UTAH DEPARTMENT OF WORKFORCE SERVICES

ANNUAL REPORT 2019

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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 report to you that the state of Utah's workforce is as strong as ever. This is indicated by the diversity and strength of Utah's economy. We are the envy of other states as we continue with extremely low unemployment and with job growth that leads the nation. This is being accomplished with all 10 of the measured private sector industries experiencing growth. Success like this doesn't happen unless your workforce is talented, multi-skilled and adaptable.

The Department of Workforce Services' mission is to strengthen Utah's communities by supporting the economic stability and quality of our workforce. We do this through an integrated model in which workforce programs are housed under the same department as temporary assistance programs. This was done intentionally 22 years ago to ensure those that need assistance have direct access to the programs that will help them most in becoming self sustaining. Each division within Workforce Services works to serve the people of Utah in the most efficient and effective way possible. When the economy is hot, the department adapts to who we are serving and how we serve. We still face challenges, such as a tight labor market, housing affordability, homelessness, intergenerational poverty, refugee integration, serving veterans and their spouses and much more.

Workforce Services continues to work on the forefront of addressing homelessness throughout the state — specifically in the Salt Lake Valley where the highest percent of homeless people live. The department has been working closely with community partners in continuing the phases of Operation Rio Grande and the transition to the new homeless resource center model. Planning took place throughout the year in order to begin the transition to the new model at the start of State Fiscal Year 2020. I want to commend the many Workforce Services staff who have worked tirelessly to not only fulfill their day-to-day job duties but have also taken on additional responsibilities to support the homeless resource center transition.

I am pleased to report that Workforce Service staff continue to serve the citizens of Utah with our core services: workforce development, eligibility determination for public assistance programs, unemployment insurance, refugee employment and integration services, veteran employment, child care support, disability services, housing and community development, and economic data and analysis.

The pages to follow are specific to the divisions and programs within the department. In addition, the report highlights the boards and commissions supported by Workforce Services. If you have any questions, please contact my office at 801-526-9207. My assistant will get you in contact with me or one of my deputy directors as soon as possible.

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

jon pierpont

Jon Pierpont

MISSION AND CORNERSTONES

DEPARTMENT OF WORKFORCE SERVICES

MISSION ▶ We strengthen Utah's communities by supporting the economic stability and quality of our workforce.

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.

COMMUNITY CONNECTION

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

EMPLOYEE SUCCESS

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

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.*

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.*

ENERGY:

Innovation plus initiative equals energy independence.

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

SELF-DETERMINATION:

Continue to find Utah solutions to Utah problems.

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

DEPARTMENT OF WORKFORCE SERVICES

EXECUTIVE DIRECTOR'S OFFICE

JON PIERPONT, EXECUTIVE DIRECTOR

Jon Pierpont is the executive director of Utah's Department of Workforce Services and serves in the cabinet of Governor Gary R. Herbert. Appointed in December 2012, Jon oversees a department tasked with administering federal and state programs, including workforce development, eligibility services, public assistance programs and unemployment insurance, community development and more. Jon has 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 and serve Utah's refugee community.

CASEY CAMERON, DEPUTY DIRECTOR

Casey Cameron is a deputy director for the Department of Workforce Services. She has worked for the State of Utah for 19 years, serving in various capacities within the department. She began her Workforce Services career as a caseworker, supporting individuals in need of temporary public assistance. She then 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 Healthcare and Utah Retirement Systems. Casey is a graduate of the University of Utah.

GREG PARAS, DEPUTY DIRECTOR

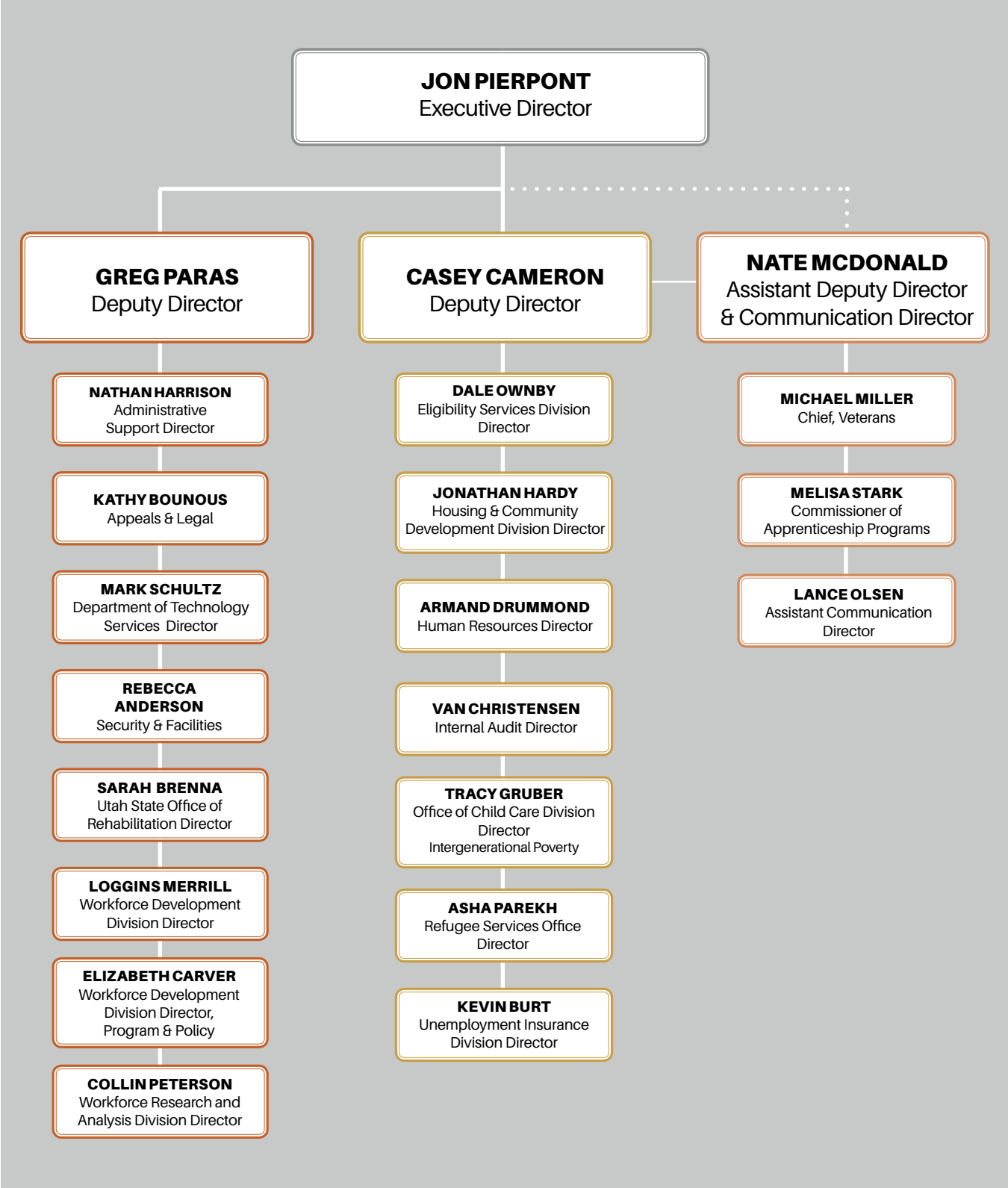
Greg Paras serves as a deputy director for the Department of Workforce Services. Throughout his 20+ years with the department, he has held a number of positions ranging from a frontline staff member through various leadership positions. Greg is currently the deputy overseeing Workforce Development (including activities within more than 30 Employment Centers around the state), Workforce Research and Analysis, Administrative Support (including finance, facilities, contracts and information security), Contract Management, Information Security, Adjudication, Legal and the Utah Office of Rehabilitation.

TRUDY ELLIS, EXECUTIVE DIRECTOR'S ASSISTANT

Trudy Ellis serves as the executive director's assistant. She has worked for the department for 17 years.
Contact information:
Telephone: 801-526-9529
Email: tellis@utah.gov

DEPARTMENT OF WORKFORCE SERVICES

ORGANIZATION CHART



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 towards gainful employment and self-sufficiency. Customers can access their benefit information at any of the statewide employment centers, by calling the eligibility center or visiting Eligibility Services online.

GOAL

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

DATA

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2018	100,762
2019	98,811
PRT Edit Accuracy	
State Fiscal Year	Rate
2018	94.83%
2019	95.09%
Timeliness (All Programs)	
State Fiscal Year	Rate
2018	97.15%
2019	95.73%
Total Unique Households	
State Fiscal Year	# of Households
2018	223,063
2019	222,882
Total Unique Individuals	
State Fiscal Year	# of Individuals
2018	486,179
2019	468,242
Total Applications	
State Fiscal Year	# of Applications
2018	272,459
2019	296,743

ACHIEVEMENTS

ESD staff were ready to implement partial Medicaid expansion with the passage of HB96. They ramped up hiring and training and were successful in converting all Primary Care Network cases to the new Adult Expansion Medicaid prior to April 1, 2019. The influx of new applications were manageable due to the preparation activities.

In preparing for Medicaid expansion, ESD hired and trained more than 100 new employees for FY19 in Salt Lake, Ogden, Provo, Cedar City, Roosevelt and Price.

ESD's Collections Unit collected a near-record amount of $6.5 million for FY19. These were repayments caused by customer benefit overpayments.

CHALLENGE

As ESD is responsible for determining eligibility for Medicaid, navigating the various Medicaid expansion proposals during the legislative session was challenging. ESD is tracking the various waivers and proactively planning for necessary system changes based upon approved proposals.

The federal government shutdown was also challenging for ESD. Staff worked with federal partners, advocates, vendors, community partners and retailers to arrange for two early issuances of SNAP benefits, ensuring services were not interrupted for customers.

DALE OWNBY

For additional information:
visit jobs.utah.gov or
contact Dale Ownby, division director
downby@utah.gov or 801-526-9889

FULL TIME EMPLOYEES: 815

HOUSING AND COMMUNITY DEVELOPMENT

The Housing and Community Development Division (HCD) serves communities statewide to build local capacity, fund services and infrastructure and leverage resources for critical community programs. Key programs within the division include:

- Community Development Block Grant
- Community Development Specialists
- Community Services Block Grant
- Home Energy Assistance Target (HEAT) Program
- Native American Revitalization Funds
- Olene Walker Housing Loan Fund
- Pamela Atkinson Homeless Trust Fund
- Permanent Community Impact Fund
- Private Activity Bonds
- Uintah Basin Revitalization Funds
- Utah State Small Business Credit Initiative
- Weatherization Assistance Program

GOAL

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

DATA

- The 2019 Point-in-Time (PIT) count showed a decrease of 2.7 percent in the number of people counted as literally homeless situations on a single night in 2019.
- Olene Walker Housing Loan Fund Assets increased by 2.57 percent.

ACHIEVEMENTS

HCD facilitated and participated in the Homeless Resource Center Transition Steering Team, as well as key task groups associated with Salt Lake Area homeless system transition. The purpose of the Steering Team is to ensure a smooth transition from the downtown emergency shelter to a new resource center model.

HCD provides support to the Commission on Housing Affordability, which sponsored Senate Bill 34 during the 2019 legislative session. This bill modified provisions related to a municipality's and a county's general plan related to moderate income housing. Prioritization for Transportation Investment Fund money requires planning for moderate income housing in municipalities and counties based on a menu of planning options.

CHALLENGE

One of the major challenges across the state continues to be the lack of affordable housing. There is a shortage of 46,470 affordable and available rental units for households that earn 0-30 percent of the Area Median Income. Access to affordable housing is a key component in reducing homelessness, supporting economic development and stabilizing low income households throughout the state.

JONATHAN HARDY

For additional information visit jobs.utah.gov/housing or contact Jonathan Hardy, division director, at jhardy@utah.gov or 801-468-0137.

