



# State Workforce Investment Board Meeting

**DWS – 1385 South State, SLC  
Room 157**

**October 14, 2010**

**1:00 – 3:00 pm**

## **AGENDA PACKET**

- 1. Agenda**
- 2. SWIB Membership Roster**
- 3. Minutes – July 8, 2010**
- 4. Regional Council Transition & Statute Amendments**
- 5. Utah Cluster Acceleration Projects (UCAP)**
- 6. Family Employment Program (FEP) Redesign**
- 7. Pilot Study – *People Who Can Work Do Work***



**State Council on Workforce Services**

October 14, 2010

Department of Workforce Services  
1385 South State Street, Salt Lake City, UT  
1<sup>st</sup> Floor – Room 157  
1:00 – 3:00 p.m.

**AGENDA**

- I. Welcome and Opening Business ..... Paul Jackson  
Acknowledgements  
Consent Agenda
  - a. Approval of July 8, 2010 Minutes
  
- II. Health Care Reform Act and Workforce Issues ..... Kristen Cox
  - a. Legislative Update – Workforce Service Area Amendments ..... Allyson Isom

**ACTION ITEMS**

- III. Committee Reports
  - a. State Youth Council .....Marie Christman
    - 1. Waiver Request - Action
  - b. Chairs and Operations & Performance.....Joe Christopher
    - 1. Committee Consolidation – Action
    - 2. Training Provider Approval – Action

**INFORMATION ITEMS**

- IV. Salt Lake Chamber’s Prosperity 2020 Movement.....Mark Bouchard, Chair  
SL Chamber Education Task Force
  
- V. Utah’s 2020 Plan for Higher Education.....Commissioner William Sederburg
  
- VI. Chairman’s Remarks ..... Paul Jackson
  
- VII. Other Business
  
- VIII. Public Comment

**Adjournment**

**Meeting Schedule:**

- January 13, 2011
- April 14, 2011
- July 14, 2011
- October 13, 2011

*Notice: Reasonable arrangements for persons with disabilities will be made if requested.  
Please contact Diane Lovell at (801) 526-9231 or [dianelovell@utah.gov](mailto:dianelovell@utah.gov).*

**STATE COUNCIL ON WORKFORCE SERVICES** also referred to as:  
**STATE WORKFORCE INVESTMENT BOARD (SWIB)** October 2010  
**SWIB Agenda Item # I**

<b>Council Member</b>	<b>Member Type</b>	<b>Company/Organization</b>
<b>Paul Jackson, Chair</b>	Large Employer	Intermountain Health Care
Stephen Goodrich (retiring)	Large Employer	United Parcel Service (UPS)
Vacancy	Large Employer	
Vacancy	Large Employer	
Don Salazar	Small Employer	CTI Construction
Vacancy (S. Potter resigned)	Small Employer	
Vacancy	Small Employer	
Vacancy	Small Employer	
Richard Thorn	Employee Organization	Assoc. General Contractors
Richard Kingery	Employee Organization	IBEW (Electrical Workers)
James Judd	Employee Organization	Utah AFL-CIO
Connie Nielsen	Employee Organization	OPEIU (Office & Professionals)
Bill Crim	Community Based	United Way of Utah
Heather Tritten/Melissa Smith	Community Based	Community Action Program of Utah
Stanley Ellington	Veterans Representative	Utah Black Chamber of Commerce
Larry Shumway	Superintendent Public Instruction	Office of Education
William Sederburg	Commissioner of Higher Ed	Board of Regents
Don Uchida	Executive Director	Office of Rehabilitation
Gifford Briggs	Regional Council Chair	Mountainland Area Council
Sandy Phillips	Regional Council Chair	Southwest & Central Area Council
Joe Christopher	Regional Council Chair	Southwest & Central Area Council
Rebecca Little	Regional Council Chair	Wasatch Front South Area Council
Bruce Rigby	Regional Council Chair	Bear River Area Council
Randy Welsh	Regional Council Chair	Wasatch Front North Area Council
Randall Bennett	Regional Council Chair	Uintah Basin Area Council
Ken Davey	Regional Council Chair	Southeast Area Council

