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

MESSAGE FROM BOARD CHAIR

The Governor’s State Workforce Development Board continued its efforts to implement Utah’s 2020-2023 Workforce Innovation and Opportunity Act plan during the past year. Utah’s plan has been in place for six years. As we work on our two-year update for 2022, the board committees, agency partners and community partners are working together on their actionable goals, strategies and methods of assessment. These efforts have been a significant support to Utah’s workforce system through the past year of the COVID-19 pandemic as we worked to effectively partner while leveraging and aligning resources.

It has been my honor to chair the board as its members and partners worked together to support Utah’s workforce system as it transitions to regular business operations. We have developed a variety of strategies to reach out to businesses, job seekers and students to assist them and ensure that their work-related needs are met. In particular, I would like to thank all of the board members who have contributed to the work of the five subcommittees.

During the past year we recertified three American Job Centers in Logan, Provo and Cedar City. We are in the second year of conducting surveys to gather feedback on the American Job Centers, utilizing the Partner Referral System to ensure quality referrals. A statewide focus on apprenticeships and funding for training and education is assisting businesses with their need for skilled and trained workers.

Utah’s workforce system benefits from the unique partnership between the public, private and nonprofit sectors created and supported by the board. While we have accomplished many things, there is still work to be done. I look forward to this challenge because a thriving workforce benefits all of us.

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

MESSAGE FROM GOVERNOR’S DESIGNEE

The past year presented new challenges for Utahns as we emerged from the COVID-19 pandemic. The economy has largely recovered as most businesses began returning to normal operations and hired workers. In fact, many employers have had a difficult time finding the new employees they need. The State Workforce Development Board moved from virtual meetings to hybrid meetings, offering online and in-person options while continuing to utilize technology to conduct business.

The board members continued their strong support for Utah’s workforce system as they navigated their individual business challenges. The board conducted its first three-year recertification for the Price American Job Center in November 2020 and recertified all of the affiliate offices across the state. The Provo, Logan and Cedar City American Job Centers were also recertified during the year. In addition, the board approved the American Job Center criteria in January 2021, as required by the Workforce Innovation and Opportunity Act and reviewed and scored Education and Family Literacy Act grants.

The board and its partners have continued to implement and move forward on the goals outlined in Utah’s Unified WIOA plan. Fortunately, as a result of Utah’s strong economic recovery, Utah’s plan and its goals are still in line with the state’s workforce development system needs.

On behalf of Gov. Cox, I would like to express my gratitude and appreciation to each board member for your hard work and dedication to the citizens of Utah through your participation on the board. We rely upon your valuable partnership and appreciate your commitment to Utah’s continued economic success.

Casey Cameron, Governor’s Designee
Executive Director,
Department of Workforce Services
ACCOMPLISHMENTS 2020-2021

TOOELE ONE-STOP CERTIFICATION, PRICE ONE-STOP RECERTIFICATION & AFFILIATE RECERTIFICATIONS

Utah’s State Workforce Development Board certified the Tooele American Job Center and conducted its first recertification for the Price American Job Center. In addition, all of the affiliate offices were recertified and the Refugee Services Office was certified as an affiliate one-stop center. All of the certifications were conducted virtually while following Utah’s standard process which included virtual tours of the local offices and interaction between local staff and board members. The board’s review of the centers ensures customers have access to high quality services from all WIOA partners as well as the centers’ commitment to meeting at least two times per year for continuous service alignment and coordination improvement.

WIOA PARTNER MEMORANDUM OF UNDERSTANDING/INFRASTRUCTURE FUNDING AGREEMENT

The State Workforce Development Board and Utah’s core and required WIOA partners updated and renewed the partnership agreement defining the responsibilities and expectations of all one-stop partners. This important document includes data and information sharing requirements and establishes infrastructure costs which are necessary to meet the requirements of WIOA law as well as ensure the success of Utah’s American Job Centers.

