



Innovation  
Employee Success  
Customer Service  
Prevention  
Competitiveness



What We're *About*...

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Utah Department of Workforce  
Services

- Kristen Cox, DWS Executive Director
- Kevin Crandall, Chair, State Council on Workforce Services (or SWIB)

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## Introduction

We're About  
*Success....*



As you peruse this 2007-2008 Department of Workforce Services (DWS) Annual Report, you will see multiple examples of how our divisions, the programs they administer, and the activities of our State and Regional Councils on Workforce Services support the strategic goals of the department: Innovation, Employee Success, Customer Service, Prevention and Competitiveness.

There are many innovations reported here, from the state toll-free number for eligibility services sorted by zip codes, to placing computers in the Iron County Senior Center so that our senior citizens can access our services on site.

Employee success is measured in many different ways, but one of the best ways to measure success is by the fruits of the labor of our front line staff. A good example is the amazing success of one of our Logan customers, Ammon Larsen, who fled an unconventional upbringing to being well on his way to a career in medicine. You could attribute his success partly to accessible, responsive and personalized customer service.

Through program waivers, our training programs under the Workforce Investment Act can provide more flexibility in training options. Waivers that can allow us to address the transportation barriers of a troubled young person, for example, to prevent him from dropping out of the education system and into near certain poverty.

Taken to fruition, the above strengthen Utah's economy. The Incumbent Worker Training Program can help a local employer expand his or her business and keep and retrain valuable staff as they expand a product line sold throughout the world in our increasingly global economy.

From our executive management team to our front line workers, these goals apply to all of us, regardless of our specific job. Our goals are interdependent; achieving one goal sets the stage for pursuing the next.

- As we innovate, we foster a culture of success.
- Our individual success enhances our customer service.
- Excellence in customer service helps mitigate and prevent customer crisis.
- By supporting our customers' futures, we enhance our state's competitiveness.

All of this is laid out in this report, not just from the anecdotal examples above, the numbers and data bear that out as well. Not only do we provide important services to virtually every citizen of the State of Utah, we are also accountable to our federal and state partners in the administration of our taxpayers' dollars. Read on and see for yourself.

## Administration and Oversight of the Workforce Investment Act Program



### 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 of these evaluations provides objective and timely analysis and recommendation for improvement, relative to all activities reviewed.

### Internal Audit

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 Federal Regulations, Utah Administrative Rules and DWS policy.

### State Program Review and Monitoring

State Program staff review and monitor cases on an ongoing basis and work with Regional Program Specialists when problems are identified. State Program staff also work with the State Employment Counseling Edit Analyst to identify problem areas and any actions necessary for appropriate correction. Each quarter, the Employment Counseling Edit Analyst conducts the third-tier edit process statewide to ensure Supervisory edit accuracy and the correction of case errors.

### Program 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 DWS is to assist management in the effective discharge of its 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 ensure compliance of ADA requirements.

### WIA Allocation and Costs in Relation to Performance

Utah provided mediated core services to more than 108,000 customers and self-service core services to more than 183,000 customers during

## Administration and Oversight of the Workforce Investment Act Program

Continued

PY07 WIA Service Counts by Achievement Objectives

Achievement Objective (Service Category)	Total Services	WIA Adults	WIA Dislocated Workers	WIA Youth
Assessment	508	304	54	150
Basic Education	516	253	84	179
Employment-Related Education	3321	2027	813	481
Intensive Employment Services	39	24	7	8
Job Search Assistance	405	273	74	58
Life Skills	39	19	4	16
Supportive Services	783	583	106	94
Treatment	198	119	15	64
Work Site Learning	310	195	21	94
Youth Services	7413	1258	417	5738

program year 2007. To appreciate the cost of workforce investment activities (which Utah refers to as objectives) in relation to the effect on performance, refer to the table above. 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.

### Waivers

Utah recognizes the importance and flexibility waivers afford the Workforce Development System. In conjunction with the SWIB, the following waivers are in operation.

