

# 2018 ANNUAL REPORT



**MISSION:** To strengthen Utah's workforce development system to meet employer needs through innovative strategies that keep pace with economic change.

## MESSAGE FROM THE BOARD CHAIR



The past year has been very productive for the Governor's State Workforce Development Board. Members have been devoted to implementing the state's WIOA plan, which includes aligning services, leveraging resources and providing excellent service to students, job seekers and business customers.

I am grateful to the board members for their enthusiastic participation on the five sub-committees of the board and the work they have accomplished during the past year. Utah's workforce benefits from this extraordinary coordination and partnering between the public, private and nonprofit sectors.

Last fall I attended the National Governor's Association conference where I met State Workforce Development Board chairs from other states and learned about the great things being accomplished across the nation. I was inspired to return to Utah and explore opportunities to build a high-performing

board. We gathered feedback from our members and identified three primary goals to focus on for the coming year:

- Communicate the vision of Utah's workforce system as outlined in the WIOA plan,
- Model and manage strategic partnerships that will support the vision, and
- Use data and accountability systems to ensure our work supports the vision.

Focusing on these goals will create a venue for our board members to become ambassadors of Utah's workforce system, as we support students, job seekers and business in creating thriving Utah communities.

Megen Ralphs, M.S.  
Chair, State Workforce Development Board  
Vice President – Business Systems, Metalcraft Technologies

## MESSAGE FROM THE GOVERNOR'S DESIGNEE



With the Utah economy thriving and unemployment remaining remarkably low month after month, we are in a time of exciting opportunities for the State Workforce Development Board. Over the past year, the board has accomplished great things for Utah's workforce, including the certification of three

new one-stop employment centers and all the state's affiliate sites. Greater collaboration with industry partners and closer coordination among the core partners is creating more efficient and successful service pathways for Utah job seekers. You can read more about the board's accomplishments on page 2.

Now, with state at full employment, the Department of Workforce Services and the State Workforce Development

Board must continue to improve opportunities for existing workers to gain additional training, move forward in their careers, earn a higher income and better support their families.

On behalf of Governor Herbert and myself, I want to thank the members of the board for their time and dedication to meeting employer needs and supporting job seekers and workers. I look forward to our continued progress and partnership.

Jon Pierpont  
Governor's Designee  
Executive Director, Department of Workforce Services

# ACCOMPLISHMENTS 2017-2018



## CERTIFICATION OF THREE COMPREHENSIVE ONE-STOP CENTERS

Utah added comprehensive one-stop centers in Provo, Logan and Cedar City. Members of the State Workforce Development Board conducted a thorough review of the three one-stop centers to ensure that they met the 24 criteria established by the full board. Certification requires the Workforce Innovation and Opportunity Act (WIOA) partners to align and coordinate services that support job seeker and employer needs ensuring accessibility.

## CERTIFICATION OF AFFILIATE ONE-STOP CENTERS

The State Workforce Development Board led the process of certifying all other employment centers as Affiliate One-Stop Centers as required by WIOA. Every one-stop center in Utah meets the criteria of offering career and business services to job seekers and businesses, as well as offering another WIOA partner programs.



## ONE-STOP CENTER CORE AND REQUIRED PARTNER MEMORANDUM OF UNDERSTANDING AND INFRASTRUCTURE FUNDING AGREEMENT

The State Workforce Development Board supported the process of WIOA partners developing a partner Memorandum of Understanding and Infrastructure Funding Agreement. This document ensures that all partners will work together, aligning and coordinating resources to support Utah's workforce development system.

## UTAH'S UNIFIED WIOA PLAN TWO-YEAR UPDATE

The State Workforce Development Board and WIOA partners worked together to update the state's Unified Plan. The changes were minimal since Utah has been successfully moving forward and is on track with its initial four-year plan. The update was approved by federal partners in June 2018.

# STATE WORKFORCE DEVELOPMENT BOARD COMMITTEES



## APPRENTICESHIPS CHAIR: JOE GILBERT

Members of the Apprenticeships Committee presented information at the Utah education counselor/teacher conference, participated in the first apprenticeships job fair during National Apprenticeship Week and supported the creation of an apprenticeships web page for Utah.

