



Utah Department of
Workforce Services

WIA 2006 Annual Report

10 Year Anniversary

THEN & NOW



The photos at the top of the pages throughout the report are of workers who have been with the Department of Workforce Services since it was formed ten years ago. We are proud to recognize their dedication to exceptional customer service.

Message



We are proud to present the Utah WIA 2006 Annual Report in a year that celebrates not only ten years of DWS but ten years of the State Council on Workforce Services. A few events stand out to further signify this as a landmark year.

In February, the Utah State Legislature made a groundbreaking decision to consolidate medical eligibility into DWS. Working closely with the Utah Department of Health, DWS went to great effort to ensure a seamless transition for customers when the official consolidation occurred on July 1.



Throughout 2007 we continued to use technology to provide better and more accessible services to customers. We streamlined processes, found new ways to reach and serve people, offered more online services while maintaining in-person services. In 2007 DWS launched Employer 101 Labor Law Basic Training in partnership with the U.S. Department of Labor and the Utah Labor Commission. We also launched online customer education, and a pilot project for online applications.

This year at the USDA Tri-Regional Food Stamp Conference, DWS received a Pinnacle Award for Excellence in Customer Service and Program Access. DWS received this recognition for the work done in modernizing our eligibility service delivery model.

The rest of the report tells our story of 2007 and underscores our commitment to providing supportive services, building Utah's economy, leading workforce development, and supporting employment and industry. We are committed partners in the implementation of the Workforce Investment Act, and we are united in our goal of preparing Utah's workforce for the jobs of today and tomorrow.

A handwritten signature in black ink that reads "Kristen Cox".

Kristen Cox
DWS Executive Director

A handwritten signature in black ink that reads "Kevin Crandall".

Kevin Crandall
Chair, State Council on Workforce Services



THEN & NOW

Utah WIA 2006 Annual Report

MISSION

We provide employment and support services for our customers to improve their economic opportunities

VISION

We are preparing our customers to prosper now and as the workforce of the future



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Introduction

This year marks the 10th anniversary of the Department of Workforce Services. Throughout this report you'll find a few reminders of how much has changed over a rather brief time period. DWS was a fledgling agency in 1997 struggling with new employees, cultures, processes, and programs that by 2007 has evolved into a modern, tech savvy agency considered by many as one of the national leaders in employment and training. It's been quite a ride.

DWS was founded on July 1, 1997. Prior to that time employment, training, financial and nutritional assistance, unemployment insurance, and child care assistance were administered by five separate state agencies. In many cases these five agencies shared common customers. To access services those customers had to complete an application form for each service and repeat their stories multiple times – usually a difficult and sometimes humiliating process. DWS changed all that by having one-stop services for all the above benefits with one application, and with only one interview.

DWS has embraced technology as a way to give our customers more access points for services. Web site services for claimants and businesses make it possible to register for unemployment insurance, report new hires, and conduct employment exchange activities. Currently, we are modernizing the eligibility process for our programs for food stamps, Medicaid, financial assistance,

and child care. And, by employing the latest technology we have increased job openings from large employers listed with our Department by more than 85 percent, climbing from 2,500 jobs per month to more than 4,700 jobs per month.

It's not only in technology that we're moving forward, but also in direct support to a variety of customer groups. For employers there are new initiatives such as funding for incumbent worker training programs. This initiative is focused on training the incumbent worker to improve skills for tomorrow's workforce. We've also increased collaboration in services to refugees, combining the best thinking of national, state, and local public and private leaders to begin a remaking of services to refugees.

Coinciding with the 10-year anniversary, DWS initiated a process to plan for the Department's future. Members of the executive management team visited offices and divisions during July and August to solicit input regarding our mission, vision, and future priorities. The input gathered at these "listening posts" will be used to define a clear direction for the future that will focus on improving service delivery and to ensure appropriate options are available to all customers.

As you read through this report you'll notice many improvements in the way we conduct business today compared to ten years ago. To put it simply, an evolution of options, service, and access. *No matter how you view it, DWS has been a resounding success.*



One-Stop Programs and Services

Utah's one-stop employment centers provide a comprehensive array of services including job placement, job development, assessment, and job training. DWS also provides unemployment insurance for unemployed workers, and supportive services for working families in poverty, people with disabilities and the elderly. The result is a seamless system to enhance access to programs and services, which improves economic opportunities for DWS customers.

THEN & NOW

eREP

Then: Customers submitted paper applications in employment centers and/or by mail. Eligibility workers used volumes of paper manuals to apply correct policy and procedures to determine the household's eligibility for supportive services. Additional paper manuals were used to refer customers to community resources.

Now: The Electronic Resource and Eligibility Product (eREP) is the state of Utah's largest information technology project. eREP is a comprehensive system for eligibility determination, expanded to meet the needs of the Departments of Workforce Services, Health, and Human Services.

Several phases of the eREP project are already in production. Utah Cares is an online listing of state and community resources where the customer can receive referrals to resources in their locality, based on their specific need. InfoSource is the online collection of DWS policy and procedure manuals that links the eREP rules directly to the related policy, eliminating errors. The online application for DWS services was piloted in 2007 and will be implemented statewide early in 2008. eREP will go live October 2008.

Alien Labor Certification

The U.S. Department of Labor is responsible for administering employment-based certification programs giving employers the opportunity to import foreign workers to meet employer needs. The Department of Workforce Services assists by processing applications for two programs: H-2A Agricultural Temporary Labor Certification and H-2B Non-Agricultural Occupations Temporary Labor Certification. The agriculture program allows employers wishing to employ foreign workers on a temporary or seasonal basis to file a Labor Certification Application for nonimmigrant workers to legally work in the U.S. Over the past 12 months nearly 340 applications were processed, with most applications seeking multiple employees. In addition, over 180 housing inspections were conducted to ensure housing and safety for the temporary workers.

An H-2B temporary non-agricultural worker is an alien who is coming to the U.S. to perform temporary services or labor if qualified U.S. workers capable of performing such services or labor are not available. Over 430 applications were processed over the past 12 months.



One-Stop Programs and Services

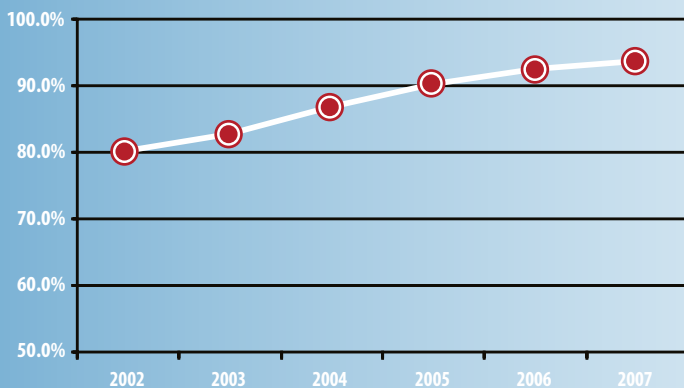
Child Care

The Child Care Trilemma: “The challenge to achieve high quality, adequate supply, and reasonable affordability of child care.”

The Office of Child Care (OCC) implements initiatives to assure children and families receive the supports they need within their own communities. Each OCC program integrates aspects of these common goals:

- To help our children grow up safe, healthy, and confident;
- To ensure our children in child care are engaged in developmentally appropriate activities;
- To ensure our children enter school ready to learn and succeed;
- To inform communities of their child care resources;
- To support families in becoming self-reliant and contributing to their community and state economy; and
- To maximize all available funding.

Timely Determinations of Child Care Applications State Fiscal Year



OCC has had many accomplishments during the past year. One welcome surprise was the increase in the child care subsidy rate. It has been seven years since the rates were last increased. The subsidy pays at the 75th percentile of our most recent market rate survey; the 75th percentile is the benchmark that states should strive to attain per regulations. More than 4,000 families, roughly 8,400 children, were positively impacted by the rate increase.