**Non-Voting, Ex Officio Members**

Kristen Cox	Executive Director	Department of Workforce Services
Mark Madsen	Senator	Legislature
Spencer Eccles	Executive Director	Governor's Office of Eco. Dev. (GOED)
Dr. Sundwall	Executive Director	Department of Health
Marie Christman	Deputy Director	Designee, Human Services

**Valued Partners - Invited Members**

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Rob Brems	President	<u>Utah College of Applied Technology</u>
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# State Council on Workforce Services

Department of Workforce Services

140 East 300 South – Room 101

Meeting Minutes

July 8, 2010

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*Members Present:* Paul Jackson, Chairman, Rebecca Little, Mary Shumway for Larry Shumway, Sen. Mark Madsen, Rob Brems, Sandy Phillips, Joe Christopher, Gifford Briggs, Spencer Eccles, Melissa Smith, Marie Christman, Rich Kingery, Connie Nielsen, Stanley Ellington, Randall Bennett, Ken Davey, Rich Thorn, Bill Crim, Randy Welsh, Don Uchida, Gary Wixom for William Sederburg

*Others in Attendance:* Greg Gardner, Jon Pierpont, Diane Lovell, Cassy Hahn, Karla Aguirre, Sarah Brenna, Steve Maas, Shauna South, Jane Broadhead, David Aguire, Susan Wright, Randy Hopkins, Rick Little, Dave Lewis, Ally Isom, Bill Greer, Brent Newren, Bob Gilbert, Peggy Killian, Shelly Ivie, Connie Laws, Conie Hout, Julie Lay, Lorri Economy, Jan Thompson, Melissa Freigang, Susan Thackeray, Bill Starks

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## **1. Welcome and Opening Business – Paul Jackson**

Paul welcomed those in attendance and recognized various guests, including Greg Gardner, Jon Pierpont, DWS Area Directors, and other key community partners. Paul also recognized new Council member Gifford Briggs (of Big D Construction and new Chair of the Mountainland Service Area Council). He also announced that Darris Howe, excused due to out of town obligations, completed his second term on the Council on June 30. He will be presented with a novelty clock, in acknowledgment of his 8 years of dedicated service.

### ***Approval of April 8, 2010 Minutes***

The minutes from the April 8, 2010 meeting were reviewed. Paul highlighted the following three items:

- Approval of training providers: There was concern about approving out of state providers, and this was discussed and resolved at the Council Chairs' meeting earlier today.
- Transition of Service Area Councils: Feedback has been received from all area councils, some in formal letters to Kristen Cox and others by way of a conference call that was held. Significant dialogue and input has occurred, though if there is further feedback, this is still welcome. Updates will continue to occur as the transition process proceeds.
- Public Comment: James Whitaker met with Jason Chandler about the Utah Farmworker program. This contact has been made and the issue has been resolved.

Following the above comments, the motion was made by Don Uchida to approve and was seconded by Joe Christopher. The motion carried unanimously with no abstentions.

## ***Approval of Training Providers***

A list of training provider recommendations was provided to the group. Each of the providers has met all DWS requirements and has been reviewed thoroughly by DWS staff.

A motion to approve the submitted list of training providers was made by Randall Bennett and seconded by Melissa Smith. The motion carried by unanimous vote.

## **2. Chair's Remarks – Paul Jackson**

Paul expressed to the group the importance of the Council and the responsibility of the group to periodically step back and evaluate the challenges of the Council and the key role it plays in Utah's economy.

In the meeting packet, the group was provided with both the Federal and State Statutory authorities. Paul highlighted the following:

- Federal Statute requires the Council to;
  - Be led by the private sector,
  - Develop Utah's workforce investment plan
  - Monitor and oversee the workforce investment system
  - Forge industry-led partnerships
  - Integrate economic and workforce development

Paul drew particular attention to the third bulleted item above, monitoring and overseeing the system. The elements that are overseen by the Council are monitored very closely by DWS staff and reported to the Council. Further, Paul stressed that the Council's role is to raise issues and provide oversight and guidance.

