



Summary of Activities and Performance 2000-2003

Utah Department of Workforce Services
Management Information Services
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Introduction

In the interest of fulfilling the Department of Workforce Services' mission, it is important that our managers, supervisors, staff, customers and community have access to information regarding the demands placed on the Department and our performance while meeting them. What follows is a general summary intended to aid in fulfilling this need. It is apparent that the economic downturns in the country have presented us with substantial challenges. Those who administer and manage each of our programs have performed admirably by accommodating the increase in volume without sacrificing our exceptional standard of customer service.

The report consists of four sections each pertaining to different DWS programs: Supportive Services, Employment Exchange, Job Training and Unemployment Insurance. One can easily navigate to desired data by using the bookmarks, if viewing on their computer.

For questions concerning data in this report or to obtain further information, please contact the following management information services (MIS) personnel:

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SUPPORTIVE SERVICES

SUPPORTIVE SERVICES

A look at the trends in caseloads of financial assistance programs in the state of Utah reveals a significant decline through 2001 in most programs. During that time, high employment and a strengthened economy resulted in fewer individuals needing assistance. Beginning in 2002 as the unemployment rate began climbing and the economy weakening, caseloads began to increase.

In January 1997, the Family Employment Program (FEP) was implemented statewide. This program is funded predominantly by the federal Temporary Assistance for Needy Families (TANF) Grant, and provides financial assistance and employment services to all eligible parents with dependent children residing in their home. The purpose of the Family Employment Program is to empower families to increase their income and become self-sufficient through employment, child support, and/or disability benefits. Every parent works with a case manager to develop an employment plan that outlines appropriate activities to help the parent meet the goal of self-sufficiency. In order to remain eligible to receive financial assistance, parents must follow through and participate in the activities outlined in their employment plan. If child care services are needed as parents participate in activities, they are provided.

Financial assistance is time limited for most families. Parents can only receive cash payments for up to 36 months over their lifetime. Any cash payment received is counted toward the 36-month time limit. Additional months may be approved if the parent meets specific criteria for extension. A parent who has a history of working or who is certified as medically unable to work may qualify for additional months of FEP assistance. The time limit does not apply when all parents in the household receive SSI or when assistance is being provided for children living with a relative not included on the financial assistance case.

Table 1 lists the average monthly caseload for all the financial assistance programs administered by the Department of Workforce Services. The Food Stamp program is 100% federally funded and helps low income people buy food they need for a nutritionally adequate diet. Medical cases include customers who receive Medicaid or other health-related benefits and may be administered either by the Department of Workforce Services or the Department of Health. The General Assistance program is a state-funded program for single adults or married couples without dependent children who have medical and/or mental health programs that keep them from employment for longer than 30 days. Medical evidence of unemployability is required. Cash assistance is provided on a time-limited basis not to exceed 24 months out of any 60-month period. Opportunities for participation in adult education, skills training, community work, job search, or other related employment activities are provided. The Working Toward Employment program is designed for customers who need to improve their job acquisition and retention skills. The Refugee Relocation Program provides financial assistance

to refugees who qualify for this federally funded program. Caseloads for all financial assistance programs declined significantly from October 1993 through 2001. Beginning in 2002, caseloads started to climb.

Table 2 graphically details the decline in caseloads for the FEP, Food Stamps, and Medical programs through 2001, and the increase in caseloads beginning in 2002.

Table 3 shows the number of FEP cases reaching the 36-month time limit, the number closed, the number extended, the number closed after an extension, and the total number of FEP cases still extended. By regulation, up to 20% of the previous year's caseload can be extended. Currently, Utah has extended 4.2% of its caseload.

Table 4 shows the number of applications received for the FEP program, the number approved, denied, and the number reclassified into the diversion program. Diversion is an optional program for those who would otherwise qualify for the Family Employment Program. A diversion payment is an option used to divert a family in crisis from opening a regular Family Employment Program case. It is a one-time financial assistance payment to meet immediate needs of a family until regular income is received from employment, child support, or other ongoing sources. The amount of the payment cannot exceed the Family Employment Program maximum cash grant for three months and will be negotiated based on the family's needs. Individuals who are employed or have a reasonable hope of employment or other sources of income are eligible to receive a diversion.

Table 5 shows the actual performance for the key business process measures (or performance indicators). These measures are monitored on a monthly basis.

Table 1

DEPARTMENT OF WORKFORCE SERVICES
Financial Assistance Programs
Average Monthly Cases Served

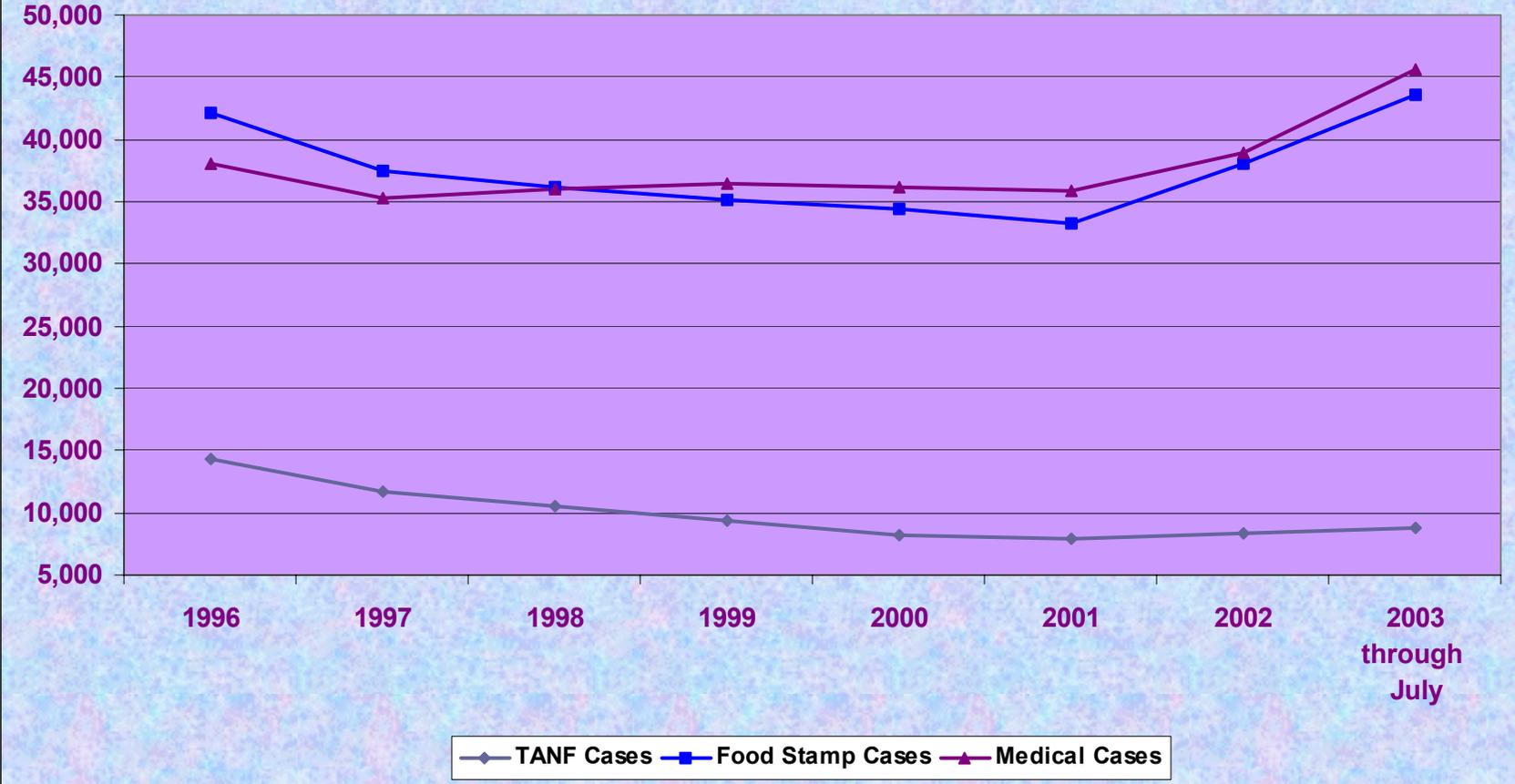
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003 through July
TANF Cases	17,611	16,122	14,286	11,695	10,498	9,370	8,243	7,919	8,287	8,818
Food Stamp Cases	46,994	45,235	42,126	37,434	36,139	35,180	34,354	33,246	38,081	43,623
Medical Cases*	61,124	59,291	38,001	35,324	36,028	36,413	36,205	35,852	38,959	45,594
General Assistance Cases	1,259	1,185	1,086	1,125	1,266	1,276	1,264	1,324	1,515	1,799
Working Toward Employment Cases	451	197	161	118	94	106	72	71	158	214
Refugee Relocation Cases	108	100	113	147	133	111	90	125	37	30

