

Utah Department of Workforce Services  
*Workforce Investment Act*  
*Title I-B Report*

Program Year 2002



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2003 was an eventful year for the Department of Workforce Services (DWS) and we are pleased to present our WIA annual report. Thanks to Governor Olene Walker, former Governor Michael O. Leavitt, the Legislature, our Councils on Workforce Services, our agency and community partners, and especially to all of our dedicated service providers, Utah remains a national leader committed to serving our citizens who benefit from supportive services programs and by assisting the unemployed citizens, the working citizens, and the employers that conduct business here. Our outstanding employees on the front lines responded to the increased demand for services caused by the nationwide economic weakness and in spite of this, thanks to our employees, our customer satisfaction survey showed the highest customer satisfaction of all years.

Included in this report are many accomplishments that paint a picture of Utah's workforce, economy, and outlook for the future. Yet, a few especially significant events bear mentioning here.

In February, DWS' interest in solving the upcoming health care crisis and nursing shortage led to a collaborative effort with the Hospital Corporation of America (HCA) and Salt Lake Community College to increase the training capacity for registered nurses. Twenty additional students will begin a new registered nursing program at the Salt Lake Community College in January 2004.

Another milestone came in March when a six-month pilot program was launched for a revised supportive services application form. The new form is more customer-friendly and was reduced from ten to five pages.

In June the State Council on Workforce Services experienced significant changes to its membership as many of the original member's terms expired. We will miss the wisdom and experience of those who had such an integral part in the foundation of the councils and workforce services in Utah. We also welcome and look forward to the vision of our new members.

In August, Utah was invited by the U.S. Department of Labor to participate in the National Business Learning Partnership, a pilot study for the demand and supply side (employer services) of workforce development. Because of DWS' leadership in this area, in October Utah was awarded \$10,000 and selected as a mentor state to Nevada and the District of Columbia.

Governor Walker, former Governor Leavitt, and the Legislature's vision for integrated workforce services in a system of one-stop employment centers has become a reality. Utah's workforce development system is an effective network of services and programs targeted at improving the state's workforce through productivity, employment, earnings, and customer satisfaction. We continued this year, as we will the next, to refine and improve the system after which many states are modeling theirs.



Executive Director  
Department of Workforce Services



Chair, State Council on Workforce Services  
Vice-President, Acordia Mountain West

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- Jan M. Zogmaister, National Battery Sales
- Stephen Goodrich, UPS
- Stanford Lockhart, Micron
- Craig Swenson, University of Phoenix
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- Audry Wood, Utah Public Employees Association
- Susan McAllister, CWA Local 7704
- Bill Crim, Utah Issues
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- Steven Laing, Superintendent of Public Instruction
- Cecelia Foxley, Commissioner of Higher Education
- Blaine Petersen, Executive Director, Utah State Office of Rehabilitation
- Pamela Clark, Family Support Center of Ogden
- Jane Reister Conard, IHC
- A.E. "Libbie" Zenger, ADR Consultant
- Tim Gwyther, Utah Power and Light
- Evan Maxfield, Wheatland Seed
- Kristie McMullen, SOS Staffing Services
- Mark Raymond, Deseret Power Plant
- Ken Walker, IHC
- Representative David Hogue
- Raylene G. Ireland, Executive Director, Department of Workforce Services
- Robert L. Haywood, Department of Human Services
- David Harmer, Executive Director, Department of Community and Economic Development
- Dr. Richard Melton, Department of Health

*Non-Voting Invited Cooperative Partners:*

- Dave Pierce, Sweet Candy Co.
- Peter Corroon, Child Care Advisory Committee

Our economy fared slightly better than the nation as a whole in 2003. However, Utah's economy did not rebound from the jobs lost in 2002. In fact, Utah experienced its first employment contraction since 1964. This is significant, considering that employment contractions in Utah are as rare as floods in the desert. When exceptions do occur, it suggests an atypical pattern is occurring.

## Education and health care industries expanded during 2003.

To comprehensively profile this economic anomaly would require an in-depth analysis. But in a nutshell, the rise of the new technology era witnessed throughout the 1990's tremendously overshot the required supply-demand balance point that the laws of economics dictate. The outcome was too much production capacity in nearly every industry.

This occurred across the nation as well as in Utah. The invisible hand of the market demands that the economy return to this balance point. The economic slump that we are currently experiencing is a result of this movement.

Utah lost jobs in 2002 and did not gain them back in 2003. Fortunately, not all industries lost employment. Education and health care industries expanded, as they have done throughout the entire economic downturn. These industries will add around 5,000 new jobs this year. Financial activities also expanded, adding roughly 1,300

new jobs. Government will add approximately 1,000 jobs this year, mostly through federal security jobs and local government education.

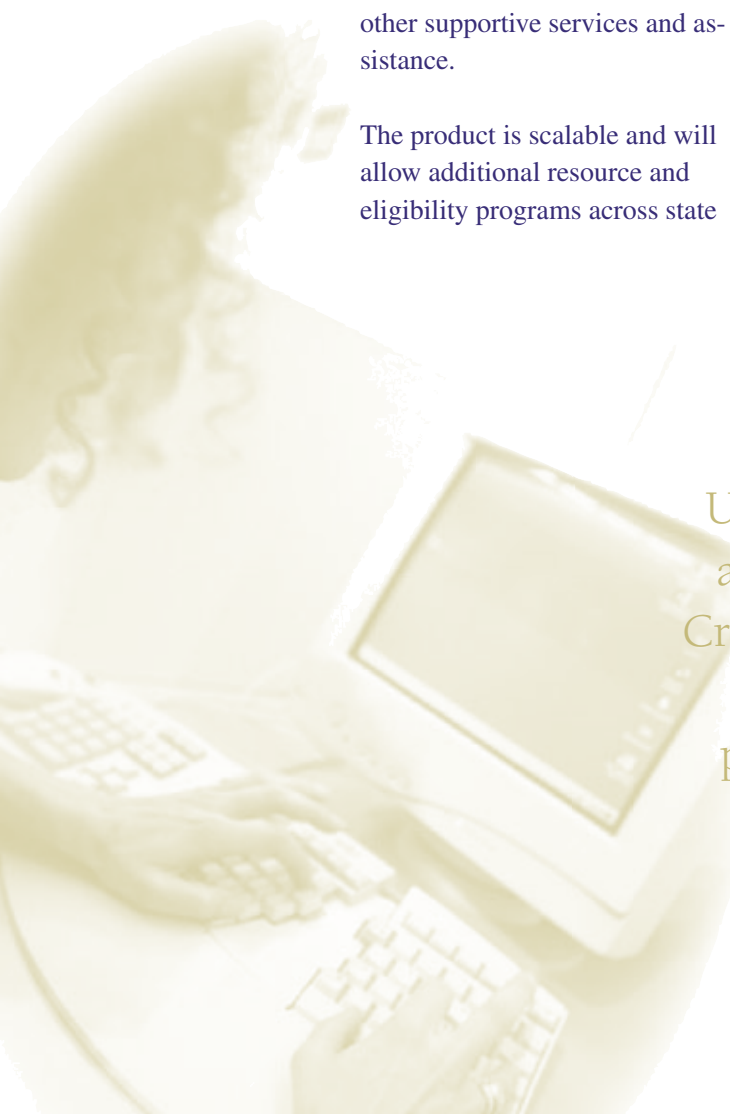
Utah welcomed a slight downward tick in its unemployment rate in 2003, ending the year with an annual rate just below 6%. Although the economy remained relatively weak, the number of claims for regular unemployment insurance (UI) benefits declined by 7% from the previous year and total benefit costs to Utah employers decreased by 12%.

As a result of the 8,000 jobs lost during 2002, the number of claimants exhausting their claims for unemployment benefits actually increased to 45%, a number not seen since the early 1990's. Including federally funded benefit extensions, nearly \$300 million was paid to unemployed workers helping to support the state's economy.

### *UI Benefits*

About 98,000 unemployed workers filed claims for regular Utah unemployment insurance benefits during 2003. The average weekly benefit was \$265, with an average claim duration of 12 weeks. Benefit costs paid by Utah employers totaled \$220 million, down \$30 million from 2002.

In 2002, the President's Economic Stimulus Package authorized and funded the Temporary Extended Unemployment Compensation (TEUC) program to provide an additional 13 weeks of benefits to those who had exhausted regular UI benefits. During 2003, over 21,000 workers filed for this extension and received a total of \$50 million in benefits. Another federally funded program, Temporary Extended Unemployment Compensation-Airlines (TEUC-A), paid



eREP is an electronic resource and eligibility product being developed for the State of Utah. The Departments of Workforce Services, Health, and Human Services, including the State's Chief Information Office (CIO), are all partners in this enterprise system.

eREP's vision is to develop efficient and integrated eligibility-related government services for Utah's residents in need of economic, health-related and other supportive services and assistance.

The product is scalable and will allow additional resource and eligibility programs across state

agencies to be included. The intent is to move all programs supported by the former PACMIS system into eREP in the shortest feasible time frame.

The first release of eREP is "Utah Cares." This valuable service is part of Utah.gov and identifies customer health and human service needs and matches potential services to customers. It is available via the Internet 24 hours a day, 7 days a week in English and Spanish.

eREP partnered with 211 of Utah (Information & Referral Services) to assist in the maintenance of provider data. eREP developed the database and screens but 211

is responsible for managing the statewide provider information. This partnership ensures that customers will find the providers they need in their locality.

The core functionality for determining eligibility and issuing benefits for TANF and Child Care are currently under development. It is anticipated that this module will move into pilot phase during the summer of 2004. Plans are underway for Phase II and III of the project which include medical services and food stamps.

Utah is one of only two states to quickly develop a system to administer the Health Coverage Tax Credit, authorized as part of the Trade Act of 2002, to help lower the cost of health insurance and provide much needed relief to eligible workers.



claims only to those workers who lost airline-related jobs as a result of September 11. Of the 450 claimants who made application for these benefits, only 250 qualified under the federal guidelines. The TEUC-A program paid extended benefits totaling \$2.5 million.

Utah received a one-time \$62 million dollar distribution from the national UI tax account. In Utah, a portion of this distribution was used to fund Additional State Benefits to claimants who had exhausted regular benefits as well as any available federal extensions. It is projected that more than 13,000 claimants will receive \$16.5 million dollars in benefits by the end of December 2003. The balance of this distribution was used to restore the UI Trust Fund balance which had been depleted by payment of benefits during a period of high unemployment as well as providing funding to hire additional staff in DWS' employment centers.

DWS' Unemployment Insurance Claim Center fielded over 400,000 calls in 2003, nearly 50,000 more than the previous year. An enhanced Internet site provided more unemployed individuals with an additional way to access services. Approximately 10,000 claimants filed their initial claims for unemployment benefits online during 2003 as opposed to using the telephone.

#### ***UI Contributions (Taxes) and New Hires***

Utah leads the nation in the number of UI tax services offered online. Nearly 56,000 employers have access to these services at [jobs.utah.gov/ui/employer.asp](http://jobs.utah.gov/ui/employer.asp). Of 13,500 new employers that registered last year, nearly 40% chose to register online. Each month, 1,000 more employers use the Internet to file their quarterly tax reports.

This year, employers were able to pay both current and any past due taxes using Electronic Fund Transfer (EFT). Employers reported fewer new hires this year, about 225,000 per quarter which is consistent with the flat economy.