ADULT EDUCATION FAMILY LITERACY ACT WIOA COMPETITION

The Utah State Workforce Development Board and the WIOA core partners participated in the process of awarding the Adult Education Family Literacy Act WIOA grants. The grants were awarded to 11 programs across the state for a total of $3,265,041.50. The grants support funding for adult education activities; including adult basic education, students who are incarcerated, adult high school completion and multilingual learners. Programs receiving this funding specifically target ways to partner with employers and training providers in their region to provide students with opportunities to develop skills for a specific occupation.
APPRENTICESHIPS
CHAIR: JOEY GILBERT
CO-CHAIR: VACANT
“The Apprenticeships Committee has continued to build a strong relationship with the Commissioner of Apprenticeships and is functioning as the Apprenticeship Utah Network. This network has provided input for the new apprenticeship website, networking events and the creation of a newsletter. The Apprenticeships Committee provided support for the National Apprenticeship activities, which included a virtual job fair and has also provided support for the goals of the Department of Labor Apprenticeship State Expansion grant that was awarded in July 2019. The committee has added new members, diversifying the mix of industries represented.

“With the events of this past year, there have been many individuals that have been displaced from their jobs or are looking for new opportunities. I believe that apprenticeships are going to be our best, most valuable and effective tool to rebuild and retain a skilled workforce. The renewed interest in apprenticeships has been in large part a response to tight labor markets, skills gaps of new hires and an aging workforce – however, there are many benefits for businesses and workers alike.

The committee continues to add new members and expand on the mix of industries represented. If you are interested in learning more about the benefits of apprenticeships please visit us on the apprenticeship website, apprenticeship.utah.gov.”

CAREER PATHWAYS
CHAIR: JIM BOYD
CO-CHAIR: VACANT
“The Career Pathways Committee met regularly throughout the year to share information and provide support for partner programs such as the Learn and Work program funded by the Utah State Legislature and the apprenticeships initiatives. Based on feedback from the business community, the committee has created a new online tool called the Employability and Workforce Skills Resource. It provides access to information that helps employers, students and job seekers develop or enhance their workforce skills. Members of the committee continue to use their meetings as a time to share information with one another.”
OPERATIONS
CHAIR: GARY HARTER; CO-CHAIR: DEANNA HOPKINS
“The Operations Committee oversaw the first recertification of an American Job Center for the Price office. The recertification was conducted virtually and included a virtual tour of the office and interaction with frontline staff. The Price American Job Center recertification was followed by recertification of all of the affiliate offices, Provo, Logan and Cedar City. The Operations Committee also led the development of the updated WIOA Partner Memorandum of Understanding/Infrastructure Funding Agreement, the review of the American Job Center criteria and presented information from the Business Customer Survey to the State Workforce Development Board.”

SERVICES TO INDIVIDUALS WITH DISABILITIES
CHAIR: JENNA MATSUMURA
The Services to Individuals with Disabilities Committee/Governor’s Committee on Employment of People with Disabilities worked to provide a variety of virtual Lunch and Learn events to allow for business and community participation while impacted by COVID-19 restrictions. Lunch and Learn opportunities included a Business Panel, Mental Health in the Workplace, Epilepsy in Everyday Life, Adaptive Recreation, among others. The committee also worked with Disability:IN Utah to provide a virtual transition age mentoring event with Goldman Sachs. All events, including employer workshops, the Work Ability Career Fair and the 46th Annual Golden Key Awards were held virtually.

YOUTH
CHAIR: TOMMY MONToya CO-CHAIR: DAVID GRAY
“The Youth Committee partnered with students from Launch High School in Cedar City, Utah to allow youth to provide input on a marketing campaign promoting WIOA youth services. In addition, the committee is exploring partnering with employers to utilize social media platforms as a method of outreach to support youth as they transition from school to jobs. The Youth Committee members have been sharing, in detail, partner programs and services that may benefit individuals served. The committee also coordinated with the Apprenticeships Committee to ensure partners could gain access to the new apprenticeship website and resources.

