



**State Council on Workforce Services  
Area Chairs and Operations & Performance Committees**

**Joint Meeting**

July 8, 2010

Department of Workforce Services  
140 East 300 South, Salt Lake City, UT

1<sup>st</sup> Floor – Room 101S

10:00a.m. – 12:00 noon

- I. Welcome and Call to Order..... Joe Christopher
- II. Approval of Minutes
  - a. April 8, 2010
  - b. June 23, 2010
- III. State Workforce Services Plan Update..... Karla Aguirre/Sarah Brenna
  - a. WorkKeys
  - b. WIA Training
- IV. Economic Service Area Plans - Presentations..... Chairs
  - a. 2010 Accomplishments & 2011 ESA Plans
  - b. Area Council Engagement Opportunities
- V. Overview of Regional Council Transition ..... Paul Jackson
- VI. Other Business
- VII. Schedule Conference Call

Adjourn

**Chairs and Operations & Performance Committees**  
**Department of Workforce Services**  
**140 E 300 S - Rm 101**  
**April 8, 2010**

**Members:** Joe Christopher, Chair of Chairs - Presiding, Shawn Potter, Chair Operations & Performance, Kevin Crandall, State Council Chair, Sandy Phillips, Tammy Lucero for Randall Bennett, Ken Davey, Rebecca Little, Randy Welsh, Paul Jackson

Staff: Connie Laws, Kristen Doloviel, Jan Thompson, Shelly Ivie, Jolyn Bevan, Diane Lovell, Helen Thatcher, Sarah Brenna, Lynn Purdin, Melisa Stark, James Whitaker, Brent Newren, Julie Lay, Susan Wright, Cassy Hahn, Steve Leyba, Bob Gilbert

**Minutes:** Jennifer Callister

**Welcome/Introductions:**

Joe Christopher opened the meeting with a brief welcome and introduction.

**Approval of October 8, 2009 Minutes:**

Shawn Potter moved for approval of the minutes. The group seconded

**Regional (Economic Service Area) Plans & Project Reports:**

Joe Christopher asked for each region (ESA) to present an update on their current plan deliverables. The summaries for each region were provided in the handouts and the Area Chairs presented verbal highlights for their respective areas

**Customer Training:**

Connie Laws reported that due to unanticipated enrollments and funding obligations, the department suspended WIA customer enrollments in November. The department is watching funding obligations very closely and when enrollment is opened again, the priority will remain at 13 in order to manage the flow of customers, often referred to as "slow the flow." Connie reported that training under other funding sources such as TAA and FEP is still open.

**Demand Driven Approach & Proposed Regional Council Transition**

Kristen Cox provided background on the DWS demand driven approach and shared the intent to transition the current regional council structure to a more flexible, advisory group model. More autonomy and local control will be extended under the proposed ad hoc, advisory group process. She asked for the Chairs input and ideas for consideration as the department moves forward with its restructuring. She noted that the transition will require a change in statute and asked specifically for suggestions as to how representation on advisory groups and the State Council for each area should be determined. The following summarizes the recommendations and questions offered by the Chairs:

1. Ensure assessment of community and partner needs is done and validated. Need to explore validation methodology – should the validation be done by Area Director or another body/entity – to be determined.
2. How will continuity between ad hoc groups be maintained?

3. Rural representation on the state council should be assured going forward.
4. Areas may form Executive Councils – standing small group of 3 to 4 people who represent ad hoc groups and are part of the State Council.

Kristen thanked the Committee for their input. She noted that the staff and area councils will be working together to develop concrete solutions and an advisory structure to meet the identified needs. Refinements to the advisory group framework will be presented in July. In the meantime, the members were encouraged to forward recommendations and concerns to Diane Lovell.

**Utah Career Days Events:**

Melisa passed out a flyer and provided a brief update on the upcoming Career Days events scheduled in April.

**Adjourn:**

The next meeting will be held July 8, 2010

## **Area Council Chairs Committee Meeting**

Via Conference Call

June 23, 2010

3:10 – 4:30 pm

**Participating:** Paul Jackson, Jon Pierpont, Diane Lovell, James Whitaker, Gifford Briggs (MtnInd), Joe Christopher (SW), Sandy Phillips (SW), Ken Davey (SE), Randall Bennett (Uintah), Rebecca Little (WFS), Randy Welsh (WFN), Bruce Rigby (BR), Kristen Donoviel, Randy Hopkins, Steve Leyba, Shelly Ivie, Jan Thompson, Brent Newren, Julie Lay, Lorrie Economy, Robert Gilbert, Cassy Hahn, Susan Wright, Nicole Steele, Craig Stewart

**Notes:** Tricia Mecham

### **NOTES**

Paul reviewed the State Council's statutory authorities and roles and stated that in his opinion, as long as service areas are working within parameters, administration should let them take the lead. Rebecca (WFS) agrees and supports this.

Paul emphasized the State Council must have oversight of the Workforce Investment Plan. The plan for Fiscal Years 2010 and 2011 were reviewed and approved at the April State Council meeting. Since that time, each Economic Service Area (ESA) has been developing service area plans for the 2011 fiscal year. Area Council Chairs have a responsibility to understand and support their respective area plan.

Regarding the Statewide Employment Statistics Plan, the Dept. does the work to develop this. The Council must have the statistics to monitor activities and program performance. The Council has responsibility to understand and support information presented in the annual report. Council Chairs look to DWS staff to understand the level of detail. All area Council Chairs are ambassador's representing the department.

#### **Area (Regional) Councils**

Paul then briefly reviewed the current Regional Councils' statutory authorities. Area Council Chairs should be aware that the Department has reorganized and re-structured how services will be delivered in local areas. State statute elements, which apply to Regional Councils, also apply under the new economic service areas.

#### **Review of DWS Mission, Vision, Strategic Goals, etc.**

The department's Mission, Vision, etc. were reviewed by Paul. He indicated the State Council's focus should be to support the department on the strategic goals of Customer Service, Prevention, and Global Competitiveness, and on the Employment and Job Growth objectives.

#### **Review of ESA Plans**

Summaries of plans for all nine areas were provided prior to the meeting. Paul has read the full plans which are available upon request. A matrix of the targeted industries in each ESA was also provided. ESAs will be supported by the State Council as requested and required.

#### **Area Council Transition & Advisory Group Overview**

Diane referred to the Advisory Group Overview document and discussed the Area Council transition approach and the Advisory Group model. She indicated the transition is off to a good start. Each Area

Director will take the lead and have final responsibility for their respective ESA plan. Area Councils, by statute, will remain throughout the coming year; however, Advisory Groups may be formed during this period to address workforce issues and priorities identified in the ESA Plans. The composition of the area Advisory Groups will be determined by the Area Directors who will ensure the right people are at the table. From the department's perspective, the Advisory Groups will use a permissive, informal project structure to define projects, anticipated outcomes, implement activities and make recommendations to the full Area Councils (thru 6/30/11) and Area Directors.

Each ESA will provide an industry representative to serve on the State Council, which parallels the current process that requires each Area Council Chair to sit as a voting member of the State Council. How the representative will be selected for the period beginning July 1, 2011, will be determined by the ESA and Area Director.

Joe emphasized the importance of bringing a balance to the State Council during the nominating process and ensuring ongoing rural representation. An industry representative will be needed in Castle Country, a new ESA. Shelly will seek an appropriate nominee.

Gifford indicated the need to manage the industry representation on the State Council and avoid unnecessary industry duplication.

There were questions about how funding is allocated to the new ESA. Diane indicated funds and staff support to the area Councils have been substantially reduced.

Rebecca asked about Council member travel and whether there will be a move toward utilizing conference calls, or other technology to save budget. Paul responded that leveraging technology is being very closely examined. It may be that every other "meeting" will be held via conference call or webinars. This will be on the agenda for the State Council meeting in July. Most felt that calls generally work fine and are generally supportive of using conferencing to achieve efficiencies. It was mentioned that having all materials sent in advance of a conference call is very helpful. Rebecca suggested providing information on "conference call etiquette."

Randall would like to see the Area Councils focus more on economic development, and not exclusively on DWS programs.

Ken indicated that questions remain about how advisory and executive groups are to function. Jon feels that workable processes and functions will develop over time.

Randy suggested that as the department approaches the legislature about redefining the role of the Council, the language be as flexible as possible. This way we will be able to change and "sculpt" the Area Advisory Groups as the Dept. vision changes without the difficulty and/or stumbling block of going back to the legislature for every modification.

