

# UTAH DEPARTMENT OF WORKFORCE SERVICES



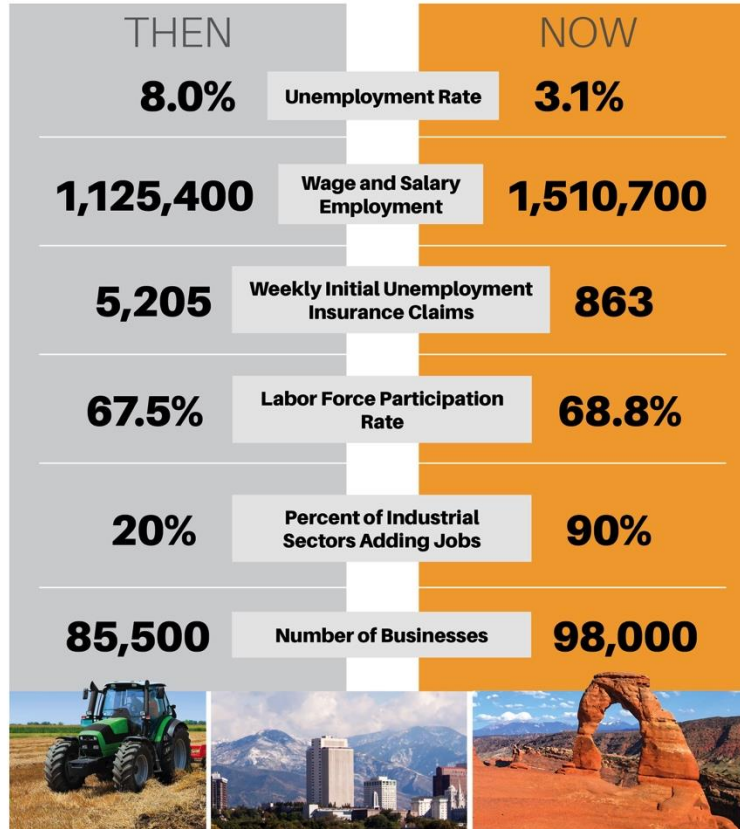
## ANNUAL REPORT 2018



# Utah's Workforce

From the **Great Recession** to **Today**

**Employment 18% above pre-recession peak (+224,600)**



# MISSION AND CORNERSTONES



**MISSION** ► We strengthen Utah's communities by supporting the economic stability and quality of our workforce.

## OPERATIONAL EXCELLENCE



*We deliver the highest quality public service, with innovative methods, at the most efficient cost.*



## EXCEPTIONAL CUSTOMER SERVICE



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



## COMMUNITY CONNECTION



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



## EMPLOYEE SUCCESS



*We provide an environment that fosters professional growth and personal fulfillment.*



## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

## GOAL

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

## ACHIEVEMENTS

- Targeted Adult Medicaid (TAM)
- Operation Rio Grande Support
- Public Assistance Overpayment Collections



## DATA

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2017	106,464
2018	100,762
Accuracy Rate	
State Fiscal Year	PRT Edit Accuracy
2017	94.87%
2018	94.83%
Timeliness Rate (All Programs)	
State Fiscal Year	Timeliness
2017	97.52%
2018	97.15%

Total Unique Households	
State Fiscal Year	# of Households
2017	227,663
2018	223,063
Total Unique Individuals	
State Fiscal Year	# of Individuals
2017	507,752
2018	486,179
Total Applications	
State Fiscal Year	# of Applications
2017	283,472
2018	272,459

## DIVISION HIGHLIGHTS

# HOUSING AND COMMUNITY DEVELOPMENT

## GOAL

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

## ACHIEVEMENTS

- Operation Rio Grande Support
- Rural Planning Group
- Dark Sky Planning





## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

## GOAL

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

## ACHIEVEMENTS

- Modernization Completion
- Enhancing Interaction with Employers
- Maintaining Trust Fund Solvency



UI Determinations	
State Fiscal Year	Total Determinations
2017	296,854
2018	252,568
Contributions Collected	
State Fiscal Year	Contributions Collected
2017	\$194,429,965
2018	\$176,101,519
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Timeliness
2017	92.1%
2018	92.3%
Federal Separation BTQ Score	
State Fiscal Year	BTQ Score
2017	94.1%
2018	94.9%

Volume Counts (Claims)	
State Fiscal Year	Volume Counts (Claims)
2017	74,384
2018	68,045
Re-Employment Rate	
Calendar Year	Re-Employment Rate
2017	68%
2018	68%
Duration (weeks)	
Calendar Year	Duration
2016	12.5
2017	12.6
Exhaustion	
Calendar Year	Exhaustion Rate
2016	25.5%
2017	26.7%

## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION



## REHABILITATION SERVICES

### GOAL

To provide high quality, individualized services to eligible clients with disabilities. These services include disability restoration and treatment services, counseling and guidance, assistive technology, training, job placement services and follow-up supports.