- Subsequent Eligible Training Provider—Utah is currently working under an approved waiver to postpone the implementation of the subsequent eligibility process for Eligible Training Providers.
  - ∞ The benefit of this waiver to Utah is it allows for a larger pool of training providers for customer choice.
- Incumbent Worker State Set-aside funding—Utah reserves up to 50 percent of WIA Adult and Dislocated Worker formula funds to run an innovative Incumbent Worker Training Program.
  - ∞ The benefit of this waiver to Utah is that it supports the State Plan by concentrating resources among growth areas and thereby provides the necessary incentives for improved employment for incumbent workers.
- Individual Training Accounts for WIA eligible youth—Utah is currently working under an approved waiver to the exclusion and regulatory prohibition of using Individual Training Accounts (ITAs) for youth.
  - ∞ The benefit of this waiver to Utah is the use of ITAs for this population will provide more flexibility in service delivery. The real-life informed decision-making involved in using ITAs and the Eligible Training Provider list provides eligible youth with the experience of responsibility that is so necessary as they transition to adulthood.
- 100 percent transfer between WIA Adult and WIA Dislocated Worker funding streams—Utah is currently working under an approved waiver to grant the State Workforce Investment Board (SWIB) the ability to transfer up to 100 percent of each program year (PY) allocation between the Adult and Dislocated funding streams.
  - ∞ The benefit of this waiver to Utah is in local planning and in meeting service needs. This waiver further enhances Utah’s ability to address workforce needs within the state.
- Reporting Performance Outcome Measures for Workforce Investment Act Title I; Wagner Peyser Act (Labor Exchange); Jobs for Veterans Act of 2002 (Title 38 USC);

# Administration and Oversight of the Workforce Investment Act Program

Continued



## Cost of Program Activities

Program Activity	Total Federal Spending	Average Cost Per Activity (Objective)
Local Adults*	\$4,400,993	\$871.00
Local Dislocated Workers*	\$2,782,444	\$1744.00
Local Youth*	\$4,045,359	\$588.00
Rapid Response	\$195,578	
Statewide Required Activities	\$798,263	
<b>Statewide Allowable Activities:</b>		
Miscellaneous	\$425,655	
Incumbent Worker	\$550,000	
<b>Total of All Federal Spending Listed Above</b>	<b>\$13,198,293</b>	

\* Includes Local Administration expenses and Incumbent Worker expenses (per waiver for Adult and Dislocated Worker only)

and Trade Act—Utah is currently working under an approved waiver to enable Utah’s workforce development partners to implement the 6 (3 adult and 3 youth) new common performance measures and waive the requirement to report on the 17 (15 core and 2 customer satisfaction) indicators of performance for employment and training activities.

∞ The benefit of this waiver to Utah is to simplify and streamline the performance accountability system that is an integral part of a reformed workforce development system.

### Statewide Activity

Utah prioritizes the services and activities supported by statewide activity funds annually. PY07 activities include:

**Choices**—Online-based career assessment used by core, intensive and training customers.

**Job Vacancy Survey**—Used to gauge the current demand for labor and characteristics of current job openings in Utah. The JVS helps job seekers identify occupations in de-

mand and helps employers recognize the existence of skill shortages and labor gaps.

**Incumbent Worker**—Utah operated a successful Incumbent Worker Training Program (IWTP) in PY07, serving 39 companies and training 791 Utah employees, which are counted as participants and part of the outcome measures.

**Youth Leadership**—Youth conducted leadership development/citizenship projects in communities in each region.

**Transition to Adult Living, Youth Summit**—Statewide funds support Utah’s Transition to Adult Living (TAL) partnership Youth Summit, which provides high risk youth a chance to focus on education, job training, employment, and other resources.

As we innovate,  
we foster a  
culture  
of success.

## Workforce Information Division

We're about  
timely and  
*accurate*  
economic  
information.

Utah's Workforce Information Division (WDID) has been selected by the Bureau of Labor Statistics as the lead state agency in development of a national system to be used by all states for the Quarterly Census of Employment and Wages Program. The division has published updated versions of Utah's Career Guide and two supplements; one for Older Workers and one specifically geared toward women in the workforce. WDID staff has increased its working relationship with the Governor's Office of Economic Development, Education and other workforce development partners to provide accurate data about Utah's labor market. The division has updated and added more consumable labor market information on our Workforce Information web site and Utah Economic Data Viewer. This and more information about Utah's workforce and occupations can be found at <http://www.jobs.utah.gov/wi>.

Workforce Development activities included partnerships that provided four industry-based career events

for over 9,000 public school students introducing them to a variety of skilled occupations, and three Career Employment Events with attendance of more than 12,000 job seekers interacting with over 60 employers seeking quality employees per event. Division staff has partnered with the State Council on Workforce Services and multiple industry-led partnerships leading to successful training grant awards in the areas of Composite Manufacturing, Electronic Component Manufacturing, and Bio-Manufacturing adding to their skilled workforce. WDID staff initiated partnerships with industry and education to pilot workforce skills testing and assessment software to better measure identify and quickly increase the skills of Utah's workforce. And at the request of our education partners, WDID initiated its eSkills project based upon its labor market data to identify competencies required in specific occupations to assist in ensuring quality and relevant curriculum.