FULL TIME EMPLOYEES: 44

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 website 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.

GOAL

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

DATA

Child Care Average Monthly Caseload	
State Fiscal Year	Avg Monthly CC Households
2017	6,529
2018	6,620
2019	6,593
Child Care Cases Determined Eligible Within 30 Days	
State Fiscal Year	CC Timeliness Rate
2017	96%
2018	95%
2019	95%
# of Licensed Providers Receiving State Subsidy	
State Fiscal Year	# of Licensed Providers
2017	1,127
2018	1,155
2019	1,112

ACHIEVEMENTS

Developed a new state plan describing in detail its use of Child Care and Development Funds (CCDF) and explaining its full implementation of the new requirements included in the CCDF Reauthorization Act of 2014. Utah was one of the few states that fully implemented the requirements of the reauthorization without requesting federal waivers.

Successfully partnered with Utah's licensed child care programs to develop Utah's Child Care Quality System (CCQS). This partnership included the participation of 31 percent of licensed child care programs in CCQS when it is partially implemented in October 2019.

Initiated the development and design of a consumer-friendly website that will allow Utah families to locate child care programs in their communities based on the level of quality of care, findings by Child Care Licensing, vacancies and geographic areas. The website will be implemented by the end of FY2020..

CHALLENGE

An ongoing initiative, as well as a challenge, is to ensure the effective implementation and alignment with the four priorities established in the Child Care and Development Fund 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.

TRACY GRUBER

For additional information visit careaboutchildcare.utah.gov or contact Tracy Gruber, division director tgruber@utah.gov or 801-526-9265

FULL TIME EMPLOYEES: 22

REFUGEE SERVICES OFFICE

The Refugee Services Office (RSO) improves the lives of nearly 65,000 refugees resettled in Utah communities. The office serves as the designated state agency to house the State Refugee Coordinator, and receive and direct money from the U.S. Office of Refugee Resettlement. 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. RSO is also home to a dedicated 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, RSO 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.

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

DATA

Refugees Served	
State Fiscal Year	# Served
2018	8,044
2019	8,624

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 continues to be an increase in the number and types of short-term training programs for refugees to access livable wage jobs. In addition to our successful warehouse and distribution program, multiple new short-term trainings have been introduced, including medical manufacturing, framing and technical education. The data for trainings beginning in 2016 shows a 54 percent increase in wages for refugees in the program. All refugee participants were either hired in the industry of the training or received wage increases as a result of the training.

Refugee Coordinated Case Management. RSO worked collaboratively with key partners in the refugee community, including the International Rescue Committee, Catholic Community Services and the Refugee & Immigrant Center–Asian Association of Utah, to offer the coordinated case management system. Utah continues to provide comprehensive case management support for newly arriving refugees and has developed a strong assessment tool and outcomes to measure progress and build accountability. The case management system has been identified as a best practice by the Urban Institute.

CHALLENGE

Changes at the federal level regarding numbers of refugee arrivals to Utah result in unpredictability about total arrivals, creating challenges for ensuring a smooth delivery of services to Utah's arriving refugees.

Utah has a lack of affordable housing, which presents a challenge for new refugees in the state. We are working on pathways to careers with higher wages to provide more affordable housing options in the long-term.

ASHA PAREKH

For additional information visit jobs.utah.gov or contact Asha Parekh, division director, at aparekh@utah.gov or 801-661-4018.

FULL TIME EMPLOYEES: 36

UNEMPLOYMENT INSURANCE

The Unemployment Insurance Division works to support the re-entry of Utah's skilled workforce into full-time 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.

GOAL

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

DATA

Unemployment Benefit Determinations	
State Fiscal Year	Total Determinations
2018	252,568
2019	251,672
Unemployment Insurance Contributions	
State Fiscal Year	Total Collected
2018	$176,101,519
2019	$156,186,342
Timeliness (% of benefit payments made within 14 days)	
State Fiscal Year	Rate
2018	92.3%
2019	92.2%
Federal Separation Benefits, Timeliness and Quality (BTQ) Score	
State Fiscal Year	BTQ Score
2018	94.9%
2019	95.5%

Volume Counts	
State Fiscal Year	Claims
2018	68,045
2019	67,241
Re-Employment	
Calendar Year	Rate
2018	68.6%
2019	69.4%
Duration	
Calendar Year	Weeks
2017	12.6
2018	12.3
Exhaustion	
Calendar Year	Rate
2017	26.7%
2018	26.7%

ACHIEVEMENTS

On May 1, 2019, the Unemployment Insurance Division implemented mandatory online claim filing. Since the change, online claim filing has been over 99 percent. Prior to the change approximately 80 percent of claims were filed online.

On July 1, 2019, the Unemployment Insurance Division implemented mandatory online employer quarterly reporting. With extensive outreach to impacted employers, along with various online training being offered, implementation of the change was a success. In the most recent quarter, 99.7 percent of employers submitted their reports online. Prior to the change approximately 92 percent of employers submitted online.

One of the methods to evaluate the accuracy of benefits being issued by the Unemployment Insurance Division

is with the Benefit Accuracy Measurement (BAM). This is a federally reported measure by all states. In 2018, Utah unemployment achieved the fourth highest accuracy rate in the nation.

CHALLENGE

From Dec. 22, 2018 through Jan. 25, 2019, the United States experienced its longest government shutdown in history. During that five-week time period, several federal employees living in Utah were furloughed, resulting in a 30 percent increase in unemployment claim volume.

More than 3,000 federal claims were filed in Utah, with more than 2,200 being approved. Federally employed Utahns that experienced this unexpected loss of income were supported by the unemployment program until the federal government reopened and they were paid retroactively. Due to the retroactive pay, all unemployment benefits received by federally furloughed employees were required to be repaid. Through the active work in our collections unit, 98 percent of these employees have repaid the entire amount owed or have arranged an installment plan

KEVIN BURT

For additional information visit jobs.utah.gov or Kevin Burt, Division Director, at kburt@utah.gov or 801-526-9575

FULL TIME EMPLOYEES: 210

TRUST FUND BALANCE

June 30, 2019

$1,141,171,711

% OF EMPLOYERS REGISTERED WITHIN 90 DAYS

State Fiscal Year 2019

98%

UTAH STATE OFFICE OF REHABILITATION

The Utah State Office of Rehabilitation (USOR) provides services to individuals with disabilities to assist them in achieving competitive, integrated employment, increasing their independence and enhancing their quality of life.

REHABILITATION SERVICES PROGRAM

GOAL

PROGRAM PURPOSE: The Rehabilitation Services Program provides 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 support.

KEY STRATEGIES: Statewide Rehabilitation Services staff, including vocational rehabilitation counselors, employment specialists, benefits planners and assistive technology specialists, collaborate to provide a comprehensive system of support to assist individuals overcoming barriers and achieving their employment goa

DATA

Rehabilitation Services State Fiscal Year 2019	
New VR applicants	6,470
VR clients served	17,327
VR clients closed employed	2,057
Employers served	337
UWIPS benefits summaries presented	557
New UCAT clients served	589
Social security beneficiaries closed employed	527
Percent of individuals with significant disabilities closed employed	90.11%
Percent of individuals served that were transition-age youth with disabilities	40.53%

ACHIEVEMENTS

- USOR continued to prioritize resources to decrease the Order of Selection Wait List and to minimize delays in services. For three years, Rehabilitation Services has maintained open services for all clients with the classification of "Individuals with the Most Significant Disabilities" and "Individuals with Significant Disabilities." Last year, fewer than 580 clients in the remaining category, "Individuals with Disabilities," were placed on a waitlist for service, with an average delay of less than 30 days.
- During State Fiscal Year 2019, USOR increased the number of youth and students with disabilities receiving transition services. Through internal staff and new contract providers, USOR expanded youth and student access to pre-employment transition services to ensure students with disabilities can receive the skills and experiences necessary to prepare for adult life and enter the workforce.
- USOR enhanced its collaboration with businesses to increase employment opportunities for people with disabilities. USOR provided additional employer workshops to support hiring and retaining people with disabilities, along with increased, individualized consultation sessions. USOR also developed two business customized training programs (Winco and Sephora) to provide a talent pipeline of job-ready individuals that are trained to meet the specific operational needs of partnering employers.

CHALLENGE

The Rehabilitation Services program faces a new challenge related to the increase in the number of individuals applying for vocational rehabilitation services. USOR will need to identify efficiencies to maximize fiscal and staff resources to meet the growing demand for services

DISABILITY DETERMINATION SERVICES

GOAL

PROGRAM PURPOSE: The Disability Determination Services (DDS) works in partnership with the Social Security Administration (SSA) to process disability applications,

adjudicate disability claims and process continuing disability reviews.

OUTCOMES AND KEY MEASURES: For DDS, SSA program funding is based on a federal fiscal year cycle (October 1 – September 30).

DATA

DDS Standards	Federal Fiscal Year 2018	Federal Fiscal Year 2019
Number of adjudicated claims per year	23,286	17,270*
Number of claims received	25,426	19,466*
Accuracy rates	96.1%	96.38%
Processing time (average)	106.3 days SSA goal 113	109 days SSA goal 112

**As of 8/23/19. Numbers will be updated at 2019 Federal Year end*

ACHIEVEMENTS

- Despite staffing shortages due to a SSA hiring freeze, DDS is on track to meet or exceed all SSA program goals.
- DDS is onboarding a new national Disability Case Processing System (DCPS) in November 2019, which will improve claim processing and service to our constituents.

SERVICES FOR THE DEAF AND HARD OF HEARING

GOAL

PROGRAM PURPOSE: The Division of Services for the Deaf and Hard of Hearing (DSDHH) provides individuals who are D/deaf, hard of hearing or deafblind with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. DSDHH is also responsible for certifying all American Sign Language interpreters for Utah.

KEY STRATEGIES: Program services are 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.

Outcomes and Key Measures

- DSDHH's Hard of Hearing program provided 1,360 people with services, support, and information.
- 1,615 individuals received one or more services from DSDHH each month, which is a monthly average from the total of individuals who received services in State Fiscal Year 2019 (19,384 people).
- There were 388 certified interpreters in State Fiscal Year 2019, including 76 new interpreters.

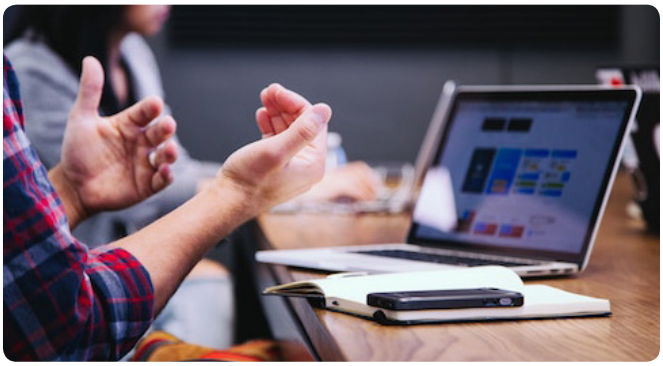
ACHIEVEMENTS

- DSDHH hosted a ProTactile American Sign Language (PTASL) training to members of Utah's Deafblind community on incorporating PTASL into everyday usage. PTASL is a new way of communicating, utilizing Deafblind people's sense of touch.
- A total of 135 individuals were served during our yearly Volunteer Income Tax Assistance (VITA) clinic. Our VITA program is unique because it relies on tax preparers (volunteers) certified in ASL instead of using an interpreter.
- 1,038 people attended our annual fall Bazaar where various Deaf and Hard of Hearing business owners sell their products and goods. Various community partners also attend the event and provide information and referral services.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

GOAL

PROGRAM PURPOSE: The Division of Services for the Blind and Visually Impaired (DSBVI) provides services to individuals who are blind or visually impaired, including training and adjustment services.