## Claims for benefits declined by 7% from the previous year.

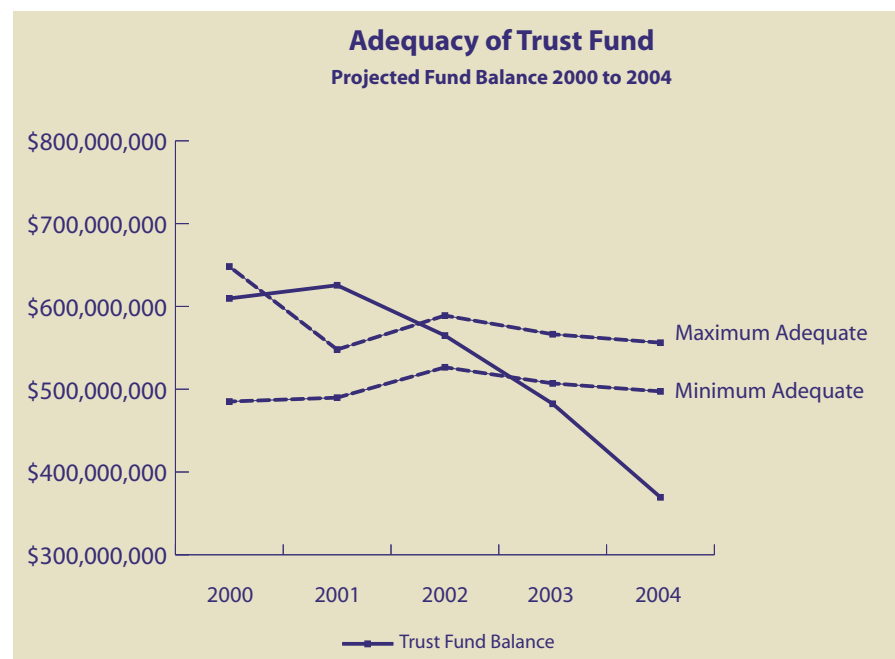
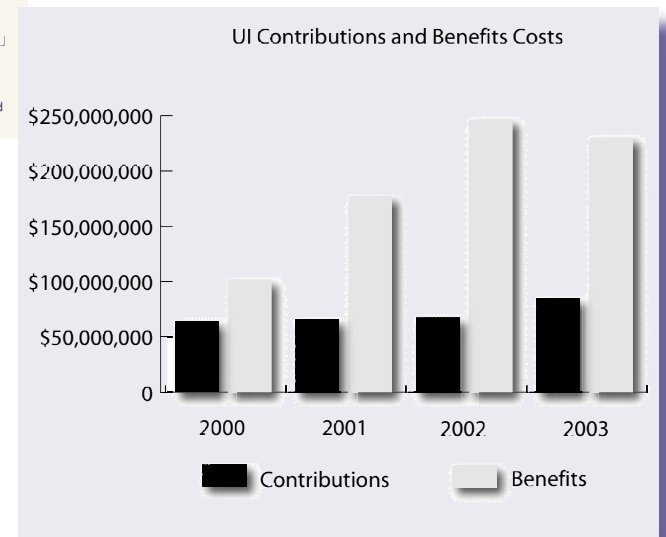
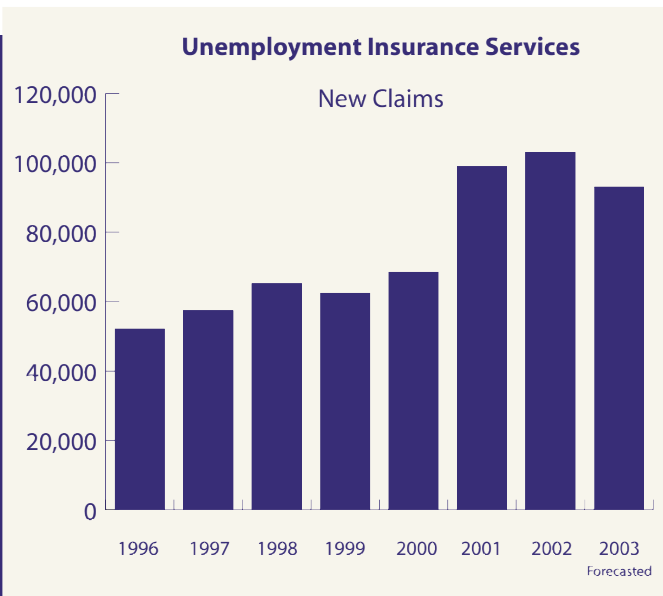
The long awaited E-Wage system for tax preparers and professionals was delivered in 2003. E-Wage, software made available by DWS at no cost to employers, interfaces with an employer's in-house payroll system to prepare reports and maintain historical UI records. The new version was designed specifically for accountants, employer representatives and others who manage multiple employer accounts. E-Wage can be used to upload reports to the DWS Internet site. There, the employer or tax preparer is automatically recognized and can take advantage of extensive online resources. E-Wage improves report accuracy and can provide significant cost savings.

In 2003, the UI benefits paid to claimants far exceeded the taxes collected from employers. As a result, the UI Trust Fund is projected to continue to be well below of the suggested minimum adequacy level in January 2004. This level measures the Trust Fund's ability to pay benefits during periods of protracted unemployment. Lacking significant improvement in Utah's economic situation, UI tax rates for 2004 will increase as required by state law. A broad-based tax increase has not occurred in the last decade.

Utah consistently ranks among the top states for all standard measurements used by the U.S. Department of Labor to track program

performance. In the 2003 annual ranking for the 53 states and territories, Utah turned in an impressive performance:

- First in timeliness of continued benefit payments
- Third in quality of initial adjudication decisions
- Second in recovery of fraud overpayments
- Top 3 for all first payment timeliness standards
- Top 5 for all employer account set-up standards
- Top 10 for all initial adjudication timeliness standards



Our nation changed its views of the social welfare structure in 1996. As a result of the passage of PRWORA, most welfare recipients are now required to be heavily involved in activities that support work and lead to self-sufficiency. Participants have three years to accomplish these goals, which often include training, job skill development, and an active work search plan.

In order for this welfare-to-work transition to be successful, jobs must be available. But the existing labor pool must be fully utilized as well; the unemployment rate must be low.

Many welfare recipients are where they are because of unfavorable economic characteristics. Low skills, no training, little access to economic resources, personal or social roadblocks; all put a face to their profile. These are not qualities that the workplace embraces. In order for the business community to embrace those transitioning off welfare the rest of the labor pool must be employed and “out of the way.” This requires an extremely low unemployment rate – rates that this country rarely achieves.

The potentially deceptive part is that one of the few periods in which the U.S.’ economy achieved this low unemployment-rate atmosphere corresponded exactly with the four-year initial time frame of “welfare reform.” It was also an atypical economic period, arguably the best U.S. economic performance in the post-WWII era.

Not only was the U.S. unemployment rate the lowest in roughly 30 years, but it maintained this level for several years. This period stands out as

something outside of the norm, and it was within this environment that welfare reform painted its “success.” It was also here that the expectation standard was established. Considering all these factors, that expectation has the potential to be an over-enthusiastic expectation.

## For the welfare-to-work transition to be successful, jobs must be available.

Consider the current labor environment. Recession developed in 2001. The nation’s unemployment rate has risen considerably over the past three years, and if the discouraged worker pool is included, the unemployment rate has doubled. The federal government says we are out of recession, with the economy growing. Yet we are still shedding jobs. The economy has been running for nearly two years in a “recovery” mode, and but the job count is still contracting. This has severely tightened the first component that welfare-reform success needs from the economy – availability of jobs. That in turn has erased the second, and arguably most important, component – the skilled and economically-advantaged workforce “fully” employed.

Economic recoveries eventually develop. Will the economy return to the turbo-charged performance of the late 1990’s, when a “warm body” in many cases was the criterion for employment? The probability of that is low. And if that in turn is so, then the expectation of the welfare-to-work transition may need to be reevaluated.





The state's new business One-Stop system delivers coherent electronic services to assist employers who are required by law to register with a myriad of agencies to obtain a business license. New businesses are finding the processes much easier to navigate by visiting [www.business.utah.gov](http://www.business.utah.gov).

Veterans are the only customers who receive preferential treatment at DWS. DWS provides maximum employment and training opportunities to veterans, with priority given to disabled veterans, by giving them preference over non-veterans in the provision of employment and training services available. Services provided include but are not limited to: registration for work, job referrals, counseling, supportive service referrals, and job development.

Each of our employment centers has a Local Veterans' Employment Representative (LVER) or Disabled Veterans' Outreach Program (DVOP) assigned to help harder to place veterans find jobs and who need intensive services.

Last year, 6,855 veterans registered for services; of these 6,332 were male and 523 were female. We referred 3,997 veterans to employment, provided job search activities to 717, provided case management services to 477, referred 565 to federal jobs, and provided career guidance to 2,818.

LVER and DVOP staff in the North Region also provide coverage for the Transition Assistance Program (TAP). This program targets separating, retiring military members, and their spouses that have been out of the job market from 4 to 30 years. This three day workshop is presented twice a month, and teaches current job search methods, provides current labor market information, assesses individual skills and competencies, provides information regarding licensing and certification requirements for certain career fields and provides up-to date information regarding veterans benefits.

A "Spouse Tap" is held quarterly for spouses of military members that were not able to attend the regular TAP workshops. Last year 528 veterans and spouses attended the workshops.

The State Dislocated Worker Unit (DWU) provides Rapid Response Assistance: early intervention services for companies facing layoff or closures or companies and impacted workers who are negatively impacted by foreign imports or shift in production outside the U.S. From July 1, 2002 through June 30, 2003, the DWU provided rapid response assistance to 86 companies impacting 8,378 workers. Of the

86 companies, 48 were the result of company layoffs and 38 were the result of company or unit closures. Twenty-three companies issued notification under the Worker Adjustment and Retraining Act, and 15 companies were certified under the Trade Adjustment Assistance Program.

The goal of FEP is to help unemployed or underemployed families achieve self-sufficiency through employment.

In 1996, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) was signed into law. PRWORA changed the nation's welfare system into one that requires work in exchange for time-limited assistance. Temporary Assistance to Needy Families (TANF) replaced the former Aid to Families with Dependent Children (AFDC) and ended federal entitlement assistance. Utah uses its TANF block grant to fund the Family Employment Program (FEP).

The goal of FEP is to help eligible unemployed or underemployed families achieve self-sufficiency through employment and collection of child support. Two important aspects of the program are its 36-month lifetime limit and its emphasis on universal participation. This means that most parents must participate in negotiated

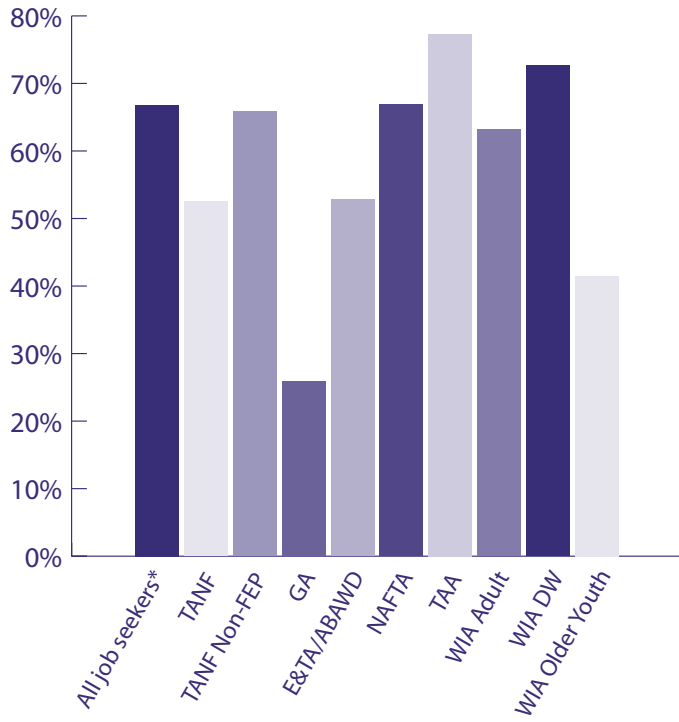
activities that lead to employment. An employment plan may include job search assistance, adult education or job skills training, life skills development, community work, and/or counseling to deal with mental health or substance abuse issues.

Even with the supports available, some families still reach their 36-month limit. Research conducted by the University of Utah's Social Research Institute has concluded that some families who reach their time limit, or are closed for nonparticipation, continue to have difficulty finding a job or staying employed after their cases are closed.

As a result, DWS hired an intervention specialist whose primary responsibility is to contact these families to ensure they are aware of any addi-

## Entered Employment 2002

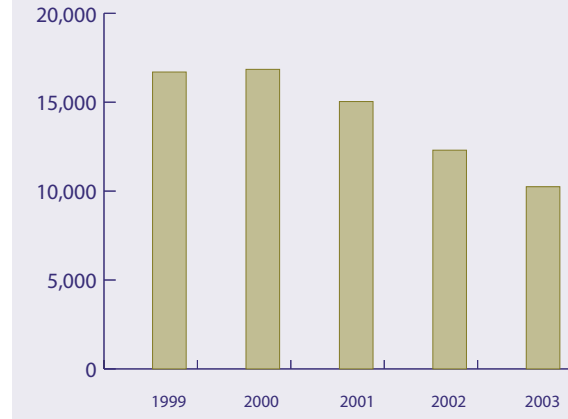
All job seekers who exist (finish) intensive services with DWS during each quarter who have wages reported by an employer during the first quarter after exit divided by the total number of job seekers who exit intensive services with DWS during each quarter.