Lowest year

Source: DWS, MS, PACMS Report MR655

*This is the average monthly cases served by the Department of Workforce Services. Additional cases are served by the Department of Health

Table 2
PUBLIC ASSISTANCE PROGRAMS
Average Monthly Cases Served



FEP CASES REACHING THE 36-MONTH TIME LIMIT

FEP Cases Reaching the 36-Month Time Limit Dec 1999 to Sept 2001					
Date of Closure	Total # of Cases Reaching the 36-Month Time Limit ¹	Closed Due to Time Limit ¹	New Cases Extended Beyond 36 Months ¹	Closed After An Extension ¹	Total # of FEP Cases Still Extended ¹
Dec-99	419	143			
Jan-00	84	30	276	31	245
Feb-00	71	22	54	28	271
Mar-00	69	21	49	36	284
Apr-00	67	35	48	29	303
May-00	69	27	32	43	292
Jun-00	68	25	42	48	286
Jul-00	69	25	43	32	297
Aug-00	82	28	44	42	299
Sep-00	69	34	54	44	309
Oct-00	61	33	35	40	304
Nov-00	58	30	28	31	301
Dec-00	66	30	28	40	289
Jan-01	67	29	36	37	288
Feb-01	46	19	38	32	294
Mar-01	61	32	27	42	279
Apr-01	70	29	29	41	267
May-01	56	28	41	43	265
Jun-01	67	38	28	45	248
Jul-01	63	29	29	20	257
Aug-01	64	30	34	36	255
Sep-01	30	30	34	34	255

FEP Cases Reaching the 36-Month Time Limit Oct 2001 to Dec 2002					
Date of Closure	Total # of Cases Reaching the 36-Month Time Limit ¹	Closed Due to Time Limit ¹	New Cases Extended Beyond 36 Months ¹	Closed After An Extension ¹	Total # of FEP Cases Still Extended ¹
Oct-01	65	31	34	32	257
Nov-01	64	20	34	44	247
Dec-01	82	35	44	41	250
Jan-02	75	36	47	38	259
Feb-02	71	22	39	37	261
Mar-02	65	21	49	42	268
Apr-02	70	31	44	61	251
May-02	55	23	39	41	249
Jun-02	75	22	32	33	248
Jul-02	74	27	53	44	257
Aug-02	81	25	47	35	269
Sep-02	99	45	56	50	275
Oct-02	82	34	54	38	291
Nov-02	85	35	48	35	304
Dec-02	80	31	50	48	306
Jan-03	84	32	49	32	323
Feb-03	91	38	52	41	334
Mar-03	89	27	53	30	357
Apr-03	75	31	62	42	377
May-03	83	37	44	42	379
Jun-03	98	48	46	50	375
Jul-03	34	34	50	70	355
TOTAL from Jan00 to Current Month					
	3453	1432	2055	1700	

Percent of cases extended through Jul 2003:

4.2%

¹Data may change in these columns each time the report is generated as additional information becomes available

DWS, WHMS JOcrison, FEP Extensions 8/2803

Table 4

DEPARTMENT OF WORKFORCE SERVICES
Family Employment Program (Single and Two-Parent Programs)
Applications Received, Approved, Denied, Diverted

Time Period	Applications Received	Applications Approved	Applications Denied	Denied/Diversion
2000	22,461	11,205	12,085	1,330
2001	24,774	11,972	13,554	1,259
2002	27,455	13,736	14,687	803
2003 through July	16,351	8,169	8,163	324

Source: DWS, MIS, PACMIS Report FR381

DEPARTMENT OF WORKFORCE SERVICES
KEY BUSINESS PROCESS MEASURES FOR OPERATIONAL PERFORMANCE

Table 5

	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Average for 12-month period
Total FEP Cases Subject to Time Limits	6,066	6,022	5,895	5,738	5,655	5,553	5,624	5,787	5,844	5,809	6,858	6,693	5,962
Total FEP Cases with Earned Income	1,500	1,403	1,300	1,308	1,350	1,308	1,184	1,168	1,222	1,196	1,209	1,194	1,279
Rate of FEP Cases with Earnings*	24.7%	23.3%	22.1%	22.8%	23.9%	23.6%	21.1%	20.2%	20.9%	20.6%	17.6%	17.8%	21.4%
Total FEP Closures	772	912	854	856	875	792	794	796	927	879	773	835	839
Total Closures Due to Earnings	280	328	340	330	380	290	270	287	370	331	302	240	312
Rate of FEP Closures with Earnings*	36.3%	36.0%	39.8%	38.6%	43.4%	36.6%	34.0%	36.1%	39.9%	37.7%	39.1%	28.7%	37.2%
FEP Cases with 25+ Months	1458	1457	1395	1363	1368	1333	1312	1312	1339	1334	1213	1213	1,341
FEP Cases with <25 Months	4562	4492	4457	4337	4214	4205	4214	4323	4464	4489	4534	4379	4,389
Rate of FEP Cases with <25 Months**	75.8%	75.5%	76.2%	76.1%	75.5%	75.9%	76.3%	76.7%	76.9%	77.1%	78.9%	78.3%	76.6%

