



# 2001

DEPARTMENT OF  
WORKFORCE  
SERVICES

[jobs.utah.gov](http://jobs.utah.gov)



*Helping you compete in a global economy*

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**D**ear Utah citizen:

The year 2001 was unlike any other. It began strong, then tested our resolve, and exited leaving behind an indisputable sense of hope and optimism. Workforce development will be critical to the economic and social recovery in Utah and the rest of the United States of America. We are ready to help all Utahns, just as we have this past year, compete in a global economy.



ments this year in workforce development, complimented by data that paint a picture of Utah's workforce, economy, and outlook for the future. Yet, a few especially significant events bear mentioning here:

The workforce development vision for integrated workforce services in a system of one-stop employment centers, set by the governor and legislature, has become a reality. We've continued this year, as we will the

Departments of Education and Labor for outstanding performance in the implementation of the Workforce Investment Act.

Our Unemployment Insurance division continues to lead the nation in its services to businesses and the unemployed. We received several awards from the U.S. Department of Labor in 2001. Under the governor and legislature's leadership, Utah has developed one of the most efficient and solvent UI

*Executive Director*  
*Robert Brown* and *Randy C. Emery*  
*State Council Chair*

We are pleased to present the Department of Workforce Services' fourth annual report. Thanks to the governor, the legislature, our councils on workforce services, our agency and community partners, and especially all of our hard-working people, we remain a national leader dedicated to the unemployed, underemployed, and the employers that conduct business here in the Beehive State.

In this report, you will read about many of the accomplish-

next, to refine and improve the system after which several states now model theirs.

We continue to move closer to the governor's ideal of an e-government organization, making significant progress in the delivery of services via telephone and the Internet. The workforce services portal was rebuilt and renamed to reflect the evolution ([jobs.utah.gov](http://jobs.utah.gov)).

In May, we were one of only six states to receive an award (of nearly \$1 million) from the U.S.

systems in the country.



There remains enormous potential for the coming year, as we respectfully submit this report. We understand our mission and duty to supply you with the tools necessary in understanding and competing in what can be a complex economy. We hope you will enjoy reading about our programs and services for the year 2001, and we look forward to 2002 with great optimism.

*Can you compete in  
an ever-changing  
economy?*



*Robert Gross, DWS Executive Director,  
delivers tribute during aftermath of  
September 11 attacks.*

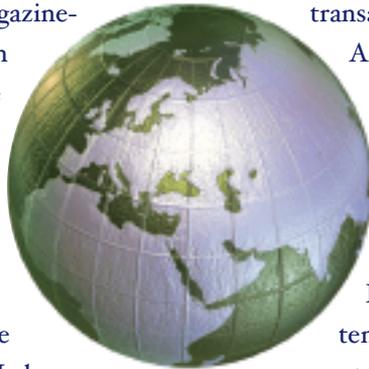
***L***et's face it;  
*staying on top of  
economic conditions  
both locally and  
nationally is  
challenging. But the  
Department of  
Workforce Services  
(DWS) offers a  
wealth of*

information to help you compete in a global economy. Whether you are an employer or a job seeker, information is readily available to help you gain an edge. Labor market information (LMI), such as current wage and demographic information, will help you make smart business decisions or negotiate competitive salaries. Services for the unemployed, underemployed, or those laid off from employment are available from DWS. Employers enjoy tax benefits, help finding the right people, and assistance with labor issues while job seekers enjoy services to help them become better trained, find the right job, or overcome obstacles to employment.

## *Labor Market*

During 2001, we've focused on delivering labor market information electronically and in an understandable and more useable format. Economic information was published and delivered on CD Rom for the first time. New prod-

ucts and features were added to our Web site: a searchable occupational wage database, county and state pages and *TrendLines Extra*, a magazine-style publication written in very basic terms about the local economy. Regional economists around the state educated customers via our “Breakfast with an Economist” presentations. Updates were made to core tools that are used by LMI shops across the country to project industry and occupational growth. The national prevailing wage database for foreign labor certification was completed



enabling easier processing of Alien Labor Certification applications. We also began studying labor market transactions data from America’s Job Bank to determine if this could provide early insight into economic trends. We developed the Local Forecast Review system allowing local experts to review and give feedback on economic forecasts for their areas, thereby improving the accuracy of state analysts’ industry and occupational projections.

## Our Economy

When Utah’s economic growth stalled during the year, we were there to help. Our centralized Dislocated Worker Unit (DWU) in partnership with regional and local staff, provided assistance to those affected by layoffs this year. The unit is responsible for pre-layoff and closure activities carried out by DWS. Upon receipt of a notice of company closure or pending closure, the unit triggers a “Rapid Response Team” to quickly and efficiently gather resources, ideally at the site of a dislocation event, and to help minimize the impact on dislocated

*...I was particularly impressed with the quality of staff that you have working to meet the needs of the citizens...*

Representative Kory M. Holdaway

*It’s a great way to help people in need; and you don’t have to be in New York City.*

Bruce Axtell, co-owner of Axtell Taylor Jeep in Logan donated used automobiles twice to DWS for needy customers. In both situations, Bruce gave each new owner a bill of sale for \$0 to enable them to register and title the car.

When asked if he would like recognition in the local newspaper as a means of advertisement, Bruce declined. Although the cars were of some value to Bruce, they were of far greater value to the DWS customers; the cars repre-

sented an essential means of transportation. Bruce’s philanthropic efforts should not go unnoticed.

At a time when many have been asked to contribute to the New York City disaster, local charities, and needy families during the holidays, Bruce found a way to help in Cache Valley. His kindness touched not only the benefactors of his generosity, but the staff at DWS.

workers, employers, and the community.

Our Rapid Response Team worked directly with 100 companies and 14,000 impacted workers in 2001. Over 70 of those companies were downsizing, while the remaining companies were permanently closing their facilities.

Many of these layoffs are a direct result of the downward turn in the local and national economy. Yet even though Utah's economy is in its worst performance slump since the early 1980s, it still hasn't turned negative (and it didn't in the 1980's either). Despite the surge of activity associated with the 2002 Winter Olympic Games, this slowdown will likely persist well into the coming year.