## Unemployment Insurance Division

Unemployment insurance 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 have been enhanced and include registering employers, filing for unemployment

insurance benefits, filing tax and new hire reports, and paying contributions. Over 50 percent of all claims and taxes are now filed seamlessly over the Internet without staff intervention.

Improving the security of our service delivery and achieving even greater efficiencies through technology and process improvement was a major focus this past year. This strategy has served Utah citizens and employers well as Utah continues to rank as one of the top five states in the U.S. Department of Labor's (USDOL) core performance measures. Utah received USDOL 2007 State Performance Excellence Award for the quality and timeliness of our unemployment insurance benefit determinations.

The department has continued to focus on enhanced compliance efforts to 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 the department. Customers who were denied public assistance and training services also have a right to appeal a decision to the Division of Adjudication Appeals Unit. The Utah Division of Adjudication continues to rank in the top tier of states for meeting and surpassing federal standards.



The USDOL 2007 State Performance Excellence Award for the *quality* and *timeliness* of unemployment insurance benefit determinations was bestowed on Utah.



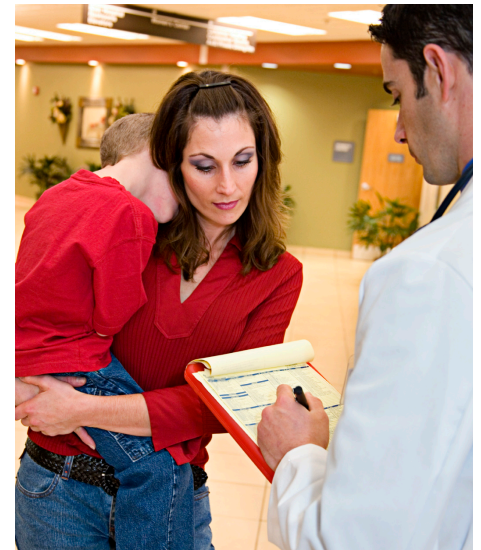
## Eligibility Services Division

Over the past year, the department has been involved in the final phases of development and piloting of the new eligibility determination system, eREP. In addition, DWS has implemented new eligibility delivery processes, and implemented use of the on-line assistance application in local employment centers. The on-line application will be available to the general public by early October 2008. DWS has also partnered with several community partners to place computers at their locations to allow customers to apply online for services. This was made possible through a grant received from the Food and Nutrition Service.

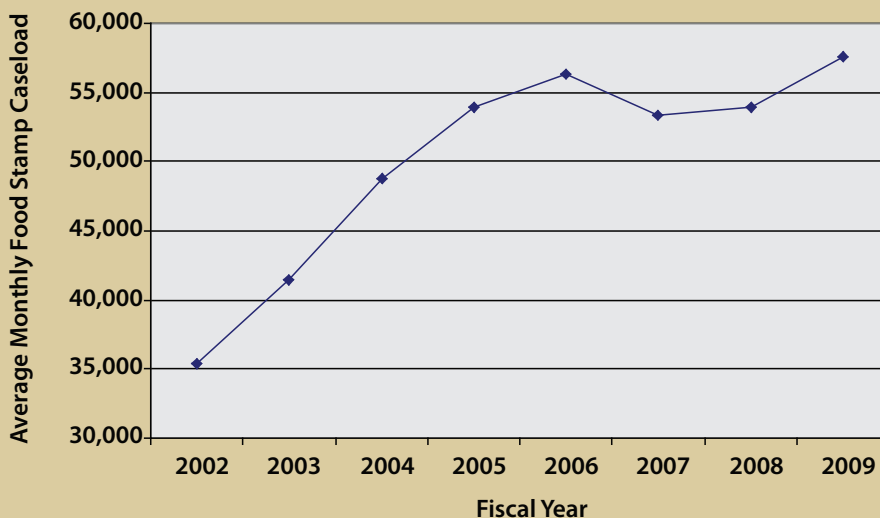
The department has also expanded the number of call centers throughout the state. All customers throughout the state can now contact a call

center with a toll free number to complete an interview, check on their case status, and ask questions without having to leave their home. The implementation of new technology and innovative policies eliminates the barriers many people face when accessing our services.

Despite all of the many changes and innovations in eligibility services, the department has continued to achieve Food Stamp accuracy rate lower than the national average. For FFY2007, DWS achieved an error rate of 3.80 percent compared to the national average of 5.64 percent. In addition to conducting quality control reviews for the Food Stamp Program, the department recently implemented this activity for FEP and Child Care programs.