DIVISION HIGHLIGHTS

KEY STRATEGIES: Program services include training and adjustment services, low vision services and specialized services for deafblind individuals.

Outcomes and Key Measures in SFY 2018

- Low vision services to 2,208 individuals in the state.
- Support Service Provider and iCanConnect services were provided to 92 individuals who are Deafblind.
- Training and adjustment services to 78 students.

ACHIEVEMENTS

- The college readiness program continued on a semi-annual basis, allowing students to enroll in college courses on a part-time track and continue their training and adjustment services. This increases the likelihood of college completion for individuals who are blind or visually impaired. In one case, a student was not aware of an early registration process. After enrolling her in the college readiness program, our experts connected her with the early registration process. This allowed her to obtain necessary school materials in braille, specifically her Math 1050 book, before starting classes. According to the student, "Having my Braille math book available on the first day of class has been a game-changer. The college prep program gave me additional support to navigate the registration process, learn new skills to live independently on my own and balance the demands of school. Thank you."
- An annual open house was held giving potential clients the opportunity to tour the facility and better understand all services available to them.
- Seven grants totaling $23,500 were awarded to four consumer groups to help serve the blind communities throughout the state.

SARAH BRENNA

For additional information visit usor.utah.gov or contact Sarah Brenna, division director sarahbrenna@utah.gov or 801-535-3881

FULL TIME EMPLOYEES: 411

ASPIRE

The Utah State Office of Rehabilitation (USOR) 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 specialized services, youth with disabilities who receive Supplemental Security Income are more likely to be employed, pursue education after high school and be more self-sufficient as adults than those without specialized 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. Preliminary results indicate that there is a significant difference between the ASPIRE services and Usual Services groups, with ASPIRE youth completing high school and pursuing post-secondary education, as well families demonstrating increased self-sufficiency and less dependency on public benefits. Results of the study will be published in 2020 and changes to federal programs are anticipated based on study results.

State Fiscal Year 2019 ASPIRE preliminary results:

- Youth are reporting they understand their own capabilities and have self-confidence in their potential;
- Youth feel encouraged by their parents to pursue goals in the future;
- Parents are participating in transition and financial trainings;
- Parents have increased expectations of post-secondary education and employment for their children, and increased understanding of their own financial stability; and
- Both youth and parents have a greater understanding of their public benefits

WORKFORCE DEVELOPMENT

The Workforce Development Division (WDD) 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.

GOAL

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

DATA

Job Orders	
State Fiscal Year	# of Orders
2018	357,442
2019	437,074
Internal Compliance Case Review	
State Fiscal Year	Accuracy Rate
2018	87.71%
2019	90.44%
TANF Positive Closure	
State Fiscal Year	Rate
2018	79.10%
2019	77.66%
WIOA Positive Closure	
State Fiscal Year	Rate
2018	93.16%
2019	89.68%
Job Seekers Served	
State Fiscal Year	# Served
2018	157,215
2019	149,628

Employers Served	
State Fiscal Year	# Served
2018	8,156
2019	9,084
Average Quarterly Job Placements	
State Fiscal Year	# Placed
2018	26,122
2019	23,841

ACHIEVEMENTS

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. The State Workforce Development Board that oversees the certification process has now certified five comprehensive one-stop centers throughout the state: Price, Provo, Logan, Cedar City and Ogden. All other one-stop centers are certified as affiliate centers and more comprehensive one-stop certifications are planned throughout the upcoming year.

Utah's Labor Exchange System: The Workforce Development Division made enhancements to its case management system UWORKS to allow refugee resettlement agencies to use UWORKS as their primary case management system. This includes Catholic Community Services, International Rescue Committee and Asian Association of Utah to utilize one common system. This enhances coordination and reduces duplication for customers served in common with Workforce Services. In addition, having all resettlement agencies utilizing one case management system, federal reporting elements can be compiled from one source.

Outreach to At-risk Job Seeker Populations: Under WIOA, there is an emphasis to serve job seeker populations that have high barriers and may be harder to connect with and get back into the workforce. Last year WDD had an emphasis of reaching out to at-risk youth that are not in school and have barriers to completing education or

entering the workforce. As a result of this outreach, the division was able to support many of these at-risk youth and increased the number of work experience opportunities for these youth to help them engage in the workforce.

Outreach to Individuals Experiencing Homelessness: Another target population that WDD focused on was people experiencing homelessness. As Operation Rio Grande concludes and the focus shifts to transitioning to the new Homeless Resource Centers and the new model of service delivery, WDD provided staff who have been helping people rejoin the workforce. The Dignity of Work team and committee worked on strategies to engage people while in shelter to connect them to employment as they transitioned to housing. The committee, made of public, private, and non-profit leaders then formed an Employment Core Function group that is part of Salt Lake Valley's Coalition to End Homelessness to continue providing feedback on coordinated services in the new homeless service delivery design.

CHALLENGE

A primary challenge for WDD is to continue to create a talent pipeline for employers in our tight economy. As we reach out to low-wage, low-skill workers and disadvantaged populations we find that often these individuals are unaware of services available to assist them in obtaining the type of employment needed to support their families and build the economy. Over the next year the division will continue to perform outreach for disadvantaged individuals in Utah so they can better take advantage of services available to them to connect to the workforce through sustainable

LOGGINS MERRILL

For additional information visit jobs.utah.gov/workforce or contact Loggins Merrill, division director loggins merrill@utah.gov or 801-526-4370

Elizabeth Carver, division director of programs and State Workforce Development Board ecarver@utah.gov or 801-514-1017

ELIZABETH CARVER

TOTAL JOB OPENINGS

State Fiscal Year 2018: 357,442

State Fiscal Year 2019: 437,074

FULL TIME EMPLOYEES: 492

WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division (WRA) 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, researchers, 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. Additionally, the division provides data and analysis tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

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 to make informed decisions.

DATA

MIS Data Reports & Requests	
State Fiscal Year	# of Reports/Requests
2018	2,687
2019	2,711

ACHIEVEMENTS

Development of the P-20 Dashboard: The P-20 metrics are used to measure educational attainment and achievement throughout every level of the education system. These metrics will help stakeholders in informing policy and understanding the health and performance of the educational system in Utah.

Utah Data Research Center (UDRC): The UDRC completed the creation of the export application, which automates the connection between the partner agencies and UDRC. In addition, import, admin, master person, de-identification and a scheduling application were completed. With the core UDRC system complete, our researchers were able to conduct research on the following agenda items:

- Outcomes for those working while attending college
- Economic ROI of technical colleges
- Longitudinal research on the 2012 IGP cohort

Economic and Workforce WIOA Plan Analysis: This analysis served as the basis for developing data-driven goals for preparing Utah's workforce as well as strategies for aligning, coordinating and integrating programs to support economic growth.

CHALLENGE

WRA continues to face the challenge of collecting and connecting data to answer complex and sophisticated research. To do so, data must be accessible and linkable across various systems. Each system has unique rules that govern the use and storage of the data. While these conditions are often necessary to ensure the integrity of the supporting system, they can also be a barrier to creating integrated datasets. Understanding the barriers and navigating through them to create data sharing agreements is laborious and not always fruitful. Even when the data can be shared, if the datasets contain unique identifiers, then the data can only be joined through synthetic methods, which introduce potential inaccuracies in the data and analysis.

COLLIN PETERSON

For additional information visit jobs.utah.gov or contact Collin Peterson, division director collinpeterson@utah.gov or 801-526-9987

FULL TIME EMPLOYEES: 28.4

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 and 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 Federal Fiscal Year 2019, the Office of Child Care met the federal priorities through several initiatives. Primarily, the Office of Child Care developed Utah's Child Care Quality System, which will be implemented in Federal Fiscal Year 2020. This system will rate child care programs based on the level of quality they are providing to Utah children and also provide technical assistance and resources to programs to improve the level of quality. This effort also includes professionalizing the child care workforce by offering ongoing professional development within the field of child development, as well as offering scholarships for early childhood educators to obtain higher levels of education.

The strategies for improving the quality of child care goes beyond traditional child care programs serving young children and extends to programs providing afterschool and out-of school time services for school-age children. The Office of Child Care provides funding to these programs to improve the quality of services and programming delivered to school-age children through several grants to qualifying programs. These programs largely serve students identified as low-income and often in communities that lack community enrichment activities.

In Federal Fiscal Year 2019, the Office of Child Care provided funding to Utah's extensive network of licensed family child care programs. These programs received onsite coaching and financial resources to improve the quality of their programs. In addition, this grant developed family child care networks throughout the state, at which the family child care program owners developed relationships with other owners to discuss best practices in family child care and share quality improvement strategies under the leadership of an Office of Child Care family child care specialist.

FUNDING UPDATE:

In addition to receiving funding from the CCDBG fund, the Office of Child Care receives funding to administer Utah's, state-funded preschool program (UT CODE 35A-15). In Federal Fiscal Year 2019, OCC received funding to do the following: (1) provide funding to private investors through Utah's preschool, pay for success transaction for children who attended high-quality preschool and did not receive subsequent special education services; (2) release grants to public and private preschool programs to improve the quality of the programs; and (3) release grants to eligible public and private, high-quality preschool programs to increase the number of four-year-old children served in the programs. 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 and 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:

In addition to the outcomes and measures required by the CCDF Reauthorization Act, the Office of Child Care developed performance measures within its Child Care Quality System. Although CCQS is not being implemented until October 2019, the following is a summary of those measures that will be tracked by OCC:

1. Rate of children covered by child care subsidies attending a High Quality or High Quality Plus rated licensed child care center
2. Rate of parent searches on the Care About Childcare website that are filtered by quality level
3. Rate of licensed child care centers participating in the Child Care Quality System
4. Rate of licensed child care programs rated High Quality or High Quality Plus
5. Literacy and Numeracy proficiency rates of children attending child care disaggregated by CCQS rating levels

ACHIEVEMENTS:

- Development and initial implementation of Utah's Child Care Quality System
- Provided support to over 390 early childhood educators to obtain their Child Development Associate's Certificate
- Conducted 339 onsite classroom observations within 99 licensed child care programs participating in the CCQS early rating period.

CHALLENGE:

There are several challenges within Utah's child care system, some of which are the responsibility of OCC. First, OCC has responsibility for ensuring that Utah families have access to high-quality child care programs. At this time, it is unknown whether child care programs are providing high-quality care such that children are prepared for kindergarten. Utah's Child Care Quality System will help to answer that question beginning in FY20. Additionally, several parts of the state lack regulated child care programs, making it difficult for working families to locate care for their young children. OCC will continue to provide resources to those interested in operating a regulated child care program, with an increasing emphasis on providing resources to programs in rural communities.

In order to achieve positive outcomes for children, it is necessary that the early childhood workforce receives ongoing professional development and obtains an education beyond high school. However, child care programs are unable to pay a wage commensurate with the higher levels of education needs to achieve positive outcomes for children. The need to pay a reasonable wage to educators with higher levels of education and training is creating increased pressure on families utilizing child care to pay a greater share of their income on high-quality child care. This challenge is being addressed by OCC through professional development scholarships, as well as sharing the costs with child care programs for the costs associated with providing ongoing professional development to early childhood educators.

Finally, OCC has limited resources to meet the needs of families seeking before and after school care for their school-age children. Although it partners with the Utah State Board of Education to support improvements to the quality of these programs, it appears there are many more programs that would benefit from quality improvement grants but have either not been successful in applying for the funds or there were insufficient resources available to support these programs.

For additional information about quality child care, visit careaboutchildcare.utah.gov or contact division director, Tracy Gruber, at 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 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 is required to complete a market rate survey every three years, the purpose of which is to guide it 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 most recent survey was completed in November 2017. Additionally, the Utah CCDF State Plan was submitted for Federal Fiscal Years 2019-2021. The state plan guides the Office of Child Care's initiatives. Policy and system changes have been implemented to support more stable child care assistance to families..