Paul again asked chairs to review their area plans in-depth and be prepared to present a summary of their plan at next meeting on July 8. He'll send out an outline if the members think it would be helpful. A high level overview on the Advisory Group process will be presented at the Chairs Committee meeting. Paul thanked everyone and adjourned the meeting at approximately 4:20 pm.

# State Workforce Investment Board

July 8, 2010

## Information Materials

1. Training Provider Recommendations
2. Statutory Authorities
3. DWS Goals & Objectives
4. State Plan Deliverables
5. UI Trust Fund Solvency
6. Back to Work Pilot
7. Grants Matrix
8. State Energy Sector Partnership (SESP) Grant
9. State Council Roster

Training Provider Recommendations – Action Item  
 State Council Meeting July 8, 2010  
 Consent Agenda

Training Provider	Yrs in Business	Completion Rates	Wage at Placement	Certificate %	Program, Program Costs and other comments
ServaBus PO BOX 18189 Keans, UT 84111  Contact: Michael Cavanaugh  801.840.0486 servabus@yahoo.com	1	85%	\$9 per hr	60%	\$3025.00  School Bus and Commercial Bus Driving School
Fortis College 3949 So 700 E Suite 150 Salt Lake City, UT 84107  Contact: Amber East 801.713.0915  aeast@edaff.com	2	First class graduated 3/25/2010. Data not available at this time.	\$9-25 per hr	First class graduated 3/25/2010. Data not available at this time	Dental Assistant-\$15,876 HVACR-\$18,740  Medical Assistant-\$14,100  Medical Insurance Billing and Coding-\$14,350  Paralegal-\$27,250  Nursing-\$40,700  Dental Hygiene-\$
Premier Hair Academy 4062 So 4000 W West Valley City, UT 84120  Contact: Holli Johnson 801.966.8414  premierhair@qwestoffice.net	20	86%	\$7.50-\$35 per hr	97%	Cosmetology/Barbering  \$11,500
Eveready Training, LLC 1010 No. Hillfield Rd, STE 200 Layton, UT 84041  Contact: Diane Bell 801.628.5404	1	99%	\$10-20	99%	Flagger Certification  \$40
Rocket Safety Services 5336 Beacon Hiller Taylorsville, UT 84123  Contact: Lonnie Depriest 801.834.0653	1	100%	\$15-25	100%	Traffic Control Technician: \$180 ATSSA Members-\$250 non-members  Traffic Control Supervisor \$355 ATSSA members-\$405 non-members- Certification \$100 members-\$125 non-members  Flaggers \$100 ATSSA members-\$120 non-members
England Logistics Freight Agent School 1325 So 4700 West Salt lake City, UT 84104	4	98%	Commission	98%	Freight Brokerage  \$2500

## July 8 State Council Meeting – Agenda Item #II

### Utah State Council on Workforce Services - Statutory Authorities

#### Federal Statute

[The Workforce Investment Act of 1998 \(WIA\)](#) reformed the nation's job training system and instructs state and local workforce development systems to increase the employment, retention, and earnings of customers, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation. A key component of this reform is the strong role of boards, led by the private sector, in the workforce investment system. The following are board functions taken from the Act that apply to Utah's State Council on Workforce Services (also the State and Local Workforce Investment Board for Utah):

- Develop the workforce investment plan
- Conduct oversight to ensure implementation of the plan
- Develop a statewide employment statistics system
- Monitor and oversee the system
- Prepare an annual report for the US Department of Labor
- Designate One-Stop operators (i.e. DWS)
- Identify eligible training providers
- Negotiate performance measures and ensure continuous improvement
- Publish "report cards" on training providers
- Organize the Youth Council and select youth services providers
- Oversight of public funds
- Forge industry-led partnerships
- Integrate economic and workforce development
- Assist employers with hiring needs

#### State Statute

The duties of the State Council on Workforce Services are outlined in the [Workforce Services Code, Title 35A, Chapter 1, Section 206](#). A summary of the responsibilities follows:

- Develop a state workforce services plan.

- Review regional workforce services plans to certify consistency with state policy guidelines.
- Work cooperatively with regional councils on workforce services to oversee regional workforce services area operations and to ensure that services are being delivered in accordance with regional workforce services plans.
- Oversee the department's provision of technical assistance to the regional workforce services areas.
- Evaluate program performance, customer satisfaction, and other indicators to identify program strengths and weaknesses.
- Develop plans to improve program outcomes.
- Improve the understanding and visibility of state workforce services efforts through external and internal marketing strategies.
- Make an annual report of accomplishments to the governor and the Legislature related to the activities of the department.
- Issue other studies, reports, or documents the council considers advisable.
- Coordinate the planning and delivery of workforce development services with public education, higher education, vocational rehabilitation, and human services.

#### Regional Councils – Statutory Authority

#### [\*State Statute -Workforce Services Code, Title 35A, Chapter 2\*](#)

- Work with Regional Director on issues requested by the Director of the service area or the department
- Make recommendations and address concerns regarding the coordination of apprenticeship training
- Determine locations of Employment Centers
- Develop regional workforce services plan
- Develop training priorities for the region
- Work in cooperation with the State Council to oversee area operations and ensure services are being delivered in accordance with the plan
- Coordinate planning and delivery of workforce development services with public education, higher education, vocational rehabilitation and human services
- Report annually to the State Council and the consortium of counties (include information concerning the regional plan)



## July 8 State Council Meeting – Agenda Item #II

### Utah Department of Workforce Services Mission, Vision, Strategic Goals and Objectives

#### Our Mission

The Department of Workforce Services strengthens Utah's economy by supporting the economic stability and quality of our workforce.

#### Our Vision

We are preparing our customers to prosper now and as the workforce of the future.

#### Strategic Goals

**Innovation:** We're working to develop innovative solutions for the future, finding better ways to do our work.

**Customer Service:** Because DWS exists to serve our customers, ultimately our success is defined by their success.

**Employee Success:** As we develop innovative solutions to our challenges and find better ways to do our work, we will create an environment in which our employees can succeed.

**Prevention:** We need to be proactive, helping customers achieve stability, early education and employment success upstream that will help them avoid more critical and more expensive social services needs downstream, later in their lives.

**Global Competitiveness:** As we help Utah's people increase their skills, apply their talents and excel in the workplace, Utah will be more competitive in an increasingly global marketplace.

#### FY 2011 Objectives and Initiatives

**Expand eGovernment Tools and Self-Service:** Deploy state-of-the-art technology to improve customer service, expand self-service and maximize efficiencies. Supported goals: innovation, customer service and employee success

**Data Driven Decision Making:** Implement an enterprise knowledge management system and foster a culture based on data-driven decision making, accountability, transparency and continual process improvement. Supported goals: innovation and employee success

**Employment and Self-Sufficiency:** Reinforce the department's commitment to the design and integration of programs and policies that lead to employment and self-sufficiency for DWS customers. Supported goal: prevention

**Job Growth:** Strategically invest in programs and partnerships that will expand job opportunities for the citizens of Utah. Supported goal: global competitiveness

Deliverable	Progress	Outcomes and Products
1. Develop a list of targeted occupations.	<b>Completed</b>	Occupations were selected and approved by the State Council in the following industries: Energy efficiency/renewable energy (EE/RE), health care, broadband & telecommunications, advanced manufacturing, high-demand industry sectors, high-growth occupations <a href="http://jobs.utah.gov/services/stimulusapproved.pdf">http://jobs.utah.gov/services/stimulusapproved.pdf</a>
2. Create a web-based portal to access pathways that connect customers to training programs that lead to employment in ARRA occupations.	<b>Completed</b>	Web-based pathways portal was upgraded to allow job seekers to move from the occupation list directly to an approved provider in their selected field. <a href="http://www.jobs.utah.gov/services/training.asp">http://www.jobs.utah.gov/services/training.asp</a>
3. Create industry-led partnership grants to provide occupational training in targeted industries.	<b>Completed</b>	State Council, industry and partners collaborated on 12 grant applications in the energy (EE/RE) and health care sectors. 5 DOL grant awards have been received a) State Energy Sector Partnership (SESP) Grant – DWS \$4.6m (energy) b) Energy Training Partnership (ETP)/Green Jobs – International Transportation Learning Center – Utah is one of 4 states \$5m (transportation) c) ETP/Green Jobs - National Ironworkers and Employers Apprenticeship Training and Journeyman Upgrading Fund – Utah one of 5 states \$1.9m (Wind) d) Two LMI Improvement grants (multi-state partnerships)
4. Create summer stimulus internships in demand occupations in private, public and non-profit entities across Utah.	<b>Completed</b>	Placed 840 youth in internships - May thru Aug 2009
5. Enhance re-employment and one stop services to provide or expand services in the following areas: skills assessment, career guidance, job training options, supportive services, employment plans, LMI and employer services.	<b>Ongoing</b>	a) Hired 50 staff to serve re-employment and UI customers in One Stop Centers b) Job-seeking workshops offered at all One Stop Employment Centers c) ESkills presented to all Regional Councils – may be used to complete curriculum reviews <b>Ongoing:</b> a) <b>Statewide use of WorkKeys for job skills assessment is being explored</b>

