Exhaustion Rate
2015	27.6%
2016	25.5%

## GOAL

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

## ACHIEVEMENTS

### Excellence Award Six Years Running

For SFY 2016, Utah's Unemployment Insurance Program was recognized as the top-performing medium-sized state in the nation by the U.S. Department of Labor in the area of benefits and tax. This was achieved because of an incredible focus by staff and management on quality and timeliness.



Enhancing interaction with employers. In April 2017, the National Association of State Workforce Agencies recognized Utah as one of five states for their Outstanding Performance in implementing the State Information Data Exchange System Web Services. Through this system, employers are contacted to find out why the worker left or lost his or her job, and this information is used to help ensure both accurate and timely payments to the claimant.

Maintaining trust fund solvency. Each state is responsible to maintain its own Unemployment Compensation Trust Fund

## DIVISION HIGHLIGHTS

reserve built from state employer payroll taxes — used to pay state benefits. Annually, the Department of Labor produces a report that compares the solvency of each state's trust fund. In 2017, the Utah trust fund was rated the fourth most solvent trust fund in the nation.

## CHALLENGE

The division's main challenge is prioritizing resources as we reach the end of a multi-year computer system conversion.



KEVIN BURT

*For additional information  
visit [jobs.utah.gov](http://jobs.utah.gov) or  
Kevin Burt, Division Director, at  
[kburt@utah.gov](mailto:kburt@utah.gov) or 801-526-9575*



FULL TIME  
EMPLOYEES: 232



## TRUST FUND BALANCE

6/30/16

\$972,460,063

6/30/17

\$1,029,647,059

## % OF EMPLOYERS REGISTERED WITHIN 90 DAYS

State FY 2016 98%

State FY 2017 98%



## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION

The Utah State Office of Rehabilitation provides services to individuals with disabilities to assist them in achieving meaningful employment, increasing their independence and promoting community integration. This is accomplished through Rehabilitation Services, Services for the Deaf and Hard of Hearing, Services for the Blind and Visually Impaired, and Disability Determination Services.

Statewide Rehabilitation Services staff, including Vocational Rehabilitation Counselors, Employment Specialists, Benefits Planners, and Assistive Technology Specialists, provide a comprehensive system of support to assist individuals overcoming barriers and achieving their employment goals.

Services are also provided without communication barriers at both the Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George. Services include classes, counseling and case management, activity programs and employment assistance.

Other services include low vision services, training and adjustment services, and the business enterprise program for individuals who are blind and visually impaired, as well as specialized services for deafblind individuals.



## REHABILITATION SERVICES

### GOAL

To provide high quality, individualized services to eligible clients with disabilities. These services include disability restoration and treatment services, counseling and guidance, assistive technology, training, job placement services and follow-up supports.

### DATA

Rehabilitation Services SFY2017	
New VR applicants	5,158
VR clients served	11,977
VR clients closed employed	2,011
Employers served	214
UWIPS benefits summaries presented	628
New UCAT clients served	501

Social security beneficiaries closed employed	505
Percent of individuals with significant disabilities closed employed	96.22%
Percent of individuals served that were transition-age youth with disabilities	40.4%

## ACHIEVEMENTS

- The Utah State Office of Rehabilitation prioritized resources to significantly decrease the Order of Selection Wait List. Over the last year, more than 4,600 clients were removed from the waitlist and started receiving vocational rehabilitation services. Rehabilitation Services is now serving all clients with the classification “Individuals with Most Significantly Disabilities” and “Individuals with Significant Disabilities,” and released approximately 600 individuals from the final remaining category, “Individuals with Disabilities.”
- Through the coordinated support and services of the Vocational Rehabilitation program, Utah Work Incentives Planning Services and the Ticket-to-Work program, more than 500 social security beneficiaries re-entered the workforce and obtained competitive, integrated employment.



## DISABILITY DETERMINATION SERVICES

### GOAL

To work in partnership with the Social Security Administration to process disability applications, adjudicate disability claims, and process continuing disability reviews.

### DATA

For the DDS, Social Security Administration program funding is based on a Federal Fiscal Year Cycle (October 1 – September 30).

DDS Standards	FFY2015	FFY2016
Number of adjudicated claims per year	23,999	24,909

## DIVISION HIGHLIGHTS

Number of claims received	22,786	25,766
Accuracy rates	96.6%	95%
Processing time (average)	96.4 days SSA goal 109	93.6 days SSA goal 113

## ACHIEVEMENTS

- In 2016, Utah's Anti-Fraud unit received the Social Security Administration Commissioner's Citation.
- The entire DDS staff received the Regional Commissioner Citation for an exemplary 2016 year.
- DDS is on track to meet or exceed all Social Security Administration goals for Federal Fiscal Year 2017.



## SERVICES FOR THE DEAF AND HARD OF HEARING

### GOAL

To provide individuals who are deaf or hard of hearing with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. It is also responsible for certifying all American Sign Language interpreters for Utah.

### DATA

- Staff provided 2,894 hours of case management services to Deaf and Hard of Hearing individuals.
- Sponsored 699 events in SFY 2017 for Deaf and Hard of Hearing individuals to increase their skills and decrease social isolation. Events include group workshops, classes, presentations and demonstrations of assistive devices.



- 1,331 individuals received one or more services each month (monthly average from total individuals served in SFY 2017).

## ACHIEVEMENTS

- Staff completed filming 347 testing modules to be used as part of a comprehensive update to Utah's Interpreter Certification Process. This revised process will include a new Utah certification for Certified Deaf Interpreters.
- Led a successful educational campaign in May 2017 targeting hard of hearing individuals to teach them about T-Coils and other connective technology available with hearing aids. This campaign used online ads and direct mail that resulted in more than 21,000 page views on its T-Coils webpage.
- Sixty new individuals received American Sign Language certification and 481 individuals renewed their American Sign Language certifications.



## SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

### GOAL

To provide services to individuals who are blind or visually impaired, including training and adjustment services.

### DATA

- Provided low vision services to 1,933 individuals.
- Provided services to 89 individuals who are deafblind.
- A total of 174,560 children were screened for vision problems through the school vision screening program.
- 84 students completed classes through the Training and Adjustment Services Program (TAS).

## ACHIEVEMENTS

- Organized a summer intern work experience for TAS students. Through this program, three former TAS students received hands-on work experiences in state agencies based on their chosen field of interest leading to increased work skills and personal confidence.
- Significantly increased outreach efforts to other state agencies such as Schools for the Deaf and Blind, Refugee Services and the Veterans Administration in order to advertise services and facilitate collaborative services to better serve shared clients.

## DIVISION HIGHLIGHTS

### CHALLENGES

The Rehabilitation Services program faces ongoing challenges related to the full implementation of the Workforce Innovation and Opportunity Act regulations. These regulations require the Utah State Office of Rehabilitation to provide new mandated services and activities without an increase in federal funding. Workforce Services will need to execute updates to data collection systems to accurately capture new program reporting requirements, enhance system interfaces to share data with required partners, train staff on regulatory policies changes and transition to program evaluation using common performance measures.

Disability Determination Services is currently experiencing a Federal Program hiring freeze related to the new Social Security Administration/Presidential Administration at a national level. It is unknown when/if this freeze will be lifted. DDS will continue to have to fulfill federal obligations and meet performance expectations regardless of the personnel shortages created by the hiring freeze.

Services for the Deaf and Hard of Hearing is transitioning to a new interpreter certification testing procedure next year. This includes all new testing materials and a new state certification for Certified Deaf Interpreters.

For Services for the Blind and Visually Impaired, reaching those in need of services throughout Utah remains a challenge. To meet these ongoing needs, it is committed to providing outreach and developing partnerships to better serve the blind and low vision citizens of the state.



SARAH BRENNA

*For additional information  
visit [usor.utah.gov](http://usor.utah.gov) or  
contact Sarah Brenna, division director  
[sarahbrenna@utah.gov](mailto:sarahbrenna@utah.gov) or 801-535-3881*



FULL TIME  
EMPLOYEES: 400



### ASPIRE

The Utah State Office of Rehabilitation administers the ASPIRE research study, which is one of six national awards from the U.S. Department of Education. This study seeks to determine if, when provided targeted services, youth with disabilities who receive Supplemental Security Income are more likely be employed, pursue education after high school and be more self-sufficient as adults than those without targeted services. A total of 2,051 youth are enrolled from Arizona, Colorado, Montana, North Dakota, South Dakota and Utah with approximately half randomly assigned to the treatment (ASPIRE) and control (usual) groups. Results of the study will be published in 2020 and changes to federal programs are anticipated based on study results.