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Average for 12-month period
Total FEP Cases Subject to Time Limits	5618	5575	5482	5326	5366	5318	6365	5588	5507	5570	6716	5779	5,684
Total FEP Cases with Earned Income	1189	1119	1069	1039	1106	1138	1092	1087	1097	1162	1216	1238	1,129
Rate of FEP Cases with Earnings*	21.2%	20.1%	19.5%	19.5%	20.6%	21.4%	17.2%	19.5%	19.9%	20.9%	18.1%	21.4%	19.9%
Total FEP Closures	764	787	855	790	819	914	762	944	854	837	768	855	829
Total Closures Due to Earnings	185	242	244	223	221	246	159	223	224	194	191	161	209
Rate of FEP Closures with Earnings*	24.2%	30.7%	28.5%	28.2%	27.0%	26.9%	20.9%	23.6%	26.2%	23.2%	24.9%	18.8%	25.3%
FEP Cases with 25+ Months	1222	1200	1192	1151	1186	1135	1091	1135	1146	1104	1157	1195	1,160
FEP Cases with <25 Months	4396	4375	4300	4175	4170	4182	4219	4182	4361	4437	4559	4505	4,322
Rate of FEP Cases with <25 Months**	78.2%	78.5%	78.3%	78.4%	77.9%	78.7%	79.5%	78.7%	79.2%	80.1%	79.8%	79.0%	78.8%

DEPARTMENT OF WORKFORCE SERVICES
KEY BUSINESS PROCESS MEASURES FOR OPERATIONAL PERFORMANCE

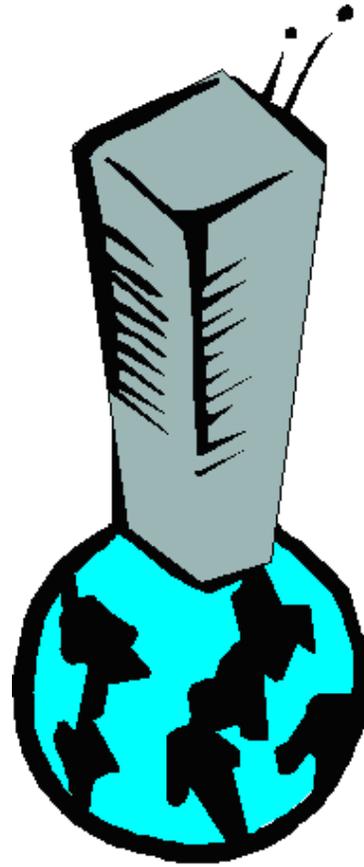
Table 5 Cont.

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Average for 12-month period
Total FEP Cases Subject to Time Limits	5906	5855	5914	5826	5672	5404	5602	5820	5847	5880	5932	5984	5,804
Total FEP Cases with Earned Income	1259	1152	1162	1157	1173	1108	1090	1114	1074	1148	1153	1162	1,146
Rate of FEP Cases with Earnings*	21.3%	19.7%	19.6%	19.9%	20.7%	20.5%	19.5%	19.1%	18.4%	19.5%	19.4%	19.4%	19.7%
Total FEP Closures	888	849	944	990	1124	911	895	1009	1015	975	601	939	928
Total Closures Due to Earnings	159	162	203	206	208	168	167	186	210	230	171	158	186
Rate of FEP Closures with Earnings*	17.9%	19.1%	21.5%	20.8%	18.5%	18.4%	18.7%	18.4%	20.7%	23.6%	28.5%	16.8%	20.0%
FEP Cases with 25+ Months	1189	1139	1205	1206	1181	1129	1143	1214	1240	1224	1262	1279	1,201
FEP Cases with <25 Months	4567	4617	4694	4606	4607	4362	4415	4663	4662	4608	4764	4776	4,612
Rate of FEP Cases with <25 Months **	79.3%	80.2%	79.6%	79.2%	79.6%	79.4%	79.4%	79.3%	79.0%	79.0%	79.1%	78.9%	79.3%

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Average for 12-month period
Total FEP Cases Subject to Time Limits	6217	6155	6280	6292	6273	6296	6342	6,265
Total FEP Cases with Earned Income	1172	1077	1060	1067	1087	1109	1046	1,088
Rate of FEP Cases with Earnings*	18.9%	17.5%	16.9%	17.0%	17.3%	17.6%	16.5%	17.4%
Total FEP Closures	933	871	933	981	978	1019	945	951
Total Closures Due to Earnings	143	142	157	203	180	160	148	162
Rate of FEP Closures with Earnings*	15.3%	16.3%	16.8%	20.7%	18.4%	15.7%	15.7%	17.0%
FEP Cases with 25+ Months	1331	1335	1374	1412	1418	1415	1406	1,384
FEP Cases with <25 Months	5017	4988	5029	4935	5026	5026	4959	4,997
Rate of FEP Cases with <25 Months **	79.0%	78.9%	78.5%	77.8%	78.0%	78.0%	77.9%	78.3%

* Source: University of Utah Report

**Source: DWS, MIS, PACMIS Report CR310



EMPLOYMENT EXCHANGE

UTAH'S EMPLOYMENT PICTURE FOR THE 2001, 2002 PROGRAM YEARS

2002 will be marked as an historic year in Utah. Not only because Utah hosted the Winter Olympics, but also for an economic reason. This is only the third year since 1950 in which the state has had fewer jobs than it did in the previous year. You have to go back to 1964 to find Utah's last declining-employment year -- that's 38 years ago!

Employment declined by almost 8,000 positions, or -0.7 percent. As mentioned, this is very rare in the post-WWII era. Since 1960, Utah has averaged yearly employment gains of 3.4 percent, well above the nation's 2.1 percent average. So to experience a negative year garners attention -- attention to the seriousness and uniqueness of this economic downturn.

Utah's employment decline began in 2001, but the declines were strongest late in that year, particularly after the 9-11 tragedy. However, there were enough gains early in the year to mark that entire year as a job gainer. But 2002 was a complete year of employment losses. The deepest period of decline was between December 2001 and March 2002. Year-over employment levels were down 1.4 percent, with a temporary two-month "interruption" for the Winter Olympics. Even in those months, Utah's year-over employment was still negative.

Employment by Industry

Mining This industry employs around 6,900 workers, making up less than 1 percent of all employment. Employment has fallen in this industry throughout most of the past decade, and 2002 is no exception, with about 300 fewer jobs this year.

Construction The construction industry recorded its third-straight year of declining employment. This industry lost nearly 3,800 jobs during 2002, and 4,500 since peaking in 2000. If not for the housing activity in 2002, losses would have been worse.

Manufacturing This industry has really been hit hard. It was losing jobs before the recession even began. Utah's manufacturing employment peaked in 1997 and has since been on a five-year slide. The bulk of this slide occurred during the 2001 recession period. This industry employed 113,900 Utahans in 2002, but this is 8,200 fewer positions than in 2001.