On April 8, the State Council approved a one year extension – thru 6/30/11. The entire ARRA-Stimulus State Plan may be viewed @ <http://jobs.utah.gov/edo/stateplans/WIAWPstatePlan.pdf>

**Utah Unemployment Insurance (UI) Trust Fund**  
**(Workforce Services Legislative Interim Report – June 24, 2010**  
**7/8 State Council Meeting - Agenda Item VII**

**CURRENT STATUS OF UTAH'S UNEMPLOYMENT TRUST FUND**

- Utah has \$370 million remaining in their UI Trust Fund, currently the fifth highest amount in the country, however down almost \$500 million from two years ago.
- Utah's Trust Fund may go insolvent as early as the fall of 2011 if benefit costs remain relatively high for the next 2 years.
- Utah's UI Trust last went insolvent in 1982 and 1983, to which Utah borrowed money from the federal government and repaid the loan in less than one year.
- Currently 35 states UI Trust Funds have gone insolvent resulting in \$40 billion dollars in interest-free loans from the federal government.

**WHY UTAH'S UI TRUST FUND MAY GO INSOLVENT**

- The current recession will likely be the longest post World War II recession.
- Utah's average annual UI benefit payout was about \$100 million per year for 2005, 2006, and 2007; we will pay out about \$415 million per year in 2009, 2010 and 2011.
- Declines in taxable payrolls are resulting in decreased UI tax revenues.

**OPTIONS FOR HELPING THE SOLVENCY OF THE UTAH UI TRUST FUND**

- Modifications to the UI tax statutes that define the funding levels of the Trust Fund and the formula:
- Modifications to the UI benefit statutes that determine Weekly Benefit Amounts
- DWS is currently working with the DWS Employment Advisory Council to provide recommendations for potential legislative changes.

**CURRENT DWS INITIATIVES TO HELP PRESERVE UTAH'S UI TRUST FUND**

- *Enhanced Integrity Effort:* Increase our focus on the detection and collection of UI benefit overpayments. Utah has 12 data cross-matches for detecting overpayments; the department estimates this will save the trust fund \$3.5 million annually.
- *Utah Back To Work Pilot:* DWS has developed an initiative to provide Utah employers with an opportunity to re-employ approximately 2500 Unemployment Insurance (UI) claimants a wage subsidy of up to \$2,000 per participant for each employee they hire. ARRA funds will be used to fund the temporary subsidy, the department estimates this may save the UI trust fund about \$3.5 million.
- *Department of Labor Grant:* DWS was awarded a \$1.3 million federal grant that will be focused on helping 10,000 UI claimants most likely to exhaust their UI benefits. Claimants would receive counseling, more in-depth assessments of any barriers preventing re-employment, help developing a work plan, and referral to appropriate training or skills enhancement. The department estimates we can save the trust fund about \$4 million.

**FEDERAL LOANS**

- The Recovery Act waived the charging of interest on federal advances to insolvent state UI programs from February 2009 to January 2011. Interest cannot be repaid, either directly or indirectly, from the repaying state's UI trust fund. Typically, a state is required to establish a "surcharge" to the UI tax to fund the interest paid on the loan.



## Department of Workforce Services "Utah Back to Work Pilot" State Council Meeting -Agenda Item VII

### **Summary Description of the Initiative**

The Department of Workforce Service (DWS) developed an initiative to provide Utah employers with an opportunity to re-employ approximately 3,700 Utah workers. DWS is targeting two groups of unemployed job seekers: 2,500 Unemployment Insurance (UI) claimants making no more than \$15 per hour in their last job, who are currently receiving UI benefits, and 700 unemployed 18 to 24 year olds. A wage subsidy of up to \$2,000 per participant for a maximum of 3 months will be provided to the employer for each employee they hire. The employer will not be required to retain the employee at the conclusion of the subsidized period but will be encouraged to consider them for permanent full-time employment. DWS proposes to fund the program primarily with American Reinvestment and Recovery Act (ARRA) TANF funds and an appropriation from the REED Act to assist in staffing costs. This provides us with a unique opportunity to leverage our resources, stimulate job growth, and help ensure the UI trust fund remains solvent. DWS confirmed with our Federal TANF partner the concept met TANF ARRA intent.

The employer may be able to combine this subsidy with the recently enacted federal "Hiring Incentives to Restore Employment" (HIRE) act that provides a temporary waiver of the employers 6.2% share of Social Security taxes for each newly hired worker between February 3rd and December 31<sup>st</sup> of 2010; and up to a \$1,000 general business tax credit for each worker retained for one year.

**Objective:** Provide an incentive to Utah employers to hire targeted UI claimants and youth while also providing job seekers with an opportunity to become re-employed quicker.

### **Benefits to Job Seekers**

- Opportunity to learn a new job skill
- Introduction to a potentially new career path
- Opportunity to demonstrate current skills to an employer
- Enhanced income to become self sufficient
- Preserve remaining balance of UI benefits available
- Employment Child Care subsidy may be available

### **Benefits to Employers**

- The wages of the qualified new hire will be subsidized
- Opportunity for business expansion
- Opportunity to observe potential permanent employees
- Help minimize UI Tax rates for all Utah employers

### **Benefits to DWS and the State of Utah**

- Help protect solvency of UI trust fund
- Stimulate job growth
- Provides Employment Center staff with a new tool to help UI job seekers
- Reduce the need for other social and supportive services

### **Qualified Utah Employers:**

- Employers are active and registered with the UI Division and in "good standing" (No delinquent UI taxes or reports)
- Any Employer other than the United States, State, or any political subdivision, temporary help company, and Professional Employer Organization.

### **Qualified Job Seekers:**

- Job seekers can only participate once in the program
- Job seeker has not worked for a participating employer for more than 40 hours during the 60-day period before their date of hire as part of the BTW program
- US citizen or eligible non-citizen
- **Claimants:**
  - Active UI claimants with 10 or more weeks of unemployment benefits remaining may participate
  - Only UI claimants that have made no more than \$7,800 in any quarter in their UI base period job(s) may participate
  - Only UI claimants that have one or more minor child dependents may participate
- **Youth:**
  - 18 – 24 years old
  - Unemployed

### **Guidelines:**

- Employers may not displace or partially displace existing workers
- The individual hired must work a minimum of 35 hours per week
- The work is not seasonal or temporary
- The employer will pay the worker a minimum of \$9.00 per hour (Commission jobs must have a clause that guarantees \$9.00 per hour minimum)
- \$500 employer subsidy payment when qualified claimant hired and \$1,500 payment upon three-month retention of participant

### **Procedures:**

- The DWS temporary Re-Employment Staff (RES) in Employment Centers statewide will facilitate placements, execute worksite agreements, and facilitate payments
- Employer and job seeker experience and participation will be monitored to ensure program performance outcomes are positive.
- Marketing efforts by each Economic Service Area will be made to find willing employer participants in emerging industry sectors with the best potential for job growth or recovery; however any qualified employer may participate. Efforts will be made to distribute the subsidy to a broad base of qualified employers.
- A marketing process will be developed to inform potentially qualified UI Claimants, after they receive their first UI payment, to maximize potential savings to the UI Trust Fund
- DWS will control the number of participants to ensure the costs do not exceed the available funding
- The current computer systems of UI (CUBS) and Employment Services (UWORKS) will be utilized to market, register, track, and pay the stipends.