### Food Stamp Caseload Trend



## Employment Counseling



### Family Employment Program (FEP)

We continue to leverage changes in federal guidance to achieve greater customer service. The Deficit Reduction Act (DRA) of 2006 included a provision that reauthorized the TANF Block Grant. It included a requirement that the U.S. Department of Health and Human Services and the Administration for Children and Families promulgate new regulations around work participation requirements.

Final Regulations were published in February 2007. States were given until October 1, 2008 to implement changes contained in the final rule.

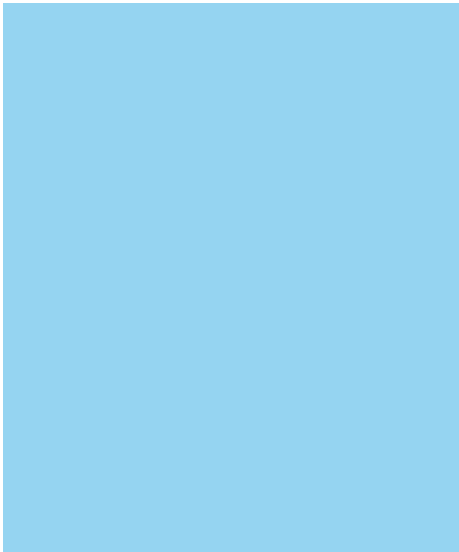
The new regulations include several positive changes including the allowance of one hour of unsupervised study time for participants, the ability to count time spent earning a bachelor's degree as a core activity and the ability to count time spent job searching in hours rather than weeks.

TANF requires 50 percent of families receiving cash assistance to be participating in Federal Work Activities. For two-parent families, the participation rate requirement is 90 percent.

An online report was developed that allows employment counselors to focus on early and thorough assessments of FEP customers. The new report reinforces appropriate placements in work activities during the first two months a customer receives financial assistance.

The Transitional Cash Assistance Program, in its second year, is designed to reduce the number of families who leave FEP with jobs but return and receive financial assistance. Since the program was implemented in February 2007, more than 2,400 customers have benefited from this service. Positive outcomes are increasing for those who receive the entire three-month benefit.

Our individual success  
*enhances*  
our customer service.



## General Assistance



Our General Assistance (GA) caseload has been relatively stable for the past year. The average caseload for fiscal year 2008 was 1257. This is a reduction from previous years. The average caseload for fiscal year 2007 was 1367.

The General Assistance program expended more than two million dollars less in SFY 2008 than it did in 2007.

Regions are using specialized case managers to assist customers with applications for Social Security dis-

ability benefits. This has resulted in reducing the time that a customer receives GA benefits. Many case managers are registered with SSA as the customer's representative. This allows the worker to coordinate directly with the SSA claims examiner resulting in much quicker approvals.

The State General Fund recouped \$1,888,213.88 in interim assistance for customers who had received GA benefits and were approved for SSI.

*Excellence*  
in customer  
service  
helps  
mitigate  
and prevent  
customer  
crisis.

## The New Refugee Services Office

In early 2008, the Utah Refugee Services Office was formed within the Department of Workforce Services. The establishment of the new office came as a result of the recommendations of the Refugee Working Group, created by Governor Huntsman in collaboration with Salt Lake County Mayor Peter Corroon to make recommendations to improve the Utah refugee resettlement program.

The mission of the Refugee Services Office is to facilitate the effective integration of refugees into their new Utah home. When integration is effective, both newcomers and the welcoming community benefit. Utah's population is diversifying at a rapid rate, enhancing the importance of planned, well thought-out integration policies.

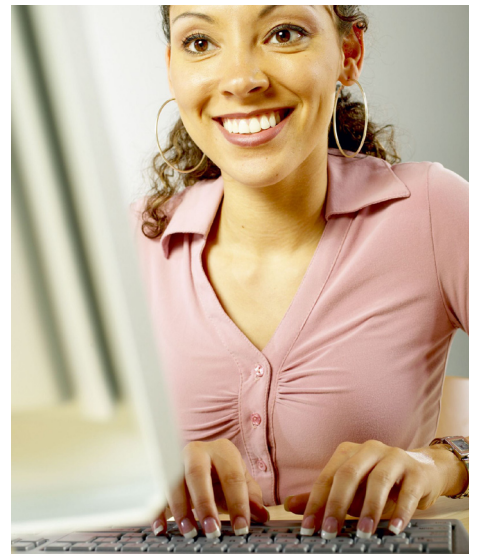
The goals established by the Refugee Services Office for its first year include the implementation of a case management system that tracks and supports newly arrived refugees resettled in Utah from date of arrival to the two-year mark, the creation of a coordinated volunteer networks in which volunteers receive training and support, and the development of a program that expands the organizational capacity of refugee community groups to help their own people.

