DEPARTMENT OF WORKFORCE SERVICES







ANNUAL REPORT 2016

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| Refugee Services Advisory Board | |
| Women in the Economy Commission | |
| MISCELLANEOUS | |

Equal Opportunity Employer/Program

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

DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:



Thank you for the opportunity to share the Department of Workforce Services' State Fiscal Year (SFY) 2016 Annual Report, which chronicles the work of more than 1,700 public servants for the State of Utah. The report will highlight many successes and challenges within each of the divisions and programs managed at Workforce Services.

At the core of the department is the mission to strengthen the economy by supporting the economic stability and quality of Utah's workforce. In order to do this successfully throughout the state, Workforce Services continues to focus on four key cornerstones:

Operational Excellence Exceptional Customer Service Community Connection Employee Success



These cornerstones help establish a culture of success where public service is at the core. As I've visited staff this year at all of our more than 30 offices statewide, it has been reaffirmed to me Workforce Services' employees are committed to serving the citizens of Utah. This report is intended to provide a brief snapshot of the activities taking place across the department.

In addition to the department's regular activities and services performed, SFY 2016 brought on new additions and challenges. First, the new federal Workforce Innovation and Opportunity Act (WIOA) became law, which required the development of a new Unified Plan. Second, H.B. 325 was passed and signed into law during the 2016 General Session. This law moves the Utah State Office of Rehabilitation (USOR) to Workforce Services. Department leadership has been working vigorously with USOR leadership in preparation for the transition to be complete on Oct. 1, 2016. Third, Workforce Services is the administrative agency for the Intergenerational Welfare Reform Commission and has been leading the efforts for building solutions at the local level in the counties most greatly impacted by intergenerational poverty.

Needless to say, SFY 2016 has been a busy year for the Department of Workforce Services. The pages to follow are specific to the different divisions and programs within the department. In addition, the links to annual reports for our board and commissions supported by the department are provided. If you have any questions, please contact my office at 801-526-9207. My assistant will get you in contact with me or one of my deputy directors as soon as possible.

Thank you for your continued service to the state of Utah.

n Pierpont

MISSION AND CORNERSTONES

The Department of Workforce Services supports Governor Herbert's vision to strengthen Utah's economy by supporting the economic stability and quality of Utah's workforce. The department provides quality and streamlined services that connect a world-class workforce with employment.

"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

DWS Supports Governor Herbert's Vision for Utah:

Utah will lead the nation as the best performing economy and be recognized as a premier global business destination.

EDUCATION:

An educated workforce is critical for a prosperous economy. GOAL: Sixty-six percent of adult Utahns will have a post-secondary degree or professional certification by 2020.

ENERGY:

Innovation plus initiative equals energy independence. GOAL: Ensure access to affordable, reliable, and sustainable energy by producing 25 percent more electrical energy than we consume by 2020.

JOBS:

Promote public policies that lead to private sector job growth. GOAL: Accelerate private sector job creation of 100,000 jobs in 1,000 days.

SELF-DETERMINATION:

Continue to find Utah solutions to Utah problems. GOAL: Cultivate Utah solutions for health care, public lands and immigration.

EXECUTIVE DIRECTOR'S OFFICE



JON PIERPONT, EXECUTIVE DIRECTOR

Jon Pierpont is the executive director of Utah's Department of Workforce Services and serves in the cabinet of Governor Gary R. Herbert. Appointed in December 2012, Jon oversees a department tasked with administering federal and state programs, including workforce development, eligibility services, public assistance programs and unemployment insurance, community development, and more. Jon has nearly 25 years of experience with Workforce Services. Prior to serving as the executive director, he was the deputy director, eligibility services division director and led the department's largest Workforce Development service area. In these roles, he has helped Workforce Services lead the state in cost savings and efficiencies through the creation of an agency-wide throughput operating strategy. Currently, Jon is leading the department in several statewide initiatives to improve Utah's homelessness support system, break the cycle of intergenerational poverty and serve Utah's refugee community.



CASEY CAMERON, DEPUTY DIRECTOR

Casey Cameron is a deputy director for the Department of Workforce Services. She has worked for the State of Utah for 17 years, serving in various assignments with the department. She started as a caseworker supporting individuals in need of temporary public assistance. She moved into training and management positions, assisting with mergers from other state agencies. Casey is currently the deputy over the Unemployment Insurance Program, Eligibility Services Division, Housing and Community Development, as well as the Office of Child Care, the Refugee Services Office

and Internal Audit. Before her time with Workforce Services, Casey held positions with Salt Lake School District, Intermountain Health Care and Utah Retirement Systems. Casey is a graduate of the University of Utah.

Greg Paras serves as a deputy director for the Department of Workforce Services. Throughout his 20 years with the department, he has held a number of positions ranging from a front line staff member through various leadership po-

sitions. Greg is currently the deputy over the following divisions and programs: Workforce Development (in-



GREG PARAS, DEPUTY DIRECTOR

cludes activities within more than 30 Employment Centers around the state), Workforce Research and Analysis, Administrative Services (including finance, facilities, contracts, and information security), Contract Management, Adjudication, Legal and Utah Office of Rehabilitation (USOR).

STEVE LEYBA, ASST. DEPUTY DIRECTOR



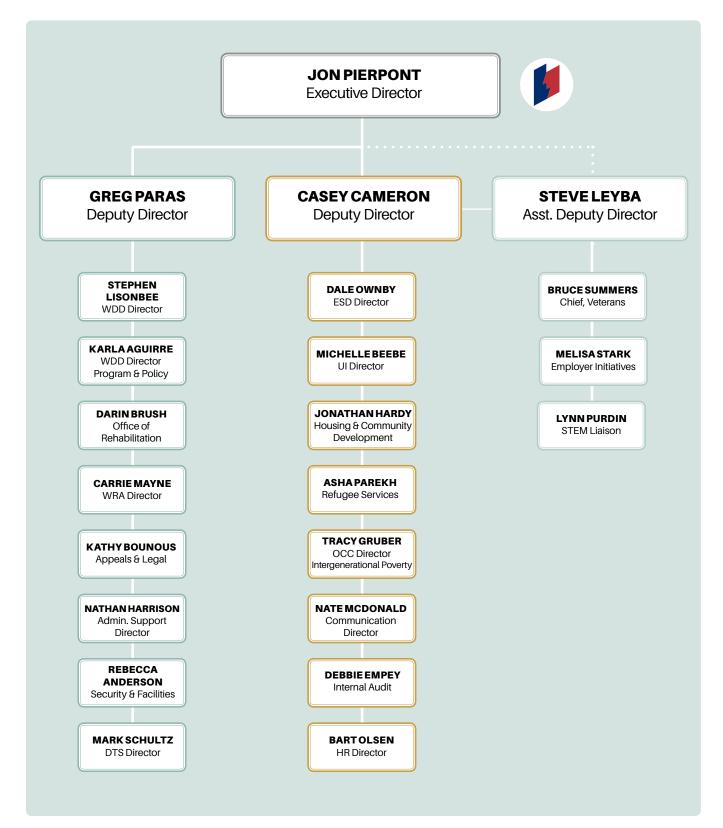
Steve Leyba is the assistant deputy director for Utah's Department of Workforce Services. Contact information: Giselle Jackson, executive director's assistant Kara Blackstock, d

801-526-9207, gjackson@utah.gov

Kara Blackstock, deputy directors' assistant 801-526-9685, kblackstock@utah.gov

DEPARTMENT OF WORKFORCE SERVICES

ORGANIZATION CHART



ELIGIBILITY SERVICES

Eligibility Services is the largest division in Workforce Services, and administers temporary supportive services for thousands of Utah families and individuals. The division helps people address basic needs as they work towards gainful employment and self-sufficiency. Customers can access their benefit information at one of our employment centers, by calling our eligibility center, or anytime online.

DATA

| Average Monthly Decisions | | | |
|--------------------------------|---------------------------|--|--|
| State Fiscal Year | Average Monthly Decisions | | |
| 2015 | 110,871 | | |
| 2016 | 109,231 | | |
| ŀ | Accuracy Rate | | |
| State Fiscal Year | PRT Edit Accuracy | | |
| 2015 | 93.15% | | |
| 2016 | 94.59% | | |
| Timeliness Rate (All Programs) | | | |
| State Fiscal Year | Timeliness | | |
| 2015 | 93.54% | | |
| 2016 | 94.6% | | |
| Total U | Total Unique Households | | |
| State Fiscal Year | # of Households | | |
| 2015 | 230,982 | | |
| 2016 | 228,910 | | |
| Total | Unique Individuals | | |
| State Fiscal Year | # of Individuals | | |
| 2015 | 515,921 | | |
| 2016 | 514,663 | | |
| Total Applications | | | |
| State Fiscal Year | # of Applications | | |
| 2015 | 318,659 | | |
| 2016 | 305,895 | | |

GOAL

To determine eligibility and issue accurate benefits in a timely fashion while constantly improving through innovation.

ACHIEVEMENTS

Streamlined Eligibility Process—We have streamlined the eligibility process by analyzing our eligibility workflow, verification requirements and the flexibility in our pathways; and, we have seen substantial reductions in the number of days to a decision as well as an increase in the percentage of cases approved within 14 days. This is accomplished without negative impacts to accuracy.

Food Stamp Timeliness—Utah is one of the top states in the nation for Supplemental Nutrition Assistance Program (SNAP, aka Food Stamp) timeliness, achieving 99.78 percent in the most current period ending March 2016.

Electronic Verification—The Eligibility Services Division has worked to move electronic verifications from a warehouse application directly into the eREP eligibility system. Complete migration is scheduled to be completed by September 2016.

CHALLENGE

A current and ongoing challenge continues to be adequate preparation and resourcing for seasonal and intermittent spikes in workload. For example, the yearly federal exchange open enrollment for health insurance refers thousands of applicants for Medicaid assistance. This typically runs November through January of each year and stretches resources during this period of time.



DALE OWNBY

For additional information: Visit jobs.utah.gov or contact Dale Ownby, division director downby@utah.gov or 801-526-9889

WORKFORCE DEVELOPMENT

The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is the top priority. With more than 30 one-stop Employment Centers embedded in communities across the state, services are provided to help job seekers connect with employers and receive the training and skills so they are prepared for employment.