### **Number of Participants and Potential Savings to UI Trust Fund:**

- FY 2011:
  - Goal of 2,500 UI participants, Potential of \$3.6 million savings to UI trust fund
  - Goal of 700 unemployed youth participants

**Grant Awards**

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome
<b>State Labor Market Information Improvement Grants</b>	DWS – Carrie Mayne	DWS partnered with 4 different multi-state LMI consortiums	MT/UT/IA/NE/ND/ SD/WY Awarded \$3.88 M	18 months from 12/1/09	LMI Statewide	Collect LMI regarding the Green Economy	Data regarding Green Economy jobs and skills Tools to disseminate the information to various user groups
	Stacey Joos		NV/UT/CO/FL/IL/N Y/NC/TX Awarded \$3.75 M	18 months from 12/1/09	LMI Statewide	Upgrade industry and occupational projections software systems and add in Green LMI component	Projections software system rewritten in most current programming language focused on longevity
<b>State Energy Sector Partnership and Training Grant</b>	State Workforce Investment Board  Karla Aguirre & Sarah Brenna	Green Construction, Alternative Fuels, Energy Management, Renewable Energy Transmission	Awarded \$4,600,000	36 months from 1/29/10	Statewide – Energy Academy locations: SLCC, SWATC, UBATC, CEU, DATC, Box Elder	Grant Administration-	1400 Participants served 300 Box Elder residents 1206 Placements 700 Work Keys completions 456 Industry certifications 225 Apprenticeship enrollments

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome
<b>Energy Training Partnership Grant</b>	Iron Worker's National Training Fund (5 local unions)  Local Iron Workers 27 – Bob North (Utah)	Renewable Electric Power  Wind turbines/ mobile training trailer, tower climbing, high angle rescue, hydraulic and mechanical bolt tightening	Awarded \$1,943,931	24 months from 1/20/10	Statewide	Possible assistance with recruitment	At least 100 Iron Workers trained in Utah
<b>Energy Training Partnership Grant</b>	Transport. Learning Center – Brian Turner  UTA - Randy Welsh	Transit Green Jobs - standardize training	MD/OH/NY/UT/NJ Awarded \$5,000,000	24 months from 1/20/10	Statewide	Recruit new hires through One Stop Career Centers, provide policy and technical guidance	300 new operators & 900 incumbents in Utah
<b>National Emergency Grant – ATK Launch Systems</b>	DWS  Karla Aguirre & Sarah Brenna	Training services will focus on classroom training, on-the-job training and apprenticeships in Occupations in Demand that will lead to employment.	\$1,234,762  Initial Release: \$616,165  Additional funding up to the amount approved will be made available as the state demonstrates a continued need for assistance.	Available through 12/31/2012	Bear River, Wasatch Front North, Wasatch Front South, Mountainland	Provide training, re-employment and/or support services to workers displaced from ATK from April 2009 to present	200 Individuals

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Award Amount	Time Line	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome
<b>UI Reemployment and Eligibility (REA) Grant</b>	DWS Bill Starks, UI Director	DOL funded grant to provide mediated services to UI customers to assist with reemployment efforts.	\$1,301,033	One-year grant beginning September 1, 2010.	Wasatch Front South	Dedicated staff will serve customers through a control group in WFS – Metro and South County Employment Centers.	10,000 UI customers  Provide one-on-one mediated services to UI claimants having a high likelihood of UI exhaustion, to help shorten UI duration and assist claimants reenter the labor market.
<b>Community-Based Job Training Grant - DOL</b>	SLCC Dianne Browning	Digital Arts and Film	\$2.7 M  DWS Funding: \$521,160	Three-year grant beginning July 1, 2010	Wasatch Front North  Wasatch Front South  Mountainland	1.75 FTE Employment Specialists in 3 Service Areas – administer Work Keys and Readiness assessments, enroll, supportive services, track all outcomes for grant	570 Participants beginning training  444 completers 340 receiving industry recognized certificate <b>354 placed into training related employment</b>

## 2010 Grant Opportunities

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Funding Request	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome	Status
<b>Community-Based Job Training Grant - DOL</b>	WSU Ed Walker - Chemistry Dept. Chair  Tami Goetz GOED	Natural Products  Dietary Supplements  Food Safety	\$2.5 M  DWS Funding: \$372,532	Wasatch Front North  Wasatch Front South  Mountainland	Help define industry within framework of workforce investment system and regional collaboration with other states, Outreach activities	150 HS Dropouts 200 Unemployed 400 Dislocated  2040 entering training, 1900 completers and entering employment	Determined to be Non-Responsive by DOL
<b>Community-Based Job Training Grant – DOL</b>	Snow College Rosie Connor  DATC	Diesel Technology	\$2.8 M  DWS Funding: \$402,000	Central  Southwest  Wasatch Front North	Provide data and guidance, provide client services, assess aptitude/ interest, job seeking and keeping workshops, track client data	724 served  675 completing education  450 unsubsidized employment	Declined
<b>Community-Based Job Training Grant – DOL</b>	TATC Scott Snelson  SWATC  USU Tooele Regional Campus	Healthcare IT Manufacturing Transportation Building Technologies	\$3 M  DWS Funding: \$492,000	Wasatch Front South  Central  Southwest	Dedicated staff person for each of 2 service areas  One-stop assistance	200-250 per year - TATC  100 per year - SWATC	Declined

Grant Solicitation	Applicant	Occupational/ Program Emphasis	Funding Request	Divisions/ Service Area(s) Impacted	DWS Role	Projected Outcome	Status
<b>Workforce Data Quality Initiative - DOL</b>	DWS Steve Maas  In partnership with Utah Data Alliance (UDA)	Enhancement to State Longitudinal Data Tracking System for Utah students	\$1 M for single state  \$3M for multi-state	Statewide	Fiscal Agent	Add additional partners and data sets – Potential partners: Corrections, Apprenticeship, Local Employment Dynamics, Human Services, Health, pre-kindergarten programs, Western Coalition of Higher Education (WICHE)	Application due: August 16, 2010  Soliciting partners and determining project scope
Health Profession Opportunity Grants to Serve TANF Recipients and Other Low-Income Individuals - HHS	Undetermined  Potentially DWS/SWIB  Lynn Purdin	Allied Health	\$1.5 - \$2 M in first year with possibility of 4 additional years funded	Statewide	Fiscal Agent	Implement education and training model which meets the needs of the TANF recipient and low-income target population	Application due: August 5, 2010  Soliciting partners and determining project scope

# Statewide Energy Sector Partnership (SESP) Update

7/8 State Council Information Item

## Background:

In January 2010, Utah Department of Workforce Services (DWS) was awarded a \$4.6 million State Energy Sector Partnership grant to develop the workforce force and create jobs for 1) Green Construction, 2) Alternative Fuels, 3) Energy Management and 4) Renewable Energy Transmission in Utah. This project will provide 1400 participants with the skills required to work in emerging energy efficiency and renewable energy industries. There will be a common core and occupation specific curriculum to address both technical and integrated skill sets. This training will be provided at no cost to participants.

## Priority populations:

- Veterans
- Dislocated Workers
- At risk workers impacted by energy and environmental policy
- Disadvantaged Youth
- Box Elder County residents (impacted by automotive restructuring)

## Academies will serve the following areas:

- Box Elder/ Wasatch North/ Wasatch South
- East/ Southeast
- Southwest

## Accomplishments:

- Grant kick off held May 20<sup>th</sup>
- Statewide training team is now meeting regularly and progress is being made toward core curriculum development
- Plans and contracts for each Training Academy will be in place by June 30, 2010
- Development of policy, assessment and eligibility criteria is underway
- Our first report to the Department of Labor was submitted May 14
- Tour of wind farm and geothermal plants scheduled for training team leads
- First trainees set to begin classes by the end of August

# STATE WORKFORCE INVESTMENT BOARD

(State Council on Workforce Services)

List of Members

Revised June 2010

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## Voting Members

### Large Employers (4)

Paul Jackson *Chair, State Council (or SWIB)*  
Assistant VP, Human Resources  
Intermountain Healthcare  
5245 S. College Drive  
Murray, Utah 84123  
Telephone: (801)442-2322  
Cell: (801) 718-0614  
Email: [Paul.Jackson@imail.org](mailto:Paul.Jackson@imail.org)  
Term Expires: June 30, 2014 (*-serving 1<sup>st</sup> term*)

Stephen Goodrich *State Youth Council Member*  
Community Relations Manager  
United Parcel Service (UPS)  
2040 Parkway Boulevard  
Salt Lake City, Utah 84119  
Telephone: (801) 973-3603  
Email: [sgoodrich@ups.com](mailto:sgoodrich@ups.com)  
Term Expires: June 30, 2011 (*-serving 2<sup>nd</sup> term*)

Darris Howe  
Vice President and Director  
University of Phoenix  
5373 S. Green Street  
Salt Lake City, Utah 84123  
Telephone: (801) 905-4290  
Email: [darris.howe@phoenix.edu](mailto:darris.howe@phoenix.edu)  
Term Expires: June 30, 2010 (*-serving 2<sup>nd</sup> term*)