FUNDING UPDATE:

In 2018, the United States Congress adopted the Consolidated Appropriations Act of 2018. This law included an increase in CCDF Discretionary funds over the 2017 appropriation levels to all states, including Utah. The additional funding allowed the Office of Child Care to make changes to the rate at which child care programs are paid for providing care to low-income working families.

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.

ACHIEVEMENTS:

- In October 2018, Utah increased its subsidy payment rate for licensed centers and licensed family programs. The subsidy rates were raised to the 60th percentile of the 2017 Market Rate Survey.
- In accordance with federal regulations, families who qualify for assistance remain eligible for 12 months un-

less their income exceeds 85 percent of the State Median Income.

- As required by the 2014 reauthorization of CCDF, to support continuity of care for children and income-stability for parents, the Office of Child Care will only modify subsidy and copayment amounts that benefit the family during the 12-month review period. As a result, only changes that result in an increase in subsidy or a decrease in copayment amounts will be acted on during the 12-month review period.

CHALLENGE:

A primary challenge for the child care subsidy program is the ability for the resources allocated to sufficiently compensate child care programs for the costs associated with providing care to children covered by subsidies. As the cost of child care increases throughout the state, subsidy amounts are also increasing. To this point, Utah has been able to provide adequate subsidy payments, as reflected by the participation of over 95 percent of Utah's child care programs accepting child care subsidy payments.

Another challenge that is driving up the costs of the child care subsidy payments is the federal law and regulations adopted by Congress in 2014 with the reauthorization of the Child Care and Development Fund. Although the policies are important in supporting low-income working families, as well as child development outcomes, many of the policies drive up the costs covered with Utah's CCDF allocation. Eventually, these new policies may result in changes to the amount of resources available to improve quality in child care programs.

In addition, the CCDF regulations require that states consider the levels of quality provided by child care programs when establishing subsidy payment rates. As a result, the Office of Child Care developed the Utah Child Care Quality System (CCQS) which will be implemented for licensed child care centers on Oct. 1, 2019. Licensed center providers who accept subsidy payments will receive a quality rating. Providers who are identified as having a high-quality program will qualify to receive an enhanced subsidy grant on a monthly basis. Although a positive development for Utah families, again these changes will increase pressure on Utah's CCDF allocation.

For additional information about child care subsidies, visit jobs.utah.gov or contact division director, Tracy Gruber, at tgruber@utah.gov or 801-526-9265

COMMUNITY SERVICES BLOCK GRANTS

PROGRAM PURPOSE:

Community Services Block Grant (CSBG) is an appropriation from the U.S. Department of Health and Human Services to help communities address poverty issues. States are allocated money on a formula basis and are directed to fund anti-poverty agencies statewide to address the local issues of poverty. There are nine agencies statewide that receive funding from CSBG. Every county in the state is served by one of these agencies.

CSBG is a flexible source of funding for these grantees to allow each community to properly address the issues of poverty. Grantees operate under the direction of a tripartite board comprised of elected officials, business representatives and low-income individuals. These boards are charged with identifying the specific problems in the community, developing work plans and structuring programs to address these issues.

KEY INITIATIVES AND STRATEGIES:

The state partners with Community Action Agencies throughout Utah who account for their success within three national goals:

- Individuals and families with low incomes are stable and achieve economic security.
- Communities where people with low incomes live are healthy and offer economic opportunity.
- People with low incomes are engaged and active in building opportunities in communities.

FUNDING UPDATE:

The total funds allocated to the state of Utah in Federal Fiscal Year 2019 was $3,646,787. All program funds have been obligated or expended..

OUTCOMES AND KEY MEASURES:

Vulnerable populations served by CSBG Network:

- Number of seniors served: 17,920
- Number of people with disabilities served:10,189
- Number of people served who lack health insurance: 21,487
- Number of children served: 51,586

ACHIEVEMENTS:

All nine community action agencies conducted detailed needs assessments to determine causes and conditions of

poverty in their communities as well as unmet need. This assessment occurs every three years.

CHALLENGE:

The funding for the CSBG program is in jeopardy of not being supported at the federal level..

For additional information about the Community Services Block Grant Program contact Sisifo Taatiti at staatiti@utah.gov or 801-468-0069.

ECONOMIC REVITALIZATION AND INVESTMENT FUND

PROGRAM PURPOSE:

The Economic Revitalization and Investment Fund was appropriated by the legislature designated to one or more projects that include affordable housing units for households whose income is not more than 30 percent of the area median income (AMI). Units will be deed-restricted for at least 30 years with rents at a rate no greater than 30 percent of the income requirement.

KEY INITIATIVES AND STRATEGIES:

The Olene Walker Housing Loan Fund Board reviews project applications and gives preference to projects that include significant additional or matching funds from an individual, private organization or local government entity; projects that demonstrate the ability to serve the greatest need, promote economic development, allow integration into a local government housing plan that would mitigate existing health, safety and welfare concerns or remedy a gap in the supply of, and demand for, affordable housing.

FUNDING UPDATE:

$2,061,000 was committed to affordable housing projects that will serve individuals at or below 30 percent AMI.

OUTCOMES AND KEY MEASURES:

Number of housing units to be constructed or rehabilitated.

ACHIEVEMENTS:

117 units of affordable housing targeting 30 percent or below AMI created.

GENERAL ASSISTANCE

PROGRAM PURPOSE:

General Assistance (GA) is a state funded financial assistance program that provides limited benefits to adults who have physical 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. This model ensures collaboration between the GA case manager, the customer, Social Security Administration, Disability Determination Services and others, including medical providers and partner agencies, to complete the complex Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) 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. GA benefits are recouped if the individual is awarded SSI/SSDI.

FUNDING UPDATE:

GA is solely funded by the State General Fund.

OUTCOMES AND KEY MEASURES:

SSI/SSDI Approvals for State Fiscal Year 2019

- Total: 251
- Initial Approvals: 195
- Reconsideration approvals: 15
- Administrative law judge hearing Approvals: 41

Average days to SSI/SSDI Approvals for State Fiscal Year 2019

- Initial: 182
- Reconsideration: 321
- Administrative law judge hearing: 757

ACHIEVEMENTS:

- Workforce Services has avoided closing the GA program enrollment 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.
- Interim Assistance Payments Recoupment
  - GA is used as a temporary means of support while an application process for SSI/SSDI benefits is being processed.
  - The benefits are recouped if the individual is awarded SSI/SSDI.
  - Recoupment is returned to the state.

  - $250,000 of this reimbursement is returned to the GA program annually
  - The balance is returned to the state General Fund
- Total interim assistance payments recoupment for State Fiscal Year 2019 was $547,581.

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. 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 Brenna Malone at bmmalone@utah.gov or 801-535-3882

HOMELESS SHELTER CITIES MITIGATION RESTRICTED ACCOUNT

PROGRAM PURPOSE:

The Homeless Shelter Cities Mitigation Restricted Account was created for eligible municipalities to request funds to employ and equip additional personnel and provide public safety services in and around a homeless shelter within the eligible municipality's geographic boundaries.

The account also allows certified grant-eligible entities that have increased community, social service and public safety needs due to the location of a homeless shelter within a municipality's boundaries the opportunity to apply for grants to mitigate the impacts of the location of a homeless shelter.

KEY INITIATIVES AND STRATEGIES:

N/A

FUNDING UPDATE:

The account is funded by deposits of local sales and use tax revenue and interest from eligible municipalities.

- Up to $2,500,000 authorized for Federal Fiscal Year 2019
  - Midvale City - $1,000,000
  - South Salt Lake - $1,500,000

OUTCOMES AND KEY MEASURES:

Increased ability for municipalities that receive funds to respond to public safety calls.

ACHIEVEMENTS:

The ability to respond to public safety calls was increased through the purchase of, and funding for:

- 21 police officers
- 12 emergency medical technicians
- 18 police vehicles
- One ambulance

CHALLENGE:

The Homeless Shelter Cities Mitigation Municipal Funding and Grants are based on tax commission estimates from the prior year; however, the State Homeless Coordinating Committee allocates funding prior to the revenue collected. It is difficult to contract grants based on estimates when there is uncertainty regarding the actual revenue.

HOUSING

COMMUNITY MODERATE INCOME HOUSING PLANNING

The Housing and Community Development Division (HCD) provides technical assistance to Utah's cities and counties for planning moderate-income housing. Certains cities, metro townships, and counties must facilitate a reasonable opportunity for a variety of housing, including moderate income housing to meet the needs of people of various income levels living, working, or desiring to live or work in the community, and to allow people with various incomes to benefit from, and fully participate in all aspects of neighborhood and community life.

Over the past year, staff have worked to implement the affordable housing modifications included in Senate Bill 34, making changes to the moderate income housing planning requirements. HCD has budgeted for financial assistance for the cost of developing plans for low- and moderate-income housing to the extent of the legislative appropriation. To better distribute information on how cities can meet present and prospective housing needs, HCD developed a simple but effective one-stop webpage at jobs.utah.gov/housing/affordable/moderate. HCD continues to provide direct technical advice and consultation with municipalities on how to facilitate the creation of low- and moderate-income housing. HCD provides a number of self-service tools and resources on its website to maximize the extent of the technical assistance it can provide. These tools and resources include:

- Clearinghouse of information for federal, state and local housing assistance programs
- Model moderate-income housing plan element and template

- Outline and writing guide for a moderate-income housing plan
- Database of moderate-income housing plans
- Clearinghouse of affordable housing data
- Five-year housing projection calculator
- Housing gap assessment tool
- Annual affordable housing assessment reports

AFFORDABLE HOUSING STOCK

The Housing and Community Development Division provides an analysis of the amount of affordable housing units and low-income housing units available in each county and municipality in the state and compares that amount to the state average.

The analysis uses the "mismatch ratio" methodology developed by the Urban Institute for HUD's biennial Worst Case Housing Needs Reports. Data for this analysis comes from HUD's 2019 Comprehensive Housing Affordability Strategy five-year estimates. It calculates the number of affordable and available rental housing units per one hundred renter households at or below 50 percent AMI. Each mismatch ratio is then presented as a percentage of the state's mismatch ratio of affordable and available rental housing units per one hundred renter households.

The full analysis report is located at: jobs.utah.gov/housing/reports/

For additional information about Housing Programs, contact Shelli Glines at sglines@utah.gov or 801-468-0144.

MEDICAL (MEDICAID, CHIP AND UPP)

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 or 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 for all or part of their monthly health insurance premiums through their employer's health insurance plan or COBRA coverage. Once approved, UPP requires an annual eligibility renewal.

KEY INITIATIVES AND STRATEGIES:

There are various quality control mechanisms of eligibility for medical assistance that require a collaborative effort between the Department of 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. The quality element may be reviewed by:

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

OUTCOMES AND KEY MEASURES:

Key outcomes and measures for the program in State Fiscal Year 2019 are:

- Federal Program Timeliness (decision made in under 30 days): 93.95 percent
- Average Days to Decision: 11.33 days

ACHIEVEMENTS:

- ESD has had several years of receiving a score of 100 percent in our Single State Audit findings for Medicaid.
- ESD successfully implemented partial Adult Expansion Medicaid on April 1, 2019.

CHALLENGE:

The various options for Medicaid expansion explored during the 2019 legislative session and the resulting need to apply for numerous waivers with our federal partners makes it challenging to prepare systems and resources to implement any new iteration of expansion.

For additional information about the medical program, contact Muris Prses at mprses@utah.gov or 801-526-9831.

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. 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 fund projects that emphasize cost-effective solutions for chronic homelessness as well as other distinct sub-populations of individuals and families experiencing homelessness. Funded projects include:

- Creation of or support of housing
- Diversion from emergency shelter
- Emergency housing and shelter
- Employment and occupational training activities
- Permanent supportive housing case management
- Rapid rehousing
- Street outreach
- Transitional housing

Data from the 2019 Point in Time Count showed 2,798 people were homeless on the night of the count. This is a decrease of 78 people compared to the 2018 count. The 2019 Point in Time Count also indicated 877 people in households of adults and children were homeless, a decrease from 972 in the previous year. In 2019, the Point in Time Count indicated a decrease of households of adults and children homeless, from 287 in 2018 to 260 in 2019.

