

# UTAH DEPARTMENT OF WORKFORCE SERVICES



## ANNUAL REPORT 2018



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## DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:



**T**he Department of Workforce Services' mission is to strengthen Utah's communities by supporting the economic stability and quality of our workforce. State fiscal year 2018 has been a busy year fulfilling this mission in many different ways. We faced many challenges working on Operation Rio Grande, homelessness, housing affordability, refugee integration, veterans employment, community development, intergenerational poverty and more. We have made great progress within each of these areas and continue working toward implementing durable solutions to these ongoing challenges.

While the department is tasked to work on critical initiatives for the state, I am pleased to report Workforce Service staff continue to serve the citizens of Utah with our core services: workforce development, eligibility determination for public assistance programs, unemployment insurance, refugee employment and integration services, veterans employment, child care support, disability services, housing and community development, and economic data and analysis.

As we look forward into FY 2019, the department will be instrumental in transitioning from the current homeless emergency shelter model to the new resource center model. We continue to collaborate with all the local leaders and community partners to ensure we are ready to close the downtown shelter in the coming year. This will be a heavy lift, but it will not be the only priority for the year.

Utah is experiencing a strong economy during the current economic expansion. During the past year, the state has led the nation in job growth for several months. This is a positive for Utah businesses and job seekers. The challenge that comes in this current economic climate is a tight labor market. Employers are having a difficult time finding qualified employees. All but one of the industry sectors in Utah are experiencing job growth. To help support these employers, Workforce Services believes the greatest opportunity right now is with Utah's current workforce. The department will continue to focus on strengthening Utah's current workforce to help fill the needs of employers.

The pages to follow are specific to the divisions and programs within the department. In addition, the report highlights the boards and commissions supported by Workforce Services. This annual report highlights the good work of some of the state's most dedicated staff. 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.



Jon Pierpont

# Utah's Workforce

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

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

THEN

**8.0%**

Unemployment Rate

NOW

**3.1%**

**1,125,400**

Wage and Salary  
Employment

**1,510,700**

**5,205**

Weekly Initial Unemployment  
Insurance Claims

**863**

**67.5%**

Labor Force Participation  
Rate

**68.8%**

**20%**

Percent of Industrial  
Sectors Adding Jobs

**90%**

**85,500**

Number of Businesses

**98,000**



# MISSION AND CORNERSTONES

## DEPARTMENT OF WORKFORCE SERVICES



**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.*



## Workforce Services 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.

### 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.

### 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.

### SELF-DETERMINATION:

*Continue to find Utah solutions to Utah problems.*

**GOAL:** Cultivate Utah solutions for health care, public lands and immigration.

**DEPARTMENT OF WORKFORCE SERVICES**

**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 more than 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 18 years, serving in various capacities with the department. She began her Workforce Services career as a caseworker, supporting individuals in need of temporary public assistance. She then moved into training and management positions, assisting with mergers from other state agencies. Casey is currently the deputy

overseeing the Unemployment Insurance Program, Eligibility Services, Housing and Community Development, Office of Child Care, Refugee Services Office and Internal Audit. Before her time with Workforce Services, Casey held positions with the Salt Lake School District, Intermountain Healthcare 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 frontline staff member through various leadership positions. Greg is currently the deputy overseeing the following divisions and programs: Workforce



**GREG PARAS, DEPUTY DIRECTOR**

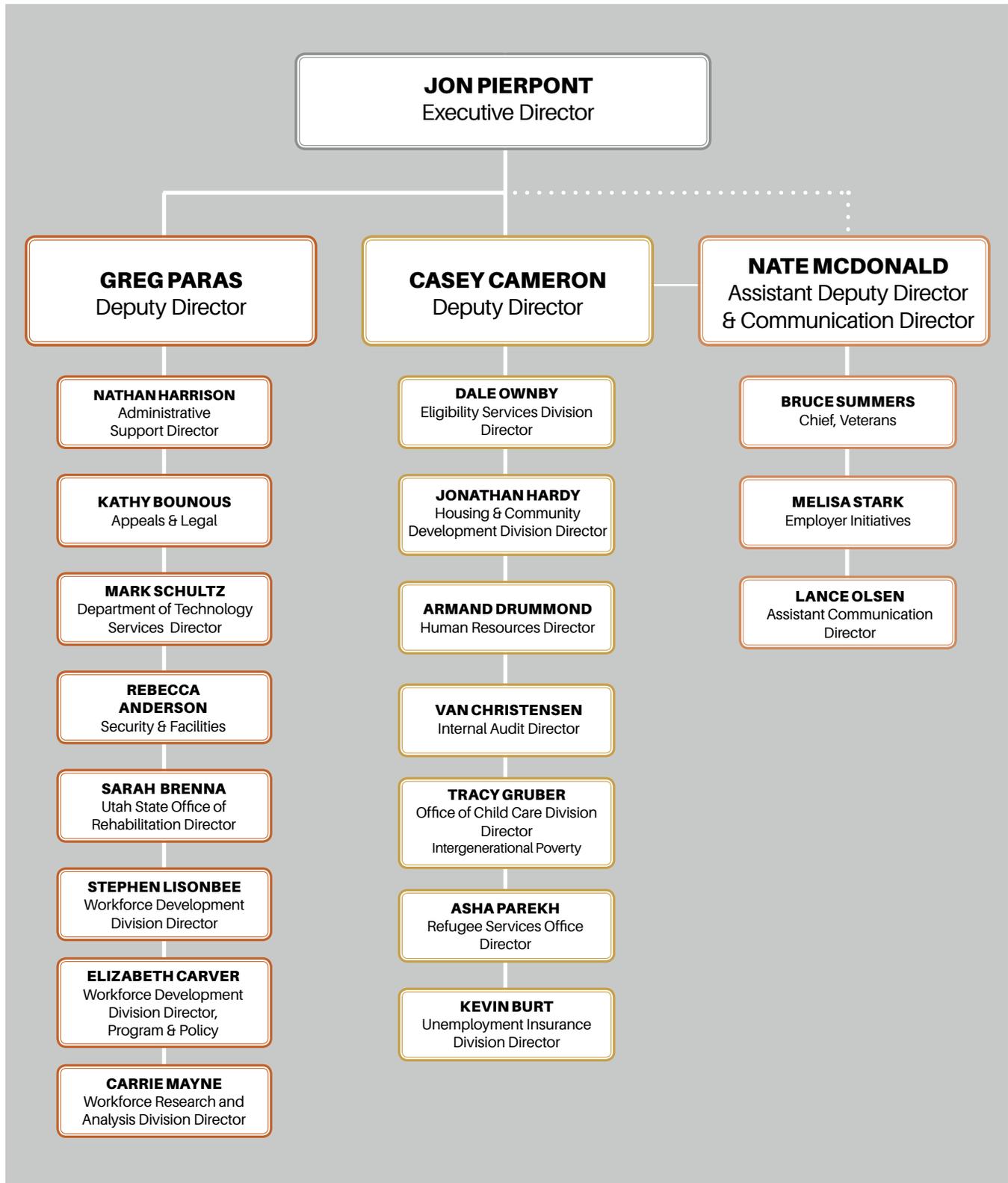
Development (including activities within more than 30 Employment Centers around the state), Workforce Research and Analysis, Administrative Services (including finance, facilities, contracts and information security), Contract Management, Information Security, Adjudication, Legal and the Utah Office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

**TRUDY ELLIS, EXECUTIVE DIRECTOR'S ASSISTANT**

Trudy Ellis serves as the executive director's assistant. She has worked for the department for 16 years.  
Contact information:  
Telephone: 801-526-9529  
Email: tellis@utah.gov



**DEPARTMENT OF WORKFORCE SERVICES**  
**ORGANIZATION CHART**



## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

The Eligibility Services Division 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 any of the statewide employment centers, calling the eligibility center or visiting Eligibility Services online.

## GOAL

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

## 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

## ACHIEVEMENTS

**Targeted Adult Medicaid (TAM)**—The Centers for Medicare & Medicaid Services (CMS), part of the U.S. Department of Health and Human Services, approved Utah’s waiver to provide Traditional Medicaid to a previously ineligible group of adults. The waiver was approved on October 31, 2017, to cover adults who meet chronic homeless definitions, as well as those who are coming out of jail or prison and require treatment for substance abuse. ESD was able to implement eligibility determination for this population the next day, Nov. 1, 2018. As of July 31, 2018, ESD has approved TAM for 2,868 Utahns.

**Operation Rio Grande Support**—When launched in August 2017, ESD staff were on hand to assist with helping homeless customers navigate services in the new model. ESD has staff stationed on-site to assist with applying for services, connecting to resources and checking customers into the Safe Space. ESD staff will continue to support Operation Rio Grande and provide assistance until the Safe Space is closed.

**Public Assistance Overpayment Collections**—For SFY18, the Public Assistance Overpayment team collected a record \$6,700,961 in improper payments, a 21 percent increase from the previous (also record-breaking) fiscal year.

## CHALLENGE

A current and ongoing challenge continues to be adequate preparation and resourcing for seasonal and intermittent spikes in workload. In previous years, the federal exchange open enrollment for health insurance has referred thousands of applicants for Medicaid assistance. This typically occurs during November through January each year and stretches resources during this period of time. Additionally, ESD has been awaiting decisions on Medicaid waivers and ballot initiatives, which will greatly impact eligibility workload.