The net increase in the number of non-farm jobs was only 10,000, a growth rate of 0.9%, and these preliminary estimates may be revised lower. This is Utah's worst performance since 1982's 0.3%. Correspondingly, Utah's unemployment rate for 2001, at 4.5%, is a nine-year high. A monthly average of about 51,000 Utahns were unemployed.

The 2001 rate of job growth in Utah's major industrial divisions ranged from minus 3% in manufacturing and construction to 5% in finance, insurance, and real estate. In 2002, construction will lose another 8% of its jobs and services will resume its lead in the pace of growth with about 3% expansion.

In 2001, Utah's average annual non-agricultural pay was roughly \$30,000—up 3.6% from the 2000 average. Because of all the temporary and part-time jobs associated with the 2002 Winter Olympic Games, the increase for next year will be somewhat smaller. Utah's annual pay as a percentage of U.S. annual pay has been near 85% since 1988 but has drifted downward.

An average of 72% of Utah's civilian, noninstitutionalized population over the age of 15 participated in the labor force in 2001. This rate ranks significantly higher than the national average of 67%. Both Utah women and men take part in the labor market at higher rates than their national counterparts. About 90% of employed people are nonagricultural wage and salaried workers.

*The National Association of State Workforce Agencies recognized our "Utah Job Outlook in Brief" publication for excellence in providing quality information.*



*LMI Staff Proudly Display Award*

## *Unemployment Insurance*

Our Unemployment Insurance (UI) Division experienced dramatic changes during 2001. Utah's softening economy caused thousands of workers to be displaced and as a result, workloads increased division wide. Higher than expected unemployment benefit costs were experienced and the reserve fund reached its \$600

*Our Rapid Response Team responded to over 100 companies, impacting 14,000 workers.*

million target balance two years earlier than anticipated. Fortunately, most displaced workers claimed fewer weeks of unemployment compensation and continued to reenter the workforce quickly.

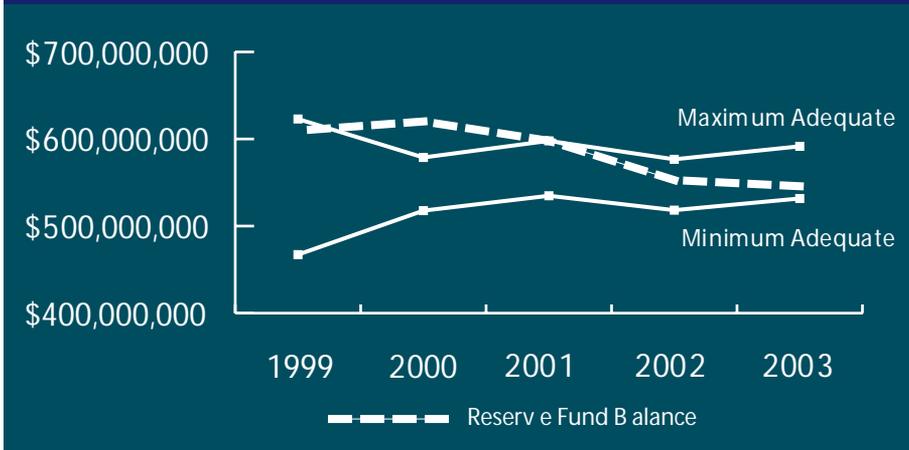
We implemented several automation improvements to enhance customer service and increase efficiency this year. Four new Internet-based applications were introduced so customers, both claimants and employers, can access services and individual account information 24 hours a day, 7 days a week.

Automation improvements also enhanced our UI benefit and tax services Web sites. Customers now have a more convenient method of filing a claim or checking current eligibility status, tax withholding status, account transaction history, receiving a completed IRS Form 1099 for the previous tax year, and requesting a direct deposit form online.

Employers now have instant access to current tax rates, quarterly reporting information, and UI tax publications. Employers can also view tax account transaction history, update important contact information, and close or reopen an account. All of these serv-

## *Adequacy of Reserve Fund*

### *Projected Fund Balance 1999 to 2003*



ices are available on our new and improved Web site.

A new Interactive Voice Response (IVR) system was implemented to increase efficiency and an antiquated microfiche record storage system was replaced with a state of the art imaging system. Now employees can access records within 24 hours of their entry, view and share records with other employees, and obtain electronic copies of records instantly.



Weekly monetary benefit awards increased 15% and a record amount of unemployment compensation was paid to displaced workers in 2001. Average benefit payments increased 16% over last year and total benefit payments were 59% higher than total benefit payments distributed during 2000. Additionally, claim duration remained flat, the

maximum benefit amount was increased to \$355, and the average unemployment insurance claimant received \$239 per week.

The number of claimants choosing to have their benefit payments deposited directly into a

personal checking account grew rapidly this year; from 555 accounts to over 15,700 accounts.

During 2001, the revised Benefit Ratio Experience-Rating system continued to provide significant UI tax savings to Utah's 54,000 employers and increased benefits to eligible claimants.

Contribution rate reductions gave employers a tax savings of approximately \$13.1 million and the reserve fund remained well within the acceptable adequacy range.

Finally, over 73,000 New Hire records were reported and processed by the UI Division monthly during 2001 and employers continue to move toward electronic record submission.

## *Our UI Division was recognized nationally and received several awards this year...*

The U.S. Department of Labor (USDOL) honored Utah's Unemployment Insurance (UI) Division with two regional awards: "Outstanding Performance in a UI Benefits Program" and "Demonstrating the Most Improvement in a UI Tax Program" in USDOL Region Four. USDOL Region Four is comprised of state workforce agencies within Arkansas, Colorado, Louisiana, Montana, North Dakota, South Dakota, New Mexico, Oklahoma, Texas, Utah, and Wyoming.

