



2026 Annual Report



**Department of
Workforce
Services**

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Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162

COMMISSIONER LETTER

DEAR LEGISLATORS AND PARTNERS:

Reflecting on the past year, I am deeply proud of the work accomplished across our divisions and programs. Our employees remained focused on a simple goal: helping Utahns find stability, opportunity and a path forward while being good stewards of the public resources entrusted to us. That commitment starts with ensuring our programs are working as they should and that assistance reaches the people who are eligible for it. Program integrity continues to be a priority for the department.

- **Utah's Unemployment Insurance program** was recognized by the U.S. Department of Labor as a "Tier 0" state, indicating a top-performing state program after meeting all federal performance standards and anti-fraud measures. This reflects the strength of our identity verification, fraud prevention and compliance efforts. It also demonstrates that Utah is protecting program integrity while ensuring eligible workers receive the support they need.
- **Utah's Supplemental Nutrition Assistance Program (SNAP)** remains one of the strongest in the nation for payment accuracy. Utah was one of only 10 states with a SNAP payment error rate below the federal 6% threshold. This achievement reflects the dedication of our Eligibility Services Division and our responsibility to ensure benefits are administered accurately and public dollars used wisely.
- **Utah's state-developed EBT card lock** gave customers greater control over their benefits and helped address the problem of EBT theft. The tool was used hundreds of thousands of times last year before upgrades could be made by our third-party EBT card vendor. It is an ongoing effort to protect families from benefit theft while making assistance easier and more secure to access.

Protecting resources is only part of our responsibility. We also want to ensure Utahns have multiple pathways to opportunity and meaningful employment. For those looking for an alternative to the traditional four-year college path, apprenticeships provide a way to learn valuable skills, earn a paycheck and build a career. Utah's apprenticeship system continues to expand as we brought on a record number of active apprenticeship programs to develop the skilled workforce that benefits both workers and employers.

Through Project BRIDGE, State Homeless Coordinator Tyler Clancy and the Office of Homeless Services worked with local governments, service providers and community partners to respond to the loss of temporary overflow shelter capacity and connect people experiencing homelessness with shelter and other services. The effort highlighted an important part of our approach: we can provide compassion and support while also building a system focused on accountability, stability and lasting solutions.

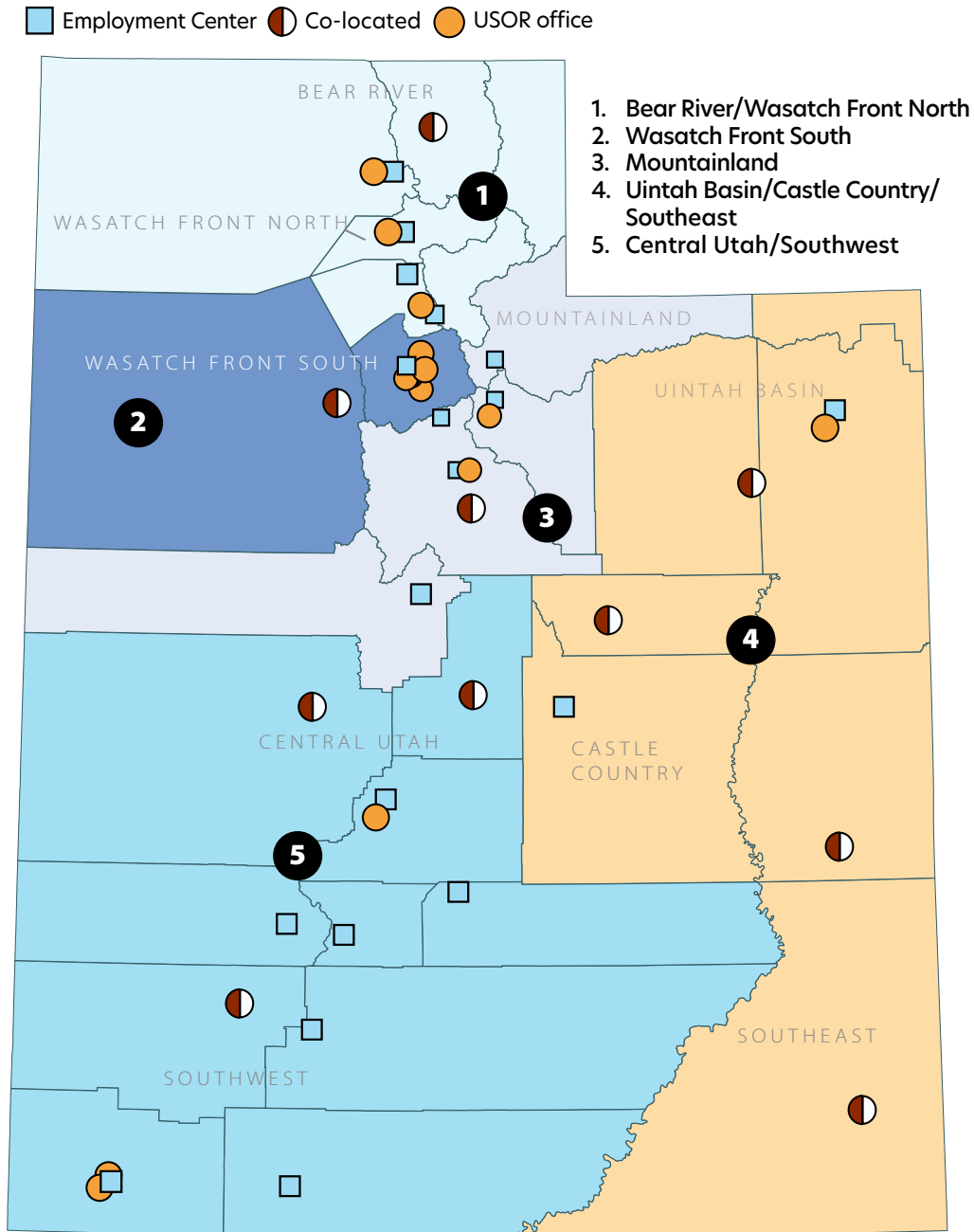
These efforts are closely connected to our broader mission of strengthening Utah's workforce. Our teams helped connect employers with job seekers, supported Utahns with disabilities in finding and retaining employment, and helped individuals access training and other resources that can lead to careers with upward mobility opportunities. As Utah's economy continues to change, these connections will become increasingly important.

This report highlights the work and accomplishments of our divisions during state fiscal year 2026. I'm grateful to the employees who carry out this work every day and to the legislators, community partners, employers and organizations who help us serve Utahns in a meaningful way. Thank you for your continued support and for the opportunity to serve the people of Utah.



Casey R. Cameron, Commissioner
Utah Department of Workforce Services

EMPLOYMENT CENTER LOCATIONS



MISSION

We strengthen Utah's communities by connecting the workforce to new opportunities and providing services to individuals and families in need.

OFFICE OF THE COMMISSIONER

CASEY CAMERON, COMMISSIONER



Casey has served as the executive director and commissioner of Workforce Services for almost seven years. She has been instrumental in overseeing significant departmental changes, such as forming new divisions, launching new programs and leading the department through the COVID-19 pandemic. On behalf of Gov. Cox, she co-chairs Utah's singular State Workforce Development Board and also sits on the Utah Homeless Services Board. Casey is a recipient of the 2018 Governor's award for leadership and the 2010 Governor's award for innovation and efficiency. She is a graduate of the University of Utah with a bachelor's degree in social and behavioral health.



REBECCA BANNER, DEPUTY COMMISSIONER

Rebecca is a deputy commissioner and has worked for the department for 26 years, starting as an employment counselor and later working in program and training, employment center management, housing, homelessness and as the Office of Child Care director. She currently supports the Housing and Community Development Division, Office of Child Care, Workforce Research and Analysis and the Refugee Services Office.



KEVIN BURT, DEPUTY COMMISSIONER

Kevin serves as a deputy commissioner and has been with the department for more than 20 years, starting as an employment counselor and then moving to the Eligibility Services Division, where he was an assistant director. Most recently, Kevin served as the division director for Unemployment Insurance. He currently oversees Eligibility Services, Unemployment Insurance, Adjudication and Legislative Affairs.



GREG PARAS, DEPUTY COMMISSIONER

Greg is a deputy commissioner and has more than 20 years with the department. Greg held positions ranging from a frontline staff member to various leadership roles. He currently oversees Workforce Development (including activities within over 30 employment centers, apprenticeships and veteran services), Administrative Support, Technology Services and the Utah State Office of Rehabilitation.

CORNERSTONES

Employee
Success



Customer
Experience



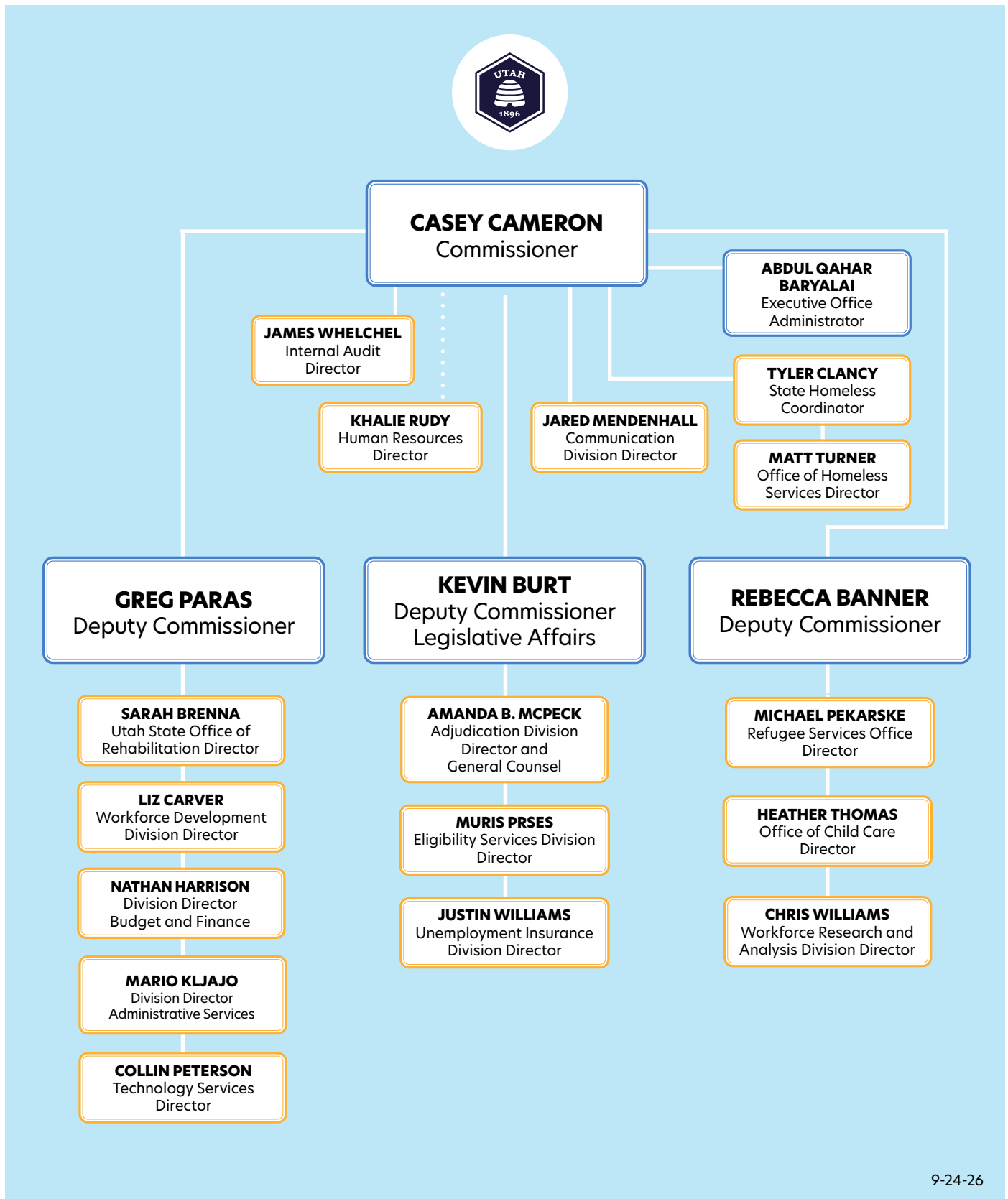
Community
Connection



Operational
Excellence



ORGANIZATIONAL CHART



9-24-26

DIVISION HIGHLIGHTS

ELIGIBILITY SERVICES DIVISION



Muris Prses, Director
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Full-Time Employees: 805

Eligibility Services administers temporary supportive services to Utah families and individuals as they work towards gainful employment and self-sufficiency.