FUNDING UPDATE:

- Total PAHTF budget for projects: $1,610,099
- 14 agencies received funding for 17 projects statewide
  - Federal Fiscal Year 2019 funded projects include: Emergency Shelter, Mobile Medical Clinic operations, Permanent Supportive Housing and Case Management, Rapid Rehousing, Street Outreach, and Transitional Housing Case Management.

OUTCOMES AND KEY MEASURES:

- Program enrollments supported by PAHTF funding: 2,156
- Count of chronic homeless in Federal Fiscal Year 2019: 512
- Total number of people who accessed homeless services in Utah during State Fiscal Year 2019: 19,105. This is a one percent reduction from State Fiscal Year 2018 of 19,366 (source Homelessness Data Dashboard)

ACHIEVEMENTS:

The system is highly effective in serving the most vulnerable, with 92 percent of individuals who are enrolled in permanent housing projects other than rapid rehousing either exiting to or retaining permanent housing within the last reporting year. (State of Utah Annual Report on Homelessness, 2019 https://jobs.utah.gov/housing/scso/documents/homelessness2019.pdf).

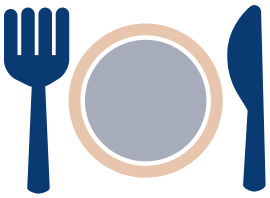
CHALLENGE:

The number of chronically homeless individuals reported on the Point in Time Count rose from 306 to 512. This increase is largely the result of an effort by the Balance of State and Salt Lake County Continua of Care (CoC) to better align their methodology for determining chronic status with guidelines and definitions provided by the U. S. Department of Housing and Urban Development. Mountainland CoC made the same adjustment in 2018.

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

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

PROGRAM PURPOSE:



The Supplemental Nutrition Assistance Program (SNAP or Food Stamps) 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 U.S. Food and Nutrition Service (FNS) works with state agencies, nutrition educators, and neighborhood- and faith-based organizations to ensure those eligible for nutrition assistance can make informed decisions about applying for the program and accessing 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. 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:

Able-Bodied Adults Without Dependents (ABAWD) — Individuals who are able-bodied, aged 18 to 49 years old and without dependents can only receive SNAP benefits for three months out of 36 months. After receiving three months of benefits in a 36-month period, an ABAWD must be working 20 hours per week, or be 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 San Juan County (U.S. Department of Labor's labor surplus area) from ABAWD time limits. For all others, there is no time limit, and mandatory SNAP Employment and Training participation is required for three out of 12 months.

Employment and Training Program — The purpose of the 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 self-sufficiency.

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.

Nutrition education contract is $1,562.734 (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.
- Revolving door waiver: Allows customers to resolve the reason for case closure within 30 days without having to complete a new application.
- Shortening certifications waiver: Allows customers who apply for other programs to align the SNAP review period with other programs.
- Verification of new household members waiver: Allows customers 30 days from the date a new household member is reported to provide requested verification to be added to the benefit.

OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in State Fiscal Year 2019 are:

- Federal Program Timeliness (decision made in under 30 days): 94.27 percent
- Average Days to Decision: 10.9 days.

ACHIEVEMENTS:

ESD has implemented several initiatives to improve SNAP quality control accuracy. A variety of methods are used, including real-time case reviews, periodic edit blitzes focusing on SNAP eligibility, use of training, in-person targeted support, etc.

ESD was successful in early issuance strategies during the government shutdown which occurred in late 2018 into early 2019. ESD worked with advocates, vendors, retailers, customers and the media to ensure uninterrupted SNAP benefits.

CHALLENGE:

ESD will be working on implementing changes which went into law with the passage of the 2018 Farm Bill. Potential changes include mandatory case management for Employment and Training customers and additional restrictions on ABAWD time limit waivers.

Utah will be moving from the USDA FNS Mountain Plains Region to the Southwest Region Office effective October 1, 2019. Utah staff will be interfacing with new federal partners and pathways. It may take some time to fully assimilate.

For more information contact Muris Prses at mprses@utah.gov or 801-526-9831.

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 was expected to help spur up to $15 billion in lending to small businesses and manufacturers that were not getting the loans or investments they needed to expand and create jobs. In January 2013, Workforce Services signed a 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 were eligible, including nonprofits and cooperatives. Lenders targeted, but were 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:

(See table below)

ACHIEVEMENTS:

- The loan guarantee program has originated 31 loans from 2013 to present for a total loan value of $30,621,473. Of that there was $23,441,022 in guarantees provided by the state of Utah. The current

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**

portfolio of active loans includes $8,064,133 in loan amounts with all loans current except for one. The one loan that is currently in default, but working through collection efforts, totals $391,133 with a $360,000 guarantee. The guaranteed loan program has created 303 new full-time jobs and has retained 1,823 full-time jobs.

- The loan participation program has originated six loans from 2013 to present for a total loan value of $18,125,000. Of that, $5,618,675 was participation from USBGI. All loans in the participation loan program have been paid off in full. The participation loan program created 58 new full-time jobs and retained 63 full-time jobs.
- The two programs have extended 37 loans for a total loan value of $48,746,473 creating 361 new full-time jobs and retaining 1,886 full-time jobs. The current portfolio has $8,064,133 in loans extended with $6,327,900 in loan guarantees committed. All loans have been current with the exception of one loan which has a guaranty of $360,000 committed, but USBGI is currently working to remediate.

For additional information about the State Small Business Credit Initiative, contact Keith Heaton at kheaton@utah.gov or 801-468-0133.

TALENT READY UTAH GRANT PROGRAM

PROGRAM PURPOSE:

Talent Ready Utah is a collaborative partnership between the Governor's Office of Economic Development, Workforce Services, the Utah System of Higher Education, the Utah System of Technical Colleges, the Utah State Board of Education, the Salt Lake Chamber and industry partners. Talent Ready Utah grants have been designed to strengthen collaboration between industry, education and economic development in order to better respond to the needs of regional and statewide high-growth, high-wage and STEM occupations and industries. Talent Ready Utah has been a successful model for industry collaboration and has demonstrated success in developing new educational programs and aligning existing programs to support industry growth.

TALENT READY
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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:

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

FUNDING UPDATE:

The total funding allotted, $1,928,000, was provided from the Unemployment Insurance Special Administrative Expense Account, which is the sole funding source used for these grants.

OUTCOMES AND KEY MEASURES:

State Fiscal Year 2019

- 11 total grants awarded (nine post-secondary, one public education, one industry association)
- 46 programs developed or expanded
- 1,402 participants enrolled
- 341 participants completed
- 209 credentials provided
- 863 participated in Work-based Learning activities
- 363 teachers trained
- 5 teacher endorsements provided
- 258 entered employment
- 76 partnerships formed

ACHIEVEMENTS:

Whitehorse High School in San Juan County developed an Entrepreneurship Academy where 17 students successfully

created five new businesses. Activities included developing business plans, financial budgets, accounting and sale of products at a school-wide "sell day." Regional stakeholders contributed resources to ensure sustainability and provided $5,500 in seed money for the students to start their businesses.

The University of Utah expanded the Utah Neurodiversity Workforce Program to Utah State University, Utah Valley University and Dixie State University to provide a hub of employment and education resources for individuals on the Autism Spectrum. Training was provided to more than 250 academic faculty and staff to understand best practices to support the success of neurodiverse students, and to 300 employers, managers and employees to understand the value of, and how to effectively work with, neurodiverse colleagues.

Weber State University worked with construction industry partners, Ogden, Weber, Davis and Granite School Districts, the Ogden-Weber and Davis Technical Colleges and Salt Lake Community College to develop the Architecture, Engineering, Construction Pathway; resulting in 25 credits of articulated Tech College coursework and 21 credits of available concurrent enrollment. Training was provided to instructors in additional school districts and post-secondary institutions to make the pathway available statewide.

CHALLENGES:

Talent Ready Utah Grants being one-time funding and no ongoing funding continues to be a challenge for grantees.

For additional information about Talent Ready Utah contact Melisa Stark at mstark@utah.gov, 801-628-4051.

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:

- Increased emphasis on career coaching
- Fatherhood initiative strategies
- Continued follow up on family-focused case management implementation

TANF Grants:

- New three-year cycle of TANF Family Housing grants (formerly TANF rapid rehousing) implemented April 2018.
- TANF II grants fund nine programs in the community that support financial education training for low-income families and youth development for low-income, high-risk youth.
- Interagency agreement with the Department of Human Services that provides recovery support for parents with substance abuse issues as well as mental health early intervention in schools across the state.
- Grant with Utah Criminal Justice Center to evaluate the fatherhood program - Invest in Dads Too.
- Social Research Institute continues to evaluate the Family Employment Program case management and other TANF-funded projects like Invest in You Too.

OUTCOMES AND KEY MEASURES:

Internal Cases Reviewed	Number of Reviews	Case Accuracy	Element Accuracy
Family Employment Program State Fiscal Year 2019	1,657	91.13%	97.54%

PROGRAM HIGHLIGHTS

Positive Closures	Family Employment Program	Family Employment Program – Two Parent
June 2019	77.17%	100.00%
May 2019	76.41%	100.00%
April 2019	77.83%	100.00%

ACHIEVEMENTS:

- Four cohorts of Invest in You Too have been successfully completed. The program has successfully graduated 42 total participants across all four cohorts. The average starting wage for all four cohorts is $13.71. Participants have an average wage of $15.14 90 days after leaving the program.
- Increased partnerships with community providers and other state agencies to address the needs of customers.
- Began tracking reasons parents return to FEP and started tracking longer term employment outcomes.

CHALLENGE:

Due to the success of Utah's economy, the department is assisting a higher number of disadvantaged families with multiple barriers who are unable to obtain employment in a booming economy. The department continues to explore innovative ways of serving these families and helping them overcome barriers to obtain sustainable employment.

For additional information about TANF, contact Brenna Malone at bmmalone@utah.gov or 801-535-3882

THROUGHPUT INFRASTRUCTURE FUND

PROGRAM PURPOSE:

In 2016, the Throughput Infrastructure Fund was established with an allocated $53 million for loans or grants to eligible projects, specifically an electrical transmission line, short line railroad, deepwater port or pipeline for liquid or gaseous hydrocarbons. The fund will be administered by the Permanent Community Impact Fund Board.

KEY INITIATIVES AND STRATEGIES:

The board shall review and approve Throughput Infrastructure Fund applications utilizing a one-time fund of $53,000,000 in sales tax revenues. The board has developed an initial due diligence checklist indicating the requirements for all applications to the Throughput Infrastructure Fund. Because of the scope and nature of the proposed investment, all applications shall be subject to the review of an outside consultant. No applications have been submitted to date.

2019 LEGISLATION 35A-8-39:

The first throughput infrastructure project considered by the impact board shall be a bulk commodities ocean terminal project.

FUNDING UPDATE:

Fund balance: $55,549,447.56

An application has not yet been submitted to utilize the fund.

OUTCOMES AND KEY MEASURES:

Upon receipt of an application from an interlocal agency created for the sole purpose of undertaking a throughput infrastructure project that is a bulk commodities ocean terminal project, the impact board shall grant up to two percent of the money in the Throughput Infrastructure Fund to the interlocal agency to pay or reimburse costs incurred by the interlocal agency preliminary to its acquisition of the throughput infrastructure project and fund the acquisition of the throughput infrastructure project if the application meets all criteria established by the impact board.