SFY 2017 ASPIRE outcomes of all six states combined:

- 23 percent of ASPIRE youth have been employed since enrollment. This is 5 percent above their high school peers with disabilities, and well on the way to the goal of 35 percent, which is comparable to their peers without disabilities.
- Early trends indicate an increasing difference between the expectations and perceptions of youth in the ASPIRE and control (usual) groups.
- When surveyed at 12 and 24 months post enrollment, parents of youth in ASPIRE services have a greater expectation that their child will live and go to work independently compared to their expectations at enrollment.
- When surveyed at 12 and 24 months post enrollment, ASPIRE youth express that parents and others are more encouraging of them going to work, as compared to their perceptions at enrollment.

## 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 more than 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 they need to be prepared for employment.

## DATA

Job Orders	
State Fiscal Year	Total Openings
2016	258,122
2017	277,570
Compliance Case Review	
State Fiscal Year	Case Accuracy Rate
2016	84.10%
2017	87.70%
TANF Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2016	79.00%
2017	80.39%
WIOA Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2016	89.40%
2017	90.88%
Employers Served	
State Fiscal Year	Employers served
2016	7,974
2017	7,213

Job Seekers Served	
State Fiscal Year	Seekers served
2016	205,787
2017	174,246
Average Quarterly Job Placements	
State Fiscal Year	Placements
2016	37,145
2017	29,909

## GOAL

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

## ACHIEVEMENTS

**Final year of the Next Generation Labor Exchange project complete**—The project allowed for significant improvements to the online job seeker and employer systems. Mobile applications are available for job seekers to view and apply for open jobs and for employers to post jobs using mobile devices. The online job seeker and employer systems have been simplified, creating an easier way for job seekers and employers to connect.

**Utah's Workforce Innovation and Opportunity Act (WIOA) Plan**—WIOA requires each state to certify at least one “comprehensive one-stop center” in each local area that provides physical access to the area's employment-related services. Utah as a single state has only one local area which means Utah is only required to certify one comprehensive center. However, WIOA requires stronger alignment and collaboration between agencies, with a focus on the referral processes and cross-training employees — ensuring that everyone working at the center and partner agencies understands the breadth of services available and can connect customers to them. The State Workforce Development Board Executive Committee met in Price Office to certify the required one “comprehensive



## DIVISION HIGHLIGHTS

one-stop center.” The full board voted to certify it as an official comprehensive one-stop center on July 13, 2017. The additional “affiliate one-stop centers” will be certified by the end of 2017.

**Implementation of Family Employment Program (FEP) Refocus training**—The FEP Refocus Academy was created to support Utah’s efforts to reduce the number of children who access public assistance programs as adults. Training modules were designed to provide staff with the knowledge, skills and resources to improve case management skills. Staff received up to 80 hours of in-person training over a 14-month period. Managers and supervisors received an additional 24 hours of in-person training on coaching techniques. Staff are quickly becoming proficient in motivational interviewing techniques as well as integrating family-centered case management.

**Invest In You Too project**—Invest in You Too is an employer-education partnership targeted to supporting single parents receiving financial assistance. A 13-week cohort focused on the development of employment skills through intensive coaching and training. They were training in the medical device manufacturing field. Students graduated and were offered full-time employment.

## CHALLENGE

A primary challenge for the Workforce Development Division is to ensure that all WIOA partners continue the implementation of Utah’s WIOA plan which requires improving service delivery, training all partner employees, eliminating duplication and leveraging resources as they serve job seekers and employers. Another challenge is to continue to move forward with certifying additional comprehensive one-stop centers throughout Utah.

## TOTAL JOB OPENINGS

State FY 2016: 258,122

State FY 2017: 277,570

### 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*

*Karla Aguirre, division director of programs and State Workforce Development Board [kaguirre@utah.gov](mailto:kaguirre@utah.gov) or 801-652-5280*

### KARLA AGUIRRE



**FULL TIME  
EMPLOYEES: 539**



## DIVISION HIGHLIGHTS

# WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division is responsible for understanding Utah's dynamic economic landscape and to assist policy makers, business owners, job seekers and industry leaders in making informed decisions. The division consists of an expert team of economists, business intelligence experts and labor market analysts who are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine and federal program administered by Workforce Services.

## DATA

MIS Data Reports/Requests	
State Fiscal Year	# of Reports/Requests
FY 2016	1,994
FY 2017	1,865

## GOAL

To provide the economic and programmatic information that matters for Utahns in a concise and thorough manner, allowing policy makers, business owners, job seekers, industry leaders and partners make informed decisions.

## ACHIEVEMENTS

**Workforce Research and Analysis Website.** The Research and Analysis portion of the department's webpage was given a complete reorganization in SFY 2016. Over time, new products had been added to its web pages, growing to the point where the web pages were full of information but lacked organization. The redesign resulted in Utah's labor market information being categorized into four main topics: Employment Update, Local Insights, Economic Data and Reports & Analysis. The Employment Update section focuses on the current state of the Utah economy and metropolitan areas. The Local Insights section is the presentation area for county-level data. The Economic Data section is a catch-all

area for a broad mix of economic variables. The Reports & Analysis section is for areas of special research and studies.

**Career and Technical Education Report.** Utah House Bill 337 mandated a comprehensive study of Utah's Career and Technical Education system. An oversight board was established, including education, Workforce Services, the Governor's Office, industry representatives, legislators and individuals who hold technical certifications. The goal is to evaluate career and technical education systems across Utah and look for inefficiencies, overlaps, proper programs of certification and other related issues. Research and Analysis' research economist was given the task to spearhead this study, to do the technical and administrative collaborations, to evaluate the data and to write up the findings. Research and Analysis is responsible for data pieces including employment information for students who have completed programs, assessment of Utah business and industry needs, number of current and anticipated jobs and more. The work was completed and given to the state legislature.

**Quarterly Census of Employment and Wages Data Added to Data Warehouse.** Research and Analysis has successfully moved the historical Quarterly Census of Employment and Wages data into the Workforce Services Data Warehouse, and will continue to update and load future processed files. This transition will allow for better storage and security of this confidential data, while also helping save time and resources for processing authorized data requests more efficiently.

## CHALLENGE

The division continues to tackle the challenge of collecting and connecting data to answer complex questions with sophisticated research. Data must be accessible and matchable 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 agreements is laborious and not always fruitful.

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: 27.5



## PROGRAM HIGHLIGHTS

### CHILD CARE QUALITY PROGRAM



#### PROGRAM PURPOSE:

The Office of Child Care is required to utilize funding to support quality improvements in child care programs operating throughout the state..

#### KEY INITIATIVES AND STRATEGIES:

Quality funding is used to ensure effective implementation and alignment with the four priorities established in the Child Care Development Block Grant (CCDBG) Act: (1) ensure health and safety; (2) help parents make informed choices; (3) provide equal access to stable, high-quality child care for low-income children; and (4) enhance quality of the early childhood workforce.

In addition, the Office of Child Care uses its quality funding to ensure access for low-income children to regulated, high-quality child care programs and afterschool programs throughout Utah. Quality funding is also used to ensure Utah child care programs and afterschool programs serving a significant percentage of low-income children and receiving Child Care Development Fund (CCDF) block grant are moving toward high-quality. The CCDBG quality requirements includes allocation of a specific percentage of Utah's federal CCDF grant to support quality in programs serving infants and toddlers.

#### OUTCOMES AND KEY MEASURES:

A number of outcomes and measures are required by the CCDF Reauthorization Act and outlined in Utah's state plan. In addition, the United States Department of Health and Human Services requires states to report on specific outcomes annually. Both the Office of Child Care outcomes and the federal outcomes are submitted annually by December 31.

#### FUTURE IMPACTS AND CONSIDERATIONS:

The CCDBG Reauthorization Act requires increased earmarks to improve quality in infant/toddler care and quality across programs. There is now a specified percentage of the block grant that must be expended on quality improvement activities in these areas.

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

### CHILD CARE SUBSIDY PROGRAM

#### PROGRAM PURPOSE:

The Office of Child Care administers the child care subsidy program. The program provides subsidies to eligible families to help offset the often high costs of child care necessary for working parents. In most cases, eligible families are those earning 50 percent of the state median income and working at least 15 hours each week.

#### KEY INITIATIVES AND STRATEGIES:

The Office of Child Care will continue to implement the requirements of the Child Care Development Block Grant (CCDBG) reauthorization. This includes completion of a market rate survey, the purpose of which is to guide the Office of Child Care in setting payment rates within the context of market conditions. This ensures that child care subsidy rates are sufficient to provide equal access among Utah families to the full range of child care services, including high-quality care. The new regulations also include enhanced health and safety requirements, comprehensive background check provisions and enhanced consumer education to help parents make informed consumer choices and provide access to information to support their child's development.