The Eligibility Services Division is the largest 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 by calling eligibility services or using myCase 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
2025	114,663
2026	110,895
PRT Edit Accuracy	
State Fiscal Year	Rate
2025	94.76%
2026	93%
Timeliness (All Programs)	
State Fiscal Year	Rate
2025	92.1%
2026	91.37%
Total Unique Households	
State Fiscal Year	# of Households
2025	270,768
2026	266,826

Total Unique Individuals	
State Fiscal Year	# of Individuals
2025	496,193
2026	482,321
Total Applications	
State Fiscal Year	# of Applications
2025	328,632
2026	308,237

ACHIEVEMENTS

- The division developed an internal process to prevent thieves from stealing EBT benefits through skimming and cloning. This process allowed customers to lock and unlock their SNAP benefit through the myCase Portal. It has been used 240,622 times since inception. Additionally, the state pursued contracts with the EBT vendor that add additional protections to consumers. This includes not

only features such as out-of-state blocking, but also allows additional methods to perform these functions. What was only an EBT app functionality can now be accomplished via phone call or online.

- The division was one of only 10 states to achieve a 6% or lower SNAP accuracy rate, finishing the year with a 5.54% error rate in determining SNAP eligibility.
- The customer experience in myCase has improved with opportunities for customers to give feedback and an “application tracker” that lets customers see where their application is in the determination process.

CHALLENGES

- Federal programs regularly change; while challenging, Workforce Services is well-designed to meet those challenges. For example, work requirements for Medicaid are nationally required beginning January 1, 2027. Utah’s integrated model, which houses workforce and safety net programs under Workforce Services, is well-positioned to implement this requirement successfully, aiding people toward self-sufficiency.
- Recruiting and retaining employees remains a challenge, especially while adapting to policy changes, developing training and implementing systemic improvements within mandated timeframes.

HOUSING AND COMMUNITY DEVELOPMENT

During the 2026 Legislative Session, H.B. 68 relocated housing programs within the Department of Workforce Services Housing and Community Development Division to the Governor’s Office of Economic Development (GOED). Instead of multiple agencies handling different housing and community development policies and programs, Utah centralized those functions within one division. The program changes took effect July 1, 2026.

The bill repealed the Commission on Housing Affordability (CHA) and changed the positions on the Utah Housing Corporation Board. It also created a State Housing Coordinator position within Housing and Community Development, appointed by the governor and confirmed by the Senate, to lead the state’s housing strategy and coordinate with other groups like the Utah Housing Corporation.

GOED Housing and Community Development Division programs include:

- Community Development Block Grant
- Community Impact Fund
- Deeply Affordable Housing, HOME-ARP, Section 811 Supportive Housing for Persons with Disabilities and Attainable Housing Grants (formerly housed with the Office of Homeless Services)
- Housing Choice Voucher Incentive
- Moderate Income Housing Reporting
- Navajo Revitalization Fund
- Olene Walker Housing Loan Fund
- Private Activity Bond

- Recovery Housing Program
- Uintah Basin Revitalization Fund

Programs remaining at Workforce Services include:

- Community Services Block Grant
- Earned Income Tax Credit
- Emergency Food Assistance
- Home Energy Assistance Target (HEAT) Program
- Moratorium on Involuntary Termination of Utility Services
- Qualified Emergency Food Agency Fund
- State Community Services Act
- Weatherization Assistance Program

OFFICE OF CHILD CARE



Heather Thomas, Director
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Full-Time Employees: 30

Through the Office of Child Care, low-income parents have access to affordable and quality child care for their children and providers receive resources to support early childhood development.

The Office of Child Care provides resources to promote high-quality child care and accessible, affordable out-of-school time care for Utah families, with a particular focus on low-income working families. In addition to offering child care subsidies to families, the office helps child care providers establish programs that care for children in safe, nurturing and developmentally appropriate settings. The office also supports the child care workforce through professional development opportunities and assistance. It operates a website with information on licensed and regulated child care providers and resources to help parents understand the importance of quality care and make informed decisions when choosing a provider.

GOAL

To ensure that low-income Utah families have access to affordable, high-quality care for their children.

DATA AND METRICS

Child Care Average Monthly Caseload (Households)	
State Fiscal Year	Average Monthly Child Care Households
2024	7,932
2025	8,638
2026	9,125
Child Care Cases Determined Eligible Within 30 Days	
State Fiscal Year	Child Care Timeliness Rate
2024	92%
2025	91%
2026	90%
# of Licensed Providers Receiving State Subsidy	
State Fiscal Year	# of Licensed Providers
2024	1,262
2025	1,290
2026	1,345



ACHIEVEMENTS

- At the end of the fiscal year, 205 programs had a current Child Care Quality System rating. The system helps families make informed choices about quality child care. Of those programs, 99 or 48%, earned a High Quality rating. This marks the highest participation and the greatest number of programs rated High Quality since the system began in fiscal year 2020.
- The Child Care Quality System scoring framework was revised to give child care programs more options and flexibility in demonstrating their quality.
- A new overpayment dashboard was added to the Child Care Provider Portal. This new tool

gives providers that accept child care subsidy payments a clear view of their outstanding balances, making it easier to manage and submit repayments on time.

CHALLENGE

As costs of providing quality care rise and the need for child care assistance grows, the state has faced reductions in its annual federal Child Care and Development Fund grant. The division has made budget adjustments aimed at balancing financial needs of families with support for child care programs. It will continue to prioritize available funding to help those most in need.

OFFICE OF HOMELESS SERVICES



Tyler Clancy, State Homelessness Coordinator
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Matthew Turner, Director
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Full-Time Employees: 29

The Utah Office of Homeless Services reports to the State Homelessness Coordinator. The office administers state and federal funding appropriated specifically for homelessness response. Federal funding is allocated to the office from the U.S. Department of Housing and Urban Development. Homelessness funding supports public or private not-for-profit organizations, faith-based organizations, state departments and agencies, units of local governments and Indian tribal governments that provide support and services to people experiencing or at risk of homelessness throughout the state. In addition to funding administration, the Office of Homeless Services:

- Supports the Utah Homeless Services Board.
- Supports the Utah Homeless Network.
- Develops and coordinates the state's response to homelessness through the Utah Strategic Plan on Homelessness. The current strategic plan can be viewed here: jobs.utah.gov/homelessness/homelessnessstrategicplan.pdf.
- Administers the Utah Homeless Management Information System (UHMIS) with the concurrence of continuum of care organizations approved by the U.S. Department of Housing and Urban Development.
- Oversees state and federal data reporting and releases the statewide [Annual Data Report on Homelessness](#).
- Serves as the designated HUD Collaborative Applicant for the Balance of State Continuum of Care.

- Organizes and executes training opportunities for homeless service providers, including an [annual homelessness conference](#).
- Provides technical assistance, monitoring and program support to homeless service providers.
- Supports [13 Local Homeless Councils](#) throughout the state and the three Continuums of Care.
- Creates and maintains statewide dashboards related to emergency shelter bed availability and annual data.

GOAL

To address homelessness through partnerships and collaborative initiatives with state and local leaders, philanthropic partners, service providers and individuals with lived experience.

DATA AND METRICS

Data can be found here: [Annual Data Report on Homelessness](#).

ACHIEVEMENTS

- In accordance with Utah State Code 35A-16-10, the Office of Homeless Services onboarded the homeless service provider ombudsman. During the state fiscal year 2026, the ombudsman resolved 77 of 126 received complaints and made three recommendations to the office.
- In accordance with Utah State Code 35A-16-205.1, the office worked with the Utah State Hospital and emergency shelter providers statewide to create and train staff on a referral pathway and prioritization process that ensures individuals exiting the hospital do not enter unsheltered homelessness.
- The State Homelessness Coordinator and Office of Homeless Services worked closely with counties of the second class in their planning for winter response to increase the availability of homeless services year-round. This will help ensure Utahns can receive the support they need in their home communities.
- The Legislature invested an additional \$42.5 million in the Office of Homeless Services to help Utah move beyond an emergency-response

approach and toward longer-term solutions. This funding will support Gov. Cox's three core pillars: accountability for high utilizers, continued investment in emergency shelter and supportive housing, and expanded mental and behavioral health capacity.

- Davis County expanded its year-round homeless response system by adding permanent supportive housing while operating a 30-bed Code Blue emergency shelter during the coldest winter nights.
- Utah County provided 75 beds through a fixed-location warming center, with capacity to expand to 110 beds during Code Blue events.
- Salt Lake County extended critical shelter operations in SFY26 through Project BRIDGE, preserving 678 emergency shelter beds and expanding access to housing and supportive services.

CHALLENGES

- Utah's homeless response system continues to face challenges providing flexible, comprehensive case management and wraparound services. The office is shifting toward provider models that support long-term recovery and self-sufficiency through the Pathway to Human Thriving, which measures progress across nine areas, including health, employment, education, income stability, legal resolution, reduced emergency service use and social connections.
- The state is increasingly focused on unsheltered homelessness and managing capacity, public safety and public health efforts. Strategies and responses are being developed in coordination with local governments.
- Utah is transitioning to an outcomes-based funding model that ties funding to measurable progress in recovery, employment and long-term stability rather than bed capacity or service counts. This approach strengthens accountability and incentivizes lasting exits from homelessness rather than ongoing crisis management.

See Appendix A for the Allocation Plan and Appendix B for disbursements.

REFUGEE SERVICES OFFICE



Michael Pekarske,
Director
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Full-Time Employees: 50

The Refugee Services Office empowers refugees in Utah with the resources needed to integrate into their new community, such as employment and job skills training and community and family support.

The Refugee Services Office improves the lives of more than 65,000 refugees resettled in Utah communities. The office houses the Utah State Refugee Coordinator and serves as the designated state agency for receiving and directing funds from the U.S. Office of Refugee Resettlement (ORR). Most of these funds go to community service providers and other agencies to deliver vital services that support refugees' successful integration in Utah. The office oversees ORR funding and provider collaboration, employment and supportive services and community connection. This includes a dedicated Employment Counselor team administering the Family Employment Program and Refugee Cash Assistance program.

GOAL

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

DATA AND METRICS

Refugees Served	
State Fiscal Year	# Served
2025	13,572
2026	13,795

ACHIEVEMENTS

- In May 2026, the Refugee Services Office was selected to host a delegation of representatives from the Office of Refugee Resettlement and a cohort of State Refugee Coordinators from other states. The goal was to share best practices in statewide coordination and highlight Utah's resettlement service provision as an exemplar for national implementation of a state-centric service provision model.
- In response to feedback from community members and local service providers regarding the challenges of navigating local youth resources, the Refugee Services Office launched a coalition-based support network to support refugee teens through centralized resource access. Through monthly activities, workshops and social events, 113 youth have built skills needed to balance school, family responsibilities, integration and future planning.
- The Refugee Services Office hosted Utah's 22nd annual World Refugee Day gathering in June 2026. The event provided entrepreneurial opportunities for more than 20 refugee-owned businesses and space for six refugee performing groups to celebrate through music, song and dance. Over 100 partner agencies provided on-site resources, including 16 health providers offering no-cost medical screenings, referrals and wellness tools. In total, over 4,000 community members came together to share, learn and celebrate.
- The office continues to prioritize building partnerships with local employers and ensuring accessible services for customers. This year, in-office recruitment events led to 306 job placements across a network of more than 30 employers matched to customer skills, needs and interests.

CHALLENGE

- Significant shifts in federal resettlement programming have created a need to reassess existing pathways and structures to provide local services efficiently and effectively with high integrity. Despite federal changes to services available to refugees, Utah, through collaboration with community partners and providers, ensured that households supported by Refugee Services Office programs and contracts continue to work toward integration and self-sufficiency, demonstrating the state's continued ability to exceed national standards

and ensure successful service coordination. Staff continues to develop partnerships across communities and service providers and maintain strong communication across departments to develop data-driven, appropriate and responsive pathways that ensure newly resettled families who call Utah home continue to thrive.



UNEMPLOYMENT INSURANCE DIVISION



Justin Williams, Director
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Full-Time Employees: 190

Through unemployment insurance, employers and unemployed Utahns have access to the tools needed to support the re-entry of Utah's skilled workforce into full employment.

The Unemployment Insurance Division helps Utah's skilled workforce return to full-time employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides temporary assistance to qualified workers who are unemployed through no fault of their own, helping bridge the gap between jobs. The division uses innovative, accessible tools and provides customer service to employers and unemployed Utahns while quickly and efficiently processing employer contributions and benefit payments.