The youth committee is focusing on helping the youth of Utah confidently enter the workforce and build the economy. During the past year we built on existing career competency workshops and are modifying this content for delivery via social media. We are working directly with students to create workshop videos, to effectively teach key concepts.

We also expanded partnerships within education to build career capability in alternative learning models. The committee promotes engaging employers in work-based learning activities and helping youth connect with those opportunities. Committee members utilize meetings to share information with one another to ensure alignment and collaboration. We are eager to continue partnering with the Apprenticeships and Career Pathways committees where our efforts are better together.

The labor market has been significantly impacted by COVID and the corresponding economic swings. Industries are having difficulty finding employees to meet their needs. This dynamic puts youth with skills in a very good position as they begin to enter the workforce.”
STATE WORKFORCE DEVELOPMENT BOARD VOTES

JULY 2020 - JUNE 2021

• Approval of the updated WIOA Plan, July 9, 2020
• Approval of the Tooele Comprehensive One-Stop Center, October 2020
• Approval of Comprehensive One-Stop Criteria, January 2021
• Approval of the Price Comprehensive One-Stop Center Recertification, January 2021
• Approval of the Affiliate One-Stop Centers Recertification, January 2021
• Approval of the Refugee Services Office as an Affiliate One-Stop Center, January 2021
• Approval of the Provo Comprehensive One-Stop Recertification, April 2021

SUCCESS STORIES*

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

WORKFORCE DEVELOPMENT DIVISION

Sharon was incarcerated as a youth and incarcerated again as an adult for a violent assault, resulting in a longer sentence. She had an off-and-on relationship with her children’s abusive father. She had extremely low self-esteem, self-worth and, at that time, felt as if she deserved the abuse.

While incarcerated, Sharon earned her high school diploma. After her release, she obtained employment in production, driving heavy equipment and operating forklifts. Sharon contacted Workforce Services because she was interested in the computer-aided design program; however, she could not pass the entrance test. Her Workforce Services counselor referred her to a program that was helping students increase their learning skills. Even though it was difficult at times, Sharon proved to herself that she could succeed by passing the class and graduated from the computer-aided design program. She is now employed in her dream job in an engineering field.

*Names have been changed

VOCATIONAL REHABILITATION

When Marsha applied for Vocational Rehabilitation assistance she had limited work experience and reported wanting to find employment outside of the fast food industry. Lack of disability treatment support greatly impacted her daily functioning and created barriers to her employment goals. Through vocational rehabilitation counseling and guidance, she connected to a medical provider and began medication management, which stabilized her barriers.

In exploring employment interests, Marsha and her vocational rehabilitation counselor discussed her love for the Dollar Tree discount store and comfort level in this environment. She participated in a Work Strategy Assessment with Reliant Services and through liaison collaboration, her job coach was able to create an on-the-job training experience. Marsha also received support from a Utah Work Incentive Planning Services benefits planner to review wage and benefit information. Although she was anxious about
reconnecting to employment after several years of not working, she received clothing and transportation support and began her on-the-job training experience with the Dollar Tree. At completion of the work experience, she was hired permanently and reports that it has always been her dream to support others in this way. Marsha is very friendly and enjoys interacting with others and she has been able to create a positive natural support system through her employment. She reports having a supportive employer, feeling proud of her accomplishments and having increased self-worth and value.

ADULT EDUCATION

A student who has been attending Guadalupe for more than four years recently received a promotion at work because he had progressed so far in his English language acquisition. The promotion resulted in a salary increase so he was able to buy a home and was given a company car and phone. Another student from Guadalupe recently received a promotion to a management position and increased her salary from $15 per hour to $16.75 per hour because she had increased her language skills sufficiently.

Find State Workforce Development Board members, meeting schedule and minutes and information about WIOA at jobs.utah.gov/swdb.

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