#### FUTURE IMPACTS AND CONSIDERATIONS:

The additional requirements established in the CCDBG Reauthorization Act will present a significant impact on the subsidy program. At this time, the U.S. Congress has not approved additional funding within the Child Care Development Fund (CCDF) block grant to fund these new requirements.

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

### GENERAL ASSISTANCE

#### 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:

GA uses an intensive Pursuing Disability Income case management model for long track cases. The Pursuing Disability

## PROGRAM HIGHLIGHTS

Income case management model ensures collaboration between the Workforce Services case manager, the customer, Social Security Administration and others, including medical providers and partner agencies, to complete the complex Supplemental Security Income/Social Security Disability Insurance application process. GA case managers assist in completing Social Security Administration application forms, and then track and file appeals to expedite the decision on claims for disability benefits and increase the likelihood of determining a favorable decision of eligibility.

### FUNDING UPDATE:

GA is solely funded by the State General Fund.

### OUTCOMES AND KEY MEASURES:

SSI/SSDI Approvals for SFY 17

- Total: 250
- Initial Approvals: 175
- Reconsideration approvals: 31
- Administrative law judge hearing Approvals: 44

Average days to Approvals for SFY 17

- Initial: 163
- Reconsideration: 503
- Administrative law judge hearing: 9222

### ACHIEVEMENTS:

- Workforce Services has avoided closing the GA program since the fall of 2013, which was the last time it closed enrollment, thus providing a continuously open program of financial benefits to those that need it the most.
- Supplemental Security Income Recoupment
  - Used as reimbursement for months used on GA while in application process for benefits.
  - Returned to State General Fund: \$250,000 of this reimbursement annually returned to GA budget.
  - Total Supplemental Security Income reimbursement for SFY 2017 = \$652,853.74

### CHALLENGE:

With the unemployment rate being low, GA caseloads have also declined. The model for tracking the GA budget allows for more efficient spending and forecasting; however, the GA program is being expended at a lower rate than in years past.

For additional information about the General Assistance Program, contact program manager Sisifo Taatiti at [staatiti@utah.gov](mailto:staatiti@utah.gov) or 801-526-4370.

## HOUSING

### PROGRAM PURPOSE:



Funding to the Olene Walker Housing Loan Fund (OWHLF) helps to meet Utah's affordable housing needs for rental and homeownership opportunities.

### KEY INITIATIVES AND STRATEGIES:

To maximize the preservation and development of affordable housing options for low, very low and moderate income families throughout the State of Utah at or below 80 percent area median income (AMI), as defined by the U.S. Department of Housing and Urban Development (HUD).

### FUNDING UPDATE:

- Total budget SFY 2017 = \$8,063,300:
- Federal HOME allocation = \$2,721,100
- State Low-income Housing Appropriation = \$2,242,900
- Affordable Housing Planning Appropriation = \$9,800
- Individual Development Accounts Appropriation = \$89,500
- National Housing Trust Fund = \$3,000,000

For a full annual report, visit <http://jobs.utah.gov/housing/owhlf/index.html>

### OUTCOMES AND KEY MEASURES:

- More than \$350 million was leveraged by Olene Walker Housing Loan Fund for multi-family housing during SFY 2017 and more than \$3.5 million for single-family housing projects.
- The 2017 AMI of all renter households served by OWHLF averaged 41.61 percent.
- OWHLF allocated \$60,000 to upgrade 46 Native American low-income homes in Navajo Mountain on the Navajo Indian Reservation.
- 301 volunteers provided approximately 9,000 service hours.
- Total units constructed or rehabilitated = 2,054

### CHALLENGES:

Building affordable housing currently faces several challenges. Local zoning regulations can restrict the use of the land to exclude affordable housing. Some communities where affordable housing is allowed, land costs are too

## PROGRAM HIGHLIGHTS

high, restricting the developer from lowering the rents to an affordable level. Financial resources such as low-income housing tax credits are limited and continued federal funding cuts further complicate the affordable housing market.

In Utah, the Fair Market Rent for a two-bedroom apartment is \$885. In order to afford this level of rent and utilities, paying 30 percent of income on housing, a family must work 40 hours a week earning \$17.02 per hour. The estimated mean (average) wage for a renter in Utah is \$13.26. The minimum wage worker earns \$7.25. In order to afford a market rent for a two-bedroom apartment, a household needs 2.3 full-time workers earning minimum wage.

For additional information about Olene Walker Housing Loan Fund, contact Shelli Glines at [sglines@utah.gov](mailto:sglines@utah.gov) or 801-468-0144.

## MEDICAL (MEDICAID, CHIP, UPP AND 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.

The Children's Health Insurance Program (CHIP) is a low-cost health insurance plan for uninsured children. CHIP aims to cover Utah's children. CHIP is available to children of families with income levels too high to qualify for Medicaid, who are not enrolled in insurance, and cannot afford private or employer-sponsored health insurance. Once approved, CHIP eligibility is reviewed annually.

Utah's Premium Partnership (UPP) 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 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.

Primary Care Network (PCN) is a health plan that is offered to adults by the Department of Health and covers services administered by a primary care provider. Applications are only accepted during open enrollment periods, which are held

when resources are available to cover more people. 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 collaborative effort between Health and Workforce Services. Quality is defined as making the correct eligibility determinations by assuring the customer is issued benefits on the appropriate medical program or medical plan for each month. This quality element may be reviewed by:

1. Workforce Services through the internal Performance Review Team
2. Health through the Medicaid Eligibility Quality Control unit — often project based
3. External reviewers, including the State Auditor's Office annual Single State Audit and the Office of the Inspector General Payment Error Rate Management audit performed every three years

### OUTCOMES AND KEY MEASURES:

Key outcomes and measures for the medical program are:

- Federal Program Timeliness (decision made in under 30 days): 95.3 percent
- Average Days to Decision: 10.51 days

### ACHIEVEMENTS:

The medical program is evaluated annually by the State Auditor's Office and the findings are reported in the Single State Audit. The Medicaid program has not been reported as having less than a 96.7 percent accuracy rate for the last four state fiscal years.

### CHALLENGE:

Workforce Services continues to coordinate with the Department of Health to address the identified coverage gap, as directed by the legislature, since the successful implementation of the mandatory requirements of the Affordable Care Act.

For additional information about the medical program, contact Muris Prses at [mpses@utah.gov](mailto:mpses@utah.gov) or 801-526-9831.

## NAVAJO REVITALIZATION FUND

### PROGRAM PURPOSE:

The Navajo Revitalization Fund was created to maximize the long-term benefit of oil and gas severance taxes derived from

## PROGRAM HIGHLIGHTS

lands held in trust by the federal government for the Navajo Nation and its members living in Utah. It was construed to promote cooperation and coordination between the state, its political subdivisions and the tribe.

### KEY INITIATIVES AND STRATEGIES:

New receipts invested in communities annually (target = 95 percent).

### FUNDING UPDATE:

SFY 2017 revenue = \$1,212,212.16.

### OUTCOMES AND KEY MEASURES:

Approved Projects SFY 2017		
\$1,212,212		
Project	Number of Projects	\$ Amount
Buildings	4	\$ 353,056
Housing	13	\$ 351,335
Other	1	\$ 15,000
Public Safety	1	\$ 5,000
Transportation	-	-
Utilities	9	\$ 1,269,550
	28	*\$ 1,993,941

For a full annual report, please visit our website at <http://jobs.utah.gov/housing/rf/nrf.html>.

### ACHIEVEMENTS:

Working with the board of directors, the Community Development Office has been able to fully commit all funds to approved projects, with 28 projects funded in 2017, most of which were for housing and utilities.

### CHALLENGES:

With the prices of oil and gas declining, revenues were more than 50 percent lower than the previous year. The board will have to be more selective on which projects it chooses to fund.

Another challenge for staff will be cleaning up and closing old contracts.

For additional information about the Navajo Revitalization Fund, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 801-468-0145.

(\*) *Annual allocation exceeds annual revenue due to unallocated and reallocated funds.*

## PAMELA ATKINSON HOMELESS TRUST FUND



### PROGRAM PURPOSE:

The Pamela Atkinson Homeless Trust Fund (PAHTF) is the primary mechanism of the State of Utah to deliver core funding to assist nonprofit agencies serving the homeless population. No more than 80 percent of funding can be allocated in counties along the Wasatch Front.

### KEY INITIATIVES AND STRATEGIES:

A critical component of fund utilization is to leverage dollars to the greatest extent possible. Nearly all homeless service providers within the state use funds from PAHTF or use funds that are leveraged with PAHTF dollars. PAHTF is the state match for the federal Emergency Solutions Grant, which brings an additional \$1.3 million in federal funding to support homeless programs. In addition, PAHTF is carefully deployed to maximize the more than \$10 million in U.S. Department of Housing and Urban Development Continuum of Care funding for which nonprofit homeless service providers can qualify.