**1 Vacancy**

**Small Employers (4) (2 vacancies)**

Shawn W. Potter *Chair, Operations and Performance Committee*  
Tesch Law Offices  
314 Main Street, 2<sup>nd</sup> Floor  
Park City, UT 84060  
Telephone: (435) 649-0077  
Email: [spotter@teschlaw.com](mailto:spotter@teschlaw.com)  
Term Expires June 30, 2011 (serving 2<sup>nd</sup> term)

Don Salazar, Owner/President  
CTI Construction  
2878 Commerce Way  
Ogden, UT 84401  
Telephone: (801) 334-7250  
Cell Phone: (801) 940-7828  
Email: [dsalazar@ctiut.com](mailto:dsalazar@ctiut.com)  
Term Expires: June 30, 2010 (serving 1<sup>st</sup> term -re-appt requested)

Vacancy

Vacancy

**Employee Organizations/Labor (4)**

Richard J. Thorn *Operations and Performance Committee*  
President/CEO  
Associated General Contractors of Utah (AGC), Utah Chapter  
P.O. Box 2666  
Salt Lake City, Utah 84110  
Telephone: (801) 363-2753  
Cell: (801) 573-5678  
Email: [rthorn@agc-utah.org](mailto:rthorn@agc-utah.org)  
Term Expires: June 30, 2009 (2<sup>nd</sup> term has expired)

Richard Kingery, Business Manager (New Member Apr. 2010)  
International Brotherhood of Electrical Workers  
3400 West 2100 South  
Salt Lake City, UT 84119  
Telephone: (801) 972-9354  
Cell: (801) 556-0654  
Email: [rich@ibew354.org](mailto:rich@ibew354.org)  
Term Expires: June 30, 2014 (serving 1<sup>st</sup> term)

James Judd, President (New Member Apr. 2010)  
Utah AFL-CIO  
1348 Craftsman Court  
Layton, UT 84041  
Telephone: 801-972-2771  
Cell: 801-712-4901  
Email: [jimjudd@utahaficio.org](mailto:jimjudd@utahaficio.org)  
Term Expires: June 30, 2014 (serving 1<sup>st</sup> term)

Connie Nielsen (New Member Apr. 2010)  
OPEIU - AFL-CIO  
2877 South 450 East  
Bountiful, UT 84010  
Telephone: 801-292-2698  
Cell: 801-554-5046  
Email: [connie.n@q.com](mailto:connie.n@q.com)  
Term Expires: June 30, 2014 (serving 1<sup>st</sup> term)

### Community-Based Organizations (2)

Bill Crim, Director *Operations and Performance Committee*  
United Ways of Utah  
175 So. West Temple, Ste 30  
Salt Lake City, Utah 84101  
Telephone: (801) 736-7771  
Email: [bill@uw.org](mailto:bill@uw.org)  
Term Expires: June 30, 2011 (serving 2<sup>nd</sup> term)

Heather Tritten, Executive Director (New Member Apr. 2010)  
Community Action Partnership of Utah  
(designee) - Melissa Smith, Work Supports Policy Analyst  
230 South 500 West, Ste 260  
Salt Lake City, Utah 84101  
Telephone: (801) 433-3025 x 6  
Email: [Melissa@caputah.org](mailto:Melissa@caputah.org)  
Term Expires: June 30, 2014 (serving 1<sup>st</sup> term)

**Veterans Representative (1)**

Stanley L. Ellington, Executive Director

Utah Black Chamber of Commerce

1747 South 900 West

Salt Lake City, Utah 84104

Telephone:

Email: [sstanley@utahblackchamber.org](mailto:sstanley@utahblackchamber.org)

Term Expires: June 30, 2013 (serving 1<sup>st</sup> term)

**Superintendent of Public Instruction (1)**

Larry Shumway

Superintendent of Public Instruction

State Office of Education

P.O. Box 144200

Salt Lake City, Utah 84111-4200

Telephone: (801) 538-7510

Email: [larry.shumway@schools.utah.gov](mailto:larry.shumway@schools.utah.gov)

**Commissioner of Higher Education (1)**

William Sederburg

Board of Regents Bldg., The Gateway

60 South 400 West

Salt Lake City, UT 84101-1284

Telephone: (801) 321-7103

Email: [wsederburg@utahsbr.edu](mailto:wsederburg@utahsbr.edu)

[jcottrell@utahsbr.edu](mailto:jcottrell@utahsbr.edu) (administrative assistant)

**Executive Director, Utah State Office of Rehabilitation (1)**

Don Uchida

P.O. Box 144200

Salt Lake City, Utah 84114-4200

Telephone: (801) 538-7540

Email: [duchida@utah.gov](mailto:duchida@utah.gov)

**Chairs of the Area Councils on Workforce Services (8)**

Gifford Briggs

*Mountainland Area Council Chair*

Big D Construction

1788 West 200 North

Lindon, Utah 84042

Telephone: 801-769-7300  
Email: [gbriggs@big-d.com](mailto:gbriggs@big-d.com)  
Term Expires: June 30, 2012

Sandy Phillips *Western Area Council Co-chair*  
Richfield Reaper *Operations and Performance Committee*  
65 West Center Street  
Richfield, UT 84701  
Telephone: (435) 896-5476  
Cell: (435) 979-7782  
Fax: (435) 896-8123  
Email: [reapered@richfieldreaper.com](mailto:reapered@richfieldreaper.com)  
Term Expires: June 30, 2010

Joe Christopher *Western Area Co-Chair*  
2127 S. Legacy Drive  
St. George, Utah 84770  
Telephone: (435) 688-0461  
Cell Phone: (435) 680-2127  
Email: [joe@canyonautogroup.com](mailto:joe@canyonautogroup.com)  
Term Expires: June 30, 2010

Rebecca Little, Account Executive Central Regional Council Chair  
Mountain America CU Business Services  
7181 South Campus View Drive  
West Jordan, UT 84084  
Work Telephone: (801) 557-3247  
Fax: (801) 323-5705  
Email: [rlittle@macu.org](mailto:rlittle@macu.org)  
Term Expires: June 30, 2010

Bruce Rigby, Manager *Bear River Area Council Chair*  
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Logan, Utah 84321  
Work Telephone: (435) 753-3020  
Fax: (435)  
Email: [brigby@cachevalleybank.com](mailto:brigby@cachevalleybank.com)  
Term Expires: June 30, 2011

Randy Welsh *Wasatch Front North Area Council Chair*  
Maintenance Training Admin.  
Utah Transit Authority  
3600 South 700 West  
PO Box 30810  
Salt Lake City, Utah 84130-0810  
Work Telephone: (801) 287-5406  
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Fax: (801) 287-4637  
Email: [rwelsh@uta.cog.ut.us](mailto:rwelsh@uta.cog.ut.us)  
Term Expires: June 30, 2011

Randall Bennett *Uintah Basin Area Council Chair*  
Uintah Basin Medical Center  
250 West 300 North (75-2)  
Roosevelt, Utah 84066  
Telephone: (435) 722-4691  
Fax: (435) 722-9291  
Email: [rbennett@ubmc.org](mailto:rbennett@ubmc.org)  
Term Expires: June 30, 2011

Ken Davey *Southeast Area Council Chair*  
Moab City Economic Development  
217 East Center Street  
Moab, UT 84532  
Telephone: (435) 259-5121  
Fax: (435) 259-4135  
Email: [ken@moabcity.org](mailto:ken@moabcity.org)  
Term Expires: June 30, 2011

### Non-Voting, Ex Officio Members

#### **Legislator (1)**

Mark Madsen [madsen@utah.gov](mailto:madsen@utah.gov)

## **Executive Director, Department of Workforce Services (1)**

Kristen Cox  
140 East 300 South  
Salt Lake City, Utah 84111  
Telephone: (801) 526-9210  
Email: [kristencox@utah.gov](mailto:kristencox@utah.gov)

## **Executive Designee, Department of Human Services (1)**

Marie Christman *Chair, State Youth Council*  
Deputy Director  
120 North 200 West, suite 319  
Salt Lake City, Utah 84103  
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Facsimile: (801) 538-4016  
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## **Executive Designee, Department of Health (1)**

Dr. David Sundwall [dsundwall@utah.gov](mailto:dsundwall@utah.gov)