ACHIEVEMENT:

- Held in an interest bearing account pending application

VETERAN EMPLOYMENT PROGRAM

PROGRAM PURPOSE:

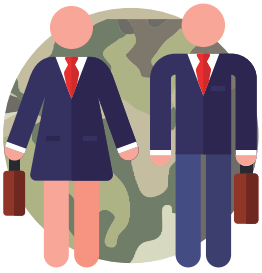
Veteran Employment Services is comprised of services and programs to assist veterans, military service members, and, in some situations, their spouses in obtaining and retaining employment. The federally funded Jobs for Veterans State Grant (JVSG) is specifically targeted to veterans with Significant Barriers to Employment. The team works in collaboration with other public and private entities to make sure services are consistent throughout the state.

KEY INITIATIVES AND STRATEGIES:

- Employment goal: Increase employment for veterans.
  - Priority of service provides veterans preference in delivery of all employment and training services offered by the department.
  - Eight full-time and five part-time Veterans' Representatives (Disabled Veteran Outreach Program, or DVOP, specialists) are located in employment centers

throughout the state to provide intensive service to targeted veteran populations that have barriers in obtaining employment.

- Employer goal: Increase the number of employers hiring veterans and posting job orders.
  - One full-time Local Veteran Employment Representative (LVER) is providing services and coordinating the provision of services from 16 Workforce Development Specialists located throughout the state to promote the hiring of veterans by Utah employers.
  - The Utah Patriot Partnership program began in May 2011. Since then, 2,378 employers have become official partners.
- Education goal: Increase the number of veterans obtaining credentials, certificates and degrees.
  - The department is currently part of the Veteran Education & Training Working Group that is collaborating with the Utah Department of Veteran Affairs and members of Utah System for Higher Education (USHE) and Utah College of Applied Technology (UCAT) to determine pathways for veterans to receive credit for their military experience.
  - The Accelerated Credentialing for Employment (ACE) program leverages a veteran's military experience and skills to the equivalent educational credits, certificates, licenses and credentials to accelerate the veteran's ability to obtain employment. There are four full-time ACE Specialists providing services statewide.



  - ACE placed 307 total customers in FY 2019.
  - ACE specialists conducted 412 outreach activities and educated 6,456 veterans, reservists and spouses about the services provided by the department.

FUNDING UPDATE:

The United States Department of Labor Veteran Employment and Training Services (USDOL/VETS) continues to provide funding for the Jobs for Veterans State Grant (JVSG). The funding Workforce Services received has increased the last three fiscal years. ACE continues to be funded by the American Job Growth funds and the Utah Department of Veteran and Military Affairs to continue to support those service members and their spouses that may not meet the federal definition for veteran status

OUTCOMES AND KEY MEASURES:

1. The DOL/VETS requires a quarterly report on the Veteran Employment Program performance regarding the JVSG. This report tracks the spending for federal funds and the number of veterans served and the services provided throughout the five service areas. The program is also required to negotiate JVSG performance measures with Regional and State DOL/VETS representatives. The new reporting system is expected to be operational in Federal Fiscal Year 2020.
2. Under the JVSG program the state is required to provide 90 percent Individualized Career Services to veterans with Significant Barriers to Employment (SBEs).

Establish, build upon, and sustain partnerships with federal and local agencies, employers throughout the state that pledge to hire and retain veterans, and serve veterans, currently serving military members and their spouses by helping them meet their employment goals.

ACHIEVEMENTS:

In partnership between Workforce Services and the Utah Department of Veteran and Military Affairs, funding has been secured and a new homeless and incarcerated veteran outreach specialist has been hired. This will help provide state assistance and enhance the services and resources provided from a local, state and federal program level for veterans.

Throughout the performance yearEmployment Service Areas (ESA) and staff had 4,614 veterans placements.

Workforce Services exceeded the median salary target set by DOL VETS (JVSG performance goals). Furthermore, staff demonstrated that the services provided by the DVOP specialist resulted in a nearly $1,500 increase over placements without case management services.

CHALLENGES:

One challenge is to reach a larger percentage of the veteran population, those currently serving and their spouses, who may not be aware of the quality employment services employment teams provide. In addition, assisting those customers in meeting their employment goals or providing training services and opportunities for those customers who may be under-employed.

Reaching target audience and seeking participant commitment with apprenticeships, especially those trades throughout the state that are facing workforce shortages.

For additional information about Veterans Employment contact Michael Miller at mikemiller@utah.gov or 801-526-9359.

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 job seekers 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 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 needs 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 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.

Workforce Services operates a highly successful employment preparation program called Work Success. This program serves participants that need intensive assistance in obtaining employment. Work Success has a 70 percent success rate for placing job seekers in employment. Over the last year, approximately two-thirds of the participants were provided services by staff funded through Wagner-Peyser.

OUTCOMES AND KEY MEASURES:

Wagner Peyser Job Seeker Measures for Federal Fiscal Year 2018

1. Employment (Second Quarter after Exit) - 67.60%
2. Employment (Fourth Quarter after Exit) - 67.70%
3. Median Earnings (Second Quarter after Exit) - $5,800

Wagner Peyser Employer Measures for Federal Fiscal Year 2018

1. Employer Engagement Rate - 6.9%
2. Employer Repeat Business Rate - 75.7%

ACHIEVEMENTS:

- Utah exceeded two negotiated Wagner Peyser measures in the last available federal fiscal year
- Wagner Peyser funding allowed Utah to serve 138,331 job seekers and assisted 9,083 employers with 437,072 job openings
- 6,236 job seekers attended mediated employment workshops

CHALLENGES:

New employer measures, employer satisfaction, which are required under WIOA, will impact how services are collected and reported.

For additional information about Wagner-Peyser contact Sandy Terry at 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 targets 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:

- Provide outreach and education about the programs to disadvantaged adults
- Increase staff career coaching skill level
- Increase participant awareness of registered apprenticeship as an option

OUTCOMES AND KEY MEASURES:

WIOA Adult Job Seeker Measures for Federal Fiscal Year 2018

1. Employment (Second Quarter after Exit) - 67.8%
2. Employment (Fourth Quarter after Exit) - 67.8%
3. Median Earnings (Second Quarter after Exit) - $5,887
4. Credential Attainment - 54.3%
5. Measurable Skill Gains - 24.1%

WIOA Dislocated WorkerJob Seeker Measures for Federal Fiscal Year 2018

1. Employment (Second Quarter after Exit) - 83.6%
2. Employment (Fourth Quarter after Exit) - 82.2%
3. Median Earnings (Second Quarter after Exit) - $8,500
4. Credential Attainment - 71.5%
5. Measurable Skill Gains - 29.8%

ACHIEVEMENTS:

- Increased awareness of the WIOA Adult and Dislocated Worker programs for at risk individuals statewide resulting in increased program participation.
- Utah exceeded all three negotiated WIOA Adult and WIOA Dislocated Worker measures in the last available fiscal year.
- Implemented additional case management and reporting system changes to capture all new WIOA required data elements and ensure accuracy of federal reports.
- Provided two training modules on Career Counseling and Career Pathways to help staff better prepare job seekers to engage in the workforce.

CHALLENGES:

Continue to educate disadvantaged and at-risk adults about the program so they can better utilize the services to obtain sustainable employment in a career path.

For additional information about WIOA Adult and Dislocated Worker Programs, contact Lindsay Cropper at lcropper@utah.gov or 801-726-8094.

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 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:

- Continue to expend at least 75 percent of funds on disadvantaged out-of-school youth.
- Continue to support work experience activities for youth by expending 20 percent of youth funding on work experience activities.
- Support the Youth Transition to Adult Living program with co-enrollment in Youth programs. 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:

WIOA Youth Job Seeker Measures for Federal Fiscal Year 2018

1. Employment (Second Quarter after Exit) - 73.1%
2. Employment (Fourth Quarter after Exit) - 72.3%
3. Median Earnings (Second Quarter after Exit) $3,352
4. Credential Attainment - 37%
5. Measurable Skill Gains - 40.2%

ACHIEVEMENTS:

- Utah exceeded two negotiated WIOA Youth Program measures in the last available fiscal year.
- Utah was able to expend over 80 percent of WIOA Youth funding on out-of-school youth.
- Utah was able to expend more than 20 percent of WIOA Youth funding on work experience opportunities for youth.

CHALLENGES:

Continue to educate the most disadvantaged and at-risk youth about services available and help these youth overcome barriers in preparation for employment and education attainment.

For additional information about the WIOA Youth Program, contact Lindsay Cropper at lcropper@utah.gov or 801-726-8094.

BUDGET DATA
STATE FISCAL YEAR 2019

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF EXPENDITURES				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
STATE OFFICE OF REHABILITATION - NBAA						
NBA - SOR Executive Director	693,534	388,089	301,294	3,567	59	525
NBB - Blind & Visually Impaired	3,422,187	2,458,404	918,859	44,924	-	-
NBC - Rehabilitation Services	39,510,386	15,695,791	23,449,984	364,548	6	57
NBD - Disability Determination	13,153,531	-	13,153,531	-	-	-
NBE - Deaf & Hard of Hearing	2,905,104	2,347,539	329,763	181,540	4,354	41,908
NBF - ASPIRE Grant	6,693,578	-	6,693,578	-	-	-
TOTAL NBAA	$66,378,320	$20,889,823	$44,847,009	$594,579	$4,419	$42,490
OFFICE OF CHILD CARE - NCAA						
NCD Early Childhood Teacher Training	109,977	109,977	-	-	-	-
TOTAL NCAA	$109,977	$109,977	$0	**$0**	**$0**	**$0-**
ADMINISTRATION - NJAA						
NJA - Executive Director	873,567	229,652	468,123	6,813	17,223	151,756
NJT - Administrative Support	8,549,078	2,698,182	4,018,103	58,876	155,403	1,618,514
NJE - Communications	1,188,045	300,153	626,698	9,251	23,490	228,453
NJU - Internal Audit	979,642	269,441	532,001	7,756	(4,651)	175,095
NJH - Human Resources	1,579,238	408,872	831,120	15,753	31,344	292,149
TOTAL NJAA	$13,169,570	$3,906,300	$6,476,045	$98,449	$222,809	$2,465,967
OPERATIONS AND POLICY - NJBA						
NJJ - Utah Data Research Center	532,837	522,542	-	-	-	10,295
NJL - Workforce Research and Analysis	2,381,881	218,410	2,010,872	15,675	339	136,585
NJP - Eligibility Services	62,938,337	18,523,673	16,740,242	840,336	687,919	26,146,167
NJD - Workforce Development	65,114,311	16,499,876	41,845,654	25,093	4,196,352	2,547,336
NJB - Facilities and Pass-Through	9,440,876	2,386,721	5,434,162	81,916	163,946	1,374,131
NJY - Information Technology	34,556,760	6,648,119	13,721,638	848,162	2,279,375	11,059,466
NJF - Temporary Assistance for Needy Families	44,767,989	5,506,512	39,261,477	-	-	-
NJS - Nutrition Assistance	96,844	48,455	48,389	-	-	-
NJG - Refugee Assistance	4,973,536	-	4,937,536	36,000	-	-
NJW - Workforce Innovation & Opportunity Act Assistance	3,007,837	5,944	3,001,893	-	-	-
NJR - Child Care Assistance	63,212,317	894,986	62,317,331	-	-	-
NJM - Trade Training & Subsidies	499,404	-	499,404	-	-	-
NJX - Other Assistance	2,259,414	58,322	(19,957)	-	1,994,036	227,013
TOTAL NJBA	$293,782,343	$51,313,560	$189,798,641	$1,847,182	$9,321,967	$41,500,993
NUTRITION ASSISTANCE - NJCA						
NJZ Nutrition Assistance - SNAP	239,723,636	-	239,723,636	-	-	-
TOTAL NJCA	239,723,636	$0	$239,723,636	$0	$0	$0
GENERAL ASSISTANCE - NKAA						
NKA General Assistance	3,582,752	3,332,752	-	-	-	250,000
TOTAL NKAA	$3,582,752	$3,332,752	$0	$0	$0	$250,000

BUDGET DATA CONT.