Paul further discussed that in regards to integrating economic and workforce development, the Council represents and is an advocate for the workforce plan and the direction of the agency as it pertains to the entire state. In order to meet the workforce needs of the state, the Council needs to understand the local economies while also keeping in mind the statewide perspective.

Stanley Ellington asked if the Council has "crossed the line" at this point in time, and Paul stated that no, they have not; his advice is simply for moving forward.

Paul also highlighted the following DWS Goals & Objectives for 2011, pointing out the Council's responsibility to support the department in these areas.

- Strategic Goals
  - Customer Service
  - Prevention
  - Global Competitiveness
- DWS Objectives
  - Employment and Self Sufficiency
  - Job Growth

In moving toward the future, the Paul asked the Council to consider the following items:

- How can the Council consider being more effective and efficient?
- Suggestion: Rather than meet face-to-face quarterly, the Council meet every six months and in the off quarters meet via a conference call. E-mail correspondence would also be utilized between meetings.
  - Joe Christopher mentioned that in quarterly meetings, the first portion of the meeting is spent “catching up.” Also, he mentioned that in regards to a conference call, this can be costly and incur a substantial cost. In his opinion, conference calls do not provide the interaction needed by this group. He recommended a cost comparison be done on having face-to-face meetings versus conference calls.
- Melissa Smith also provided feedback and suggested different avenues of communication and conferencing where groups can connect online through a shared site. She also expressed concern with conference calls not being very effective, but mentioned there are other options available.
- Rebecca Little asked the group to keep in mind that during the last conference call, reception was very poor. She suggested that if conference calls are held, it is important that etiquette is discussed and conversation flow issues be addressed.
- Rob Brems suggested a “Tanberg” system that UCAT uses. It provides a more regional approach with video conferencing.
- Paul closed the discussion by indicating that the October meeting will be held in person and no changes will be made immediately. Instead, Paul asked the members to keep technology options in mind as we look at more cost efficient ways for the Council to meet and carry out it’s business.

**ACTION ITEM: Diane Lovell will put together a cost comparison for meeting in person versus conference calling.**

### **3. Utah’s Economic Outlook – Mark Knold**

Mark Knold presented a slide show on the Economic Outlook of the state. He reviewed the recession as it relates broadly to the United States and covered the following points:

- The recession appears to be over
- Housing seems to be stabilizing
- Overseas partners are recovering
- The fiscal stimulus has helped boost the economy, especially consumer and government spending
- The financial system appears to be stabilizing, but private nonresidential construction is plunging.

Mark also reviewed the State’s 7.3% unemployment rate and indicated that we are ready to begin adding jobs to the system again. He mentioned initial Unemployment claims appear to be leveling and even trending downward. In terms of the demand for DWS services, Mark expressed that “the worst is behind us.” Based on the economic forecast, it appears

things will be better than anticipated. In his opinion, the employment situation will begin expanding enough to reduce DWS caseloads and initial Unemployment claims.

Spencer Eccles asked about the unemployment number and if it is actually higher than represented. He asked Mark what he felt the number would be next year and if it would be trending up or down. Mark mentioned that because the data is based on a random population survey, it is difficult to get a very accurate number so a regression model is created. Because of the limitations of the model, the unemployment rate could be higher than reported, and it is possible that as job growth increases, the unemployment rate may also rise as more individuals begin to look for work.

#### **4. K-16 Alliance – Mary Shumway and Gary Wixom**

Paul introduced Mary Shumway, USOE, and Gary Wixom, USHE who jointed presented on the K-16 Alliance, a Governor-led group formed to look at Utah's educational system and how the workforce is being prepared for jobs now and in the future.

Mary and Gary reported the K-16 brings together higher education, public education, DWS and other partners to critically examine the education system at various levels. Sub-committees are assessing a number of issues, including Curriculum & Assessment, Enrollment, Teacher Education, Counseling, Retention and Workforce.