GOAL

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

DATA AND METRICS

Unemployment Benefit Determinations	
State Fiscal Year	Total Determinations
2024	516,339
2025	409,307
2026	394,609



Unemployment Insurance Contributions	
State Fiscal Year	Total Collected
2024	\$315,991,945
2025	\$314,126,159
2026	\$312,755,641
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Rate
2024	86%
2025	87.4%
2026	89%
Federal Separation Benefits Timeliness and Quality (BTQ) Score	
State Fiscal Year	BTQ Score
2024	94%
2025	93.5%
2026	98%
Volume Counts	
State Fiscal Year	Claims
2024	111,697
2025	89,305
2026	89,556
Re-Employment	
Federal Fiscal Year	Rate
2023	66.29%
2024	60.19%
2025	69.91%
Duration	
Calendar Year	Weeks
2023	12.7
2024	13.4
2025	13.75

Exhaustion	
Calendar Year	Rate
2023	28.8%
2024	32.6%
2025	34%

ACHIEVEMENTS

- During the last federal performance year (April 2025 through March 2026), Utah's unemployment insurance program ranked in the top 10 for eligibility decision timeliness (sixth), separation decision quality (fourth) and non-separation decision quality (ninth).
- Utah's Unemployment Insurance program earned a "Tier 0" designation from the U.S. Department of Labor for meeting all federal performance and anti-fraud standards. This reflects the strength of our identity verification, fraud prevention and compliance efforts. It also demonstrates that Utah is protecting program integrity while ensuring eligible workers receive the support they need.
- During the same period, Utah's unemployment insurance program set up 16,223 new employer accounts, identified 4,260 misclassified workers and collected \$8,651,009 in overpayments.
- Utah's unemployment insurance program was the only state to pass 100% of its data validation.

CHALLENGE

Re-employment and payment integrity remain the Unemployment Insurance Division's priorities. The division provides re-employment services and eligibility assessments while strengthening identity verification and fraud detection to ensure benefits reach eligible claimants. Utah continues to work with the U.S. Department of Labor to improve claimant validation and detect fictitious employer schemes.

TRUST FUND BALANCE (June 30, 2026):

 **\$1,236,161,432**

PERCENT OF EMPLOYERS REGISTERED

Within 90 Days (State Fiscal Year 2026):

 **97.4%**

UTAH STATE OFFICE OF REHABILITATION



Sarah Brenna, Director
sbrenna@utah.gov

Full-Time Employees: 430

The Utah State Office of Rehabilitation assists individuals with disabilities in obtaining meaningful employment, integrating into the community and increasing independence.

The Utah State Office of Rehabilitation provides services to individuals with disabilities to help them achieve competitive, integrated employment, increase independence and enhance quality of life.

REHABILITATION SERVICES: 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.

GOAL: Statewide Rehabilitation Services staff, including vocational rehabilitation counselors, employment specialists, benefits planners and assistive technology specialists, collaborate to provide a comprehensive support system that helps individuals overcome barriers and achieve their employment goals.

DATA AND METRICS

State Fiscal Year	New VR Applicants
2025	9,313
2026	7,888
State Fiscal Year	VR Clients Served
2025	21,432
2026	21,440
State Fiscal Year	VR Clients Closed Employed
2025	2,450
2026	2,744
State Fiscal Year	Measurable Skills Gain
2025	57.2%
2026	60.3%
State Fiscal Year	Employers Served by Business Relations
2025	2,435
2026	2,667

State Fiscal Year	Utah Work Incentive Planning Services Benefits Summaries Presented
2025	645
2026	589
State Fiscal Year	New UCAT Clients Served
2025	602
2026	582
State Fiscal Year	Social Security Beneficiaries Closed Employed
2025	381
2026	376
State Fiscal Year	% of Individuals with Significant Disabilities Closed Employed
2025	76.7%
2026	76.99%
State Fiscal Year	% Individuals Served that were Transition-age Youth with Disabilities
2025	46.26%
2026	42.09%

ACHIEVEMENTS

- Pre-Employment Transition Services (Pre-ETS) for students with disabilities continued to create new opportunities, strengthen partnerships and enhance service delivery. Through innovative approaches and targeted investments, more students explored careers, developed essential skills and gained meaningful workplace experiences that support successful transitions to employment and independence. New community partnerships broadened access to services, new instructional curricula strengthened career preparation and a Work-Based Learning Experience (WBLE) specialist was designated to create new opportunities with employers. These efforts expanded the range of experiences available to students, strengthened pathways to employment and independence and increased the number of students with disabilities served compared with the prior year.
- Employer engagement and workforce opportunities for individuals with disabilities increased over the last year. The number of employers served increased by 9.5%, alongside expanded rural support, employer training and three Work Ability Career Preparation and Job Fairs connecting more than 45 employers with over 700 job seekers. The Work Ability Job Fair was also held in Moab this year, strengthening partnerships with employers and creating work-based learning opportunities for local youth. These efforts reduce employment barriers, strengthen Utah's workforce pipeline and expand access to meaningful career opportunities.
- The ABLEUtah program, a savings initiative under the Achieving a Better Life Experience (ABLE) Act, continues to support the financial stability and independence of individuals with disabilities. Over the past year, active accounts increased by 61.3%, from 1,457 to 2,350, while managed assets reached \$17 million. ABLEUtah helps individuals save and invest for disability-related expenses while maintaining eligibility for certain benefits, including Medicaid and SSI.

- The Utah State Office of Rehabilitation's Vocational Rehabilitation program successfully implemented an Order of Selection. Order of Selection is helping VR prioritize limited resources for those with the most significant disabilities (individuals with active employment plans will continue receiving services without interruption). This approach is helping ensure available resources are focused where they are needed most.

DISABILITY DETERMINATION SERVICES

The Disability Determination Services (DDS) works in partnership with the Social Security Administration (SSA) to adjudicate disability claims and process continuing disability reviews.

DATA AND METRICS

For DDS, SSA program funding is based on a federal fiscal year cycle (Oct. 1-Sept. 30).

Measure	Federal Fiscal Year 2025	Federal Fiscal Year 2026*
Number of adjudicated claims per year	21,672	16,060
Accuracy rates	95.24%	95.61%
Average processing time	214.3 days	213.9 days*

**Data as of 8/14/26; complete numbers will be available at the end of the federal fiscal year.*

ACHIEVEMENTS

- DDS continued implementing Intelligent Medical Language Analysis Generation (IMAGEN) software, which can help identify relevant medical records and support more accurate, timely decisions for disability applicants.
- DDS is collaborating with SSA to transition Continuing Disability Reviews (CDRs) to a centralized model, while maintaining a portion of CDR workloads at the local level to ensure timely decisions for constituents.

- DDS is partnering with SSA to implement a new national Amazon Web Services (AWS) phone system that uses Interactive Voice Response (IVR) technology to automate call routing and improve efficiency in directing callers to the appropriate department or individual.

CHALLENGES

SSA is allowing only limited hiring, which is not enough to reduce existing backlogs and agency processing times nationwide.

DEAF AND HARD OF HEARING SERVICES

The Division of Services of the Deaf and Hard of Hearing (DSDHH) provides individuals who are Deaf, hard of hearing or DeafBlind with opportunities and programs to help them develop or maintain the skills needed to fully participate in employment, family and community. DSDHH also certifies all American Sign Language (ASL) interpreters for Utah.

GOAL

To provide program services without communication barriers at both the Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and the satellite office in St. George.

DATA AND METRICS

- DSDHH provided accessible services to 4,763 deaf and hard-of-hearing individuals statewide, with an average of 1,647 individuals receiving one or more services each month.
- The hard-of-hearing program provided 3,717 educational services, including resource information.
- The Utah Interpreter Program (UIP) issued certifications to 753 individuals.

ACHIEVEMENTS

- Client advocacy services provided access to resources such as HEAT, Volunteer Income Tax Assistance (VITA) and the Senior Health Insurance Program (SHIP) through outreach and services in ASL.
- VITA clinics resulted in the completion of 174 tax returns and a 36% increase in client interactions

from the previous year. The increase is due to more complex returns and new clients.

- UIP expanded continuing education opportunities, grew its Facebook community by 12% through weekly “Workshop Wednesday” content, delivered more than 150 hours of mentoring to 35 interpreters and introduced the interpreting profession to more than 140 students across five high schools.

CHALLENGE

DSDHH continues working to identify a cost-effective system to manage community engagement data better.

BLIND AND VISUALLY IMPAIRED SERVICES

The Division of Services for the Blind and Visually Impaired (DSBVI) provides services to increase the personal and economic independence of Utahns who are blind or have low vision.



GOAL

To provide program services that include training and adjustment services, low-vision services and specialized services for DeafBlind individuals.

DATA AND METRICS

- 2,636 individuals received blind and low-vision services.
- 178 individuals who are DeafBlind received Support Service Provider (SSP) or iCanConnect services.
- 62 part-time and 20 full-time students received training and adjustment services (TAS).

ACHIEVEMENTS

- DSBVI partnered with the Utah State Library for the Blind to host an open house where potential students met staff, explored resources, connected with service providers and learned more about available programs.
- In collaboration with the UWIN summer employment program for blind high school students, DSBVI staff held several activities to enhance students' non-visual skills.
- DSBVI awards grant funding to five nonprofit organizations that assist blind individuals through equipment purchases, training, Uber and Lyft transportation cards and other

programs. The Workforce Services Individuals with Visual Impairment Restricted Fund provided over 1,000 services to blind individuals.

CHALLENGE

The Business Enterprise Program (BEP) has experienced increased product, equipment and labor costs. BEP managers are struggling to maintain their profitability at their locations. BEP staff continues to reevaluate and implement new service and equipment concepts to improve profitability while also enhancing customer service.

ROBERT G. SANDERSON COMMUNITY CENTER

The Robert G. Sanderson Community Center of the Deaf and Hard of Hearing is named in honor of Robert G. Sanderson, Utah's first state coordinator of services to people who are Deaf, DeafBlind or hard of hearing.

Today, the Sanderson Center continues his legacy as the home of Utah's Division of Services of the Deaf and Hard of Hearing. At the center, community members can get support identifying services, help finding a job and access to resources, technology and classes.

The center also manages the state's certification of American Sign Language Interpreters.



WORKFORCE DEVELOPMENT DIVISION



Liz Carver, Director
ecarver@utah.gov

Full-Time Employees: 365

The Workforce Development Division helps job seekers to find a job or enhance their career, assists employers to recruit and hire quality employees, and guides statewide initiatives to grow and strengthen Utah's workforce.

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

GOAL

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



DATA AND METRICS

Job Orders	
State Fiscal Year	# of Orders
2025	300,899
2026	281,994
Internal Compliance Case Review	
State Fiscal Year	Accuracy Rate
2025	86.5%
2026	86.7%
Self-Reliance Training	
State Fiscal Year	Individuals Trained
2025	884
2026	890
TANF Positive Closure	
State Fiscal Year	Rate
2025	70.2%
2026	70.8%

WIOA Positive Closure	
State Fiscal Year	Rate
2025	86.7%
2026	83.2%
Job Seekers Served	
State Fiscal Year	# Served
2025	872,677
2026	712,008
Employers Served	
State Fiscal Year	# Served
2025	25,486
2026	37,463
Average Quarterly Job Placements	
State Fiscal Year	# Placed
2025	43,716
2026	45,219

ACHIEVEMENTS

- Over the past state fiscal year, the division hosted six statewide virtual job fairs. The events had nearly 5,000 job seekers and employers hiring for a combined total of about 7,300 jobs. Before each job fair, the department hosted a virtual training to help job seekers connect successfully with employers, attracting about a third of attendees.
- The department provides re-employment support system workshops for unemployment insurance recipients identified as most likely to exhaust their benefits. During the state fiscal year, a little over 3,000 claimants attended these workshops, designed to help them reconnect to employment in their former field or a new field.
- The department served 712,008 job seekers over the past fiscal year and provided 281,994 job orders for job seekers to access.

CHALLENGES

Creating a talent pipeline remains challenging in the current economy. Staff often find that low-wage workers and disadvantaged populations

are unaware of services that can help them secure family-sustaining employment. The division will maintain outreach to Utah's disadvantaged job seekers to connect them with career-building opportunities, while also assisting local employers in finding qualified candidates.

Individuals struggling with long-term employment may also face challenges such as transportation, child care, unpredictable work schedules, limited digital access or difficulty taking time away from work to participate in training or other services.

The division will continue targeted outreach to disadvantaged individuals throughout Utah to increase awareness of available services and connect workers with training, employment opportunities and support that can lead to stable jobs and long-term careers. The division will also continue working with employers to better understand their workforce needs and connect them with qualified candidates, helping strengthen the talent pipeline while supporting opportunities for workers to advance economically.

WORKFORCE RESEARCH AND ANALYSIS DIVISION



Chris Williams, Director
cjwilli@utah.gov

Full-Time Employees: 39

Workforce Research and Analysis is at the forefront of gathering in-depth data and providing clear analysis critical for business owners, job seekers, policymakers and industry leaders.

The Workforce Research and Analysis Division is responsible for understanding Utah's dynamic economic landscape and helping policymakers, business owners, job seekers and industry leaders make informed decisions. The division includes experts in economics, labor market analysis, data research and information security. Division staff support Utah's economy by providing essential data and clear analysis. The division delivers data and analysis for federal programs and grants administered by the Department of 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 policymakers, business owners, job seekers, industry leaders and partners to make informed decisions.