The office provides oversight of the comprehensive afterschool grant program serving age six through high school via:

- Youth Connections (elementary schools)
- Safe Passages (junior high and high schools)
 - ◊ The Safe Passages Jr. High Afterschool Grants Program is designed to help communities create safe, high quality programs for junior high school youth during the times they are not in school, especially while parents are at work. Twenty-one programs were funded in six counties for a total of \$600,000, starting July 1, 2007. Five programs are private non-profit, five are city or county operated, and eleven are school-based.
- Life Skills Training
 - ◊ Temporary Aid to Needy Families (TANF) provides funding for education outreach programs focusing on teens and young adults. These programs teach character building and life skills, and the importance of career and employment opportunities.

OCC has developed a five-year Child Care Professional Development Strategic Plan as a result of the first Child Care Professional Development Institute Statewide Professional Development Summit. The office has also developed core competencies for child care professionals and the newly formed CCPDI subcommittee developed written policies and procedures for the child care professional development programs and Career Ladder.



Choose to Work

Choose to Work services are another important collaboration between the Department of Workforce Services and the Utah State Office of Vocational Rehabilitation that provides job development, job placement, and follow-up services for people with disabilities.

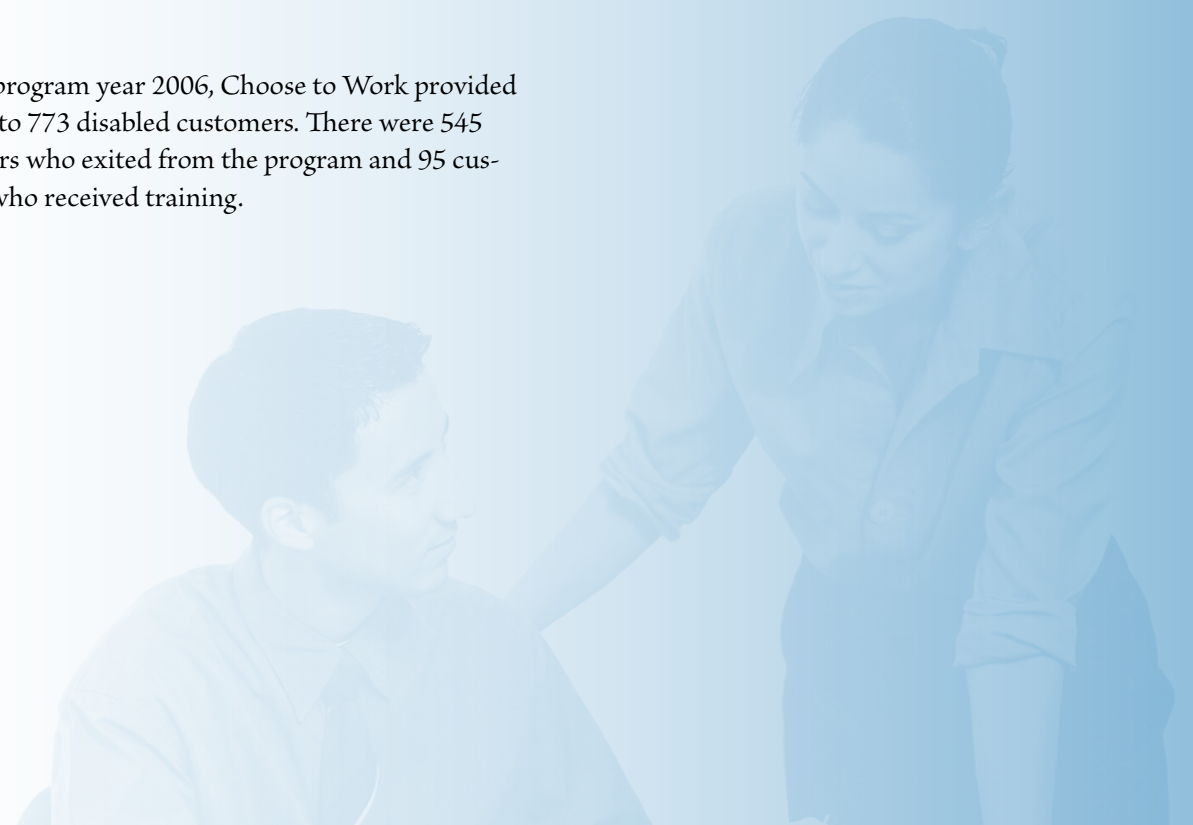
Choose to Work customers have a physical or mental impairment that substantially impedes successful access to and participation in employment. The role of the Choose to Work employment counselor is to pave the way for the customer to obtain an interview with an employer with the intent of a potential job offer. After placement, Choose to Work customers are provided follow-up services to facilitate employment retention. Follow-up services can be provided up to 12 months.

During program year 2006, Choose to Work provided services to 773 disabled customers. There were 545 customers who exited from the program and 95 customers who received training.

Dislocated Workers

The State Dislocated Worker Unit (DWU) provides rapid response early intervention assistance to companies and employees facing layoff or closures. The Trade Adjustment Assistance Act (TAA) helps companies and impacted workers petition the U.S. Department of Labor for certification for reemployment and retraining funds.

During program year 2005 the DWU provided rapid response assistance to 49 companies impacting 2,848 workers.





One-Stop Programs and Services

Family Employment Program (FEP)

FEP is a federally funded financial assistance program for single- and two-parent families needing help finding and maintaining work. FEP is funded through the federal Temporary Assistance for Needy Families (TANF) Block Grant.

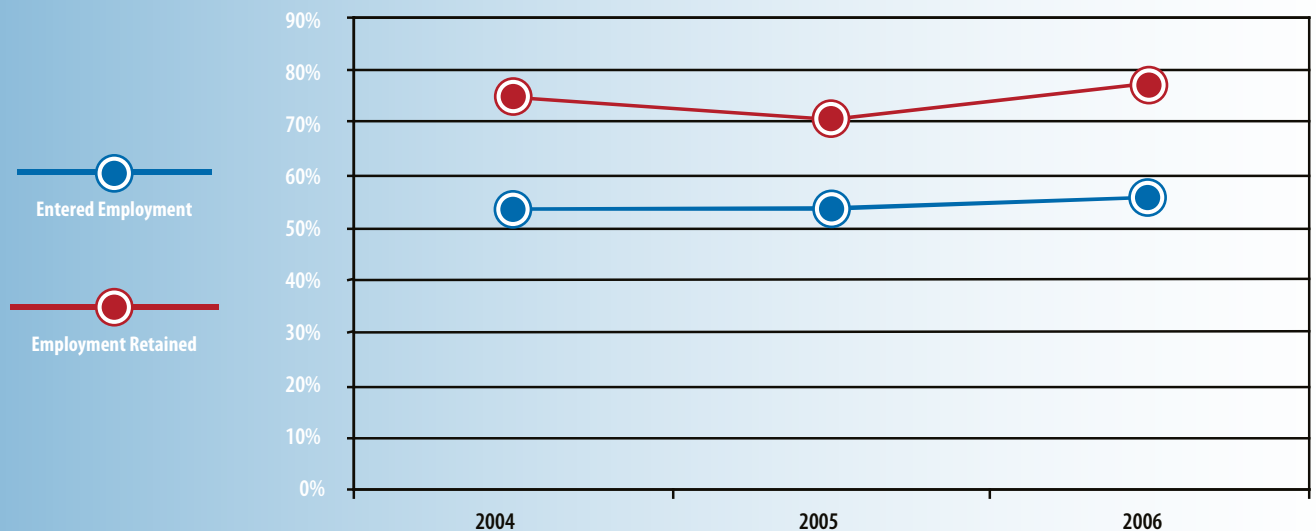
The Deficit Reduction Act of 2005 included a provision that reauthorized the TANF Block Grant. This change required the U.S. Department of Health and Human Services and the Administration for Children and Families to promulgate new regulations around work participation requirements.