DALE OWNBY

For additional information:  
visit [jobs.utah.gov](http://jobs.utah.gov) or  
contact Dale Ownby, division director  
[downby@utah.gov](mailto:downby@utah.gov) or 801-526-9889



FULL TIME  
EMPLOYEES: 745

## DIVISION HIGHLIGHTS

# HOUSING AND COMMUNITY DEVELOPMENT

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

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

## GOAL

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

## DATA

- 3 percent reduction in chronically homeless individuals
- 1.46 percent increase in the Olene Walker Housing Loan Fund Assets

## ACHIEVEMENTS

**Operation Rio Grande Support**—Housing and Community Development participated in the department's support of Operation Rio Grande. HCD assisted in the creation of a designated safe space and Coordinated Services Card to assist homeless individuals in safely accessing needed services. In FY18, 5,960 individuals received a Coordinated Services Card and visited the safe space 340,921 times. The office also released housing grant opportunities for short-term and long-term housing, assisting 254 individuals seeking services in the Rio Grande area transition from homelessness into housing in FY18.

**Rural Planning Group**—The Rural Planning Group rebranded and is now known as Community Development Specialists, who work closely with the Regional Planners in each Association of Governments. Major accomplishments in FY18 include the creation of general community planning guides, Dark Sky planning guide, capital improvement planning guide, rural capacity research, county assessments for Juab, Sanpete, Carbon, and Emery Counties, Gateway

Community Toolkit and nine CIB application reviews.

**Dark Sky Planning**—The Community Development Office produced resources to help communities and citizens understand dark sky planning, light pollution, lighting ordinances and dark sky conservation best practices. Receiving recognition from the International Dark Sky Association, our resources are now featured on their website and have been implemented by communities as far away as New Zealand. Dark skies not only improve rural community tourism opportunities, but also improves health outcomes, municipal budgets and preserves community heritage and culture.



## CHALLENGE

One of the major challenges across the state is the lack of affordable housing. There is a growing gap of affordable housing units available due to rising population, rising housing prices, local zoning restrictions, cost of land, cost of building materials and lack of workforce to build affordable housing. HCD supports the newly formed Commission on Affordable Housing, which will provide recommendations on strategies, policies, procedures and programs to address the housing affordability needs of the state.



JONATHAN HARDY

*For additional information visit [jobs.utah.gov/housing](https://jobs.utah.gov/housing) or contact Jonathan Hardy, division director, at [jhardy@utah.gov](mailto:jhardy@utah.gov) or 801-468-0137.*



FULL TIME  
EMPLOYEES: 48

## DIVISION HIGHLIGHTS

# THE OFFICE OF CHILD CARE

The Office of Child Care ensures that low-income Utah parents have access to affordable, 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 website designed to provide information on licensed child care providers and to educate parents in the importance of quality, empowering them to make informed decisions when selecting a provider. The office also supports the child care workforce through its professional development system.

## GOAL

Provide resources to promote high-quality child care and afterschool care that are accessible and affordable for low-income Utah families.

## DATA

Child Care Average Monthly Caseload	
State Fiscal Year	Avg Monthly CC Households
2017	6,529
2018	6,620
Child Care Cases Determined Eligible Within 30 Days	
State Fiscal Year	CC Timeliness Rate
2017	96%
2018	95%
# of Licensed Providers Receiving State Subsidy	
State Fiscal Year	# of Licensed Providers Receiving Subsidy
2017	1,127
2018	1,155

## ACHIEVEMENTS

The Child Care Development Block Grant (CCDBG) Act was reauthorized in 2014 and final regulations were received in September 2016. The CCDBG reauthorization

represented a shift in the child care program from simply serving as a work support for working parents to also serving the developmental needs of children. The new regulations required numerous changes for the Office of Child Care (OCC) to implement. Changes impacted both the child care subsidy program and the child care quality program. OCC has fully implemented all changes required by October 1, 2018. This includes 12-month eligibility, which means a family will receive the same level of subsidy for 12 months. This change helps ensure continuity of care for children when changes in family circumstances occur.

OCC prioritized quality funding to programs serving low-income children and programs operating in rural areas. In the past year, OCC has released grants and prioritized funding to programs with emphasis on measurable outcomes, onsite observations and targeting of at-risk populations. Over the last year, OCC has provided grants in the following areas: infant and toddler grants; quality improvement grants, including preschool; and school-age grants.

## CHALLENGE

The CCDBG reauthorization also requires states to consider the cost of providing high-quality child care services when setting its subsidy payment rates. In order to determine what is high-quality care, OCC has been working to implement a system that will measure the quality of care provided. A pilot for the system began on July 1, 2018. The system will be implemented for center providers on October 1, 2019.



TRACY GRUBER

For additional information visit [careaboutchildcare.utah.gov](http://careaboutchildcare.utah.gov) or contact Tracy Gruber, division director [tgruber@utah.gov](mailto:tgruber@utah.gov) or 801-526-9265



FULL TIME  
EMPLOYEES: 18

## DIVISION HIGHLIGHTS

# REFUGEE SERVICES OFFICE

The Refugee Services Office (RSO) improves the lives of nearly 65,000 refugees resettled in Utah communities. The office serves as the designated state agency to house the State Refugee Coordinator, and receive and direct money from the U.S. Office of Refugee Resettlement. Most of these funds are granted 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 which administers the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. The team works in a collaborative environment to develop employment plans and offers job preparation services to refugee customers. Additionally, RSO assists in the support of Temporary Assistance for Needy Families-funded refugee programs, including case management, housing and other employment programs for Utah's refugees.

## GOAL

To build a bridge to success for refugees in our community that focuses on family-sustaining employment necessary to succeed in Utah for generations to come

## DATA

Refugees Served	
State Fiscal Year	Number Served
2016	8,466
2017	8,810
2018	8,044

## ACHIEVEMENTS

The Utah Refugee Education and Training Center. The Utah Refugee Education and Training Center is a collaborative effort involving Salt Lake Community College, Utah State University, Workforce Services and other community partners. The Refugee Center serves two purposes: 1) to foster opportunities for refugees to access family-sustaining employment; and 2) to support refugee communities' efforts to find appropriate solutions towards integration. A key accomplishment at the Refugee Center over the past year has been an increase in short-term training programs for refugees to access livable wage jobs. In addition to our successful warehouse and distribution program, multiple new short-

term trainings have been introduced, including medical manufacturing, framing and technical education. Three warehouse and distribution trainings were held throughout the year, resulting in a 65 percent increase in wages for refugees in the program. All refugee participants were either hired for warehousing-specific jobs or received wage increases as a result of the training.

Refugee Coordinated Case Management. RSO worked collaboratively with key partners in the refugee community, including the International Rescue Committee, Catholic Community Services and the Refugee & Immigrant Center-Asian Association of Utah, to redesign the coordinated case management system. This system provides two years of case management and employment support to newly arriving refugees in Utah. The system now has clear, measurable outcomes and all partners were jointly trained to improve coordination and collaboration on an individual case management level.

## CHALLENGE

Supporting refugees with employment options that help ensure they make enough money for housing. Utah has a lack of affordable housing, which presents a challenge for new refugees in the state. We are working on pathways to careers with higher wages.

ASHA PAREKH



For additional information visit [jobs.utah.gov](http://jobs.utah.gov) or contact Asha Parekh, division director, at [aparekh@utah.gov](mailto:aparekh@utah.gov) or 801-661-4018.



FULL TIME  
EMPLOYEES: 32

HELP A  
**refugee**TODAY



UTAH BUSINESSES CAN HELP:

- Mentor
- Train
- Hire

## DIVISION HIGHLIGHTS

# 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 customer service, the division is able to quickly and efficiently process employer contributions and benefit payments.

## GOAL

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

## DATA

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%

## ACHIEVEMENTS

**Modernization completion**—The Comprehensive Unemployment Benefit System (CUBS) modernization project was completed in 2018. CUBS is the enterprise system used to pay unemployment benefits. The development was modular and in an open source software; eliminating the need to maintain an expensive annual license fee.



**Enhancing interaction with employers**—In April 2018, the National Association of State Workforce Agencies (NASWA) recognized Utah as one of seven states for their dedication to UI Integrity in utilizing the State Information Data Exchange System Web Services (SIDES). Through this system, employers are contacted to find out why workers left or lost their jobs, and this information is used to help ensure both accurate and timely payments to the claimants.

## DIVISION HIGHLIGHTS

**Maintaining trust fund solvency**—Each state is responsible for maintaining its own Unemployment Compensation Trust Fund reserve built from state employer payroll taxes, which is used to pay state benefits. Annually, the Department of Labor produces a report that compares the solvency of each state's trust fund. In 2018, the Utah trust fund was rated the fifth most solvent trust fund in the nation.

## CHALLENGE

The division's main challenge is continued promotion of online services for both claimants and employers. Increased use of online services improves both timeliness and efficiencies seen by the division.



KEVIN BURT

*For additional information  
visit [jobs.utah.gov](http://jobs.utah.gov) or  
Kevin Burt, Division Director, at  
[kburt@utah.gov](mailto:kburt@utah.gov) or 801-526-9575*



FULL TIME  
EMPLOYEES: 210



TRUST FUND BALANCE

6/30/18

\$1,062,852,701

% OF EMPLOYERS  
REGISTERED WITHIN 90  
DAYS

State FY 2018 98%



**DIVISION HIGHLIGHTS**

# UTAH STATE OFFICE OF REHABILITATION

The Utah State Office of Rehabilitation (USOR) provides services to individuals with disabilities to assist them in achieving competitive, integrated employment, increasing their independence and enhancing their quality of life.

**Rehabilitation Services Program**

Program Purpose: The Rehabilitation Services program provides 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.

Key Strategies: Statewide Rehabilitation Services staff, including vocational rehabilitation counselors, employment specialists, benefits planners and assistive technology specialists, collaborate to provide a comprehensive system of support to assist individuals overcoming barriers and achieving their employment goals.