Their presentation focused on the goals of the Workforce Sub-Committee - charged with informing the Board of Regents and the Board of Education about the workforce needs in the state. They are preparing a report that will evaluate how things will look in the year 2020. The Sub-committee is currently assessing the following:

- Current make-up of the workforce
- Changes during the next ten years in the workforce
- Needs of the business community in 2020
- Needs for an educated workforce
- Educational programs to meet the need

The Sub-committee is gathering data and information from the University of Utah Center for Public Policy and Administration to help assess employer needs. Focus groups are being set up to assist this committee. Data from the focus groups will be used to determine the current and future skill sets needed by business and industry through 2010.

Steve Maas added that the data being gathered, particularly as it relates to industry sectors, are being evaluated in respect to the newly designated nine economic service areas. The purpose of this committee is to be collaborative and connect the Department as well as statewide educational partners.

Paul explained that in addition to the economic data that has been provided, this information should assist the Council members and Area Council Chairs. As they evaluate who should participate in the focus groups, Paul asked the Council Chairs to be thoughtful in ensuring there is broad and thorough representation.

Spencer Eccles explained that from a GOED perspective, the K-16 initiative is critical as a company's main interest in coming to Utah is based on what kind of workforce they can attain. He expressed full commitment from GOED on this initiative.

Rob Brems expressed appreciation for the initiative and the opportunity to be a part of the Sub-committee's process. Gifford Briggs expressed that as a parent with children in the system, a critical piece is getting the information to the actual parents and children.

Paul expressed appreciation to Mary and Gary for Co-Chairing the Workforce Sub-committee and for presenting to the Council.

## **5. Committee Reports**

### ***State Youth Council – Marie Christman***

Marie thanked the DWS staff for their efforts and reported that the WIA Youth Program is meeting most of its goals. However, the 70% expenditure requirement for youth funding is not being met (as of June 30, we were only at approximately 55%). The reason this is a concern is because the DOL can come to DWS in the future and rescind funds as they are not being fully expended. The Chairs of the Youth Service Area Councils have committed to assisting the agency with meeting expenditure requirements by taking the following steps:

- Each quarter, the Chairs will review where the expenditures are and if we are on target for the yearly goals.
- Obligations and expenditures will be evaluated, along with outcomes and what the needs of the respective areas are.

Paul asked Marie to detail exactly what the Area Chairs could do to assist with the monitoring of expenditures and support the Youth Programs.

Marie responded that the Area Youth Council Chairs will review the ESA Plans and determine where and how youth connect to the demand-driven focus of the Department. She asked that the Area Council Chairs make the commitment to contact the Youth Chairs and discuss how to better connect youth with employers and how best to review each ESA's youth performance measures.

It was agreed that:

- At the next State Council meeting, an update will be provided on the coordination between the Youth Councils and Area Councils, and then determination will be made on how the State Council can further assist and be involved.
- Each Service Area Director will designate a Workforce Development Specialist to interface with their local Youth Council to help with employer connections.
- The Area Chairs will engage with their Youth Council Chairs to better connect their committees.

### ***Chairs and Operations & Performance Committee – Joe Christopher***

Joe provided the following information:

- A conference call was held on June 23<sup>rd</sup> and the agency organizational changes and Area Council transition plans were discussed. He also referred to letters to Kristen Cox from the Western and Eastern Area Councils. Based on feedback the recommendations from the two Area Councils were being reviewed and implemented.
- The Chairs' Committee seated a WorkKeys Sub-committee comprised of four Area Chairs, a representative from UVU and a representative of CAP of Utah to work with staff to develop a strategy for marketing and implementing the WorkKeys assessment program.
- Accomplishments of the service areas were reviewed, as well as concerns moving forward and key industries that would be targeted.
- Discussion was held on holding conference calls prior to the quarterly State Council Meetings to review information that will be on the meeting's agenda.