\*All job seekers who register for employment services during each quarter who have wages reported by an employer during either of the next two quarters who did not report wages for the same job seekers in the quarter prior to registration divided by the total number of job seekers who register for employment services during each quarter

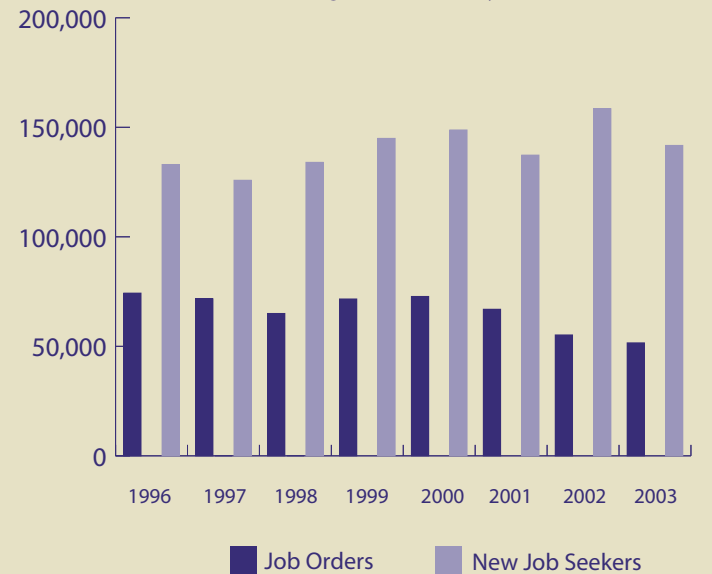
## Employers Served

Total number of employers served during each state fiscal year



## Employment Services Received

Total number of individuals and employers served during each state fiscal year



One year after its launch, jobs.utah.gov continues to outperform all expectations. Over 1,379,040 job referrals were made, 4,951 jobs were posted by employers, and 56,178 new registrations were completed. In September the Center for Digital Government presented Governor Leavitt with a “2003 Best of Web” award for the state’s Web site, Utah.gov, which includes jobs.utah.gov and Business.utah.gov. DWS would like to give a special thanks to the state and regional council members who made sure the launch was successful.

tional DWS or community supports that may be available to them. A total of 99 families have received intervention services since June 2003.

In October 1996 when PRWORA was implemented, DWS was serving 13,666 families with financial assistance. Total case-load declined to an all-time low of 7,711 in July 2001. As mentioned earlier, Utah's strong economy played a role in the initial success of FEP. However, the nation's economic downturn has caused Utah's case-load to steadily increase to just over 9,400 in September 2003.

**T**he Food Stamp Program (FSP) is the cornerstone of the federal food assistance program and provides crucial support to needy households and to those making the transition from welfare to work. It provides low-income households with electronic benefits they can use like cash at most grocery stores to ensure that they have access to a healthy diet. In fiscal year 2002 Utah issued \$79,708,928 in food stamp benefits to a monthly average of 89,899 residents.

The number of households in Utah receiving food stamps continues to increase. As of August 2003, 45,635 Utah households received food stamps benefits. This is an 18.5% increase from last year and a 36% increase from two years ago. Utah continues its efforts to make the FSP accessible to those who need it.

### ***Policy Changes***

DWS has made significant improvements to the Food Stamp Program. Beginning in July, Utah implemented an option made available to it in the Farm Bill, the legislation that funds the Food Stamp Program. The option simplified what is called the standard utility allowance by allowing a higher deduction when utility costs are shared. This means many food stamp customers who have utility expenses may be eligible to receive a higher amount of food stamps.

...provides critical support to needy households and to those transitioning from welfare...

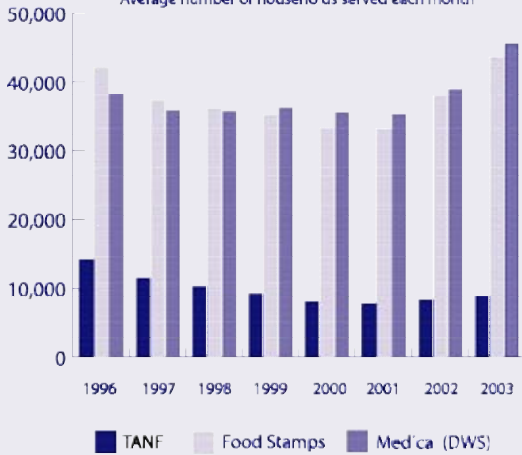
The Farm Bill also restored eligibility for food stamps to most legal immigrants currently in the United States. Only one significant eligibility restriction remains. Most adult legal immigrants need to live in the United States as a lawful permanent resident or in some other "qualified" immigrant status for at least five years to be eligible for food stamps.

### ***Food Stamp Payment Accuracy***

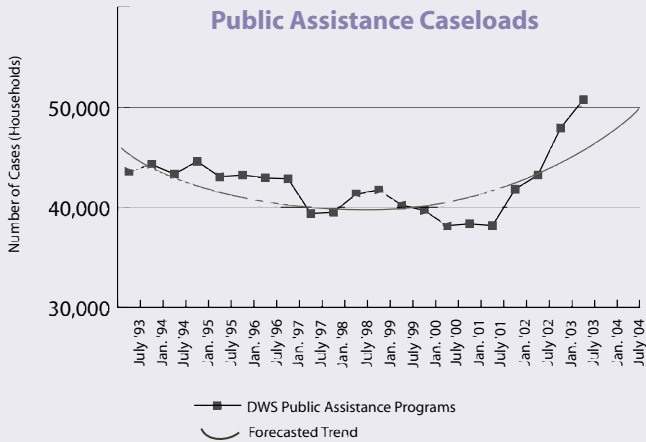
Utah's Food Stamp payment accuracy continues to improve. For federal fiscal year 2002, Utah's official payment accuracy rate was 93.40% compared to the national average rate of 91.74%.

### Supportive Services Received

Average number of households served each month

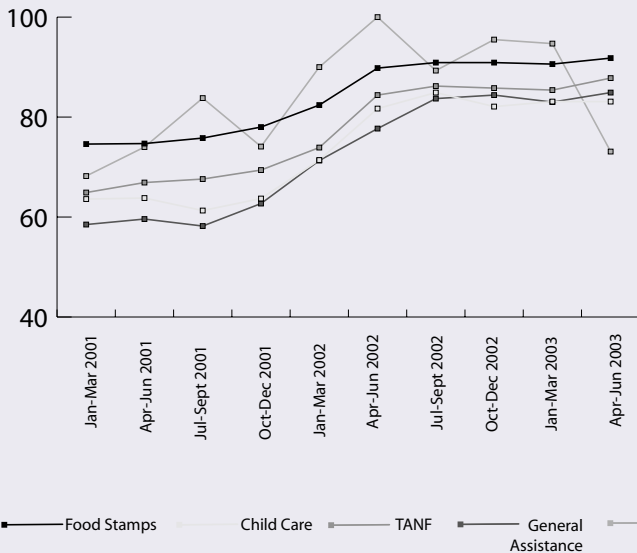


### Public Assistance Caseloads



### Utah Rate of Timely Determinations

The percentage of time in which applications for assistance are approved or denied



Utah received a TANF bonus for success in employment and other program achievements during fiscal year 2001. Utah's share was \$3,841,461 and was awarded for job retention of those entering the workforce after receiving services through DWS.

**D**WS offers a wide array of services to assist job seekers in obtaining employment or increasing their job skills. Job seekers may include Family Employment Program customers, dislocated workers, youth, and customers needing to upgrade their skills. Every customer seeking training services is asked to participate in a thorough assessment with an employment counselor. Based on this assessment, a plan is written with appropriate employment goals for the customer and describes the type of training, either classroom or work site, that best meets the customer's needs. The assessment includes a review of marketable skills, interests and abilities, probability that training will lead to suitable employment, and whether training can be completed within reasonable time and cost limits.

Our customers are assessed as needing occupational or skills training, one or more of the following options may be available, based on eligibility:

- WIA Adult training services
- WIA Youth training services
- WIA Dislocated Worker training services
- North American Free Trade Act assistance/  
Trade Act assistance
- Temporary Assistance for Needy Families  
funded training services
- Displaced homemaker services

Recent research shows that, despite some weaknesses in WIA and limited fiscal resources, DWS has done a good job of providing career preparation and career ladder development services and training to customers through co-enrollments

among multiple programs and other administrative devices.

Although the number of customers enrolled in training is slightly down from last year, indications are that this number will increase as more individuals take advantage of training programs to enhance their competitiveness in this tight job market. For more information, see [jobs.utah.gov/wia/](http://jobs.utah.gov/wia/).

### *Youth Services*

During the past year, approximately 1,500 youth received services funded by WIA. Services available for youth include:

- Tutoring, study skills, training and drop-out prevention
- Alternative school services
- Paid and unpaid work experiences
- Summer employment opportunities
- Occupational skills training
- Leadership development opportunities
- Mentoring
- Comprehensive guidance counseling, including drug and alcohol abuse prevention

The State Youth Council (SYC), a sub-committee of the State Council on Workforce Services, has oversight responsibility for WIA youth services in Utah. Along with providing statewide oversight to performance outcomes and fiscal matters, the SYC achieved several important goals last year:

- A quarterly newsletter was created and provides critical information to youth council members as well as youth service providers



Melissa Finch, Director,  
Mountainland Region

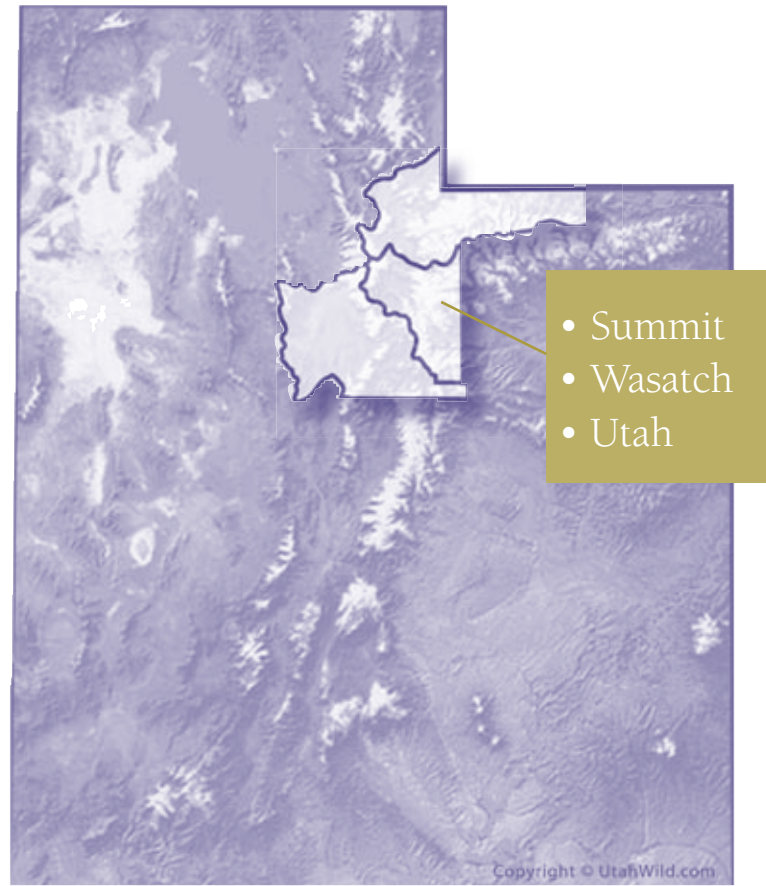
*Council Members:*

- Ken Walker, Chair, IHC
- Gary Ashby, Switchpoint, Inc.
- Roger Liston, The Liston Group
- Shara Swapp, Knaack, Mfg. Co.
- Paul Magleby, Paul Magleby and Associates
- Jeff Lindstrom, Red Lobster
- Jack Trent, Wolf Electronix
- Tim Dahlin, Park City Christian Center
- Kelly Liljenquist, Nestle Frozen Food
- Christie Hulet, Micron
- Ken Fisher, Geneva Rock
- Deborah Van Leeuwen, Bear Creek Country Kitchens
- Darin Peirce, Macey's
- Karen Ritchie, Nature's Way
- Karlyn Norton, Xactware Information Services
- Rickie Bryan, Union Representative
- Bill Hulterstrom, Utah County United Way
- Myla Dutton, Mountainland Community Action
- Brad Whittaker, CEDO
- Ron Tiffany, Veterans Representative
- Kerry Romesburg, Utah Valley State College
- Duane Frisby, Rehabilitation
- Royanne Boyer, MATC
- Rob Brems, MATC
- Duane Frisby, Rehabilitation
- Steve White, Utah County Commissioner

**T**he Mountainland Region experienced an increase in the customer traffic as a result of the economic downturn. To cope with these increases, efficiencies and improved processes were implemented. The Mountainland Regional Council on Workforce Services also helped identify high priority issues to help target specific services to the community.