Other priorities of the Refugee Service Office involve improving access of refugees to safe, affordable housing; increasing access to other public services such as health care and mental health services; and helping to create the support network, which refugees will need as they increasingly move to Utah communities outside of the Salt Lake Valley.



By supporting our  
customers' futures, we  
enhance our state's  
*competitiveness.*

## The eREP Project



The Electronic Resource and Eligibility Product (eRep) is a comprehensive, integrated system for eligibility determination. eREP provides basic eligibility-related functionality, expanded to include specific requirements for the Departments of Workforce Services, Health, and Human Services. The development of eREP is subdivided into three different projects:

- Core Eligibility Functions that also include the Temporary Assistance for Needy Families (TANF FEP) and Child Care programs
- Food Stamps and General Assistance programs
- Medical Services and SCHIP programs

The development phase of the eREP project was completed in October 2007. This was a major milestone for the project as over 60 programs and functions were coded into the system. The development phase was delivered in three modules - TANF

and Child Care, Food Stamps, and finally Medical. For the last two modules, the eREP project acted as its own system integrator, which proved to be an efficient approach.

Rigorous testing followed the development phase, which focused on finding and correcting system defects. This was a large effort, with 12 full-time testers working over 40,000 individual test scripts. Additional testers were used to do regression testing and build expertise in the system.

During the week of July 7, 2008, Food and Nutrition Services (FNS) staff from the Regional Office Food Stamp Program visited the eREP project offices in American Fork to conduct an informal pre-implementation review. "We were very pleased by the rigor of the testing process and the strict accountability for results." Said Regional Director Jody Cornwall. "We were also reassured by the extensive steps the state has taken to prepare all stakeholders for the transition."

In addition to system development and testing, this time period showed an increased focus on implementation efforts and preparation. Training curriculum was developed, conversion plans refined, and a formal pilot plan finalized. Other activities in implementation included help desk, security and operational planning. A major accomplishment was in the area of business processes, where over 100 procedures were developed to support staff during implementation.

The scope of the system roll out was also finalized during this time, with the decision to bring up the American Fork office in October 2008. This decision was made to ensure the system would be fully stabilized for the remainder of the state implementation occurring in early 2009.

We're about  
*innovation.*

## Statewide Highlights of the State and Regional Councils on Workforce Services



### State Council on Workforce Services

The State Council on Workforce Services is tasked by state legislation to develop a plan to meet the workforce development needs of Utah's businesses. During the October 2007 Council of Councils conference, the State Council and Regional Councils met to develop workforce development strategies that help businesses and their workers compete in Utah's current and future economy. These strategies are led by forward thinking, innovative business leaders and are supported by education, workforce development and economic development partners.

The conference was a working session where plans were drafted for each of four selected sectors: health care, construction, energy and automotive. These sectors have a significant number of job openings, good wages, and career ladders. The business leader for each sector focused a network of partners on creating career pathways for students and adults to access training opportunities that prepare them for jobs in the selected sectors. Regional Councils then developed local plans for the identified sectors. A strategy was also developed for basic education, recognizing the need to improve the basic skills of students entering the workforce, as well as adults already in the workforce.

The products developed by the State Council partners will improve the skills of Utah's workforce to make our citizens and businesses more competitive in today's global economy.

### Central Region Council On Workforce Services

Under the leadership of Region Council Chair Paul Jackson, several events were held over the course of the year to promote training and skill development opportunities for our customers.

A recommendation from the Central Region Youth Council resulted in a pilot project which went into place at the beginning of the year addressing the high numbers of exempted or students who had dropped out of school without completing their education.

Region Council members prioritized and continue to support specific Targeted Sector goals. The Central Region Council Chair, Paul Jackson, is taking the lead on a statewide HealthCare Sector workgroup. Additional focus is given to the automotive industry at a MotorFest event held in October 2008. The Central Region Council continues to support events which improve economic opportunities and support to specialized populations. Notably it sponsored three events to promote employment within the refugee population.

Statewide  
Highlights of  
the State and  
Regional Councils  
on Workforce  
Services

Continued

We're about  
*partnering.*

### Eastern Region Council On Workforce Services

August 2007 was a catastrophic month for Emery and Carbon Counties. On August 6, the Crandall Canyon mine disaster occurred. This was followed by news of layoffs and mine closures. The department's Emery County and Price City offices worked to provide services to affected families as dozens of workers in area coalmines were laid off or transferred out of the area.