In addition to maximizing leveraging opportunities, Utah has made a concerted effort to house the chronically homeless population in Permanent Supportive Housing. Those who are chronically homeless have been homeless longer than a year or have had four episodes within three years that cumulatively total longer than a year of homelessness and have a disabling condition. Research locally and nationally has found that placing these individuals in Permanent Supportive Housing is a more cost effective solution while achieving greater qualitative outcomes for those served.

Data from the 2017 Point in Time Count showed 2,852 people were homeless on the night of the count. This is an increase of 45 people above the same count in 2016. Family homelessness decreased from 979 in 2016 to 971 in 2017.

### FUNDING UPDATE:

- Total budget: \$2,356,800
- 35 agencies statewide received funding from PAHTF to support homeless services

### OUTCOMES AND KEY MEASURES:

- Continued reduction in chronic homelessness
- Individuals served directly with PAHTF: 10,704
- Total number of people who experienced homelessness in Utah 2016: 17,713 (source Homeless Management Information System)

## PROGRAM HIGHLIGHTS

### CHALLENGE:

With new state funding in the Homeless to Housing Reform Fund, there will be a need to further coordinate the PAHTF funding source in conjunction with other sources to support shared outcomes and objectives. Key among these will be reducing the length of time people experience homelessness and reducing the numbers that return to homelessness.

Use of HMIS data and new performance measures on both state and federal funds will better inform and direct our targeted efforts going forward.

For additional information about the Pamela Atkinson Homeless Trust Fund, please contact Tricia Davis at [tadavis@utah.gov](mailto:tadavis@utah.gov) or 801-468-0148.

## PERMANENT COMMUNITY IMPACT FUND

### PROGRAM PURPOSE:

The Permanent Community Impact Fund is a program of the state of Utah that provides loans and grants to state agencies and subdivisions of the state, which are or may be socially or economically impacted, directly or indirectly, by mineral resource development on federal lands. Local communities cannot collect taxes from federal lands in their counties and their ability to provide necessities like roads, municipal buildings, water and sewer service is diminished. The source of funding through the Permanent Community Impact Fund is the mineral lease royalties returned to the state by the federal government. The Community Impact Board will consider only those applications submitted by an eligible applicant for an eligible project.

### KEY INITIATIVES AND STRATEGIES:

The goal of the board is to deploy the majority of the funds in order to continue to support revolving funds invested in planning, construction and maintenance of public facilities and provision of public services to include water systems, sewer systems, roads and other community projects.

### FUNDING UPDATE:

\$76,056,517 in SFY 2017 Revenue

For a full annual report, visit <http://jobs.utah.gov/housing/cib/index.html>.

### OUTCOMES AND KEY MEASURES:

For a detailed list of allocations by project type and location, including a list of recipients, please visit our website at <http://jobs.utah.gov/housing/cib/index.html>.

### ACHIEVEMENTS:

- All annual new mineral lease revenues were authorized for eligible projects throughout rural Utah.
- The mineral lease fund continues as a revolving fund to effectively finance relevant infrastructure for rural communities.
- Programs authorized through the Permanent Community Impact Fund offer continual support to rural Utah through measures such as funding the Rural Planning Group, the Regional Planning Program within each of the rural Associations of Government throughout the state and county resource management planning to facilitate efficient use of lands and infrastructure.

### CHALLENGE:

Efficient use of diminished revenue while accommodating statute, rule and guideline for use of mineral lease funds in order to continue supporting key projects throughout rural Utah.

For additional information about the Permanent Community Impact Fund, contact Candace Powers at [cpowers@utah.gov](mailto:cpowers@utah.gov) or 801-468-0131.

## SELF-RELIANCE TRAINING

### PROGRAM PURPOSE:

Self-reliance training workshops include budgeting basics such as budget and credit management, rebuilding finances, financial management, job searching with technology, workplace skills, interview skills, resume writing and networking.



The purpose of the workshops is to help families become more self-sufficient by learning how to obtain and maintain employment and manage finances through budget and credit management.

### KEY INITIATIVES AND STRATEGIES:

Provide online and in-person workshops. Most workshop are provided in Workforce Services employment centers across the state through trained workshop presenters and coaches. Workforce Services also partners with AAA Fair Credit to provide in-person workshops for budgeting and credit management as well as individual financial counseling when needed.

None of our federal public assistance programs prohibit this service from being provided so no waivers were requested. Supplemental Nutritional Assistance Program (SNAP) and Medical program federal requirements do not allow benefit receipt to be conditional upon workshop attendance.

## PROGRAM HIGHLIGHTS

### OUTCOMES AND KEY MEASURES:

Between Oct. 1, 2016 and June 30, 2017, 360 public assistance participants completed at least two hours of self-reliance training within 90 days of receiving assistance.

### ACHIEVEMENTS:

According to surveys administered in the budget and credit management workshops, many participants show significant increases in knowledge and confidence with creating and implementing a budget and being able to read and understand their credit report.

### CHALLENGES:

Consistent and ongoing funding for financial education is a challenge, as there are many competing interests to provide support and assistance to families in need.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

### PROGRAM PURPOSE:



The Supplemental Nutrition Assistance Program (SNAP), also known as the Food Stamp Program, 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. FNS also works with state partners and the retail community to improve program administration and ensure program integrity.

SNAP benefits can be used to purchase food such as breads and cereals, fruits and vegetables, meats, fish and poultry and dairy products. Benefits can also be used to buy seeds and plants which produce food for the household to eat. SNAP benefits cannot be used to buy beer, wine, liquor, cigarettes or tobacco; or nonfood items, such as pet foods, soaps, paper products and household supplies, vitamins, medicines, food that will be eaten in the store, or hot foods.

### KEY INITIATIVES AND STRATEGIES:

Nutrition Education — Contract with Utah State University (USU) to help low-income families who receive SNAP learn to budget their benefits and cook healthy, nutritious low-cost

meals. Working with USU to plan targeted nutrition education for intergenerational poverty families. The total amount of the nutrition education contract is \$1,309,659. This contract is 100 percent federally funded.

### Waivers with FNS:

- Telephone interview waiver: Allows interviews for SNAP to be conducted over the telephone rather than in-person at an employment center.
- Unscheduled interview waiver: Allows customers to call for an interview during business hours rather than scheduling an interview appointment.
- eNotices waiver: Allows customers to choose to receive their notices electronically rather than through postal mail.

### OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in SFY 2017 are:

- Federal Program Timeliness (decision made in under 30 days): 97.20 percent
- Average Days to Decision: 10.92 days

### ACHIEVEMENTS:

Every state has a Food Stamp Quality Control program that reports a state accuracy rate nationally. For Federal Fiscal Year 2016 (October 2015 to September 2016) FNS did not release accuracy rates for benefit determinations. Utah estimates a Food Stamp Quality Control denials or closures accuracy rate of 86.7 percent, significantly better than the estimated national denials or closures accuracy rate of 77.42 percent.

### CHALLENGE:

The state has recently made additional efforts to further improve integrity and reduce trafficking of SNAP benefits. Although we have made significant strides in enhancing processes and utilizing technology, preventing and stopping fraud at the retailer level continues to be a challenge.

For additional information about SNAP contact Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.

## SNAP EMPLOYMENT AND TRAINING PROGRAM

### PROGRAM PURPOSE:

The purpose of the Supplemental Nutrition Assistance Program (SNAP), also known as the Food Stamp Program, Employment and Training Program is to assist able-bodied SNAP recipients obtain employment by helping households gain skills, training, work or experience that will increase

## PROGRAM HIGHLIGHTS

self-sufficiency. Able-bodied adults without dependents (ABAWD), aged 18 to 49 years old, can only receive SNAP benefits for three months out of 36 months. 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 SNAP Employment and Training 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 SNAP benefits. Workforce Services has opted to exempt the following U.S. Department of Labor labor surplus areas from ABAWD time limits: Carbon, Emery, Garfield, Piute, San Juan and Wayne counties.

### OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in SFY 2017 are:

- Federal Program Timeliness (decision made in under 30 days): 97.20 percent
- Average Days to Decision: 10.92 days

### ACHIEVEMENTS:

Every state has a Food Stamp Quality Control program that reports a state accuracy rate nationally. For Federal Fiscal Year 2016 (October 2015 to September 2016) FNS did not release accuracy rates for benefit determinations. Utah estimates a Food Stamp Quality Control denials or closures accuracy rate of 86.7 percent, significantly better than the estimated national denials or closures accuracy rate of 77.42 percent.

### CHALLENGE:

The participation rates with SNAP Employment and Training requirements continue to be below expected level. Improvement of access and participation in the program continues to be a challenge.

For additional information about the SNAP Employment and Training Program, contact Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.