2003 Milestones:

- The Park City Employment Center (EC) and the Park City Christian Center partnered to better serve low-income families in Summit County. The Christian Center provided computers and workshops to help customers with their job search and career planning activities.
- Staff from the American Fork EC provided many volunteer hours participating in local events such as working to increase the capacity of local food banks.
- The Spanish Fork EC developed a Training Services Orientation, saving time for both employees and customers. It provides



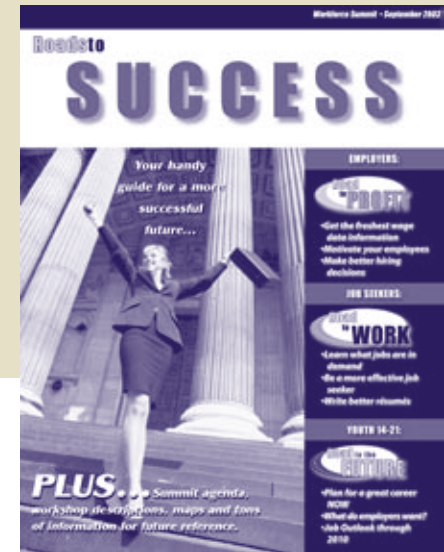
a detailed explanation of our different training options and was adopted region-wide.

- The regional council also focused on other issues such as providing employers information on the benefits of internships and addressing the shortage of nurses, particularly registered nurses, in the region.

- A new member orientation manual was also developed and is available for new state and regional youth council members
- Funds were awarded to regional citizenship projects planned by youth participants themselves
- For example, youth in the Central Region worked with The Road Home, a local homeless shelter to improve living conditions for homeless families and youth at the Wasatch Alternative School in the Mountainland Region made quilts to donate to homeless shelters. Youth in the Uintah Basin conducted a community clean up and youth in the North Region replicated to popular television program, Trading Spaces, and renovated the living room of two homes.

WIA re-authorization will likely focus attention on a couple of under served groups: teens in foster care and youth leaving the juvenile justice system. Utah is responding by focusing increased attention on these vulnerable young people. Thanks to the Department of Human Services' Criminal and Violent Offender Re-Entry Initiative grant, a pilot program was started in the Mountainland Region. The intent of the grant is to provide youth exiting the juvenile justice system increased connections to the labor market, jobs, and job training while decreasing recidivism. These important services are provided by Youth Corrections, DWS and the Mountainland Consortium of Educational Services.

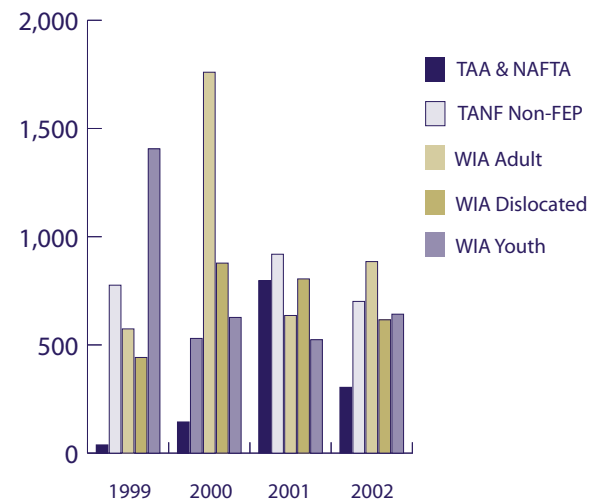
DWS hosted its first Workforce Summit in September, a combined event for employers, job seekers and youth.



The Just for YOUth Web page at [jobs.utah.gov](http://jobs.utah.gov) was originally conceived by the State Youth Council and local public education representatives. Some information available on this site includes:

- Career Voyages: A board game style with a glimpse of the hottest occupations with the fastest growth rate and the most job openings
- Utah specific job descriptions, wages, and occupational outlooks
- E-Choices: a complete career assessment and planning resource
- Current job openings
- Child (youth) labor laws
- GED and post high school training
- Information for youth with disabilities
- How to find and keep a job

Training Enrollments  
By Program Year



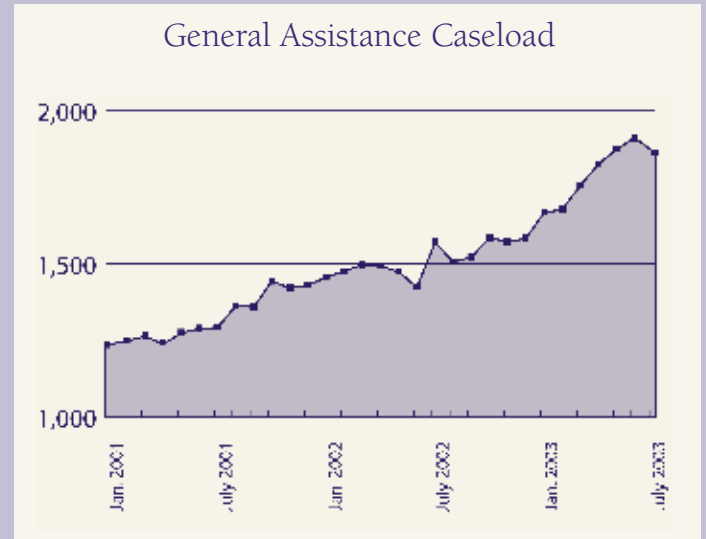
The mission of the Foreign Labor Certification Program is to allow employers to hire foreign workers, temporarily or permanently, when there are not sufficient U.S. workers who are able, willing, qualified, and available to perform the job. In addition, the program ensures that the employment of the foreign worker will not adversely affect the wages and working conditions of U.S. workers that are similarly employed.

Last year, DWS processed approximately 420 requests from employers for foreign workers and approximately 300 resumes a month from U.S. workers, a 68 percent increase over last year.

The state funded General Assistance (GA) Program serves single adults without dependent children and married couples without dependents who have physical and/or mental health limitations that keep them from substantial gainful employment (earning \$500

per month). GA continues to experience increases in caseload. The average caseload for the period between July 1, 2002 through June 30, 2003 was 1,623. Last year's average caseload was 1,429.

DWS continues to make efforts to keep this program within General Fund appropriations. However, current economic conditions and the lack of resources available to this population are resulting in an increase in the number of cases served. It is important to note that many of these customers are also applying for Social Security benefits. However, this process often takes longer than the 24-month time limit available to customers on GA. This means that customer's financial support may terminate before their application with Social Security is approved. It is anticipated that the caseload will continue to fluctuate over the next year. This population is very vulnerable to the economic conditions in general.





Judy Chambley, Director, Eastern Region

*Council Members:*

- Mark Raymond, D,G & T, Chair
- Tammie Jensen, Stewart's Care Center
- Sheri Madsen, Gateway 66
- Curtis Dastrup, Uinta Sales Barn
- Brian Raymond, Economic Dev.
- Bill Johnson, Economic Dev.
- Mark Holmes, Small Business Dev.
- Lana Carroll, SOS Staffing
- Deena Mansfield, Ashley Valley Med. Center
- Irene Hansen, Chamber of Commerce
- Dave Wakefield, Wells Fargo
- Paul Nielson, Uintah Basin Telephone Assoc.
- Randall Bennett, Uintah Basin Med. Center
- Sharon Wilkins, SF Phosphate
- Tammie Lucero, Mountain American Credit Union
- Cris Bird, Client Representative
- Wayne Griffin, UPEA Representative
- Lora Carter, Ute Indian Tribe
- Bob Jameson, Organized Employee Representative
- Ron Tollefson, Public Employee Representative
- Lorna Stradinger, County Commissioner
- Dave Haslem, County Commissioner
- Sharon Walters, County Commissioner
- Jack Bell, Public Education
- Guy Denton, USU Higher Education
- Jay Kerlin, Veteran
- Dan Wheeler, Voc. Rehab.
- Tyler Rasmussen, Vernal Chamber of Commerce)
- Laurie Brummond, Association of Governments

**A**t a January meeting of the Duchesne County Employer's Committee and the Duchesne School District, Committee Chair Paul Nielsen asked what employers could do to help the school district prepare kids for the workplace. Superintendent John Aland suggested that local employers make a video about the importance of job skills and education. There were far too many kids dropping out and not realizing how much they needed their high school diploma.

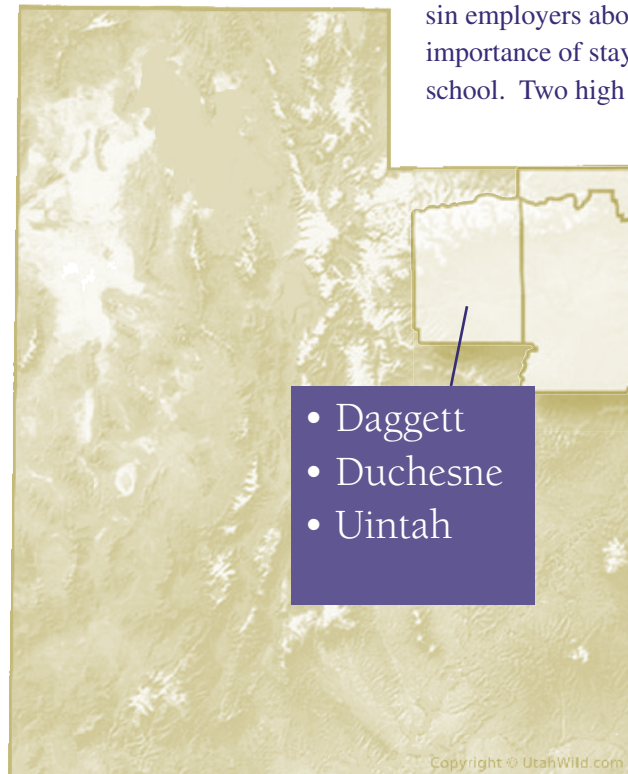


*Nichole and John adjust their mikes and get ready to face the camera for the video entitled "School, Skills, and Success."*

Within weeks local television station VTV Channel 6 was interviewing local Basin employers about the importance of staying in school. Two high school

students, Nichole Yack and John Sparger, volunteered to help by interviewing the employers and providing the introduction and closing for the video.