Interim final regulations were published June 29, 2006. States were given one year to implement new requirements, including verification of data used to calculate a state's work participation rate and new audit and accountability measures.

TANF requires 50 percent of families receiving cash assistance to be participating in strictly defined federal work activities. For two-parent families, the participation rate requirement is 90 percent. We have increased our participation rates significantly over the past year.

The Transitional Cash Assistance Program was implemented on February 1, 2007. The program is designed to reduce the number of families who leave FEP with jobs but return and receive financial assistance later. The program also helps Utah meet the work participation rate; families continue to receive assistance for three months while they are working. Since the program started, 933 customers have received at least one transitional cash assistance payment.

TANF / FEP
State Fiscal Year





One-Stop Programs and Services

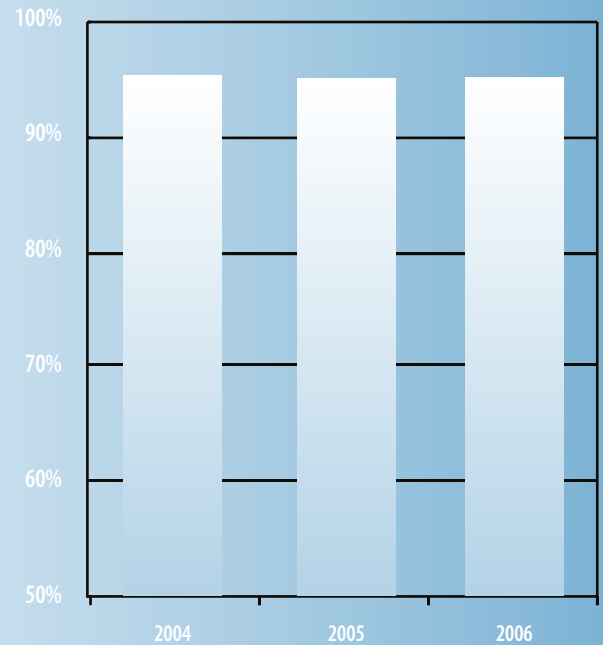
Food Stamps

The U.S. Department of Agriculture Food and Nutrition Services recognized DWS in June 2007 with the Pinnacle Award for Excellence in Customer Service and Program Access.

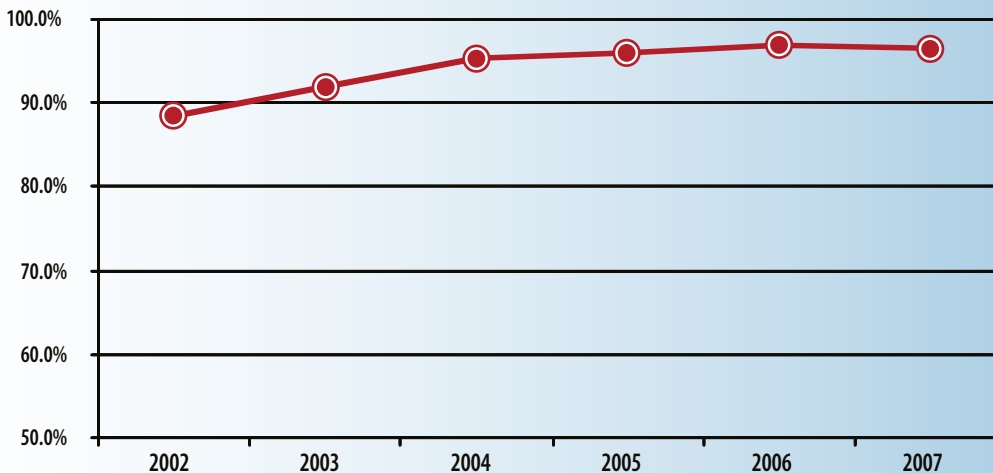
DWS was recognized as a leader in creating new avenues by which food stamp recipients can more quickly and conveniently access the Food Stamp Program through the use of new technology and innovative policies.

The new methods being implemented at DWS have the potential to eliminate many traditional barriers that prevent eligible persons, especially the elderly and working poor, from participating in the program.

Utah Food Stamp Payment Accuracy Federal Fiscal Year



Timely Determination of Food Stamp Applications State Fiscal Year





One-Stop Programs and Services

General Assistance (GA)

GA is a state funded financial assistance program that serves adults without children who have verified disabilities that are expected to be either short- or long-term. In SFY 2006 the average GA caseload was 1,936. GA caseloads continued to decline in SFY 2007 to an average of 1,415 cases, with a low of 1,276 in the month of June 2007. Caseloads have declined in part because of intensive case management efforts that yield positive results.

Customers with short-term disabilities work closely with a DWS case manager to get treatment so they can return to work. Community resources are essential for these customers who often lack health insurance and sometimes lack basic needs such as food, clothing, and shelter.

GA customers with long-term disabilities also work closely with DWS case managers, who assist them with the extensive process of filing applications and appeals for social security benefits. With positive case closures the Social Security Administration returned more than \$2 million in SFY 2007 to the State General Fund as reimbursement for the cost of serving GA customers while they are pursuing social security benefits.

THEN & NOW

PARTNERSHIPS

Then: Applying for public assistance meant a trip into an employment center to fill out an application; sometimes difficult for customers without a vehicle, or those who were elderly, physically or mentally ill, or parents of young children. Then imagine repeating the process to access other community resources at separate locations.

Now: In December 2006 the Community Partner Committee was formed with representatives from each region and the state office. In conjunction with the Business Consultant Redesign Committee and the Eligibility Modernization Committee, this group developed a detailed plan for involving community partners in increasing customer access to DWS services statewide, including a prioritized list of partners for each region, a formal community partner agreement, and training for both the partners and DWS staff.

An early implementation of the community partner process began in Central Region in October 2007, with plans to expand to all regions in 2008. The community partner process will strengthen cooperative efforts between DWS and the community and make it possible for customers to apply for DWS services at partner sites.



Healthy Marriage

The Office of Work & Family Life provides many resources for working families; one of which is the Utah Healthy Marriage Initiative (HMI). In 2007, the HMI developed a fully funded five-year strategic plan. The plan's focus includes maintaining two-parent families, preventing abuse, preventing family breakdown, and easing economic stress for both the individual and the state.

Since the program seeks to reach as many Utahns as possible with useful information on why marriage matters, what constitutes a healthy marriage, and how to form and sustain a healthy marriage, efforts are being made to create and support local coalitions for delivery of services in communities throughout the state.

As part of the ongoing effort, the Utah Commission on Marriage meets bimonthly to work on expanding marriage education services, increasing public awareness, and developing outcome measurement tools.

Incumbent Worker Training

The Incumbent Worker Training Program (IWTP) is designed to benefit business and industry by assisting existing employees' skill development, thereby increasing employee productivity and company growth. It is expected to result in the creation of new jobs, the retention of jobs that otherwise may have been eliminated, and an increase in wages for the trained workers. Companies receiving the training grants are required to provide 50 percent matching funds for each trainee.

The IWTP is a partnership among the Utah Department of Workforce Services, the State Workforce Investment Board, and business and industry. Funding for IWTP comes from the Adult and Dislocated Worker programs under the federally funded Workforce Investment Act.

THEN & NOW

TECHNOLOGY

Then: Ten years ago the sole source of accessing information and referral to social services was a book of 300 plus pages of information for the greater Salt Lake area only. The book was not in wide circulation for the general public.