DATA AND METRICS

Management Information Systems Data Reports and Requests	
State Fiscal Year	# of Reports/Requests
2025	3,573
2026	3,376

ACHIEVEMENTS

- Over the past year, the **Information Security** team strengthened the department's data security, safeguarding the integrity and confidentiality of all data. The team migrated the department to new Multi-Factor Authentication methods and moved state-issued cell phones to the new Mobile Device Management program. Through the execution of these state-approved tools, the team's efforts elevated operational resilience to keep the department safe from security risks.
- The **Management Information Systems (MIS)** team initiated a strategy to improve the department's data warehouse infrastructure. After reviewing the warehouse's storage folders, the team identified and removed tables no longer used for current data extraction and reporting activities. By optimizing server capacity through these ongoing data warehouse activities, the team continues to deliver high-quality reports for the department and external stakeholders.
- The **Economic Research and Analysis (ERA)** team improved its approach to performing long-term (10-year) industry and occupational projections. Through an iterative process, the team refined its 2024-2034 industry and occupational employment projections by employing sophisticated time series forecasting models and incorporating a deeper consideration of expected national macroeconomic conditions. This effort will provide enhanced value to workforce development initiatives and educational institutions across the state.

- Despite a six-week federal government shutdown in the fall of 2025, the **Bureau of Labor Statistics (BLS) team** not only met, but exceeded performance goals. By quickly and seamlessly adjusting their established workflows, the team produced high-quality data for each quarterly deliverable. Their outstanding efforts demonstrated operational excellence under curtailed and constrained timelines.

CHALLENGE

As systems security becomes a human issue that intersects with evolving technological capabilities, protecting data and preventing unauthorized access presents growing challenges. These challenges are complex because they involve risks across approved secure environments and the human interactions and decisions involved in storing, extracting and sharing data. Furthermore, maintaining a "least privilege" access protocol requires constant vigilance to ensure access is restricted to strictly business functions and data sharing agreements while complying with federal regulations and state laws. Therefore, the ongoing focus involves identifying areas for improvement in the division's information security and data analytics processes and protocols, developing and implementing resources and activities to strengthen defenses against risks, and providing training and guidance to Workforce Research and Analysis staff to protect the department's proprietary data.



PROGRAM HIGHLIGHTS

CHILD CARE QUALITY INITIATIVES

PROGRAM DESCRIPTION

The Office of Child Care is required to use funding to support quality improvement efforts in child care programs operating throughout the state. Quality funding supports 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.

Central to the Office of Child Care's quality initiatives is Utah's Child Care Quality System (CCQS), which helps parents make informed care decisions for their children. CCQS provides certified quality ratings to child care programs based on scores in five areas of quality. All licensed centers and family child care programs that accept child care subsidy payments are eligible to participate.

Through grants, coaching and financial support, programs receive resources to work toward achieving a high-quality rating within CCQS. Quality improvement efforts also include strategies to expand and strengthen educational and professional development opportunities for the child care workforce through courses, scholarships and career pathway support.

The strategies for improving the quality of child care extend beyond traditional child care programs serving young children and to programs that provide after-school, out-of-school-time and school readiness preschool services. The Office of Child Care provides funding to these programs to improve the quality of services and programming delivered to children through several grants. These programs largely serve students identified as low-income and are often in communities that lack enrichment activities.

GOAL

To support child care, preschool and out-of-school time providers with resources to maintain and improve the quality of their programs so that all Utah families have access to high-quality care options that foster positive outcomes for children.

DATA AND METRICS

In addition to the outcomes and measures required by the Child Care and Development Fund (CCDF) Reauthorization Act, the Office of Child Care developed performance measures for CCQS. The following is a summary of measures tracked:

- The majority of children covered by child care subsidies attend "High Quality" or "High Quality Plus" rated licensed child care programs.
 - At the end of SFY26, approximately 14% of children covered by child care subsidies attended a "High Quality" or "High Quality Plus" rated child care program compared with 12% in SFY25.
- Families use the Care About Childcare website to find CCQS-rated child care programs.
 - In SFY26, the Care About Childcare search for care had 64,650 views as compared with 45,664 views in SFY25.
- The majority of licensed child care programs participate in CCQS.
 - At the end of SFY26, 33% of licensed centers and 8% of licensed family child care programs were actively participating in CCQS, compared with 30% and 7%, respectively, at the end of FY25.
- The majority of child care programs are rated "High Quality" or "High Quality Plus."
 - At the end of SFY26, 48% of rated licensed centers and family child care programs

earned a certified quality rating of “High Quality” or “High Quality Plus”, compared with 45% at the end of SFY25.

ACHIEVEMENTS

- The Child Care Quality System scoring framework was revised to give child care programs additional options and flexibility to demonstrate their quality. June 2026 marked the first time programs were scored with the updated framework.
- The number of programs participating in CCQS increased 6.8%. For the first time, participation exceeded 200 programs, with 205 programs holding a current rating at year-end. Of those, 48% are rated High Quality.

CHALLENGES

- Reduced funding required the Office of Child Care to narrow the scope of quality initiatives and scale back support staff across contracted partner agencies. Despite these limitations,

the Office of Child Care and its partners will continue to maximize available resources to offer technical assistance, professional development and coaching to child care programs and professionals.

- Family child care participation in CCQS remains a small percentage of eligible programs and the Office of Child Care is actively seeking ways to increase participation.
- Without the revenue to offer more competitive pay and benefits, child care programs struggle to attract qualified employees and continue to lose experienced teachers and staff to higher-paying industries.

For additional information about quality child care, visit careaboutchildcare.utah.gov or contact Heather Thomas, division director, at heatherthomas@utah.gov.

CHILD CARE SUBSIDY PROGRAM

PROGRAM DESCRIPTION

The Office of Child Care administers the child care subsidy program, which provides child care assistance to eligible families to help offset the high costs of child care for working parents. The program serves parents who meet minimum work requirements and whose household income is at or below 85% of the state median income.

GOAL

To provide financial assistance for child care to low-income working families so they have access to affordable, quality care for their children.

DATA AND METRICS

In FY26, an average of 9,125 households and 17,053 children received child care assistance each month, compared to 8,638 households and 16,157 children in FY25.

The Child Care and Development Fund (CCDF) Reauthorization Act requires outcomes and measures outlined in Utah’s CCDF State Plan. In addition, the U.S. Department of Health and Human Services requires states to report specific outcomes annually by Dec. 31.

ACHIEVEMENTS

- A new overpayment dashboard is available in the Child Care Provider Portal. The tool gives providers a clear view of their outstanding balances, making it easier to manage and submit repayments on time.
- The Office of Child Care has implemented updated policies and procedures to strengthen the program and support ongoing program integrity.

CHALLENGES

- With a reduced federal CCDF award and rising program enrollment, the office is adjusting subsidy policy and the program budget to continue supporting families with the greatest need. The new income eligibility limits will move back to roughly pre-COVID eligibility requirements. Importantly, the office expects about 89% of families currently receiving assistance to remain eligible under the new requirements.

- Child care providers are finding it increasingly difficult to recruit and retain staff because of rising operating costs and stiff labor competition from higher-paying sectors. This can directly affect child care accessibility and affordability for families. The Office of Child Care is monitoring these trends and collaborating with stakeholders on potential solutions.

For more, visit jobs.utah.gov or contact Heather Thomas, division director, at heatherthomas@utah.gov.

COMMUNITY SERVICES BLOCK GRANT

PROGRAM DESCRIPTION

The Community Services Block Grant (CSBG), funded by the U.S. Department of Health and Human Services, supports local efforts to reduce poverty and improve economic stability and self-reliance. Funding is allocated to states on a formula basis and distributed to designated anti-poverty agencies that serve every county in Utah. Nine agencies statewide receive CSBG funding, ensuring both urban and rural communities have access to critical resources and services.

CSBG is intentionally flexible, allowing each grantee to design programs that respond to the unique needs of its community. A tripartite board of elected officials, low-income residents and private sector representatives guides each agency. These boards assess local conditions, identify priority issues and develop targeted strategies to address the root causes of poverty.

GOAL

To partner with community action agencies throughout Utah to 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.

DATA AND METRICS

Vulnerable populations served by CSBG Network:

- 15,621 seniors
- 12,703 individuals with disabilities
- 40,960 children

ACHIEVEMENTS

- **Community Action Services and Food Bank (CASFB):** In response to the top community need identified in its jurisdiction, the board of Community Action Services and Food Bank decided to create and manage deeply affordable housing. CSBG funds supported project planning, which resulted in four one-bedroom deeply affordable apartment units and six two-bedroom family transitional housing units. Case managers support all units to help families move toward self-reliance.
- **Ogden-Weber Community Action Partnership (OWCAP):** OWCAP implemented an innovative re-entry support strategy by providing services directly at the Weber County Jail to individuals nearing release. OWCAP delivered Ready to Rent classes and Circles cohorts on-site, reducing access barriers and reaching participants before they returned to the community. The Ready to Rent curriculum strengthened housing-readiness skills, such as understanding lease expectations, budgeting and communication, while Circles cohorts provided peer support, goal-setting

and connections to resources that promote stability. By engaging participants prior to release, OWCAP improved continuity of care and increased participants' readiness to transition successfully into the community.

- **Southeastern Utah Association of Local Governments dba Southeastern Economic Regional Development Agency (SERDA):** The Business Technical Assistance Center (BTAC), a non-profit administered by SERDA, transitioned from its traditional incubator model to a comprehensive support network for businesses at all stages – startup, growth, scaling and succession planning. To align with this new direction, a refreshed board of directors was appointed to guide and oversee the organization's evolving mission. This strategic transformation included long-term planning, resource development and a complete rebrand. Now operating as the Southeastern Entrepreneurial Network (SEEN), the organization has expanded its impact across Carbon, Emery, Grand and San Juan Counties. SEEN has formed key partnerships, including the Wildcat Microfund via a U.S. Economic Development Administration grant to support rural startups, collaborated with Utah Governor's Office of Economic Development's Startup State Initiative, and strengthened its connection with Utah State University Eastern to promote regional business growth. SEEN pursued, and won, multiple grants which increased the region's capacity to enhance and sustain a culture of entrepreneurship. SEEN, and

its partners, supported hundreds of individuals, businesses and community groups through one-on-one consultations, training programs, market assessments and business formation services, aligning with the region's broader economic development strategy to create pathways out of poverty, diversify local industry and promote small-business mobility.

CHALLENGES:

- The future of federal funding for community development, public services and affordable housing remains uncertain. This unpredictability creates major challenges for long-term planning, program stability and meeting the needs of Utah communities. State and local efforts must remain adaptable and resilient to navigate potential fluctuations in federal support. Building greater flexibility into funding and program planning will help Utah communities maintain essential services and respond to changes in federal support.
- Significant revisions to the CSBG Annual Report are proposed for implementation by FFY 2028. These revisions expand data and reporting obligations but do not come with dedicated funding to support compliance. Agencies already operating with limited resources may have to divert funds and staff away from direct services to meet new reporting requirements.

For additional information about the Community Services Block Grant Program contact, Karen Quackenbush at kquackenbush@utah.gov.

EARNED INCOME TAX CREDIT PROGRAM

PROGRAM DESCRIPTION

The Earned Income Tax Credit (EITC) program supports nonprofits and interlocal government agencies in building strong partnerships and outreach strategies to connect eligible households with both the Federal and State EITC. Congress established the Federal EITC in 1975 to offset the burden of Social Security taxes and encourage

workforce participation. When the credit exceeds the amount of taxes owed, it provides a refund to qualifying individuals and families, offering meaningful financial relief.

Grantees work closely with the Volunteer Income Tax Assistance (VITA) program, which offers free tax preparation services to eligible low-income households, ensuring that more Utahns can successfully claim the credits they have earned.

In 2022, Utah enacted a state nonrefundable EITC to provide additional tax relief to low- to moderate-income workers. To support this effort, the state appropriates funds for coordination, outreach and partnership development, helping ensure that households across Utah are aware of and able to access both state and federal EITC benefits.

GOAL

To help more Utah working families keep more of what they earn by increasing awareness and use of the federal and state Earned Income Tax Credits. Through outreach and community partnerships, Utah aims to ensure eligible households get the tax relief they deserve and strengthen their financial stability.

DATA AND METRICS

In SFY26, the program received \$139,800. Eight grantees connected 1,985 households to federal EITC and facilitated tax returns for 12,288 households.

CHALLENGE

During SFY26, significant staffing changes at the IRS adversely affected grantees' ability to obtain reporting from the TaxSlayer system. Grantees recognize this may be an ongoing challenge and have developed independent tracking to ensure timely reporting.

For additional information about the program, contact Karen Quackenbush at kquackenbush@utah.gov.

EDUCATION SAVINGS INCENTIVE PROGRAM

PROGRAM DESCRIPTION

Individuals who qualify for the program and claim an earned income tax credit (EITC) for the tax year before they apply may receive a state match of up to \$300 per family for deposits into eligible my529 savings accounts. Contributions are federal and state tax deferred, and withdrawals are tax-free when used for qualified educational expenses.