### *Purposes of TANF:*

- 1. Provide assistance to needy families so children can remain in their own homes or a relative's home.*
- 2. End dependence of needy families on government benefits by promoting job preparation, work and marriage.*
- 3. Prevent and reduce the incidence of out of wedlock births.*
- 4. Encourage the formation and maintenance of two parent families.*

## *Family Employment Program (FEP)*

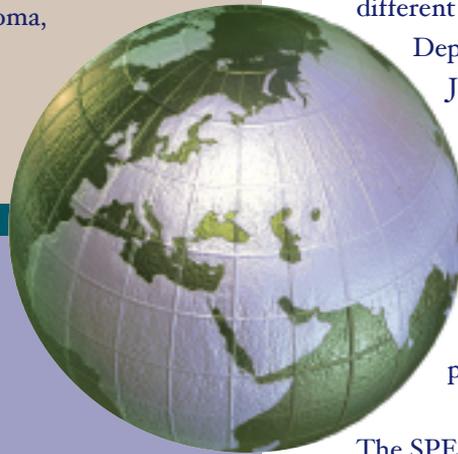
Utah's innovative welfare reform effort began in January 1993 as the Single Parent Employment Demonstration Program (SPED). The mission of the SPED program was to increase income through earnings and child support.

The SPED program was philosophically different from the Aid to Families with Dependent Children (AFDC)

JOBS program in its focus on self-sufficiency before eligibility determination, diversion, and universal participation in activities leading to employment. SPED simplified eligibility and rewarded participation.

The SPED pilot offices were so successful in moving clients into employment that the program was implemented statewide, as the Family Employment Program (FEP), in 1996. This was before the advent of federal welfare reform with the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) in August 1996.

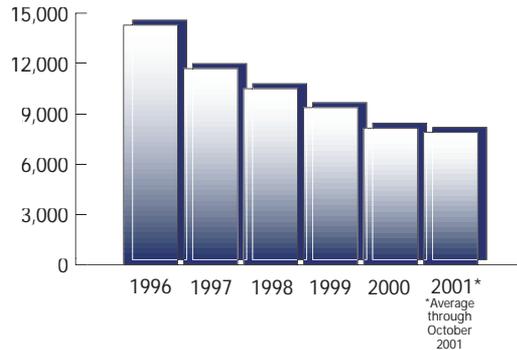
PRWORA overhauled the federal welfare system. The principal intent of the PRWORA law is to end adult dependency on public assistance. The law places a heavy emphasis on employment and holds states accountable to minimum work participation rates for



families receiving assistance funded by the Temporary Assistance for Needy Families (TANF) block grant.

When Utah implemented FEP (funded by the TANF block grant) it also adopted a 36-month lifetime limit on financial assistance. Law allows DWS to extend up to 20% of its annual financial assistance caseload past the 36-month lifetime limit for specific reasons. In addition, any parent who is employed for not less than 80 hours per month is rolled over past the 36-month lifetime limit on a month-by-month basis for as long as s/he remains employed for up to 24-months. The employment rollover does not count in the 20% extension cap.

### *Total FEP Cases*



When the 36-month lifetime limit began in January 1997, Utah had a caseload of 12,864 families receiving financial assistance. The families receiving assistance then, who did not move away from assistance, reached their lifetime limits on December 31, 1999.

There were 436 families in Utah who reached that 36-month limit and 143 families whose financial assistance cases were actually closed due to lifetime limits on that date. Remaining families continued to receive financial assistance because they qualified for an extension. Customers who reach their lifetime limits often continue to qualify for and receive food stamps, Medicaid, training, child care, and/or all employment connection services we provide.

From January to August 2001, approximately 30.5 families had their FEP cases extended each month. During that same time, approximately 28 FEP cases were closed due to time limits and an average of 248 families were receiving an extension each month.

*I recently visited the Logan DWS Office and was quite impressed with the quality of service I witnessed clients receiving...*

Mandi Janis, Anti-Hunger Advocate  
Crossroads Urban Center

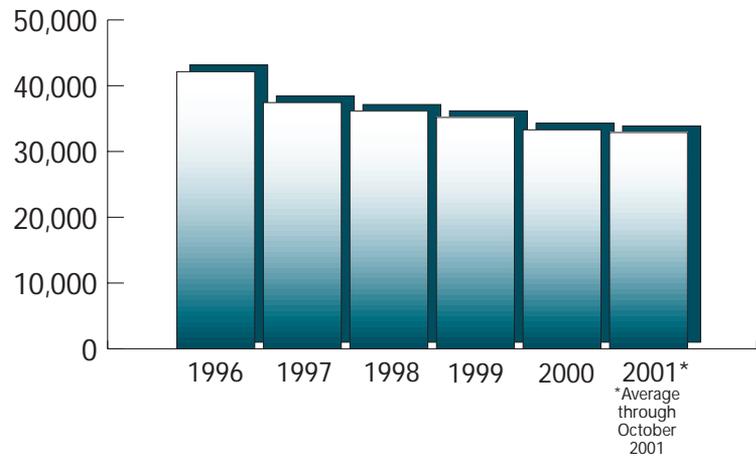
*A little help goes a long way...*



Jessica Lui was recognized by the State Council on Workforce Services for doing an outstanding job as a participant in the Youth Employability Services Program. Recently she worked at the Utah Attorney General's office with Attorney General Mark Shurtleff, who responded positively to Jessica's work ethic. In addition to volunteering for the Domestic Violence Initiative, Jessica also assisted in a collaborative effort between the Salt Lake City

Mayor's office and the National Tonga American Society by putting together a booklet that was presented on behalf of Salt Lake City to the Royal Tongan family in Tonga. This year Jessica is a senior at Brigham Young University and plans to attend law school.

## Total Food Stamp Caseloads



In January 1997, we had 12,864 financial assistance cases. By June 2001, that total had shrunk to an all time low of 7,731. There is no doubt that Utah's strong economy played a role in the success of FEP. But it is also true that the time customers receive assistance is being spent in a more productive manner. Caseloads started to increase slightly (8,106 in October 2001), likely due to the recent

downturn in the economy. This trend will be watched closely as we enter the sixth and final year of the TANF block grant.