Now: The state has developed a web-enabled product called Utah Cares. Utah Cares provides a tool that conducts high level screening of needs for individuals and families. It identifies state and community based and not for profit organizations that support the

specified services in each locality in the state. Utah Cares provides referrals to services and screens for eligibility. Utah Cares provides information regarding various applicable programs including provider location, map to provider location with a list of services provided. Customers will have the ability to know which services they may be eligible for and begin the application process and electronically schedule appointments with an identified service provider.



One-Stop Programs and Services

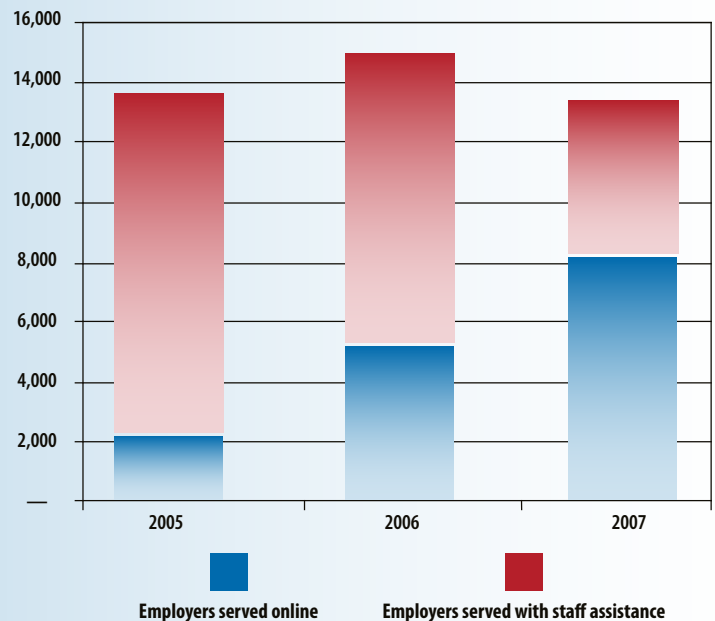
Online Employment Exchange

Increasing access to all of our services online is a priority for DWS, and this year employers and job seekers used online services to make their job connection.

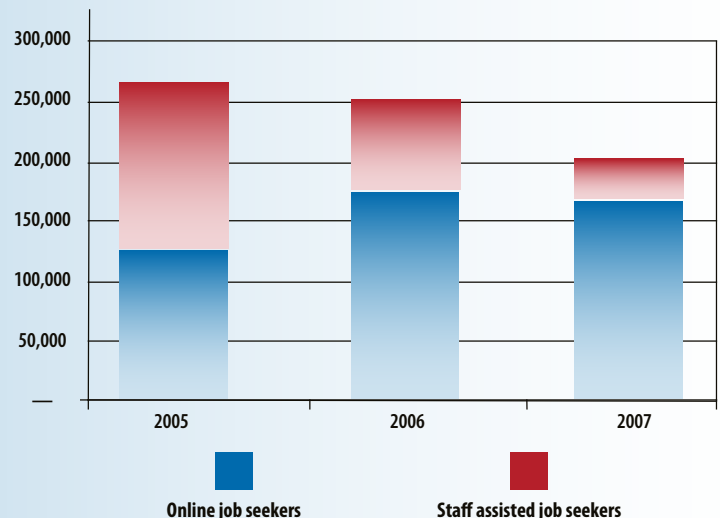
During SFY 2007, 127,285 job orders were listed with the Department's web site jobs.utah.gov. Utah's employers used the web site to enter 61 percent of their job orders. Online service allows employers to search for qualified job seekers to fill their job openings. In addition, jobs.utah.gov provides a wealth of resources such as labor market information, career decision-making information, links to other services, unemployment insurance information for claimants and employers, and New Hire Registry information.

During SFY 2007, 202,642 job seekers received DWS services. Online services were provided to 166,584 customers. Job seekers can use online services to register for employment, find job openings, file unemployment insurance claims, and plan a career.

Employers Served by DWS State Fiscal Year



Job Seekers Served by DWS State Fiscal Year





THEN & NOW

EFFICIENCIES

Then: Ten years ago employers looking for employees had to call or go into a DWS office to place a job order. Job seekers looking for work had to go into an office and search the job boards. Access was limited to a handful of offices located throughout the state. Further, the hours of access were normal business hours Monday through Friday.

Now: The DWS web site, jobs.utah.gov is available 24/7 with thousands of employment opportunities for job seekers and thousands of qualified applicants for employers.

Last year 127,285 jobs were listed with the Department. Employers used jobs.utah.gov to enter 61 percent of their job orders. DWS offered employers a new option where job listings are transferred electronically in a process called "flat filing". Using this process, Utah's largest employers increased job listings by more than 85 percent, climbing to more than 4,700 jobs per month. In addition, jobs.utah.gov provides a wealth of additional resources such as labor market information, career decision-making information, and links to other services.

Refugee Services

Refugees are people who are forced to flee their countries because of persecution or a well-founded fear of persecution due to race, religion, nationality, membership in a particular social group, or political opinion.

Individuals granted refugee status are brought to the United States for resettlement by the U.S. Department of State. The Office of Refugee Resettlement provides funding to DWS for refugee assistance programs.

Services to Utah refugees have seen increased attention under the Huntsman administration. In collaboration with Salt Lake County Mayor Peter Corroon, the Huntsman-Corroon Refugee Working Group was created to make recommendations to improve the Utah Refugee Resettlement Program.

The Refugee Working Group was created October 10, 2006, and met for the following nine months. Facilitated by the Utah Department of Community and Culture's Executive Director Palmer DePaulis, the Refugee Working Group was comprised of refugees, representatives from a variety of government, education, nonprofit service providers, and refugee ethnic associations. Over the course of their meetings, they gathered and reviewed information regarding the gaps in services and needs of refugees. The group prepared a list of possible solutions to address the identified gaps in services and submitted a report to Governor Huntsman and Mayor Corroon.