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## CAREER PATHWAYS CHAIR: JAKE MELLOR

The Career Pathways Committee continued to gather information and explore ways to support the career pathway programs and initiatives throughout Utah. For example, the committee received regular updates on Talent Ready Utah and the STEM Action Committee.

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## OPERATIONS CHAIR: GARY HARTER; CO-CHAIR: JIM BOYD

The Operations Committee supported WIOA core and required partner efforts to certify three comprehensive one-stop centers and 30 affiliates. The committee oversaw several workgroups that focused on data and reporting, developing the partner Memorandum of Understanding and Infrastructure Funding Agreement and employer engagement. The committee assisted in developing and testing a job seeker survey.



## SERVICES TO INDIVIDUALS WITH DISABILITIES/ GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES CO-CHAIR: DAVE DIXON

The Services to Individuals with Disabilities Committee oversaw the Golden Key Awards, which recognize businesses that hire and support employees with disabilities, and coordinated with the Utah Business Leadership Network. The committee received presentations about the Utah economy, information on the Utah Education and Training Provider List system and updates on the comprehensive one-stop center certification process.

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## YOUTH CHAIR: WALLY TROTTER

The Youth Committee established the following goals: increase the number of work experience opportunities for youth, develop recruitment strategies to increase participation in work-based learning programs and identify areas of alignment with other workforce and supportive services.

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# SUCCESS STORIES

## ADULT EDUCATION

Summer Alexander always struggled in school. She didn't like to go and felt she didn't get along with the teachers or other students. At age 16, she dropped out and spent the next two years dealing with health issues, family moves and some renewed attempts at high school or earning a GED. When she was 20 years old, Summer found herself in Utah and ready to give school another try. "The reason I chose to attend Provo Adult Education was pretty simple," she said. "I liked the idea of having teachers and staff giving adults a second chance to get their diploma." Although the average student completes three credits per term, Summer was motivated and focused and completed her remaining 10.5 credits in just two terms. "It is an accomplishment that feels great," she said. Summer is now deciding what she wants to study in college and is interested in culinary arts and interior design.

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## VOCATIONAL REHABILITATION

When Bruce first came into Vocational Rehabilitation (VR), he was struggling to hear and communicate effectively and had also just learned that he had a unique cataract that was progressing rapidly and obstructing his vision. Bruce said, "The anxiety and fear of losing my job was extremely hard for me to manage, as I'm the breadwinner of a very young family." Bruce and his counselor created a plan that included VR assistance with complex cataract surgeries on both eyes and visiting an audiologist for a hearing assessment and hearing aids. With those interventions, Bruce was able to continue working successfully as a director at Southern Utah University. "I was blessed to have the help from VR and to have the technology available to restore the functionality I was losing. The human care and understanding I experienced in the St. George VR office was very important to me." Read more about Bruce and other VR success stories at [jobs.utah.gov/usor/vr](https://jobs.utah.gov/usor/vr).

## WORKFORCE DEVELOPMENT

Laverne is a single mom who had struggled with domestic violence, alcohol abuse and inconsistent employment. Laverne had been receiving financial assistance, medical benefits, child care assistance and food stamps for some time before joining the Invest in You Too program. Although it was challenging to overcome the struggles of her past, she still showed up every day and showed courage, resilience and an eagerness to learn and improve. During the program, Laverne not only received her Medical Device Manufacturing certificate, she overcame her fear of public speaking and spoke at graduation in front of a room full of strangers and peers. Laverne is now a full-time employee at Biofire Diagnostics with full benefits and plenty of room to grow within the company.

Read more Success Stories at: [jobs.utah.gov/swdb](https://jobs.utah.gov/swdb)



Learn more about how Workforce Development programs are changing lives by watching Workforce Win videos at: [youtube.com/user/jobsutahgov](https://youtube.com/user/jobsutahgov)

Find State Workforce Development Board members, meeting schedule and minutes and information about WIOA at [jobs.utah.gov/swdb](https://jobs.utah.gov/swdb).