## PROGRAM HIGHLIGHTS

# STATE SMALL BUSINESS CREDIT INITIATIVE

### PROGRAM PURPOSE:

Utah's State Small Business Credit Initiative was a federal program administered by the U.S. Department of Treasury, which was funded with \$1.5 billion to strengthen state programs that support private financing to small businesses and small manufacturers. In conjunction with private financing, the Initiative is expected to help spur up to \$15 billion in lending to small businesses and manufacturers that are not getting the loans or investments they need to expand and create jobs. In January 2013, Workforce Services signed the contract with the Utah Small Business Growth Initiative, a subsidiary company of Utah Center for Neighborhood Stabilization. The program closed on March 30, 2017 with all funds expended or obligated.

### KEY INITIATIVES AND STRATEGIES:

Lenders targeted an average borrower size of 100 employees or less, not to exceed a maximum borrower size of 750 employees. Corporations, partnerships and sole proprietorships are eligible, including nonprofits and cooperatives. Lenders should target, but are not restricted to, small businesses statewide with one or more of the following characteristics:

- Located in a low- to moderate-income neighborhood.
- Located in underserved communities.
- Women- or minority-owned businesses.

### FUNDING UPDATE:

The total funds allocated to the State of Utah was \$11,773,361. All funds have been obligated or expended.

### OUTCOMES AND KEY MEASURES:

Program Year	Participation/Guarantee	Number of Loans	Gross Loan Amount	Participation Amount	Jobs Created	Jobs Retained
2012	Participation	1	\$150,000	\$30,000	10	2
2013	Participation	2	\$4,850,000	\$582,000	25	59
2014	Participation	0	\$0.00	\$0.00	0	0
2015	Participation	1	\$2,520,000	\$420,000	15	20
2016	Participation	2	\$12,305,000	\$5,395,000	49	10
Totals		5	\$19,825,000	\$6,427,000	99	91
2012	Guarantee	2	\$375,000	\$300,000	32	68
2013	Guarantee	8	\$1,448,400	\$1,120,970	38	117
2014	Guarantee	9	\$13,258,905	\$10,427,124	229	826
2015	Guarantee	8	\$11,748,035	\$9,200,428	88	438
2016	Guarantee	3	\$5,500,000	\$3,600,000	80	638
Totals		25	\$32,330,340	\$24,648,522	467	2,087
Grand Totals		30	\$52,155,340	\$31,075,622	566	2,178

## PROGRAM HIGHLIGHTS

### ACHIEVEMENTS:

- The completed and committed loan participations and loan guarantees have resulted in 566 jobs being created and 2,178 jobs being retained.
- Of \$11,773,361 in allocation, all of the funds have been obligated or expended.

For additional information about the State Small Business Credit Initiative, contact Sue Kolthoff at [skolthoff@utah.gov](mailto:skolthoff@utah.gov) or 801-468-0069.

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

### PROGRAM PURPOSE:

The Temporary Assistance for Needy Families (TANF) program is designed to help needy families achieve self-sufficiency. States receive block grants to design and operate programs that accomplish one of the purposes of TANF.

The four purposes of the TANF program are to:

1. Provide assistance to needy families so that children can be cared for in their own homes.
2. Reduce the dependency of needy parents by promoting job preparation, work and marriage.
3. Prevent and reduce the incidence of out-of-wedlock pregnancies.
4. Encourage the formation and maintenance of two-parent families.

Cash Assistance Grants, known in Utah as the Family Employment Program (FEP), is a required program states must provide under purpose two.

### KEY INITIATIVES AND STRATEGIES:

- Career Pathways for low-income parents
- Non-custodial parent program strategies
- Continued family focused case management training
- Financial education training for frontline staff

### TANF Grants:

- 95 TANF I grants will be ending October 31, 2017. 15 different service categories and and multiple community partners and agencies utilized TANF funds the last 3 years to fill service gaps for low income families with the goal of moving families to self sufficiency.
- Several legislative appropriations from the 2017 session prompted Workforce Services to administer Request for Grant opportunities for services in domestic violence

shelters, sexual violence prevention services, supplemental kindergarten enrichment, and out of wedlock pregnancy prevention services.

- DWS will continue a partnership with Utah State University extension to provide healthy relationship workshops throughout the state.

### OUTCOMES AND KEY MEASURES:

PRT Cases Reviewed	Number of Reviews	Case Accuracy	Element Accuracy
Family Employment Program SFY 17	2,129	86.10%	96.42%

Positive Closures	Family Employment Program	Family Employment Program-Two Parent
June 2017	77.33%	100.00%
May 2017	86.44%	77.78%
April 2017	80.45%	100.00%

### ACHIEVEMENTS:

- Successful implementation of family focused case management training for all front line staff under the Workforce Development Division.
- Completion of the first career pathway cohort under Invest In You Too. Of 11 participants, 9 were employed by the end of the program..

### CHALLENGE:

With Utah being a leader in innovative TANF approaches, staff are often called upon to provide technical assistance, speak in forums, and present on panels which take a significant amount of time and effort.

For additional information about TANF, contact Sisifo Taatiti at [staatiti@utah.gov](mailto:staatiti@utah.gov) or 801-526-4370.

## UINTAH BASIN REVITALIZATION FUND

### PROGRAM PURPOSE:

The Uintah Basin Revitalization Fund was created to maximize the long term benefit of oil and gas severance taxes derived from lands held in trust by the Federal Government for the Ute Tribe of the Uintah and Ouray Reservation. It was designed to promote cooperation and coordination between

## PROGRAM HIGHLIGHTS

the state, its political subdivisions and the tribe.

### KEY INITIATIVES AND STRATEGIES:

New receipts invested in communities annually (target = 95 percent).

### FUNDING UPDATE:

SFY 2017 Revenue: \$4,851,252.84.

### OUTCOMES AND KEY MEASURES:

Approved Projects SFY 2017		
\$4,950,258		
	<u>Number of Projects</u>	<u>\$ Amount</u>
Housing	1	\$ 332,336
Public Facility	13	\$ 5,706,855
Public Safety	2	\$ 410,000
Recreation/Culture	7	\$ 640,219
Total	23	*\$7,089,410

For a full annual report, visit <http://jobs.utah.gov/housing/rf/ubrf.html>.

### ACHIEVEMENTS:

Working with the board of directors, the Community Development Office has been able to fully commit all funds to projects submitted by the counties and Tribe, with 23 projects funded in 2017 at a total cost of \$7,089,410.

### CHALLENGE:

With the prices of oil and gas declining, revenues were 25 percent lower than the previous year. The Board will have to be more selective on which projects it chooses to fund.

Due to various reasons, the relationship between the counties and the Ute Tribe has been strained. Trying to meet statutory mandate to maintain that relationship and work together on current and future projects will be an ongoing challenge.

For additional information about the Uintah Basin Revitalization Fund, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 801-468-0145.

(\*) Annual allocation exceeds annual revenue due to unallocated and reallocated funds

## UTAH CLUSTER ACCELERATION PARTNERSHIP



### PROGRAM PURPOSE:

The Utah Cluster Acceleration Partnership is a collaborative partnership between Workforce Services, the Utah System of Higher Education and the Governor's Office of Economic Development. The program is designed to strengthen collaboration between education, industry and economic development in order to better respond to the needs of regional and statewide designated clusters.

The Utah Cluster Acceleration Partnership provides grant funding to develop, implement or enhance educational programs that are responsive to regional and statewide industry needs. The program is also intended to increase the number of individuals who earn industry-recognized credentials, develop career pathways with multiple entry and exit points for students along the post-secondary education continuum and create systemic change by establishing processes and programs that better connect education, the workforce and employers. Funding for this program is derived from the Unemployment Insurance Special Administrative Expense Account.

### KEY INITIATIVES AND STRATEGIES:

The program was created to address the following four opportunities and concerns:

- Goal 1 — Increase economic cluster connectivity and educational alignment
- Goal 2 — Respond to industry identified skill gaps
- Goal 3 — Enhance the role of the regional institutions in economic development
- Goal 4 — Promote regional stewardship of grantees' contributions to workforce development

### NUMBERS SERVED:

SFY 2017 total grants awarded: 21 (11 post-secondary, seven public education, four industry association)

- 70 programs developed or expanded
- 5,038 capacity created
- 7,675 participants enrolled
- 4,227 participants completed
- 343 credentials provided
- 10,500 participated in Work-Based Learning activities
- 103 teachers trained

## PROGRAM HIGHLIGHTS

- 16 teacher endorsements provided
- 222 entered employment
- 383 partnerships formed

### OUTCOMES AND KEY MEASURES:

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

### FUTURE IMPACTS AND CONSIDERATIONS:

This grant program has now been rolled into the Talent Ready Utah Initiative. Talent Ready Utah is a Governor-led initiative. The original partnership was expanded to now include the Governor's Education Advisor, the Utah System of Technical Colleges, the Utah State Board of Education and industry partners. Its mission is to focus and optimize the efforts of business partnerships to increase capacity for education that meets workforce needs. The goals are to 1) Increase the number of employers investing in work-based learning partnerships; and 2) Develop talent to meet the growing demand and filling 40,000 high-skill, high-wage jobs in the next four years.