One-Stop Programs and Services

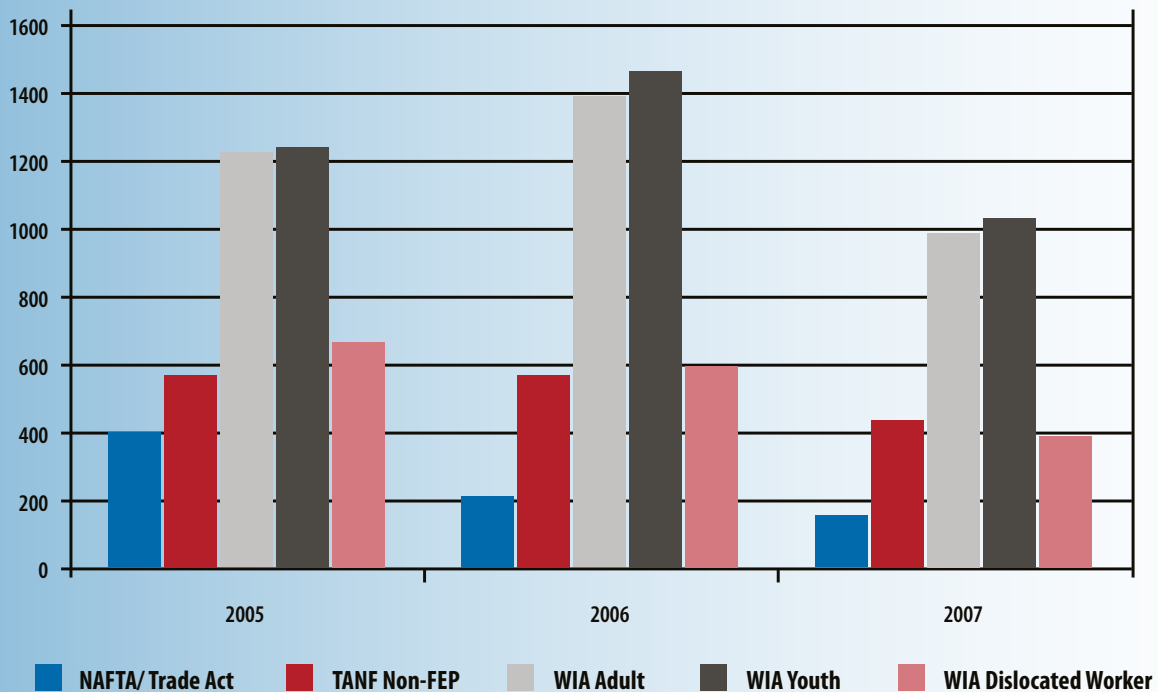
Training Services

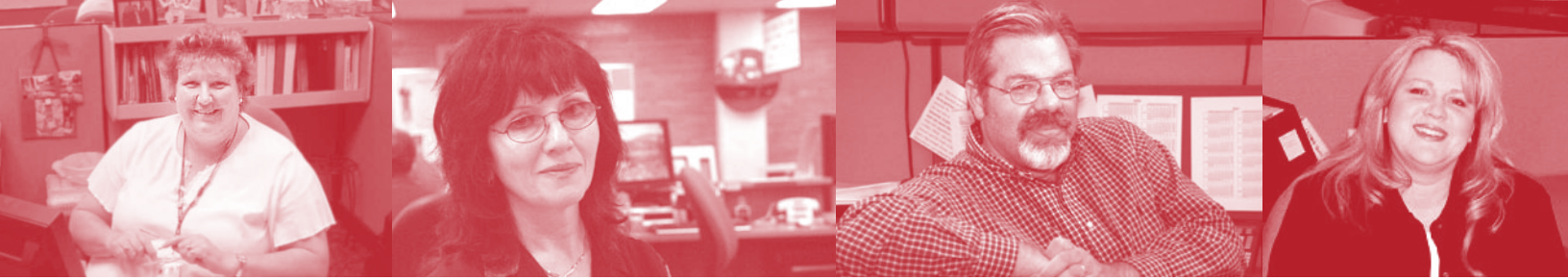
Training services are provided by DWS to help customers increase their skills and income, and to meet the needs of employers. The goal of training is to ensure workers have the skills Utah businesses need to be competitive and Utah citizens of all ages have the ability to obtain education to compete for higher wage jobs.

Customers can select from one of many approved training providers to receive short-term skill-based training, work site learning, on-the-job training, or paid or unpaid internships.



**Average Monthly Training Enrollments
State Fiscal Year**





THEN & NOW

ACCESS

Then: Unemployment insurance was available by call-in phone center in April 1997. Prior to 1997, UI claims could only be filed in person at 25 Job Service offices throughout the state. Claimants had to travel to an office, and in some rural areas it could take a full day including traveling relatively long distances; it was not unusual to take two days of traveling and waiting with kids in tow to file a claim.

The phone claims center allowed claimants to file from the comfort of home, in pajamas, without travel, no reason to have kids in tow, and most importantly no time waiting in line. The phone claims center was a great benefit for customers. Because of this shift in service delivery some employees had to change roles, responsibilities, and sometimes relocate.

Now: In 2001, DWS took it one step further by offering online filing options. Now Utah is recognized as having the top performing Unemployment Insurance Program in the nation.

Unemployment Insurance

Unemployment insurance (UI) pays a weekly benefit to eligible unemployed workers. Benefits are funded by quarterly contributions paid by employers. Unemployment insurance lessens the burden of unemployment for the worker by maintaining the unemployed worker's purchasing power, thereby preventing the spread of unemployment and retaining skilled, experienced workers for local area employers.

As with many of the services delivered by the Department, most services provided to employers and claimants can be accessed online. The service options include registering employers, filing for unemployment insurance benefits, filing tax and new hire reports, and paying contributions.

For example, when a claimant files a claim via phone, the Interactive Voice Response (IVR) computer checks to see if the claimant needs to file a continued claim and directs the caller appropriately. The IVR menu has been redesigned with new options and enhanced routing capabilities to help lower call volume in the Claims Center. The UI and New Hire Registry web sites have been redeveloped and integrated to be easier to use for employers and accountants. Over 50 percent of all claims filed are now done seamlessly over the internet without staff intervention. Also, the UI rules and procedures are easier to understand and more accessible to staff since being rewritten and moved online.

These enhancements have helped Utah lead the nation; Utah is ranked number one over all in the quality of our benefit determinations for SFY 2007. Utah consistently ranks as one of the top five states in the U.S. Department of Labor's core performance measures.

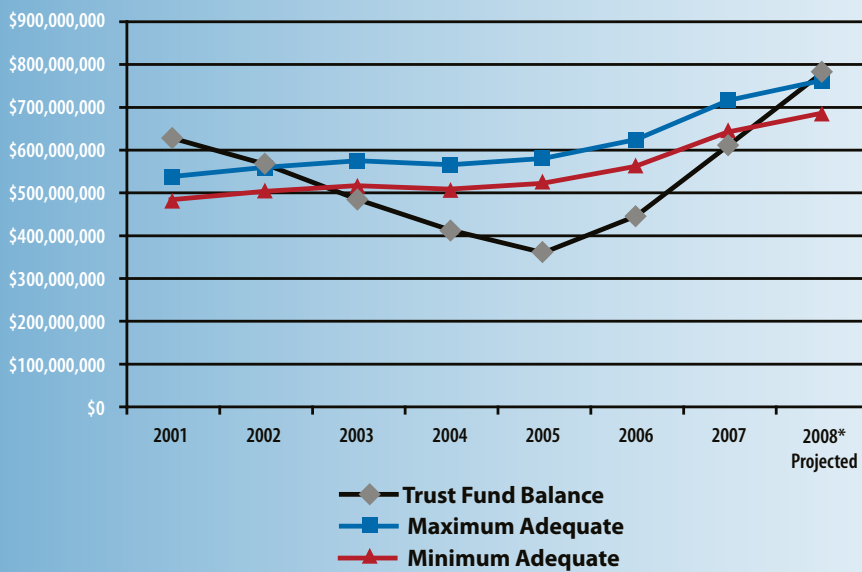
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One-Stop Programs and Services

Unemployment Insurance *(continued)*

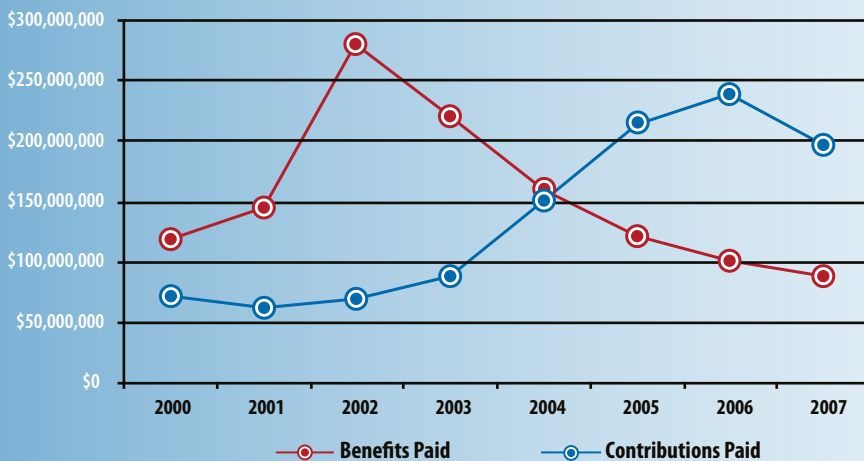
Unemployment Insurance Trust Fund Balance Adequacy by Rate Year



Utah is estimated to have detected 86 percent of the total detectable UI overpayments, which ranked second in the nation for the three-year period ending March 31, 2007. This is attributed to enhanced automated overpayment detection systems and staff efforts. Enhanced compliance efforts help safeguard the unemployment trust fund, which contributes to lower unemployment tax rates for Utah employers.