## Food Stamps

The Food Stamp Program is the nation's most important program in the fight against hunger because of the basic protection it provides persons of all ages and household



*Qualifying families in our southeastern region may have the opportunity to start their own businesses.*

The Southeastern Utah Small Business Investment Fund's Small Business Start-up Program officially kicked off October 1, 2001. The two-year program provides grants to TANF needy families and FEP clients to start-up new small businesses. A minimum of \$1,000 and a maximum of \$10,000 is given to participants. The program requires completion of a 12-session NxLevel program, a nationally recognized course covering all aspects of operating a small business. "Hands on"

tailoring to the participant's business idea is offered along with a fully developed business plan. Follow-up monitoring and mentoring by the instructor helps support the successful outcome. The business plans are varied and include auto bodywork, tractor and engine repair, green house and nursery, jewelry manufacturing, furniture manufacturing, a dance studio, horse training, and a photo studio.

status. Food stamps are designed to improve the nutrition of people with low incomes by providing benefits to cover part of their household's food budget. We administer the Food Stamp Program in Utah. The federal government pays the full cost of food stamp benefits and half of the program's administrative costs.

Food stamps are critical for both working and non-working families. Households are issued a monthly allotment based on the size and income level of the household. The maximum allotment is based on the "Thrifty Food Plan" designed by the United States Department of Agriculture (USDA). To be eligible for food stamps, a household must meet certain eligibility standards such as income and resources, work requirements, and citizenship.

The amount of benefits an eligible household receives depends on the number of people in the household and the amount of income the household has. For example, a household of three people with no income can receive up to \$329 a month in benefits. The average monthly amount of benefits in 2000 was about \$70 a person and \$174 per household. Benefits are issued to households via electronic benefits transfer onto the Utah Horizon Card used like a debit card in approved stores.

## Food Stamp Accuracy

The Food Stamp Program has largely been left behind by Congressional welfare reform, preserving its entitlement philosophy through a system of difficult to navigate and reconcile federal regulations.

In April 2001, we were notified by the Food and Nutrition Service (FNS) that Utah's food stamp payment accuracy rate for federal fiscal year 2000 (which ended September 30, 2000) was 85.55%. This unacceptably low rate resulted in an intensive effort to improve food stamp payment accuracy in 2001. In September 2001, we achieved a rate of 97.14% and finished the federal fiscal year (FFY) (October 2000 - September 2001) with a cumulative rate of 91.91%. This is 6.36% higher than last year's payment accuracy rate.

However, extraordinary results in the last seven months may not be enough to rise above the Federal Tolerance Level because of a few months of poor performance early in FFY 2001.

Our average accuracy rate during the last seven months was 94.34%. Last year, all states with accuracy above 94.2% received enhanced funding. We are optimistic that we'll see continued improvement in this area during 2002.

## Access

Recently, data have demonstrated a decline in food stamp case-loads nationally and in Utah. It is not yet clear what all of the forces at work here are, nor which are most influential. As a result, in cooperation with community advocates, we creat-

*Utah Food Stamp Payment Accuracy Rate  
FFY 2001*



## *Salt Lake Organizing Committee recognizes our staff...*

Our staff were instrumental in assisting the Salt Lake Organizing Committee (SLOC) in their quest to fill upwards of 26,000 positions for pre-game and games-time employment opportunities for the 2002 Winter Games. Staff completed more than 1,500 interviews and donated space for SLOC recruiters to hold interviews, training and orientation. "DWS staff were heroes," said

Christian LaBarbera, Senior Manager of Games Time Staffing. "We could not have done it without them. Not only did they help us, but they gave us the best of the best. We are extremely grateful and impressed!"

ed an informational outreach piece to help potential customers learn about the availability of food stamps. General information on the Food Stamp Program, eligibility information and worksheets, checklists, and answers to common questions will all be included in this package. We also plan to implement a toll free number that the public can call to obtain more information on food stamps.

### **Nutrition**

**A**nother goal of the Food Stamp Program is to provide educational programs that help food stamp recipients make healthy food choices within a limited budget.

Utah's Nutrition Education Programs are provided through Utah State University Extension offices throughout the state and offer services such as providing accurate information on food budgeting, food preparation, providing nutritionally adequate diets to infants and children, and gardening and food preservation. In 2001, plans were made to expand these programs

to ensure more Utahns receive information on the importance of nutritionally adequate diets.

## *Office of Child Care*

The mission of the Office of Child Care (OCC) is to support children and families by working collaboratively with providers, employers, agencies and communities throughout Utah to ensure the availability of quality, affordable child care. The office is largely funded by the Child Care and Development Fund (CCDF). CCDF assists low-income families, families receiving temporary public assistance, and those transitioning from public assistance in obtaining child care so they can work and/or attend training/education.

A small portion of that funding must be used to improve the quality of child care and offer services to parents such as child care resource and referral counseling, training and professional development for child care

providers, support for out-of-school time programs, quality improvement grants to providers, infant/toddler initiatives, and work/life education.

In FFY 2001, Utah received \$39 million in CCDF funding. Twenty-nine million was spent on assisted child care payments and \$6.9 million was spent on quality activities. The balance of the funding was spent on administrative, regional and information technology expenditures. The Office of Child Care focuses on the following programs to support families and child care providers in Utah.

### **Training and Professional Development**

**T**he OCC's professional development programs are designed to improve the quality of care children receive by encouraging the training and professional development of child care providers. The Early Childhood Career Ladder Program recognizes and rewards early childhood workers for ten possible levels of training in child development and child care. A

growing body of research indicates that the quality of care children receive is directly tied to their caregiver's level of training and education. More than 270 Career Ladder Awards were distributed.

In addition, the Provider Achievement Award recognizes providers annually for their achievements in three areas: years of licensed experience, compliance with licensing regulations, and level of Career Ladder certification. In addition, providers received scholarships to assist them in obtaining and renewing their Child Development Accreditation (CDA) credential, and for becoming nationally accredited. More than 50 child care providers received a Provider Achievement Award this year.

