DEPARTMENT OF WORKFORCE SERVICES

Annual Report 2015



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MISSION AND CORNERSTONES

"DWS will be the best-managed state agency in Utah."
—Jon S. Pierpont, Executive Director



Operational Excellence

We will deliver the highest quality services, with innovative methods, at the most efficient cost

Exceptional Customer Service

We will meet the needs of our customers with responsive, respectful and accurate service

Employee Success

We will provide an environment that fosters professional growth and personal fulfillment

Community Connection

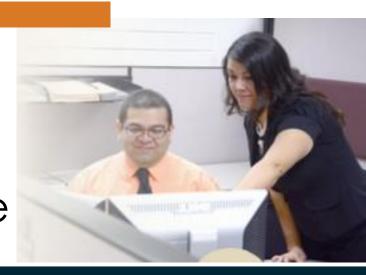
We will actively participate with and engage our community partners to strengthen Utah's quality of life



Goal: To determine eligibility and issuing accurate benefits in a timely fashion, and constantly improving innovation.

Achievements:

- Eligibility process map
- Call wait times decrease





DATA

Average Monthly Decisions			
State Fiscal Year	Average Monthly Decisions		
2014	119,961		
2015	110,871		
Accuracy Rate			
State Fiscal Year	PRT Edit Accuracy		
2014	91.73%		
2015	93.15%		
Timeliness Rate			
State Fiscal Year	Timeliness		
2014	89.66%		
2015	93.54%		

Total Unique Households		
State Fiscal Year	# of Households	
2014	236,908	
2015	230,982	
Total Unique Individuals		
State Fiscal Year	# of Individuals	
2014	523,537	
2015	515,921	
Total Applications		
State Fiscal Year	# of Applications	
2014	341,802	
2015	318,659	



Goal: To fuel Utah's economic engine by supporting the workforce with training, education and support.

Achievements:

- TANF Partnerships
- GenLEX





DATA

Job Orders		TANF Positive Closure Rate	
State Fiscal Year	Total Job Orders	State Fiscal Year	Postive Closure Rate
2014	217,587	2014	61.56%
2015	247,372	2015	74.12%
PRT Edit Accuracy		WIA Positive Closure Rate	
State Fiscal Year	Case Accuracy Rate	State Fiscal Year	Positive Closure Rate
2014	53.11%	2014	76.95%
2015	82.77%	2015	88.16%
Case Managed Customers		Average Q	uarterly Job Placements
State Fiscal Year	# of Unique Customers	State Fiscal Year	Avg Quarterly Job Placements
2014	49,883	2014	48,598
2015	37,895	2015	42,213



Goal: To provide economic stability to Utah's employers, workforce, families and communities.

Achievements:

- Triple Crown four years
- Worker Misclassification





DATA

UI Determinations				
State Fiscal Year	Total Determinations			
2014	388,530			
2015	318,131			
Contributions Collected				
State Fiscal Year	Contributions Collected			
2014	\$349,585,580.35			
2015	\$296,291,840.68			
Timeliness (% of Benefit Payments Made within 14 days)				
State Fiscal Year	Timeliness			
2014	94.03%			
2015	93.96%			

Volume Counts (Claims)			
State Fiscal Year	Volume Counts (Claims)		
2014	114,052		
2015	84,863		
Re-Employment Rate			
State Fiscal Year	Re-Employment Rate		
2014	63.10%		
2015	65.64%		
Duration			
State Fiscal Year	Duration		
2014	12.9		
2015	11.9		





- Office of Child Care
- Refugee Services



- Housing & Community Development
- Workforce Research & Analysis



Program Highlights

- Food Stamps
- Food Stamps Employment & Training
- Medical
- TANF
- UCAP
- WIOA





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