In contrast, Eastern Region staff had a banner year in meeting performance measures for TANF, Food Stamps, and Business Services. The region achieved a FEP participation rate of 52.6 percent, the highest of any region in the state. Average timeliness percentage for DWS programs in Eastern Region was 96.8 percent, well above the expected goal of 93.8 percent. The region leads the state in most business services measures including new employers engaged, market share of employers using the department's services, and employers retained.

### Northern Region Council On Workforce Services

The Northern Region has two separate regional councils to ensure local needs are met: the Wasatch North Regional Council and the Bear River North Regional Council.

Services to youth were a major focus of activity for the council where the WIA Youth Program, which served 253 out-of-school youth and 236 in-school youth participants. The percentage of youth who have been placed in employment or education was 67.1 percent. The percentage of youth attaining a degree or certification was 31 percent, and the percentage of youth attaining literacy or numeracy gains was 24.4 percent for the program year.

The regional council continued its focus to address employer concern that many job applicants lacked basic skills and critical technical skills by hosting two Manufacturing Round Table events and Construction Career Days in April and May 2008.

### Mountainland Region Council On Workforce Services

The Mountainland Region Council collaborated with partner agencies, and community-based organizations on several important initiatives. The Youth Council developed a pilot program with select youth from the Division of Child and Family Services to attend a work readiness class at the Mountainland Applied Technology Center to gain job readiness skills, and receive further education. The program was successful and will be modified for use by partner agencies, such as juvenile justice and others who have expressed interest in replicating the program.

Staff entered a collaborative effort with Utah Valley University to help promote its automotive open house to youth throughout the state. Participants received the latest labor market information at this event, as well as hands on construction events and activities.

Council members helped raise awareness to local businesses on family and work like issues and how to access the Childcare Resource and Referral system to help employees secure childcare.

## Statewide Highlights of the State and Regional Councils on Workforce Services

Continued

### Western Region Council On Workforce Services

Western Region focused on using advances in technology and innovative collaborations to support economic development and increase employment opportunities within rural Western Region.

Approximately 350 students from Cedar, Canyon View, and Parowan high schools participated in the Iron County Manufacturing Fair held in November 2007. Groups of students, bussed by the Iron County School District, traveled to five area manufacturers for presentations by management and tours of the facilities. This type of career fair and exploration opportunity is a new twist on traditional career fairs.

Western Region is participating in a Food Stamp Grant program with Iron County Care and Share and the Iron County Senior Center. This grant provides the Senior Center and the food bank with computer, printer, Internet, supplies, etc., so they can use the computer to apply for support services at one location. The partnership provides easy one-stop access to the Department of Workforce Services support services.





*Darren Davis* • Milford, Utah • Outstanding Customer Performance  
Dislocated Worker

For ten years Darren was employed as the manager of a furniture store owned by his wife's father. He became unemployed when his father-in-law decided to close both businesses and retire. Darren had to make some career decisions. He was interested in a career in the medical field, so he decided to become a registered nurse. At the age of 39 with a large family, he was aware of the sacrifice he was about to make, but he was determined to succeed.

At the time Darren had invested more than two years into college obtaining the prerequisites for a Certified Nurse Aide and had just been accepted into the Nursing Program at Weber State University. In order to continue with school, he had to have some financial help.

Darren was enrolled in the WIA Dislocated Worker program and in the TANF program. He held two part-time jobs; as a nurse aide on-call at the hospital, and as a security guard. As Darren neared the end of his training, he was given more hours at the hospital and was able to leave his security job. He also received supportive services to assist with transportation costs.

He had creatively found a way to reach his goal. He discovered he could take his undergraduate classes on-line, and when he was accepted into Nursing School, he could continue to take the classes on-line with occasional trips to Weber State for laboratory work. He continued doing this until he had to complete his training in the hospital. Fortunately, he was assigned to a hospital in Richfield, only 85 miles away. He graduated with a very high GPA, and with honors.

Currently, Darren Davis is working full-time as a registered nurse at the Milford and Beaver Hospitals. He graduated in December 2007 and is currently earning \$17.00 per hour.

*Katrice Fielding* • Spanish Fork, Utah • Adult TANF Customer

At the age of 20, Katrice found herself homeless with a five-month-old baby. She had just escaped a domestic violence situation and was staying in the Women's Shelter. Katrice was referred by the shelter to the Department of Workforce Services for some help.

Katrice's objective was to get out of the women's shelter, find steady housing, employment, transportation and childcare. But facing such barriers as domestic violence, homelessness, no job with little employment experience, no transportation and no one to help her with her young son, she had a very formidable challenge ahead of her. And, she had very little help from her family.

The employment plan activities formulated with her employment counselor were non-negotiable. Katrice knew she only had 30 days in the shelter before



she would have to leave and possibly face homelessness again. She applied for housing and was placed on a waiting list. Obtaining housing was difficult as there were not many rentals available.