Trade, Transportation, Utilities This is the largest industrial sector in Utah, employment-wise. It was not immune from employment losses. Retail trade and trucking were hurt here. With weakened demand for goods across-the-board, both stores and the trucking industry had to cut back on their services (and thus their employment levels).

Information The Information sector lost the most jobs -- percentage-wise, not numerically. Employment fell by 7.5 percent.

UTAH'S EMPLOYMENT PICTURE FOR THE 2001, 2002 PROGRAM YEARS

Financial Activity Finally an industry that grew. This isn't a huge industry in Utah, and most of it is largely centered in Salt Lake County. But the addition of 1,100 jobs is a welcome number in any economic downturn.

Professional and Business Services Businesses such as software development, biotechnology, research and development, engineering, and accounting and legal services make up this category. Over 4,700 jobs were lost; however, this industry still employs nearly 132,000 Utahans, and is the industry that will have to lead the economic recovery.

Education and Health Services Over 4,400 new jobs developed in this high-wage industry. This industry has sailed right through the recessionary downturn without missing a beat. It is largely driven by the country's changing demographics.

Leisure and Hospitality Over 2,600 new jobs developed in this industry, with total employment over 100,000. This industry largely has two components -- lodging, and food services. Lodging employment increased by around 800 positions. However, the majority of the gains in this industry did occur on the food-service side.

Other Services Businesses such as repair services, personal services, and membership organizations make up this category. It employs around 33,000 workers, and it grew by 8.2 percent over 2001.

Government Government was the most active employment arena. Over 5,000 new government jobs were developed. Government consists of three sectors -- federal, state, and local. It was the federal and local levels that supplied the impetus. Federal jobs were largely gained via job transfers to Hill AFB from base closures elsewhere in the country, along with increased defense and homeland security spending. Local government, larger than both federal and state employment combined, grew in the education area.

Conclusion

The recession of 2001 battered the Utah economy. Utah has skipped right over many of the U.S.' previous recessions -- but not this one. Utah's economy has become more like the nation's and thus more vulnerable to national hiccups. Employment levels fell throughout most of 2001, and continued right on through 2002. These declines in 2002 mark the first year since 1964 that Utah experienced fewer nonagricultural jobs than it did in the prior year. That in itself makes 2002 stand out as an historic year, even though it is of a downbeat distinction. But it does underscore the uniqueness and seriousness of the current economic malaise. There are economic factors currently being played out that could keep Utah's employment picture dim for the next year or two. If so, this period would be in sharp contrast to Utah's historic long-term economic performance.

TABLE 1
UTAH D.W.S. EMPLOYMENT EXCHANGE ACTIVITIES
FOR PROGRAM YEARS 2000 - 2002

	PY 2000	PY 2001	CHANGE	PY 2001	PY 2002	CHANGE
New Registrations	137,300	158,495	15.44%	158,495	96,148	-39.34%
Job Seekers:						
Individuals Referred	202,987	206,292	1.63%	206,292	487,292	136.21%
Individuals Placed	51,456	48,981	-4.81%	48,981	38,757	-20.87%
Individuals Served	248,457	254,981	2.63%	254,981	259,914	1.93%
Employers:						
Job Orders Received	66,925	55,197	-17.52%	55,197	51,663	-6.40%
Job Orders Filled	32,476	27,858	-14.22%	27,858	29,093	4.43%
Employers Served	15,037	12,302	-18.19%	12,302	10,245	-16.72%

Note: A Program Year (PY) begins July 1 of the year indicated, and ends June 30 of the following year. For example: PY 2002 began July 1, 2002, and ended June 30, 2003.

Note: PY 2002 saw the implementation of a new data collection and management system called "UWORKS". Some of the totals for PY 2002 may vary with some of the historical data displayed in this report due to varying methods of collection and data definitio

Source: Utah Department of Workforce Services; Management Information Services; Jim Jensen, Information Analyst.

TABLE 2
UTAH D.W.S. EMPLOYMENT EXCHANGE
SERVICES TO VETERANS
FOR PROGRAM YEARS 2000 - 2002

	PY 2000	PY 2001	CHANGE	PY 2001	PY 2002	CHANGE
Total Active Veterans	14,089	15,573	10.53%	15,573	15,072	-3.22%
Veterans Referred	11,916	11,856	-0.50%	11,856	12,553	5.88%
Veterans Receiving Career Guidance	4,556	5,105	12.05%	5,105	3,419	-33.03%
Total Veterans Served	14,089	14,349	1.85%	14,349	12,527	-12.70%

Note: A Program Year (PY) begins July 1 of the year indicated, and ends June 30 of the following year. For example: PY 2002 began July 1, 2002, and ended June 30, 2003.

Note: The changes reported above from PY 2001 to PY 2002 are due in large part to the implementation of a new data collection and management system called "UWORKS". The Data Definitions for these and other services to Veterans changed due to federal regulations to support the new Labor Exchange Performance Measurement System.

Source: Utah Department of Workforce Services; Management Information Services; Jim Jensen, Information Analyst.

TABLE 3
JOB SEEKERS REGISTERED WITH D.W.S.
AND AVAILABLE FOR WORK
FOR PROGRAM YEARS 1992 - 2002

	PY 2002	PY 2001	PY 2000	PY 1999	PY 1998	PY 1997	PY 1996	PY 1995	PY 1994	PY 1993	PY 1992
TOTAL JOB SEEKERS	272,230	295,356	252,520	291,649	265,304	246,556	244,407	256,253	245,635	232,100	225,007
ETHNIC / OTHER GROUPS											
White (Not Hispanic)	219,318	239,565	204,514	240,414	219,306	206,795	208,485	221,823	214,916	203,729	198,595
Black (Not Hispanic)	5,420	5,934	4,888	5,301	4,586	3,821	3,587	3,587	3,299	2,933	2,698
Hispanic	28,610	30,807	26,337	27,579	23,856	20,454	18,906	18,232	15,588	14,182	12,989
American Indian & Alaskan Native	13,058	8,196	7,536	8,788	8,534	7,545	6,878	6,483	6,119	5,752	5,801
Asian & Pacific Islander	5,906	7,038	5,663	6,153	5,681	5,543	5,458	5,483	5,340	5,176	4,763
Information Not Available	7,014	3,816	3,582	3,414	3,341	2,398	1,093	645	369	328	161
TOTAL VETERANS	15,072	15,573	14,089	16,552	15,715	14,748	16,329	17,014	16,771	17,751	17,825
Disabled	1,082	861	909	1,084	1,108	1,063	1,132	1,145	1,171	1,350	1,321
Vietnam Era	5,927	6,179	5,552	6,492	6,197	5,743	6,406	6,807	6,918	7,560	7,665
PEOPLE WITH DISABILITIES	8,135	10,629	9,674	10,886	10,228	9,763	9,501	9,770	10,018	9,322	10,707

Note: A Program Year (PY) begins July 1 of the year indicated, and ends June 30 of the following year. For example: PY 2002 began July 1, 2002, and ended June 30, 2003.