The claimant or the employer may appeal any unemployment insurance decision issued by DWS. Customers who are denied public assistance and training services also have a right to appeal a decision to the Division of Adjudication.

Unemployment Insurance Contributions vs. Benefits Paid Fiscal Years 2000 - 2007



The Utah Division of Adjudication continues to rank in the top tier of states for meeting and surpassing federal standards. The quality of its work and the timeliness of the decisions consistently surpass the national average and contributed to the Department's receipt of the first ever Pinnacle Award given by the U.S. Department of Labor in November 2006 for the best overall unemployment insurance program in the country.



Veterans' Employment

With the current conflicts in Iraq and Afghanistan, services to veterans have taken on a heightened importance. The U.S. Department of Labor Veterans' Employment and Training Service (VETS) funds our program. Our focus is primarily to foster employment.

Through a noncompetitive "Jobs for Veterans" state grants program, VETS offers employment and training services to eligible veterans, other eligible persons, transitioning service members, their spouses and, indirectly, employers. The grant also gives the state the flexibility to determine the best distribution of staff resources. Under this grant program, funds are allocated to state workforce agencies in direct proportion to the number of veterans seeking employment within their state.

DWS has 19 employees who are identified as "vet reps." In this capacity the vet reps serve only veterans.

Services are provided to all eligible veterans. At any given time over the past 12 months, nearly 10,000 veterans were registered with DWS.

Work/Life Awards

The prestigious 2007 Work/Life Awards were presented to the largest group of applicants in its nine-year history, highlighted by a keynote address from Governor Jon M. Huntsman.

The Utah Work/Life Award recognizes and honors companies that are creating exceptional workplaces and businesses by effectively addressing employee work/life needs and striving to create and maintain a culture of equity and opportunity. Being named one of Utah's best places to work is an honor that carries many benefits.

For 2008, our 10th year, we will include the following new Work/Life initiatives:

- Best Practice Forums
- CEO Work/Life Summit
- Legacy Mentor Companies (companies that have won the award multiple times)
- Tours of Award-Winning Companies
- Cutting-edge Webinars & Teleconferences



One-Stop Programs and Services

Workforce Development and Information

DWS collects, analyzes, and reports data about the labor economy and our programs, as well as participates in partnership activities with industry and education for workforce development.

We are partnered with the Governor’s Office of Economic Development (GOED) education and industry through the Workforce Investment in Regional Economic Development (WIRED) grant that is focused on growing the biotechnology sector in Utah. We have also partnered with industry and education on numerous grant applications and workforce development strategies and events in the sectors of healthcare, energy, automotive technology, construction, and composites manufacturing. Events have included Construction Career Days, MotorFest, and the establishment of the Workforce Education and Training Center (WETC) in Helper.

This past year Management Information Services (MIS) implemented extensive changes to reporting systems

mandated by federal partners for financial, employment, and training programs; these updates allow the agency to comply with new performance requirements while maintaining accurate and timely reporting.

The Workforce Information (WI) Division gathers data on employment, industry, occupations, and wages as mandated by our federal partners and publishes them in variety of media for customers. Between January and June of this year WDID conducted 30 presentations and trainings, and had 878,000 web visits to the WI web site. The Division also published and distributed 109,000 publications in both hard copy and electronic formats. Examples of these publications include Trendlines, various Career Guides and Workforce News. DWS economists fielded hundreds of data requests from the media, education, community groups, government partners, private companies, and individual citizens to assist in decision-making.

Unemployment Rates August 2007

Unemployment Rates		Change from last year	
Utah Unemployment Rate	2.6%	down	0.3 points
U.S. Unemployment Rate	4.6%	down	0.1 points
Utah Nonfarm Jobs (000s)	1,262.8	up	4.5%
U.S. Nonfarm Jobs (000s)	137,752.0	up	1.1%
June 2007 Consumer Price Index Rates			
U.S. Consumer Price Index	208.4	up	2.7%
U.S. Producer Price Index	167.1	up	3.3



Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) Program is available to Utah employers and to job seekers who may have a difficult time finding employment due to extenuating circumstances. It is a federal tax credit that encourages employers to hire nine targeted groups of job seekers by reducing employers' federal income tax liability.

DWS acts as an agent of the federal government for purposes of administering the Work Opportunity Tax Credit Program. Our role is to receive, review, and process applications for the Department of Labor and the IRS. In 2007 DWS processed over 12,000 WOTC applications.

Youth Services

Programs serving youth in training and employment have always been a priority of the Department. One of the components is the Youth Vision Team, which has representation from the Department of Human Services, Juvenile Justice Services, the Division of Child and Family Services, the Utah State Office of Rehabilitation, the Department of Community and Culture Division of Housing, the Utah State Office of Education, Utah College of Applied Technology, Job Corps, Mountainland Consortium of Schools, and DWS.

Utah is one of 16 states working with funds from the U.S. Department of Labor to improve agency collaboration for high-risk youth. This is another example of collaborating with other agencies to use available resources to improve the education outcomes for youth in two secure care facilities and to help them transition successfully into the workforce.





State Council on Workforce Services

State Council on Workforce Services

The State Council on Workforce Services is taking a proactive and innovative approach to address a critical issue of workforce development: the shortage of trained workers in rapidly expanding industry sectors. The State Council takes that challenge seriously, and its role as the oversight board of the Department of Workforce Services reflects that commitment.

The economic reality of today, especially in Utah where the economy is the strongest in the nation, has created a need for workforce and education policies that better meet employer demands for skilled workers. A major initiative this year has been the awarding of funds to local businesses under the Incumbent Worker Training Program (IWTP).

The Incumbent Worker Training Program is a partnership among the Department of Workforce Services, the State Council on Workforce Services, and business and industry. Funding for IWTP comes from the Adult and Dislocated Worker program under the federally funded Workforce Investment Act. Nineteen Utah companies received a portion of \$1,774,000 for training skill upgrades for their workers through the IWTP.

Each year, the Department and the State Council on Workforce Services determines the funding level for the IWTP. Once it is determined funding is available, notification to employers occurs by an announcement on jobs.utah.gov and via email to all employers registered with the Department.

The funds are specifically earmarked for employee training, and are available to businesses that have a long-range commitment to employee training, with defined advancement opportunities for their employees. The IWTP is all about improving the skills and strengthening Utah's workforce now and into the future.

THEN & NOW

WORKFORCE DEVELOPMENT

Then: Industries facing a shortage of workers had very few options to address their needs. Classified advertising in the help wanted section or listing the jobs with Job Service were the most common available options.

Now: The State Council and Regional Councils are taking a proactive and multifaceted approach to address the shortage of trained workers in industry sectors that are rapidly expanding. Regional Councils have initiated a series of targeted industry roundtables engaging government, private industry, and education partners to develop long-term solutions to the problem. Roundtable discussions included construction, manufacturing, and the automotive industry. Each regional council chair can raise roundtable issues that have statewide implications through the State Council Regional Chairs Subcommittee.

These employer roundtables demonstrate the principles of the Workforce Investment Act, where public and private sector partnerships can lead to a more productive and profitable workplace.



Regional Council Reports

Central Region *Salt Lake, Tooele*

The year began with the seating of a new council chair and vice chair on the Central Region Council. Paul Jackson and John Hill were elected to serve as chair and vice chair. Mr. Jackson, who is the assistant vice president of human resources for IHC, has been a member of the Council since 2000. Mr. Hill, vice president of human resources - L3 Communications, has been a member of the Council for three years.