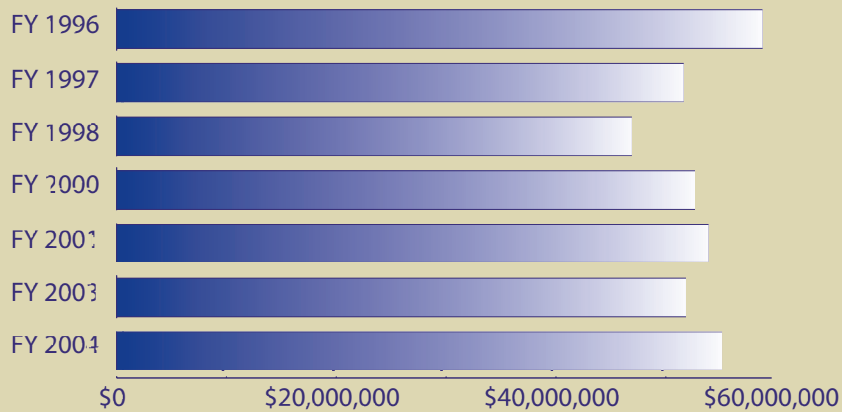
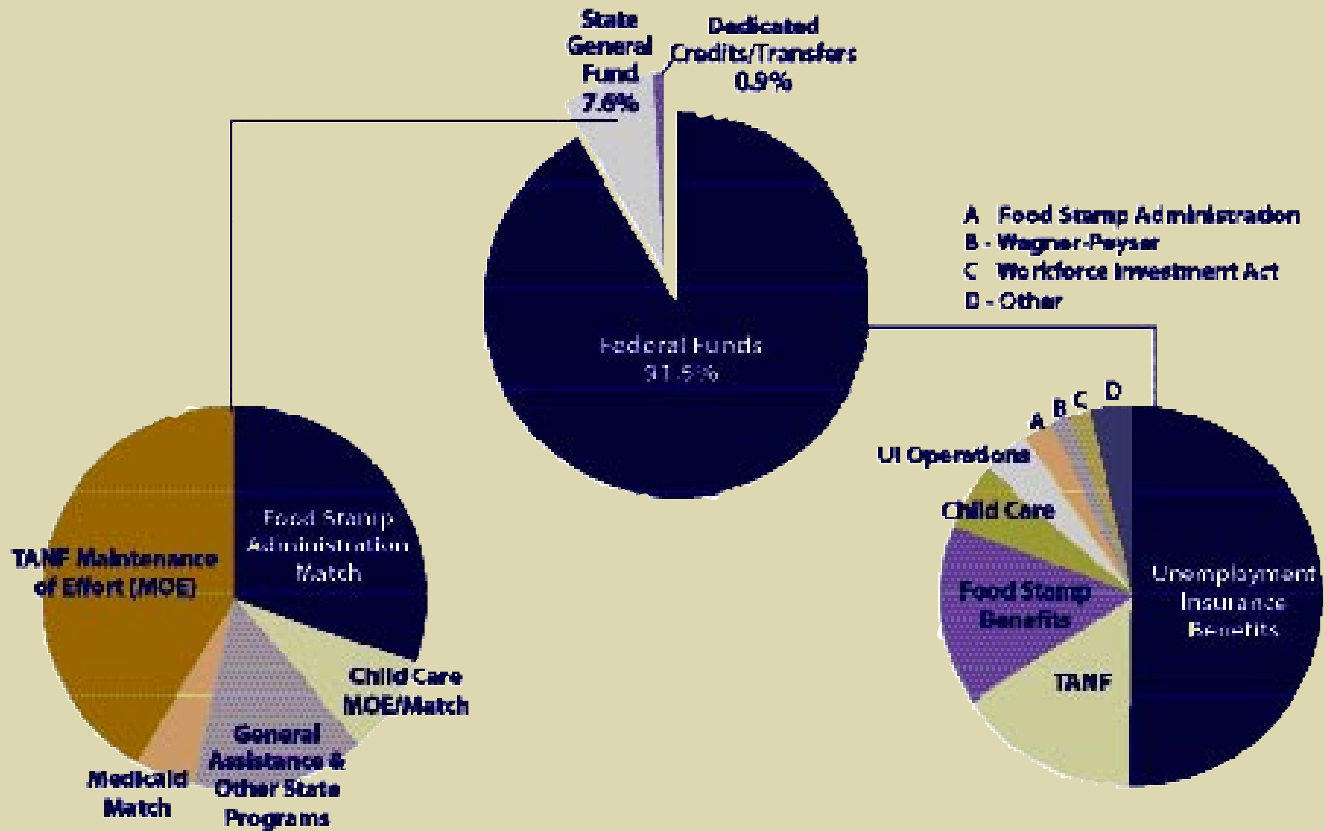
Students who watch the video will hear local employers talk about skills and education. WalMart, Inland Production and Poole Well Service (two oil companies), SF Phosphates, two local hospitals, the Uintah Basin Telephone Company, Wells Fargo and McDonalds all participated.



- Daggett
- Duchesne
- Uintah

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# Budget Summary



Funding History

Over 90% of DWS' funding comes from federal sources, and most of its State General Funds are used to meet "matching" or "maintenance of effort" (MOE) requirements in order to receive federal funding, as shown in the charts.

By maximizing the use of its federal funding, DWS is able to absorb huge increases in costs during a time of State General Fund cuts and difficult fiscal constraints throughout state government.



Harold Hess, Director, North Region

*Council Members:*

- Pamela Clark, Chair, Executive Director, Family Support Center
- Kathleen W. Alder, Computer Software Solutions
- Scott DeNaughel, Smiths
- Ann Gleave, Right Management Consultants
- Steven R. Hoellein, Felt Auto Parts
- Bradley A. Oldroyd, Pinnacle Management
- Steve Waldrip, The Boyer Co.
- Jan Zogmaister, National Battery Sales
- Jacky Bell, Chromalox
- Ann Hagopian, Kimberly-Clark
- Paul Evans, South Davis Community Hospital
- Joree Felker, Herm Hughes
- Mike Hadley, Wells Fargo
- Sandy Hatch, Lifetime Products
- Toni Ure, Nutraceutical
- Cara Winther, Jetway
- Kenneth Bischoff, Weber County Commission
- Carol Page, Davis County Commission
- Scott Rees, Morgan County Council
- Tommy Smith, Regional Director, Vocational Rehabilitation
- Ann Millner, Weber State University
- Bryan Bowles, Davis County School District
- Stuart Reid, Mayor's Office
- Sally Ball, Utah Public Employees Association
- Frank Maughn, DRMW Development, Inc.
- Larry Facer, Business Manager of Plumbers Local 348
- Scott Sneddon, Clearfield Job Corps Center

The Wasatch North Regional Council on Workforce Services is dedicated to pursuing programs that provide services to the community and support the local economy and its employers in their search to hire qualified employees. Council members also help to ensure that DWS meets federal mandates and policies while providing tailored services for each customer.

The council embraced Governor Leavitt's 1,000-Day Plan by creating their own workforce development goals. The following milestones were achieved towards these goals:

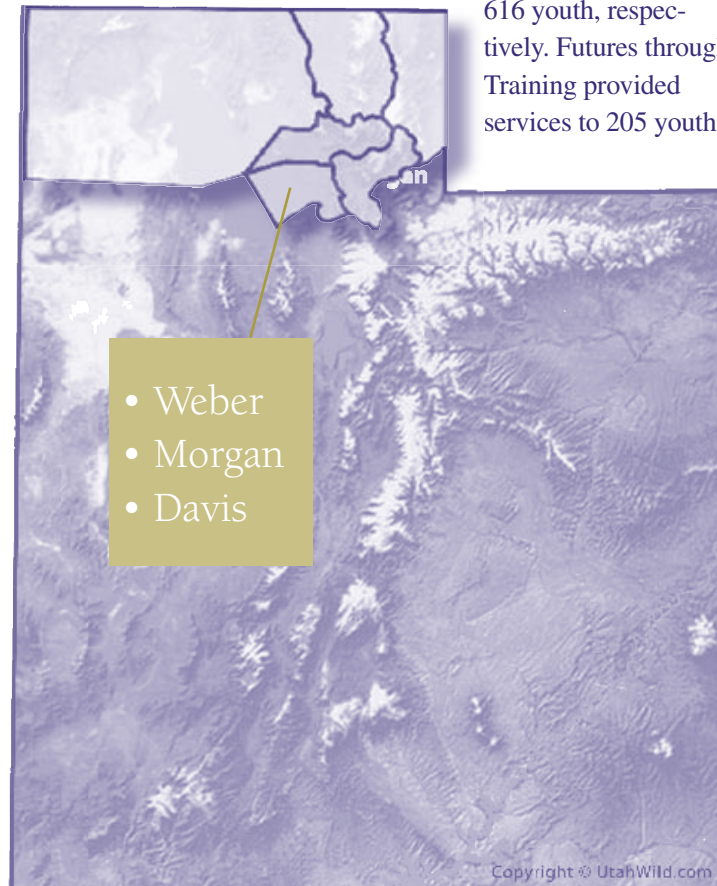
2003 Milestones:

- The Wasatch Youth Council approved the use of TANF funds so the Ogden/Weber Applied Technology College (OWATC) and the Davis Applied Technology College (DATC) could serve 247 youth and 616 youth, respectively. Futures through Training provided services to 205 youth.

- The Facilities and Operations Task Force successfully moved services provided by the Temporary Placement Office (TPO) to the Ogden Employment Center to more effectively utilize resources.

The council also allocated one-time TANF funds for the following:

- DWS in partnership with OWATC and the DATC, provided computer training in English and Spanish to more than 730 customers. A Certified Nurse Assistant (CNA) training lab was created to provide training to students and to reduce the waiting list.
- Vehicle repairs were funded for 346 TANF customers enabling them to continue in their employment activities.



The Office of Child Care supports working families and child care providers through the following programs:

- Child Care Resource and Referral
- The Payment-to-Parent Assisted Child Care Program
- The Child Care Provider Helpline
- School Age Programs
- Start-up, Expansion, and Quality Improvement Initiatives
- Training and Professional Development
- Work/Life Training and Development

The Federal Child Care and Development Fund (CCDF) funds most of the activities of the office. CCDF dollars assist eligible families transitioning from public assistance to obtain child care services so they can work or attend training/education. A percentage of the CCDF must be used to improve the quality of and access to child care.

### ***Child Care Resource and Referral***

Utah's Child Care Resource and Referral Agencies (CCR&R) are funded by the Office of Child Care. Six agencies are contracted to provide community-based child care information and referral services throughout Utah. The six agencies fielded 21,541 technical assistance calls, provided 52,372 hours of provider training and responded to 7,036 parent referral calls.

### ***Payment-to-Parent Assisted Child Care Program***

This program provides funding for child care to parents who are employed or employed and attending school or training. Parents must meet

minimum work requirements to be eligible for the program. Other eligibility requirements apply.

### ***Payment-to-Parent Assisted Child Care Provider Helpline***

The Provider Helpline supports child care providers who serve parents receiving assistance through the Payment-to-Parent Assisted Child Care Program. The helpline answers general questions about eligibility and gives specific information to the designated provider(s) on a case. About 6,300 calls were received last year.

Vision: Quality, affordable child care is available to every child in Utah who needs it.

### ***School-Age Programs***

The Office of Child Care offers training and support to these programs and works to develop awareness and understanding of quality before- and after-school programs. Approximately 7,500 children were served with funding provided by the Office of Child Care.

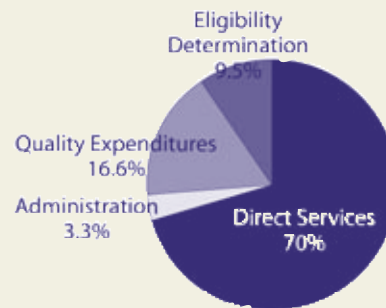
Find more detailed information in the Office of Child Care's Annual Report available at [jobs.utah.gov/occ](http://jobs.utah.gov/occ). Click on "Annual Report."

## Top 10 Family Friendly Companies 2002

- ARUP Laboratories
- Cottonwood Heights Parks and Recreation Service Area
- Futura Industries
- Intermountain Health Care
- Nicholas & Company
- Redmond Minerals
- Regence BlueCross BlueShield of Utah
- Stampin' Up
- Sunshine Terrace
- University of Utah Hospitals & Clinics

### State Fiscal Year 2003 Financial Summary

Revenue		Percent
Federal	\$39,535,041	87.7%
State	\$5,551,802	12.3%
Total	\$45,086,843	100.0%



Source: Department of Workforce Services, Division of Finance.





*Athena Alsup,  
HR Manager  
Little/Grand  
America Hotel*



*Susan Fullmer  
Home Depot*



*E Partner Net*

### *Central Region*

The Little/Grand America Hotel has hired hundreds of DWS' customers. In fact, they recruit exclusively through DWS by hosting on-site recruitments at DWS' employment centers. Recently they held an all day event where over 500 job seekers applied for jobs. They conducted background checks, reference checks, and drug-screening (on-site), and made 70 job offers by days end to fill 100 vacancies.

They are a culturally diverse company that encourages refugees to apply and assists illegal aliens through the processes to work legally in the US. They hire non-English speaking refugees, and assist them in gaining necessary skills and promote from within, so advancement opportunities are available.

The Little/Grand America currently has 13 international trainees from seven different countries on a J1 Visa. Congratulations to the Little/Grand America Hotel for their outstanding efforts.