Note: PY 2002 saw the implementation of a new data collection and management system called "UWORKS". Some of the totals for PY 2002 may vary with some of the historical data displayed in this report due to varying methods of collection and data definitions changing with the new system.

Source: Utah Department of Workforce Services; Management Information Services; Jim Jensen, Information Analyst.

TABLE 4
JOB SEEKERS REGISTERED WITH D.W.S.
AND REFERRED TO EMPLOYMENT
FOR PROGRAM YEARS 1992 - 2002

	PY 2002	PY 2001	PY 2000	PY 1999	PY 1998	PY 1997	PY 1996	PY 1995	PY 1994	PY 1993	PY 1992
TOTAL JOB SEEKERS	204,152	206,292	202,987	200,119	196,360	180,862	176,162	182,646	176,991	153,552	142,653
ETHNIC/ OTHER GROUPS											
White (Not Hispanic)	164,106	166,305	163,445	163,535	161,041	150,266	148,334	156,070	153,127	132,836	124,653
Black (Not Hispanic)	4,150	4,391	4,090	3,889	3,677	3,085	2,867	2,815	2,631	2,178	1,927
Hispanic	22,336	22,731	22,475	20,464	19,027	16,295	14,866	14,349	12,279	10,501	9,083
American Indian & Alaskan Native	9,177	5,049	5,267	5,332	5,536	5,107	4,039	4,735	4,518	3,988	3,512
Asian & Pacific Islander	4,524	5,047	4,763	4,434	4,493	4,419	4,298	4,183	4,171	3,827	3,142
Information Not Available	5,249	2,779	2,947	2,465	2,586	1,690	758	487	262	222	114
VETERAN	12,553	11,856	11,916	12,100	11,987	11,497	12,142	12,816	12,905	12,575	12,855
Disabled	891	625	753	834	813	807	834	907	929	1,020	1,324
Vietnam Era	4,881	4,621	4,658	4,703	4,665	4,485	4,742	5,132	5,273	5,387	5,511
PEOPLE WITH DISABILITIES	8,054	7,543	7,859	7,729	7,600	7,311	7,068	7,072	7,277	6,385	6,853

Note: A Program Year (PY) begins July 1 of the year indicated, and ends June 30 of the following year. For example: PY 2002 began July 1, 2002, and ended June 30, 2003.

Note: PY 2002 saw the implementation of a new data collection and management system called "UWORKS". Some of the totals for PY 2002 may vary with some of the historical data displayed in this report due to varying methods of collection and data definitions changing with the new system.

Source: Utah Department of Workforce Services; Management Information Services; Jim Jensen, Information Analyst.

TABLE 5
JOB SEEKERS REGISTERED WITH D.W.S.
AND HIRED AS A RESULT OF BEING REFERRED ON A JOB ORDER
FOR PROGRAM YEARS 1992 - 2002

	PY 2002	PY 2001	PY 2000	PY 1999	PY 1998	PY 1997	PY 1996	PY 1995	PY 1994	PY 1993	PY 1992
TOTAL JOB SEEKERS	29,465	48,981	51,456	54,483	46,329	46,677	61,364	65,845	67,290	55,638	51,793
ETHNIC / OTHER GROUPS											
White (Not Hispanic)	24,275	39,847	41,831	44,990	38,515	39,091	51,553	55,585	57,678	47,722	44,769
Black (Not Hispanic)	574	1,102	1,121	1,044	865	872	1,181	1,221	1,098	827	758
Hispanic	2,933	4,848	5,148	5,222	4,140	3,998	5,350	5,682	5,012	4,059	3,633
American Indian & Alaskan Native	1,248	1,438	1,536	1,639	1,462	1,461	1,823	1,862	1,934	1,739	1,544
Asian & Pacific Islander	665	1,024	1,077	1,077	886	906	1,223	1,352	1,477	1,236	1,042
Information Not Available	491	722	743	511	461	349	234	143	90	55	47
TOTAL VETERANS	2,022	3,076	3,365	3,528	3,158	3,460	4,665	5,179	5,546	5,208	5,184
Disabled	133	172	227	263	235	273	366	428	446	432	484
Vietnam Era	767	1,172	1,286	1,327	1,213	1,340	1,839	2,103	2,319	2,236	2,276
PEOPLE WITH DISABILITIES	1,148	1,700	1,906	2,039	1,820	1,878	2,543	2,685	2,888	2,364	2,660

Note: A Program Year (PY) begins July 1 of the year indicated, and ends June 30 of the following year. For example: PY 2002 began July 1, 2002, and ended June 30, 2003.

Note: PY 2002 saw the implementation of a new data collection and management system called "UWORKS". Some of the totals for PY 2002 may vary with some of the historical data displayed in this report due to varying methods of collection and data definitions changing with the new system.

Source: Utah Department of Workforce Services; Management Information Services; Jim Jensen, Information Analyst.



JOB TRAINING ACTIVITIES

Workforce Investment Act and Trade Adjustment Act Performance Measure Definitions

Performance Measure	Definition
Adult Entered Employment Rate	<i>Of those who are not employed at registration:</i> Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.
Adult Employment Retention Rate at Six Months	<i>Of those who are employed in the first quarter after exit:</i> Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter.
Adult Average Earnings Change in Six Months	<i>Of those who are employed in the first quarter after exit:</i> Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.
Adult Employment and Credential Rate	<i>Of adults who received training services:</i> Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.
Dislocated Worker Entered Employment Rate (WIA/TAA)	Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.
Dislocated Worker Employment Retention Rate at Six Months (WIA/TAA)	<i>Of those who are employed in the first quarter after exit:</i> Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.
Dislocated Worker Earnings Replacement Rate in Six Months (WIA/TAA)	<i>Of those who are employed in the first quarter after exit:</i> Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation).
Dislocated Worker Employment and Credential Rate	<i>Of dislocated workers who received training services:</i> Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.
Older Youth Entered Employment Rate	<i>Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit:</i> Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Performance Measure	Definition
Older Youth Employment Retention Rate at Six Months	<i>Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:</i> Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.
Older Youth Average Earnings Change in Six Months	<i>Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:</i> Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.
Older Youth Credential Rate	Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.
Younger Youth Skill Attainment Rate	<i>Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills:</i> Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.
Younger Youth Diploma or Equivalent Attainment	<i>Of those who register without a diploma or equivalent:</i> Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit)
Younger Youth Retention Rate	Number of younger youth found in one of the following categories in the third quarter following exit: <ul style="list-style-type: none"> • post secondary education • advanced training • employment • military service • qualified apprenticeships divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).
Customer Satisfaction	The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.
Employer Satisfaction	The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