DATA

| Jobs | | | |
|------------------------|--------------------|--|--|
| State Fiscal Year | Total Openings | | |
| 2015 | 247,372 | | |
| 2016 | 258,122 | | |
| | Job Seekers | | |
| State Fiscal Year | Total Served | | |
| 2015 | 253,505 | | |
| 2016 | 205,787 | | |
| | Employers | | |
| State Fiscal Year | Total Served | | |
| 2015 | 9,006 | | |
| 2016 | 7,974 | | |
| Job Placements | | | |
| State Fiscal Year | Average Quarterly | | |
| 2015 | 42,212 | | |
| 2016 | 37,145 | | |
| Compliance Case Review | | | |
| State Fiscal Year | Case Accuracy Rate | | |
| 2015 | 82.77% | | |
| 2016 | 84.10% | | |

| WIA Positive Closure Rate | | |
|----------------------------|--|--|
| Positive Closure Rate | | |
| 88.16% | | |
| 89.40% | | |
| | | |
| TANF Positive Closure Rate | | |
| Positive Closure Rate | | |
| 74.12% | | |
| 79.00% | | |
| | | |

GOAL

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

ACHIEVEMENTS

Systems to Family Stability—Workforce Services was recently recognized for participation in an 18-month Temporary Assistance for Needy Families (TANF) Academy hosted by the U.S. Department of Health and Human Services (DHHS). The intent of the Academy was to work on innovative projects that would help improve outcomes for families on TANF Family Employment Program (FEP) cash assistance programs. Utah was one of nine sites selected to participate. Through this program, the department is implementing a new Family Focused Case Management approach.

Career Pathway Programs—In September 2015, the State of Utah announced the Utah Aerospace Pathways (UAP) program, an innovative education partnership between K-12, post-secondary institutions and several major aerospace industry partners. In the next fiscal year, the UAP will be expanded into two other areas of the state and the model will be replicated into other STEM industries (e.g., life sciences, information technology and diesel technology).

The career pathway initiatives are being developed in

WORKFORCE DEVELOPMENT CONT.

coordination with the State Workforce Development Board's Career Pathways subcommittee, the National Governors Association's (NGA) Policy Academy on Work-Based Learning and funded through the Utah Cluster Acceleration Partnership and USA Funds.

Intergenerational Poverty Outreach—The Workforce Development Division's service areas successfully worked with county commissioners and leadership in the counties most greatly impacted by intergenerational poverty. The service area's leadership teams helped coordinate and support local officials in conducting intergenerational poverty committee meetings and begin the process of developing their own local plans.

CHALLENGE

Last year's challenge was writing and submitting a completed Workforce Innovation and Opportunity Act (WIOA) Unified Plan. Since then, the WIOA plan has been approved and we now embark on the implementation of the plan and new regulations.



STEPHEN LISONBEE

For additional information Visit jobs.utah.gov/workforce or contact Stephen Lisonbee, division director slisonbee@utah.gov or 435-986-3518

Karla Aguirre, programs director kaguirre@utah.gov or 801-652-5280

KARLA AGUIRRE



FULL TIME EMPLOYEES: 528

JOB PLACEMENTS

Average Quarterly State FY 2015 42,212

> State FY 2016 37,145

JOBS

Total Openings State FY 2015 247,372 State FY 2016 258,122



UNEMPLOYMENT INSURANCE

The Unemployment Insurance Division works to support the re-entry of Utah's skilled workforce into full-time employment. Funded entirely by dedicated employer contributions, the Unemployment Insurance Program provides qualified workers who are unemployed through no fault of their own with temporary assistance to help bridge the gap between jobs. By implementing innovative and accessible tools for both employers and unemployed Utahns, paired with exceptional(cornerstone?) customer service, the division is able to quickly and efficiently process employer contributions and benefit payments.

DATA

| UI Determinations | | |
|---|---------------------------|--|
| State Fiscal Year | Total Determinations | |
| 2015 | 318,131 | |
| 2016 | 315,455 | |
| Contribution | ns Collected | |
| State Fiscal Year | Contributions Collected | |
| 2015 | \$289,264,268 | |
| 2016 | \$231,292,518 | |
| Timeliness (% of Benefit Payments Made within 14 days) | | |
| State Fiscal Year | Timeliness | |
| 2015 | 94.0% | |
| 2016 | 93.2% | |
| Federal Separa | tion BTQ Score | |
| State Fiscal Year | BTQ Score | |
| 2015 | 94.0% | |
| 2016 | 93.9% | |
| Volume Counts (Claims) | | |
| State Fiscal Year | Volume Counts (Claims) | |
| 2015 | 84,863 | |
| 2016 | 81,579 | |

| Re-Employment Rate | | |
|--------------------|--------------------|--|
| State Fiscal Year | Re-Employment Rate | |
| 2015 | 68% | |
| 2016 | 68% | |
| Duration | | |
| State Fiscal Year | Duration | |
| 2015 | 13.2 | |
| 2016 | 12.1 | |
| Exhaustion | | |
| State Fiscal Year | Exhaustion Rate | |
| 2015 | 30.7% | |
| 2016 | 27.6% | |

GOAL

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

ACHIEVEMENTS

Excellence Award Five Years Running— For SFY 2015, Utah's Unemployment Insurance Program was recognized as the top-performing medium-sized state in the nation by the U.S. Department of Labor in the area of benefits and tax. This was achieved because of an incredible focus by staff and management on quality and timeliness.



New Multimedia System—To meet current and future demands, the division implemented a multimedia system for customer interactions. Unemployed individuals may now automatically receive the status of their unemployment benefits, are provided with the option to receive a call-back from a representative rather than waiting on hold during periods of high call volume, and are provided with a robust online chat system to speak with the correct team that can address their inquiry. In turn, division staff are better equipped to prioritize their workload and avoid multi-tasking.

UNEMPLOYMENT INSURANCE CONT.

Expanded New Service Model—The division expanded the Re-employment Services and Eligibility Assessment service model to provide statewide personalized re-employment support for individuals who are identified early in their claim as most likely to exhaust benefits and individuals who were recently separated from the military. Individuals who continue to file for additional weeks after this appointment may be selected for a follow-up to evaluate their reemployment plan, adjust employment expectations and to provide additional targeted resources.

CHALLENGE

The division's main challenge is prioritizing resources as we reach the end of a multi-year computer system conversion.



MICHELLE BEEBE

For additional information Visit jobs.utah.gov or contact Michelle Beebe, division director mbeebe@utah.gov or 801-526-9575

FULL TIME EMPLOYEES: 219

TRUST FUND BALANCE

6/30/15 \$881,480,861 6/30/16 \$972,460,063

% OF EMPLOYERS REGISTERED WITHIN 90 DAYS

> State FY 2015 96% State FY 2016 98%

WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division is responsible for understanding Utah's dynamic economic landscape and to assist policy makers, business owners, job seekers and industry leaders in making informed decisions. The division consists of an expert team of economists, business intelligence experts, and labor market analysts who are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine. Additionally, the division provides data and analysis tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

DATA

| MIS Data Reports/Requests | |
|---------------------------|-----------------------|
| State Fiscal Year | # of Reports/Requests |
| FY 2015 | 1,848 |
| FY 2016 | 1,994 |

GOAL

To provide the economic and programmatic information that matters for Utahns in a concise and thorough manner that will allow policy makers, business owners, job seekers, industry leaders and partners make informed decisions.

ACHIEVEMENTS

Revitalization of Local Insights Publication—During SFY 2016, the hallmark publication to deliver local economic data to partners was reformatted to increase accessibility, relevance, and timeliness. Those goals were achieved by converting the magazine-style hard copy publication to an online blog with accompanying data visualizations and a geographically customized postcard mailer delivering easily consumable data updates in graph and image form with a reminder to visit the website for more detailed content.

Site Selection Tool—To meet the needs of customers involved in economic development across the state, key labor market and demographic data was compiled and organized into a user-friendly online data visualization tool. This tool allows users to assemble a customized list of occupational, industry and demographic information specific to a geographic region of interest. Making robust data such as this easily accessible allows economic development professionals to quickly assemble a package of information to share with companies interested in establishing or expanding roots in Utah.

Acquisition of Local Employment and Wage Information System (LEWIS)—In cooperation with the Department of Technology Services, we are now maintaining and enhancing the LEWIS system. This is a software program used by economic analysts in state labor market information divisions of each state in the nation. The system generates reports of occupational employment and wage data for states and local areas, and is often used to answer specific questions about employment in various industries and wage ranges for those jobs.

CHALLENGE

The Workforce Research and Analysis Division continues to tackle the challenge of collecting and connecting data to answer complex questions with sophisticated research. To do so, data must be accessible and matchable across various systems. Each system has unique rules about confidentiality, data formats and data storage. While these conditions are often necessary to ensure the integrity of the supporting system, they can also be a barrier to creating integrated datasets. Understanding the barriers and navigating through them to create data sharing agreements is laborious and not always fruitful. Even when the data can be shared, if the datasets don't share unique identifiers then the data can only be joined through synthetic methods which introduce potential inaccuracies in the analysis.

CARRIE MAYNE

For additional information Visit jobs.utah.gov or contact Carrie Mayne, division director cjmayne@utah.gov or 801-526-9721



HOUSING AND COMMUNITY DEVELOPMENT

The Utah Housing and Community Development Division serves communities statewide to build local capacity, fund services and infrastructures, and leverage resources for critical community programs. Key programs within the division include:

- Community Development Block Grants
- Permanent Community Impact Fund
- Olene Walker Housing Loan Fund
- Native American Revitalization Funds
- Rural Planning Group
- Home Energy Assistance Target (HEAT) Program
- Utah State Small Business Credit Initiative
- Weatherization Assistance Program
- Pamela Atkinson Homeless Trust Fund
- Community Services Block Grants

DATA

- 6% reduction in chronically homeless individuals
- 7.5% growth in Olene Walker Housing Loan Fund Assets

GOAL

To assist communities and their economies by supporting local infrastructure projects, affordable housing development and the provision of basic community services.

ACHIEVEMENTS

Affordable Housing Task Force—On behalf of Lt. Governor Spencer Cox, we organized and convened the Lt. Governor's Affordable Housing Task Force in order to prepare and review a statewide affordable housing plan focused on current needs, inventory of housing units and maximizing investment opportunities to advance affordable housing goals.

Continued Reduction in Chronically Homeless—We continue to see reductions in the number of chronically homeless individuals statewide with a 6.0 percent decline from the previous year. Providing a permanent supportive housing unit is more cost effective and results in higher quality of life improvements than shelter options for this specific subpopulation of homelessness.

Community Development Block Grant Program—HCD continues to perform well in its compliance with federal program requirements having been recently monitored for labor standards within the Community Development Block Grant Program and being given an outstanding rating for our efforts.

CHALLENGE

With the decline in oil prices, mineral lease revenues have subsequently plummeted to levels not seen in a decade. These revenues have supported the majority of local community infrastructure projects in rural areas of the state. Although the Permanent



Community Impact Fund Board focus on deploying revenues through loans has provided some stability in the Permanent Community Impact Fund via repayments, it is likely the Board will be cutting back on the quantity and scope of these types of community projects in the near future.



JONATHAN HARDY

For additional information Visit jobs.utah.gov/housing or contact Jonathan Hardy, division director, at jhardy@utah.gov or 801-468-0137.