**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.

**DATA**

Rehabilitation Services SFY2018	
New VR applicants	6,090
VR clients served	17,417
VR clients closed employed	1,795
Employers served	251
UWIPS benefits summaries presented	648
New UCAT clients served	548
Social security beneficiaries closed employed	489

Percent of individuals with significant disabilities closed employed	94.87%
Percent of individuals served that were transition-age youth with disabilities	35.25%

**ACHIEVEMENTS**

- During SFY 2018, USOR continued to prioritize resources to decrease the Order of Selection wait list and to minimize any delay in services. For almost two years Rehabilitation Services has maintained open services for all clients with the classification of “Individuals with the Most Significant Disabilities” and “Individuals with Significant Disabilities.” Last year fewer than 600 clients in the remaining category, “Individuals with Disabilities,” were placed on a wait list for services, with an average wait time of less than 30 days.
- USOR focused on developing and expanding programs statewide that provide students and youth with the skills and experience to prepare them for adult life including entering the workforce, and as a result, USOR increased the number of youth and students with disabilities receiving transition services by 7.35% in SY 2018.
- Through the coordinated support and services of the Vocational Rehabilitation program, Utah Work Incentives Planning Services and the Ticket-to-Work program, more than 480 Social Security beneficiaries re-entered the workforce and obtained competitive, integrated employment.



**DISABILITY DETERMINATION SERVICES**

**GOAL**

Program Purpose: The Disability Determination Services (DDS) works in partnership with the Social Security Administration to process disability applications, adjudicate disability claims and process continuing disability reviews.

**DATA**

For the DDS, Social Security Administration program funding is based on a Federal Fiscal Year Cycle (October 1 – September 30).

## DIVISION HIGHLIGHTS

DDS Standards	FFY2017	FFY2018
Number of adjudicated claims per year	26,175	19,925*
Number of claims received	25,426	19,466*
Accuracy rates	94.6%	95.4%
Processing time (average)	100.6 days SSA goal 113	106.3 days SSA goal 112

\*As of 8/3/18. Numbers will be updated at 2018 Federal Year end

## 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 program goals.



### SERVICES FOR THE DEAF AND HARD OF HEARING

## GOAL

**Program Purpose:** The Division of Services for the Deaf and Hard of Hearing (DSDHH) provides individuals who are Deaf, Hard of Hearing or Deafblind with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. DSDHH is also responsible for certifying all American Sign Language interpreters for Utah.

**Key Strategies:** Program services are provided without communication barriers at both the Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George. Services include classes, counseling



and case management, activity programs and employment assistance.

### Outcomes and Key Measures

- DSDHH staff provided 2,336 hours of case management services to Deaf and Hard of Hearing individuals in SFY 2018.
- DSDHH sponsored 679 events in SFY 2018 for Deaf and Hard of Hearing individuals to increase their skills and decrease social isolation. Events include group workshops, classes, presentations and demonstrations of assistive devices.
- 1,107 individuals received one or more services from DSDHH each month (monthly average from total individuals served in SFY 2018).

## ACHIEVEMENTS

- DSDHH recently introduced a new 'Utah Interpreter Program' website which is the first step in revising the entire Utah interpreter certification process. The new process will include a certification for Certified Deaf Interpreters (CDI). Utah will be one of the first states nationally to offer a test and certification for CDI.
- DSDHH implemented a new case management system to more accurately document and coordinate case management and therapeutic services provided by DSDHH employees.
- A total of 64 new individuals received ASL-English interpreter certification through DSDHH and 471 individuals renewed their ASL-English interpreter certifications in SFY 2018.



### SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

## GOAL

**Program Purpose:** The Division of Services for the Blind and Visually Impaired (DSBVI) provides services to individuals who are blind or visually impaired, including training and adjustment services.

**Key Strategies:** Program services include training and adjustment services, low vision services and specialized services for deafblind individuals.

### Outcomes and Key Measures in SFY 2018

- DSBVI provided low vision services to 2,186 individuals.
- DSBVI provided services to 99 individuals who are deafblind.
- A total of 166,943 children screened for vision problems through the DSBVI school vision screening program.

## DIVISION HIGHLIGHTS

- 95 students completed classes through DSBVI's Training and Adjustment Services Program (TAS).

## ACHIEVEMENTS

- In coordination with Utah's Independent Living Centers and other state agencies, DSBVI has expanded outreach to rural communities over the past year, resulting in an increase in the number of individuals provided with low vision services in rural Utah.
- DSBVI has introduced a new low vision curriculum, which is specifically designed to teach clients how to use low vision technology. Classes are now offered at the DSBVI center and elsewhere throughout Utah when requested.
- DSBVI has added a college readiness component to the one-site training program with the goal of allowing clients to attend college part-time while attending on-site training and adjustment classes.

## CHALLENGES

Rehabilitation Services continues to see increasing numbers of individuals applying for vocational rehabilitation services. USOR will need to identify efficiencies to maximize fiscal and staff resources to meet the growing demand for services.

Disability Determination Services is preparing for the implementation of a new data management system through the Social Security Administration, scheduled to be deployed in late 2019. This requires significant up-front training and effort to deploy.

The Division of Services for the Deaf and Hard of Hearing continues the revision of the Utah interpreter certification process including new public webpages, new testing modules and the availability of a new certification (CDI). Thorough testing and staff training will be necessary to ensure the new system will be both efficient and consumer friendly.



**SARAH BRENNA**

*For additional information visit [usor.utah.gov](http://usor.utah.gov) or contact Sarah Brenna, division director [sarahbrenna@utah.gov](mailto:sarahbrenna@utah.gov) or 801-535-3881*



**FULL TIME  
EMPLOYEES: 421**



## ASPIRE

The Utah State Office of Rehabilitation administers the ASPIRE research study, which is one of six national awards from the U.S. Department of Education. This study seeks to determine if, when provided specialized services, youth with disabilities who receive Supplemental Security Income are more likely be employed, pursue education after high school and be more self-sufficient as adults than those without specialized services. A total of 2,051 youth are enrolled from Arizona, Colorado, Montana, North Dakota, South Dakota and Utah with approximately half randomly assigned to the treatment (ASPIRE) and control (usual) groups. Results of the study will be published in 2020 and changes to federal programs are anticipated based on study results.

SFY 2018 ASPIRE accomplishments:

- 27 percent of ASPIRE youth have been employed since enrollment. This is 9 percent above their high school peers with disabilities, and well on the way to the goal of 30 percent, which is comparable to their peers without disabilities.
- Early trends indicate an increasing difference between the expectations and perceptions of youth in the ASPIRE and Usual Services groups.
- When surveyed at 12 and 24 months post enrollment, parents of youth in ASPIRE services have a greater expectation that their child will live and go to work independently compared to their expectations at enrollment, and ASPIRE youth express that parents and others are more encouraging of them going to work, as compared to their perceptions at enrollment.
- Youth who attend specialized services are also more likely to complete their education and have competitive and integrated employment than those who do not attend specialized services.

## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

The Workforce Development Division (WDD) 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 they need to be prepared for employment.

## GOAL

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

## ACHIEVEMENTS

**Utah's Labor Exchange System Enhancements:** The Workforce Development Division has continued to improve the labor exchange system to better connect employers with qualified job seekers. Enhancements to the system over the past year include the addition of telecommute jobs, the option for employers to post apprenticeship jobs and the option for employers to post work-based learning opportunities. Telecommute jobs allow employees to work remotely for a company anywhere in the United States. This initiative allows for increased job opportunities for job seekers in rural Utah. In order to better support employer training of job seekers, job seekers can now search for apprenticeships and work-based learning opportunities in Utah as employers post those openings in the labor exchange system.

**Utah's Workforce Innovation and Opportunity Act (WIOA) plan:** Utah provided a two-year update for its WIOA plan that was approved by our federal partners in March 2018. The State Workforce Development Board has certified four comprehensive one-stop centers throughout the state which include Price, Provo, Logan and Cedar City. In addition, all of the other one-stop centers were certified as affiliate centers. The certification ensures physical accessibility and accommodation, and alignment and collaboration between agencies. There is a strong focus on referral processes and cross-training employees to ensure that everyone working at the center and partner agencies understands the breadth of services available and can connect customers to them.

**At-risk Youth Engagement:** Workforce Development has focused extensively on engaging

## DIVISION HIGHLIGHTS

at-risk youth in employment and education activities over the past year. Under WIOA, Utah is required to spend 75 percent of WIOA youth funding on youth that are not in school and have barriers to completing education or entering the workforce. WDD conducted extensive outreach to find and engage out-of-school youth in order to exceed the required minimum spending amount over the past year. A special emphasis was placed on helping at-risk youth obtain work experience opportunities with employers to help them become better prepared for the workforce.

**Operation Rio Grande Support:** When the operation began in August 2017, WDD provided leadership and frontline staff to help customers access services as they exited jail and then in the Safe Space once it was created. In November 2017 Phase Three, known as Dignity of Work (DOW), began. WDD leadership facilitated the public-private DOW Committee organized by the Lieutenant Governor to direct the employment model for those in the area who were ready to rejoin the workforce. Three DOW counselors were stationed in the Weigand Homeless Resource Center, and one DOW counselor is attached to the Operation Rio Grande Drug Court for those exiting Phase Two seeking employment.

**Intergenerational Poverty (IGP) Support:** WDD continues to support IGP at a local and state level. Division leaders are actively involved as committee members with those counties who have developed a county-specific IGP. WDD also provides staffing for the IGP county sub-committee, which consists of a county representative from each of the counties with an IGP plan. The sub-committee meets quarterly and the chairs of the committee report to the Intergenerational Welfare Reform Commission.

## CHALLENGE

A primary challenge for the Workforce Development

Division is to continue to assist Utah's most disadvantaged citizens. Often these individuals are unaware of services available to assist them in obtaining the type of employment needed to support their families. Over the next year the division will assist workforce development staff with increasing their career coaching skill level and perform outreach for disadvantaged individuals in Utah so they can better take advantage of services available to them to obtain sustainable employment.