Utah Workforce Investment Act I-B Performance Measure Outcomes

Program Years 2000 through Mid-Year 2002

Program Exiters October 1999 - June 2003

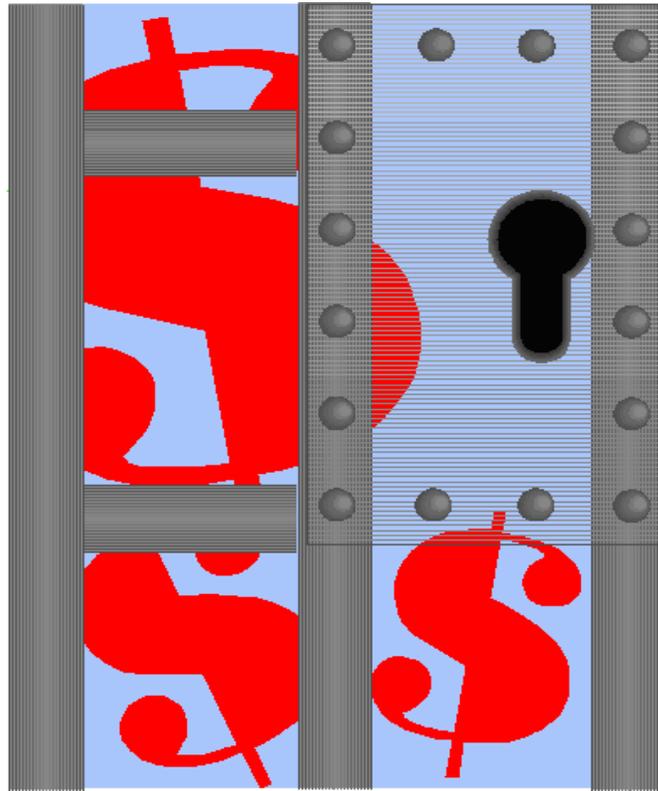
Measure	Program Year 2000		Program Year 2001		Program Year 2002 (Mid-Year)	
	Program Exit Date	Outcome	Program Exit Date	Outcome	Program Exit Date	Outcome
Adult Entered Employment	10/1/1999 - 9/30/2000	70.4%	10/1/2000 - 9/30/2001	65.0%	10/1/2001 - 9/30/2002	63.7%
Adult Employment Retention	10/1/1999 - 9/30/2000	80.9%	10/1/2000 - 9/30/2001	80.5%	10/1/2001 - 3/31/2002	81.2%
Adult Earnings Change	10/1/1999 - 9/30/2000	\$2,913	10/1/2000 - 9/30/2001	\$2,048	10/1/2001 - 3/31/2002	\$2,614
Adult Employment & Credential	10/1/1999 - 9/30/2000	47.9%	10/1/2000 - 9/30/2001	46.9%	10/1/2001 - 9/30/2002	50.3%
Dislocated Worker Entered Employment	10/1/1999 - 9/30/2000	75.6%	10/1/2000 - 9/30/2001	79.1%	10/1/2001 - 9/30/2002	73.6%
Dislocated Worker Employment Retention	10/1/1999 - 9/30/2000	89.5%	10/1/2000 - 9/30/2001	87.7%	10/1/2001 - 3/31/2002	89.0%
Dislocated Worker Earnings Replacement	10/1/1999 - 9/30/2000	88.0%	10/1/2000 - 9/30/2001	84.8%	10/1/2001 - 3/31/2002	77.3%
Dislocated Worker Employment & Credential	10/1/1999 - 9/30/2000	48.8%	10/1/2000 - 9/30/2001	61.6%	10/1/2001 - 9/30/2002	61.8%
Older Youth Entered Employment	10/1/1999 - 9/30/2000	71.4%	10/1/2000 - 9/30/2001	58.1%	10/1/2001 - 9/30/2002	59.5%
Older Youth Employment Retention	10/1/1999 - 9/30/2000	84.4%	10/1/2000 - 9/30/2001	80.0%	10/1/2001 - 3/31/2002	69.6%
Older Youth Earnings Change	10/1/1999 - 9/30/2000	\$2,591	10/1/2000 - 9/30/2001	\$2,908	10/1/2001 - 3/31/2002	\$2,057
Older Youth Credential	10/1/1999 - 9/30/2000	23.0%	10/1/2000 - 9/30/2001	35.5%	10/1/2001 - 9/30/2002	33.3%
Younger Youth Skill Attainment	7/1/2000 - 6/30/2001	87.5%	7/1/2001 - 6/30/2002	86.8%	7/1/2002 - 6/30/2003	91.3%
Younger Youth Diploma Attainment	7/1/2000 - 6/30/2001	21.1%	7/1/2001 - 6/30/2002	50.0%	7/1/2002 - 3/31/2003	46.6%
Younger Youth Retention	10/1/1999 - 9/30/2000	48.2%	10/1/2000 - 9/30/2001	59.6%	10/1/2001 - 3/31/2002	76.6%
Participant Satisfaction - WIA	7/1/2000 - 6/30/2001	76.82	7/1/2001 - 6/30/2002	78.84	7/1/2002 - 3/31/2003	71.13
Employer Satisfaction	7/1/2000 - 6/30/2001	76.70	7/1/2001 - 6/30/2002	79.60	7/1/2002 - 3/31/2003	76.86
Program Enrollments	Program Dates	Count	Program Dates	Count	Program Dates	Count
Total Adult Participants	7/1/2000 - 6/30/2001	1109	7/1/2001 - 6/30/2002	1261	7/1/2002 - 6/30/2003	1487
Total Dislocated Worker Participants	7/1/2000 - 6/30/2001	807	7/1/2001 - 6/30/2002	1335	7/1/2002 - 6/30/2003	1725
Total Older Youth Participants	7/1/2000 - 6/30/2001	83	7/1/2001 - 6/30/2002	148	7/1/2002 - 6/30/2003	246
Total Younger Youth Participants	7/1/2000 - 6/30/2001	650	7/1/2001 - 6/30/2002	729	7/1/2002 - 6/30/2003	1111
Total Adult Exiters	7/1/2000 - 6/30/2001	1063	7/1/2001 - 6/30/2002	1168	7/1/2002 - 6/30/2003	847
Total Dislocated Worker Exiters	7/1/2000 - 6/30/2001	775	7/1/2001 - 6/30/2002	931	7/1/2002 - 6/30/2003	890
Total Older Youth Exiters	7/1/2000 - 6/30/2001	76	7/1/2001 - 6/30/2002	106	7/1/2002 - 6/30/2003	75
Total Younger Youth Exiters	7/1/2000 - 6/30/2001	529	7/1/2001 - 6/30/2002	402	7/1/2002 - 6/30/2003	370