### ACHIEVEMENTS

- **Prioritized resources to significantly decrease the Order of Selection Wait List.**
- **More than 480 social security beneficiaries re-entered the workforce and obtained competitive, integrated employment.**



## DISABILITY DETERMINATION SERVICES

### GOAL

To work in partnership with the Social Security Administration to process disability applications, adjudicate disability claims, and process continuing disability reviews.

### ACHIEVEMENTS

- **In FFY2017, at the request of the Social Security Administration, Utah's DDS was able to assist Colorado, Montana, and Wyoming by adjudicating 1,183 additional claims.**
- **DDS is on track to meet or exceed all Social Security Administration goals.**

## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION



## SERVICES FOR THE DEAF AND HARD OF HEARING

### GOAL

To provide individuals who are deaf or hard of hearing with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. It is also responsible for certifying all American Sign Language interpreters for Utah.

### ACHIEVEMENTS

- New 'Utah Interpreter Program' website which revises the entire Utah interpreter certification process.
- New case management system implemented.
- Sixty four new individuals received ASL-English interpreter certification.



## SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

### GOAL

To provide services to individuals who are blind or visually impaired, including training and adjustment services.

### ACHIEVEMENTS

- Expanded outreach to rural communities, resulting in an increase in the number of individuals provided with low vision services.
- New low vision curriculum specifically designed to teach clients how to use low vision technology.
- College readiness component added to the one-site training program.



## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

## GOAL

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

## ACHIEVEMENTS

- Utah's Labor Exchange System Enhancements
- Utah's Workforce Innovation and Opportunity Act (WIOA) Plan
- At-Risk Youth Engagement
- Operation Rio Grande Support
- Intergenerational Poverty (IGP) Support



## DATA

Job Orders	
State Fiscal Year	Total Openings
2017	277,570
2018	357,442
Compliance Case Review	
State Fiscal Year	Case Accuracy Rate
2017	87.70%
2018	87.71%
TANF Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2017	80.39%
2018	79.10%
WIOA Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2017	90.88%
2018	93.16%

Employers Served	
State Fiscal Year	Employers served
2017	7,213
2018	6,866
Job Seekers Served	
State Fiscal Year	Seekers served
2017	174,246
2018	151,164
Average Quarterly Job Placements	
State Fiscal Year	Placements
2017	29,909
2018	26,122

# ADDITIONAL DIVISIONS

## THE OFFICE OF CHILD CARE



## REFUGEE SERVICES OFFICE



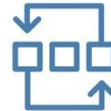
## WORKFORCE RESEARCH AND ANALYSIS



## DIVISION HIGHLIGHTS

# PROGRAM HIGHLIGHTS

- **CHILD CARE QUALITY PROGRAM**
- **CHILD CARE SUBSIDY PROGRAM**
- **COMMUNITY SERVICES BLOCK GRANTS**
- **ECONOMIC REVITALIZATION AND INVESTMENT FUND**
- **GENERAL ASSISTANCE**
- **HOMELESS SHELTER CITIES MITIGATION RESTRICTED ACCOUNT**
- **HOUSING**
- **MEDICAL (MEDICAID, CHIP, UPP AND PCN)**
- **PAMELA ATKINSON HOMELESS TRUST FUND**
- **PERMANENT COMMUNITY IMPACT FUND**
- **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM**
- **STATE SMALL BUSINESS CREDIT INITIATIVE**
- **TALENT READY UTAH**
- **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**
- **THROUGHPUT INFRASTRUCTURE FUND**
- **VETERAN EMPLOYMENT PROGRAM**
- **WAGNER-PEYSER**
- **WORKFORCE INNOVATION AND OPPORTUNITY ACT — ADULT AND DISLOCATED WORKER PROGRAMS**
- **WORKFORCE INNOVATION AND OPPORTUNITY ACT — YOUTH PROGRAM**



# BOARDS AND COMMISSIONS



- COMMISSION ON HOUSING AFFORDABILITY
- COMMUNITY DEVELOPMENT BLOCK GRANT POLICY BOARD
- GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES
- INTERGENERATIONAL WELFARE REFORM COMMISSION
- NAVAJO REVITALIZATION FUND
- OLENE WALKER HOUSING LOAN FUND BOARD
- PERMANENT COMMUNITY IMPACT FUND BOARD
- REFUGEE SERVICES BOARD OF ADVISORS
- STATE HOMELESS COORDINATING COMMITTEE
- STATE WORKFORCE DEVELOPMENT BOARD
- UINTAH BASIN REVITALIZATION FUND
- WOMEN IN THE ECONOMY COMMISSION

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The Department of Workforce Services  
2018 Annual Report is available to the  
public by visiting  
**jobs.utah.gov**  
and searching "annual reports."