## **Executive Director, Governor's Office of Economic Development (1)**

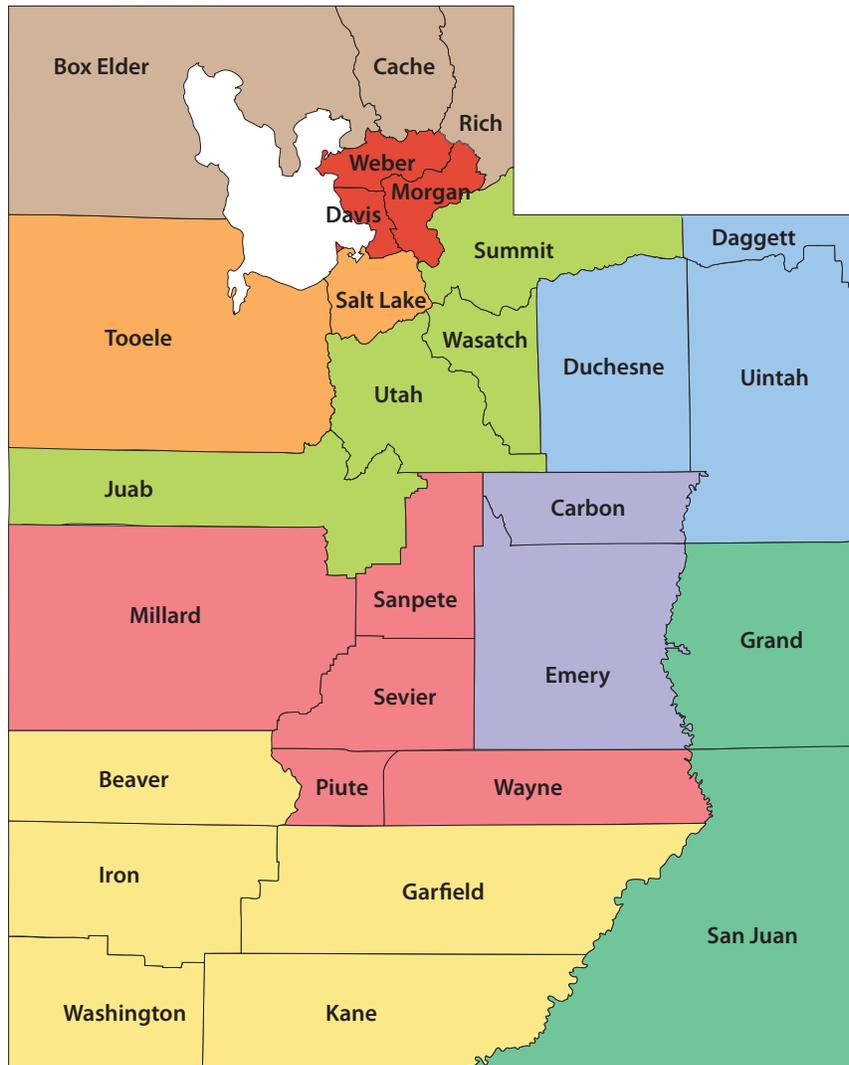
Spencer Eccles  
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## **Valued Partners**

Rob Brems, Executive Director  
Utah College of Applied Technology  
(need to get new address in West Valley)  
Telephone: 801-955-2170  
Cell Phone: 801-361-0762  
Email: [rbrems@ucat.edu](mailto:rbrems@ucat.edu)



# Economic Service Areas Plans Executive Summaries



**Economic Service Areas and Area Directors**

- |  |  |                |
|--|--|----------------|
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #c08060; border: 1px solid black;"></span> Bear River: Kristen Donoviel       | <span style="display: inline-block; width: 15px; height: 15px; background-color: #e06060; border: 1px solid black;"></span> Central Utah   | } Jan Thompson |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #d04040; border: 1px solid black;"></span> Wasatch Front North: Randy Hopkins | <span style="display: inline-block; width: 15px; height: 15px; background-color: #fff080; border: 1px solid black;"></span> Southwest      |                |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #f0a040; border: 1px solid black;"></span> Wasatch Front South: Steve Leyba   | <span style="display: inline-block; width: 15px; height: 15px; background-color: #add8e6; border: 1px solid black;"></span> Uintah Basin   | } Shelly Ivie  |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #90ee90; border: 1px solid black;"></span> Mountainland: Brent Newren         | <span style="display: inline-block; width: 15px; height: 15px; background-color: #9370db; border: 1px solid black;"></span> Castle Country |                |
|  | <span style="display: inline-block; width: 15px; height: 15px; background-color: #3cb371; border: 1px solid black;"></span> Southeast      |                |

# Introduction

These Executive Summaries of the Department's nine Economic Service Areas were prepared from the full Service Area Plans as submitted by the Service Area Directors. Each summary highlights the Area Descriptions, Targeted Industries, Supply side and Demand side issues as well as Key Workforce Challenges and Outcomes.

If you would like to review the complete Service Area Plans contact Diane Lovell at [dianelovell@utah.gov](mailto:dianelovell@utah.gov) or the appropriate Service Area Director.

# Bear River Economic Service Area

- 1. AREA DESCRIPTION:** The Bear River Service Area includes Rich, Cache, and Box Elder Counties, each county offers very distinct challenges and opportunities. The ESA population is approximately 163,000, with Cache County making up the majority of 117,000. The estimated unemployment rate for the tri-county area is 6.3 percent; however, Cache County with almost 70 percent of the ESA's total population, enjoys one of the country's lowest unemployment rates of 5 percent. However, wages are not competitive with the rest of the state at 76 percent of the state average. There is also a wide variance in negative job growth rates. Sixty-four percent of Cache County residents work in Cache County; however the majority or 54 percent of Box Elder County workers commute to Salt Lake and Weber counties for employment.
- 2. TARGETED INDUSTRIES:** Renewable Energy, Hospitality, Healthcare Manufacturing
- 3. DEMAND-SIDE ISSUES:** In an effort to meet employer needs under the demand driven approach, the Bear River ESA plans to:
  - Develop partnerships for OJT and worksite placements
  - Meet with employers to keep a pulse on local labor economy and needs
  - Coordinate with education partners to match employer needs with training programs
  - Attend advisory boards with local education partners
  - Facilitate connections between employers and education
  - Provide information on DWS services
  - Utilize DWS system to identify labor pool and develop future pool
  - Provide on site recruitment assistance, employer seminars, training and outreach services.
- 4. SUPPLY-SIDE ISSUES:** The Bear River Economic Service Area will focus on basic education and soft skills training in order to meet local employer needs. The ESA plans to develop a GED High School pilot program with adult education for TANF eligible customers. Staff will provide a higher level of customer service by ensuring a visible presence is maintained in the Job Connection Room and by using core assessments and providing one-on-one service. A new emphasis will be placed on using social media resources as communication tools for customer interaction, such as Twitter, Facebook and YouTube to post instruction videos.
- 5. KEY WORKFORCE CHALLENGE:** A significant number of customers lack basic education and job-ready skills.
- 6. KEY OUTCOME GOALS:** Develop a GED/HS pilot with Adult Education for TANF out of school age customers and create a social media club for employers.

# Wasatch Front North Economic Service Area

- 1. AREA DESCRIPTION:** The Wasatch Front North Service Area (WFNSA) is comprised of three counties, Davis, Morgan, and Weber. Each county is unique in its demographics but also shares many similarities, not the least being a mobile workforce that crosses county boundaries for employment. Only 42 percent of all the area's labor pool is employed in the county they live in. An astonishing 33 percent work in Salt Lake County. Approximately one-third of the population in the economic service area is under 18 years of age. In Davis County, 6.3 percent of residents live below the poverty level, while 5.2 percent of Morgan residents and 10.3 percent of Weber County residents reside below the poverty level. The unemployment rate for the area is approximately 7 percent.
- 2. TARGETED INDUSTRIES:** Healthcare, aerospace/manufacturing and professional services
- 3. DEMAND-SIDE ISSUES:** One of the area's main workforce development priorities is to become an integral part of the employer community. To better learn about and understand employer needs, the ESA will focus on building strong relationships with area employer groups, associations and Chambers of Commerce.
- 4. SUPPLY-SIDE ISSUES:** The primary focus of the WFNSA plan is to help customers get jobs. Every decision made will be guided by the question, "How does this help our customers obtain employment?" Resources will be targeted to the following two supply-side workforce development issues.
  - *Assist and motivate our customers who don't have a high school degree or GED to obtain one. Currently there are over 900 area customers who have less than a high school degree. While the other three school districts in the area have achieved high school graduation rates of 90 percent and above, the Ogden School District's graduation rate is 63 percent. ESA staff are partnering with the Ogden School District, using the Community Schools concept to increase the graduation rate. A number of strategies to assist individuals in obtaining their degree and slowing the drop out rate of current students are described in the full ESA plan.*
  - *Help Unemployment Insurance claimants get back to work and reduce the number of weeks claimed.* Nearly 43 percent (7,977) of our customers are receiving Unemployment Insurance or have exhausted their benefits. This is an untapped labor pool with demonstrated work skills and abilities. Many have transferable skills that can be used in other industries. Through proper assessment we can identify these skills and offer referrals to appropriate employers. In addition to targeting Unemployment Insurance claimants through the "Back To Work" initiative we will offer more direct assistance to all claimants.
- 5. KEY WORKFORCE CHALLENGE:** Re-engaging with the employer community.
- 6. KEY OUTCOMES:** See Supply-side issues above.