The Talent Ready Utah request for grant process for SFY 2018 is complete and all agreements executed. A total of 12 projects received full or partial funding (\$2,125,000). Of these, seven were post-secondary institutions, four were public education and one was an industry association.

The total funding allotted, \$2,125,000, was provided from the Unemployment Insurance Special Administrative Expense Account. The option to receive additional funding from Strada Education Network (formerly USA Funds) was explored. However, funding was not available at this time as Strada Education Network is currently in transition and determining its future strategy for funding.

### CHALLENGE:

The future of the funding source for the grant program remains unclear because the penalties and fees associated with the Unemployment Insurance Special Administrative Expense Account continue to decline, as do the collections. This impacts the budget available for Talent Ready Utah grants and all programs funded through this account. In SFY 2016 the approved budget for Cluster Acceleration Partnership was \$3,505,000, in SFY 2017 it was decreased to \$2,560,000 and decreased again to \$2,125,000 for SFY 2018.

For additional information about UCAP or Talent Ready Utah contact Melisa Stark at [mstark@utah.gov](mailto:mstark@utah.gov), 801-628-4051.

## WAGNER-PEYSER

### PROGRAM PURPOSE:



Wagner-Peyser is one of the six core partners under the Workforce Innovation and Opportunity Act (WIOA). Wagner-Peyser serves job seekers and employers seeking a variety of employment-related labor

exchange services available online and in the one-stop Employment Centers. The state of Utah utilizes Wagner-Peyser funding to provide targeted labor exchange activities to employers, unemployment insurance claimants, veterans, persons with disabilities, ex-offenders and older workers.

WIOA presents an extraordinary opportunity to improve job and career options for the nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work. Wagner-Peyser funds career services for all individuals, which 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.

### KEY INITIATIVES AND STRATEGIES:

WIOA reinforces the partnerships and strategies necessary for staff to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed; and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

Workforce Services is focused on meeting the need of employers, increasing employer market share and helping more job seekers become employed and retain employment. Job preparation workshops and the SmartStart Guide (a guide to finding and keeping a job) are now available online. These tools and resources provide the same quality information that a job seeker can receive from mediated workshops or a skilled employment counselor.

### OUTCOMES AND KEY MEASURES:

Due to federal changes to key measures, data on this program will not be available until 2018.

### ACHIEVEMENTS:

Utah exceeded all three negotiated Wagner-Peyser measures.

## PROGRAM HIGHLIGHTS

### CHALLENGES:

- New employer measures, employer satisfaction, which are required under WIOA will impact how services are collected and reported.
- Under WIOA, the way self-service and mediated services are counted has changed and will impact future outcomes for Wagner-Peyser.

For additional information about Wagner-Peyser contact Sandy Terry at [sterry@utah.gov](mailto:sterry@utah.gov) or 801-526-9955.

## WORKFORCE INNOVATION AND OPPORTUNITY ACT – ADULT AND DISLOCATED WORKER PROGRAMS

### PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs provide workforce 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. The WIOA Adult Program targets low-income recipients with barriers to employment. The Dislocated Worker Program target individuals who 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. The Dislocated Worker Program also serves displaced homemakers, including the spouses of active military members.

Participants in both programs receive services via a coordinated service delivery system in the one-stop Employment Center delivery system and in coordination with Wagner-Peyser. Both career and training services are included. 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 work-based learning opportunities.

### KEY INITIATIVES AND STRATEGIES:

WIOA was signed into law on July 22, 2014. New policy using draft regulations for the training programs, including system

changes, was effective July 1, 2015. On June 30, 2016, final regulations were released by the U.S. Department of Labor and were published in the Federal Register Aug. 19, 2016. The U.S. Department of Labor continues to release guidance documents clarifying additional changes to the final regulations. Staff are reviewing the guidance as it is released and preparing for any additional program, policy and system changes.

WIOA law allows states to move funding between the Adults and Dislocated Worker programs. This strategy gives states greater flexibility to utilize funding where there is the greatest need.

During spring 2017, the online application was enhanced to simplify the application process for eligible training providers. Eligible training providers can now complete continued eligibility every year through the online portal where they will submit both aggregate and individual student data securely.

### OUTCOMES AND KEY MEASURES:

Due to federal changes to key measures, data on this program will not be available until 2018.



### ACHIEVEMENTS:

- Utah exceeded all three negotiated WIOA Adult measures.
- Dislocated Workers exceeded the negotiate measures for average earnings by more than \$3,000 per month.
- Utah worked with all previously approved training providers to gather reapplication data and reapprove under the new law. All training programs have been reviewed. All approved programs have provided Information such as program success and cost is available to the public on [jobs.utah.gov](http://jobs.utah.gov).

### CHALLENGES:

- Implementation of WIOA regulation guidance, published regularly through DOL, and ensuring technology and system changes are in place.
- Implementing common measures with all six core programs and understanding of the reporting requirements under the new regulations.

For additional information about WIOA Adult and Dislocated Worker Programs, contact Elizabeth Carver at [ecarver@utah.gov](mailto:ecarver@utah.gov) or 801-514-1017.

## PROGRAM HIGHLIGHTS

# WORKFORCE INNOVATION AND OPPORTUNITY ACT – YOUTH PROGRAM

### PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (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. WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states can leverage other federal, state, local and philanthropic resources to support in-school and out-of-school youth.

WIOA affirms Workforce Services' commitment to providing high-quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in postsecondary education. Well-designed workforce 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 Workforce Services' WIOA Youth Program, is for Utah's at-risk youth to live successfully as adults.

Out-of-school youth (and those most at risk of dropping out) are an important part of the workforce "supply pipeline" needed by businesses to fill job vacancies. WIOA-funded youth programs provide leadership by serving as a catalyst to connect these youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities.

### KEY INITIATIVES AND STRATEGIES:

The majority of program changes under the new WIOA law were made to the Youth Program and were effective July 1, 2015. These changes include:

- The definition of In-School-Youth (ISY) and Out-of-School-Youth (OSY)
- Requirement to expend 75 percent of funds on OSY
- Requirement to expend 20 percent of youth funding on works experience activities.



State staff are working with operations on strategies to meet these requirements and with management information systems to incorporate these measures into reports.

One key initiative for our WIOA Youth Program is Transition to Adult Living. This is a partnership with the Utah Division of Child and Family Services and serves foster care youth who are about to or have aged out of foster care. The Education and Training Voucher Program provides additional funding to these youth to help pay for post-secondary education expenses.

### OUTCOMES AND KEY MEASURES:

Due to federal changes to key measures, data on this program will not be available until 2018.

### ACHIEVEMENTS:

Utah exceeded all three negotiated WIOA Youth Program measures.

### CHALLENGES:

- Implementation of WIOA regulation guidance, published regularly through DOL.
- Identifying and notifying OSY that may benefit from the program.
- Meeting the 75 percent OSY requirement and increase of 20 percent expenditures on work experience activities.

For additional information about WIOA Youth Program, contact Elizabeth Carver at [ecarver@utah.gov](mailto:ecarver@utah.gov) or 801-514-1017.

# WORKFORCE INNOVATION FUND – NEXT GENERATION LABOR EXCHANGE

### PROGRAM PURPOSE:

The Workforce Innovation Fund grant was awarded to the state of Utah by the U.S. Department of Labor to create the state's next generation of labor exchange services. Labor exchange is a broad term used to describe activities which connect job seekers and employers. Utah was one of the first states to implement an online approach to labor exchange; however, prior to this grant, the online system had not been upgraded in nearly 10 years.

The Workforce Innovation Fund grant allowed Workforce Services to create significant improvements to its online job seeker and employer systems, which is known as the Next Generation Labor Exchange project. As outlined in the

## PROGRAM HIGHLIGHTS

grant, changes to the labor exchange system were completed annually and then evaluated prior to the next year's changes being released. The grant, project and corresponding evaluation lasted until December 2016, with grant management and all system enhancements being studied by the University of Utah's Social Research Institute.

### KEY INITIATIVES AND STRATEGIES:

The following changes were implemented between November 2013 and November 2016, as part of the Next Generation Labor Exchange.