STEPHEN LISONBEE



For additional information visit [jobs.utah.gov/workforce](http://jobs.utah.gov/workforce) or contact Stephen Lisonbee, division director [slisonbee@utah.gov](mailto:slisonbee@utah.gov) or 435-986-3518

Elizabeth Carver, division director of programs and State Workforce Development Board [ecarver@utah.gov](mailto:ecarver@utah.gov) or 801-514-1017



ELIZABETH CARVER

## TOTAL JOB OPENINGS

State FY 2017: 277,570

State FY 2018: 357,442



FULL TIME EMPLOYEES: 508

## DIVISION HIGHLIGHTS

# WORKFORCE RESEARCH AND ANALYSIS

The Workforce Research and Analysis Division (WRA) 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.

## GOAL

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

## DATA

MIS Data Reports/Requests	
State Fiscal Year	# of Reports/Requests
FY 2017	1,865
FY 2018	2,687

## ACHIEVEMENTS

**Utah Data Research Center (UDRC):** Since its inception in July 2017, the UDRC created a data export application, which automates data transmission between the partner agencies and UDRC. The import application, master person index system, data de-identification process and the scheduling application were also completed. In May 2018, the UDRC established a presence on the web when it launched the first phase of the website ([udrc.utah.gov](http://udrc.utah.gov)). In addition, the UDRC completed the drafting, review and final signing of the memoranda of understanding with the education partner agencies.

**IT Report:** In SFY2018, WRA undertook a large research project that focused on the IT industry and occupations. The end product elicited education and workforce discussions surrounding this important industry and shed light on this industry's labor pipeline as had not been done in the past. Groundwork was laid for business leaders, educators and the legislature to make informed decisions about supporting the IT industry's labor supply.

**The Homeless Dashboard:** WRA created the Homeless Dashboard to provide valuable information, trends and metrics related to the performance measures of emergency shelter, transitional housing and U.S. Housing and Urban Development (HUD) programs. Developed in partnership with the Housing and Community Development Division, the dashboard displays key data elements collected by service providers for HUD federal funding, and state, city and county funding for homelessness. The dashboard is used to inform decisions on a funding and program service level.

**Bureau of Labor Statistics Mandatory Reporting:** WRA has successfully worked with the Executive Director's Office and the Office of General Council to mandate reporting on three critical data collections surveys. Effective Jan. 1, 2018, the Executive Director of Workforce Services mandated employer participation in providing information for the Occupational Employment Report with the Occupational Employment Statistics program; and the Multiple Worksite Report and Annual Refile Survey with the Quarterly Census of Employment and Wages program. This mandate allows WRA to reinforce the foundational importance of the Bureau of Labor Statistics' labor market information and be more successful in providing high-quality data for workforce and career planning.

## CHALLENGE

Filling internal job openings in a timely manner and with qualified candidates is becoming a challenge. In a low unemployment environment, such as the current economy, filling vacant job openings finds competition against increasing job opportunities found throughout the entire economy.

CARRIE MAYNE



For additional information visit [jobs.utah.gov](http://jobs.utah.gov) or contact Carrie Mayne, division director [cjmayne@utah.gov](mailto:cjmayne@utah.gov) or 801-526-9721



FULL TIME  
EMPLOYEES: 28.5

## PROGRAM HIGHLIGHTS

### CHILD CARE QUALITY PROGRAM



#### PROGRAM PURPOSE:

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

#### KEY INITIATIVES AND STRATEGIES:

Quality funding is used to ensure effective implementation and alignment with the four priorities established in the Child Care Development Block Grant (CCDBG) Act: (1) ensure health and safety; (2) help parents make informed choices; (3) provide equal access to stable, high-quality child care for low-income children; and (4) enhance quality of the early childhood workforce.

#### FUNDING UPDATE:

In addition, the Office of Child Care uses its quality funding to ensure access for low-income children to regulated, high-quality child care programs and afterschool programs throughout Utah. Quality funding is also used to ensure Utah child care programs and afterschool programs serving a significant percentage of low-income children and receiving Child Care and Development Fund (CCDF) block grant are moving toward high-quality. The CCDBG quality requirements includes allocation of a specific percentage of Utah's federal CCDF grant to support quality in programs serving infants and toddlers.

#### OUTCOMES AND KEY MEASURES:

A number of outcomes and measures are required by the CCDF Reauthorization Act and outlined in Utah's state plan. In addition, the United States Department of Health and Human Services requires states to report on specific outcomes annually. Both the Office of Child Care outcomes and the federal outcomes are submitted annually by December 31.

#### ACHIEVEMENTS:

Over the last year, OCC has provided grants in the following areas: infant and toddler grants; quality improvement grants, including preschool; and school-age grants.

#### CHALLENGE:

The CCDBG 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 [care-aboutchildcare.utah.gov](http://care-aboutchildcare.utah.gov) or contact division director, Tracy Gruber, at [tgruber@utah.gov](mailto: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 high costs of child care necessary for working parents. In most cases, eligible families are those earning 50 percent of the state median income and working at least 15 hours each week.

#### KEY INITIATIVES AND STRATEGIES:

The Office of Child Care is required to complete a market rate survey every three years, the purpose of which is to guide the Office of Child Care in setting payment rates within the context of market conditions. This ensures that child care subsidy rates are sufficient to provide equal access among Utah families to the full range of child care services, including high-quality care. The most recent survey was completed in November 2017. Based on the findings of the survey, subsidy rates paid to providers will increase effective October 1, 2018.

#### FUNDING UPDATE:

The Consolidated Appropriations Act of 2018 included an increase in CCDF Discretionary funds over the 2017 appropriation levels.

#### OUTCOMES AND KEY MEASURES:

A number of outcomes and measures are required by the CCDF Reauthorization Act and outlined in Utah's state plan. In addition, the United States Department of Health and Human Services requires states to report on specific outcomes annually. Both the Office of Child Care outcomes and the federal outcomes are submitted annually by December 31.

#### ACHIEVEMENTS:

OCC has fully implemented all changes required by the Child Care Development Block Grant reauthorization. This includes 12-month eligibility, which means a family will receive the same level of subsidy for 12 months.

#### CHALLENGE:

The Consolidated Appropriations Act of 2018 included an increase in CCDF Discretionary funds over the 2017

## PROGRAM HIGHLIGHTS

appropriation levels. These funds are intended to increase access to affordable, high-quality child care to more low-income working families. States have been directed to use the funds to fully implement the CCDBG act of 2014, including raising provider rates.

For additional information about child care subsidies, visit [careaboutchildcare.utah.gov](http://careaboutchildcare.utah.gov) or contact division director, Tracy Gruber, at [tgruber@utah.gov](mailto:tgruber@utah.gov) or 801-526-9265.

## COMMUNITY SERVICES BLOCK GRANTS

### PROGRAM PURPOSE:

Community Services Block Grant (CSBG) is an appropriation from the U.S. Department of Health and Human Services to help communities address poverty issues. States are allocated money on a formula basis and are directed to fund anti-poverty agencies statewide to address the local issues of poverty. There are nine agencies statewide that receive funding from CSBG. Every county in the state is served by one of these agencies.

CSBG is a flexible source of funding for these grantees to allow each community to properly address the issues of poverty. Grantees operate under the direction of a tripartite board comprised of elected officials, business representatives and low-income individuals. These boards are charged with identifying the specific problems in the community, developing work plans and structuring programs to address these issues.

### KEY INITIATIVES AND STRATEGIES:

The state partners with Community Action Agencies throughout Utah who account for their success within six national goals:

- Low-income people become more self-sufficient
- The conditions in which low-income people live are improved
- Low-income people own a stake in their community
- Partnerships among supporters and providers of services to low-income people are achieved.
- Agencies increase their capacity to achieve results
- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments

### FUNDING UPDATE:

The total funds allocated to the state of Utah in Federal Fiscal Year 2018 was \$3,629,875. All funds have been obligated or expended.

### OUTCOMES AND KEY MEASURES:

Vulnerable Populations Served by CSBG Network

- Number of seniors served: 17,920
- Number of people with disabilities served: 10,189
- Number of people served who lack health insurance: 21,487
- Number of children served: 51,586



### ACHIEVEMENTS:

100 percent of the funding was obligated or expended.

### CHALLENGE:

The funding for the CSBG program is in jeopardy of not being supported at the federal level.

For additional information about Community Services Block Grant Program contact Sue Kolthoff at [skolthoff@utah.gov](mailto:skolthoff@utah.gov) or 801-468-0069.

## ECONOMIC REVITALIZATION AND INVESTMENT FUND

### PROGRAM PURPOSE:

The Economic Revitalization and Investment Fund was appropriated by the legislature designated to one or more projects that include affordable housing units for households whose income is not more than 30 percent of the area median income (AMI). Units will be deed restricted for at least 30 years with rents at a rate no greater than 30 percent of the income requirement.

### KEY INITIATIVES AND STRATEGIES:

The Olene Walker Housing Loan Fund Board reviews project applications and gives preference to projects that include significant additional or matching funds from an individual, private organization or local government entity; projects that demonstrate the ability to serve the greatest need, promote economic development, allow integration into a local government housing plan that would mitigate existing health, safety and welfare concerns or remedy a gap in the supply of, and demand for, affordable housing.

### FUNDING UPDATE:

\$2,061,000 was committed to affordable housing projects that will serve individuals at or below 30 percent AMI.

### OUTCOMES AND KEY MEASURES:

Number of housing units to be constructed or rehabilitated.

## PROGRAM HIGHLIGHTS

### ACHIEVEMENTS:

Funded 117 units that will be constructed or rehabilitated.

### CHALLENGE:

Building affordable housing faces several challenges. Local zoning regulations can restrict the use of the land to exclude affordable housing. In some communities where affordable housing is allowed, land costs are too high, restricting the developer from lowering the rents to an affordable level. Financial resources such as low-income housing tax credits are limited and continued federal funding cuts further complicate the affordable housing market.