## Wasatch Front South Economic Service Area

- 1. AREA DESCRIPTION:** The Wasatch Front South Economic Service Area encompasses Salt Lake and Tooele Counties and includes six Employment Centers. In Salt Lake County The current unemployment rate in Salt Lake County is 7.1 percent. In Tooele County the unemployment rate is 8.4 percent. Industries related to home construction – real estate, finance, manufacturing of construction materials, sales of building materials and furnishings – all saw their business deteriorate along with the home construction collapse. The industrial sectors managing to show some job growth are healthcare, education, and government. In Salt Lake County the average annual number of payroll jobs decreased by 4.5 percent. Tooele County has fared better than most counties in Utah in terms of the overall number of jobs within the county. While total job levels have not declined within Tooele County during the recession, unemployment has increased substantially, not only because of the hard hit industries of construction and manufacturing, but also because so many residents of the county commute to Salt Lake County to work.
- 2. TARGETED INDUSTRIES:** Healthcare, Financial, and High Tech.
- 3. DEMAND-SIDE ISSUES:** Workforce Development Specialists will develop and maintain relationships with targeted employers, leading to a complete understanding of their workforce needs. The Workforce Development Specialists and service area management will engage targeted employers to build credibility and an understanding of their workforce needs. Staff will provide the tools needed to support the needs of employers.
- 4. SUPPLY-SIDE ISSUES:** ESA staff will prepare job seekers to meet the demand of targeted employers, resulting in self-sustaining wages and advancement opportunities. They will also provide labor market information relevant to current conditions. Staff will also provide job search assistance on an individual basis or in groups, via workshops, as needed. All case managed customers will receive a comprehensive assessment on current skills, interests and employability. Staff will provide pro-active job search assistance to core and UI customers, and establish clear expectations for job readiness. A new initiative will attempt to lower the number of unemployment insurance weeks claimed by providing intervention services in a more timely manner and increase the number of job ready customers by providing the support and services needed.
- 5. KEY WORKFORCE CHALLENGE:** In this current economy, preparing our job seekers to meet the demand of our targeted employers will be the major challenge.
- 6. KEY OUTCOME:** The Council will identify and determine what training gaps exist in an effort to streamline skill development of WFS service area customers.

# Mountainland Economic Service Area

- 1. AREA DESCRIPTION:** The Mountainland Economic Service Area (ESA) provides services through six employment centers located in Utah, Summit, Wasatch, and Juab counties. The unemployment rate in the ESA has been fairly consistent over the past 12 months with an increase of 0.4 percent over the past two months. The ESA's unemployment rate is 7.1 percent. The availability of current job opportunities (demand) within our labor exchange reflects a total of 957 job openings compared to 7,010 active job seekers that are presently registered in UWORKS.
- 2. TARGETED INDUSTRIES:** Healthcare, finance, manufacturing, customer service, retail, education, hospitality, tourism, road construction and infrastructure.
- 3. DEMAND-SIDE ISSUES:** Through direct contacts with key employers in targeted industries staff will build relationships and establish credibility by being highly responsive, professional and providing employers with qualified applicants for their job openings. Also staff will provide follow-up service after the applicant is hired using informational surveys and dialogs to provide feedback on the success and quality of services offered. With each placement, they will follow-up with the employer to determine their additional and future needs.
- 4. SUPPLY-SIDE ISSUES:** Staff will assess customer abilities and prepare customers with resumes, interviewing skills, how to job search with technology and understanding of employer expectations. Staff will recommend relevant workshops and provide any additional help and assessment that our customers need. Staff will communicate to customers the employers' needs and the education required to meet those needs. Staff will ask for and act on employer feedback. ESA staff will work with training providers to ensure curriculum is current and in demand. Staff will monitor customer outcomes for effectiveness.
- 5. KEY WORKFORCE CHALLENGES:**
  - a. Developing strategies to engage job seekers (including UI claimants) in pursuing work readiness activities.
  - b. Strategic partnering with industry leaders, economic development planners, education partners, agency and other communities organizations in leveraging resources and in synchronizing efforts to meet employer and workforce requirements.
- 6. KEY OUTCOME MEASURES:**
  - a. High School and GED completion for case managed and other customers receiving mediated services.
  - b. Reduce UI benefit duration rate for claimants.

## Central Utah Economic Service Area

- 1. AREA DESCRIPTION:** The Central Utah Economic Service Area (ESA) provides services in five counties: Millard, Piute, Sanpete, Sevier and Wayne. The unemployment rate for the Central Utah ESA was 6.7 percent for May. Each employment center provides mandatory core and intensive services. Unemployment rates remain high and no county has yet to experience employment growth. The major employment industry in every Central ESA county is government (which includes public education). Retail trade, leisure/hospitality services, healthcare/social services also supply notable numbers of jobs. The labor force in both Sanpete and Sevier counties (the only data available) is relatively well educated. Roughly one-fifth to one-fourth of the labor force has a Bachelor's degree or higher and 35-40 percent have at least some college.
- 2. TARGETED INDUSTRIES:** Renewable Energy, Healthcare, Leisure/Hospitality and Specialty Trade Contractors (Roads transportation, construction, green construction) and Manufacturing
- 3. DEMAND-SIDE ISSUES:** Developing and nurturing partnerships with government, education and business will continue to guide the development of new workforce opportunities. A group of key state agencies, employers, and other interested parties are involved with the development of the One-Stop delivery system in the Southwest ESA. Services available to employers include: Labor Exchange; online services for employers who hire job ready customers using email, mail, advertising, resource presentations, and the identification of job ready customer skills and occupations.
- 4. SUPPLY-SIDE ISSUES:** The Central Utah ESA will provide job seekers with a dynamic online labor exchange system. Additional resources include job connection rooms, job fairs, job development, and identifying job-ready customer's occupations to determine marketing strategy for immediate labor exchange activities. The skill set and goals of each customer will help determine their appropriate career pathway and level of DWS staff support. As each customer receives an assessment, the possible need for other DWS programs and support will be identified. Southwest ESA encourages utilizing technology and the internet to link related workforce services and bring them closer to the public.
- 5. KEY WORKFORCE CHALLENGE:** Developing strategic partnerships with industry, education, economic development that will help enable the ESA to respond to immediate employer workforce needs.
- 6. KEY OUTCOMES:** Develop a grant writing group to identify potential grant opportunities which will benefit customers in the Southwest/Central ESAs. Identify local pathways between offices and educational entities in all counties of the ESA.

# Southwest Economic Service Area

- 1. AREA DESCRIPTION:** The Southwest Economic Service Area (ESA) provides services in five counties: Beaver, Garfield, Iron, Kane and Washington. Most Southwest ESA counties rely heavily on government (the largest employment producer in three counties), retail trade, and leisure/hospitality services (tourism) for a large portion of their employment. Despite their close proximity to one another, each county in the Southwest ESA has a distinct economic base. At one end, Washington County has grown large enough to be considered a Metropolitan Statistical Area by the federal government while Beaver County remains sparsely populated and retains a very rural flavor.
- 2. TARGETED INDUSTRIES:** Renewable Energy, Healthcare, Leisure/Hospitality, Specialty Trade Contractors (Roads transportation, construction, green construction) and Manufacturing.
- 3. DEMAND-SIDE ISSUES:** Developing and nurturing partnerships with government, education and business will continue to guide the development of new workforce opportunities. A group of key state agencies, employers, and other interested parties are involved with the development of the One-Stop delivery system in the Southwest ESA. Services available to employers include: Labor Exchange; online services for employers who hire job ready customers using email, mail, advertising, resource presentations, and the identification of job ready customer skills and occupations.
- 4. SUPPLY-SIDE ISSUES:** The Southwest ESA will provide job seekers with a dynamic online labor exchange system. Additional activities and resources will include job connection rooms, job fairs, job development, and identifying job-ready customer's occupations to determine marketing strategy for immediate labor exchange activities. The skill set and personal goals of each customer will help determine their appropriate career pathway, and the level of support they will require from DWS staff. As each customer receives an assessment, the possible need for other DWS programs and support will be identified. Southwest ESA encourages utilizing technology and the internet to link related workforce services and bring them closer to the public.
- 5. KEY WORKFORCE CHALLENGE:** Developing strategic partnerships with industry, education, economic development that will help enable the ESA to respond to immediate employer workforce needs.
- 6. KEY OUTCOMES:** Develop a grant writing group to identify potential grant opportunities which will benefit customers in the Southwest/Central ESAs. Identify local pathways between offices and educational entities in all counties of the ESA.