- **Simplified Seeker Registration:** The seeker registration was simplified to only require basic information with more detailed information being optional, instead of a very thorough and comprehensive registration that required all elements.
- **Online Career Library:** A self-service career library was provided with resources in the categories of resume writing, interviewing and job searching to help job seekers refine job seeking skills.
- **Revised Seeker Landing Page:** The job seeker landing page (i.e., the first page customers see when they log in as a job seeker on jobs.utah.gov) was changed to allow a variety of job seeking tools and to receive jobs the seeker is auto-matched to from his/her registration.
- **Advanced Resume Writing Tool:** An advanced resume writing tool was made available from the job seeker's jobs.utah.gov account.
- **Hiring Events:** A calendar of events was added for job seekers to view hiring events that apply to their location and demographic situation. These events include job fairs and employers located in a local Employment Center.
- **Online Employment Counseling:** Additional online case management tools are available that allow temporary assistance customers in remote areas access to employment counseling on a more frequent basis. These tools will reduce cost while increasing accessibility to job seeking tools.
- **Online Job Seeker Networking:** Discussion groups about relevant job seeking and labor market topics has been added for job seekers to view and participate in. These online discussion groups are facilitated by a Workforce Services staff member.
- **Upload Resume:** Job seekers have the ability to upload multiple resumes and select a primary resume. The primary resume is displayed to employers when they search

for job candidates. Resumes can be uploaded in Word or PDF format.

- **Social Media:** Job seekers and employers have the ability to link their profiles to social media and company or personal websites.
- **Job Statistics:** System statistics have been added for employers and job seekers. Employer statistics include the number job seekers viewing the employer profile, the number of open jobs entered in the last 90 days and the number of closed jobs within the last 90 days. Job seeker statistics include labor market information and the number of employers viewing the job seeker's resume.
- **Manual Search Options:** Search options have been expanded to allow job seekers to filter and refine their search for jobs.
- **Simplified Job Order Posting:** For employers, the only required elements are basic information (e.g., employer name, job title, job description) and the job order location information (e.g., number of openings, worksite address, close date); all other job posting elements (e.g., benefits, education requirements) are optional. Additionally, when an employer posts a job, they are provided immediately with a list of potential candidates. Another major change to employers' job order postings is the ability to indicate a position is statewide/ telecommuting or the ability to list multiple locations for one job order.
- **Job Posting Options:** Employers have the ability to upload an application with the job posting. The employer can now also enter optional pre-application questions to help them screen out unqualified candidates. Labor market information is integrated into the job posting to help employers know if the wages they are offering are competitive.
- **Revised Employer Landing Page:** The employer landing page (the first page employers see when they log-in on jobs.utah.gov) has changed. The main change is that the landing page shows both open jobs the employer has posted, as well as a list of potential candidates the system has auto-matched to the respective job(s).
- **New Job Matching Methodology:** As part of the Next Generation Labor Exchange study, a new job matching methodology is being tested. In the current system, job matching is based on specific fields and lists of values, newest applicants being matched first and job referral

## DIVISION HIGHLIGHTS

screening. In the test component system, job matching will be based on inferred and synthesized data, a scored scale and rank and minimal referral limitations. Both philosophies and methods are utilized concurrently and studied as part of the project.

- **Enhanced Help:** A live chat feature was added for job seekers and employers to ask questions to staff during business hours. YouTube tutorials have been added for job seekers and employers to help them understand how to better use functions of the labor exchange. A Frequently Asked Questions section was also added.
- **Student and Employment Integration:** The labor exchange system integrates with UtahFutures to provide students access to view open jobs. The integration allows students to see types of jobs available before committing to an educational program. The labor exchange integration with UtahFutures allows employers to share internship and on-the-job training opportunities, as well as build profiles to share with students who will become prospective employees.
- **Online Internship and On-the-Job Training:** Employers have the ability to request internship and on-the-job training sites. Once approved by a Workforce Services staff member, these opportunities will be available for job seekers to search and view.
- **Mobile Applications:** Mobile applications have been developed for both job seekers and employers to increase access from mobile devices.
- **Onsite Recruitments:** Employers have the ability to schedule time and space in a local office for recruiting.

### NUMBER SERVED:

All Utah citizens have the ability to access labor exchange services. As part of the project, all employers participated in the study and used the same test component system, while job seekers were given the option to participate in the study and then upon consent were randomized into either the current system or the test component system.

At the conclusion of the grant and at the end of the evaluation period, the test and current systems were combined. The test system is now a production site and all users who were in the current system transitioned to the production system in October 2016.

### OUTCOMES AND KEY MEASURES:

- The Next Generation Labor Exchange project enhancements were measured based on the following outcomes (measures from October 2015 through September 2016):

- Employer market share (i.e., percent of employers hiring out of all employers hiring): 16.25 percent
- Percent of job seekers served online who are hired: 26.02 percent
- Percent of low-income job seekers hired 8.25 percent
- Number of job seekers accessing UtahFutures: 817
- Number of youth job seekers (ages 18-25) using only online system in the report quarter: 6,678
- Number of job seekers using only online services in the report quarter: 42,696
- Employer services cost efficiency: 77.82 percent
- Seeker services cost efficiency: 84.82 percent
- Efficiency is the percentage of people served who only use self service

For additional information about the Next Generation Labor Exchange, contact program manager Elizabeth Carver, [ecarver@utah.gov](mailto:ecarver@utah.gov) or 801-514-1017.



# BUDGET DATA

## STATE FISCAL YEAR 2017



PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
<b>STATE OFFICE OF REHABILITATION - NBAA</b>						
NBA DWS SOR Executive Director	1,012,902	(0)	658,849	2,443	350,583	1,027
NBB DWS Blind & Visually Impaired	2,368,463	(0)	980,021	31,843	1,356,599	-
NBC DWS Rehabilitation Services	24,236,609	(0)	12,975,210	270,931	10,990,468	-
NBD DWS Disability Determination	11,336,352	-	11,336,352	-	-	-
NBE DWS Deaf & Hard of Hearing	2,055,486	(0)	702,745	275,242	1,052,769	24,729
NBF DWS Aspire Grant	3,975,599	-	3,975,599	-	0	-
<b>TOTAL NBAA</b>	<b>44,985,411</b>	<b>(0)</b>	<b>30,628,776</b>	<b>580,459</b>	<b>13,750,420</b>	<b>25,757</b>
<b>OFFICE OF CHILD CARE - NCAA</b>						
NCB DWS Student Access to High Quality School Readiness Grant	-	-	-	-	-	-
NCC DWS Intergenerational Poverty School Readiness Scholarship	79,197	75,000	4,197	-	-	-
NCD DWS Early Childhood Teacher Training	74,604	74,604	-	-	-	-
<b>TOTAL NCAA</b>	<b>153,800</b>	<b>149,604</b>	<b>4,197</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>ADMINISTRATION - NJAA</b>						
NJA Executive Director	885,782	165,628	523,216	10,026	38,170	148,743
NJT Admin. Support	8,674,149	2,309,860	5,229,435	78,396	336,007	720,452
NJE Communications	1,263,152	220,778	743,570	14,299	55,038	229,468
NJU Internal Audit	572,286	93,533	345,937	6,626	27,200	98,990
NJH Human Resources	1,722,578	428,102	1,043,535	19,245	107,016	124,679
<b>TOTAL NJAA</b>	<b>13,117,947</b>	<b>3,217,900</b>	<b>7,885,693</b>	<b>128,591</b>	<b>563,431</b>	<b>1,322,332</b>
<b>OPERATIONS AND POLICY - NJBA</b>						
NJL Workforce Research and Analysis	2,569,282	194,384	2,182,890	63,375	1,616	127,016
NJP Eligibility Services Division	57,523,271	18,026,883	15,700,672	756,710	13,216	23,025,790
NJD Workforce Development Division	65,373,799	13,344,929	48,750,149	138,663	399,902	2,740,156
NJB Facilities and Pass-Through	10,426,104	1,785,908	6,936,049	111,426	284,377	1,308,344
NJY Information Technology	32,747,172	3,361,938	14,546,389	910,867	2,123,519	11,804,459
NJF Temporary Assistance for Needy Families	66,776,118	7,410,001	59,366,116	-	-	-
NJS Supplemental Nutrition Assistance Program (SNAP)	95,997	47,968	47,837	193	-	-
NJG Refugee Programs	7,352,144	-	7,337,144	15,000	-	-
NJW Workforce Investment Act	2,971,082	-	2,971,082	-	-	-
NJR Child Care	59,810,636	1,198,855	58,222,926	-	-	388,855
NJM Trade Training & Subsidies	1,239,929	-	1,239,929	-	-	-
NJX Other Assistance	4,526,762	98,066	20,632	951,061	3,184,705	272,297
<b>TOTAL NJBA</b>	<b>311,412,295</b>	<b>45,468,933</b>	<b>217,321,815</b>	<b>2,947,294</b>	<b>6,007,335</b>	<b>39,666,919</b>
<b>NUTRITION ASSISTANCE - NJCA</b>						
NJZ Nutrition Assistance - SNAP	291,049,354	-	291,049,354	-	-	-
<b>TOTAL NJCA</b>	<b>291,049,354</b>	<b>-</b>	<b>291,049,354</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>GENERAL ASSISTANCE - NKAA</b>						
NKA General Assistance	3,989,761	3,739,761	-	250,000	-	-