REFUGEE SERVICES OFFICE

The Refugee Services Office (RSO) improves the lives of nearly 65,000 refugees resettled in Utah communities. We serve as the designated state agency to receive and direct money from U.S. Office of Refugee Resettlement, and house the State Refugee Coordinator. We grant most of these federal funds to community service providers and other agencies to deliver vital services for a successful integration of refugees in Utah. RSO is also home to a dedicated refugee employment team, who administer the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. They work in a collaborative environment to develop employment plans and offering job preparation services to refugee customers. Additionally, we assist in the support of TANF-funded refugee programs, including case management, housing and other employment programs for Utah's refugees.

DATA

| | Refugees Served |
|----------------------|-----------------|
| State Fiscal Year | Number Served |
| 2015 | 8,199 |
| 2016 | 8,466 |

GOAL

The Refugee Services Office builds a bridge to success for refugees in our community through collaboration, coordination and service delivery.

ACHIEVEMENTS

The Refugee Education and Training Center—In November 2015, the Utah Refugee Education and Training Center opened. The center is a collaborative effort involving Salt Lake Community College, Utah State University, Workforce

ASHA PAREKH

For additional information Visit jobs.utah.gov or contact Asha Parekh, division director, at aparekh@utah.gov or 801-661-4018.



Services and other community partners. The primary purpose of the center is to foster opportunities for refugees to access better paying jobs. Programming at the center serves as a bridge to help refugees access higher education and training programs needed for better paying jobs. By the end of SFY 2016, more than 4,200 refugees have either received services or participated in a training at the Center.

Restructuring of the Division—The division was restructured this year to bring together programs and services within the department that support refugees. Prior, case managers for employment services were within a separate division. By bringing them together as one division, programs and services will align better to strengthen coordination and support.

CHALLENGE

Finding a way to provide support and coordination for ongoing health care services to newly arrived refugees, after a cut in federal funding.



THE OFFICE OF CHILD CARE

The Office of Child Care ensures Utah parents have access to affordable and high-quality child care for their children while they seek or maintain employment. This includes assisting child care providers in establishing programs able to care for children in safe, nurturing and developmentally appropriate settings. The office operates an online consumer resource to provide information on licensed child care providers and the importance of quality — empowering parents to make informed decisions when selecting a provider.

DATA

| CC Average Monthly Caseload | | |
|---|--|--|
| State Fiscal Year | Avg Monthly CC Households | |
| 2015 | 5,900 | |
| 2016 | 6,360 | |
| CC Cases Determined Eligible Within 30 Days | | |
| State Fiscal Year | CC Timeliness Rate | |
| 2015 | 92% | |
| 2016 | 97% | |
| # of Licensed Providers Receiving State Subsidy | | |
| State Fiscal Year | # of Licensed Providers Receiving Subsidy | |
| 2015 | 1,096 | |
| 2016 | 1,127 | |

GOAL

Provide resources to promote high-quality child care and afterschool care that is accessible and affordable for all Utah families.

ACHIEVEMENTS

Overhaul of the Child Care Subsidy Program—The child care overhaul was a two-year project that led to significant improvements in the child care subsidy program. The most significant of those improvements included the following: expedited approval for families applying for child care, ongoing child care upon a parent's job loss for parents to become re-employed, child care subsidy payments paid di-

rectly to child care providers, and establishing a "Provider Portal," for child care providers to manage their subsidy program.

Developed State Plan for Child Care Development Fund (CCDF) Reauthorization Act—In SFY 2016, the Office of Child Care was required to develop and submit its CCDF state plan to ensure implementation of the reauthorization. The reauthorization represented a shift in the child care program from simply serving as a work support to working parents to serving the developmental needs of children. The plan required community input across required stakeholders over several months. The final plan was approved by the federal Department of Health and Human Services in June 2016. It is available online, http://jobs.utah.gov/occ/occ2/ learnmore/other/ccdf16_18plan.pdf.

Targeted Funding Resources—The division recognized that Utah's rural communities needed increased access to high-quality child care providers, as well as expanded access for families experiencing intergenerational poverty. As a result, changes were instituted in the way it calculated distribution of grant funds to ensure rural communities with high rates of children at risk of remaining in poverty received grant funds. Additionally, the released grants specifically targeted rural child care providers, including licensed, family providers who are often the primary resource for child care in rural communities.

CHALLENGE

The key challenge continues to be successful implementation of the requirements of the CCDF Reauthorization Act. Balancing all of the new requirements and achieving all expected outcomes with limited resources will not be easily accomplished. Although the Act authorized an increase in funding, Congress has not yet appropriated the increased funds.



TRACY GRUBER

For additional information Visit careaboutchildcare.utah.gov or contact Tracy Gruber, division director tgruber@utah.gov or 801-526-9265

CHILD CARE SUBSIDY PROGRAM



PROGRAM PURPOSE:

The Office of Child Care administers the child care subsidy program. The program provides subsidies to eligible families to help offset the often high costs of child care necessary for working parents. In most cases, eligible families are those earning 50 percent or less of the state median income and working at least 15 hours each week.

KEY INITIATIVES AND STRATEGIES:

In SFY 2016, the key initiative within the subsidy program was the continuation of the child care overhaul which made significant improvements in both the administration of the program and programmatic changes to increase support to low-income, working families. The overhaul led to increased programmatic efficiencies for the department, child care providers and parents. Additionally, many of the changes supported the healthy development of children through providing continuity of care while parents made job changes.

In addition to the overhaul, the program increased the subsidy rate paid to child care providers to move closer to meeting the federal recommendations. In SFY 2016, licensed child care providers were paid an amount equal to the 70th percentile of the cost of care based on the Office of Child Care's 2015 local market rate survey.

The Office of Child Care continued to support working parents through the child care subsidy program by eliminating the child care copayment for families earning 100 percent of the federal poverty level or lower.

FUTURE IMPACTS AND CONSIDERATIONS:

The additional requirements established in the Child Care Development Fund (CCDF) Reauthorization Act will present a significant impact on the subsidy program. At this time, the U.S. Congress has not approved additional funding within the CCDF block grant to fund these new requirements.

For additional information about child care subsidies, visit careaboutchildcare.utah.gov or contact division director, Tracy Gruber at tgruber@utah.gov or 801-526-9265.

CHILD CARE QUALITY PROGRAM

PROGRAM PURPOSE:

The Office of Child Care administers the child care quality program. The purpose of the program is to utilize funding resources to support quality improvements in child care programs operating throughout the state.

KEY INITIATIVES AND STRATEGIES:

The child care quality program includes multiple initiatives, including the following: (1) improving quality in infant/toddler care; (2) improving overall quality for child care providers; (3) supporting and improving quality for out-of-school time and afterschool providers; (4) providing resources to parents and providers on quality through the Care About Childcare network of child care resource and referral agencies; and (5) providing ongoing professional development to child care providers through the Child Care Professional Development Institute (CCPDI).

OUTCOMES AND KEY MEASURES:

A number of outcomes and measures are required by Child Care Development Fund (CCDF) Reauthorization Act and outlined in Utah's state plan. The Office of Child Care will be reporting on these measures annually.

FUTURE IMPACTS AND CONSIDERATIONS:

The CCDF Reauthorization Act requires increased earmarks to improving quality in infant/toddler care and quality across programs. There is now a specified percentage of the block grant that must be expended on quality improvement activities in these areas.

For additional information about quality child care, visit careaboutchildcare.utah.gov or contact division director, Tracy Gruber at tgruber@utah.gov or 801-526-9265.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM



PROGRAM PURPOSE:

The Supplemental Nutrition Assistance Program (SNAP, aka Food Stamp Program) offers nutrition assistance to millions of eligible,

low-income individuals and families and provides economic benefits to communities nationwide. SNAP is the largest

program in the domestic hunger safety net. The Food and Nutrition Service (FNS) works with state agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits. FNS also works with state partners and the retail community to improve program administration and ensure program integrity.

SNAP benefits can be used to purchase food such as breads and cereals, fruits and vegetables, meats, fish and poultry and dairy products. Benefits can also be used to buy seeds and plants which produce food for the household to eat. SNAP benefits cannot be used to buy beer, wine, liquor, cigarettes or tobacco; or nonfood items, such as pet foods, soaps, paper products and household supplies, vitamins, medicines, food that will be eaten in the store, or hot foods.

KEY INITIATIVES AND STRATEGIES:

Nutrition Education — Contract with Utah State University (USU) to help low-income families who receive SNAP learn to budget their benefits and cook healthy, nutritious, low-cost meals. Working with USU to plan targeted nutrition education for intergenerational poverty families. The total amount of the nutrition education contract is \$1,309,659. This contract is 100 percent federally funded.

Waivers with FNS:

- Telephone interview waiver Allows interviews for SNAP to be conducted over the telephone rather than in-person at an employment center.
- Unscheduled interview waiver Allows customers to call for an interview during business hours rather than scheduling an interview appointment.
- eNotices waiver Allows customers to choose to receive their notices electronically rather than through postal mail.

OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in SFY 2016 are:

- Program Timeliness (decision made in under 30 days): 96.73 percent
- Average Days to Decision: 11.59 days

ACHIEVEMENTS:

Every state has a Food Stamp Quality Control (FSQC) program that reports a state accuracy rate nationally. While the data is not yet finalized, for Federal Fiscal Year 2015 (October 2014 to September 2015) Utah estimates a FSQC active accuracy rate of 97.55 percent, better than the estimated national accuracy rate of 96.91 percent.

CHALLENGE:

The SNAP benefit is issued and made available to a customer using an Electronic Benefit Transfer (EBT) card. Utah is currently contracting these EBT services to JP Morgan; however, Workforce Services will be changing vendors to Xerox in October 2016. While we do not expect any delay or impact to the customer, the process of changing vendors is significant.

For additional information about SNAP contact Kevin Burt at kburt@utah.gov or 801-526-9831.

FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM

PROGRAM PURPOSE:

The purpose of the Food Stamp Employment and Training (E&T) Program is to assist able-bodied Supplemental Nutrition Assistance Program (SNAP, aka Food Stamp Program) recipients obtain employment by helping food stamp households gain skills, training, work, or experience that will increase self-sufficiency. Able bodied adults without dependents (ABAWD), aged 18 to 49 years old, can only receive food stamp benefits for three months out of 36 months. After receiving three months of benefits, ABAWDs must meet work requirements on a monthly basis in order to continue receiving benefits. For all others, there is no time limit and mandatory Food Stamp E&T participation is required for three out of 12 months.

KEY INITIATIVES AND STRATEGIES:

As of October 1, 2014, Utah is no longer an ABAWD pledge state. After receiving three months of benefits in a 36-month period, ABAWDs must be working 20 hours per week, or in training 20 hours per week (or a combination of both) in order to continue to receive Food Stamp benefits. Workforce Services has opted to exempt the following U.S. Department of Labor labor surplus areas from ABAWD time limits: Carbon, Emery, Garfield, Piute, San Juan and Wayne counties.

OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in SFY 2016 are:

- Federal Program Timeliness (decision made in under 30 days): 96.73 percent
- Average Days to Decision: 11.59 days

ACHIEVEMENTS:

Every state has a Food Stamp Quality Control (FSQC) program that reports a state accuracy rate nationally. While the data is not yet finalized, for Federal Fiscal Year 2015 (October

2014 to September 2015) Utah estimates a FSQC active accuracy rate of 97.55 percent, better than the estimated national accuracy rate of 96.91 percent.

CHALLENGE:

The SNAP benefit is issued and made available to a customer using an Electronic Benefit Transfer (EBT) card. Utah is currently contracting these EBT services to JP Morgan; however, Workforce Services will be changing vendors to Xerox in October 2016. While we do not expect any delay or impact to the customer, the process of changing vendors is significant.

For additional information about the Food Stamp E&T Program contact Kevin Burt at kburt@utah.gov or 801-526-9831.

GENERAL ASSISTANCE (GA) PROGRAM

PROGRAM PURPOSE:

General Assistance (GA) is a



state funded financial assistance program that provides limited benefits to adults who have physical and/or mental health limitations that prevent them from working. GA serves single or married adults without dependent children in the home and who are not eligible for any federal financial assistance programs.

KEY INITIATIVES AND STRATEGIES:

GA uses an intensive Pursuing Disability Income case management model for long track cases. The Pursuing Disability Income case management model ensures collaboration between the Workforce Services case manager, the customer, the Social Security Administration (SSA), the Disability Determination Services (DDS), and others, including medical providers and partner agencies, to complete the complicated SSI/SSDI application process. GA case managers assist to complete SSA application forms, identify and collect medical evidence/records and then track and file appeals to expedite the decision on claims for SSI/SSDI disability benefits and increase likelihood of determining a favorable decision of eligibility.

FUNDING UPDATE:

GA is solely funded by State General Fund.

OUTCOMES AND KEY MEASURES:

SSI/SSDI approvals for July 2016

- Total: 22
- Initial Approvals: 18
- Reconsideration approvals: 1

• Administrative law judge hearing Approvals: 3

Average days to Approvals (based on caseloads from last 12 months)

- Initial: 362
- Reconsideration: 308
- Administrative law judge hearing: 712

ACHIEVEMENTS:

- Workforce Services has avoided closing the GA program since the fall of 2013 — which was the last time it closed enrollment — thus providing a continuously open program of financial benefits to those that need it the most.
- SSI Recoupment
 - Used as reimbursement for months used on GA while in application process for SSI/SSDI benefits.
 - Returned to State General Fund: \$250,000 of this reimbursement annually returned to GA budget.
 - Total SSI reimbursement for SFY 2016 = \$680,690.05

CHALLENGE:

With the unemployment rate being relatively low, GA caseloads have also declined. The model for tracking the GA budget allows for more efficient spending and forecasting; however, the GA program is being expended at a lower rate than in years past.

For additional information about the General Assistance Program contact program manager Sisifo Taatiti at staatiti@ utah.gov or 801-526-4370.

WORKFORCE INVESTMENT FUND — NEXT GENERATION LABOR EXCHANGE

PROGRAM PURPOSE:

The Workforce Innovation Fund (WIF) grant was awarded to the State of Utah by the U.S. Department of Labor to create the state's next generation of labor exchange services. Labor

exchange is a broad term used to describe activities which connect job seekers and employers. Utah was one of the first states to implement an online approach to labor exchange; however, prior to this grant the online system had not been upgraded in nearly 10 years.

The WIF grant allows Workforce Services to create significant improvements to its online job seeker and employer systems,

which is known as the Next Generation Labor Exchange project. As outlined in the grant, changes to the labor exchange system will be made annually and then evaluated prior to the next year's changes being released. The grant, project, and corresponding evaluation will last until December 2016, with grant management and all system enhancements being studied by the University of Utah's Social Research Institute.

KEY INITIATIVES AND STRATEGIES:

The following changes were implemented between November 2013 and November 2015, as part of the Next Generation Labor Exchange.

- Simplified Seeker Registration: The seeker registration has been simplified to only require basic information with more detailed information being optional, instead of the current very thorough and comprehensive registration that requires all elements.
- Online Career Library: A self-service career library is available with resources in the categories of resumé writing, interviewing and job searching to help job seekers refine job seeking skills.
- Revised Seeker Landing Page: The job seeker landing page (i.e., the first page customers see when they log-in as a job seeker on jobs.utah.gov) has been changed to allow a variety of job seeking tools and to receive jobs the seeker has been auto-matched to from his/her registration.
- Advanced Resumé Writing Tool: An advanced resumé writing tool has been made available accessible from the job seeker's jobs.utah.gov account. The resumé tool can be accessed from the public computers in any Workforce Services Employment Center.
- Hiring Events: A calendar of events has been added for job seekers to view hiring events that apply to their location and demographic situation. These events include job fairs and employers located in a local Employment Center.
- Online Employment Counseling: Additional online case management tools are available that allow temporary assistance customers in remote areas access to employment counseling on a more frequent basis. These tools will reduce cost while increasing accessibility to job seeking tools.
- Online Job Seeker Networking: Discussion groups about relevant job seeking and labor market topics has been added for job seekers to view and participate in. These online discussion groups are facilitated by a Workforce Services staff member.
- Upload Resumé: Job seekers have the ability to upload multiple resumés and select a primary resumé. The pri-

mary resumé is displayed to employers when they search for job candidates. Resumés can be uploaded in Word or PDF format.

- Social Media: Job seeker and employers have the ability to link their profiles to social media and company or personal websites.
- Job Statistics: System statistics have been added for employers and job seekers. Employer statistics include the number job seekers viewing the employer profile, the number of open jobs entered in the last 90 days, and the number of closed jobs within the last 90 days. Job seeker statistics include labor market information and the number of employers viewing the job seeker's resumé.
- Manual Search Options: Search options have been expanded to allow job seekers to filter and refine their search for jobs.
- Simplified Job Order Posting: For employers, the only required elements are basic information (e.g., employer name, job title, job description) and the job order location information (e.g., number of openings, worksite address, close date); all other job posting elements (e.g., benefits, education requirements) are optional for the employer to include. Additionally, when an employer posts a job, they are provided immediately with a list of potential candidates for that job. Another major change to employers' job order postings is the ability to indicate a position is statewide/telecommuting or the ability to list multiple locations for one job order.
- Job Posting Options: Employers have the ability to upload an application with the job posting. The employer can now also enter optional pre-application questions to help them screen out unqualified candidates. Labor market information is integrated into the job posting to help employers know if the wages they are offering are competitive.
- Revised Employer Landing Page: The employer landing page (i.e., the first page employers see when they log-in on jobs.utah.gov) has changed. The main change is that the landing page shows both open jobs the employer has posted, as well as a list of potential candidates the system has auto-matched to the respective job(s).
- New Job Matching Methodology: As part of the Next Generation Labor Exchange study, a new job matching methodology is being tested. In the current system, job matching is based on specific fields and lists of values, newest applicants being matched first and job referral screening. In the test component system, job matching will be based on inferred and synthesized data, a scored scale and rank, and minimal referral limitations. Both

philosophies and methods are utilized concurrently and studied as part of the project.

- Enhanced Help: A live chat feature has been added for job seekers and employers to ask questions to Workforce Services staff during business hours. YouTube tutorials have been added for job seekers and employers to help them understand how to better use functions of the labor exchange. A FAQ section has been added with sections on various questions that are most often asked.
- Student and Employment Integration: The labor exchange system integrates with UtahFutures to provide students access to view open jobs. The integration allows students to see types of jobs available before committing to an educational program. The labor exchange integration with UtahFutures allows employers to share internship and on-the-job training opportunities, as well as build profiles to share with students who will become prospective employees.
- Online Internship and On-the-Job Training: Employers have the ability to request internship and on-the-job training sites. Once approved by a Workforce Services staff member, these opportunities will be available for job seekers to search and view.
- Mobile Applications: Mobile applications have been developed for both job seekers and employers to increase access from mobile devices.
- **Onsite Recruitments:** Employers have the ability to schedule time and space in a local office to recruit from.

The following changes are in the planning process:

- Evaluating Social Research Institute results from job seeker and employer feedback from Year III changes.
- Combining the test and current systems.

NUMBER SERVED:

All Utah citizens have the ability to access labor exchange services. As part of the project, all employers are participating in the study and using the same test component system, while job seekers have the option to participate in the study and then upon consent are randomized into either the current system or the test component system.

OUTCOMES AND KEY MEASURES:

The Next Generation Labor Exchange project enhancements will be measured based on the following outcomes (measures for October 2015 through September 2016):

- Employer market share (i.e., percent of employers hiring out of all employers hiring): 16.25 percent
- Percent of job seekers served online who are hired: 26.02 percent

- Percent of low income job seekers hired 8.25 percent
- Number of job seekers accessing UtahFutures: 817
- Number of youth job seekers (ages 18-25) using only online system in the report quarter: 6,678
- Number of job seekers using only online services in the report quarter: 42,696
- Employer services cost efficiency: 77.82 percent
- Seeker services cost efficiency: 84.82 percent

For additional information about the Next Generation Labor Exchange contact program manager Elizabeth Carver, ecarver@utah.gov or 801-514-1017.

MEDICAL (MEDICAID, CHIP, UPP AND PCN)



PROGRAM PURPOSE:

Medicaid is a program which covers medical expenses for certain groups of people who have limited income and resources. Medicaid primarily covers children, pregnant women, the elderly and persons with disabilities. Once approved, Medicaid eligibility will be reviewed annually. By providing health coverage, Medicaid aims to improve the health of people in Utah who might otherwise go without medical care for themselves and their children.

The Children's Health Insurance Program (CHIP) is a lowcost health insurance plan for uninsured children. CHIP aims to cover Utah's children. CHIP is available to children of families with income levels too high to qualify for Medicaid, who are not enrolled in insurance, and cannot afford private or employer-sponsored health insurance. Once approved, CHIP eligibility is reviewed annually.

Utah's Premium Partnership (UPP) for Health Insurance is for children and adults. UPP was created to help uninsured Utahns take advantage of employer-sponsored health insurance by making it more affordable. UPP helps working individuals and families by reimbursing for all or part of their monthly health insurance premiums through their employer's health insurance plan or COBRA coverage. Once approved, UPP requires an annual eligibility renewal.

Primary Care Network (PCN) is a health plan that is offered to adults by the Department of Health and covers services administered by a primary care provider. Applications are only accepted during open enrollment periods, which are held when resources are available to cover more people. PCN is a federal waiver that requires the enrollment of more

parents than adults without children; as a result, PCN enrollment periods may be different for parents and those without children.

KEY INITIATIVES AND STRATEGIES:

There are various quality control mechanisms of eligibility for medical assistance that require a collaborative effort between Health and Workforce Services. Quality is defined as making the correct eligibility determinations by assuring the customer is issued benefits on the appropriate medical program and/ or medical plan for each month. This quality element may be reviewed by:

- 1. Workforce Services through the internal Performance Review Team (PRT)
- 2. Health through the Medicaid Eligibility Quality Control (MEQC) unit often project based
- 3. External reviewers, including the State Auditor's Office annual Single State Audit (SSA) and the Office of the Inspector General Payment Error Rate Management (PERM) audit performed every three years.

