



**Department of
Workforce Services**

**Providing Services and Support
to Women**

- Crisis Intervention
- Building Skills
- Marketing Skills

Create Success

- Kelsey has been happily married for 2 years. She earned her degree as an RN and has been working in a home health care facility.
- Her husband is going to school full-time to finish his degree.
- Found out she was pregnant 2 weeks ago
- Got laid off yesterday



Crisis Intervention

- The Unemployment Insurance (UI) program provides financial assistance to eligible workers who are unemployed through no fault of their own.
- Eligibility for UI benefits is based on the wages a person has earned, not on individual or family resources.
- In order to qualify for UI benefits, a person must be able and available to accept full-time work.
- UI benefits are funded entirely through a dedicated tax paid by employers, not employees.

Unemployment Insurance

- DWS administers various medical programs:
 - Family Medicaid;
 - Children's Health Insurance Program (CHIP);
 - Primary Care Network (PCN);
 - Utah Premium Partnership (UPP);
 - Aged, Blind, and Disabled (ABD);
- When customers apply for benefits, they simply check that they are interested in applying for medical assistance. Eligibility will then determine the appropriate medical program based on the customers' circumstances.

Medical Programs

- Jane has been married for 15 years, with 2 children in elementary school.
- She has a college degree, but has not worked the entire time she has been married.
- After her husband left for work this morning, she packed a bag for each of her children and herself and left home.
- The only thing she is certain of is that she needs to pick up her kids from school by 3:00. She doesn't know where they will go after that.



Crisis Intervention

- The Family Employment Program (FEP) is an employment-based program designed to help families increase their income and achieve self-sufficiency.
- FEP is available to eligible single adults with one or more dependent children and is time-limited to 36 months in a lifetime.
 - There is also a 2-parent program with different time-limits.
- Parents are required to participate to their full capacity with an Employment Counselor in employment-related activities.
- As part of this program Licensed Clinical Therapists are on staff to assist these families in managing crisis, trauma, change and developing strategies for success.

Family Employment Plan

- Under the direction of the USDA's Food and Nutrition Service, DWS administers the Supplemental Nutrition Assistance Program (SNAP), also known as Food Stamps.
- The purpose of the Food Stamp program is to assist low-income households in being able to buy food.
- If approved for Food Stamps, customers may be required to participate in employment activities.

Food Stamps

- The purpose of the Child Care program is to support employment. Child Care assistance is available to eligible parents who are employed or participating in activities that lead to employment.
- Child care subsidies are based on the number of hours of the parent is participating, the age of the child/children, and the provider type and cost.
 - DWS can provide a subsidy to several types of providers, including licensed or accredited centers and home providers if they meet minimum requirements.
- Child care is available for children ages newborn through age 12 (up until the month of their 13th birthday).

Child Care Assistance

- DWS works to establish partnerships with community agencies who provide services that support the needs of the customers we serve.
- Housing, shelters, HEAT, food pantries, clothing, treatment facilities, education providers, just to name a few.
- Collaboration with these community partners helps create a supportive environment for these shared customers to reach their goals.

Community Partners

- Avery is a 17-year-old girl from a two-parent family. She has two siblings and a cat.
- Her parents work so much that she feels like she hardly ever sees them.
- She starts to hang out with friends after school.
- She stops doing her homework.
- She starts hanging out with these friends instead of going to school.



Building Skills

- The Workforce Investment Act (WIA) Youth Program provides training services to customers ages 14 to 21 who face barriers to employment.
- Training services available to eligible WIA Youth customers include the following:
 - Educational achievement services, tutoring/dropout prevention, and/or alternative school;
 - Employment services, internships, and occupational skills training;
 - Additional supportive services, including leadership development, mentoring, counseling, other support and follow-up.

Building Skills-Youth

- The WIA Adult program provides training services and funding to customers over the age of 18 who are working towards a degree or certificate that can be attained in 24 months or less.
- To receive WIA training funds, customers must select a training provider and program that have been approved by DWS.
- In addition to training services, WIA Adult offers intensive services to eligible customers:
 - Basic education;
 - Supportive services;
 - Other appropriate employment and training services.

Building Skills-Adults

- The WIA Dislocated Worker program provides training services and funding to customers who were laid-off during the past 24 months.
- Customers must meet one of the following criteria to be considered a dislocated worker:
 - Individual layoffs, mass layoffs, self-employed, military spouses, and displaced homemakers.
- WIA Dislocated Worker services are also offered to qualifying returning military servicemen and women.
- The WIA Dislocated Worker program mirrors that of WIA Adult regarding training and participation requirements.
- There is also an expanded program for those affected by a Trade impacted layoff

Building Skills- Dislocated Workers

- Kelsey, Jane and Avery are now ready to start working.



