

The overarching reason for this study request is to gauge return on investment. This applies to monetary as well as nonmonetary measures. There are three main areas of focus: employers, consumers and DWS employees.

1. DWS focus on employers is not new. Over the years the agency has focused on them to varied degrees. It would be useful to know the following:

1. How many employers placed unemployed Utahns in their workplaces?
2. How many posted job orders with DWS in March, 2012 compared to July, 2007?
3. How many companies reported they had appropriate candidates referred to Them?
4. What were the results of employer satisfaction surveys for the times listed Above?

2. From a consumer and legislative perspective it would be useful to know the following:

1. What percentage of phone calls to the Eligibility Division were dropped by month from July, 2011 through March, 2012?
2. What follow up does DWS do on dropped calls?
3. What is the number of incomplete applications and those denied because of inaction?
4. What numbers of case autoclosures are reopened before people's benefits end?
5. How helpful is the front end recorded message that people hear when calling Eligibility?
6. What helpful information could be given in that recorded message?
7. What was the completion rate by gender and minority status, for Federally funded Workforce Investment Act (W.I.A.) training?

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8. How many trainees obtained work in the field for which they received training?
 9. What was the percentage?
 10. What efforts are made to train people for non-traditional careers?
 11. What were the results of customer satisfaction surveys for the times listed in Item #1.?
 12. What was the net cost savings of attritioning employees by the end of December, 2011 in the face of rising caseloads, then hiring and training at least thirty new Eligibility workers in February, 2012?
3. Expectations for pay for performance are based on what data?
 1. How current is data on pay for performance?
 2. Are the expectations reasonable by applicable industry standards?
 3. Are hiring decisions appropriate for the population hirees are expected to work with?
 4. What are the results of DWS employee satisfaction surveys for the times Listed in Item #1.?

DWS has a named employer liaison in each local office. Is there a constituent liaison? If not, what is the rationale for providing for one population and not the other? Some other states have community advisory boards for their like agencies. This could be explored by DWS.