## **6. State Plan and 2011 Activities**

Paul referred to the Economic Service Area (ESA) Plan Executive Summaries that was provided in the agenda packets and called attention to the Targeted Industries Matrix. He noted that this document shows the alignment there is across the state in the various industries, while also highlighting the differences between the service areas. He expressed that all of the targeted industries need to be evaluated in reference to each other in order to keep a statewide perspective, ensure everyone is on the "same page" and to ensure coordination across ESAs. State Council members should be informed about what actions are taking place in each area to support the industries targeted for focus.

## **7. DWS Update – Kristen Cox**

Paul excused Kristen Cox from the meeting and noted that if there is information regarding a DWS update, it will be e-mailed to the group.

## **8. Other Business**

None

## **9. Public Comment**

None

Meeting adjourned at 2:50pm. The next meeting will be October 14, 2010.

## Situational Brief

UPDATE 9.15.10

*Proposal: Transition current Regional Council structure to demand-driven area workgroups, focused on specific projects and tangible, measurable outcomes*

### **Current State: DWS Regional Council model has provided good foundation**

Modeled after the DWS State Council, DWS regional councils were created to allow DWS to engage local officials and stakeholders in DWS priorities and solutions. With a variety of community representatives participating, that model allowed DWS to consolidate service delivery in a meaningful way and provide important information to local partners over time. That information-sharing function has been the councils' greatest strength. But it has also consumed substantial expense; estimates are as high as \$350,000. Now, DWS leadership wants to take the council function to the next level, in a more tangible, cost-effective and measurable way.

### **The Real Goal: Productive partnerships driven by employer needs**

To meet current and future employer needs, DWS must create more dynamic and responsive local partnerships with education, business and other government entities. This will allow DWS to address timely employment issues and focus on specific solutions for high growth, high demand and sustainable industries. Moreover, local partnerships will be structured to support enhanced local decision-making authority and flexibility, resulting in greater efficiency, cost savings and a flattened organization.

### **Time for a paradigm change**

The past DWS model focused on service recipients as the primary customer. DWS' Demand Driven initiative instead focuses on the employer as the primary customer. Recently, DWS has re-organized its Workforce Development Division to create a more flexible, responsive organization. DWS is wholly committed to working with local stakeholders and business to ensure all solutions address local employer concerns and needs.

### **A new model**

No longer structured around regions based solely on geography, DWS is now organized in nine autonomous Economic Service Areas, identified through analysis of labor markets, the location of educational institutions and the concentration of industry. The six DWS Service Area directors will develop a plan for each Economic Service Area and organize local advisory groups to lead unique projects and address local workforce needs. Accountability is ensured through a requirement that directors regularly report on projects and outcomes to the DWS State Council. Collaboration at the State Council level will address statewide issues.

### **Meaningful and measurable outcomes**

Stakeholders such as education, rehabilitation, local government, and economic development, in partnership with DWS, will organize around specific projects with clear outcomes and timelines. Projects will be founded on industry needs assessments and quality data analysis, defining skill gaps, training and workforce deficits. Thus, DWS can ensure agency resources are aligned with job training priorities based on industry need.

### **Next Steps**

In response to budget constraints and market demands, DWS transitioned to nine economic service areas to maintain appropriate service levels. During the next legislative session, DWS will work with legislators to facilitate any necessary statutory revisions. Further, DWS will work with local partners to establish local advisory groups, while continuing to meet the needs of service recipients and employers in the most cost-effective way possible.