With the implementation of these programs, Utah joins a growing number of states that are working to improve the training and professional development of early childhood workers.

## School-Age Programs

School-Age programs are essential to working parents. Both juvenile crime and victimization triple between 3:00 pm and 6:00 pm, the hours after school when many children are unsupervised.



The OCC contracts with over 20 private and public providers to help operate school-age program sites during the school year and summertime in Utah. The OCC offers training and support to these programs and works to develop awareness and understanding of quality before-and after-school programs.

## Work/Life Support and Development

Work/Life initiatives focus on helping businesses be more successful by creating work environments that recognize the work/life needs of their employees. Work/life programs and policies take many different forms, but businesses that truly benefit are those that align their work/life strategies with their business strategies, ensuring that their primary business and productivity objectives are supported by their work/life efforts.

## A few of our Mountainland Region successes...

- The American Fork Employment Center (EC) organized a tour of Micron Technology for all DWS service providers and members of the Mountainland Regional Council. to present employment opportunities.
- The Payson EC held a mass recruitment for the new Springville Wal-Mart. With the layoffs in the area, new employment was welcome and over 400 positions were filled.
- An on-site blood drive at our Provo EC, hosted by Mountain View Hospital, collected 13 units of blood .
- DWS staff provided labor market information for Career Days and “Reality Town” presentations, which helped teens role-play with “assigned” jobs, bills, mortgage payments, etc.
- Our annual “Youth Fest” touts motivational speakers on overcoming self-defeating thinking.
- Schools in the area will be closed during the Olympics; our regional plan was used as a guide for other agencies and regions.

Each year, the OCC recognizes Utah's Top Ten Most Family-Friendly companies. Creating family-friendly workplaces that address flexibility, dependent care, community involvement, opportunity and advancement, flexible benefits, and education are a few of the ways employers are meeting employee needs. The selection process is based on both quantitative and qualitative information collected from employers and their employees. The Fourth Annual Work/Life Awards will be presented at DWS' annual Employer Conference. Because of the Olympics, the awards will be presented in April 2002.

### **Child Care Resource and Referral**

The OCC supports Utah's Child Care Resource and Referral agencies (CCR&R). Six agencies con-

tract with our department to provide community-based child care information and referral services throughout Utah. Parents call a locally based CCR&R and receive information that will assist them in their search for quality child care. The CCR&Rs also provide critically important training to child care providers. Training ranges from workshops providing practical information on how to become a professional child care provider to classes in early childhood development. This year CCR&Rs fielded more than 8,000



### *Work/Life Award Winners 2000*

- *ARUP Laboratories*
- *Futura Industries*
- *OPTIONS for Independence*
- *America Online*
- *Attorney General's Office, Utah*
- *Employer Solutions Group*
- *Kencraft, Inc.*
- *PowerQuest Corp.*
- *Regence BlueCross BlueShield*
- *Your Community Connection*

## *Armando Saulcedo made great strides in the WIA Youth Program after being referred to his high school counselor for behavior problems.*



This 16 year old was recognized as one of our outstanding WIA Youth for reasons such as demonstrating superior attendance and displaying excellent interpersonal skills. Armando was assigned to a work crew cleaning and repairing U.S. Forest Service trails in the North Region. A variety of classes encouraged Armando to be responsible and develop positive behaviors as he participated. Classes

such as AIDS prevention, self-esteem and living skills training, money management, and leadership development were offered. Armando also realized he needed to improve his reading and math skills to enhance his vocational endeavors. Armando was recognized for demonstrating a positive attitude, and for discharging his responsibilities in an outstanding manner. Armando will continue tutoring activities for math and reading skills during the school year.

parent referral calls. In addition, they provided more than 300 classes or workshops, rendering more than 19,000 hours of training to child care givers.

### Infant and Toddler Quality Improvement Initiatives

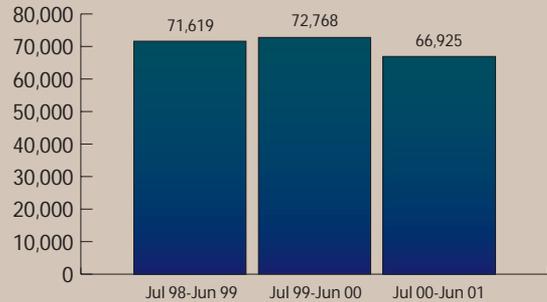
Parents face many challenges when looking for infant and toddler child care. To support both families and child care providers, the OCC issues grants to child care providers to increase the availability, affordability and quality of infant/toddler child care. Grants totaling \$745,730 were issued to 24 child care providers to pay for salaries, equipment and staff training. Some centers used the funds to postpone tuition increases while others were able to add infant or toddler's classrooms. Smaller grants totaling \$24,650 were also provided to infant/toddler child care providers for equipment.

### Assisted Child Care Program

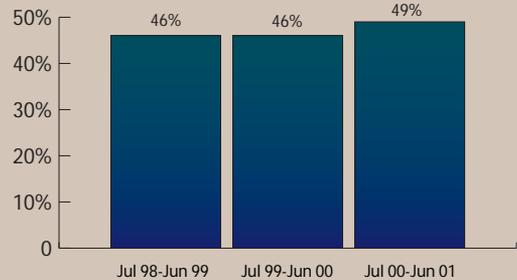
The Payment-to-Parent Assisted Child Care Program provided funding for child care services to an average of 5,550 families and 11,667 children per month in 2001. The average cost per child per month was \$245. The program serves single-parent families or two-parent families when neither par-



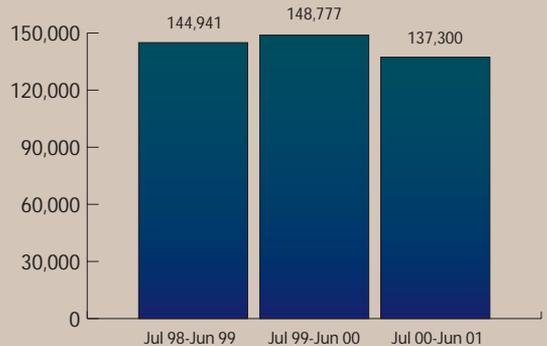
**Job Orders Received Statewide**  
Total number of requests for laborers submitted by employers. Each request may have one or more openings.