## GENERAL ASSISTANCE

### PROGRAM PURPOSE:

General Assistance (GA) is a state funded financial assistance program that provides limited benefits to adults who have physical 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. This model ensures collaboration between the GA case manager, the customer, Social Security Administration, Disability Determination Services and others, including medical providers and partner agencies, to complete the complex Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) application process. GA case managers assist in completing Social Security Administration application forms, and then track and file appeals to expedite the decision on claims for disability benefits and increase the likelihood of determining a favorable decision of eligibility. GA benefits are recouped if the individual is awarded SSI/SSDI.

### FUNDING UPDATE:

GA is solely funded by the State General Fund.

### OUTCOMES AND KEY MEASURES:

SSI/SSDI Approvals for SFY 18

- Total: 1160
- Initial Approvals: 848
- Reconsideration approvals: 102
- Administrative law judge hearing Approvals: 210

Average days to SSI/SSDI Approvals for SFY 18

- Initial: 225
- Reconsideration: 354
- Administrative law judge hearing: 970

### ACHIEVEMENTS:

- Workforce Services has avoided closing the GA program enrollment 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.
- Interim Assistance Payments Recoupment
  - GA is used as a temporary means of support while an application process for SSI/SSDI benefits is being processed.
  - The benefits are recouped if the individual is awarded SSI/SSDI.
  - Recoupment is returned to state
    - ♦ \$250,000 of this reimbursement is returned to the GA program annually
    - ♦ The balance is returned to the state General Fund.
  - Total Interim Assistance Payments Recoupment for SFY 2018 = \$597,343.

### CHALLENGE:

With the unemployment rate being low, GA caseloads have also declined. The model for tracking the GA budget allows for more efficient spending and forecasting. 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](mailto:staatiti@utah.gov) or 801-526-4370.

## HOMELESS SHELTER CITIES MITIGATION RESTRICTED ACCOUNT

### PROGRAM PURPOSE:

The Homeless Shelter Cities Mitigation Restricted Account was created for eligible municipalities to request funds to employ and equip additional personnel and provide public safety services in an around a homeless shelter within the eligible municipality's geographic boundaries.

The account also allows certified grant-eligible entities that have increased community, social service and public safety needs due to the location of a homeless shelter within a mu-

## PROGRAM HIGHLIGHTS

municipality's boundaries the opportunity to apply for grants to mitigate the impacts of the location of a homeless shelter.

### KEY INITIATIVES AND STRATEGIES:

N/A

### FUNDING UPDATE:

The account is funded by deposits of local sales and use tax revenue and interest from eligible municipalities.

- Up to \$2,500,000 authorized for FY19
- There were no disbursements in FY18

### OUTCOMES AND KEY MEASURES:

Increased ability for municipalities that receive funds to respond to public safety calls.

### ACHIEVEMENTS:

N/A

### CHALLENGE:

Determine the best use for available dollars to support shelter cities, service providers and people experiencing homelessness.

## HOUSING

### COMMUNITY MODERATE INCOME HOUSING PLANNING



The Housing and Community Development Division provides technical assistance to Utah's cities and counties for planning moderate-income housing. All 145 cities and 29 counties must update the moderate-income

housing element of their general plan once every five years. Of those, only 79 of the state's largest cities must report the findings of a biennial review of their affordable housing plans. HCD focused on improving compliance with housing plan statutes in those localities that have been experiencing the fastest growth in affordable housing needs.

Over the past year, staff meticulously reviewed the Housing Coordination and Planning Act to ensure that the division's program for assisting municipalities in complying with moderate-income housing planning requirements is compliant with all of its duties and responsibilities. HCD has budgeted for financial assistance for the cost of developing plans for low- and moderate-income housing to the extent of the legislative appropriation. To better distribute information on how cities can meet present and prospective housing needs, HCD has developed a simple but effective one-stop webpage at [jobs.utah.gov/housing/affordable/moderate](http://jobs.utah.gov/housing/affordable/moderate). HCD continues to provide direct technical advice and consultation

with municipalities on how to facilitate the creation of low- and moderate-income housing through conferences, trainings, Association of Governments and Council of Governments meetings, and conventional correspondence three times per year. HCD also developed and posted a number of self-service tools and resources on its website to maximize the extent of the technical assistance it can provide. These tools and resources include:

- Clearinghouse of information for federal, state and local housing assistance programs
- Model moderate-income housing plan element and template
- Outline and writing guide for a moderate-income housing plan
- Database of moderate-income housing plans
- Clearinghouse of affordable housing data
- Five-year housing projection calculator
- Housing gap assessment tool
- Annual affordable housing assessment reports

### AFFORDABLE HOUSING STOCK

The Housing and Community Development Division provides an analysis of the amount of affordable housing units and low-income housing units available in each county and municipality in the state and compares that amount to the state average.

The analysis uses the "mismatch ratio" methodology developed by the Urban Institute for HUD's biennial Worst Case Housing Needs Reports. Data for this analysis comes from HUD's 2018 Comprehensive Housing Affordability Strategy five-year estimates. It calculates the number of affordable and available rental housing units per one hundred renter households at or below 50 percent AMI. Each mismatch ratio is then presented as a percentage of the state's mismatch ratio of affordable and available rental housing units per one hundred renter households.

The full analysis report is at: [jobs.utah.gov/housing/reports](http://jobs.utah.gov/housing/reports)

For additional information about Olene Walker Housing Loan Fund, contact Shelli Glines at [sglines@utah.gov](mailto:sglines@utah.gov) or 801-468-0144.

## 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

## PROGRAM HIGHLIGHTS

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 low-cost 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 the Department of 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 or medical plan for each month. The quality element may be reviewed by:

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

### OUTCOMES AND KEY MEASURES:

Key outcomes and measures for the program in SFY 2018 are:

- Federal Program Timeliness (decision made in under 30 days): 93.98 percent

- Average Days to Decision: 12.24 days

### ACHIEVEMENTS:

The medical program is evaluated annually 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 98.3 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 Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.

## 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 nonprofit 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 Continuum of Care funding for which nonprofit homeless service providers can qualify.

In addition to maximizing leveraging opportunities, Utah has made a concerted effort to fund projects that emphasize cost-effective solutions for chronic homelessness as well as other distinct sub-populations of individuals and families experiencing homelessness. Funded projects include:

- Creation of or support of housing;
- Diversion from emergency shelter;
- Emergency housing and shelter;

## PROGRAM HIGHLIGHTS

- Employment and occupational training activities;
- Permanent supportive housing case management;
- Rapid rehousing;
- Street outreach; and
- Transitional housing.

Data from the 2018 Point in Time Count showed 2,876 people were homeless on the night of the count. This is an increase of 11 people compared to the 2017 count. The Point in Time Count also indicated 972 families were homeless on the night of the count, compared to 971 in 2017.

### FUNDING UPDATE:

- Total budget for projects: \$2,515,480
- 33 agencies received funding for 64 projects statewide

### OUTCOMES AND KEY MEASURES:

- Program enrollments supported by PAHTF funding: 16,229

### ACHIEVEMENTS:

The number of people experiencing chronic homelessness in Utah continues to go down year after year. The average length of time people remain homeless in Utah continues to decrease as well. According to state data from October 1, 2016 to September 30, 2017, 70 percent of homeless individuals and 51 percent of homeless families in Utah exit emergency shelter within one month of entering the shelter, while only five percent of homeless individuals and five percent of homeless families stay in shelter for six or more months.

### CHALLENGE:

With new state funding in the Homeless to Housing Reform Fund, there will be need to further coordination with 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 that 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 PAHTF targeted efforts going forward.

For additional information about the Pamela Atkinson Homeless Trust Fund, please contact Tricia Davis at [tadavis@utah.gov](mailto:tadavis@utah.gov) or 801-468-0148.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

### PROGRAM PURPOSE:



The Supplemental Nutrition Assistance Program (SNAP or Food Stamps) 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 U.S. Food and Nutrition Service (FNS) works with state agencies, nutrition educators, and neighborhood- and faith-based organizations to ensure those eligible for nutrition assistance can make informed decisions about applying for the program and accessing 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. 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:

**Able-Bodied Adults Without Dependents (ABAWD)** — Individuals who are able-bodied, aged 18 to 49 years old and without dependents can only receive SNAP benefits for three months out of 36 months. After receiving three months of benefits in a 36-month period, an ABAWD must be working 20 hours per week, or be in training 20 hours per week (or a combination of both) in order to continue to receive SNAP benefits. Workforce Services has opted to exempt San Juan County (U.S. Department of Labor's labor surplus area) from ABAWD time limits. For all others, there is no time limit, and mandatory SNAP Employment and Training participation is required for three out of 12 months.

**Employment and Training Program** — The purpose of the Employment and Training Program is to assist able-bodied SNAP recipients obtain employment by helping households gain skills, training, work or experience that will increase self-sufficiency.

**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

## PROGRAM HIGHLIGHTS

meals. Working with USU to plan targeted nutrition education for intergenerational poverty families. The total amount of the nutrition education contract is \$1,544,689. 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.
- Revolving door waiver: Allows customers to resolve the reason for case closure within 30 days without having to complete a new application.
- Shortening certifications waiver: Allows customers who apply for other programs to align the SNAP review period with other programs.
- Verification of new household members waiver: Allows customers 30 days from the date a new household member is reported to provide requested verification to be added to the benefit.

## OUTCOMES AND KEY MEASURES:

Key outcomes and measures for SNAP in SFY 2018 are:

- Federal Program Timeliness (decision made in under 30 days): 96.68 percent
- Average Days to Decision: 11.71 days.

## ACHIEVEMENTS:

Every state has a SNAP Quality Control program that reports a state accuracy rate nationally. For FFY 2017 the case and procedural error rate was 14.18 percent, significantly better than the estimated national accuracy rate of 25.61 percent.

## CHALLENGE:

The state has recently made additional efforts to further improve integrity and reduce trafficking of SNAP benefits. Although we have made significant strides in enhancing processes and utilizing technology, preventing and stopping fraud at the retailer level continues to be a challenge.