**Transition Plan:**

Timeline:	<ul style="list-style-type: none"> <li>• Region Councils will remain in place until June 2011 (<i>requires statute change</i>)</li> </ul>
April – June 2010	<ul style="list-style-type: none"> <li>• Identify workforce priorities and targeted industries</li> </ul>
April - July	<ul style="list-style-type: none"> <li>• Refine and further develop the transition plan and ad hoc advisory group process and structure with input from area councils</li> </ul>
June – ongoing	<ul style="list-style-type: none"> <li>• Develop specific projects to address needs and gaps (i.e., goals, timeframe, outcome, etc)</li> </ul>
June – ongoing	<ul style="list-style-type: none"> <li>• Form ad-hoc partnership advisory groups or working groups to support identified workforce issues or needs               <ul style="list-style-type: none"> <li>○ Ad-hoc partnership advisory groups will consist of council members and other partners as needed or appointed by the Service Area Directors</li> <li>○ In addition to industry, membership may be given to those experts in the following areas: economic development, local elected officials, education, chambers, public and community partners</li> <li>○ Ad-hoc partnership advisory groups may be formed to work on projects which directly impact a local service area</li> </ul> </li> </ul>
Current & ongoing	<ul style="list-style-type: none"> <li>• Recruit members for current vacancies from:               <ul style="list-style-type: none"> <li>○ Identified targeted and/or Cluster Acceleration Project (CAP) industries (i.e., digital media, aerospace, energy)</li> <li>○ Service Areas whose boundaries have changed should coordinate with other Service areas to transition appropriate members to/from Councils</li> </ul> </li> </ul>
June 2011	<ul style="list-style-type: none"> <li>• Regional Councils are replaced permanently by ad-hoc partnership advisory groups – appointed by Service Area Directors</li> </ul>

**\*\*ATTACHMENT: Workforce Service Area Amendments Summary**

**Department of Workforce Services'**  
**Regional Workforce Service Areas Statutory Amendments**  
2011 General Session

September 2010 Draft  
Amends Chapter 35A-1-102

For the complete bill text click on:

 [Department of Workforce Services' Regional Workforce Service Areas Amendments](#)

**General Description:**

This bill modifies provisions of the Utah Workforce Services Code related to Regional Workforce Services Areas.

**Highlighted Provisions**

This bill:

- Replaces regional workforce service areas and councils with economic service areas within the Department of Workforce Services;
- Provides that the department's executive director has jurisdiction over each economic service area;
- Modifies the composition of the State Council on Workforce Services;
- Provides that economic service area directors shall develop economic service area plans;
- Provides for advisory groups to assist economic service area directors;
- Provides that services previously provided at regional workforce service areas shall be provided in economic service areas through their employment centers; and
- Makes certain technical changes



# STATE WORKFORCE INVESTMENT BOARD REPORT

AGENDA ITEM No.  V

**Meeting Date:** October 14, 2010  
**Subject:** Utah Cluster Acceleration Partnership (UCAP)  
Background Information for Utah's 2020 Plan for Higher Education  
**From:** Rachael Stewart

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## **RECOMMENDATION**

This report is for the Board's information. UCAP is referred to in Utah's 2020 Plan for Higher Education. No action is required.

## **BACKGROUND**

The Department of Workforce Services (DWS), the Governor's Office of Economic Development (GOED), and the Utah System of Higher Education (USHE) share the following two objectives: 1) to assist Utah citizens obtaining quality employment, and 2) to support employers in high-growth, high-wage industries. Building upon this common ground, these three state agencies have come together to establish the Utah Cluster Acceleration Partnership (UCAP) initiative. Partnered with industry leaders from targeted economic clusters, the UCAP initiative leverages and aligns industry resources to accelerate the development of targeted industry clusters across the state.

A cluster is a specific industry sector in which the aggregated size and number of businesses and jobs are large enough or potentially large enough to significantly influence the regional or state economies. Many clusters have concentrated in one or more geographical region of the state and to some extent naturally align with the various higher education campuses across the state.

The UCAP initiative is designed to address the need of key industry clusters for talent and innovation support. The UCAP initiative produces cutting-edge, innovative projects which will accelerate the growth of these industries.

An Oversight Committee governs the direction of the UCAP initiative and consists of the heads of DWS, GOED, and USHE. Under the Oversight Committee's direction the initial three pilot projects successfully created a principle-based UCAP model. The principles render the model easily replicable by other institutions which need to adapt to the nuances of a specific industry cluster or region of the state. Organizational templates and group worksheets have been developed in conjunction with the pilot projects.

These UCAP resources, born of experience, will help future convening institutions launch and sustain the outcomes of future UCAP projects. Thus, the model aligns higher education resources and expertise with regional business and talent-force needs to take advantage of entrepreneurial opportunities. Each UCAP project focuses on different clusters, sectors, and regions of the state's economy.