### *Mountainland Region*

E Partner Net (Jessica Devenish, Melissa Hayne, Neva Nelson, Sydney Carnesecca, Melenee Jones and Lacey Cherrington) a collection and check verification company, and Ron J. Noyes, who is E Partner Net's attorney, are Mountainland's choice for outstanding employer recognition.

E Partner Net and Ron J. Noyes are clear examples of employers who reflect a One Stop Center and utilize DWS services. Each of the individuals nominated have an open door policy for DWS representatives and are always eager to hear about other programs. E Partner Net and Ron J. Noyes are advocates for DWS and share the success they have with other companies.

### *Western Region*

Western Region would like to recognize the Washington Home Depot for its willingness to hire individuals with disabilities. HR Specialist Susan Fullmer demonstrates a commitment to hire employees based on capability.

Susan recalls an incident when a deaf couple was having difficulty communicating to a clerk. A hearing impaired employee was able to assist by using sign language. This is a direct benefit of hiring this person.

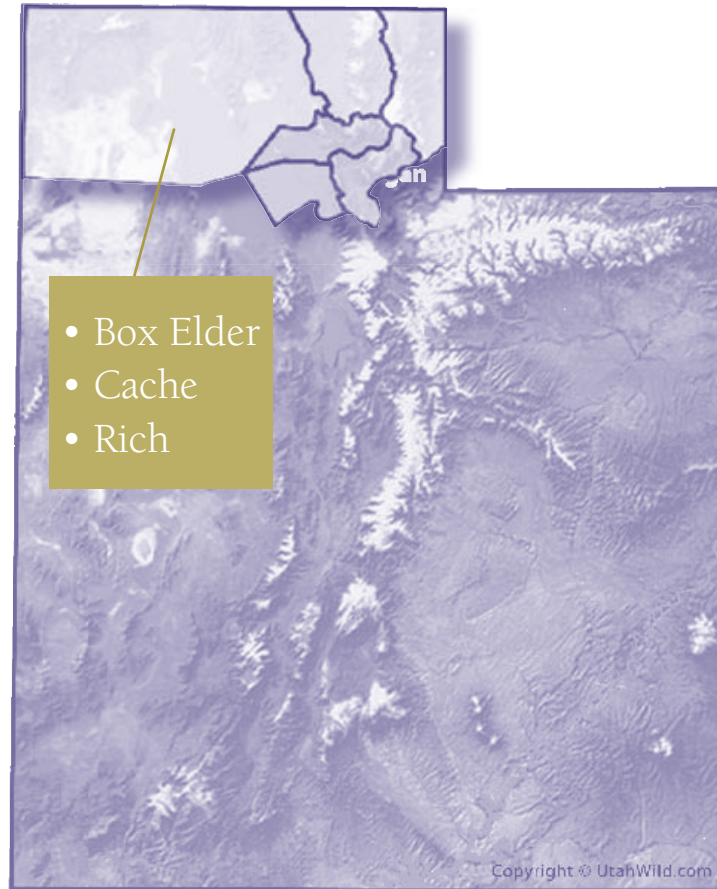
Kudos to this nationwide store that has the courage to hire disabled individuals and make them successful.



Harold Hess, Director, North Region

*Council Members:*

- Lana Powell, Chair, State Farm Insurance
- Evan Maxfield, Wheatland Seed
- Bill Cox, Rancher/Contractor
- David Farnes, Pioneer Care and Rehabilitation
- John Fronk, Golden Spike Equipment
- Jim Hooker, Hooker Appliance
- Chad Munns, Munns Manufacturing
- Bobi Jensen, Sunshine Terrace
- J. Victor Mahoney, Pepperidge Farm
- Bruce Rigby, Zions Bank
- Dawn Skoraka, Wal-Mart
- Thom Smith, LA-Z-Boy
- Paul Barnard, E.A. Miller
- David Bryan, Schreiber Foods
- Bryan Davies, Firefighter EMT Local 2148
- Dennis Hammer, UPEA
- Peggy Madsen, Box Elder Co. Employees
- Roger C. Jones, BRAG
- Michelle Wilson, Life Skill and Individual Needs Center
- John Hansen, Council Member
- Suzanne Reese, County Commission
- Michael R. Liechty, Cache School District
- Clark Israelsen, Cache County Extension
- Susan Thackeray, Economic Development
- Vernen Gunnell, U.S. Airforce
- Colyn Flinders, Rehabilitation



The Bear River North Regional Council also continued to establish and complete goals in support of the Governor's 1000-Day Plan. Members want to ensure that Utah will have a trained and prepared workforce for the future. In addition to providing TANF funds to various community resources to help support needy citizens, task forces were organized to address key regional goals.

2002-2003 Milestones:

- The Bear River Association of Governments provided youth services to 76 youth this past year.
- The Bear River Marketing Task Force planned an Employer Summit and expects 200 employers to attend. The purpose of the summit is to educate employers about the services DWS offers.

- The Auto Access program, funded by TANF funds, provided an automobile to 75 successful TANF customers.
- The Bear River Youth Council approved TANF funding for the local Boys and Girls Club, which provided pregnancy prevention information to 156 youth.
- The Training Committee members, led by Thom Smith from La-Z-Boy, created the Critical Workplace Skills PowerPoint presentation for youth enrolled in middle school and high school. The presentation stresses the importance of skills needed in preparation to enter the workforce.

- The BATC accessed TANF funds to provide technical training to 370 students.



**Lindsay Homer**

## **North Region**

**Lindsay Homer**, 18, sought services at Futures Through Training (WIA Youth) four years ago when she lived in a single parent household and needed help in school. Her goal in this program was to graduate from high school and enter college.

Lindsay completed four summer work opportunities earning “Excellent” marks on her evaluations and graduated from Ogden High School in June. During her last quarter in high school, she earned a 4.0 GPA and was active in various clubs. She is now attending Weber State University. Lindsay is a very hard worker and has the admiration of the FTT staff through her willingness to assist in any situation. Lindsay has a great potential to be successful at whatever she decides to do in life.



**Michael Yows**

**Michael Yows**, 20, was an in-school younger youth when he entered the program, and his objective was to graduate from high school. Mike was basic skills deficient at the time of eligibility and had other barriers as well. Thanks to his efforts and his participation in tutoring, Mike is no longer basic skills deficient.

Not only has Mike graduated from high school, but he completed his Dental Assisting certification and is looking for work in this area. Mike is excited to begin work on his degree at Weber State, where he will begin working on his goal of becoming a dentist.



**Sandir Jarovic**

## **Central Region**

**Sandir Jarovic**, 20, is a refugee from Bosnia who taught himself English after he arrived. He is a very energetic individual who has overcome barriers such as lack of schooling and limited English proficiency to become a successful young man in the field of diesel mechanics.

Sandir graduated from high school in Bosnia where he took auto/diesel mechanics classes and did an apprenticeship at a garage. Unfortunately, he did not have the appropriate documents to verify this training. Additionally, Sandir wanted to continue studying diesel mechanics but did not have the resources to go to college. Sandir enrolled in Salt Lake County’s Youth Employability Services and received WIA funds to pay his tuition at the Salt Lake/Tooele Applied Technology College and to purchase tools needed for his training and job.

Sandir is now certified in over 40 areas in Heavy Duty Mechanics. He obtained numerous Diesel Mechanics certifications and is now working full time at Mountain West Truck Center earning \$14.50 per hour.

## **Mountainland Region**

**Gabe Allred**, 20, became a customer in January while residing in the Slate Canyon Youth Detention Center. Gabe had a criminal record and was behind on credits for high school but wanted to change the direction his life was going. He set a goal to become an accountant and began the upward battle by earning his high school diploma



**Gabe Allred**



Judy Chambley, Director, Eastern Region

*Council Members:*

- Norman Johnson, Chair, Clerk Auditor
- Harvey Merrell, Geological Services
- Joe Piccolo, Supreme Muffler and Brake
- Bill McDougald, Geological Services
- June Wickware, Anasazi Desert Gear
- Dick Meyer, MD Ranch Cook House
- Pace Hansen, Swire Coca Cola Company
- Bonnie Cook, Castleview Hospital
- Gary Oliver, Pacific Corp.
- Tim Gwyther, UP&L
- Debra Dull, UP&L
- M. Dawn Bentley, Holiday Inn
- Duane Lyman, Recapture Metals
- Nancy Bentley, Active Re-Entry
- Jeff Horrocks, Mayor, Cleveland Town
- Mike Lacy, Sheriff, San Juan County Sheriff's Office
- Fred Lupo, UMWA #22
- Steve Burge, Carbon County Commissioner
- Ira Hatch, Emery County Commissioner
- Judy Bane, Grand County Administrator
- Don Larson, College of Eastern Utah
- Karl Kraync, Rehabilitation
- Kirk Sitterud, Emery County School District
- Harold Lyman, Veterans Representative
- Peggy Humphreys, San Juan County Economic Development

Our council developed and strengthened partnerships with economic development, other agencies and the community. We helped many customers get jobs and become self-sufficient. TANF funds helped us create jobs and work with partnering agencies to develop training programs to meet the needs of employers and customers. These are key elements of the our region's 1,000-Day Workforce Development Plan.

2003 Milestones:

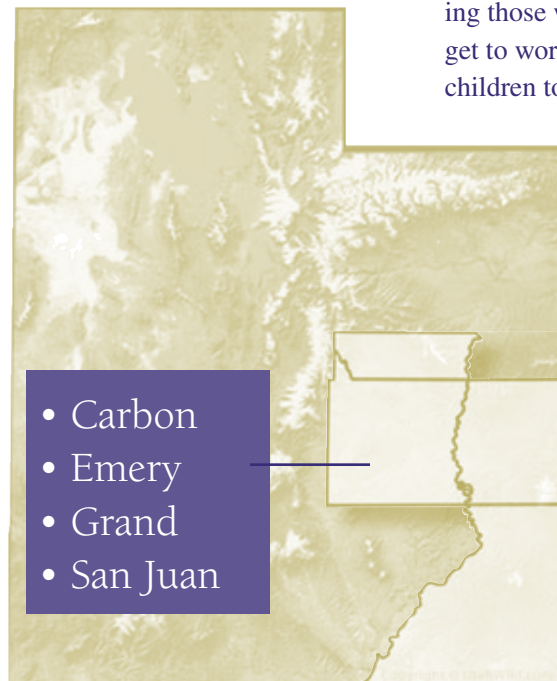
- A congressional team from Senator Hatch's Office visited several businesses within each of the four counties that

received funding from the Southeastern Utah Small Business Investment Fund (SEUSBIF) Project. The purpose was to highlight successful businesses and showcase the positive impact that the project had on low-income families.

- A Transportation Program was formed in Grand County in January to transport eligible job seekers to work and work related activities. InterAct, a local clubhouse for the chronically mentally ill, implemented the program and assists the mentally ill in returning to the workforce. The program also created part-time positions for a driver and program coordinator, and is helping those with barriers get to work and get their children to day care.

scholarships from the Emery Achievement Scholarship fund. These were awarded to students who overcame significant challenges in their lives.

- The Blanding Employment Center partnered with the San Juan School District's Gear Up Program, the College of Eastern Utah and the Southeast Applied Technology College (SATC) to improve educational opportunities. The Gear Up Program focuses on students entering the 7th grade and works with them academically as they progress through high school. Gear Up expanded to students on the Navajo and Ute Indian Reservations and the SATC provided self-paced computer education to students in Monument Valley, Navajo Mountain, Whitehorse, Bluff and Blanding. Many of these students are also given emotional, social and moral support through the Teen Parent Support Program.



- Eight TANF Non-FEP eligible graduating seniors from Emery High were awarded



*Jessica Molinar*



*Robert Pike*



*Katy Potter*

and completing an internship while in Slate Canyon. Once released, Gabe attended workshops on essential skills of finding and keeping a job. Equipped with these skills, Gabe landed an internship at Payson City Offices, working in both the Human Resource and Accounting. He was very successful and was offered a temporary position with the city. Gabe plans on attending Utah Valley State College to pursue an accounting degree.

### *Southeast Region*

**Jessica Molinar**, 15, faced obstacles such as family illiteracy and lack of occupational goals and skills. She was continually absent from school. She enrolled in WIA at the same time. She was caring for her grandmother and mentally ill mother. Her dream was to be a pediatrician but was sure it was impossible. After attending the after school tutoring and mentoring program, Jessica earned straight A's.