OUTCOMES AND KEY MEASURES:

Key outcomes and measures for the medical program in SFY 2016 are:

- Federal Program Timeliness (decision made in under 30 days): 94.38 percent
- Average Days to Decision: 11.50 days

ACHIEVEMENTS:

Annually the medical program is evaluated by the State Auditor's Office and the findings are reported in the Single State Audit. The Medicaid program has not been reported as having less than a 96.7 percent accuracy rate for the last four state fiscal years.

CHALLENGE:

Workforce Services continues to coordinate with the Department of Health to address the identified coverage gap, as directed by the legislature, since the successful implementation of the mandatory requirements of the Affordable Care Act.

For additional information about the medical program contact Kevin Burt at kburt@utah.gov or 801-526-9831.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

PROGRAM PURPOSE:

The Temporary Assistance for Needy Families (TANF) program is designed to help needy families achieve self-sufficiency. States receive block grants to design and operate programs that accomplish one of the purposes of the TANF.

The four purposes of the TANF program are to:

- 1. Provide assistance to needy families so that children can be cared for in their own homes.
- 2. Reduce the dependency of needy parents by promoting job preparation, work and marriage.
- 3. Prevent and reduce the incidence of out-of-wedlock pregnancies.
- 4. Encourage the formation and maintenance of two-parent families.

Cash Assistance Grants, known in Utah as the Family Employment Program (FEP), is a required program states must provide under purpose two.

KEY INITIATIVES AND STRATEGIES:

Family Focused Case Management Academy (Two-Generation):

- Family Focused Case Management takes a two-generation approach with families by focusing on the needs of families and their children simultaneously.
- Workforce Services has been involved in the Administration for Children and Families (ACF) Systems to Family Stability Academy for the last year. The 18-month academy will be ending in December 2016.

TANF Grants:

- The TANF Contracts Team continues to monitor and oversee grants awarded under TANF Grant I, in which 15 different services are being provided statewide. There is at least one service being provided in every county of the state.
- Several legislative appropriations from the 2016 session prompted Workforce Services to administer Request for Grant (RFG) opportunities for services in domestic violence shelters, for homeless youth, and homeless to housing initiatives.

• A RFG titled TANF Grant II was administered and recently awarded for two services: (1) Youth Development and (2) Asset Building for TANF-eligible youth and families. These services are intended to provide low income youth with employment experience, mentoring, and connection to higher education opportunities. Asset Building teaches healthy financial habits by encouraging families to invest in savings accounts, repair credit, and invest in future education funding for their children.

OUTCOMES AND KEY MEASURES:

| PRT Cases | Number of | Case | Element |
|---|-----------|----------|----------|
| Reviewed | Reviews | Accuracy | Accuracy |
| Family Employment Program SFY 16 | 1,812 | 85.43% | 98.31% |

| Positive Closures | Family Employment Program | Family Employment Program-Two Parent |
|----------------------|------------------------------|---|
| June 2016 | 69.65% | 100% |
| May 2016 | 83.26% | 100% |
| April 2016 | 68.06% | 100% |

ACHIEVEMENTS:

- Workforce Services' core TANF team attended a meeting in Annapolis, IN, the last week of July 2016, where Utah's Family Focused Case Management was recognized as an excellent example of a two-generation approach.
- Workforce Development Program and Training completed seven months of Family Focused Case Management training with all FEP staff statewide. The training series continues as we offer trauma awareness and executive functioning training to internal staff as well as collaborate efforts with sister agencies.

CHALLENGE:

With Utah being a leader in innovative TANF approaches, we are often called upon to provide technical assistance, speak in forums, and present on panels which take a significant amount of time and effort.

For additional information about TANF contact Sisifo Taatiti at staatiti@utah.gov or 801-526-4370.

UTAH CLUSTER ACCELERATION PARTNERSHIP

PROGRAM PURPOSE:

The Utah Cluster Acceleration Partnership (UCAP) is a collaborative partnership between Workforce Services, the Utah System of Higher Education (USHE) and the Governor's Office of Economic Development (GOED). The UCAP program is designed to strengthen collaboration between education, industry, and economic development in order to better respond to the needs of regional and statewide-designated clusters.

The UCAP program provides grant funding to develop, implement, or enhance educational programs that are responsive to regional and statewide industry needs. The program is also intended to increase the number of individuals who earn industry-recognized credentials, develop career pathways with multiple entry and exit points for students along the post-secondary education continuum and create systemic change by establishing processes and programs that better connect education, the workforce and employers. Funding for this program is derived from the Unemployment Insurance (UI) Special Administrative Expense Account (SAEA).

KEY INITIATIVES AND STRATEGIES:

UCAP was created to address the following four opportunities and concerns:

- Goal 1 Increase economic cluster connectivity and educational alignment
- Goal 2 Respond to industry identified skill gaps
- Goal 3 Enhance the role of the regional institutions in economic development
- Goal 4 Promote regional stewardship of grantees' contributions to workforce development

NUMBERS SERVED:

SFY 2016 total grants awarded: 20

- 10 post-secondary
- 7 public education
- 3 industry association

OUTCOMES AND KEY MEASURES:

The primary outcome measurement for UCAP is the number of new or expanded certificate or degree programs that meet the Governor's 66% by 2020 initiative, with specific relevance

towards educational programs that serve cluster industries in the state.

FUTURE IMPACTS AND CONSIDERATIONS:

The request for grant process for SFY 2017 is complete and all agreements executed. A total of 21 projects received full or partial funding (\$3,525,250). Of these 10 were post-sec-ondary institutions, seven were public education and four industry associations.

Of the total funding allotted, \$2,560,000 was provided from the UI SAEA and \$965,250 was provided through a grant received from USA Funds. The USA Funds grant was awarded to Workforce Services to expand the Utah Aerospace Pathways program into other areas of the state and replicate it into other industries.

As the UCAP grant program has typically been funded through the UI SAEA, the future of this funding source remains unclear. As the penalties and fees associated with the UI SAEA continue to decline so do the collections. This impacts the SAEA budget available for UCAP and all programs funded through this account. In SFY 2016 the approved budget for UCAP was \$3,505,000, in SFY 2017 this has decreased to \$2,560,000. It is expected that the total SAEA budget will decrease again for SFY 2018.

For additional information about UCAP contact Melisa Stark at mstark@utah.gov, 801-628-4051, or visit http://jobs. utah.gov/department/ucap.html.

WAGNER-PEYSER

PROGRAM PURPOSE:

Wagner-Peyser is one of the six core partners under the Workforce Innovation and Opportunity Act (WIOA). Wagner-Peyser serves job seekers and employers seeking a variety of employment related labor exchange services available online and in our one-stop Employment Centers. The State of Utah utilizes Wagner-Peyser funding to provide targeted labor exchange activities to employers, unemployment insurance claimants, veterans, persons with disabilities, ex-offenders and older workers.

WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work. Wagner-Peyser funds career services for all individuals which include job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan, career planning and supportive services if appropriate.

KEY INITIATIVES AND STRATEGIES:

WIOA reinforces the partnerships and strategies necessary for our staff to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed; and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

Workforce Services is focused on meeting the need of employers, increasing employer market share and helping more job seekers become employed and retain employment. Job preparation workshops and the SmartStart publication (i.e., a guide to finding and keeping a job) are now available online. These tools and resources provide the same quality information that a job seeker can receive from one of our mediated workshops or from a skilled employment counselor.

OUTCOMES AND KEY MEASURES:

- 1. Entered Employment
- 2. Employment Retention
- 3. Average Earnings (six months)

ACHIEVEMENTS:

Utah met and exceeded all three negotiated Wagner-Peyser measures. (This was true for 3 quarters through March 2016)

CHALLENGES:

- Implementation of WIOA Final regulation, published August 19, 2016. New employer measures will impact how we collect and report services as well as a new reporting system to be introduced to states.
- How states count self-service and mediated services has changed and will impact future outcomes for Wagner-Peyser.

For additional information about Wagner-Peyser contact Sandy Terry at sterry@utah.gov or 801-526-9955.



WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER PROGRAMS

PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs provide workforce activities that are targeted at increasing employment, retention and earnings of participants while assisting employers in finding the skilled workers they need to compete and success in business. WIOA programs are intended to increase occupational skills attainment by participants resulting in an improved quality of the workforce, reduce welfare dependency, and enhanced productivity and competitiveness of the nation. The WIOA Adult Program targets low-income recipients. The Dislocated Worker Program target individuals who have been laid-off or have received a notice or termination of layoff from employment, including active military service, and have met other dislocated worker status eligibility requirements. The Dislocated Worker Program also serves displaced homemakers including the spouse of active military members.

Participants in both programs receive services via a coordinated service delivery system in the one-stop Employment Center delivery system and in coordination with Wagner-Peyser. Services include both career services and training services. Career services can include job search and placement assistance, an initial assessment of skills and needs, labor market information, comprehensive assessment, development of an individualized employment plan, career planning and supportive services, if appropriate. Training services allow participants to be linked to job opportunities within their community through occupational skills training, basic skills training and worksite learning opportunities.

KEY INITIATIVES AND STRATEGIES:

WIOA was signed into law on July 22, 2014. New policy using draft regulations for the training programs was effective July 1, 2015, including system changes. On June 30, 2016, final regulations were released by the U.S. Department of Labor and were published in the Federal Register Aug. 19, 2016. Staff are reviewing the regulations and preparing for any additional program, policy and system changes as indicated in the final regulations. WIOA law allows states to move funding between the Adults and Dislocated Worker programs. This strategy give states greater flexibility to utilize funding where there is the greatest need.

During spring 2016, all eligible training providers transitioned their programs to the new Eligible Training Provider process under WIOA. A new website was created that allows customers to compare programs by training type, training level, cost and performance. The website and performance information therein maximizes informed customer choice and allows customers to select the program that best suits their individual needs.

New training providers are now subject to the new WIOA Initial Eligibility requirements, which include providing student completion rates, wages and labor market detail. In order to stay on the Eligible Training Provider List, every two years, each provider must submit performance data for each program of study.

OUTCOMES AND KEY MEASURES:

- 1. Adult Entered Employment
- 2. Adult Employment Retention
- 3. Adult (six-month) average earnings
- 4. Dislocated Worker Entered Employment
- 5. Dislocated Worker Employment Retention
- 6. Dislocated Worker (six-month) average earnings

ACHIEVEMENTS:

Utah met and exceeded all three negotiated WIOA Adult measures. (This was true for 3 quarters through March 2016)

Dislocated Workers exceeded the negotiate measures for average earnings by more than \$3,000 per month.