The participation rates with SNAP Employment and Training requirements continue to be below expected level. Improvement of access and participation in the program are a challenge.

For more information contact Muris Prses at [mprses@utah.gov](mailto:mprses@utah.gov) or 801-526-9831.



## PROGRAM HIGHLIGHTS

# STATE SMALL BUSINESS CREDIT INITIATIVE

### PROGRAM PURPOSE:

Utah's State Small Business Credit Initiative was 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 manufacturers. In conjunction with private financing, the Initiative was expected to help spur up to \$15 billion in lending to small businesses and manufacturers that were not getting the loans or investments they needed to expand and create jobs. In January 2013, Workforce Services signed the contract with the Utah Small Business Growth Initiative, a subsidiary company of Utah Center for Neighborhood Stabilization. The program closed on March 30, 2017 with all funds expended or obligated.

### KEY INITIATIVES AND STRATEGIES:

Lenders targeted an average borrower size of 100 employees or less, not to exceed a maximum borrower size of 750 employees. Corporations, partnerships and sole proprietorships were eligible, including nonprofits and cooperatives. Lenders targeted, but were not restricted to, small businesses state-wide 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 total funds allocated to the state of Utah was \$11,773,361. All funds have been obligated or expended.

### OUTCOMES AND KEY MEASURES:

(See below)

Program Year	Participation/ Guarantee	Number of Loans	Gross Loan Amount	Participation Amount	Jobs Created	Jobs Retained
2012	Participation	1	\$150,000	\$30,000	10	2
2013	Participation	2	\$4,850,000	\$582,000	25	59
2014	Participation	0	\$0.00	\$0.00	0	0
2015	Participation	1	\$2,520,000	\$420,000	15	20
2016	Participation	2	\$12,305,000	\$5,395,000	49	10
<b>Totals</b>		<b>5</b>	<b>\$19,825,000</b>	<b>\$6,427,000</b>	<b>99</b>	<b>91</b>
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
<b>Totals</b>		<b>25</b>	<b>\$32,330,340</b>	<b>\$24,648,522</b>	<b>467</b>	<b>2,087</b>
<b>Grand Totals</b>		<b>30</b>	<b>\$52,155,340</b>	<b>\$31,075,622</b>	<b>566</b>	<b>2,178</b>

## PROGRAM HIGHLIGHTS

### ACHIEVEMENTS:

- There have been no defaults on the loan loss reserve.
- The completed and committed loan participations and loan guarantees have resulted in 566 jobs being created and 2,178 jobs being retained.
- Of \$11,773,361 in allocation, all of the funds have been obligated or expended.

For additional information about the State Small Business Credit Initiative, contact Sue Kolthoff at [skolthoff@utah.gov](mailto:skolthoff@utah.gov) or 801-468-0069.

## TALENT READY UTAH GRANT PROGRAM

### PROGRAM PURPOSE:

Talent Ready Utah is a collaborative partnership between the Governor's Office of Economic Development, Workforce Services, the Utah System of Higher Education, the Utah System of Technical Colleges, the Utah State Board of Education, the Salt Lake Chamber and industry partners. Talent Ready Utah grants have been designed to strengthen collaboration between industry, education and economic development in order to better respond to the needs of regional and state-wide high-growth, high-wage and STEM occupations and industries. Talent Ready Utah has been a successful model for industry collaboration and has demonstrated success in developing new educational programs and aligning existing programs to support industry growth.

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 Special Administrative Expense Account.

**TALENT READY**  
UTAH  
BUILDING OUR WORKFORCE

### KEY INITIATIVES AND STRATEGIES:

The program was created to address the following four opportunities and concerns:

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

### FUNDING UPDATE:

The total funding allotted, \$1,928,000, was provided from the Unemployment Insurance Special Administrative Expense Account, which is the sole funding source used for these grants.

### OUTCOMES AND KEY MEASURES:

SFY 2018 total grants awarded: 12 (seven post-secondary, four public education, one industry association)

- 51 programs developed or expanded
- 2,925 participants enrolled
- 1,186 participants completed
- 31 credentials provided
- 552 participated in Work-Based Learning activities
- 285 teachers trained
- 2 teacher endorsements provided
- 45 entered employment
- 173 partnerships formed

### ACHIEVEMENTS:

The Talent Ready Utah request for grant process for SFY 2019 is complete and all agreements have been executed. A total of 11 projects received full or partial funding. Of these, nine were post-secondary institutions, one public education and one industry association. Nine of the approved projects were consortium proposals that included multiple public education or post-secondary institutions.

### CHALLENGES:

As the economic conditions in Utah remain strong, the penalties and fees associated with the Unemployment Insurance Special Administrative Expense Account continue to decline, as do the collections. Therefore, the future of the funding source for the grant program remains unclear. This impacts the budget available for Talent Ready Utah grants and all

## PROGRAM HIGHLIGHTS

programs funded through this account. In SFY 2016 the approved budget for Cluster Acceleration Partnership was \$3,505,000. In SFY 2017 it decreased to \$2,560,000, then to \$2,125,000 in SFY 2018 and down to \$1,928,000 in SFY 2019. The budget for SFY 2020 is expected to be reduced again.

An additional challenge is that this funding is appropriated annually and therefore the grants are one-year grants and do not provide ongoing funding. This has proven challenging for some as they need to implement and sustain the program for two years prior to it being institutionalized in their ongoing budgets. Some potential applicants have applied for Strategic Workforce Investment (SWI) funding instead because of the ability to receive one-time or ongoing funding. It has been briefly discussed that in the future Talent Ready Utah grants would continue to be used as seed funding and to pilot programs prior to submitting a proposal for SWI. This opportunity should continue to be explored.

For additional information about Talent Ready Utah contact Melisa Stark at mstark@utah.gov, 801-628-4051.

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

### 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 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:

- Increased emphasis on career coaching
- Fatherhood initiative strategies
- Continued follow up on family focused case management implementation

#### TANF Grants:

- New three-year cycle of TANF Family Housing grants (formerly TANF rapid rehousing) implemented April 2018.
- TANF II grants fund nine programs in the community that support financial education training for low income families and youth development for low-income, high-risk youth.
- Interagency agreement with the Department of Human Services that provides recovery support for parents with substance abuse issues as well as mental health early intervention in schools across the state.
- Grant with Utah Criminal Justice Center to evaluate the fatherhood program — Invest in Dads Too.
- Social Research Institute continues to evaluate the Family Employment Program and other TANF funded projects like Invest in You Too.

### OUTCOMES AND KEY MEASURES:

Internal Cases Reviewed	Number of Reviews	Case Accuracy	Element Accuracy
Family Employment Program SFY 18	1813	87.53%	96.71%

Positive Closures	Family Employment Program	Family Employment Program – Two Parent
June 2018	69.85%	No Closures
May 2018	77.73%	No Closures
April 2018	82.55%	100.00%

### ACHIEVEMENTS:

- Three cohorts of Invest in You Too have been successfully completed. Each of the second and third cohorts graduated twelve participants. The average starting wage between the last two cohorts was \$14.35.



## PROGRAM HIGHLIGHTS

- Successfully closed out all TANF I grants in October 2017.
- Increased partnerships with community providers and other state agencies to address the needs of common customers.

### CHALLENGE:

Due to the success of Utah's economy, the department is assisting a higher number of disadvantaged families with multiple barriers who are unable to obtain employment in a booming economy. The department continues to explore innovative ways of serving these families and helping them overcome barriers to obtain sustainable employment.

For additional information about TANF, contact Sisifo Taatiti at [staatiti@utah.gov](mailto:staatiti@utah.gov) or 801-526-4370.

## THROUGHPUT INFRASTRUCTURE FUND

### PROGRAM PURPOSE:

In 2016, the Throughput Infrastructure Fund was established with an allocated \$53 million for loans or grants to eligible projects, specifically an electrical transmission line, short line railroad, deepwater port or pipeline for liquid or gaseous hydrocarbons. The fund will be administered by the [Permanent Community Impact Fund Board](#).

### KEY INITIATIVES AND STRATEGIES:

The board shall review and approve Throughput Infrastructure Fund applications utilizing a one-time fund of \$53,000,000 in sales tax revenues. The board has developed an initial due diligence checklist indicating the requirements for all applications to the Throughput Infrastructure Fund. Because of the scope and nature of the proposed investment, all applications shall be subject to the review of an outside consultant. No applications have been submitted to date.

### FUNDING UPDATE:

Fund balance: \$54,005,843.28

No applications have been submitted to utilize the fund.

## VETERAN EMPLOYMENT PROGRAM

### PROGRAM PURPOSE:

Veteran Employment Services is comprised of services and programs to assist veterans, military service members, and, in some situations, their spouses in obtaining and retaining employment. The federally funded Jobs for Veterans State Grant (JVSG) is specifically targeted to veterans with Sig-

nificant Barriers to Employment (SBE). The team works in collaboration with other public and private entities to make sure services are consistent throughout the state.

### KEY INITIATIVES AND STRATEGIES:

- Employment goal: Increase employment for veterans.
  - Priority of service provides veterans preference in delivery of all employment and training services offered by the department.
  - Nine full-time and five part-time Veterans' Representatives (Disabled Veteran Outreach Program, or DVOP, specialists) are located in employment centers throughout the state to provide intensive service to targeted veteran populations that have barriers in obtaining employment.
- Employer goal: Increase the number of employers hiring veterans and posting job orders.
  - One full-time Local Veteran Employment Representative (LVER) is providing services and coordinating the provision of services from 16 Workforce Development Specialists located throughout the state to promote the hiring of veterans by Utah employers.
  - The Utah Patriot Partnership program began in May 2011. Since then, 2,204 employers have become official partners.
- Education goal: Increase the number of veterans obtaining credentials, certificates and degrees.
  - The department is currently part of the Veteran Education & Training Working Group that is collaborating with the Utah Department of Veteran Affairs and members of Utah System for Higher Education (USHE) and Utah College of Applied Technology (UCAT) to determine pathways for veterans to receive credit for their military experience.