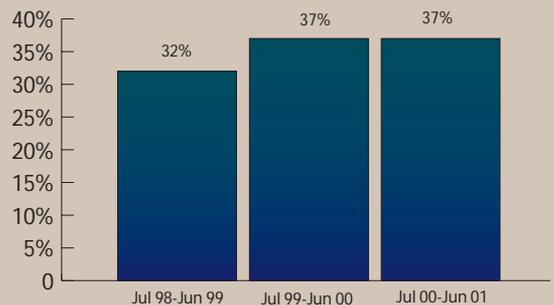
**Job Order Fill Rate Statewide**  
The rate of job orders with a placement divided by the total number of job orders received.



**Applications Received Statewide**  
Total number of individuals seeking employment who register for employment services with DWS.



**Placement Rate Statewide**  
The rate of individuals placed divided by the total number of applications received.





*Shauna Mace,  
Manager,  
American Fork  
EC, was named  
"Manager of the  
Year" by  
Executive  
Director Robert  
C. Gross.*

*"With the help I've received from DWS I've been working steadily ...I am now a self-sufficient single parent raising two growing boys...I am part of a very significant organization that helps people in need just as they helped me."*

*-Tammy Opfar*



*Tammy Opfar,  
Mountainland  
Region, was  
recognized as one  
of our outstanding  
WIA Youth.  
A former client,  
she became a  
DWS employee.*

ent can arrange their schedule to provide care for their children. Parents must meet minimum work requirements. Other eligibility requirements such as income limits and cooperation to obtain child support may also apply.

## *Reauthorization Issues*

Utah, like many other states, has achieved unprecedented success implementing welfare reform, providing compelling evidence that the devolution of authority to states was indisputably the correct course of action. However, there is still much work to be done. Welfare reform must now concentrate on providing on-going supports for low-income working families and removing barriers for those who face them.

The Food Stamp Program, CCDF, and TANF are all due to be reauthorized by Congress in 2002. We are participating at the national level to ensure that Utah is represented during the reauthorization process.

### **Temporary Assistance to Needy Families (TANF)**

The continued success of welfare reform in the states is contingent upon three key factors:

- Maintaining the flexibility of the TANF block grant
- Maintaining a consistent level of federal and state support for the block grant over the next six-year period
- Simplification and alignment of related federal programs

### **Other recommendations include:**

- Maintenance of current federal funding levels for the TANF block grant (\$16.9 billion base plus supplement grants - Utah received a population supplemental grant) and preservation of the purposes of the act
- State Maintenance of Effort (MOE) should remain the same
- Restoration of Social Services Block Grant (SSBG) funding and transferability of TANF funds (10% transfer authority)
- Maintenance of state option to transfer TANF dollars to CCDF
- Update work measures and participation requirements, including maintenance of the caseload reduction credit

- Tribal TANF adjustments including 100% federal funding and separate participation rates

### **Food Stamp Program**

The current Food Stamp Program faces several challenges including a system that needs major change rather than an adjustment.

Food stamp recommendations include:

- Create a new outcome-based measurement system
- Simplify food stamp allotment calculation

- Simplify application processing, change reporting, and recertification

- Provide transitional food stamp benefits

- Exempt one vehicle and simplify asset tests

- Simplify household composition rules

- Enhance employment and training programs and encourage work

- Restore eligibility for non-citizens

- Enhance benefits and program access for senior and disabled individuals

- Simplify benefits for persons in group-living arrangements

- Enhance program flexibility

### **Child Care and Development Fund**

Over the past decade, child care has grown and expanded at an impressive rate. Much of that growth is the result of the flexibility afforded under welfare reform laws. Child care may be the key support service for families attempting to leave TANF but it is also of growing importance to families that are part of a changing economy and workforce.



*Sabra Howell, Ute Tribe Higher Education Director; Henry Howell, Melody Miller, Margo Roberts, Northeast Counseling, and Toni Ansel, Roosevelt DWS Office Manager attend Ft. Duchesne Office Open House.*

## *Expanded Services for Ute Tribe*

A contract with the Northeastern Utah Counseling Center (NCC) allows us to more conveniently provide mental health services to Ute Tribe members at a Fort Duchesne, Utah location.

When the Ute Tribe expressed interest in working more closely with the community and “Welfare-to-Work” programs, monthly coordination meetings were initiated with the local human services, educational representatives and their tribal counterparts. Tribe members wanted to have services provided on the reservations and the meetings opened up communication to make it possible. Dan Wheeler, a Vocational Rehabilitation Counselor, and Chair of the Planning and Operations Committee of the

Uintah Basin Regional Council, said “The tribe has good resources and also a need for our services. By partnering, we can achieve significantly better results than we could separately.” As a result of the meetings, the contract with NCC was put into place. In March, 2001, Melody Miller and Thomas Jenks were hired to provide a variety of counseling services to native Americans living in the area, and to make appropriate referrals to other human service agencies. “We are enthused about this opportunity.” said Jenks. “Melody and I can provide a variety of services, including substance abuse counseling, family counseling, mental health therapy, and other services as well.” The counselors are housed in the Ute Gymnasium Building in Ft. Duchesne, and at the NCC Office in Roosevelt.

# Western Region Growth and Successes

Our Western Region added more than 2,300 new jobs to the labor market in 2001. Several new stores set up shop in Washington County including Lowe's, Michael's, Target, Super Wal-Mart, Eddie Bauer, and Osh Kosh. We provided skill matching and referrals for all of these businesses.

The region was also successful in returning supportive service cases into the smaller, outlying communities to expedite customer service. It has been very successful and customers are pleased to have our services provided in their communities.