She also needed to find reliable childcare for her son so she could take a job if offered one. She was given the Child Care Resource and Referral list and began contacting providers, although she wanted family to care for her son. Eventually she was finally able to convince her mother to watch her son so she could go to work.

However, she had another obstacle to slow her down: her vehicle was in a state of disrepair. Her employment counselor helped her with repairs and registration and another problem was solved. She then found a duplex for rent in Spanish Fork and was able to leave the shelter.

Today, Katrice has a job as a home health aid and is working 40 plus hours per week. She has made a lot of progress in just five short months. Throughout all of these trials, Katrice kept going and progressing. She would be disappointed over and over and yet always got up and tried again. Her hard work has paid off. She has a great attitude and a spirit of perseverance. She is a good mother to her son and is now able to provide for herself and him, and according to her employment counselor, Christine Ishmael, "She will do great things."

*Ammon Larsen* • Logan, Utah • Outstanding Performance by WIA Youth Customer

When Ammon was 15, he ran away from an unorthodox family lifestyle; he had been raised in a polygamous household. After running away and being picked up by the police, he requested that he not be returned to that environment and was placed in a foster home where he remained until he aged out at 18 years old.

Ammon's employment plan called for completion of a BS degree at Utah State University. He is currently attending USU and will complete his BS degree in biology in 2009. Ammon has participated in a leadership development, volunteering at a local hospital operating room for several months. He also completed an internship at USU for the American Heart Association. In the summer of 2007, Ammon received a fellowship administered by the American Heart Association to work in Dr. Joan Hevel's biochemistry lab at Utah State University.

DWS programs have supported Ammon during the past two plus years. During these first two years on the program Ammon has completed five semesters at USU in which he has maintained a grade point average of 3.98. Upon completing his bachelor's degree, Ammon will apply to medical school and pursue a career as a cardiologist.

According to his employment counselor, Vicki Fenton, "Ammon is a natural leader and will become a pillar in the community. His work in any medical profession will prove to be a great partnership. He is one of a kind and the kind that any individual would seek to care for them during a time of need."

Outstanding  
Customers 2008  
Continued



*Duchesne County School District* • Duchesne, Utah •  
Outstanding Performance by Business/Employer

The Duchesne County School District is located in the energy-rich Uintah Basin in rural eastern Utah. Duchesne County has a population of more than 14,000. The district has approximately 540 employees and is the largest employer in Duchesne County. The district faces the daunting challenge of operating six elementary schools, a special needs school, four junior high schools, and five high schools in a wide and diverse geographic area.

The district provides educational services to more than 4000 students and has created an outstanding model for providing educational and training opportunities. As an example, the school district is an approved worksite-learning contractor for DWS. The last worksite-learning placement at the district was a DWS female customer assigned to work in the maintenance department. She is now employed there.

Duchesne School District lists all of their openings on the DWS web site; since July of 2007, the district has placed 89 job orders. The district has had many opportunities to partner with DWS in job fairs, on-site recruitments, career days, on-the-job training, apprenticeships, internships, participation on employer committees and sponsorships of DWS seminars.

In 2006, the district began using the DWS web site for recruiting and searching, and now lists all of its openings on the web site.

The Duchesne School District is a strong partner with DWS in placing high school students on paid and unpaid internships. The district contracts with the department for an employment counselor to be onsite at the local high schools three days each week during the school year. The primary focus of the employment counselor assigned to the schools is to develop and monitor internships. Last year, more than 300 students were served. Most of the students receive high school credit during the time of the internship. The experience has helped many students learn the basic expectations of employment, gain valuable work experience, and provide personal insight on career choices. This program enjoys strong support from the school board, parents and high school administrators.

The partnership with the Duchesne School District and the Department of Workforce Services is a major factor in the department's overall success in providing services in eastern Utah.

Outstanding  
Customers 2008

Continued



We're about  
*success.*



## Budget Summary

Of the overall  
DWS budget,  
86.4 percent  
is from federal  
sources.

In state fiscal year (SFY) 2008, DWS expenditures totaled more than \$598 million. Of this total, \$393.4 million was spent in direct benefits and assistance to DWS customers, including \$155 million in unemployment insurance (UI) benefits paid, a 48.8 percent increase from 2007. This increase is, in part, due to a slowing Utah economy that is reflective of a national trend. At the end of FY 2008, Utah's unemployment rate began rising, but was still one of the lowest in the nation. Other Department program caseloads began rising during the second half of the year in Food Stamps, Children's Health Insurance Program and Medicaid.