Marketing Skills



Job Preparation

Coaching

- [Work Success](#)
2-4 weeks of intensive employment preparation with a 79% success rate!
- [Job Seeking Skills Workshops](#)
Attend in-person or online.

Resources

- [Smart Start](#)
Get help building your resumé, networking, interviewing, writing cover letters and more. Get tips on resumes, interviewing and more.
- [One-Stop Layoff Guide](#)
Get practical tips for surviving a layoff and explore resources.
- [Standard Employment Application](#)
Create your master application.
 - [Word Version](#)
- [Learning Center](#)
Learn new skills and test your abilities.
- [Occupational and Professional Licensing](#)
Apply, renew or verify your license.

Information



- [Labor Market Information](#)
Make informed choices about your next job.
- [Wage Information](#)
Learn which jobs are in demand and what they pay.
- [Utah Occupational Explorer](#)
Find job opening projections, wages, skill requirements, related occupations and more.
- [Employment Law](#)
Learn the laws governing employment.
- [Work Success Survey](#)
Participant survey for the Work Success Program.

More Search Tools

- [FirmFind](#)
Get information about over 80,000 businesses in Utah.
- [Utah Employer Websites](#)
Visit the career pages of Utah employers.
- [Government Jobs](#)
Visit the job sites of national, state and local government.
- [Utah Classified Ads](#)
Browse the classifieds online.
- [State Job Banks](#)
Visit the job banks of neighboring states.
- [National Job Bank](#)
The National Labor Exchange (US jobs)

jobs.utah.gov

- Online and in-person Employment Workshops
 - Job Search with Technology
 - Resume Building
 - Interviewing Skills
 - Networking
 - Your Workplace Skills
 - LinkedIn
 - Basic Computer Skills for Job Search
- Resume Builder
- Resume Reviews/Mock Interviews
- SmartStart Guide
- UtahFutures.org online career exploration and planning tool

Marketing Skills

- Work Success is a full-time, two to four week job club designed to provide customers the tools and resources they need to obtain employment.
- Work Success Coaches help customers with the following as they focus on obtaining employment:
 - Master application, resume, cover letter, interviewing skills, professionalism, job search strategies, life skills, career portfolio, and more.

Marketing Skills- Work Success

Rebecca's Story

- I came into the program as a new FEP customer. I am a young mother of 2 small children whose father is currently incarcerated. I had no means of financial support. I am very motivated to get a job and become self-sufficient. I started the program in November of 2012 and jumped in to every project with gusto. I created a dynamic and truly outstanding resumé, and spent as much time as possible out networking.
- I diligently pursued my job search as well. Two days after starting the program I interviewed for a Customer Service position at a plumbing company. I felt that the interview went quite well, but I hadn't been working for about 2 years. I was thinking it would still be a while before I got a job. The following day, I got a call from the plumbing company with a job offer — I cried and jumped around!

Success Story



IS it possible to follow your heart
and **NOT** lose your mind?

FINDING Healthy Relationships

For singles of all ages—participants learn steps to building a high-quality, long-lasting relationship. Topics include dating issues, dealing with a difficult partner, keys to effective personal change and growth and ingredients for a lasting relationship.



Strengthening the Couple Relationship

Designed for couples in committed relationships—learn to understand one another's differences, increase trust and dependability and develop a deeper commitment.



Parenting with *Love and Logic*

Learn how to raise responsible children and have more fun—topics include ending power struggles, teaching responsibility, setting limits and preventing arguments, problem solving and completing chores without conflict.

Additional Support- Life Skills Workshops

- Veteran Services- Providing Priority of Service to Veterans and their spouses. Specialized veteran staff are available to assist with coordination of services and benefits for Veterans.
- Refugee Services Office- The Refugee office strives to improve the lives of Utah refugees by maximizing integration, coordination of refugee services and managing federal funding.
- General Assistance- Providing a small amount of financial assistance to help someone who is experiencing short-term disability until they can return to work or a long-term disability until they are approved for Social Security Disability.

Additional Support

- **Bonding-** A free service provided to employers who are willing to hire hard-to-place job applicants including ex-offenders, individuals with poor credit history, ex-substance abuse issues, disadvantaged youth, individuals with dishonorable military discharge.
- **Work Opportunity Tax Credit (WOTC)-** This program offers employers reduced tax liability when they hire from targeted groups of job seekers. Current targeted populations are Veterans and individuals who are experiencing homelessness.
- **Rapid Response-** Provides pre-layoff services to companies and their employees who are impacted by layoffs or plant closures.

Additional Support