GOAL

To support access to higher education for individuals identified by Workforce Services as experiencing intergenerational poverty and encourage savings for future education costs.

DATA AND METRICS

The department notified 91,738 individuals who met the intergenerational poverty cohort definition about the program. The department received seven applications, four of which were qualified. Those four applicants met all program requirements and had six eligible my529 savings accounts for their beneficiaries that received a match. The department provided \$1,200 in

matching funds across the eligible accounts. The average balance across the eligible my529 savings accounts was \$364.

ACHIEVEMENT

The department reached 91,738 qualifying individuals through multiple mailings throughout the year.

CHALLENGE

Despite dedicated funding and targeted outreach to more than 91,000 potential applicants, participation remained very low this fiscal year, with just four qualified applications received.

The department is evaluating ways to make the program easier to understand and access, including more targeted and timely outreach, clearer information about the state match and its benefits, and opportunities to simplify the application process and connect eligible individuals with my529 account resources.

GENERAL ASSISTANCE

PROGRAM DESCRIPTION

General Assistance 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. General Assistance serves single or married adults without dependent children in the home and who are not eligible for any federal financial assistance programs.

GOAL

To provide financial benefits to eligible Utahns who are unable to work due to physical or mental health limitations.

DATA AND METRICS

SSI/SSDI Approvals for SFY2026

- Total: 190
- Initial approvals: 159
- Reconsideration approvals: 18
- Administrative law judge hearing approvals: 19

Average days to SSI/SSDI Approvals for SFY2026

- Initial: 261
- Reconsideration: 598
- Administrative law judge hearing: 739

ACHIEVEMENTS

- Since 2013, Workforce Services has provided a continuously open program of financial benefits to those most in need.
- General Assistance is a temporary means of support while an application for SSI and SSDI benefits is being processed. The benefits are recouped if the individual is awarded SSI or SSDI. Recoupment is returned to the State of Utah.
 - \$250,000 is returned to the General Assistance program annually.
 - The remaining balance is returned to the State General Fund.

CHALLENGE

General Assistance caseloads have returned to lower numbers after a substantial increase in previous years. Lengthy SSI/SSDI approval timeframes continue to create challenges in program administration.

For additional information about the General Assistance Program, contact program manager Kelly Thornton at kthornto@utah.gov.

HOME ENERGY ASSISTANCE TARGET (HEAT) PROGRAM

PROGRAM DESCRIPTION

The Home Energy Assistance Target (HEAT) program is a federally funded energy assistance initiative administered under the U.S. Department of Health and Human Services Low Income Home Energy Assistance Program (LIHEAP). Operating on a program year from Oct. 1 through Sept. 30, the initiative helps low income Utah households offset rising home heating and cooling costs and avoid utility shutoffs. Eligibility extends to households with total incomes at or below 150%

of the federal poverty level, prioritizing vulnerable populations such as the elderly, individuals with disabilities and families with young children.

Utah receives LIHEAP funding annually to provide year-round utility assistance, emergency crisis intervention and utility discount enrollments. In Utah, local government agencies and community action agencies (such as Utah Community Action, BRAG and SERDA) administer the program across local service regions, ensuring residents in every county have access to HEAT services.

GOALS:

- Reduce home energy burdens by providing one-time annual financial benefits applied directly to utility vendors (gas, electricity, propane or wood) to make household utility bills manageable for low income Utah families.
- Prevent energy crises by offering year-round crisis assistance to prevent shutoffs or restore disconnected services for qualifying households facing immediate utility emergencies.
- Collaborate with the Weatherization Assistance Program (WAP) and local utility discount programs (such as Rocky Mountain Power's HELP and Dominion Energy's EAC) to maximize overall relief and energy efficiency for vulnerable Utahns.

DATA AND METRICS:

Utah HEAT Network Operations & Reach during Federal Program Year 2026 (through June 2026):

- Partnered with eight local administering agencies across Utah to deliver year-round intake, application processing and crisis intervention.
- Processed over 27,000 requests for home energy relief.
- Consistently directed relief to high-need families, with almost 75% of assisted households containing at least one vulnerable member (elderly, individual with a disability or young child).

ACHIEVEMENTS:

- Provided heating and cooling utility assistance to over 23,000 low-income households in Utah.
- Delivered emergency crisis intervention funds to almost 400 households facing active utility shutoffs or fuel shortages.

CHALLENGES:

- Navigating the seasonal peaks and troughs of utility demand from winter heating and summer heatwaves requires the Utah HEAT network to carefully balance intake volume, benefit allotments and year-round crisis reserves.
- High intake volume during peak season places heavy operational demands on local administering agencies. Staff turnover and the need for complex verification can lead to processing backlogs during cold-weather months.

For additional information about the Utah HEAT Program, contact Michael Murdock at mikemurdock@utah.gov.



HOMELESS SERVICES PROVIDER OMBUDSMAN

PROGRAM DESCRIPTION

The position of Homeless Services Provider Ombudsman was created by the passage of S.B. 78 during the 2025 General Session and began on Aug. 12, 2025. This role investigates complaints against service providers by or on behalf of individuals experiencing homelessness.

GOAL

To resolve complaints at the earliest stage and in the most informal manner possible; to ensure accurate documentation and investigation of complaints to safeguard rights of those experiencing homelessness; to validate facilities are safe and compliant with all policies and procedures.

DATA AND METRICS

From Aug. 12, 2025, to June 30, 2026, the office received 126 complaints. Individual complaints often included more than one concern; as a result, the following breakdown exceeds the total number of complaints received. The breakdown of complaints are:

- 83 on staff behavior - Claims of disrespectful treatment, abusive language, privacy violations, poor communication, failure to explain rules clearly and neglect
- 54 on safety and living conditions - Claims of theft, hazardous environment, unsanitary facilities and physical safety including violence, threats and harassment
- 26 on intake, transfers and exits - Claims of being banned from services without clear cause, delayed entry or favoritism, being improperly discharged
- 12 on operations and access - Claims of barriers to entry, inaccessible accommodations, lost property and poor food quality

ACHIEVEMENTS

Three formal recommendations were made, including a formal investigation, with several

informal recommendations also offered. Of the total complaints, 77 are resolved/closed, while 52 are part of the formal investigation, which has moved into fiscal years 2026/2027.

The Ombudsman has created guides for providers and complainants outlining what to expect during an investigation. These documents are available on the Ombudsman website. Complaints have increased each quarter, confirming that the community is becoming aware of and using the Ombudsman.

CHALLENGES

- Gathering information from each shelter to ensure providers are following policies.
- Ability to communicate effectively with complainants when anonymous reports are received.

CONTACT INFO

For additional information about the Ombudsman Service Provider Program, contact Judy Kearns, Homeless Services Provider Ombudsman, at judykearns@utah.gov or HSPOmbuds@utah.gov.

HOMELESS SHELTER CITIES MITIGATION RESTRICTED ACCOUNT

PROGRAM DESCRIPTION

The Homeless Shelter Cities Mitigation (HSCM) Restricted Account gives host cities a dedicated, statutorily protected funding stream to offset the impacts of hosting a shelter. Revenue comes from a portion of local option sales and use taxes collected in areas that do not host an eligible shelter, so the cost of mitigation is shared across the broader tax base rather than borne solely by host communities. Eligible municipalities can use the funds for public safety personnel and equipment, direct services or other emergency services tied to shelter operations, and the disbursement formula weighs both the population

served and shelter capacity so funding scales with actual impact. The statute also guarantees eligible municipalities an annual opportunity to present funding requests directly to the homelessness council, giving host cities a structured, recurring channel for support rather than a one-time or discretionary grant.

GOAL

To alleviate the impacts on cities hosting eligible emergency shelters. This program offsets the added costs for public safety, social services and emergency services by utilizing sales tax revenue from non-host municipalities. This approach ensures that the

financial burden of hosting is distributed broadly across the state, rather than resting solely on host communities.

ACHIEVEMENTS

From fiscal year 2025 to fiscal year 2026, officer-initiated calls/cases dropped significantly across host communities. This shows the HSCM-funded public safety resources are reducing the need for proactive policing tied to shelter operations.

- Salt Lake City down 76%
- South Salt Lake City down 43%
- Midvale City down 4%

Citizen/business calls/cases fell across all four reporting host cities indicating mitigation funding is easing community-level impact in host jurisdictions.

- Ogden City - 36%
- South Salt Lake City - 33%
- Salt Lake City - 31%
- St. George City - 15%

Repeat service calls dropped substantially suggesting HSCM-funded services are resolving

underlying needs rather than producing recurring contacts.

- St. George City - 73%
- Sandy City - 59%
- South Salt Lake City - 10%

In SFY26, 2,375 individuals were served through HSCM-funded projects, which provided access to rapid rehousing, emergency shelter and street outreach services.

CHALLENGE

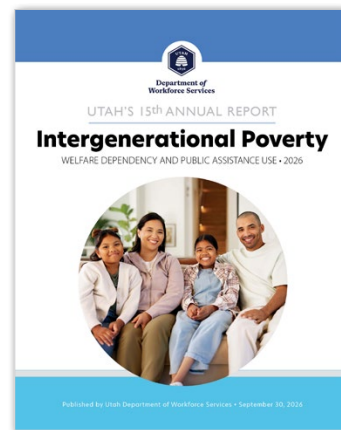
Although the funding distributed through this account does not entirely cover the extra expenses of operating a shelter, the office is actively collaborating with the Utah League of Cities and Towns to determine how the fund can address these demands as efficiently as possible.

For additional information visit jobs.utah.gov/homelessness or contact Nathan Meinzer, Assistant Director of External Operations, at nmeinzer@utah.gov or the State Homelessness Coordinator, Tyler Clancy at tjclancy@utah.gov.

INTERGENERATIONAL POVERTY

The 15th Annual Report on Intergenerational Poverty, Welfare Dependency and Public Assistance Use for the state of Utah provides an update on the data collection and building awareness of Utahns living in poverty. As defined in Utah Code 35A-9-102, intergenerational poverty (IGP) occurs when two or more generations of a family continue in the cycle of poverty. According to the Center for Economic Security and Opportunity, approximately one-third of children growing up poor in the United States will also experience poverty as an adult. This cycle of poverty, which can lead to a person's long-term experience of living in poverty, also occurs in the state of Utah. The report focuses on Utah's educational systems, employment trends, social services, public assistance rates and annual

earnings for individuals who experienced IGP during the calendar year 2025. Examining these factors provides a better understanding of IGP in Utah. The following analysis of Utahns experiencing IGP provides information regarding the socioeconomic conditions related to breaking the cycle of poverty. Read the full report [here](#).



MEDICAL (MEDICAID, CHIP AND UPP)

PROGRAM DESCRIPTION

Medicaid covers medical expenses for certain groups of people with limited income and resources. Medicaid primarily covers children, pregnant women, the elderly and persons with disabilities. Once approved, Medicaid eligibility is reviewed annually.

The Children's Health Insurance Program (CHIP) is a low-cost health insurance plan for uninsured children. CHIP aims to cover Utah's children. The program 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 access 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.

GOAL

To provide health coverage, Medicaid aims to improve the health of people in Utah who might otherwise go without medical care for themselves or their children.

DATA AND METRICS

Key outcomes and measures for the program in State Fiscal Year 2025 are:

- Federal Program Timeliness (decision made in under 30 days): Overall Medicaid timeliness for SFY25 is 90.76%
- Average Days to Decision SFY25: 13.81 days

ACHIEVEMENTS

- The Eligibility Services Division received a 100% rating on the Single State Audit.
- The division also successfully implemented the Consolidated Appropriations Act, which mandates 12 months of continuous eligibility for children under 19 in Medicaid and CHIP. This involved creating new procedures, workflows, resources, training for eligibility workers and systemic programming.
- The Eligibility Services Division launched Truv and connected to the CMS HUB to verify income which expanded the department's ability to verify income, reduced cost of verification while offering additional ways for customers to verify various income types.

CHALLENGE

Medicaid programs are constantly evolving, requiring ongoing adjustments to eligibility requirements, training and system development. Recruiting and retaining employees remains a significant challenge, especially while adapting to policy changes, developing training and implementing systemic improvements within mandated timeframes.

For additional information about the Medical Program, contact Muris Prses at mprses@utah.gov.

PAMELA ATKINSON HOMELESS ACCOUNT

PROGRAM DESCRIPTION

The Pamela Atkinson Homeless Trust Fund (PAHTF) and the Homeless to Housing Restricted Account (H2H) are the primary mechanisms of the State of Utah to deliver critical funding to assist nonprofit agencies and associations of government serving individuals experiencing homelessness. These sources are combined to release one request for grant application.

GOAL

To fund projects that emphasize cost-effective solutions for chronic homelessness as well as other distinct sub-populations of individuals and families experiencing homelessness, while leveraging dollars to the greatest extent possible.