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
UNEMPLOYMENT INSURANCE - NLAA						
NLA - Unemployment Insurance	15,529,745	6,574	13,996,507	402,408	1,124,256	-
NLJ - Adjudication	3,320,133	802,726	2,322,894	29,451	70,183	94,879
TOTAL NLAA	$18,849,878	$809,300	$16,319,401	$431,859	$1,194,439	$94,879
OPERATION RIO GRANDE - NRAA						
NRA - Operation Rio Grande	8,322,770	8,322,770	-	-	-	-
TOTAL NRAA	$8,322,770	$8,322,770	$0	$0	$0	$0
HOUSING AND COMMUNITY DEVELOPMENT - NSAA						
NSA - HCD Administration	1,040,613	58,723	491,981	(67,039)	556,948	-
NSC - Community Development	6,529,992	268,721	5,315,150	427,751	518,370	-
NSE - Housing Development	1,790,338	90,414	701,602	-	498,322	500,000
NSF - Community Services	3,895,252	899,924	3,432,644	-	(437,316)	-
NSG - Home Energy Assistance Target	19,061,662	68	19,040,045	21,549	-	-
NSH - Homeless Committee	27,980,841	3,924,835	2,037,058	18,140	22,000,808	-
NSN - Weatherization Assistance	8,823,335	4,748	7,951,618	866,969	-	-
TOTAL NSAA -	$69,122,033	$5,247,433	$38,970,098	$1,267,370	$23,137,132	$500,000
COMMUNITY DEVELOPMENT CAPITAL BUDGET - NTAA						
NTE - Permanent Community Impact Board	53,504,657	-	-	-	53,504,657	-
TOTAL NTAA	$53,504,657	$0	$0	$0	$53,504,657	$0
SPECIAL SERVICES DISTRICTS - NWAA						
NWA - Special Service Districts	3,268,578	-	-	-	3,268,578	-
TOTAL NWAA	$3,268,578	$0	$0	$0	$3,268,578	$0
WORKFORCE SERVICES FUNDS						
2115 - Navajo Revitalization Fund	1,680,743	-	-	-	1,680,743	-
2135 - Uintah Basin Revitalization Fund	7,603,426	-	-	-	7,603,426	-
2151 - Qualified Emergency Food Agencies Fund	1,101,936	-	-	-	1,101,936	-
2260 - Child Care Fund	4,053	-	-	-	4,053	-
2265 - Refugee Services Fund	22,451	-	-	-	22,451	-
2345 - Utah Community Center for the Deaf Fund	317	-	-	-	317	-
2355 - Individuals with Visual Impairment Fund	23,500	-	-	-	23,500	-
5110 - Unemployment Compensation Fund	154,681,055	-	4,438,270	-	150,242,785	-
7355 - Individuals with Visual Impairment Vendors Fund	123,081	-	-	-	123,081	-
Olene Walker Housing Funds (Grants)	1,573,163	-	-	-	1,573,163	-
TOTAL WORKFORCE SERVICES FUNDS	$166,813,725	$0	$4,438,270	$0	$162,375,455	$0
DEPARTMENT TOTALS	$936,628,239	$93,931,915	$540,573,100	$4,239,439	$253,029,456	$44,854,329

COMMISSION ON HOUSING AFFORDABILITY

The Commission on Housing Affordability was created during the 2018 General Legislative Session. The commission provides recommendations to the governor and legislature on strategies, policies, procedures and programs to address the housing affordability needs of the state. The commission will increase public and government awareness and understanding of the housing affordability needs of the state and how those needs may be most effectively and efficiently met.

The commission receives recommendations from five focus groups:

1. Transit Oriented Development
2. Vouchers
3. Low-Income Housing Tax Credits
4. Redevelopment Agencies
5. Olene Walker Housing Loan Fund

GOAL

The goal of the commission is to increase housing affordability throughout the state and to plan for the housing needs of Utah's growing population.

DATA

Progress and performance measures will be determined in SFY20.

ACHIEVEMENTS

Passage of Senate Bill 34 ties moderate-income housing plans to transportation funds.

CHALLENGE

There are not enough funds to meet the affordable housing need. The Commission must identify strategies to leverage available funding resources and programs to create and preserve affordable housing units throughout the state

COMMUNITY DEVELOPMENT BLOCK GRANT POLICY BOARD

The state Small Cities Community Development Block Grant (CDBG) program serves the needs of rural Utah, specifically those low- and moderate-income (LMI) communities with populations less than 50,000 and counties with less than 200,000. Most projects are located in communities with less than 10,000 people.

The annual award from the U.S. Department of Housing and Urban Development is allocated to the seven Associations of Governments (AOG) regions using objective criteria approved by the policy board. Each AOG awards funding to projects that address the local priorities and needs. The most common grants are for infrastructure projects such as water and sewer upgrades and single family housing rehab for low-income families. Public facilities such as community centers, senior centers, Americans with Disabilities (ADA) improvements and fire stations/equipment are also popular.

DATA

- $5,107,296 - State Fiscal Year 2019 - HUD Funding Allocated to 37 Projects
- $261,050 - State Fiscal Year 2019 - HUD Funding Allocated to State Administration
- $161,050 - State Fiscal Year 2020 - State Match Allocated to State Administration

GOAL

The primary goal of the CDBG program is to support the sustainability of rural Utah by funding projects that will make the greatest impact on lower income communities.

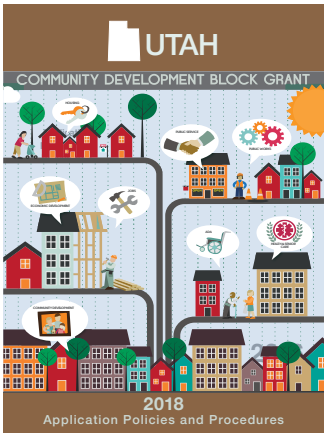
ACHIEVEMENTS

The Utah CDBG program continues to rank in the top five states for expending their annual allocation quickly. The state's application process ensures that projects are ready to start as soon as the CDBG funding is available.

A new regional allocation formula has been adopted and ensures that as economic indicators change, the regions that have the greatest need for the CDBG dollars will receive a larger share of the state's allocation.

CHALLENGE

It is very important for the communities that receive CDBG funding to tell their stories in order to increase the awareness of the importance of CDBG funding to rural Utah. Congress needs to increase, not cut, funding for this critically important program.



GOVERNOR'S COMMITTEE ON EMPLOYMENT FOR PEOPLE WITH DISABILITIES

The Governor's Committee on Employment for People with Disabilities works with state agencies and other organizations 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 its partners include training on disability awareness, customized accommodation assistance, consultation on disability issues and individualized supports, connections to business networks, employer training workshops and job fairs.

GOAL

To achieve equal employment opportunities for Utahns with disabilities through employer education, promotion and support.

DATA

- 337 businesses received individualized employer support
- 510 jobseekers and 83 business partners participated in the Work Ability Job Fair
- 175 youth participated in Transition Mentoring Events
- 174 business partners attended a workshop on disabilities in the workplace

ACHIEVEMENTS

- Continued to partner with Disability:IN Utah, a business-led non-profit, to host a day-long conference that included the 45th annual Golden Key awards. The event had 204 participants.
- Hosted two additional employer workshops in Southern Utah based on demand. Forty-five businesses in Southern Utah participated.

GOVERNOR'S EARLY CHILDHOOD COMMISSION

In the 2019 legislative session, H.B. 47 Early Childhood Coordination Amendments was passed and subsequently signed by Governor Herbert. This bill created the Governor's Early Childhood Commission (Commission) and codified the existing Early Childhood Utah committee in UCA 22-66 and UCA 63M-13 respectively. The statute also requires the Commission to submit an annual report to the Governor and Economic Development and Workforce Services Interim Committee by October 1st each year.

GOAL

The Early Childhood Commission is designed to allow Utah to enhance the available support for families with young children through the establishment of a coordinated early childhood system. Duties of the commission include: providing accurate and comprehensive information to Utah parents and families; facilitating improved coordination between agencies and community partners; sharing and analyzing information; developing a comprehensive delivery system of services; and identifying opportunities for and barriers to the alignment of standards, rules, policies and procedures.

On Oct. 2, 2019, the Commission will hold its inaugural meeting, seating the Commission members and establishing a foundational understanding of the early childhood landscape in Utah. The Commission will review ongoing statewide initiatives happening in early childhood, including the activities occurring in conjunction with the Empowering Utah Families Through a Coordinated Early Childhood B-5 System grant. This grant funding is facilitating a statewide needs assessment, a strategic plan, and the design of a universal website that will allow Utah families to navigate the resources available for their young children. It is anticipated that the bulk of the grant work will be completed by 2020.

The Commission anticipates meeting one additional time this year, at which they will review the needs assessment, adopt a strategic plan including short and long term objectives, and discuss the opportunity for additional grant funding.

DATA

- In early 2020, the Commission will receive its first needs assessment of Utah's early childhood system.

INTERGENERATIONAL WELFARE REFORM COMMISSION

Thousands of Utah families are living in intergenerational poverty (IGP) — 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 work to reduce the number of children who remain in the cycle of poverty as adults.

Intergenerational Poverty Initiative

Annual Report 2018

Five- and 10-Year Plan

Summary of Recommendations

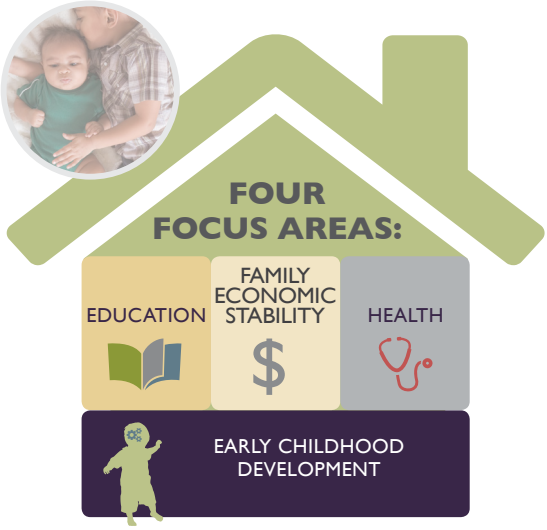
GOAL

To reduce the number of Utah families in the cycle of poverty, improving their quality of life and helping them become economically stable.

DATA

- 24 percent of children experiencing IGP experienced substantiated cases of abuse or neglect in 2017 — an 8 percent decline since 2012.
- 74 percent of students experiencing intergenerational poverty graduated from high school in 2017 — a 48 percent increase since 2012.
- 37 percent of children moved more than once in a 12-month period in 2017 — a 10 percent decrease since 2013.
- 48 percent of schools serving high percentages of children at risk of remaining in poverty provided access to behavioral mental health specialists in 2017 — a 10 percent increase since 2016.

For the latest data, view the Five- and 10-Year Data Tools at: intergenerationalpoverty.utah.gov.



NAVAJO REVITALIZATION FUND

The Navajo 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 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.

The NRF is controlled by a five-member board composed of a governor's designee, two members of the San Juan County Commission whose districts include portions of the Navajo Reservation, the chair of the Navajo Utah Commission or his designee, and a president of one of the seven chapters located in Utah or his designee.

GOAL

Maximize the long-term benefits of state severance taxes paid on oil and natural gas production by providing grants and/or loans to agencies of county or tribal government in San Juan County which are impacted by the development of oil and gas interests in Utah held in trust for the Navajo Nation and its members.

