

# 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*



# Division Highlights

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

## Achievements:

- Eligibility process map
- Call wait times decrease



Eligibility Services



# Division Highlights

## 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

Eligibility Services



# Division Highlights

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

## Achievements:

- TANF Partnerships
- GenLEX



Workforce Development



# Division Highlights

## DATA

Job Orders		TANF Positive Closure Rate	
State Fiscal Year	Total Job Orders	State Fiscal Year	Positive 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 Quarterly 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

Workforce Development



# Division Highlights

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

## Achievements:

- Triple Crown four years
- Worker Misclassification



# Division Highlights

## 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





# Division Highlights

- 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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