The Council sponsored a “Knowledge Is Power,” training provider fair on April 5 in Salt Lake City. Over 110 employment counselors and 30 training providers attended this event to promote education and understanding regarding approved training programs, available to low-income customers wishing to improve their economic opportunities.

The Automotive Workgroup concluded its automotive curriculum development activities for the current school year with the publication of a progress report. The report outlines the status of its effort to develop a seamless, articulated curriculum for automotive technicians and to promote careers in the automotive industry.

With the collaborative efforts of the Salt Lake Chamber, Utah State Office of Education, Salt Lake Community College, Central Region Council, DWS, and several private sector employers, the expanded MotorFest took

place on September 27 and 28. The objective was to inform both students and educators about the diverse and exciting careers in the automotive industry. The event was a huge success, demonstrated by the participation of nearly 2,000 junior high and high school students from Salt Lake and Tooele counties. The students had the opportunity to participate with hands-on demonstrations in automotive, diesel, and related occupations.

The Council also sponsored an Automotive/Diesel Tech Summit for industry and education leaders on October 24. Significant achievements were highlighted such as the automotive curriculum articulation agreement between Salt Lake Community College and Salt Lake Tooele Applied Technology College, and a commitment from public education to continue supporting the development of curriculum articulation agreements with Salt Lake and Tooele county high schools.

The Central Region Youth Council continues to work on developing a strategy to share information with alternative education partners about students who have left high school. Each year, approximately 400-500 students leave high school before completing their education. The goal is to provide students with opportunities to develop knowledge and skills in areas that will help them obtain skill-based education or careers.



Regional Council Reports

Eastern Region *Uintah Basin Region Council: Daggett, Duchesne, Uintah* *Southeast Region Council: Carbon, Emery, Grand, San Juan*

The success of programs in the Eastern Region is based on collaboration and employing technology in order to serve such a large geographic area of the state. The seven-county area from Daggett County in the north to the four corners area of San Juan County in the southern end of the state presents a very diverse economic and demographic picture.

The Uintah Basin Regional Council established a Health-care Resources Task Force in 2003 to quantify health care shortages and work on solutions. The Task Force, with representation from health care providers, education administrators, elected officials, and local agencies experienced great success the past 12 months. Several significant events have occurred, which should result in the College of Eastern Utah (CEU) offering a registered nurse training program in the Uintah Basin as early as January 2008. Funding and operational support for the program will come from CEU, Utah State University, Uintah Basin Applied Technology College, local private sector health providers, and agencies that sponsor nursing students.

Another important partnership in the region is with the Western Energy Technology Center (WETC). WETC held its grand opening on September 28, 2006. The open-

ing event was a culmination of several years of planning and partnerships that had worked to make WETC a reality. The board of directors includes many industry members as well as representation from local public organizations. Price employment center manager Susan Etzel had this to say about the partnership, "As a member of the WETC board it has been very exciting to watch a great idea come to fruition. The last year for me has been an Energy 101 course taught by some very knowledgeable industry leaders in mining, oil/gas, transportation and power, which of course is the Board of Directors and staff of WETC."

WETC has garnered national attention and accomplished much in terms of hiring industry professionals that have developed curriculum based on industry need, conducted classes for various certifications, and facilitated symposiums and meetings for a myriad of working professionals. Since opening its doors to training just one year ago, WETC has enrolled over 3,000 students for various training offerings and double that amount for industry symposiums. In June the center conducted a Safety Fest and has had requests for it to be repeated at least yearly. Most recently WETC received a Center of Excellence Grant to support a clean coke plant pilot project located at WETC.



Mountainland Region *Summit, Wasatch, Utah*

To become better informed of the processes, programs, and partnerships with which the Department is involved, the Mountainland Regional Council moved to an educational format for its meetings. At its first meeting of the year, the Transition to Adult Living (TAL) initiative information was presented by the representative from the Division of Child and Family Services. That presentation prompted one council member to host a Door Opener at his place of employment for TAL youth to come and learn about his industry. This Door Opener event is currently in the planning process.

Subsequent meetings featured topics such as

- What are the three issues around economic development that impact Utah, Wasatch, and Summit counties, and how can council employers use concepts to strategize their business plans?
- How can educators tailor programs to meet the needs of the economic challenges of employers?
- Why it's important for employers to know and offer DWS services and how to access these services regarding low wages, child care, employee retention, and work site learning.
- What incentives can employers use to retain their workforce?

Partnerships remain a valuable tool in delivering our services to the community. Recent partnerships such as the WIA Consortium of Education partnership with Youth Visions resulted in receiving a grant to implement the TAL program in the Juvenile Justice System. It is estimated that 70 to 100 youth will be served with this grant. Also, Mountainland Region partnered with Community Action on their Summer Food Drive with a campaign titled, Summer of Sharing. The region was tasked to help stock the shelves for the food bank over the summer months. Each employment center participated, helping to fill empty shelves.

Construction Career Days in April was another example of a successful partnership with private industry as the Council partnered with Thanksgiving Point and local construction companies to host the event. Fifty-six schools, 24 school districts, and 5,789 students participated, with some students traveling up to 200 miles to attend. There were a total of 77 exhibitors on-site with several employers interviewing for workers.



Regional Council Reports

North Region *Bear River Region Council: Box Elder, Cache, Rich Wasatch North Region Council: Weber, Morgan, Davis*

The Wasatch North Regional Council

The Wasatch North Regional Council has had many accomplishments over the past year. As with past years, establishing partnerships and employing technology has proved to be an effective strategy to deliver services.

Through the Futures Through Training (FTT) program, 394 youth were served.

FTT partnered with Clearfield Job Corps and local businesses to complete their leadership project. The youth collected donations and partnered with Clearfield Job Corps and Ogden City to plant flowers, trees and spread fresh bark in the playground.

In addition, 35 employers worked with FTT in developing work sites for the Summer Youth Employment Opportunity program.

Members of the Training Employers and Marketing Taskforce continued to strengthen the relationship among DWS, educators, and employers. Members collaborated with DWS, Ogden/Weber and Davis Applied Technology Colleges, and area employers to address the lack of basic skills of many job applicants. They employed a Developing a Curriculum process, and provided input in critiquing the validation of the Work Readiness Assessment Tool for the workplace essentials course.

The Bear River North Regional Council

In order to accomplish its goals for the year, the Bear River North Regional Council has used collaboration and technology to achieve its many successes.

The Bear River Youth Council WIA Youth Programs provided services to 128 youth.

The WIA Summer Youth Employment Opportunity Program partnered with Utah State University and other community-based organizations such as the Boys and Girls Club. Other organizations participating include Mountainview, a machining and welding business, the County Court, the Chamber of Commerce, Intermountain Diesel, and Cover Up.

The Bear River Youth Leadership Project, in collaboration with DWS staff and WIA youth, put together care packages for U.S. soldiers in Iraq. The care packages included poems and a thank you card to each soldier.

The Bear River Marketing Task Force members collaborated with the Training Committee members and the Society of Human Resource Management to sponsor an Employer Law Summit for approximately 100 employers.



Western Region *Juab, Millard, Piute, Sanpete, Sevier, Wayne, Beaver, Garfield, Iron, Kane, and Washington*

Challenges in the Western Region include dealing with the explosive growth in Washington County and Cedar City. Like its eastern counter part, Western Region staff has to rely on collaboration and technology to meet a multitude of needs.

Western Region focused on using advances in technology to support economic development and increase employment opportunities within rural Western Region. Technology paved the way for an entire DWS eligibility unit in Richfield to telecommute. By employing this telecommuting strategy, management now has the ability to evenly distribute the caseloads to a variety of workers, leading to increased efficiency throughout the region.