Utah Trade Adjustment Act (TAA)/NAFTA-TAA Performance Measure Outcomes

Program Years 2000 through Mid-Year 2002

Program Exiters October 1999 - June 2003

Measure	Program Year 2000		Program Year 2001		Program Year 2002 (Mid-Year)	
	Program Exit Date	Outcome	Program Exit Date	Outcome	Program Exit Date	Outcome
TAA Entered Employment	10/1/1999 - 9/30/2000	76.9%	10/1/2000 - 9/30/2001	70.3%	10/1/2001 - 9/30/2002	79.2%
TAA Employment Retention	10/1/1999 - 9/30/2000	94.6%	10/1/2000 - 9/30/2001	87.2%	10/1/2001 - 3/31/2002	83.7%
TAA Earnings Replacement	10/1/1999 - 9/30/2000	99.5%	10/1/2000 - 9/30/2001	83.6%	10/1/2001 - 3/31/2002	65.7%
NAFTA-TAA Entered Employment	10/1/1999 - 9/30/2000	73.3%	10/1/2000 - 9/30/2001	72.0%	10/1/2001 - 9/30/2002	69.2%
NAFTA-TAA Employment Retention	10/1/1999 - 9/30/2000	86.4%	10/1/2000 - 9/30/2001	88.9%	10/1/2001 - 3/31/2002	85.7%
NAFTA-TAA Earnings Replacement	10/1/1999 - 9/30/2000	98.2%	10/1/2000 - 9/30/2001	83.5%	10/1/2001 - 3/31/2002	54.9%
Program Enrollments	Program Dates	Count	Program Dates	Count	Program Dates	Count
Total TAA Participants	7/1/2000 - 6/30/2001	165	7/1/2001 - 6/30/2002	443	7/1/2002 - 6/30/2003	817
Total NAFTA-TAA Participants	7/1/2000 - 6/30/2001	56	7/1/2001 - 6/30/2002	210	7/1/2002 - 6/30/2003	366
Total TAA Exiters	7/1/2000 - 6/30/2001	155	7/1/2001 - 6/30/2002	114	7/1/2002 - 6/30/2003	306
Total NAFTA-TAA Exiters	7/1/2000 - 6/30/2001	47	7/1/2001 - 6/30/2002	84	7/1/2002 - 6/30/2003	139



UNEMPLOYMENT INSURANCE

Unemployment Insurance

Unemployment insurance provides benefits to those who earn wages, which are insured by their employers, and subsequently lose their job by no fault of their own. When job losses arise from a reduction in force, employees are eligible for benefits provided that their earnings have met the monetary requirements for eligibility and there are no circumstances preventing them from retaining new employment. When the job loss is the result of a voluntary separation or employer initiated discharge, initial adjudication staff investigates the individual circumstances and a decision is rendered in compliance with unemployment insurance regulations. In these cases both parties, employer and employee, possess the right to appeal. The amount and number of benefit payments for eligible claimants are contingent upon the employee's earnings during the first four of the last five completed calendar quarters.

Economic conditions have placed substantial strain on the UI trust fund and its personnel. Claims have risen dramatically since 2001 due to significant employment losses. Consequently, annual incoming contributions to the trust fund have fallen far below expenditures in the form of benefit payments. Projections show that this trend will continue into the foreseeable future. These demands are evident in the following data.

The first table relays information concerning insured employment, insured wages, claims and payments. Initial claims rose 50% between 2000 and 2002. Weeks claimed saw a staggering increase of 97% over the same duration.

The second table illustrates the caseload of UI adjudication staff and the results of their decisions. Initial adjudication workers experienced an increase of 48% in their volume of work, while those in Appeals saw a greater increase of 65%.

The latter two tables concern contributions made by employers to the trust fund and its solvency over the past three years. They reflect that while benefits costs have risen dramatically, 142%, contributions have seen a meager increase of 5%. This deficit has resulted in a scenario wherein the trust fund balance has currently fallen below the minimum acceptable level.

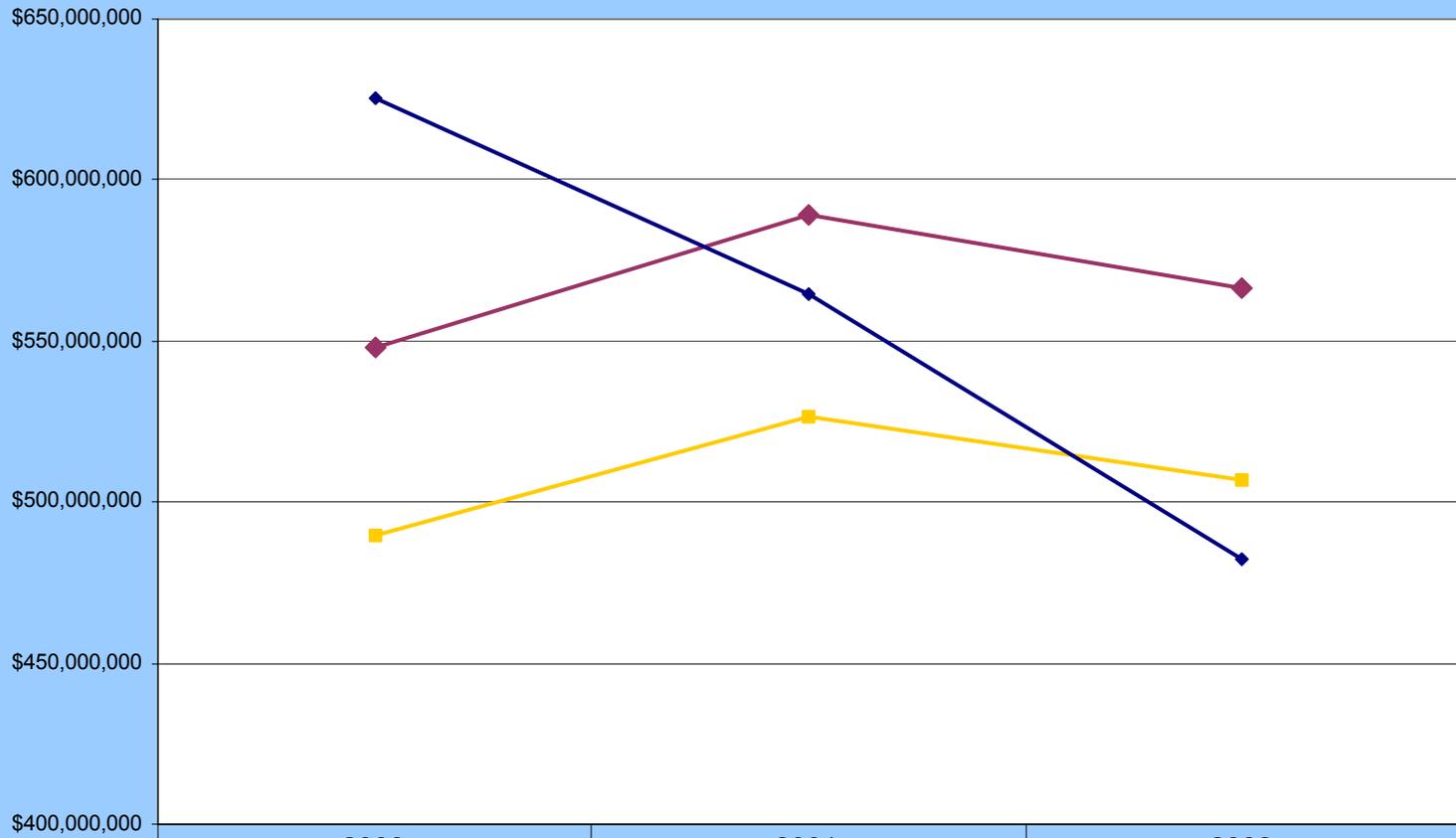
**Unemployment Insurance
Insured Employment, Wages, Claims and Payments
Calendar Years 2001 through 2002**