## BUDGET DATA CONT.

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
<b>TOTAL NKAA</b>	<b>3,989,761</b>	<b>3,739,761</b>	-	<b>250,000</b>	-	-
<b>UNEMPLOYMENT INSURANCE - NLAA</b>						
NLA Unemployment Insurance	17,369,689	267,208	15,439,508	465,404	1,197,568	-
NLJ Adjudication	3,227,766	462,692	2,670,211	8,753	32,869	53,242
<b>TOTAL NLAA</b>	<b>20,597,455</b>	<b>729,900</b>	<b>18,109,719</b>	<b>474,157</b>	<b>1,230,436</b>	<b>53,242</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT - NSAA</b>						
NSA HCD Administration	608,344	0	-	-	608,344	-
NSC Community Development	5,933,230	399,685	4,539,243	421,675	572,627	-
NSE Housing Development	838,290	455,522	382,767	-	-	-
NSD DWS Homeless to Housing Reform	2,839,072	0	1,784,565	-	1,054,507	-
NSF Community Services	3,301,063	45,600	3,255,463	-	-	-
NSG HEAT	15,516,252	337	15,414,116	101,799	-	-
NSH Homeless Committee	4,299,187	1,361,426	1,786,931	-	1,150,830	-
NSJ Emergency Food Network	284,554	284,257	298	-	-	-
NSM Special Housing	124,040	-	124,040	-	-	-
NSN Weatherization Assistance	7,621,538	15,258	6,770,587	835,693	-	-
<b>TOTAL NSAA</b>	<b>41,365,570</b>	<b>2,562,085</b>	<b>34,058,010</b>	<b>1,359,167</b>	<b>3,386,308</b>	<b>-</b>
<b>COMMUNITY DEVELOPMENT CAPITAL BUDGET - NTAA</b>						
NTE Permanent Comm. Impact Board	30,433,105	-	-	-	30,433,105	-
<b>TOTAL NTAA</b>	<b>30,433,105</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>30,433,105</b>	<b>-</b>
<b>SPECIAL SERVICES DISTRICTS - NWAA</b>						
NWA Special Services Districts	3,558,221	-	-	-	3,558,221	-
<b>TOTAL NWAA</b>	<b>3,558,221</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,558,221</b>	<b>-</b>
<b>WORKFORCE SERVICES FUNDS</b>						
2115 DWS Navajo Revitalization Fund	1,134,081	-	-	-	1,134,081	-
2135 DWS Uintah Basin Revitalization Fund	10,399,267	-	-	-	10,399,267	-
2151 DWS Qualified Emergency Food Agencies Fund	734,576	-	-	-	734,576	-
2153 DWS Intermountain Weatherization Training Fund	8,095	-	-	-	8,095	-
2260 DWS Child Care Fund	1,097	-	-	-	1,097	-
2265 DWS Refugee Services Fund	11,771	-	-	-	11,771	-
2345 DWS Utah Community Center for the Deaf Fund	2,735	-	-	-	2,735	-
2355 DWS Individuals with Visual Impairment Fund	17,450	-	-	-	17,450	-
5110 DWS Unemployment Compensation Fund	175,354,310	-	1,377,694	-	173,976,616	-
5700 DWS State Small Business Credit Initiative Program Fund	5,455,423	-	-	-	5,455,423	-
7355 DWS Individuals with Visual Impairment Vendors Fund	129,575	-	-	-	129,575	-
Housing Enterprise (Grants)	2,654,419	-	-	-	2,654,419	-
<b>TOTAL WORKFORCE SERVICES FUNDS</b>	<b>195,902,799</b>	<b>-</b>	<b>1,377,694</b>	<b>-</b>	<b>194,525,105</b>	<b>-</b>
<b>DEPARTMENT TOTAL</b>	<b>956,565,719</b>	<b>55,868,183</b>	<b>600,435,258</b>	<b>5,739,668</b>	<b>253,454,361</b>	<b>41,068,250</b>

## BOARDS AND COMMISSIONS



### ADVISORY COUNCIL FOR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

The advisory council supports the Services for the Blind and Visually Impaired with the goal to help it become the nation's leading center for empowering blind and visually impaired adults and help them achieve the highest levels of employment and quality of life.

<https://www.usor.utah.gov/dsbvi/advisory>

### ADVISORY COUNCIL FOR SERVICES FOR THE DEAF AND HARD OF HEARING

Consumers and providers who are hard of hearing, deaf, late deafened and deafblind are part of the advisory council to help guide the purpose of the Services for the Deaf and Hard of Hearing.

<https://www.usor.utah.gov/dhh/dsdhh-advisory-council>

### GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

The Governor's Committee on Employment of People with Disabilities and the Utah State Office of Rehabilitation Business Relations Team function in conjunction to promote and support business customers in their hiring and retaining individuals with disabilities in their organizations. Services and supports provided by the committee and Business Relations include training on disability awareness, customized accommodation assistance, consultation on disability issues, individualized supports, connections to business networks, employer training workshops and job fairs.

SFY 2017 accomplishments:

- Establishment of a Utah affiliate of the U.S. Business Leadership Network.
- Partnered with four host businesses for Transition Mentoring Events serving approximately 125 youth with disabilities.
- Conducted two employer workshops serving more than 50 business partners at each events.
- Conducted two Work Ability Job Fairs that served 600 job seekers, with more than 50 business partners at each event.
- Provided individualized employer supports to 214 businesses.

<https://www.usor.utah.gov/gcep>

## BOARDS AND COMMISSIONS

# 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 Reports](#)

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

# REFUGEE SERVICES ADVISORY BOARD

The Refugee Services Office mission is to energize, educate and empower refugees to achieve their dreams through quality services offered in a collaborative resource-rich environment. Refugee Services works with many organizations from all over the state to provide services that foster a strong integrated community and empower refugees' access to sustainable employment and success for future generations.

To promote this work, Refugee Services is guided by an advisory board comprised of individuals from various organizations and agencies that provide services to, or have an interest in, assisting refugees in the state of Utah. Individuals who sit on the Refugee Services Advisory Board are approved by the governor and work with Refugee Services staff to improve the services that are offered to refugees in Utah. The board meets quarterly to tackle issues that currently affect refugees in the state or who will be arriving shortly from places around the globe..

[Refugee Services Office 2016 Report to the Governor](#)

# STATE HOMELESS COORDINATING COMMITTEE

The State Homeless Coordinating Committee, chaired by Lt. Governor Spencer Cox, 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](#)

[Publications](#)

# STATE WORKFORCE DEVELOPMENT BOARD

The purpose of the State Workforce Development Board is to convene the state, regional and local workforce system and partners. The Board has the responsibility to coordinate and align Utah's workforce programs and strive to shape the jobs of today and influence the opportunities of tomorrow. The business-led board has a leadership role to develop a strategic plan that aligns the workforce system to effectively prepare a talent-ready workforce to meet employer needs. The board supports building partnerships between business, government, education, labor, community partners and economic development or-

## BOARDS AND COMMISSIONS

ganizations. A focus on occupations in demand, targeted industries and local business leader participation provides the basis for a statewide approach. The State Workforce Development Board oversees and works closely with all the core and required partners as part of the Workforce Innovation and Opportunities Act which is outlined in the Utah's Unified Plan. To learn more about the board, visit <http://jobs.utah.gov/edo/statcouncil/index.html>.

## STATE REHABILITATION COUNCIL

The mission of the State Rehabilitation Council, in partnership with the Utah State Office of Rehabilitation and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment. This mission is accomplished by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

<https://www.usor.utah.gov/vr/src>

## 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, 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 underserved 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](#)

## 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.

In order to fulfill its statutory purposes and duties, the Women in the Economy Commission met 14 times last year to discuss and consider the challenges and research needed to properly address the needs of women in the economy and the potential benefits to Utah. Among the items presented and studied were:

## **BOARDS AND COMMISSIONS**

- Current education (Public Education and Higher Education) challenges and efforts regarding girls and women.
- Effects of poverty on women.
- Job training a placement efforts.
- Root-cause analysis of Utah's gender wage gap.
- Legislation for the 2017 General Session.
- Proposal to study the education attainment of women in Utah.

One result of the commission's efforts is the pages of data collected and presented regarding women in the economy found at <https://jobs.utah.gov/wi/pubs/hardatwork/>. The commission will use the information presented and gathered to make recommendations moving forward.

[Women in the Economy Commission](#)