There are two challenges to child care in the upcoming reauthorization: first, maintain child care as the key support to a successful TANF program while recognizing child care's role in helping a broader range of families; and second, recognize that successful child care is both a support for parents of the children and a shaping influence for the child.

Child care recommendations include:

- Maintain current CCDF and entitlement funding levels and flexibility. Additionally, full SSBG funding should be restored and states should continue to have the authority to transfer up to 30% of their

TANF block grant into CCDF and have the ability to spent TANF funds directly on child care.

## Workforce Investment Act (WIA)

June 30, 2001 marked the end of our second full year of Workforce Investment Act (WIA) implementation. During the last program year we remained focused on enhancing our service delivery system, youth services and partnerships. Some accomplishments are listed below:

- The first phase of the UWORKS system was implemented and successfully consolidated case management systems

- The Rapid Response Unit advanced their partnerships with regional and local staff to streamline services

- Access to labor market information was enhanced through improvements made to our Web site

- The transition from Job Training Partnership Act (JTPA) youth programs to WIA youth programs was successfully made

- Youth partnerships were developed in local areas

Final performance measures for WIA, as defined by the United States Department of Labor (USDOL), were finalized in 2001 and differed significantly from JTPA. WIA measures emphasize employment-related out-

*Our new Web site, [jobs.utah.gov](http://jobs.utah.gov), is the job information portal for state government.*

comes for job seekers and customer satisfaction for both job seekers and employers. Both WIA and the former JTPA programs measure entered employment, job retention, credential attainment and earnings. The fundamental difference in performance measures for these programs is the methodology for calculating outcomes and the use of employer-reported wage data instead of follow-up contact with job seekers.

Performance indicators for WIA include:

- Adult/Dislocated Worker Entered Employment Rate
- Adult/Dislocated Worker Employment Retention Rate
- Adult Earnings Change/Dislocated Worker Replacement Wage
- Adult and Dislocated Worker Employment and Credential Rate
- Older Youth Entered Employment Rate
- Older Youth Employment Retention
- Older Youth Earnings Change
- Older Youth Credential Rate
- Younger Youth Skill Attainment
- Younger Youth Diploma Attainment
- Younger Youth Retention Rate
- Participant and Employer Satisfaction

Utah submitted its WIA Annual Report in December 2001 and

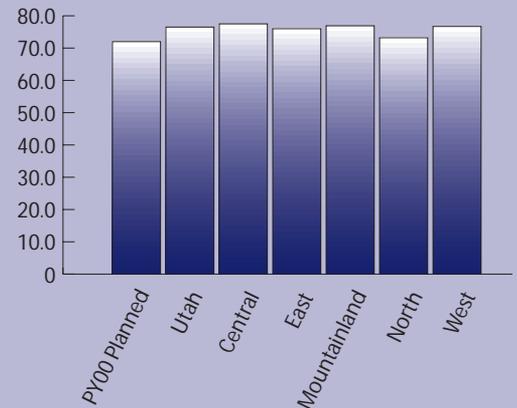
met 16 of the 17 performance standards for adults, dislocated workers and youth for PY 2000. Details on individual performance levels can be found on DWS' Web site at [jobs.utah.gov](http://jobs.utah.gov)

### Youth Services

One of the key components of WIA was the creation of youth councils whose primary focus is helping communities meet the needs of youth. The State Youth Council, through close collaboration with regional youth councils, provides this type of planning and oversight for Utah's youth programs. In order to increase council members' understanding of their new roles in workforce development, the State Youth Council applied for and received a planning grant through the USDOL. The grant enabled the state and regional youth councils to conduct a strategic planning session where goals for the upcoming year were identified.

The number of youth participating in youth programs increased slightly in PY2000 to approximately 1,189. Because federal funding is not currently meeting needs in local communities, regional youth councils are attempting to leverage community resources and are exploring creative funding options (such as using some TANF funds to pay for training for FEP-eligible youth).

## Participant Satisfaction Index



## Employer Satisfaction Index



*We exceeded our planned outcomes for both participant and employer satisfaction in Program Year 2000.*

# General Assistance

The General Assistance Program serves single adults without dependent children and married couples, without dependents, who have physical and/or mental health limitations that keep them from engaging in gainful employment (earning at least \$500 per month). The General Assistance Program continued to see increases in its caseload in 2001. The average monthly caseload for July 1, 2000 to June 30, 2001 was 1,228. Caseloads continued to increase and the average monthly caseload from July 2001 to November 2001 was 1,378.

General Assistance is the only program we administer that is funded entirely by state general funds. Because of budgetary concerns, we work closely with community organizations to develop policies that keep this program within its allocated budget. Significant policy changes over the past two years have kept the General Assistance Program within its allocated budget. However, general assistance cases tend to



OUR WASATCH NORTH Regional Council's Facilities Task Force was instrumental in deciding the location for two new Employment Centers (ECs) in the North Region. The South Davis EC opened in December to serve customers from North Salt Lake to Farmington. Local employers, who had not formerly accessed DWS services, are now experiencing support from our staff. Job seekers and supportive service customers are taking advantage of the Job Connection Center and access to employment counselors. The Roy EC opened in January of 2002 as a result of public meetings held to determine unmet needs that existed in the community.

Access to TANF reserve funds allowed new contracts to be established with local community entities to provide additional services for housing, transportation and training opportunities in the North Region.

increase as a result of a slowing economy. DWS will continue to monitor caseloads and work with community partners to make sure this very vulnerable population can be served.

## Budget

In FY2001 we issued over \$294 million in benefits and client service payments, and spent almost \$136 million providing services to customers. During 2001 we faced several challenges ranging from an increased demand for services, to planning for the use of remaining TANF grant balances.