## PROGRAM HIGHLIGHTS

- The Accelerated Credentialing for Employment (ACE) program leverages a veteran's military experience and skills to the equivalent educational credits, certificates, licenses and credentials to accelerate the veteran's ability to obtain employment. There are four full-time ACE Specialists providing services statewide.
- ACE placed 319 total customers in FY 2018.
- ACE specialists conducted 377 outreach activities and educated 7,359 veterans, reservists and spouses about the services provided by the department.

### FUNDING UPDATE:

The United States Department of Labor Veteran Employment and Training Services (USDOL/VETS) continues to provide funding for the Job for Veteran State Grant (JVSG). The funding Workforce Services received has increased the last two fiscal years. ACE continues to be funded by the American Job Growth funds and the Utah Department of Veteran and Military Affairs to continue to support those service members that may not meet the federal definition for veteran status.

### OUTCOMES AND KEY MEASURES:

The DOL/VETS requires a quarterly report on Veteran Employment Program performance regarding the JVSG. This report tracks the spending for federal funds and the number of veterans served throughout the service areas. The program is also required to negotiate JVSG performance measures with Regional and State DOL/VETS representatives. The new reporting system is expected to be operational in fiscal year 2018.

The program is required to provide 90 percent Individualized Career Services to veterans with Significant Barriers to Employment (SBE's). For 2018, 94.97 percent Intensive Services to the Veteran population was provided.

### ACHIEVEMENTS:

Executive Director Jon Pierpont issued a call to action in 2017 to help underemployed and under-skilled veterans to obtain better, higher paying jobs. To support that goal, the department co-sponsored four veteran job fairs, including an apprenticeship job fair. The number of veterans on unemployment decreased by 29 percent and those on temporary assistance declined by almost 12 percent.

### CHALLENGES:

The economy in Utah has had a great impact on veteran unemployment. The veteran unemployment rate is consistently lower than the general population in Utah. Veterans unemployment rate was 2.9 percent for 2017 compared to 3.1 percent for the general population. With the success of getting veterans employed and off of unemployment insurance, the program is seeing a decrease in veterans being served. Many employers

are still requesting veterans to hire but it is difficult to meet the demand. This points to potential future strategies to identify and serve underemployed and under-skilled veterans.

For additional information about Veterans Employment contact Bruce Summers at [bsummers@utah.gov](mailto:bsummers@utah.gov) or 801-520-9359.

## 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 the 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 the nation's workers and job seekers 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 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 needs of employers, increasing employer market share and helping more job seekers become employed and retain employment. Job preparation workshops and the SmartStart Guide (a guide to finding and keeping a job) are available online. These tools and resources provide the same quality information that a job seeker can receive from mediated workshops or a skilled employment counselor.

Workforce Services operates a highly successful employment preparation program called Work Success. This program serves participants that need intensive assistance in obtaining

## PROGRAM HIGHLIGHTS

employment. Work Success has a 79 percent success rate for placing job seekers in employment. Over the last year approximately two-thirds of the participants were provided services by staff funded through Wagner-Peyser.

### OUTCOMES AND KEY MEASURES:

Job Seeker

1. Employment (Second Quarter after Exit)
2. Employment (Fourth Quarter after Exit)
3. Median Earnings (Second Quarter after Exit)

Employer Satisfaction

1. Employer Engagement
2. Employer Repeat Business

\*\*Due to the federal definitions changes of key measures, data on these programs will not be available until October 2018.

### ACHIEVEMENTS:

Utah exceeded all three negotiated Wagner-Peyser measures in the last available program year.

### CHALLENGES:

New employer measures, employer satisfaction, which are required under WIOA, will impact how services are collected and reported.

For additional information about Wagner-Peyser contact Sandy Terry at [sterry@utah.gov](mailto: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 succeed in business.

WIOA programs are intended to increase occupational skills attainment by participants resulting in an improved quality of the workforce, reduced welfare dependency and enhanced productivity and competitiveness of the nation. The WIOA Adult Program targets low-income recipients with barriers to employment. The Dislocated Worker Program targets

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 spouses 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. Both career and training services are included. 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 work-based learning opportunities.

### KEY INITIATIVES AND STRATEGIES:

Provide outreach and education about the programs to disadvantaged adults

Increase staff career coaching skill level

Increase participant awareness of registered apprenticeship as an option

### OUTCOMES AND KEY MEASURES:

Job Seeker

1. Employment (Second Quarter after Exit)
2. Employment (Fourth Quarter after Exit)
3. Median Earnings (Second Quarter after Exit)
4. Credential Attainment
5. Measurable Skill Gains

Due to the federal definitions changes of key measures, data on these programs will not be available until October 2018.

### ACHIEVEMENTS:

- Utah exceeded all three negotiated WIOA Adult measures in the last available program year.
- Dislocated Workers exceeded the negotiated measures for average earnings by more than \$3,000 per month.
- Implemented case management system changes to capture all new WIOA required data elements.

### CHALLENGES:

- Educate disadvantaged adults about the program so they can better utilize the services to obtain sustainable employment in a career path.

## PROGRAM HIGHLIGHTS

- Continue to encourage registered apprenticeship sponsors to be added to the Education Training Provider List (ETPL) online so job seekers are aware of apprenticeship opportunities.

For additional information about WIOA Adult and Dislocated Worker Programs, contact Liz Carver at [ecarver@utah.gov](mailto: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 postsecondary education. Well-designed workforce programs offer youth who are disconnected from mainstream institutions 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 at-risk 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:

- Continue to expend at least 75 percent of funds on disadvantaged out-of-school youth.

- Continue to support work experience activities for youth by expending 20 percent of youth funding on works experience activities.
- Support the Youth Transition to Adult Living program with co-enrollment in Youth programs. 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 Program provides additional funding to these youth to help pay for post-secondary education expenses.

### OUTCOMES AND KEY MEASURES:

Job Seeker

1. Employment (Second Quarter after Exit)
2. Employment (Fourth Quarter after Exit)
3. Median Earnings (Second Quarter after Exit)
4. Credential Attainment
5. Measurable Skill Gains

Due to the federal definitions changes of key measures, data on these programs will not be available until October 2018.

### ACHIEVEMENTS:

- Utah exceeded all three negotiated WIOA Youth Program measures in the last available program year.
- Utah was able to expend over 80 percent of WIOA Youth funding on out-of-school youth.
- Utah was able to expend over 20 percent of WIOA Youth funding on work experience opportunities for youth.

### CHALLENGES:

- Continue to educate the most disadvantaged youth about services available and help these youth overcome barriers in preparation for employment and education attainment.

For additional information about WIOA Youth Program, contact Liz Carver at [ecarver@utah.gov](mailto:ecarver@utah.gov) or 801-514-1017.

# BUDGET DATA

## STATE FISCAL YEAR 2018



PROGRAM	ACTUAL EXPENDITURES	SOURCE OF EXPENDITURES				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
<b>STATE OFFICE OF REHABILITATION - NBAA</b>						
NBA DWS SOR Executive Director	889,886	1,916	472,873	10,782	403,469	846
NBB DWS Blind & Visually Impaired	3,184,632	1,605	1,199,711	47,676	1,935,640	-
NBC DWS Rehabilitation Services	36,823,587	1,945,157	21,159,288	332,708	13,386,434	-
NBD DWS Disability Determination	14,236,256	-	14,236,256	-	-	-
NBE DWS Deaf & Hard of Hearing	2,925,875	33,522	784,172	298,340	1,777,046	32,795
NBF DWS Aspire Grant	5,482,588	-	5,482,588	-	-	-
<b>TOTAL NBAA</b>	<b>\$63,542,824</b>	<b>\$1,982,200</b>	<b>\$43,334,888</b>	<b>\$689,506</b>	<b>\$17,502,589</b>	<b>\$33,641</b>
<b>OFFICE OF CHILD CARE - NCAA</b>						
NCB DWS Student Access to High Quality School Readiness Grant	-	-	-	-	-	-
NCC DWS Intergenerational Poverty School Readiness Scholarship	90,017	83,786	6,231	-	-	-
NCD DWS Early Childhood Teacher Training	151,878	139,756	12,122	-	-	-
<b>TOTAL NCAA</b>	<b>\$241,895</b>	<b>\$223,542</b>	<b>\$18,353</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0-</b>
<b>ADMINISTRATION - NJAA</b>						
NJA Executive Director	878,364	195,646	460,039	9,088	59,960	153,631
NJT Admin. Support	8,552,530	2,321,843	4,017,937	126,613	502,278	1,583,859
NJE Communications	1,219,411	274,163	624,746	12,320	75,854	232,328
NJU Internal Audit	724,636	157,827	382,915	7,594	49,540	126,760
NJH Human Resources	1,603,221	349,321	855,707	16,386	100,351	281,456
<b>TOTAL NJAA</b>	<b>\$12,978,162</b>	<b>\$3,298,800</b>	<b>\$6,341,344</b>	<b>\$172,001</b>	<b>\$787,983</b>	<b>\$2,378,034</b>
<b>OPERATIONS AND POLICY - NJBA</b>						
NJJ DWS Utah Data Research Center	812,610	375,148	6,707	-	-	430,755
NJL Workforce Research and Analysis	2,559,584	198,088	2,136,943	100,863	1,364	122,326
NJP Eligibility Services Division	60,434,628	18,344,877	16,888,735	772,922	9,287	24,418,807
NJD Workforce Development Division	63,709,742	17,281,515	42,395,348	1,122,240	105,311	2,805,328
NJB Facilities and Pass-Through	9,662,349	1,863,567	5,621,500	157,445	548,425	1,471,412
NJY Information Technology	31,278,891	4,097,167	13,719,609	1,029,558	2,900,954	9,531,603
NJF Temporary Assistance for Needy Families	64,035,974	6,305,803	57,730,171	-	-	-
NJS Supplemental Nutrition Assistance Program (SNAP)	76,685	38,419	38,266	-	-	-
NJG Refugee Programs	5,524,281	-	5,524,281	-	-	-
NJW Workforce Investment Act	2,666,065	1,845	2,664,220	-	-	-
NJR Child Care	58,276,683	894,984	57,381,699	-	-	-
NJM Trade Training & Subsidies	825,970	-	825,970	-	-	-
NJX Other Assistance	2,606,071	40,436	15,000	15,057	2,314,633	220,945
<b>TOTAL NJBA</b>	<b>\$302,469,533</b>	<b>\$49,441,849</b>	<b>\$204,948,449</b>	<b>\$3,198,085</b>	<b>\$5,879,974</b>	<b>\$39,001,176</b>
<b>NUTRITION ASSISTANCE - NJCA</b>						
NJZ Nutrition Assistance - SNAP	266,114,348	-	266,114,348	-	-	-
<b>TOTAL NJCA</b>	<b>\$266,114,348</b>	<b>-</b>	<b>\$266,114,348</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>GENERAL ASSISTANCE - NKAA</b>						
NKA General Assistance	3,884,051	3,634,051	-	250,000	-	-
<b>TOTAL NKAA</b>	<b>\$3,884,051</b>	<b>\$3,634,051</b>	<b>\$0</b>	<b>\$250,000</b>	<b>\$0</b>	<b>\$0</b>