DATA

State Fiscal Year 2019 revenue = $877,590

Approved Projects Federal Fiscal Year 2019		
Allocation	$1,203,239	
Project Type	Number of Projects	$ Amount
Buildings	3	$367,809
Housing	30	$502,918
Planning	1	$14,608
Transportation	0	0
Utility Improvements	8	$223,448
Totals	**42**	**$1,108,784**

(*) Annual allocation exceeds annual revenue due to unallocated and re-allocated funds

Recipient	Number of Grant Awards	Total Awards
Aneth	8	$191,217
Dennehotso	2	$91.288
Mexican Water	4	$137,930
Navajo Mountain	1	$248,163
Oljato	3	$104,282
Red Mesa	12	$214,700
Teec Nos Pos	5	$106,595
Navajo Utah Commission	1	$14,608

ACHIEVEMENTS

- 42 Projects were funded, many of which have multiple families or individuals.
- Allocated 100 percent of new revenue.

CHALLENGE

The limited amount of funding must be split between the seven Utah Navajo Chapters and because it's based on population, some chapters receive minimal funds.

For additional information about the Navajo Revitalization Fund, contact Jess Peterson at jesspeterson@utah.gov or 801-468-0145.

OLENE WALKER HOUSING LOAN FUND BOARD

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

GOAL

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).

DATA

Total budget State Fiscal Year 2019 = $8,446,519:

- Federal HOME allocation = $3,114119
- State Low-Income Housing Appropriation = $2,242,900
- Individual Development Accounts Appropriation = $89,500
- National Housing Trust Fund = $3,000,000

ACHIEVEMENTS

- Total units assisted: 1,417
- Multi-Family Program Leveraged Funds: $20.08 : 1
- Jobs Created: 3,911

CHALLENGE

Limited funding availability creates a challenge in trying to meet the affordable housing needs for the citizens of Utah.

PERMANENT COMMUNITY IMPACT FUND BOARD

The Permanent Community Impact Fund is a program of the state of Utah that provides loans and grants to state agencies and subdivisions, 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.

GOAL

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.

DATA

- $79,030,628 in State Fiscal Year 2019 State Mineral Lease Revenue
- $36,581,586 (32.5%) in Federal Fiscal Year 2019 Permanent Community Impact Fund Revenue
- $112,173,810 disbursed on 83 projects

See the full committee report and complete funding list at https://jobs.utah.gov/housing/community/cib/documents/cibreport.pdf.

ACHIEVEMENTS

- The Fund received $36,581,586 in new revenue and allocated $112,173,810 due to sound funding principles which keeps the fund revolving.
- 83 projects were funded.

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

REFUGEE SERVICES BOARD OF ADVISORS

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

2018 Report to the Governor

GOAL

To provide support and advice to RSO in its efforts to provide service coordination, accountability, advocacy and resource development for refugees in Utah. The board is responsible for raising awareness among the public and policy makers on refugee issues, recommending ways to more successfully integrate refugees and involve them in mainstream services, and identify service gaps and funding that could fill them.

DATA

Refugees Served	
State Fiscal Year	# Served
2018	8,044
2019	8,624

ACHIEVEMENTS

- Refugee Services hosted a visit from the Deputy Director of the U.S. Office of Refugee Resettlement, Ken Tota, along with some key staff. Tota toured the Utah Refugee Education and Training Center, visited key partner agencies, including the International Rescue Committee and Catholic Community Services, and participated in a meeting with Advisory Board Members. Tota said, "Refugees placed in Utah are fortunate to be supported by such a strong state-supported resettlement program, bolstered by a welcoming community and robust opportunities for case management, training and employment."
- The Employment Subcommittee worked closely with RSO to build short-term trainings and to identify common strategies among employment providers for refugee employment in Utah.

CHALLENGE

The Refugee Advisory Board continues to work to educate employers and others in Utah about refugees, the two-way integration process to provide a welcoming space and the contributions refugees make in the state.

STATE HOMELESS COORDINATING COMMITTEE

The State Homeless Coordinating Committee, chaired by Lt. Governor Spencer Cox, is comprised of members appointed by the governor and directs state and federal funds to homeless and housing service providers throughout the state. Resources include funds from the Pamela Atkinson Homeless Trust Fund, Homeless to Housing, federal Temporary Assistance for Needy Families program, and the federal U.S. Department of Housing and Urban Development Emergency Solutions Grant.

GOAL

Homelessness Funding provides statewide support of project services and interventions that focus on making episodes of homelessness rare, brief and non-recurring. The three key system measurements of progress in alignment with Home, Together and the HEARTH Act for the Housing and Community Development Division (HCD) Homelessness funds are to:

1. Reduce the rate of first-time homelessness;
2. Reduce the time individuals and households remain homeless; and
3. Reduce returns to homelessness.

DATA

Project measures are collected for diversion, emergency shelter, HMIS comparable database, homelessness prevention, permanent supportive housing for persons with disabilities (psh), rapid re-housing, single room occupancy, street outreach, transitional housing, or other elements.

Homeless to Housing Reform Restricted Account	
Description	FY 2019 Expenditures
Administration	$162,524.26
Shelter Operations	$5,540,614.21
Diversion	$48,664.43
Permanent Supportive Housing	$103,634.00
Rapid Rehousing	$241,889.90
Downtown Shelter Purchase	$4,000,000.00
Resource Center Construction	$8,339,908.36
Total FY 2019 Expenditures	**$18,437,235.16**

All projects will report:

- Number of clients served
- Number of adults served
- Number of project leavers
- Average length of stay in project
- Number of exits into a permanent destination
- Number of returns to homelessness for project participants who exited to a permanent destination two years prior
  - Number of returns within 6-12 months
  - Number of returns in two years

ACHIEVEMENTS

Detailed data regarding measurements and achievements can be found in the State of Utah Annual Report on Homelessness, 2019 https://jobs.utah.gov/housing/scso/documents/homelessness2019.pdf.

- The number of individuals exiting homeless services to permanent housing increased when compared to the previous reporting year.
- The rates of individuals returning to homelessness within two years decreased when compared to the previous year.
- The system is highly effective in serving the most vulnerable, with 92 percent of individuals who are enrolled in permanent housing projects other than rapid rehousing either exiting to or retaining permanent housing within the last reporting year.
- The State Homeless Coordinating Committee adopted a statewide strategic plan, *Working Together to Make Homeless in all of Utah Rare, Brief, and Non-Recurring*, on homelessness on Sept. 25, 2019.

CHALLENGES

- Requests for funding outnumber the available resources, although they have increased in recent years.
- Implementation of housing supports related to Medicaid waiver that allows for some homeless services to be billed to Medicaid.
- Capacity for Housing and Community Development Division to provide adequate support and technical assistance for successful implementation of a newly developed Statewide Strategic Plan on Homelessness.

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 organizations. 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 Utah's Unified Plan. To learn more about the board, visit jobs.utah.gov/edo/statecouncil/index.html.

GOAL

The State Workforce Development Board leads the development and continuous improvement of the workforce development system in Utah. The board assists the governor in the development, implementation and modification of the state Workforce Innovation and Opportunity Act (WIOA) plan through committees overseen by the Board and chaired by members that fulfill assignments related to these activities. The State Workforce Development Board reviews and approves Utah's State Plan, including all modifications.

ACHIEVEMENTS

The State Workforce Development Board actively participated in the grant award process for Adult Education and Family Literacy Act funds. The board made recommendations based on their review of selected sections of the grant forms. Adult Education awarded funds to 24 districts and organizations throughout Utah.

Utah's State Workforce Development Board certified the state's fifth Comprehensive One-Stop Center. The certification process includes a partner agency management meeting, training all partner staff to ensure they are familiar with the services and resources available, the board's review of the center to ensure customers have access to high-quality services from all WIOA partners, and the centers commitment to meeting at least two times per year for continuous service alignment and coordination improvement.

A job seeker survey was developed with active participation from the State Workforce Development Board. The survey was implemented statewide in all comprehensive and affiliate one-stop centers. Early results are providing information to help improve and align services and coordinate with partners in the one-stop centers.

CHALLENGE

During 2019 and 2020, the State Workforce Development Board plans to certify three additional comprehensive one-stop centers and recertify the Price one-stop center. The Board will also participate in gathering feedback from businesses with the new employer survey that has recently been developed.

STATE WORKFORCE
DEVELOPMENT BOARD

UINTAH BASIN REVITALIZATION FUND

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 the state, its political subdivisions and the tribe.

GOAL

KEY INITIATIVES AND STRATEGIES:

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

FUNDING UPDATE:

State Fiscal Year 2019 Revenue: $4,286,670

DATA

Approved Projects Federal Fiscal Year 2019		
Allocation	$4,286,670	
Project Type	Number of Projects	$ Amount
Planning	0	0
Housing	4	$2,111,000
Public/Government Facility	12	$1,504,397
Recreation/Culture	6	$938,551
Transportation	2	$120,500
Utility Improvements	1	$48,000
Totals	**25**	***$4,722,448**

(*) Annual allocation exceeds annual revenue due to unallocated and re-allocated funds

Recipient	Number of Grant Awards	Total Awards
Ute Tribe	4	$ 3,469,578
Duchesne County	1	$ 367,870
Uintah County	1	$ 885,000

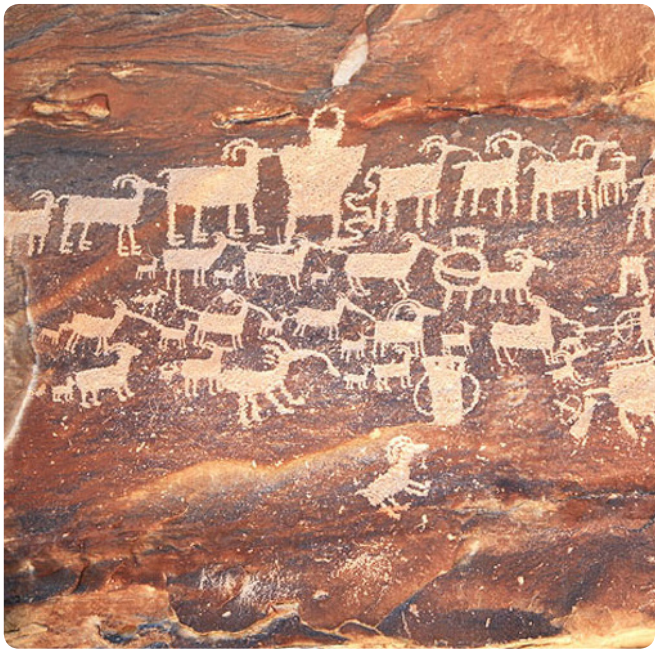
ACHIEVEMENTS

- 25 projects were funded.
- Allocated 100 percent of new revenue.

CHALLENGE

Maintaining the relationship between the counties and the Ute Indian Tribe.

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



WOMEN IN THE ECONOMY COMMISSION

The Women in the Economy Commission identifies and recommends specific policies, procedures and programs to best respond to the rights and needs of Utah women in the economy. Additionally, the commission facilitates coordination of the functions of public and private entities concerned with women in the economy.

Women in the Economy Commission

GOAL

To increase public and government understanding of the current and future impact and needs of women and how these needs can be met.

DATA

To view the latest data on women in the economy, visit Research and Data

ACHIEVEMENTS

- The Commission works with policymakers, scholars, and public interest groups to design, execute, and disseminate research to better understand the economic issues affecting women and families in Utah. In 2018 they partnered with the University of Utah to produce research on women in higher education. This outlined the challenges women have in obtaining higher education degrees to identify which areas need improvement.
- In 2018, the Commission held a Roundtable on Women's Postsecondary Education at the Capitol to discuss research and the 2012 Women's Task Force Recommendations. It was well attended by women in all fields across Utah, as well as students currently working toward their degrees. Input was well received on places Utah needs to focus to help women obtain higher education.
- The Commission invites legislators who are presenting bills that pertain to the Commission's goals during each legislative session to present them before the Commission for input. The Commission is able to offer suggestions and support for legislators running current bills.