The PAHTF and H2H funds are utilized as the state match for the Emergency Solutions Grant, which brings an additional \$1.3 million in federal funding to support homeless programs.

DATA AND METRICS

Budget

- PAHTF total budget for SFY25 projects: \$1,539,452
- H2H total budget for SFY24 projects: \$10,445,700
- Four agencies received funding for four projects statewide. In alignment with state code requirements to ensure homeless services are available in first- and second-class counties during the winter months, SFY25 funding prioritized additional emergency shelter capacity and medical street outreach. These projects aim to expand access to and connection with life-preserving services across Utah's most populated counties.

Projects that operated for all of SFY25

- Number of individuals accessing projects supported by PAHTF and H2H: 5,025
- Number of individuals exiting to permanent destinations from projects supported by PAHTF and H2H: 280

- Number of individuals exiting to positive temporary destinations like long-term nursing care, substance abuse treatment or detox, transitional housing, or staying with friends/family from projects supported by PAHTF and H2H: 63

Projects that operated during the SFY25 Winter Response period (10/15/24 - 4/30/25)

- Number of individuals accessing Winter Response projects supported by PAHTF and H2H: 2,894

ACHIEVEMENTS

Funding from the PAHTF-supported organizations throughout the state with winter response and code blue funding, rapidly increasing service capacity during the coldest months of the year.

CHALLENGES

- Data from the 2025 Point-in-Time Count and reports from Local Homeless Councils throughout the state indicate that there are increasing numbers of people experiencing homelessness.
- The nature of unsheltered homelessness appears to be shifting, resulting in larger encampments that pose public health and other challenges for those staying in the camps and the communities around them. Individuals experiencing unsheltered homelessness have different needs and concerns than those in shelter and can be harder to engage with services made available through PAHTF and H2H funds.

For additional information about the Pamela Atkinson Homeless Trust Fund and the Homeless to Housing Restricted Account visit jobs.utah.gov/homelessness or contact Kellie Koester, program manager, at kkoester@utah.gov.

REFUGEE SERVICES OFFICE FUND

PROGRAM DESCRIPTION

The Refugee Services Office Fund directly supports refugees in Utah as they integrate and become contributing members of the local community. One-hundred percent of donations directly support the refugee community in Utah.

GOAL

To support local capacity through integration-related services, including the prevention of short-term financial crises that may impede integration for refugee community members.

DATA AND METRICS

Fund Utilization - State Fiscal Year 2025	
Program Type	Amount
Emergency Rental Assistance	\$3,300
Funeral Assistance	\$2,000
World Refugee Day	\$6,979

ACHIEVEMENTS

- During State Fiscal Year 2026, the fund met short-term financial needs not covered by other refugee- or community-based sources, stabilizing housing for newly resettled families as they integrate into Utah communities.
- Fundraising efforts raised \$21,527.52 for emergency rental assistance and over \$13,703 to support World Refugee Day in Utah.

CHALLENGES

The Refugee Services Office Fund is entirely dependent on community support. The Refugee Services Office hopes to continue partnering with Utah community members to address refugee integration-related needs.

For additional information about the Refugee Services Office Fund, contact Michael Pekarske at mpekarske@utah.gov.

REGISTERED APPRENTICESHIPS

PROGRAM DESCRIPTION

Registered Apprenticeships are a premier industry-driven workforce strategy that combines paid on-the-job training, progressive wage increases, and classroom instruction with nationally recognized, portable credentials. In close alignment with Governor Cox’s vision for expanding practical, high-value career pathways, Workforce Services continues to scale earn-and-learn opportunities across Utah, strengthening talent pipelines for both traditional and emerging industries

GOAL

To increase accessibility to apprenticeship programs statewide to meet employers’ workforce needs.

DATA AND METRICS

Data is available in the [Apprenticeship Utah](#) report.

ACHIEVEMENTS

- Workforce Services continues to champion U.S. Department of Labor Registered Apprenticeships as the gold standard for workforce preparation, ensuring programs deliver structured mentorship, wage progression and employer-backed quality assurances.
- Workforce Services supported the development of 25 newly registered apprenticeship programs. There are currently 310 active registered apprenticeship programs in the state.

- Utilizing the State Apprenticeship Expansion Formula (SAEF) Grant, an employer incentive program was offered during the year for employers establishing new registered apprenticeships established after July 1, 2024.
- Workforce Services received the SAEF3 Base Formula Grant to continue offering Apprenticeship Navigator Services in the state.

See the [Apprenticeship Utah report](#) for additional achievements.

CHALLENGES

- Workforce Services is deepening its partnership with Talent Ready Utah to reduce barriers to accessing pre-apprenticeship and apprenticeship opportunities. These pathways will focus on creating clear, stackable career paths that will connect K-12 and higher education pre-apprenticeship programs directly into high-wage adult registered apprenticeships.
- Workforce Services is partnering with the Utah System of Higher Education and the Utah State Board of Education to establish streamlined data tracking to better align, measure, track and celebrate pre-apprenticeship, apprenticeship and long-term career outcomes statewide.

- Through efforts to change perceptions of what industries are engaged in apprenticeships, Workforce Services and partners are actively engaging employers in high-growth industries – including healthcare, information technology, life sciences, and advanced manufacturing – to develop new apprenticeship models that meet evolving market needs.

For additional information about apprenticeships in Utah, see the full annual report or contact Nycole Tylka at ngtylka@utah.gov.



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

PROGRAM DESCRIPTION

- The Supplemental Nutrition Assistance Program (SNAP, or Food Stamps) 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.

GOAL

- To offer nutrition assistance to eligible, low-income individuals and families and provide economic benefits to communities.

DATA AND METRICS

Key outcomes and measures for SNAP in State Fiscal Year 2026 are:

- Federal Program Timeliness (decision made in under 30 days): 87.44%
- Average Days to Decision: 4.57 days

ACHIEVEMENTS

- Utah achieved a 5.64% error rate on SNAP active reviews according to SNAP QC for FFY2025. This positions Utah as one of only nine states and territories to achieve accuracy under 6%.
- The division developed an internal process to mitigate cloning and skimming issues, allowing customers to lock and unlock their SNAP benefit through the myCase Portal.
- Utah was approved for a food restriction waiver for SNAP tied to soft drink purchases. This was

in partnership with the Utah State Legislature and the passing of H.B. 403. These restrictions have been implemented and are currently in place. The state continues to work with consumers and retailers to ensure compliance with the legislation.

CHALLENGES

- Changes to SNAP program administration and policies present new challenges for the division. Specifically, the division is challenged to maintain a federal SNAP payment error rate under 6% every federal fiscal year while implementing new policies and changes.
- The food restriction waiver requires department monitoring and ongoing partnership and coordination with the Utah Retailers Association and USDA.
- The department is implementing changes outlined in H.R. 1 that add complexities and increase workload for staff. In preparation for added workload, the department is facing challenges with training and recruiting new employees.

For additional information about SNAP, contact Muris Prses at mprses@utah.gov.

TAX CREDIT FOR EMPLOYMENT OF PERSONS WHO ARE HOMELESS

PROGRAM DESCRIPTION

The Utah Tax Credit for Employment of Persons Who Are Homeless (HTC) is a state tax credit incentive for employers who hire homeless individuals. Employers may earn a \$2,000 credit for each qualified new hire.

A qualified person who is homeless is an individual who, on the date of hire or at any time during the 60 days immediately before hire, has a primary nighttime residence that is a public or private place not ordinarily used as a regular sleeping accommodation for an individual or a publicly or privately operated shelter.

GOAL

To increase awareness of the Utah Tax Credit for Employment of Persons who are Homeless.

DATA AND METRICS

No applications were approved in SFY26.

CHALLENGE

The tax credit has low adoption due to a lack of awareness and employers' ability to hire individuals experiencing homelessness without the need to claim the tax credit. Workforce Services will increase outreach through various avenues to educate on the tax credit and increase utilization.

For additional information, contact Lindsay Cropper at lcropper@utah.gov.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

PROGRAM DESCRIPTION

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

Cash assistance, known in Utah as the Family Employment Program (FEP), is a program states must provide under purposes one and two.

GOALS

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 dependency on 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.

DATA AND METRICS

TANF Positive Closure Goal: 72%	
State Fiscal Year Quarter	Rate
SFY 26 Quarter 2	66.58%
SFY 26 Quarter 3	64.86%
SFY 26 Quarter 4	63.02%
SFY 27 Quarter 1	*Not available until Oct. 15, 2026

ACHIEVEMENTS

- In FY25, TANF Family Housing grants were awarded to 21 community partners to support housing security. These partners will provide

support to low-income, at-risk families across the state through 2028.

- During SFY26, Benefit Navigator grants were awarded to nine community partners to help families navigate the impacts of "benefit cliffs" as they transition off of public assistance.
- Social Research Institute continues to evaluate the Family Employment Program case management and other TANF-funded projects.
- During the 2026 Legislative Session, TANF funds were appropriated to:
 - Long-term Professional Mentorship
 - Women Owned Business Market Readiness
 - Youth Resilience Program
 - Afterschool & Summer Gap Programming
 - Northern Utah Youth Workforce Development Program
 - Nurturing Fathers and Families Program
 - Youth Social Media and Internet Education
 - Low Income Families Facing Hunger
 - Utah County Human Services TANF Program
 - St. George Family Shelter Operations

CHALLENGE

Because of Utah's economic growth, the department is assisting more disadvantaged families facing multiple barriers who are unable to find employment in a booming economy. The department continues to explore innovative ways to serve these families and help them overcome barriers to obtaining sustainable employment.

For additional information about TANF, contact Kelly Thornton at kthornto@utah.gov.

VETERAN EMPLOYMENT PROGRAM

PROGRAM DESCRIPTION

Veteran and Military Employment Services includes services and programs that help veterans, currently serving military members and spouses obtain and retain meaningful employment. The federally funded Jobs for Veterans State Grant (JVSG) targets veterans with significant barriers to employment. The team works with other public and private entities to ensure services are consistent statewide.

GOAL

Employment goal: Increase employment for veterans.

- Priority of service provides veterans preference in the delivery of all employment and training services offered by the department.
- Veterans' Representatives (Disabled Veteran Outreach Program specialists) are located in employment centers throughout the state to provide individualized career service to targeted veteran populations that have barriers to obtaining employment.

Employer goal: Increase the number of employers hiring veterans and posting job orders.

- One full-time Local Veteran Employment Representative and two Consolidated Disabled Veteran Outreach Program/Local Veteran Employment Representative positions provide services and coordinate the provision of services from 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, approximately 2,126 employers have become official partners. Utah Patriot Partners pledge to extend priority employment consideration to veterans, military members and spouses.

Education goal: Increase the number of veterans obtaining credentials, certificates and degrees.

- The department is part of the Utah Veteran Education and Training Working Group, which has an ongoing collaboration with the Utah Department of Military and Veteran Affairs and members of the Utah System of Higher Education to assist veterans with education pathways and to receive credit for their military experience.
- The Accelerated Credentialing to Employment (ACE) program supports veterans, currently serving military members and spouses to translate their military experiences and skills to the equivalent educational credits, certificates, licenses and credentials. This accelerates their ability to obtain and retain meaningful employment. ACE placed 190 veterans in employment and supported 100 obtaining licenses and certificates in Fiscal Year 2026.
- ACE specialists educated community partners, veterans, service members and spouses about the services provided by the department.

DATA AND METRICS

- Under the JVSG program, the state is required to provide 90% Individualized Career Services to veterans with significant barriers to employment. Throughout the year, that goal was exceeded and reached above 96%.
- JVSG staff provide services to eligible veterans and targeted populations. There is a 0% goal of JVSG staff providing services to non-eligible veterans or eligible persons. This past year, JVSG staff providing services to non-eligible veterans decreased.
- JVSG Measures for Program Year 2024 (SFY 25)
 - Employment (second quarter after exit) - 61.1%

- o Employment (fourth quarter after exit) - 59.6%
- o Median Earnings (second quarter after exit) - \$10,532

ACHIEVEMENTS

- JVSG staff continued to conduct outreach to veterans, transitioning service members and their families through career fairs, job fairs, resource workers and other military events.

CHALLENGE

- Efforts must be continued to reach and provide quality services to veterans, especially those

with significant barriers to employment, who lack the means or use of technology and cannot readily visit an employment center.

- Educating and providing information about the Veteran and Military Employment Program is an ongoing challenge. Many veterans, service members and their families are unaware of the available services.

For additional information contact Worley Pace at wp@utah.gov.

WAGNER-PEYSER

PROGRAM DESCRIPTION

Wagner-Peyser is one of the six core partners under the Workforce Innovation and Opportunity Act (WIOA). Wagner-Peyser serves job seekers and employers by providing a variety of employment-related labor exchange services online and at 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, older workers, disadvantaged youth and other vulnerable populations.

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 potential employees 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, including job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan and career planning.