She continued to excel in school and completed a summer internship at the Carbon County Children's Justice Center working with children. She said that she loved the work and the experience and knowledge will be helpful as she pursues her goal.

**Robert "Cody" Pike**, 20, was a runaway in and out of detention after his father was incarcerated. After taking and passing the mine certification class, Cody could not find employment. This along with an impending medical condition was disheartening to Cody. Because he had no insurance, WIA assisted

Cody in getting treatment for a bilateral inguinal hernia. One week after his surgery, he was placed in an internship at the Pinnacle Canyon Academy School working with children in a summer school program. Cody became a trusted and well-liked member of the staff and he was hired permanently. Cody is working towards his GED and plans to further his education.

### *Uintah Basin*

**Katy Potter**, 14, enrolled in the WIA Youth Program in Roosevelt. Katy jumped right in to a local youth leadership project and demonstrated impressive leadership skills. As a result of the project, a city park's benches and stairs were cleaned and garbage cans were painted. Katy was then placed at Uintah Basin Medical Center and had a successful summer employment experience.

Prior to enrolling in the youth program, Katy was diagnosed with Ewing's Sarcoma. Katy's treatment plan included experimental procedures that she had received out of state. Thanks to Katy, this treatment is now available to others in Utah. Katy's story was highlighted on Channel 5 KSL News. Today her cancer is in remission and she is back at Union High School in Roosevelt.

### *Western Region*

**Amy Relf**, 18, was placed in foster care when she was 15 years old and has now successfully completed a youth internship at DWS through WinField Kids. Amy is a quiet but very smart girl who was in need of some confidence and skill building so she

Jan Thompson, Western Region  
Director

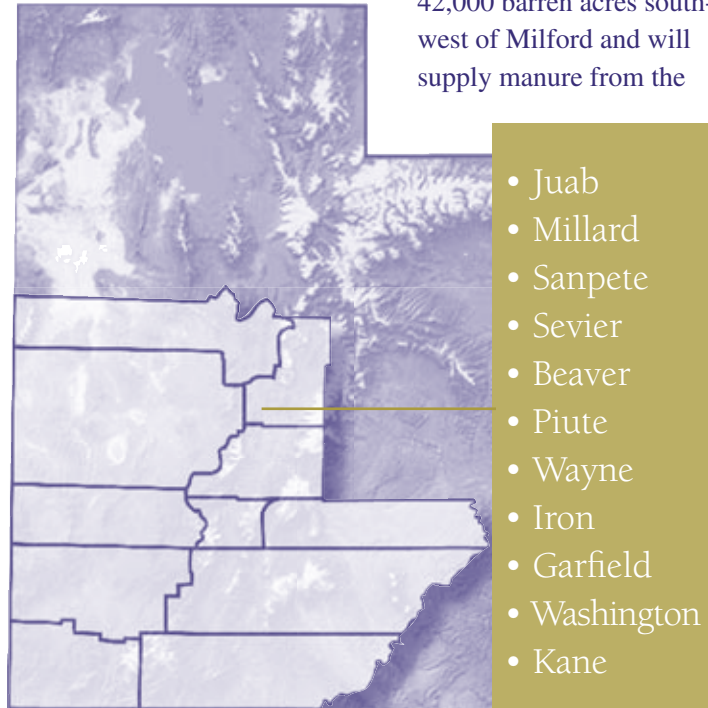
*Council Members:*

- Kristie McMullen, SOS Staffing Services, Co-Chair
- A. E. "Libbie" Zenger, ADR Consultant, Co-Chair
- John Houston, Horizon Motel
- Wayne Shamo, Shamo Lumber
- Chad Johnson, Sam's Furniture and Appliance
- Larry Pearson, Pearson Tire
- Danny Ipson, Dats Trucking
- Karalee Smith, SkyWest Airlines
- Greg Bailey, Moroni Feed Co.
- George Cross, Intermountain Power Plant
- David Kinder, Dixie Regional Medical Center
- Paul Moorman, Wal-Mart
- Loya Garrett, Dixie State College
- Lis Barker, Child Care Resource and Referral
- Linda Gale, Central Utah Food Sharing
- Joe Bernini, Labor Representative
- Gene E. Roundy, Iron County Commissioner
- John Cooper, Millard County Commissioner
- Doug Peterson, Sevier County Commissioner
- Larry Stephenson, Washington County School District
- Rich VanAusdal, Dixie ATC
- Blair Painter, Veterans Representative
- Roland Miles, Rehabilitation
- Glenn Greenhalgh, Economic Development, Juab County

The Western Regional Council on Workforce Services along with DWS continued to embrace the Governor's 1000-Day Economic Plan. As always, we are concerned with issues that impact our communities, job seekers, education partners and employers and continued to augment services aimed at providing "educated, skilled and work ready workers." We partnered with economic development individuals and groups from the region and state to provide employment for our citizens.

2002 - 2003 Milestones:

- Smart Sites continue to grow throughout the region



increasing the number of job opportunities available. One example is Salt Lake based Zions Bank announced the creation of a second customer service center in Kanab, adding 40 new jobs this year.

- A 13-week pilot project developed by the council helped reduce the recidivism rate in county jails. DWS operated this pilot in all eleven counties and offered "Job Seeking and Job Keeping Skills" to inmates within 120 days of their release.
- Circle Four Farms will build a \$20-million facility to convert pig manure into fuel. The farm will be on 42,000 barren acres southwest of Milford and will supply manure from the one million pigs it raises annually. Construction of the plant will be funded through Beaver County which recently voted to issue about \$15 million in industrial revenue bonds to be paid back with earnings from sales of the additive/lubricant.
- Brothers Stephen, Sheldon, Scott, Shane, and Shannon Steed recently reopened the Escalante sawmill as Skyline Forest Resources providing 52 jobs. They were honored with the 2003 Small Business Persons of the Year Award from the U.S. Small Business Administration.
- Manufacturing will begin again in a vacant building in Cedar City. The Lozier Corp., which manufactures metal retail store fixtures, will initially employ 100 people, a number that could grow to 300 in the next five years.
- A \$55 million, 160,000-square-foot Blue Bunny ice cream facility located in St. George began producing ice cream in July. Production employees receive wages from \$10 to \$13 an hour with full benefits.



*Amy Relf*

could obtain professional employment. Amy started by answering phones and observing co-workers and eventually became a full fledged Information Specialist at DWS.

Amy received her high school diploma in May and applied for and received a full tuition scholarship at Dixie College. She also received an additional \$1,000.00 scholarship and was offered a part-time job as a receptionist at Stanger Toyota because of the skills she learned on her internship..

***Outstanding Performance By TANF Customer***

***North Region***

***Charlene Johnson*** is a 52 year-old widow raising a teenage son who overcame a failed marriage, widowhood, and major depression and will soon become a Licensed Practical Nurse (LPN).

Charlene was transitioned off public assistance because of her job as a LPN with Logan Nursing and Rehabilitation. Now Charlene makes \$11.50 an hour and thanks to the TANF Auto Access Car Program, has a state surplus automobile that enables her to get to and from work.



***Charlene Johnson (l) and Karen Hess, DWS***

The State Council on Workforce Services and DWS awarded a Cultural Integration Grant to Granite School District. The grant will fund a pilot project to provide assistance with workplace diversity and cultural integration for ten Utah companies.

Utah was recognized for its work in health care profession capacity building at a special acknowledgement breakfast in Washington D.C., hosted by Hospital Corporation of America and USDOL.



#### Council Members:

- Jane Reister Conard, Chair, IHC
- Jan Cook, Vice Chair, Right Management Consultants
- Cynthia Brothers, Salt Lake Specialty Medical Center
- Charles Daud, CD Accounting & Tax Services
- Greg Diven, OCM
- Kathleen Gage, Turning Point, Inc.
- Douglas R. Johnston, Met Chem Testing Labs, Inc.
- Richard Justice, ESCO Mechanical
- Julie Zimmerman, Blackbourne Design Vinyl
- Susan Archibeque, Nicholas and Company
- Stephen Goodrich, UPS
- John Hill, L3 Communications
- Paul Jackson, IHC
- Todd Henriksen, Envirocare of Utah
- Ed Armour, Sheetmetal Workers Local 312
- Allan Ayoub, Utah State AFL-CIO
- Karen Silver, Salt Lake Community Action Program
- Dean Walker, LDS Employment Services
- Kerry Steadman, Salt Lake County Mayor's Office
- Gene D. White, Tooele County Commissioner
- David Wilde, Salt Lake County Council
- Stephen F. Ronnenkamp, Granite School District
- Brent Goodfellow, Salt Lake Community College
- Deirdre Darby-Duffin, Economic Development Corp. of Utah
- Norman Fitzgerald, Veterans Representative
- Russell J. Thelin, Rehabilitation

The Central Region Council experienced a year filled with positive change and continuous improvements. Operating under the rubric of the Governor's 1000-Day Economic Plan, the council adopted an "education" emphasis and began the year by becoming educated on available training dollars and allocation options. An "Intake or Initial Interview Primer" followed the fiscal primer.

The council also focused efforts on improving its efficiencies, reducing the number of standing commit-

tees and taking a more strategic approach to member recruitment. Working with Labor Market Information, new members were targeted from industries where long-term growth is projected.

#### 2003 Milestones:

- The new West Valley Employment Center opened in January to serve the needs of the growing West Valley community. The center is piloting a modified 4-day service week and is open Monday through Thursday 7:00 a.m. to 7:00 p.m. Feedback from staff and customers has been positive.
- The council co-sponsored the Salt Lake

Chamber's annual Giant Step Awards Luncheon and honored a local small business. The Singing Cricket Café received the "Entrepreneurial Success Award." This type of joint venture helps strengthen relationships with the business community and helps keep DWS "connected" to the private sector.

- The council sponsored three training provider fairs. The fairs provide opportunities for training providers (schools) to meet with the employment counselors and share information regarding courses, schedules, tuition and other services that benefit DWS customers. On average, 30 providers and 70 employment counselors attended each Fair.

It is certain that DWS' service delivery system will continue to evolve and the Central Region Council is committed to supporting and addressing the changing workforce needs of our region.



## Information on DWS Evaluations of Workforce Investment Activities

**W**orkforce Services conducts a variety of audits as determined by the DWS Executive Director or the Governor.

In an effort to meet the statutory requirements of various funding sources, and to minimize risk and liability to DWS and the State, an Internal Audit Group was established. The Internal Audit Group is housed within the Office of Quality and Internal Auditing. The Internal Audit Group functions as part of a team to provide objective and timely analyses and recommendations relative to all activities reviewed.

The primary purpose of the Internal Audit Group is to assist management in administering their responsibilities related to program compliance and fiscal integrity. The Internal Audit Group is authorized to direct a broad, comprehensive program of internal auditing within the department. Internal audits examine and evaluate the adequacy and effectiveness of management control systems required by the various funding sources within DWS. The objective of this authority is to assist DWS divisions to meet program compliance and fiscal integrity, according to Utah Administrative Rules and DWS policies.

In 2002 Internal Audit completed a review of the WIA programs administered by the Department. A copy of that report was distributed to selected staff within the department, and has since been made available on the DWS Intranet. Concurrent with the WIA review and subsequent to release of

the report, Department staff members have been involved in substantive analysis and review of the program. The intent of working with program staff was to simplify procedures and create greater accuracy.

Internal Audit has provided assistance, advice, correction and rebuttal to State of Utah Auditors Office for their single audit review of the WIA program. This includes:

- Pell application requirements
- Citizenship verification
- Income verification
- Customers ability to obtain suitable employment
- Core and Intensive service requirement are met before training is provided
- Support for training from labor market information (occupation in demand)
- Insuring that customer assessment occurred, and employment plans are appropriate
- Assuring that employment plans are monitored regularly and the customer is following the negotiated plan
- Selective service verification
- Time and dollar limit for the use of training funds



***Allocation of Resource and Costs in Relation to Performance***

Utah served 259,914 customers in core services during program year 2002. All 4,883 WIA customers received at least one core service.

To appreciate the cost of workforce investment activities (which Utah refers to as Objectives) in relation to the effect on performance, please refer to the table below. The table reflects the number of WIA customers served by funding stream. The Objectives outlined include a variety of services. For example, the objective titled Assessment would include services such as, Initial/Comprehensive Assessment, Formal Assessment, Problem Solving Assessment, Non-Participation Assessment, and DWS Social Worker Assessment.