There are four basic phases to the UCAP model with one pre-phase. While the pre-phase is optional, it is encouraged. The following is a brief description of each phase. These descriptions are used as criteria to evaluate a proposal by the Oversight Committee.

- Pre-Phase – Demonstrate a working relationship between the convening USHE institution and targeted regional stakeholders. Absent of this relationship, the USHE institution (under the direction of its president) conducts a stewardship audit to fortify working relationships between the institution and its stakeholders. The stewardship audit should build the USHE institution's network of services, increase capability of meeting regional needs, and identify a specific UCAP projects to launch and sustain.
- Phase I – A strategic assessment and analysis of the industry cluster's short- and long-term needs for talent and innovation support (includes a current gap analysis).
- Phase II – An acceleration strategy designed to meet the industry cluster's needs and address the identified gaps.
- Phase III – An implementation plan to take action (includes replication strategy).
- Phase IV – Proposed outcome; describe the tools and data to evaluate and measure outcomes; e.g., potential occupation wages, projected openings per year, projected occupational growth (DWS is a resource for this data).

Grant funding for each UCAP project is approved by the Oversight Committee according to a project proposal. Project proposals outline the scope of work and funding needs for each phase. Upon receiving phase I funding, recipients have four to five months to produce an assessment of the industry clusters and a strategic plan. Funding for phases III and IV is contingent upon the Oversight Committee approval of the industry cluster assessment and the strategic plan.

Last year the DWS funded 3 pilot Utah State Higher Education Institute programs which were administered by the Office of the Commissioner for Higher Education (OCHE). The initiative has been helpful in aligning the activities of university and college campuses with the economic needs of the state. The 3 pilot projects were aerospace (Weber State), energy (Salt Lake Community College) and digital media (Utah Valley University). The UCAP model is now ready to be rolled out for the 2<sup>nd</sup> year. The DWS is working on a 2<sup>nd</sup> agreement with the OCHE to extend funding for an additional 4-5 projects. The Pre-Phase for 4 projects has already been funded by USHE. The DWS funding will not come from WIA money for the new agreement.

### **FISCAL IMPACT**

N/A

### **ATTACHMENT(S)**



# STATE WORKFORCE INVESTMENT BOARD REPORT

AGENDA ITEM No. VII

**Meeting Date:** October 14, 2010

**Subject:** FEP Redesign

**From:** Marion Eckersley

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## **RECOMMENDATION**

This report is for the Board's information. No action is required.

## **BACKGROUND**

Over the past several months DWS staff have been working on FEP Redesign. This Redesign is based on the Work First model. Early engagement of work ready participants in quality, structured, and supportive job search activities is an important key to job connection and the movement to economic independence for families. The work began with a kick-off meeting on June 14, which launched six workgroups, each forming its own recommendations for change. The following is a brief summary of information to be coming out from each workgroup.

The Job Club Workgroup will be implementing a dynamic and motivational resource for the FEP program. Job Club is a two to four-week club where customers come in first thing each morning, dressed and ready for employment. They meet with the Job Club coach, get job referrals, and then hit the pavement for a full day of job search. Job Club meets again at the end of the day to share their experiences, network, and problem-solve. The name of our Job Club program will be Work Success, "Where JOBS Are Landed and CAREERS Launched", with the facilitators named Work Success Coaches. This interactive club will be the key to employment for many customers. Work Success is expected to roll out January 1, 2011.