Workforce Services focuses on meeting employers' needs and helping more job seekers become employed and retain their jobs. Job preparation workshops are available online and in person. These, along with the SmartStart guide (a guide to finding and keeping a job), are valuable resources and tools that provide job seekers with the most current, quality information.

GOAL

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

DATA AND METRICS

Wagner-Peyser Job Seeker Measures for Program Fiscal Year 2024 (SFY25)

1. Employment (Second Quarter after Exit) - 61.9%
2. Employment (Fourth Quarter after Exit) - 62%

- 3. Median Earnings (second quarter after exit)
– \$8,407

Wagner-Peyser Employer Measures for Program Year 2024 (SFY25)

Utah implemented the new Effectiveness in Serving Employers measure defined in the final rule as retention with the same employer in the second and fourth quarters following a participant's exit from a WIOA core program in PY24.

Workforce Services gathered participant data from Vocational Rehabilitation and Adult Education to report this measure. In PY24, Utah's Effectiveness in Serving Employers outcome is 68.33%.

ACHIEVEMENTS

- The division continues to host onsite recruitments, allowing job seekers to meet with employers. Utah met all three Department of Labor negotiated Wagner-Peyser performance measures in the last available fiscal year.

- Staff assisted 37,463 Utah employers with workforce needs over the past fiscal year.

CHALLENGES

- Many Utahns are unaware of available services. Connections with community partners will help unemployed or underemployed individuals in Utah access services that connect them to the workforce.
- As Utah continues to benefit from strong economic conditions and low unemployment rates, employers may have trouble filling positions. The department continues to help unemployed or underemployed Utahns learn about available services that prepare them to meet Utah's businesses' employment needs.

For additional information about Wagner-Peyser, contact Heather Mousley at hmousley@utah.gov.

WEATHERIZATION ASSISTANCE PROGRAM

PROGRAM DESCRIPTION

The Weatherization Assistance Program is a federally funded energy conservation initiative administered by the U.S. Department of Energy. The program helps low-income households reduce energy costs while improving comfort, health and safety. Eligibility extends to individuals, families and elderly or disabled persons with household incomes at or below 200% of the current federal poverty level.

Since 1976, states including Utah have received Weatherization funding on a formula basis to implement energy conservation and health and safety measures in qualifying homes. In Utah, seven local government agencies and community action programs administer the program, ensuring every county in the state is served by one of these providers.

GOALS:

- Reduce home energy costs for low-income households by installing permanent energy-saving retrofits such as high-efficiency furnaces, insulation, lighting upgrades and smart thermostats.
- Collaborate with the Low Income Home Energy Assistance Program (LIHEAP) and local utility providers to focus on Utah's most vulnerable populations and maximize program effectiveness.
- Deliver high-quality training to the Utah WAP network through the Intermountain Weatherization Training Center (IWTC) to ensure exceptional workmanship and effective program administration.

DATA AND METRICS

Vulnerable populations served by the Utah WAP Network during Federal Program Year 2025 (SFY26):

- 253 elderly
- 241 people with disabilities
- 683 children

ACHIEVEMENTS:

- Weatherized 523 low-income homes in Utah during the program year 2025 (SFY26), bringing the total number of homes weatherized since 1976 to 54,264.
- Continued implementation of the new Weatherization Readiness initiative to address necessary repairs in 46 additional homes that were previously ineligible for weatherization.
- The Intermountain Weatherization Training Center continues to uphold its high training standards by maintaining IREC accreditation and employing BPI-certified staff.

CHALLENGES:

- The Utah weatherization program must continue collaborating with local weatherization agencies to strategically balance spending, production and staffing in alignment with available funding, while also adapting to evolving federal requirements.
- Although the Utah weatherization team provides extensive training and technical assistance to local agency staff, retaining highly trained personnel remains a challenge. Turnover disrupts continuity of operations and reduces efficiency, making staff retention a key priority for program stability.

For additional information about the Utah Weatherization Assistance Program, contact Nikole Snyder at nbsnyder@utah.gov.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

ADULT AND DISLOCATED WORKER PROGRAMS PROGRAM DESCRIPTION

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 of

termination or 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 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. 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 link participants to

job opportunities within their community through occupational skills training, basic skills training and work-based learning opportunities.

GOALS

- Provide outreach and education on programs to disadvantaged adults to increase awareness of available services.
- Connect dislocated workers to employment opportunities and retraining when needed.
- Increase participant awareness of registered apprenticeships and other work-based learning opportunities.

DATA AND METRICS

WIOA Adult Job Seeker Measures for Program Year 2024 (SFY25)

- Employment (second quarter after exit) - 72.1%
- Employment (fourth quarter after exit) - 71.3%
- Median Earnings (second quarter after exit) - \$8,922
- Credential Attainment - 74.1%
- Measurable Skill Gains - 57.9%

WIOA Dislocated Worker Job Seeker Measures for Program Year 2024 (SFY25)

- Employment (second quarter after exit) - 82.2%
- Employment (fourth quarter after exit) - 79.2%
- Median Earnings (second quarter after exit) - \$12,249
- Credential Attainment - 76.9%
- Measurable Skill Gains - 52.6%

ACHIEVEMENTS

- Utah met all five Department of Labor negotiated WIOA Adult and WIOA Dislocated Worker performance measures in the last available fiscal year.
- Utah improved outcomes for the Credential Attainment and Measurable Skill Gains performance measures

- The department increased enrollment in WIOA Adult and WIOA Dislocated Worker, supporting participants in completing education and obtaining employment.

CHALLENGES

- It is challenging to ensure that those most in need of these services are aware of the program and know how to access it.
- Utah's strong economy has impacted training completion and measurable skill-gain rates as many adults can find sustainable full-time employment and choose to not complete their training program.

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

YOUTH PROGRAM

PROGRAM DESCRIPTION:

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 youth workforce systems be demand-driven. The programs and services available through those systems should also prepare 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 provides 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, continuing with support for educational attainment, offering opportunities for skills training in in-demand industries and occupations, and culminating in a good job along a career pathway or enrollment in post-secondary education. Well-designed workforce programs offer youth disconnected from mainstream institutions another opportunity to transition successfully to adult roles and responsibilities. The goal of youth-serving agencies across the state, including the 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" businesses need to fill job vacancies. WIOA-funded youth programs provide leadership by catalyzing connections between these youth and quality secondary and post-secondary educational opportunities, as well as high-growth and other employment opportunities.

GOALS

- Continue to increase virtual service delivery for youth to accommodate challenges.
- Engage at-risk youth in the workforce by connecting them to worksite learning or employment opportunities and supporting youth with education activities.
- Continue to expend at least 75% of funds on disadvantaged out-of-school youth.
- Continue to support work experience activities for youth by expending 20% of youth funding on work experience activities.
- Partner with the Department of Health and Human Services to increase co-enrollment in WIOA Youth and the Education and Training Voucher Program. The Education and Training Voucher program provides additional funding to foster care youth who have aged out of foster care to help pay for post-secondary education expenses.

DATA AND METRICS

WIOA Youth Job Seeker Measures for Program Year 2024 (SFY25)

- Employment (second quarter after exit) - 79.1%
- Employment (fourth quarter after exit) - 79.1%
- Median Earnings (second quarter after exit) - \$5,507
- Credential Attainment - 57.3%
- Measurable Skill Gains - 62.5%

ACHIEVEMENTS

- Utah exceeded the goals of expending at least 75% of funds on out-of-school youth and at least 20% of expenditures on work experience opportunities for youth.
- Utah met all five of the Department of Labor negotiated WIOA Youth performance measures in the last available fiscal year.
- Utah continued implementation of Virtual Reality Career Exploration for youth in partnership with a contracted provider. Virtual Reality experiences engaged youth with Workforce Services, explored over 64 career pathways they may not be familiar with, and helped them identify the path best for them. Headsets have been utilized at career fairs and on-site at youth service providers.

CHALLENGE

The Department of Workforce Services will 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. At-risk youth have a difficult time completing education and obtaining needed employment credentials. The department will continue to look for innovative ways to assist at-risk youth with obtaining credentialing and successfully entering the workforce. Utah's strong economy brings challenges to engage youth in education programs to increase their skill level. Some youth can easily find employment and drop out of education programs or choose not to obtain occupational certifications, but often find they are unable to increase wages down the road due to a lack of marketable skills or credentials.

For additional information about the program, contact Lindsay Cropper at lcropper@utah.gov.

BUDGET DATA

Department of Workforce Services Budget Data • State Fiscal Year 2026

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF EXPENDITURES					
		GENERAL & INCOME TAX FUNDS	FEDERAL FUNDS	DEDICATED CREDITS	EXPENDABLE RECEIPTS	RESTRICTED FUNDS	TRANSFERS
NBAA - STATE OFFICE OF REHABILITATION							
NBA - SOR Executive Director	881,099	145,935	733,636	1,309	7	11	201
NBB - Blind & Visually Impaired	4,418,534	2,925,640	1,452,500	40,394	-	-	-
NBC - Rehabilitation Services	62,221,787	19,373,241	42,435,942	-	412,604	-	-
NBD - Disability Determination	15,803,263	2,012	15,801,251	-	-	-	-
NBE - Deaf & Hard of Hearing	3,390,381	2,736,941	588,520	46,863	571	890	16,596
TOTAL NBAA - STATE OFFICE OF REHABILITATION	\$86,715,064	\$25,183,769	\$61,011,849	\$88,566	\$413,182	\$901	\$16,797
NJAA - ADMINISTRATION							
NJA - Executive Director	2,144,672	418,044	1,322,424	15,634	10,823	61,233	316,514
NJE - Communications	1,289,220	281,125	761,907	8,358	7,060	23,620	207,150
NJH - Human Resources	2,575,226	534,812	1,548,593	16,438	14,870	33,769	426,744
NJT - Administrative Support	12,168,361	3,900,230	7,107,341	72,039	60,298	164,751	863,702
NJU - Internal Audit	1,302,773	317,190	692,182	7,553	6,406	15,065	264,377
TOTAL NJAA - ADMINISTRATION	\$19,480,252	\$5,451,401	\$11,432,447	\$120,022	\$99,457	\$298,438	\$2,078,487
NJBA - OPERATIONS AND POLICY							
NJB - Facilities and Pass-Through	13,533,022	6,643,131	5,400,779	51,405	43,831	98,361	1,295,515
NJD - Workforce Development	74,995,026	18,921,095	50,007,289	14,959	919	3,887,268	2,163,496
NJF - Temporary Assistance for Needy Families	60,102,287	5,529,978	54,572,309	-	-	-	-
NJG - Refugee Assistance	13,716,352	(1)	13,716,353	-	-	-	-
NJL - Workforce Research and Analysis	3,930,564	570,395	2,882,945	2,311	2,439	77,450	395,024
NJM - Trade Training & Subsidies	38,145	-	38,145	-	-	-	-
NJP - Eligibility Services	84,559,834	22,700,879	23,294,633	936	1,013,832	4,601,016	32,948,538
NJR - Child Care Assistance	128,372,201	32,809	128,339,392	-	-	-	-
NJS - Nutrition Assistance	6,563	3,282	3,281	-	-	-	-
NJW - Workforce Innovation & Opportunity Act Assistance	4,650,794	25,212	4,625,582	-	-	-	-
NJX - Other Assistance	218,661	22,737	-	-	-	75,785	120,139
NJY - Information Technology	43,574,948	7,890,883	22,752,964	1,701,698	1,039,579	2,146,635	8,043,189
TOTAL NJBA - OPERATIONS AND POLICY	\$427,698,397	\$62,340,400	\$305,633,672	\$1,771,309	\$2,100,600	\$10,886,515	\$44,965,901
NJCA - NUTRITION ASSISTANCE							
NJZ - Nutrition Assistance	382,781,435	-	382,781,435	-	-	-	-
TOTAL NJCA - NUTRITION ASSISTANCE	\$382,781,435	\$0	\$382,781,435	\$0	\$0	\$0	\$0
NKAA - GENERAL ASSISTANCE							
NKA - General Assistance	3,817,955	3,567,955	-	-	-	-	250,000
TOTAL NKA - GENERAL ASSISTANCE	\$3,817,955	\$3,567,955	\$0	\$0	\$0	\$0	\$250,000

Department of Workforce Services Budget Data Cont.