CHALLENGES:

- Implementation of WIOA Final regulation, published Aug. 19, 2016, and ensuring technology and system changes are in place.
- Implementing common measures with all six core programs and understanding of the reporting requirements under the new regulations.

For additional information about WIOA Adult and Dislocated Worker Programs contact Elizabeth Carver at ecarver@ utah.gov or 801-514-1017.

WORKFORCE INNOVATION AND OPPORTUNITY ACT YOUTH PROGRAM

PROGRAM PURPOSE:

The Workforce Innovation and Opportunity Act (WIOA) Youth Program serves a vital role in the overall array of services for at-risk youth in Utah. The realities of today's global economy make it imperative that publicly-funded workforce systems for youth be demand-driven. The programs



and services made available through those systems should also be aimed at preparing our state's most at-risk youth for real career opportunities. WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states can leverage other federal, state, local and philanthropic resources to support in-school and out-of-school youth. WIOA affirms Workforce Services' commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. Well-designed workforce programs offer youth who are disconnected from mainstream institutions systems another opportunity to successfully transition to adult roles and responsibilities. The goal of youth-serving agencies across the state, including Workforce Services' WIOA Youth Program, is for "Utah's atrisk youth to live successfully as adults."

Out-of-school youth (and those most at risk of dropping out) are an important part of the workforce "supply pipeline" needed by businesses to fill job vacancies. WIOA-funded youth programs provide leadership by serving as a catalyst to connect these youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities.

KEY INITIATIVES AND STRATEGIES:

- The majority of program changes under the new WIOA law were made to the Youth Program and were effective July 1, 2015. These changes include:
- The definition of In-School-Youth (ISY) and Out-of-School-Youth (OSY)

- Requirement to expend 75 percent of funds on OSY
- Requirement to expend 20 percent of youth funding on works experience activities.

State staff are working with operations on strategies to meet these requirements and with management information systems to incorporate these measures into reports.

One key initiative for our WIOA Youth Program is Transition to Adult Living (TAL). This is a partnership with the Utah Division of Child and Family Services and serves foster care youth who are about to or have aged out of foster care. The Education and Training Voucher (ETV) Program provides additional funding to these youth to help pay for post-secondary education expenses.

OUTCOMES AND KEY MEASURES:

- 1. Youth Placed in Employment or Education
- 2. Youth attainment of Degree or Certificate
- 3. Youth Literacy or Numeracy Gain

ACHIEVEMENTS:

Utah met and exceeded all three negotiated WIOA Youth Program measures. (This was true for 3 quarters through March 2016)

CHALLENGES:

- Implementation of WIOA Final regulation, published Aug. 19, 2016.
- Five new Youth Program elements: (1) Financial Literacy, (2) Entrepreneurial skills training, (3) Services that provide labor market and employment information in the local area, (4) Activities that help youth transition to postsecondary education and training, and (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- System changes to match new requirements.
- Meeting the 75 percent OSY requirement and increase of 20 percent expenditures on work experience activities.

For additional information about WIOA Youth Program contact Elizabeth Carver at ecarver@utah.gov or 801-514-1017.

PAMELA ATKINSON HOMELESS TRUST FUND

PROGRAM PURPOSE:

The Pamela Atkinson Homeless Trust Fund (PAHTF) is the primary mechanism of the State of Utah to deliver core funding to assist non-profit agencies serving the homeless population. No more than 80 percent of funding can be allocated in counties along the Wasatch Front.

KEY INITIATIVES AND STRATEGIES:



A critical component of fund utilization is to leverage dollars to the greatest extent possible. Nearly all homeless service providers within the state use funds from PAHTF or use funds that are leveraged with PAHTF dollars. PAHTF is the state match for the federal Emergency Solutions Grant which brings an additional \$1.3 million in federal funding to

support homeless programs. In addition, PAHTF is carefully deployed to maximize the more than \$10 million in U.S. Department of Housing and Urban Development (HUD) Continuum of Care funding for which non-profit homeless service providers can qualify.

In addition to maximizing leveraging opportunities, Utah has made a concerted effort to house the chronically homeless population in Permanent Supportive Housing. Those who are chronically homeless have been homeless longer than a year or had four episodes within three years that cumulatively total longer than a year of homelessness and have a disabling condition. Research locally and nationally has found that placing these individuals in Permanent Supportive Housing is a more cost effective solution while achieving greater qualitative outcomes for those served.

Data from the 2016 Point in Time Count showed 2,807 people were homeless on the night of the count. This is a decrease of 218 people from the same count in 2015. Most of this is attributed to a change in how some transitional beds were counted as homeless in 2015 and are now permanent housing this year. Family homelessness remained flat from 2015. The count of chronically homeless individuals fell by 6 percent over the year.

FUNDING UPDATE:

- Total budget: \$2,808,600 SFY16
- 38 agencies statewide received funding from PAHTF to support homeless services

OUTCOMES AND KEY MEASURES:

- Continued reduction in chronic homeless by 6 percent SFY 2016
- Individuals served directly with PAHTF: 7,148
- Total number of people experiencing homelessness in Utah 2016: 13,114 (source Homeless Management Information System (HMIS))

CHALLENGE:

With new state funding in the Homeless to Housing Reform Fund, there will be need to further coordinate the PAHTF funding source in conjunction with other sources to support shared outcomes and objectives. Key among these will be reducing the length of time people experience homelessness and reducing the numbers that return to homelessness.

Use of HMIS data and new performance measures on both state and federal funds will better inform and direct our targeted efforts going forward.

For additional information about the Pamela Atkinson Homeless Trust Fund (PAHTF) please contact Tamera Kohler at tkohler@utah.gov or 801-468-0148.

STATE SMALL BUSINESS CREDIT INITIATIVE

PROGRAM PURPOSE:

Utah's State Small Business Credit Initiative (SSBCI) is a federal program administered by the U.S. Department of Treasury, which was funded with \$1.5 billion to strengthen state programs that support private financing to small businesses and small manufactures. In conjunction with private financing, the SSBCI is expected to help spur up to \$15 billion in lending to small businesses and manufacturers that are not getting the loans or investments they need to expand and create jobs. In January 2013, Workforce Services signed the contract with the Utah Small Business Growth Initiative (USBGI), a subsidiary company of Utah Center for Neighborhood Stabilization. The program will close in March 2017.

KEY INITIATIVES AND STRATEGIES:

Lenders should target an average borrower size of 100 employees or less and not exceed a maximum borrower size of 750 employees. Corporations, partnerships and sole proprietorships are eligible, including non-profits and cooperatives. Lenders should target, but



are not restricted to, small businesses statewide with one or more of the following characteristics:

- Located in a low-to-moderate income neighborhood.
- Located in underserved communities.
- Women or minority owned businesses.

FUNDING UPDATE:

The third tranche of funds was distributed December 2015. The total funds allocated to the State of Utah has been \$11,773,361. All but \$1,800 of the Loan Participation funds have been obligated or expended.

OUTCOMES AND KEY MEASURES:



| Program Year | Participation/ Guarantee | Number of Loans | Gross Loan Amount | Participation Amount | Jobs Created | Jobs Retained |
|-----------------|-----------------------------|--------------------|----------------------|-------------------------|-----------------|------------------|
| 2012 | Participation | 1 | 150000 | 30,000 | 10 | 2 |
| 2013 | Participation | 2 | \$4,850,000 | \$582,000 | 25 | 59 |
| 2014 | Participation | 0 | \$0 | \$0 | 0 | 0 |
| 2015 | Participation | 1 | \$2,520,000 | \$420,000 | 15 | 20 |
| 2016 | Participation | 2 | \$12,305,000 | \$5,395,000 | 49 | 10 |
| Totals | | 5 | 19,825,000 | 6,427,000 | 99 | 91 |
| 2012 | Guarantee | 2 | \$375,000 | \$300,000 | 32 | 68 |
| 2013 | Guarantee | 8 | \$1,448,400 | \$1,120,970 | 38 | 117 |
| 2014 | Guarantee | 9 | \$13,258,905 | \$10,427,124 | 229 | 826 |
| 2015 | Guarantee | 8 | \$11,748,035 | \$9,200,428 | 88 | 438 |
| 2016 | Guarantee | 3 | \$5,500,000 | \$3,600,000 | 80 | 638 |
| Totals | | 25 | \$32,330,340 | \$24,648,522 | 467 | 2087 |
| C | Grand Totals | | \$52,155,340 | 31,075,522 | 566 | 2,178 |

ACHIEVEMENTS:

The completed and committed loan participations and loan guarantees have, or will, result in 566 jobs being created and 2,178 jobs being retained.

Of our \$11,773,361 allocation, we have obligated or expended all but \$1,800, which has us on target to expend all of our first round funding by the end of the program in March 2017.

CHALLENGE:

The changing interpretation of the program rules created many challenges with the Equity program and resulted with us discontinuing the program.

For additional information about State Small Business Credit Initiative contact Sue Kolthoff at skolthoff@utah.gov or 801-468-0069.

UINTAH BASIN REVITALIZATION FUND

PROGRAM PURPOSE:



The Uintah Basin Revitalization Fund was created to maximize the long term benefit of oil and gas severance taxes derived from lands held in trust by the Federal Government for the Ute Tribe of the Uintah and Ouray Reservation. It was designed to promote cooperation and coordination between the

state, its political subdivisions and the tribe.

KEY INITIATIVES AND STRATEGIES:

New receipts invested in communities annually.

FUNDING UPDATE:

SFY16 Revenue: \$6,487,805.80.

OUTCOMES AND KEY MEASURES:

For detailed list of allocations, please see our annual report available at http://jobs.utah.gov/housing/rf/ubrf.html

ACHIEVEMENTS:

2016 receipts = \$6,487,805.80 to 2016 allocation = \$12,264,794* = 189 percent of available funds.

CHALLENGE:

Maintaining the relationship between the counties and the Ute Tribe.

For additional information about the Uintah Basin Revitalization Fund contact Keith Heaton at kheaton@utah.gov or 801-468-0133.

(*)Annual allocation exceeds annual revenue due to unallocated and reallocated funds

NAVAJO REVITALIZATION FUND

PROGRAM PURPOSE:

The Navajo Revitalization Fund was created to maximize the long term benefit of oil and gas severance taxes derived from lands held in trust by the Federal Government for the Navajo Nation and its members living in Utah. It was construed to promote cooperation and coordination between the state, its political subdivisions and the tribe.

KEY INITIATIVES AND STRATEGIES:

New receipts invested in communities annually (target = 95 percent).

FUNDING UPDATE:

SFY16 revenue = \$2,703,385.

OUTCOMES AND KEY MEASURES:

For a detailed list of allocations, please visit our website at http://jobs.utah.gov/housing/rf/nrf.html

ACHIEVEMENTS:

2016 receipts = \$2,703,385 to 2016 allocation = \$2,605,732 = 96 percent of available funds invested.

CHALLENGE:

Re-establishing a funding partnership with the Navajo Trust Fund now that it has been reinstated.