Western Region will house the Department's third call center, the Tri Region Application Call Center (TRACC). This decision supports eligibility modernization and our statewide deployment of eREP online applications in September 2007. The call center provides opportunities for Western Region to implement the pathways, processes, and use technology in an environment that supports retaining employment in rural Utah. The call center will serve as an additional access point for DWS customers. It does not replace any of the current points of access; rather, it introduces a new dimension to the application process. TRACC will process all online applications for Eastern, Mountainland, and Western regions.

Utah State University Extension formed a joint venture in conjunction with several state agencies and private employers from the construction industry to host a very successful major event. The Department of Workforce Services, Adult Education, Applied Technology Colleges, and numerous school districts throughout the Western Region contributed to the third annual Construction Career Days held March 20-21, 2007, at the Washington County Fairgrounds in Hurricane. The event attracted approximately 3,000 students from Washington, Iron, Garfield, Kane, and Beaver County School Districts, and Dixie Applied Technology College. Students came from as far away as Mesquite, Nevada and Beaver Dam, Arizona to participate in the event. The Western Region Council on Workforce Services also participated as a sponsor for this event.

Another successful partnership in the region was the Reality Store. The Reality Store exposes youth to the responsibilities of adult living. The Reality Store events (created by the Business and Professional Women of Indiana) were held in six areas in our region: Delta, Richfield, Manti, St. George, Cedar City, and Kanab and attracted 375 youth. Also, the Iron County Manufacturing Fair was held on March 22 attracting more than 200 students.



Budget Summary

Budget Summary

In state fiscal year (SFY) 2007, DWS expenditures totaled \$517 million. Of this total, \$336 million was spent in direct benefits and assistance to DWS customers, including \$105 million in unemployment insurance (UI) benefits paid, a 5 percent decrease from 2006. This decrease is largely due to Utah's unprecedented economic performance and the low unemployment rate the state is currently enjoying.

Food stamp benefits were \$134 million, a 5 percent decrease from 2006.

Financial assistance payments were \$32 million, which translated to a 29 percent decrease from 2006.

Child care payments were \$46 million, a 13 percent increase from 2006. This increase is also a reflection of Utah's economic conditions. As more people find employment, DWS is assisting more customers to help meet their child care needs.

Of the overall DWS budget, 84 percent is from federal sources, and a decline in federal funding seems to be a developing trend with many assistance programs experiencing funding reductions.

The Workforce Investment Act (WIA) Adult Program saw a 10 percent reduction, and the WIA Dislocated Worker Program saw a 38 percent reduction for SFY08. For FY 2008 the base grant for UI was reduced \$1.1 million. For TANE, because of re-indexing the program base year to 2005, Utah will most likely not be able to enjoy the caseload reduction credit, which historically reduced

the state funded Maintenance of Effort (MOE) requirement by 5 percent. This will require an additional \$1.6 million in state funding.

The reauthorization of the Workforce Investment Act is still pending in Congress, with several versions of this legislation still being debated. However, budget officials anticipate some type of financial impact.

A total of \$18.2 million has been spent during FY07 for the development of the Electronic Resource and Eligibility Product (eREP). The program provides basic eligibility-related functionality, expanded to include specific requirements for the Departments of Workforce Services, Health, and Human Services. All three departments are involved in the development of the system. eREP implementation goes live October 2008.

The General Assistance Program expenses were \$11.1 million for FY07, which was \$600,000 over the budgeted amount of \$10.5 million. DWS received \$3.0 million ongoing funding in additional general fund revenues and \$2.0 million one-time additional funding for FY08 that will allow the Department to maintain services at the current caseload.

For 2008 DWS has assumed responsibility for all medical program eligibility determinations. This resulted in approximately 250 staff transferring from the Department of Health to DWS and included a transfer of \$6.6 million in general fund revenues and \$8.2 million in federal and other funds.



Budget Summary

SFY 2007 Expenditures by Funding Source Summary

<i>Category</i>	<i>Program</i>	<i>Amount</i>	<i>Percent of Category</i>	<i>Percent of Total</i>
Federal Funds		436,789,546	100.00%	84.41%
	Unemployment Insurance	125,783,847	28.80%	24.31%
	TANF	64,945,436	14.87%	12.55%
	Food Stamps	155,477,312	35.60%	30.05%
	Child Care	48,591,687	11.12%	9.39%
	Wagner Peyser	4,349,105	1.00%	0.84%
	WIA	14,272,322	3.27%	2.76%
	Other Federal	23,369,836	5.35%	4.52%
State Funds		73,580,280	100.00%	14.22%
	State Programs	11,181,594	15.20%	2.16%
	Food Stamps Match	19,596,324	26.63%	3.79%
	TANF MOE	22,848,367	31.05%	4.42%
	Child Care MOE/Match	7,142,025	9.71%	1.38%
	Other State Funds	12,811,970	17.41%	2.48%
Dedicated Credits/Agency Funds		7,075,456	100.00%	1.37%
Total		\$ 517,445,282	100.00%	100.00%



Evaluations of DWS

Evaluations of DWS

DWS conducts a variety of evaluations such as internal audits, program performance reviews, case edits, and contract monitoring as determined by the DWS Executive director or the Governor. The outcome from these evaluations provides objective and timely analysis and recommendation for improvement, relative to all activities reviewed.

Internal Audit

Internal audit 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 Federal Regulations, Utah Administrative Rules and DWS policy.

State Program Review and Monitoring

State Program staff review and monitor on an ongoing basis and work with Regional Program Specialists when problems are identified. State Program staff also work with the third tier editor on a quarterly basis to identify problem areas and any actions necessary for an appropriate correction.

Program Performance Reviews and Validation

The Program Performance Team (PPT) is tasked with the responsibility for program related oversight and data validation functions within DWS, as it relates to federally funded programs. The primary purpose of program monitoring within this department shall be to assist management in the effective discharge of their responsibilities. PPT functions as a team to provide objective and timely analyses and recommendations relative to activities reviewed.

Employment Counseling Case Edit Process

DWS has a formalized employment counseling case editing process. This process provides detailed programmatic oversight, and creates the data set to guide systematic continuous improvement. The additional data available as a result of this process allows the department to prioritize service improvements.

Contract Monitoring

Contracts are monitored to include: compliance with statement of work, case file review, program and fiscal compliance reviews and a review of facilities to assure compliance of ADA requirements.



WIA Allocation and Costs in Relation to Performance

Utah provided mediated core services to more than 132,000 customers and self-service core services to more than 154,000 customers during program year 2006.

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.

PY06 WIA Service Counts by Achievement Objectives

Achievement Objective (Service Category)	Total Services	WIA Adults	WIA Dislocated Workers	WIA Youth
Assessment	754	434	72	248
Basic Education	817	434	94	291
Employment-Related Education	3415	2225	835	355
Intensive Employment Services	48	19	9	20
Job Search Assistance	578	377	106	95
Life Skills	83	40	12	31
Supportive Services	1064	751	151	162
Treatment	305	188	27	90
Work Site Learning	509	326	55	128
Youth Services	8162	1573	474	6115



Cost per Activity

Cost of Program Activities

Program Activity	Total Federal Spending	Average Cost Per Activity (Objective)
Adults	\$4,341,149	\$682.00
Dislocated Workers	\$ 2,512,303	\$1369.00
Youth	\$4,248,513	\$564.00
Rapid Response	\$192,853	
Statewide Required Activities	\$1,107,825	
Statewide Allowable Activities:		
Miscellaneous	\$ 306,086	
Incumbent Worker	\$ 1,047,922	
Total of All Federal Spending Listed Above	\$13,756,652	



**Department of
Workforce Services**



jobs.utah.gov

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.