Food stamp benefits paid were \$141 million, a 6.53 percent increase from 2007. Financial assistance payments were \$30.1 million, which continued the decrease by 4.98 percent from 2007, in spite of the rising unemployment rate at the end of the year. Childcare payments were \$46.4 million, essentially flat from the previous year.

Of the overall DWS budget, 86.4 percent was from federal sources. The slight percent increase in FY 2008 is

primarily due to the transfer of the Bureau of Medicaid Eligibility Services from the Health Department at the beginning of the year. This masks the decline in federal funding in programs such as Wagner Peyser and the Workforce Investment Act. For 2008 DWS assumed responsibility for all medical program eligibility determinations. This resulted in approximately 253 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.

The federal government rescinded \$2.1 million from the Workforce Investment Act (WIA) funding. Federal formula changes will continue to decrease the WIA federal funding in FY 2009.

For FY 2008, the base grant for UI was increased more than \$700,000 reflective of the rising unemployment insurance payments. For TANF, Utah was again able to qualify for the caseload reduction credit, which historically reduces the state funded Maintenance of Effort (MOE) requirement by 5 percentage points.

More than \$15.3 million was spent to finish 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.

DWS spent \$10.977 million for State funded programs including the General Assistance Program. The General Assistance Program expenses were \$7.94 million for FY08. Included in the State funded programs allocation was a Department funding supplement of CHIP with \$1.88 million of General Fund in addition to the contracted allocation.

*Please see the next page for budget summary figures.*

## Budget Summary Continued

Category	Program	\$ Amount	Percent of Category	Percent of Total
<b>Federal Funds (1)</b>		516,702,868	100.00%	86.39%
	Unemployment Insurance	177,374,555	34.33%	29.66%
	Workforce Investment Act	13,614,883	2.63%	2.28%
	Wagner Peyser	5,468,835	1.06%	0.91%
	Other Dept. of Labor	5,993,324	1.16%	1.00%
	Food Stamps	162,904,787	31.53%	27.24%
	TANF	61,815,547	11.96%	10.34%
	Child Care Development	51,558,960	9.98%	8.62%
	Refugee Services	3,464,142	0.67%	0.58%
	Medicaid	20,707,424	4.01%	3.46%
	Children's Health Insurance	2,354,871	0.46%	0.39%
	Primary Care Network	2,140,211	0.41%	0.36%
	eREP Federal Match (2)	9,290,329	1.80%	1.55%
	Social Services Block Grant	15,000	0.00%	0.00%
<b>State Funds (3)</b>		78,776,113	100.00%	13.17%
	General Assistance	7,943,844	10.08%	1.33%
	Food Stamps Match	20,151,754	25.58%	3.37%
	TANF MOE	12,481,871	15.84%	2.09%
	Child Care MOE/Match	7,707,594	9.78%	1.29%
	Medicaid Match	19,801,191	25.14%	3.31%
	Primary Care Network Match	2,140,211	2.72%	0.36%
	Reed Act Distribution	587,665	0.75%	0.10%
	Other State Funds	1,904,213	2.42%	0.32%
	eREP Matching Funds	6,057,770	7.69%	1.01%
Dedicated Credits/ Agency Funds		2,601,171	100.00%	0.43%
<b>TOTAL</b>		<b>\$598,080,152</b>	<b>100.00%</b>	

(1) includes Tobacco Settlement Funds (CHIP) along with Food Stamp and UI Client Payments

(2) Funding sources are Food Stamp and Medicaid funding

(3) includes Reed Act and Nonlapsing Balances

## Information About DWS



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

The Department of Workforce Services (DWS) is the second largest department in Utah state government with more than 2,100 employees. The department operates a system of 35 one-stop employment centers throughout the state. In March 2007, Governor Jon Huntsman appointed Kristen Cox as the department's Executive Director.

The department administers employment and training programs funded by the US Department of Labor's Workforce Investment Act, and the Temporary Assistance for Needy Fam-

ilies program and childcare assistance programs through the US Department of Health and Human Services. The department also administers the Unemployment Insurance Program through the US Department of Labor as well as Labor Market Information for the Department of Labor's Bureau of Statistics. DWS also operates the Food Stamp program through the US Department of Agriculture, Food and Nutrition Services. DWS is recognized as a national leader in providing employment and training services in a one-stop environment.

On July 1, 2007 DWS became responsible for determination of eligibility for people seeking Medicaid, the Children's Health Insurance Program, Utah's Premium Partnership for Health Insurance, and the Primary Care Network.

More information on the Utah Department of Workforce Services can be obtained from its web site, [jobs.utah.gov](http://jobs.utah.gov).