For additional information about the Navajo Revitalization Fund contact Keith Heaton at kheaton@utah.gov or 801-468-0133.

HOUSING

PROGRAM PURPOSE:

Funding to the State of Utah's Olene Walker Housing Loan Fund (OWHLF) helps to meet Utah's affordable housing needs for rental and homeownership opportunities.

KEY INITIATIVES AND STRATEGIES:



To maximize the preservation and development of affordable housing options for low, very low, and moderate income families throughout the State of Utah at or below 80 percent Area Median Income (AMI), as defined by the U.S. Department of Housing and Urban Development (HUD).

FUNDING UPDATE:

Total budget SFY16 = \$5,0044,150:

- Federal HOME allocation = \$2,701,950
- State low-Income Housing Appropriation = \$2,242,900
- Affordable Housing Planning Appropriation = \$9,800
- Individual Development Accounts Appropriation = \$89,500

OUTCOMES AND KEY MEASURES:

- More than \$139 million was leveraged by Olene Walker Housing Loan Fund for multi-family housing during SFY 2016 and more than \$7 million for single-family housing projects.
- 22 percent of all funds were allocated to improve or create affordable housing in rural Utah.
- The 2016 AMI of all renter households served by OW-HLF averaged 43.08 percent.
- OWHLF allocated \$60,000 to upgrade 32 Native American low-income homes in the Aneth Chapter on the Navajo Indian Reservation.
- 175 volunteers provided approximately 5,250 service hours.
- Total units constructed and/or rehabilitated = 843

CHALLENGES:

- Local zoning regulations
- High land costs/available land
- Low-income tax credits are a limited source
- Federal funding cuts
- In Utah, the Fair Market Rent for a two-bedroom apartment is \$849. In order to afford this level of rent and utilities, paying 30 percent of income on housing, a family must work 40 hours a week earning \$16.32 per hour.
- In Utah, the estimated mean (average) wage for a renter is \$12.39. The minimum wage worker earns \$7.25. In order to afford a market rent for a two-bedroom apartment, a household needs 2.3 full-time workers, earning a minimum wage.

For additional information about Olene Walker Housing Loan Fund contact Shelli Glines at sglines@utah.gov or 801-468-0144.

PERMANENT COMMUNITY IMPACT FUND

PROGRAM PURPOSE:

The Permanent Community Impact Fund is a program of the State of Utah that provides loans and/or grants to state agencies and subdivisions of the state, which are or may be socially or economically impacted, directly or indirectly, by mineral resource devel-



opment on federal lands. Local communities cannot collect taxes from federal lands in their counties and their ability to provide necessities like roads, municipal buildings, water and sewer service is diminished. The source of funding through the Permanent Community Impact Fund is the mineral lease royalties returned to the state by the federal government. The Community Impact Board (CIB) will consider only those applications submitted by an eligible applicant for an eligible project.

KEY INITIATIVES AND STRATEGIES:

To deploy the majority of the funds in order to continue to support revolving funds invested in planning, construction and maintenance of public facilities, and provision of public services to include water systems, sewer systems, roads, etc.

FUNDING UPDATE:

\$66,176,881 in SFY 2016 Revenue

OUTCOMES AND KEY MEASURES:

For a detailed list of allocations by project type and location including a list of recipients, please visit our website at http://jobs.utah.gov/housing/cib/index.html

ACHIEVEMENTS:

- 1. 100 percent of annual new mineral lease revenues were authorized for eligible projects throughout rural Utah.
- 2. The mineral lease fund continues as a revolving fund to effectively finance relevant infrastructure for rural communities.
- 3. Programs authorized through the Permanent Community Impact Fund offer continual support to rural Utah through measures such as funding the Rural Planning Group (RPG), the Regional Planning Program (RPP) within each of the rural Associations of Government throughout the state, and county resource management planning to facilitate efficient use of lands and infrastructure.

CHALLENGE:

Efficient use of diminished revenue while accommodating statute, rule and guideline for use of mineral lease funds in order to continue supporting key projects throughout rural Utah.

For additional information about Permanent Community Impact Fund contact Candace Powers at cpowers@utah.gov or 801-468-0131.

BUDGET DATA STATE FISCAL YEAR 2016



| PROGRAM | ACTUAL EXPENDITURES | SOURCE OF FUNDS | | | | | | |
|---|------------------------|-----------------|------------------|------------|------------|------------|--|--|
| | | GENERAL FUND | FEDERAL FUNDS | DED CREDIT | RESTRICTED | TRANSFER | | |
| ADMINISTRATION – NJAA | | | | | | | | |
| NJA Executive Director | 882,270 | 244,295 | 453,415 | 8,907 | 7,995 | 167,656 | | |
| NJT Admin. Support | 7,086,752 | 2,120,123 | 3,343,475 | 59,418 | 140,130 | 1,423,605 | | |
| NJE Communications | 1,239,145 | 283,565 | 684,595 | 12,782 | 11,764 | 246,439 | | |
| NJU Internal Audit | 546,448 | 142,571 | 278,979 | 5,906 | 5,432 | 113,559 | | |
| NJH Human Resources | 1,163,871 | 338,345 | 556,471 | 12,676 | 11,364 | 245,015 | | |
| TOTAL NJAA | 10,918,485 | 3,128,899 | 5,316,935 | 99,689 | 176,685 | 2,196,273 | | |
| OPERATIONS AND POLICY – NJBA | | | | | | | | |
| NJL Workforce Research and Analysis | 2,209,307 | 99,664 | 1,943,502 | 64,388 | 264 | 101,488 | | |
| NJP Eligibility Services Division | 57,605,297 | 17,805,514 | 15,433,562 | 754,100 | 3,790 | 23,608,332 | | |
| NJD Workforce Development Division | 64,769,234 | 3,605,001 | 57,402,758 | 109,755 | 1,016,125 | 2,635,594 | | |
| NJB Facilities and Pass-Through | 7,667,559 | 1,388,405 | 4,585,608 | 669,283 | 48,268 | 975,994 | | |
| NJY Information Technology | 33,130,264 | 5,430,887 | 15,251,433 | 772,136 | 1,949,008 | 9,726,800 | | |
| NJF Temporary Assistance for Needy Families | 51,804,225 | 13,513,247 | 38,290,978 | - | - | - | | |
| NJS Supplemental Nutrition Assistance Program (SNAP) | 171,437 | 85,893 | 85,544 | - | - | - | | |
| NJG Refugee Programs | 7,399,587 | - | 7,384,587 | 15,000 | - | - | | |
| NJW Workforce Investment Act | 3,803,373 | - | 3,803,373 | - | - | - | | |
| NJR Child Care | 53,874,167 | 4,140,522 | 48,709,450 | - | - | 1,024,196 | | |
| NJM Trade Training & Subsidies | 1,003,887 | - | 1,003,887 | - | - | - | | |
| NJX Other Assistance | 4,849,487 | 60,627 | 83,411 | - | 4,493,475 | 211,973 | | |
| TOTAL NJBA | 288,287,821 | 46,129,759 | 193,978,094 | 2,384,662 | 7,510,930 | 38,284,377 | | |
| NUTRITION ASSISTANCE – NJCA | | | | | | | | |
| NJZ Nutrition Assistance – SNAP | 305,269,679 | - | 305,269,679 | - | - | - | | |
| TOTAL NJCA | 305,269,679 | - | 305,269,679 | - | - | - | | |
| GENERAL ASSISTANCE – NKAA | | | | | | | | |
| NKA General Assistance | 4,274,251 | 4,024,251 | - | 250,000 | - | - | | |
| TOTAL NKAA | 4,274,251 | 4,024,251 | - | 250,000 | - | - | | |
| UNEMPLOYMENT INSURANCE – NLAA | | | | | | | | |
| NLA Unemployment Insurance | 17,905,182 | 305,600 | 15,613,611 | 322,560 | 1,461,661 | 201,750 | | |
| NLJ Adjudication | 3,072,804 | 267,300 | 2,528,166 | 8,296 | 22,877 | 246,165 | | |
| TOTAL NLAA | 20,977,987 | 572,900 | 18,141,778 | 330,856 | 1,484,538 | 447,915 | | |

| PROGRAM | ACTUAL | SOURCE OF FUNDS | | | | | | |
|---|------------------|-----------------|---------------------------------------|---------------------------------------|-------------|------------|--|--|
| | | GENERAL FUND | FEDERAL FUNDS | DED CREDIT | RESTRICTED | TRANSFER | | |
| NMA Unemployment Insurance Benefits | 186,176,409 | - | (369,091) | 2,849 | 186,542,652 | - | | |
| TOTAL NMAA | 186,176,409 | - | (369,091) | 2,849 | 186,542,652 | - | | |
| IOUSING AND COMMUNITY DEVELOPMENT – NSAA | | | | | | | | |
| NSA HCD Administration | 600,428 | 1,900 | - | - | 598,528 | - | | |
| NSC Community Development | 6,192,004 | 352,398 | 4,755,699 | 443,288 | 640,619 | - | | |
| NSE Housing Development | 829,253 | 309,200 | 520,053 | - | - | - | | |
| NSF Community Services | 3,684,612 | 44,500 | 3,640,112 | - | - | - | | |
| NSG HEAT | 15,721,253 | - | 15,620,509 | 100,744 | - | - | | |
| NSH Homeless Committee | 5,415,172 | 2,126,700 | 1,576,633 | - | 1,711,839 | - | | |
| NSJ Emergency Food Network | 292,424 | 290,000 | 2,424 | - | - | - | | |
| NSM Special Housing | 153,673 | - | 153,673 | - | - | - | | |
| NSN Weatherization Assistance | 6,830,858 | 14,900 | 6,135,266 | 680,692 | 0 | - | | |
| TOTAL NSAA | 39,719,676 | 3,139,598 | 32,404,369 | 1,224,724 | 2,950,986 | - | | |
| COMMUNITY DEVELOPMENT CAP | ITAL BUDGET – NT | AA | | · · · · · · · · · · · · · · · · · · · | | | | |
| NTE Permanent Comm. Impact Board | 47,062,167 | - | - | - | 47,062,167 | - | | |
| NWA Special Services Districts | 3,307,502 | - | - | - | 3,307,502 | - | | |
| TOTAL NTAA | 50,369,669 | - | - | - | 50,369,669 | - | | |
| HOUSING AND COMMUNITY DEV | ELOPMENT ZOOS - | - NVAA | | | | | | |
| NVA HCD Zoos | - | - | - | - | - | - | | |
| TOTAL NVAA | - | - | - | - | - | - | | |
| HOUSING AND COMMUNITY DEV | ELOPMENT ENTER | PRISE FUNDS | · · · · · · · · · · · · · · · · · · · | | | | | |
| 2135 DWS Uintah Basin Revitalization Fund | 4,612,473 | - | - | - | 4,612,473 | - | | |
| 2115 DWS Navajo Revitalization Fund | 843,379 | - | - | - | 843,379 | - | | |
| 2151 DWS Qualified Emergency Food Agencies Fund | 754,138 | - | - | - | 754,138 | - | | |
| 2153 DWS Intermountain Weatherization Training Fund | 11,825 | - | - | 11,825 | - | - | | |
| 2260 DWS Child Care Fund | 13,903 | - | - | - | 13,903 | - | | |
| 2265 DWS Refugee Services Fund | 20,900 | - | - | - | 20,900 | - | | |
| 5700 DWS State Small Business Credit Initiative Program Fund | 295,229 | - | 295,229 | - | - | - | | |
| Housing Enterprise (Grants) | 3,313,714 | 434,978 | 180,499 | - | 2,698,238 | - | | |
| TOTAL HCD ENTERPRISE | 9,865,561 | 434,978 | 475,728 | 11,825 | 8,943,031 | - | | |
| FUNDS | 915,859,538 | 57,430,385 | 555,217,491 | 4,304,605 | 257,978,493 | 40,928,565 | | |

STATE WORKFORCE DEVELOPMENT BOARD

The State Workforce Development Board focuses on labor market demand trends and issues, shaping the jobs of today and influencing the opportunities of tomorrow. The board is made up of partnerships between business, government, education, community partners and economic development organizations. Local Economic Service Area (ESA) representation and participation is necessary for the board to have a statewide approach. The State Workforce Development Board works closely with Workforce Services as part of the Workforce Innovation and Opportunities Act (WIOA) Unified Plan. To learn more about the board, visit http://jobs.utah.gov/edo/statecouncil/index.html.