NLAA - UNEMPLOYMENT INSURANCE							
NLA - Unemployment Insurance	21,375,659	165,122	20,016,615	1,031,137	-	162,785	-
NLJ - Adjudication	4,790,234	1,115,178	3,467,286	21,013	4,692	57,375	124,690
TOTAL NLAA - UNEMPLOYMENT INSURANCE	\$26,165,893	\$1,280,300	\$23,483,901	\$1,052,150	\$4,692	\$220,160	\$124,690
NOAA - HOMELESSNESS PROGRAMS							
NOA - Office of Homeless Services	96,288,815	33,948,508	25,582,448	28,000	-	36,729,459	400
TOTAL NOAA - HOMELESSNESS PROGRAMS	\$96,288,815	\$33,948,508	\$25,582,448	\$28,000	\$0	\$36,729,459	\$400
NSAA - HOUSING AND COMMUNITY DEVELOPMENT							
NSA - HCD Administration	702,495	137,331	412,243	35,245	-	117,676	-
NSC - Community Development	4,924,172	303,107	3,909,616	193	-	711,256	-
NSE - Housing Development	3,454,672	1,354,312	1,707,401	293,411	-	99,548	-
NSF - Community Services	5,334,246	747,431	3,567,701	-	-	19,114	1,000,000
NSG - Home Energy Assistance Target	16,245,153	-	16,204,205	40,948	-	-	-
NSN - Weatherization Assistance	11,434,998	170	10,374,461	-	1,060,367	-	-
TOTAL NSAA - HOUSING AND COMMUNITY DEVELOPMENT	\$42,095,736	\$2,542,351	\$36,175,627	\$369,797	\$1,060,367	\$947,594	\$1,000,000
NTAA - COMMUNITY DEVELOPMENT CAPITAL BUDGET							
NTE - Permanent Community Impact Board	46,895,366	-	-	-	-	46,895,366	-
TOTAL NTAA - COMMUNITY DEVELOPMENT CAPITAL BUDGET	\$46,895,366	\$0	\$0	\$0	\$0	\$46,895,366	\$0
NWAA - SPECIAL SERVICE DISTRICTS							
NWA - Special Service Districts	2,868,208	-	-	-	-	2,868,208	-
TOTAL NWAA - SPECIAL SERVICE DISTRICTS	\$2,868,208	\$0	\$0	\$0	\$0	\$2,868,208	\$0
WORKFORCE SERVICES FUNDS							
2115 - Navajo Revitalization Fund	432,599	-	-	-	-	432,599	-
2135 - Uintah Basin Revitalization Fund	12,168,859	-	-	-	-	12,168,859	-
2151 - Qualified Emergency Food Agencies Fund	764,990	-	-	-	-	764,990	-
2265 - Refugee Services Fund	9,989	-	-	-	-	9,989	-
2266 - Workforce Initiatives Fund	43,011	-	-	-	-	43,011	-
2345 - Utah Community Center for the Deaf Fund	0	-	-	-	-	-	-
2355 - Individuals with Visual Impairment Fund	85,365	-	-	-	-	85,365	-
5110 - Unemployment Compensation Fund	361,289,426	-	(929,760)	-	-	362,219,186	-
7355 - Individuals with Visual Impairment Vendors Fund	140,834	-	-	-	-	140,834	-
Olene Walker Housing Loan Funds	24,832,929	-	-	-	-	24,832,929	-
TOTAL WORKFORCE SERVICES FUNDS	\$399,768,002	\$0	(\$929,760)	\$0	\$0	\$400,697,762	\$0
DEPARTMENT TOTALS	\$1,534,575,123	\$134,314,684	\$845,171,619	\$3,429,844	\$3,678,298	\$499,544,403	\$48,436,275

BOARDS AND COMMISSIONS

REFUGEE SERVICES BOARD OF ADVISORS

OVERVIEW

The Refugee Services Office is guided by an advisory board composed of individuals from various organizations and agencies that provide services to, or have an interest in assisting, refugees in Utah. The governor approves individuals who serve on the Refugee Services Board of Advisors and they work with Refugee Services Office staff to improve services for refugees in Utah. The board meets quarterly to address issues affecting refugees in the state and those arriving soon from around the globe.

GOAL

To offer support and advice to the Refugee Services Office in its efforts to provide service coordination, accountability, advocacy and resource development for refugees in Utah.

REFUGEE SERVICES OFFICE CODIFICATION

During the 2025 Utah Legislative Session, The Refugee Services Office was codified as a division

within the Department of Workforce Services under S.B. 31. Codification ensures the Refugee Services Office will continue to oversee the funding and collaboration, employment and supportive services and community connections vital to ensuring the self-sufficiency and long-term integration of refugees in Utah.

CONCLUSION OF THE REFUGEE SERVICES BOARD OF ADVISORS

Governor's Executive Order 2008-0002, which established the Refugee Services Office's Board of Advisors, has been rendered inoperative by the passage of S.B. 31. As such, the board was sunset by the close of state fiscal year 2025. The Refugee Services Office expresses the utmost gratitude and appreciation for the board's service and contributions. The Refugee Services Office continues service coordination and community collaboration through existing monthly Refugee Providers Meetings.

STATE WORKFORCE DEVELOPMENT BOARD

OVERVIEW

The purpose of the State Workforce Development Board is to convene the state, regional and local workforce systems and partners. The board has the responsibility of coordinating and aligning Utah's workforce programs and striving to shape the jobs of today and influence the opportunities of tomorrow. The business-led board has a leadership role in developing a strategic plan that aligns the workforce system to effectively prepare a talent-ready workforce to meet employer needs.

The board supports partnerships among business, government, education, labor, community partners and economic development organizations. A focus on in-demand occupations, 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 core and required partners under the Workforce Innovation and Opportunity Act, as outlined in Utah's State Plan. The State Workforce Development Board reviews and approves Utah's State Plan, including all modifications. Learn about the board at jobs.utah.gov/edo/statecouncil/index.html.

GOAL

To assist the governor in the development, implementation and modification of the state Workforce Innovation and Opportunity Act plan through committees overseen by the board and chaired by members who fulfill assignments related to these activities.

ACHIEVEMENTS

- Updated the WIOA Combined State Plan, including incorporating Perkins V plan.
- The board completed one-stop recertification as an American Job Center of the employment centers of St. George, Spanish Fork and Lehi.
- The board carried out a service project to support food pantries throughout the state.

CHALLENGE

The board has many new members who will need time and support to become fully engaged.

For additional information about the State Workforce Development Board, contact Liz Carver at ecarver@utah.gov.

APPENDIX A

Office of Homeless Services Budget

STATE FUNDS ONGOING	Amount
Homeless to Housing Reform Restricted Account	\$ 2,345,700
Homeless Shelter Operations	\$ 8,100,000
Pamela Atkinson Homeless Account	\$ 2,677,864
Homeless Services Dedicated Funding	\$ 12,000,000
Emergency Solutions Grant (State Match Portion)	\$ 1,053,581
Statewide Homeless Systems Support	\$ 9,300,000
Attainable Housing Grants	\$ 5,000,000
Homeless Shelter Cities Mitigation Restricted Account	\$ 7,293,750
Family Interim Non-Congregate Housing	\$ 1,900,000
Midvale City Police Officers	\$ 210,000
STATE FUNDS ONGOING TOTAL	\$ 49,880,895
STATE FUNDS ONE-TIME	Amount
The INN Between	\$ 450,000
Homeless Management Information System (HMIS)	\$ 100,800
Winter/Summer Emergency Shelter	\$ 5,500,000
Deeply Affordable Housing	\$ 2,500,000
The Other Side Village	\$ 1,000,000
STATE FUNDS ONE-TIME TOTAL	\$ 9,550,800
STATE FUNDS ONGOING AND ONE-TIME TOTAL	\$ 59,431,695
FEDERAL FUNDS	Amount
Emergency Solutions Grant (Federal Portion)	\$ 1,153,581
Continuum of Care	\$ 637,024
Deeply Affordable Housing (ARPA)	\$ 26,350,916
HOME Investments Partnership Program (ARPA)	\$ 3,825,644
Temporary Assistance for Needy Families	\$ 4,900,000
Housing Opportunities for Persons with AIDS	\$ 374,811
FEDERAL FUNDS TOTAL	\$ 37,241,976
LOCAL TAX REVENUE	Amount
Homeless Shelter Cities Mitigation Restricted Account (Estimate)	\$ 9,641,653
LOCAL TAX REVENUE TOTAL	\$ 9,641,653
ALL SOURCES	Amount
TOTAL	\$ 106,315,324

APPENDIX B

Office of Homeless Services Disbursements

OFFICE OF HOMELESS SERVICES SFY 2026 DISBURSEMENT OF FUNDS IN ACCORDANCE WITH UTAH CODE §35A-16-203(3)(b)(iii)	
SFY 2026 DISBURSEMENTS	Amount
Pamela Atkinson Homeless Account	\$5,338,647
Homeless to Housing Reform Restricted Account	\$13,666,585
Homeless Shelter Cities Mitigation Restricted Account	\$17,724,226
COVID-19 Homeless Housing and Services Grant Program	\$16,275,599
TOTAL	\$53,005,057
PROJECT TYPES	Amount
Emergency Shelter	\$16,600,041
Permanent Supportive Housing	\$713,027
Other	\$1,429,792
Deeply Affordable Housing	\$16,275,599
Administration	\$262,372
Mitigation	\$17,724,226
TOTAL	\$53,005,057

APPENDIX C

SNAP Funds Amendments

Associated Legislation - [H.B. 403](#) - SNAP Funds Amendments

Bill Sponsors - Representative Kristen Chevrier and Senator Brady Brammer

Bill Requirement - The Utah Department of Workforce Services will submit a waiver to the United States Department of Agriculture, Food and Nutrition Services by July 1, 2025, to authorize the department to prohibit the use of SNAP benefits for the purchase of soft drinks.

Waiver Submission Date - May 16, 2025

Waiver Approval Date - June 10, 2025 (two years - effective Jan. 1, 2026)

Implementation Date - Jan. 1, 2026

SNAP Enrollment - 153,000 Individuals/75,000 Households

SNAP Recipient Survey Participants - 4,395

Survey Results

Question 1 - Since Jan. 1, 2026, how has the amount of soft drinks you drink changed?

- No change - 51.17%
- I drink a little less - 15.84%
- I drink a lot less - 13.9%
- I didn't drink soft drinks before / N/A - 12.74%
- I drink a lot more - 3.54%
- I drink a little more - 2.53%

Question 2 - Do you believe the soft drink restriction has improved your health?

- No, not at all - 66.85%
- Yes, possibly - 11.17%
- I'm not sure - 12.89%
- Yes, definitely - 9.08%

Question 3 - Has this new rule affected your usual grocery shopping and food choices (other than soft drinks)?

- Yes, a lot - 23.7%
- Yes, a little - 27.9%
- No, not at all - 48.38%

APPENDIX D



SPENCER J. COX, Governor
DEIDRE HENDERSON, Lt. Governor

STATE of UTAH
Department of Workforce Services
CASEY R. CAMERON, Commissioner

REBECCA BANNER, Deputy Commissioner
KEVIN BURT, Deputy Commissioner
GREG PARAS, Deputy Commissioner

To: Governor Spencer J. Cox, President J. Stuart Adams, Speaker Mike Schultz
From: Department of Workforce Services
Re: Report on Compliance With Section 63G-12-402

The Department of Workforce Services submits this report in compliance with Utah Code, Subsection 63G-12-402(9):

A state agency or department that administers a program of state or local public benefits shall:

- (a) provide an annual report to the governor, the president of the Senate, and the speaker of the House regarding its compliance with this section; and
- (b)
 - (i) monitor the federal SAVE program for application verification errors and significant delays;
 - (ii) provide an annual report on the errors and delays to ensure that the application of the federal SAVE program is not erroneously denying a state or local benefit to a legal resident of the state; and
 - (iii) report delays and errors in the federal SAVE program to the United States Department of Homeland Security.

The Department of Workforce Services remains in full compliance with Utah Code, Section 63G-12-402. The department verifies the lawful presence in the United States of adult individuals who apply for federal and state public benefits, as required in the section, from programs for which this verification is required. This includes using the federal SAVE program as required by Subsection 5.

The department has not identified any errors in information received from SAVE. There have been instances when SAVE information takes time to be provided or the record does not exist. In those instances, the department has worked to process the applications in a timely manner by verifying the lawful presence of the applicant by other means, such as having the applicant provide relevant documentation of legal presence. By managing verification in this way, the department has not erroneously denied a state benefit to a legal resident of the state.

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Draft Statement of Net Position
Unemployment Compensation Fund
(expressed in thousands)
June 30, 2026
(unaudited)

ASSETS**Current Assets:**

Cash and Cash Equivalents	\$ 1,266,312
Pooled Cash and Investments	20,407
Accounts Receivables, net	93,043

Total Current Assets	<u>1,379,762</u>
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Noncurrent Assets:

Accounts Receivable, net	4,575
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Total Noncurrent Assets	<u>4,575</u>
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Total Assets	<u><u>1,384,337</u></u>
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LIABILITIES**Current Liabilities:**

Accounts Payable and Accrued Liabilities	20,938
Deposits	10
Due To Other Funds	13,056
Unearned Revenue	276
Policy Claims and Uninsured Liabilities	32,048

Total Current Liabilities	<u>66,328</u>
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Total Liabilities	<u>\$ 66,328</u>
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NET POSITION**Restricted for:**

Unemployment Compensation and Insurance Programs	<u><u>\$ 1,318,009</u></u>
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