The Orientation and Assessment Workgroup designed a new FEP orientation that will give customers more information about the benefits of FEP and employment. It will show customers how FEP can help them find and keep a job. It will clearly outline the requirement of full participation so customers make an informed decision about joining the program. The employment counselor and the customer will view it together, and it invites questions and discussion throughout the presentation. The initial assessment will be revised so the customer follows one of three FEP pathways: Diversion from FEP, Work Success, or work readiness activities. Work readiness may include training, mental health or substance abuse counseling, or resolving physical health problems. These changes are currently being trained to staff and will be implemented November 1, 2010

The Employment Retention and Non-Custodial Parent Services Workgroup recommended changes to the Transitional Cash Assistance (TCA) program. Recommendations included basing eligibility on earned income rather than number of hours worked, revising the TCA agreement and orientation, and using a retention

specialist in addition to an employment counselor. The workgroup also developed some solutions for non-custodial parents, including a letter about DWS and community resources for the non-custodial parent, a new tab in UWORKS to collect information about the non-custodial parent, and educating DWS staff on the child support collection process to improve DWS – ORS collaboration and increase collections. Most of these changes will be coming January 1, 2011.

The Performance Measures / Simplify Data Requirements Workgroup developed ways to reduce the time employment counselors spend verifying participation hours. This included updating the 623 and 961 forms, using UWORKS to allow customers and community partners to electronically enter participation hours, and educating participants about their responsibility to assure documentation of participation is received by DWS. Employment Counselors will still need to assure the hours are verified correctly but will spend much less time obtaining the hours they need to then verify. The group also recommended new performance measures for employment counselors based on the “work first” philosophy of FEP Redesign. Measures will include a case edits for quality and compliance, customers who increased income, increased hours of participation in countable activities, high school/GED completion, 50 percent participation rate, and positive enrollment closures, including employment retention. These changes should be coming January 1, 2011.

The Problem-Solving / Non-participation Process Workgroup developed a way to shorten the problem-solving process by removing the step that reduces the customer’s FEP benefit by \$100. Employment counselors will be able to reduce the amount of time they spend on this process. The group also recommended that Licensed Clinical Therapists not be involved in the problem solving process; the goal is to involve them early in the program, not at the end. This workgroup changed the name from Problem Solving to Activity Review. This process should be used to review the customer's activities and determine if they are still appropriate for the customers. These changes are currently being trained to implement November 1, 2010.

### **FISCAL IMPACT**

Fiscal Impact will be minimal. TANF budget will be monitored closely. There will be an increase cost with Work Support infrastructure but overall costs are expected to reduce as FEP customer are rapidly connected to employment.

### **ATTACHMENT(S)**

***DWS and Utah Department of Health Announce  
Employment Based Pilot Study***

**Salt Lake City** – The Utah Department of Workforce Services and the Utah Department of Health are engaged in a collaborative effort to develop an employment-focused pilot program for select Medicaid and Food Stamp recipients. The specifications for the pilot project will be developed around principles of work and self-sufficiency. The project's working title is ***People Who Can Work Do Work***.

A joint DWS/DOH work team will define the scope, policy constraints and options, funding model, work supports, participation criteria and appropriate incentives. Overall cost savings must be demonstrated through the pilot. The program is in the early developmental stage with a projected rollout date of July 2011.

"Our challenge is to provide key social services and a safety net to citizens who need support while managing government expense and reducing avoidable dependence on public assistance," said Kristen Cox, Executive Director of the Department of Workforce Services. "A fundamental purpose of our department is to help our customers who are able to work obtain employment."

"We look forward to collaborating with our partners at Workforce Services to develop a plan that will help us target the limited funds available to the Medicaid program to those who are most in need of this type of public assistance," said UDOH Executive Director Dr. David Sundwall. "We must be careful not to be a barrier to those who truly need Medicaid services, but we should also look for appropriate incentives to encourage those who can become self-sufficient and move on to private insurance coverage."

Incentive-based jobs programs are not a new concept to DWS or to the UDOH. For example, DWS currently administers a Food Stamp Employment and Training component, and a federally-funded cash assistance program, Temporary Assistance for Needy Families (TANF), which focuses on training and employment. DWS recently launched an incentive program, *Utah Back to Work*, designed to reconnect Unemployment Insurance claimants with jobs. And, since 2003 the UDOH has operated an insurance premium assistance program known as Utah's Premium Partnership for Health Insurance. The program makes it easier for families to take advantage of the full benefits available to them when they work by subsidizing a portion of the health insurance premiums.

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