***PY02 WIA Service Counts by Achievement Objectives***

Achievement Objective (Service Category)	Total Services	WIA Adults	WIA Dislocated Workers	WIA Youth
Assessment	1026	422	532	72
Basic Education Employment-Related	446	123	80	243
Education Intensive Employment Services	3450	1514	1830	106
Job Search Assistance	35	29	5	1
Life Skills	1038	536	410	92
Partner Programs	372	229	35	108
Supportive Services	120	68	24	28
Treatment	1327	871	347	109
WIA Younger Youth Goals	275	226	21	28
Work Site Learning	1548	3		1545
Youth Services	241	131	62	48
	3923	24		3899

***Cost of Program Activities***

<u>Program Activity</u>	<u>Total Federal Spending</u>	<u>Average Cost Per Activity (Objective)</u>
Adults	\$2,402,027	\$ 575
Dislocated Workers	\$3,656,278	\$ 1093
Youth	\$3,411,021	\$ 543
Rapid Response	\$ 271,673	
Statewide Required Activities	\$1,000,046	
Miscellaneous	\$ 234,578	
Total of All Federal Spending Listed Above	\$10,975,623	

## Performance Indicators

***Program Accountability***

WIA requires that 17 performance measures be applied to the adult, dislocated worker and youth programs. For twelve of these measures, WIA requires the use of Unemployment Insurance (UI) wage record data to determine employment and earnings outcomes after exit. These measures apply to customers who received services (other than self-service and informational activities) and exited WIA from October 1, 2001 through June 30, 2003.

**NOTE:** All Employment Retention, Earnings Change and Wage Replacement outcomes are based on data available November 26, 2003. Increased performance outcomes are expected when additional UI wage records are received. The final outcomes for these PY02 measures will be submitted in a quarterly report to the Department of Labor by February 13, 2004.

**Table A - Workforce Investment Act Customer Satisfaction Results**

American Customer Satisfaction Index	Negotiated Performance Level	Actual Performance Level	Surveys Completed	Eligible for Survey	Number in Sample	Response Rate
Participants	76.0	70.0	548	2,248	759	72.2%
Employers	76.0	73.0	500	10,279	656	76.2%

**Table B - Outcomes for Adults**

	Negotiated Performance Level	Actual Performance Level	numerator	denominator
Entered Employment Rate	66.0%	66.2%	458	692
			505	615
Employment Retention Rate	80.4%	82.1%	\$1,959,427	614
			461	848
Earnings Change in Six Months	\$3,543	\$3,191		
Employment and Credential Rate	51.0%	54.4%		

**Table C - Outcomes for Adult Special Populations**

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	58.9%	123	50.0%	21	55.1%	43	11.1%	1
Employment Retention Rate		209		42		78		9
Employment	79.0%	147	65.4%	17	75.4%	43	100.0%	4
Retention Rate		186		26		57		4
Earnings Change	\$2,934	\$545,698	\$1,857	\$48,285	\$2,474	\$140,993	\$3,578	\$14,310
		186		26		57		4
Employment & Credential Rate	50.9%	145	46.2%	18	43.2%	38	25.0%	3
		285		39		88		12

**Table D - Other Outcome Information for the Adult Program**

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	65.9%	421	69.8%	37
		639		53
Employment Retention Rate	85.3%	476	64.4%	29
		570		45
Earnings Change in Six Months	\$3,206	\$1,824,392	\$3,001	\$135,035
		569		45

**Table E - Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	numerator
			denominator
Entered Employment Rate	73.8%	74.1%	659
			889
Employment Retention Rate	86.8%	86.0%	567
			659
Earnings Replacement in Six Months	93.0%	75.5%	\$7,269,290
			\$9,629,884
Employment and Credential Rate	56.0%	61.9%	472
			762

**Table F - Outcomes for Dislocated Worker Special Populations**

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	62.4%	68	77.3%	68	61.6%	45	62.5%	5
		109		88		73		8
Employment Retention Rate	82.4%	56	83.8%	57	75.6%	34	100.0%	5
		68		68		45		5
Earnings Replacement Rate	76.4%	\$849,133	67.4%	\$652,895	55.1%	\$388,100	91.7%	\$34,032
		\$1,110,747		\$967,998		\$703,874		\$37,095
Employment & Credential Rate	50.5%	48	66.2%	49	53.3%	32	57.1%	4
		95		74		60		7

**Table G - Other Outcome Information for the Dislocated Worker Program**

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	75.7%	577	64.6%	82
		762		127
Employment Retention Rate	86.7%	500	81.7%	67
		577		82
Earnings Replacement Rate	77.3%	\$6,337,002	65.0%	\$932,288
		\$8,195,753		\$1,434,131

**Table H - Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	numerator
			denominator
Entered Employment Rate	63.0%	63.2%	48
			76
Employment Retention Rate	80.0%	83.0%	44
			53
Earnings Change in Six Months	\$3,071	\$2,741	\$145,280
			53
Credential Rate	52.0%	48.4%	44
			91



**Table I - Outcomes for Older Youth Special Populations**

	Public Assistance Recipients		Veterans	Individuals With Disabilities		Out-of-School Youth		
Entered Employment Rate	75.0%	9	50.0%	1	68.8%	11	60.7%	34
		12		2		16		56
Employment Retention Rate	77.8%	7	100.0%	1	75.0%	9	81.1%	30
		9		1		12		37
Earnings Change	\$1,420	\$12,778	\$3,515	\$3,515	\$2,075	\$24,896	\$2,760	\$102,120
		9		1		12		37
Credential Rate	53.8%	7	50.0%	1	42.9%	9	44.6%	29
		13		2		21		65

**Table J - Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	numerator	denominator
Skill Attainment Rate	85.0%	90.1%	741	822
			85	170
Diploma or Equivalent Attainment Rate	45.0%	50.0%	90	126
Retention Rate	52.0%	71.4%		

**Table K - Outcomes for Younger Youth Special Populations**

	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment	89.5%	119	90.9%	231	83.9%	120
		133		254		143
Diploma Attainment	28.0%	7	56.3%	27	37.7%	20
		25		48		53
Retention Rate	61.9%	13	72.4%	21	76.2%	48
		21		29		63

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Month Earnings Change/ Replacement Wage Rate		Nontraditional Employment	Entry Wages For Those Entering Employment		Training Related Employment for Training Completers		
Adults	74.6%	677	\$1,870	\$1,696,518	5.2%	24	\$3,714	\$1,701,111	27.1%	114
		907		907		458		458		421
Dislocated Workers	82.9%	593	80.3%	\$8,340,060	5.2%	34	\$5,685	\$3,746,590	33.1%	191
		715		\$10,391,839		659		659		577
Older Youth	62.2%	28	\$2,540	\$114,291	14.6%	7	\$2,378	\$114,147		
		45		45		48		48		

**Table M - Participation Levels**

	Total Participants Served	Total Exiters
Adults	1,642	873
Dislocated Workers	1,761	898
Older Youth	257	79
Younger Youth	1,223	398

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$2,402,027
Local Dislocated Workers		\$3,656,278
Local Youth		\$3,411,021
Rapid Response (up to 25%) 134 (a) (2) (A)		\$271,673
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,000,046
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Miscellaneous	\$234,578
Total of All Federal Spending Listed Above		\$10,975,623

**Table O - Local Performance**

Utah is a single Service Delivery Area, so there are no sub-state (Local Performance) tables.

## Mission

The mission of the Utah Department of Workforce Services is to provide quality, accessible, and comprehensive employment-related and supportive services responsive to the needs of employers, job seekers, and the community.



[jobs.utah.gov](https://jobs.utah.gov)

## WIA Annual Report Data

State Name: UT

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	76	70	548	2,248	759	72.2
Employers	76	73	500	10,279	656	76.2

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	66.2	458
			692
Employment Retention Rate	80.4	82.1	505
			615
Earnings Change in Six Month	3,543	3,191	1,959,427
			614
Employment and Credential Rate	51	54.4	461
			848



**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	58.9	123	50	21	55.1	43	11.1	1
		209		42		78		9
Employment Retention Rate	79	147	65.4	17	75.4	43	100	4
		186		26		57		4
Earnings Change in Six Months	2,934	545,698	1,857	48,285	2,474	140,993	3,578	14,310
		186		26		57		4
Employment and Credential Rate	50.9	145	46.2	18	43.2	38	25	3
		285		39		88		12

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	65.9	421	69.8	37
		639		53
Employment Retention Rate	83.5	476	64.4	29
		570		45
Earnings Change in Six Months	3,206	1,824,392	3,001	135,035
		569		45

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.8	74.1	659
			889
Employment Retention Rate	86.8	86	567
			659
Earnings Replacement in Six Months	93	75.5	7,269,290
			9,629,884
Employment and Credential Rate	56	61.9	472
			762

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	62.4	68	77.3	68	61.6	45	62.5	5
		109		88		73		8
Employment Retention Rate	82.4	56	83.8	57	75.6	34	100	5
		68		68		45		5
Earnings Replacement Rate	76.4	849,133	67.4	652,895	55.1	388,100	91.7	34,032
		1,110,747		967,998		703,874		37,095
Employment And Credential Rate	50.5	48	66.2	49	53.3	32	57.1	4
		95		74		60		7

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	75.7	577	64.6
762			127	
Employment Retention Rate	86.7	500	81.7	67
		577		82
Earnings Replacement Rate	77.3	6,337,002	65	932,288
		8,195,753		1,434,131

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	80	83	76
			44
Earnings Change in Six Months	3,071	2,741	53
			145,280
Credential Rate	52	48.4	44
			91

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	75	9	50	1	68.8	11	60.7
12			2		16		56	
Employment Retention Rate	77.8	7	100	1	75	9	81.1	30
		9		1		12		37
Earnings Change in Six Months	1,420	12,778	3,515	3,515	2,075	24,896	2,760	102,120
		9		1		12		37
Credential Rate	53.8	7	50	1	42.9	9	44.6	29
		13		2		21		65

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	85	90.1	741
Diploma or Equivalent Attainment Rate	45	50	85	170
			90	126
Retention Rate	52	71.4		

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.5	119	90.9	231	83.9	120
		133		254		143
Diploma or Equivalent Attainment Rate	28	7	56.3	27	37.7	20
		25		48		53
Retention Rate	61.9	13	72.4	21	76.2	48
		21		29		63

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	74.6	677	1,870	1,696,518	5.2	24	3,714	1,701,111	27.1	114
		907		907		458		458		421
Dislocated Workers	82.9	593	80.3	8,340,060	5.2	34	5,685	3,746,590	33.1	191
		715		10,391,839		659		659		577
Older Youth	62.2	28	2,540	114,291	14.6	7	2,378	114,147		
		45		45		48		48		



**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>1,642</b>	<b>873</b>
<b>Dislocated Workers</b>	<b>1,761</b>	<b>898</b>
<b>Older Youth</b>	<b>257</b>	<b>79</b>
<b>Younger Youth</b>	<b>1,223</b>	<b>398</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$2,402,027.00</b>
<b>Local Dislocated Workers</b>		<b>\$3,656,278.00</b>
<b>Local Youth</b>		<b>\$3,411,021.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$271,673.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,000,046.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Miscellaneous	<b>\$234,578.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$10,975,623.00</b>

# WIA Annual Report Data

State Name: UT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Utah Department of Workforce Services	Total Participants Served	Adults	1,642
		Dislocated Workers	1,761
		Older Youth	257
		Younger Youth	1,223
	Total Exiters	Adults	873
		Dislocated Workers	898
		Older Youth	79
		Younger Youth	398

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	70	
	Employers	76	73	
Entered Employment Rate	Adults	66	66.2	
	Dislocated Workers	73.8	74.1	
	Older Youth	63	63.2	
Retention Rate	Adults	80.4	82.1	
	Dislocated Workers	86.8	86	
	Older Youth	80	83	
	Younger Youth	52	71.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,543	3,191	
	Dislocated Workers	93	75.5	
	Older Youth (\$)	3,071	2,741	
Credential / Diploma Rate	Adults	51	54.4	
	Dislocated Workers	56	61.9	
	Older Youth	52	48.4	
	Younger Youth	45	50	
Skill Attainment Rate	Younger Youth	85	90	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	5	10