	2000	2001	Change	2002	Change
Insured Employer Worksites	48,266	49,932	3.5%	53,995	8.1%
Insured Employment	1,005,033	1,008,586	0.4%	1,011,296	0.3%
Insured Employment Rate	93.2%	90.2%		89.8%	
<u>Total Wages</u>	\$23,329,473,050	\$24,629,144,339	5.6%	\$23,668,446,452	-3.9%
Average Annual Wage	\$23,213	\$24,419	5.2%	\$23,404	-4.2%
Average Weekly Wage	\$446	\$470	5.2%	\$450	-4.2%
<u>Initial Claims</u>	68,461	98,889	44.4%	102,950	4.1%
New Intrastate Claims	50,596	73,409	45.1%	74,261	1.2%
<u>Total Weeks Claimed</u>	523,219	786,203	50.3%	1,024,891	30.4%
Weekly Average	10,062	15,119	50.3%	19,709	30.4%
<u>Weeks Compensated</u>	477,784	709,279	48.5%	943,362	33.0%
Benefit Costs	\$97,741,762	\$174,140,770	78.2%	\$253,946,030	45.8%
Average Weekly Benefit	\$204.57	\$245.52	20.0%	\$269.19	9.6%
Maximum Weekly Benefit	\$309.00	\$355.00	14.9%	\$365.00	2.8%
<u>Monetary Determinations</u>	60,063	83,830	39.6%	86,724	3.5%
Claimants Found Eligible	57,149	80,373	40.6%	82,394	2.5%
Percent of Determinations	95.1%	95.9%		95.0%	
<u>First Payments</u>	40,584	60,270	48.5%	63,729	5.7%
Percent of Claimants Eligible	71.0%	75.0%		77.3%	
<u>Exhaustions</u>	11,571	16,545	43.0%	27,512	66.3%
Percent of First Payments	28.5%	27.5%		43.2%	

**Utah Unemployment Insurance
Nonmonetary Decisions and Appeals
Calendar Years 2000 through 2002**

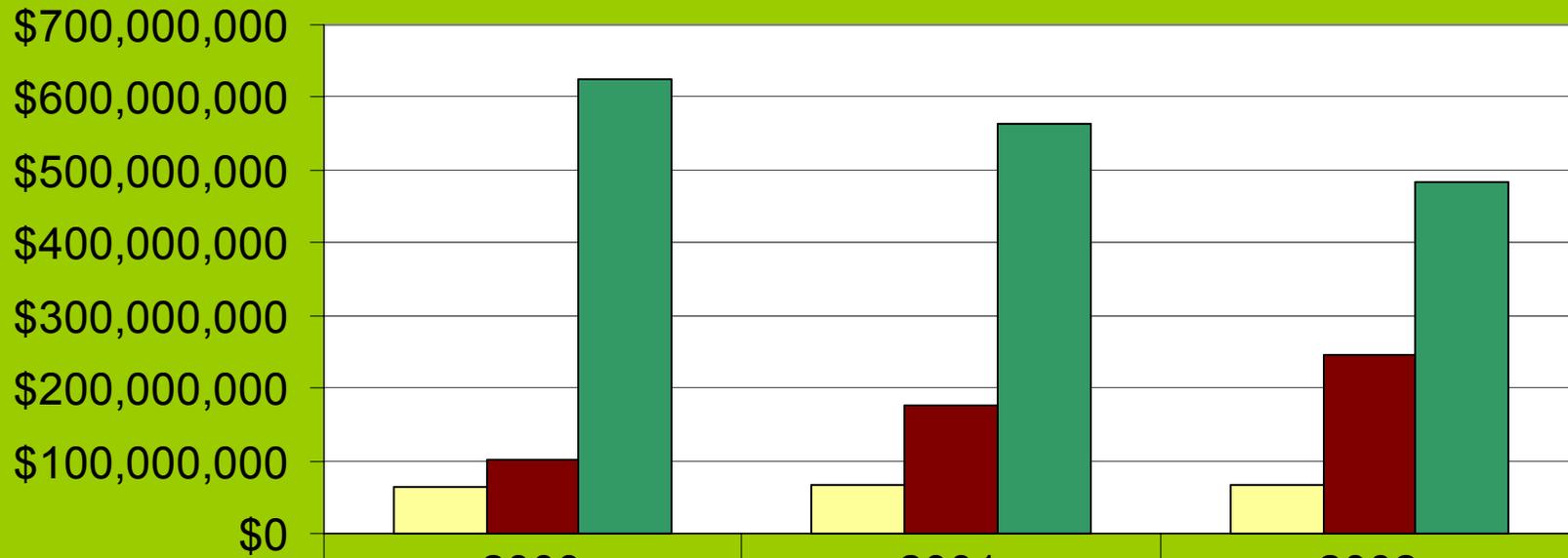
	2000	2001	Change	2002	Change
<u>Nonmonetary Determinations</u>	50,316	68,378	35.9%	74,448	8.9%
Denials	26,959	37,755		42,137	
Denials as Percent of Total	53.6%	55.2%		56.6%	
Redeterminations	828	1,451	75.2%	1,659	14.3%
<u>Separation Determinations</u>	27,970	32,839	17.4%	36,626	11.5%
Denials	7,730	14,153		16,764	
Denials as Percent of Total	27.6%	43.1%		45.8%	
<u>Nonseparation Determinations</u>	21,518	34,088	58.4%	36,108	5.9%
Denials	14,008	23,128		24,819	
Denials as Percent of Total	65.1%	67.8%		68.7%	
Appeal Decisions	6,749	8,900	31.9%	11,107	24.8%
<u>Lower Authority Decisions</u>	6,204	8,179	31.8%	10,168	24.3%
In Favor of Claimant	2,156	3,046		3,900	
Percent in Favor of Claimant	34.8%	37.2%		38.4%	
<u>Higher Authority Decisions</u>	545	721	32.3%	939	30.2%
In Favor of Claimant	98	125		186	
Percent in Favor of Claimant	18.0%	17.3%		19.8%	

Trust Fund Activity



	2000	2001	2002
◆ Maximum Adequate	\$547,929,246	\$588,989,503	\$566,379,323
■ Minimum Adequate	\$489,781,652	\$526,484,495	\$507,020,791
◆ Balance	\$625,568,775	\$564,842,358	\$482,403,124

Contributions and Benefit Costs



	2000	2001	2002
Contributions	\$64,107,319	\$65,970,970	\$67,513,579
Benefit Costs	\$101,983,382	\$177,466,752	\$246,514,830
Balance	\$625,568,775	\$564,842,358	\$482,403,124