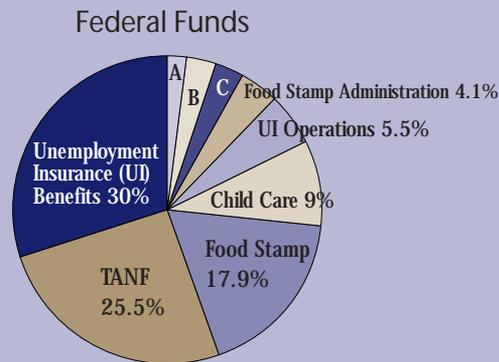
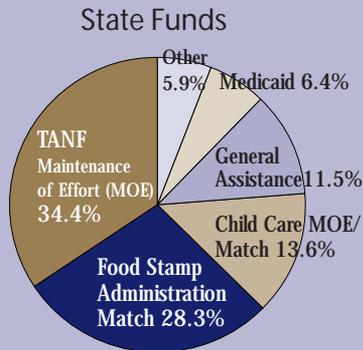
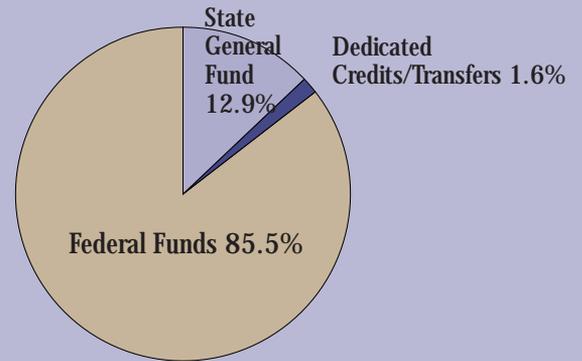
Almost 86% of our budget is funded by federal grants and most of our state general funds are needed as match or "maintenance of effort" (MOE) in order to get this federal funding. In FY2001 we received over \$371 million in federal grants, an 11% increase over the previous year.

In FY2002, over 94% of the \$56 million in state general funds appropriated to us will be used as MOE or match to allow DWS to receive its federal grants. With the slow down in our economy we've been preparing for the pending impact on demand for services. During a time of constrained state funding and cuts in federal employment service funding we will need to become increasingly efficient in order to meet the increased demand for services.

## DWS' Seven Year General Fund History



## DWS' FY 2002 Revenue Funds (Appropriated)



A - Other 2.0%  
 B - Workforce Investment Act 3.1%  
 C - Wagner-Peyser 3.0%

## Community needs identified...

Our Bear River North Regional Council members, in conjunction with the Bear River Association of Governments' (BRAG) staff, held public meetings to identify community needs that could be met by using TANF reserve funds. As a result, new contracts with local community entities provided additional services to customers in 2001. BRAG provides emergency housing funds and will also provide transportation vouchers to DWS customers. Additional training opportunities will be provided by the Bridgerland Applied Technology College and by Box Elder Community High School. DWS contracted with Child Care Resource &

Referral's "Earn While You Learn Program" and their "DWS Child Care Network Program." The Youth Council was essential in establishing contracts to provide additional services to youth, such as the Mt. Logan Middle School "Summer Learning Program," the Cache County School District "Job Skills Program," the Utah State University (USU) "Nuestro Promesa, Nuestro Futuro" (Our Promise, Our Future) program, the BRAG "Focus on Youth and Community Program", the Utah State University Extension Service "4-H Youth Program" and the BRAG/Lincoln Center "Pregnancy Prevention Program."

## *Mentoring Program Initiated in Moab*

Earlier this year, Moab's first mentoring program was created when we joined efforts with Moab's Seekhaven Domestic Violence and Homelessness Prevention Shelter. The program, funded by TANF performance bonus dollars, helps FEP customers and FEP eligible mothers become financially independent and enhances the quality of life for the mother and her children. Mentors help customers problem solve and provide guidance and encouragement. Women successfully employed in the community serve as mentors and assist with skill assessment tests, job applications, resume writing, interviewing skills and other activities. Customers along with their mentors attend workshops designed to help participants evaluate choices and set goals, and plan how to meet their goals.

## *Sweet Success...*

Richfield; A 33-year old mother of three started public assistance due to a major health problem. She was diagnosed with a brain tumor, and surgery was required; she suffered many side-effects. This successful participant worked through her hearing, memory loss and equilibrium problems. An OJT site was arranged with a local newspaper for a journalist trainee. Testing results indicated that this customer would do well in this training experience. Her written articles were phenomenal! She has since completed her OJT, and written an article in the newspaper about her experience with our department. She was recognized for her success

by the area chamber of commerce and has made a smooth transition off assistance to gainful employment. New customers indicate that they would like assistance similar to the one they read about in the newspaper.



*Sheryl Nisely, Manager of the Moab Employment Center, accepts Pinnacle Award from Executive Director Robert C. Gross.*

*Each year, our Pinnacle Award  
is presented to an employee  
for excellence in performing  
daily duties and providing  
service to the community that  
exemplifies our mission, vision  
and unifying principles.*

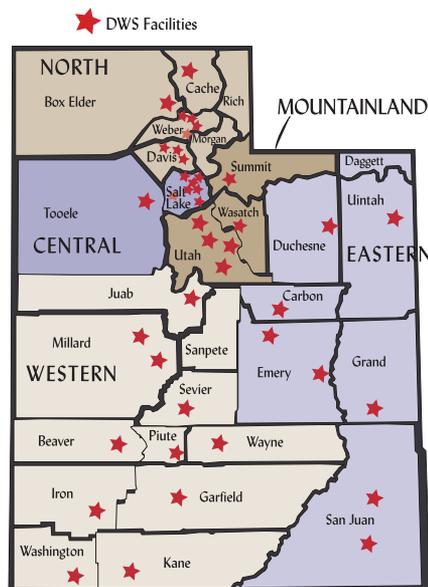
*We will set the national  
standard of a high-quality  
workforce by being the  
employment connecting point  
for employers, job seekers  
and the community.*

## MISSION

*The mission of the Utah Department of Workforce Services is to provide quality, accessible, and comprehensive employment-related and supportive services responsive to the needs of employers, job seekers, and the community.*

## VISION

*We will set the national standard of a high-quality workforce by being the employment connecting point for employers, job seekers and the community.*



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