INTERGENERATIONAL WELFARE REFORM COMMISSION



Thousands of Utah families are living in intergenerational poverty — a situation of poverty and public assistance use that continues from one generation to the next. As part of the Intergenerational Welfare Reform Commission, Workforce Services is working with multiple state agencies and other key partners to understand intergenerational poverty and reduce the number of children who remain in this situation as adults.

Intergenerational Poverty Initiative

Intergenerational Poverty Annual Report 2016

Intergenerational Poverty Five- and Ten-Year Plan

STATE HOMELESS COORDINATING COMMITTEE

The State Homeless Coordinating Committee, chaired by the Lt. Governor, whose members are appointed by the governor, directs state and federal funds to homeless and housing service providers throughout the state. Resources include money from the Pamela Atkinson Homeless Trust Fund, Critical Needs Housing, the U.S. Department of Housing and Urban Development's Emergency Shelter Program, and revenues generated by voluntary contributions to the Homeless Trust Fund via state tax returns.

State Homeless Coordinating Committee

2016 Comprehensive Report on Homelessness

HB 328 Needs Assessment

STEMLINK PARTNERSHIP

Science, technology, engineering and mathematics (STEM) education is becoming increasingly important in developing a well-qualified workforce. By assisting schools to help every child obtain in-demand skills, Workforce Services, in partnership with the STEM Action Center and the Utah State Office of Education, will help to break poverty cycles and prepare a talent pipeline for the workforce.

The STEMLink Partnership will provide two separate grant opportunities (STEM In-School K-12 and STEM Out-of-School K-12) to develop, implement, expand or enhance STEM skills and activities for students. These grants will focus on under-served youth, helping them to gain and apply STEM skills. The grants will also target those students who need the most help in gaining employable skills that will help them achieve financial independence. In turn these students will catalyze economic growth with-in their communities. By serving the student, these grants will ultimately benefit communities and businesses.

BOARDS AND COMMISSIONS

The overarching goals for projects funded are to:

- Increase interest and excitement in STEM learning
- Increase STEM skills, understanding, knowledge and competency
- Increase awareness and interest in STEM education and career pathways
- When appropriate, provide students with industry recognized or stackable credentials

STEMLink Partnership STEMLink Grant Approvals

REFUGEE SERVICES ADVISORY BOARD

The Refugee Services Office (RSO) mission is to energize, educate and empower refugees to achieve their dreams through quality services offered in a collaborative resource-rich environment. RSO works with many organizations from all over the state to provide services that foster a strong integrated community and empower refugees' access to sustainable employment and success for future generations.

To promote this work, RSO is guided by an advisory board comprised of individuals from various organizations and agencies that provide services to or have an interest in assisting refugees in the State of Utah. Individuals who sit on the refugee advisory board are approved by the governor and work with RSO staff to improve the services that are offered to refugees in Utah. The board meets quarterly to tackle issues that currently affect refugees in our state or who will be arriving shortly from places around the globe.

The Board of Advisors is required to make an annual report to the Governor on the status of refugee services, delivered by December 1st of each year.

WOMEN IN THE ECONOMY COMMISSION

The purpose of the Women in the Economy Commission is to increase public and government understanding of the current and future impact and needs of women and how those needs can be met. The commission will work to identify and recommend specific policies, procedures and programs to best respond to the rights, needs and impact of women in the economy. Additionally, the commission will facilitate coordination of the functions of public and private entities concerned with women in the economy.

WOMEN IN THE ECONOMY COMMISSION ANNUAL REPORT 2016

The Women in the Economy Commission is statutorily required to report annually on its efforts to 1) increase public and government understanding of needs of the state's women in the economy, 2) identify and recommend specific policies to respond to these needs and 3) facilitate coordination of public and private entities concerned with women in the economy. 35A-11-202.

1. Increase public and government understanding

Throughout 2016, the Women in the Economy Commission increased public and government understanding of the needs of women in the economy by holding five public meetings where different organizations presented information on the challenges and barriers women face in the economy. More specifically, the Commission learned: 1) there are significant data gaps regarding women and education, 2) midwives in Utah have faced widespread discrimination for

WOMEN IN THE ECONOMY COMMISSION ANNUAL REPORT

10 years through the implementation of two administrative rules that have prevented them from practicing within the full scope of their licensure, 3) interior designers in Utah were prevented from practicing under the full scope of their licensure, 4) Utah Labor Community Services offers non-traditional trade learning programs for women, 5) there is a safety issue with low-income mothers co-sleeping with their newborns because they can't afford cribs, 6) many women and children in the state are experiencing intergenerational poverty and need help from the community and state on breaking that cycle and 7) research indicates paid family leave for working parents may reduce infant mortality, allows women more time to breastfeed and recover from giving birth, increases worker retention and reduces turnover, increases productivity and company loyalty and produces healthier and happier employees.

Through these presentations, the Committee learned that women in the economy may be helped: 1) if provided paid time off for six weeks following the birth or adoption of a child, 2) by the sunset of two administrative rules that were preventing midwives from running birth centers, 3) by letting interior designers work under their own seal, 4) by gathering and better understanding the data as to why women in Utah are below the national college graduation rates, 5) by understanding better why there is a gender wage gap in Utah, 6) by providing low-income mothers with products like a baby box immediately following the birth of a child so their baby has a safe place to sleep and 7) by further understanding the barriers to women breaking free from the cycle of poverty.

2. Identify and recommend policies

In addition to increasing awareness, the Commission identified and voted in support of five pieces of legislation that benefit women in the economy, four of which ultimately passed during the 2016 General Session:

- 1. Removal of the Commission's sunset provision HB54 (passed)
- 2. Midwife Birth Center SB108 (passed)
- 3. Interior Designer's Certificate expansion SB117 (passed)
- 4. Anti-discrimination bill allowing reasonable accommodation for breastfeeding and pregnant women in the workplace SB59 (passed)
- 5. Working Parent Employment Benefits HB291 (not passed)

3. Facilitate coordination of public and private entities

The Commission has facilitated coordination between public and private entities around the issue of women in the economy. First, the Commission is working with the Women's Business Center in helping support its work to increase entrepreneurial training of women in Utah.

Second, the Commission motioned to have its research subcommittee explore the issue surrounding women and education. The purpose of the research is to meet the current need for better data on the subject and to find answers to the following questions: What is women's educational attainment in Utah (by major/program, institution, county, region and statewide)? How does this attainment compare to US women? How has this changed throughout time and across generations? What is the higher education context in Utah generally (e.g., how many adults by gender have technical, associate, bachelor, graduate and professional certificates and degrees)? What is the pipeline for students attending Utah schools and universities? How can we explain and reconcile different results that arise from various data sources? The following three datasets may be used to answer these research questions: Utah System of Higher Education (USHE) data, Integrated Postsecondary Education Data System (IPEDS) data, Census: American Community Survey (ACS) data. The proposed timeline is six months and will cost an estimated \$24,000. Dr. Catherine Jeppsen, PhD sociologist/demographer, will conduct the research.

Third, the research subcommittee is conducting 14 focus groups throughout the state to more fully understand the barriers and challenges women in the economy face. Last year the Commission was awarded a grant from the Walmart Foundation to conduct these focus groups. There will be two groups each in Salt Lake City, Utah County, Logan, Vernal, Richfield, and St. George. Kanab and Price will each have one focus group. The groups will meet in October and through the first week of November. In the locations with two groups, there will be a morning and evening session. The morning session will be composed of women who are not currently in the workforce and the evening session will be women who are currently working. As for Kanab and Price, the focus groups will meet in the evening and will include both sets of women. Recruitment for focus group participants is currently underway

WOMEN IN THE ECONOMY COMMISSION ANNUAL REPORT

with the goal of attaining a diverse group based on age, income and whether or not they have children. The research subcommittee will meet in early December to discuss the findings and develop a statewide survey instrument. Dr. Jennifer Robinson and the YWCA have submitted another grant application to the Walmart Foundation to pay for the survey. The Commission will learn whether the grant is awarded later this year. If all goes as planned, the research subcommittee will move forward with the statewide telephone survey in early 2017.

Fourth, the Commission has worked on the launch of its website and a press release to go with it. The goal is to create a site where people can be informed about issues facing women in the economy and a place where women can seek guidance and learn of ways to improve their situation.

Fifth, Commission members toured the Utah Women in Trades Learning Centers in Utah. These centers train women in trades where jobs and higher wages are available. The Commission is now looking for ways to have the women who have benefitted from training at the Learning Centers speak to girls in high school and let them know of this great opportunity to learn a non-traditional trade.

4. Upcoming Recommendations

The Commission will continue to meet regularly throughout the year. As the legislative session approaches, the Commission will identify and make recommendations on legislation that will impact women in the economy. The Commission hopes to have recommendations in 2017 for policy makers, government administrators, private entities and the public at large following the survey and focus group results and the findings from the education research.

MISCELLANEOUS

UTAH STATE OFFICE OF REHABILITATION TRANSITION

HB 325 was passed in the 2016 General Legislative Session and signed by Governor Gary R. Herbert requiring the move of the Utah State Office of Rehabilitation (USOR) to the Department of Workforce Services. The new law outlines an aggressive transition process and timeline in order for the move to be complete by Oct. 1, 2016. Workforce Services and USOR leadership established a transition committee and built a transition plan. The plan is in full effect and being updated every twoweeks until the transition is complete. For a full history of the transition process and for more details, visit http://jobs.utah.gov/usortransition.