# Uintah Basin Economic Service Area

- 1. AREA DESCRIPTION:** The Uintah Basin Economic Service Area provides services through two employment centers located in Roosevelt and Vernal. The unemployment rate in the Uintah Basin ESA has leveled out over the past few months, after seeing considerable amounts of job loss in 2009. The March unemployment rate in Duchesne County is at 7.4%, 7.7% in Uintah County, and 6.6% in Daggett County. Energy exploration and production is a prime economic force in the ESA, and provides thousands of direct and indirect jobs with high wages and good benefits. The ESA has some emerging industries that include wind farms, CNG marketing and vehicle conversions, clean coal technology, bio fuels research and development, solar power, green construction, and energy efficiency. Opportunities in these industries could be limited but provide the economy opportunities to grow and diversify.
- 2. TARGETED INDUSTRIES:** Energy, Healthcare, Construction, Leisure/Hospitality and Retail
- 3. DEMAND-SIDE ISSUES:** The ESA will work to diversity the economy by being a strong partner in rebuilding the tourism industry to better utilize capacity in lodging and restaurant facilities. The tourism/convention industry provides entry level work that can lead into a better job and management opportunities. The ESA will work with economic development professionals to obtain a new call center in Uintah County that has 100+ jobs that pay \$10-12 per hour. The ESA will focus on developing partnerships with targeted industry employers and economic development offices.
- 4. SUPPLY-SIDE ISSUES:** The Uintah Basin ESA will encourage placement of unemployed workers and encourage future job growth by accessing data on the skills of UI recipients. This information will be used to inform employers, via email, of the skills/talent pool available, and the features of jobs.utah.gov. The ESA will maintain a presence at UBATC that provides career counseling and placement assistance for students. The ESA will be an active partner in homelessness coordination meetings with state and local officials, and will continue to provide supportive services in local shelters and effectively collaborate with shelter managers. In addition, the ESA will be a partner in the process to develop a public transit program.
- 5. KEY WORKFORCE CHALLENGE:** Diversifying the ESA's economy.
- 6. KEY OUTCOMES AND GOALS:** Become a strong partner in programs to rebuild tourism and form a Steering Committee by December 2010.

## Castle Country Economic Service Area

- 1. AREA DESCRIPTION:** The Castle Country Economic Service Area provides services through two employment centers located in Price and Emery County. The unemployment rate in the ESA has leveled out over the past few months, after seeing job losses in 2008 and 2009. The March unemployment rate in Carbon County is 7.7%, while Emery County is 7.4%. Energy exploration and production is a prime economic force in the ESA, and provides thousands of direct and indirect jobs with high wages and good benefits. The ESA has some emerging industries that include Clean Coal Technology, Bio Fuels Research and Development, Nuclear Power and Green Construction/Manufacturing. Opportunities in these industries could be limited but provide the economy opportunities to grow and diversify.
- 2. TARGETED INDUSTRIES:** Energy, Healthcare, Construction (Residential, Commercial and Industrial), Transportation, Warehousing and Tourism
- 3. DEMAND-SIDE ISSUES:** The ESA will focus on developing partnerships with targeted industry employers and economic development offices. The ESA will be a partner in the local BEAR program, and assist in developing proposals that will help new and existing businesses to start or expand by providing labor market information and other economic data. The ESA will assist a new call center with approximately 100 jobs paying \$9+ an hour. Staff will provide employer training on DWS on-line services and focus on building relationships with new and existing businesses that are growing. To do this, staff will be involved in the local communities, attend Chamber of Commerce events, be active in employer associations, visit new business sites, review local newspapers and other media, attend economic development events and attend/participate in DWS staff meetings.
- 4. SUPPLY-SIDE ISSUES:** The Castle Country ESA will encourage placement of unemployed workers and encourage future job growth by accessing data on the skills of UI recipients. This information will be used to inform employers, via email, of the skills/ talent pool available, and the features of jobs.utah.gov. The ESA will work to create training opportunities through the Western Governor's University healthcare grant, and by partnering with USU-CEU to provide SESP-related training programs. The ESA will participate in SPIF-SIG (a local effort to prevent drug use in the workplace), in homelessness coordination meetings with state and local officials, and in a pilot project to prevent youth homelessness. In addition, the ESA will be a partner in the process to develop a public transit program.
- 5. KEY WORKFORCE CHALLENGE:** Strengthening partnerships with economic development offices.
- 6. KEY OUTCOME GOALS:** Meet regularly and partner with professional staff in Carbon and Emery Counties. Become a partner in the BEAR Program and provide LMI and other economic data to help new and existing businesses.

# Southeast Economic Service Area

- 1. AREA DESCRIPTION:** The Southeast Economic Service Area (ESA) provides services through two employment centers located in Moab and Blanding. The unemployment rate in the Southeast ESA has leveled out over the past few months, after seeing some job loss in 2008 and 2009. The March unemployment rate in Grand County is at 9.4%, while San Juan County is at 12.6%, some of the highest in the State. Labor and job market data analysis shows energy exploration and production is a significant sector in the ESA, but the main driver is lodging, restaurants and trade. The ESA has some emerging industries that include energy efficiency auditors/technicians, wind farms, CNG marketing and vehicle conversions, solar power, nuclear power and green construction/manufacturing. Opportunities in these industries could be limited but provide the local economy with opportunities to grow and diversify.
- 2. TARGETED INDUSTRIES:** Mining, Healthcare, Construction, Retail, and Tourism
- 3. DEMAND-SIDE ISSUES:** The ESA will focus on developing partnerships with targeted industry employers and economic development offices through regular meetings with professional staff in Grand and San Juan Counties. It will be a partner in developing proposals that will help new and existing businesses to start or expand by providing labor market information and other economic data. The ESA will promote [jobs.utah.gov](http://jobs.utah.gov), [utahfutures.org](http://utahfutures.org) and other relevant web sites with all partners and build links to other appropriate web sites. The ESA will work to improve the economy by being a strong partner in supporting the tourism industry. It will inform ESA employers via email of the skills/talent pool available from workers who are currently receiving UI benefits, and will promote the features of [jobs.utah.gov](http://jobs.utah.gov) in emails to employers.
- 4. SUPPLY-SIDE ISSUES:** The Southeast ESA will work to improve working relationships with the Navajo Nation. It will work with the Navajo Transit System as it develops bus routes to bring DWS clients and others from Utah Navajo Reservation into Blanding. The ESA will support a training program with SESP funds for Navajo youth to construct hogans on the reservation. The ESA will provide more training/educational opportunities by collaborating with the Western Governor's University healthcare grant, with SESP-related training programs and higher education to offer specialized training for workers in the oil and gas industry, and with USU-CEU to develop training programs/opportunities for the leisure/hospitality sector. The ESA will be an active partner in homelessness coordination meetings with state and local officials, and will work to develop public transit and/or homeless shelters in Grand and San Juan Counties.
- 5. KEY WORKFORCE CHALLENGE:** Strengthening partnerships with economic development offices.
- 6. KEY OUTCOME GOALS:** Meet regularly and partner with professional staff in Grand and San Juan Counties. Expand the BEAR Program and provide LMI and other economic data to help new and existing businesses.

## Targeted Industries Identifies by Economic Service Area

Industry	Wasatch Front North	Bear River	Wasatch Front South	Mountainland	Central Utah	Southwest	Southeast	Castle Country	Uintah Basin	Count*
<b>Healthcare</b> (including supporting occupations)	•	•	•	•	•	•	•	•	•	9
<b>Construction</b>				•	•	•	•	•	•	6
<b>Hospitality</b>		•		•	•	•			•	5
<b>Manufacturing</b>				•	•	•				3
<b>Renewable Energy</b>		•			•	•				3
<b>Retail</b>				•			•		•	3
<b>Tourism</b>				•			•	•		3
<b>Energy</b>								•	•	2
<b>Financial</b>			•	•						2
<b>Aerospace</b>	•									1
<b>Customer service</b>				•						1
<b>Education</b>				•						1
<b>IT &amp; Digital Media</b>			•							1
<b>Mining</b>							•			1
<b>Professional Services</b>	•									1
<b>Transportation &amp; Warehousing</b>								•		1

\* Some economic service areas identified more targeted industries than other areas.