# BUDGET DATA CONT.

PROGRAM	ACTUAL EXPENDITURES	SOURCE OF FUNDS				
		GENERAL FUND	FEDERAL FUNDS	DED CREDIT	RESTRICTED	TRANSFER
<b>UNEMPLOYMENT INSURANCE - NLAA</b>						
NLA Unemployment Insurance	15,942,594	8,103	14,558,200	375,203	1,001,088	-
NLJ Adjudication	3,217,593	733,097	2,238,907	26,095	99,496	119,998
<b>TOTAL NLAA</b>	<b>\$19,160,187</b>	<b>\$741,200</b>	<b>\$16,797,107</b>	<b>\$401,298</b>	<b>\$1,100,584</b>	<b>\$119,998</b>
<b>OPERATION RIO GRANDE - NRAA</b>						
NRA DWS Operation Rio Grande	5,032,023	5,032,023	-	-	-	-
<b>TOTAL NRAA</b>	<b>\$5,032,023</b>	<b>\$5,032,023</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>HOUSING AND COMMUNITY DEVELOPMENT - NSAA</b>						
NSA HCD Administration	551,657	159	-	-	551,498	-
NSC Community Development	5,693,054	481,957	4,092,066	515,061	603,970	-
NSE Housing Development	734,081	395,905	338,176	-	-	-
NSD DWS Homeless to Housing Reform	14,759,464	264,400	2,638,661	-	11,856,403	-
NSF Community Services	3,312,383	-	3,312,383	-	-	-
NSG HEAT	15,288,211	209	15,002,089	232,264	-	53,649
NSH Homeless Committee	4,146,315	1,586,468	1,527,390	-	1,032,457	-
NSJ Emergency Food Network	285,819	283,543	2,276	-	-	-
NSM Special Housing	160,379	-	160,379	-	-	-
NSN Weatherization Assistance	8,254,957	56,774	7,365,530	832,653	-	-
<b>TOTAL NSAA</b>	<b>\$53,186,320</b>	<b>\$3,069,415</b>	<b>\$34,438,950</b>	<b>\$1,579,978</b>	<b>\$14,044,328</b>	<b>\$53,649</b>
<b>COMMUNITY DEVELOPMENT CAPITAL BUDGET - NTA A</b>						
NTE Permanent Comm. Impact Board	27,416,481	-	-	-	27,416,481	-
<b>TOTAL NTA A</b>	<b>\$27,416,481</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$27,416,481</b>	<b>-</b>
<b>SPECIAL SERVICES DISTRICTS - NWAA</b>						
NWA Special Services Districts	3,303,351	-	-	-	3,303,351	-
<b>TOTAL NWAA</b>	<b>\$3,303,351</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$3,303,351</b>	<b>-</b>
<b>WORKFORCE SERVICES FUNDS</b>						
2115 DWS Navajo Revitalization Fund	3,941,101	-	-	-	3,941,101	-
2135 DWS Uintah Basin Revitalization Fund	6,779,513	-	-	-	6,779,513	-
2151 DWS Qualified Emergency Food Agencies Fund	1,485,615	-	-	-	1,485,615	-
2153 DWS Intermountain Weatherization Training Fund	2,500	-	-	-	2,500	-
2260 DWS Child Care Fund	2,400	-	-	-	2,400	-
2265 DWS Refugee Services Fund	50,918	-	-	-	50,918	-
2345 DWS Utah Community Center for the Deaf Fund	6,518	-	-	-	6,518	-
2355 DWS Individuals with Visual Impairment Fund	12,628	-	-	-	12,628	-
5110 DWS Unemployment Compensation Fund	158,495,663	-	1,269,543	-	157,226,120	-
5700 DWS State Small Business Credit Initiative Program Fund	62	-	-	-	62	-
7355 DWS Individuals with Visual Impairment Vendors Fund	165,427	-	-	-	165,427	-
Housing Enterprise (Grants)	3,894,313	-	-	-	3,894,313	-
<b>TOTAL WORKFORCE SERVICES FUNDS</b>	<b>\$174,836,658</b>	<b>\$0</b>	<b>1,269,543</b>	<b>\$0</b>	<b>\$173,567,115</b>	<b>\$0</b>
<b>DEPARTMENT TOTALS</b>	<b>\$932,165,833</b>	<b>\$67,423,080</b>	<b>\$573,262,982</b>	<b>\$6,290,868</b>	<b>\$243,602,405</b>	<b>\$41,586,498</b>

## BOARDS AND COMMISSIONS

# COMMISSION ON HOUSING AFFORDABILITY

The Commission on Housing Affordability was created during the 2018 General Legislative Session. The commission provides recommendations to the governor and legislature on strategies, policies, procedures and programs to address the housing affordability needs of the state. The commission will increase public and government awareness and understanding of the housing affordability needs of the state and how those needs may be most effectively and efficiently met.

The commission receives recommendations from seven advisory groups:

- Transit Oriented Development
- Affordable Housing Production
- Land Use
- Leveraging Funding
- Marketing and Education
- Additional Resources and Evaluation
- Rural

## GOAL

The goal of the commission is to increase housing affordability throughout the state and to plan for the housing needs of Utah's growing population.

## DATA

Progress and performance measures will be determined in FY19.

## ACHIEVEMENTS

As the commission was just established this year, achievements will be measured going forward.

## CHALLENGE

As a brand new commission, the primary challenge will be focusing strategies and obtaining consensus on recommendations that will adequately address the housing affordability needs throughout the state.



## BOARDS AND COMMISSIONS

# COMMUNITY DEVELOPMENT BLOCK GRANT POLICY BOARD

The state Small Cities Community Development Block Grant (CDBG) program serves the needs of rural Utah, specifically those low- and moderate-income communities that have populations of less than 50,000 and counties with less than 200,000. The annual allocation from the U.S. Department of Housing and Urban Development is divided among the seven Associations of Governments regions to be used for local priorities. Projects include Infrastructure such as water/sewer projects, community/senior centers and emergency services such as fire stations.

## GOAL

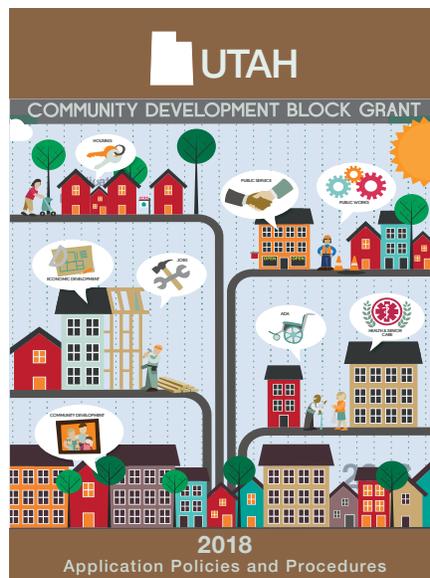
The main goal is funding the projects that have the most impact for the most people in the communities that need help the most.

## ACHIEVEMENTS

One of HUD's performance measures is "Expenditure Ratio," and the state of Utah CDBG program consistently ranks in the top five states in the country for expending their annual allocation quickly.

## CHALLENGE

With an annual allocation of only \$5 million and rising costs of construction, it is always difficult to fund all the projects that are needed. The seven-member CDBG Policy Board meets twice-a-year to approve policies and procedures. This year, they are working hard with the staff at each of the Associations of Governments to approve a fair and equitable method of distribution for the next funding cycle.



# GOVERNOR'S COMMITTEE ON EMPLOYMENT FOR PEOPLE WITH DISABILITIES

The Governor's Committee on Employment for People with Disabilities works with state agencies and other organizations to promote and support business customers in their hiring and retaining individuals with disabilities in their organizations. Services and supports provided by the committee and its partners include training on disability awareness, customized accommodation assistance, consultation on disability issues and individualized supports, connections to business networks, employer training workshops and job fairs.

## GOAL

To achieve equal employment opportunities for Utahns with disabilities through employer education, promotion and support.

## DATA

- 251 businesses received individualized employer supports
- 600 jobseekers and 40 business partners participated in the Work Ability Job Fair
- 175 youth participated in Transition Mentoring Events
- 60 business partners attended a workshop on disabilities in the workplace

## ACHIEVEMENTS

The Committee co-hosted four Utah Business Leadership Network (UTBLN) business partner training events in SY 2018, two by UTBLN WebEx and two in-person at the Salt Lake Chamber offices.

The Committee partnered with six host businesses from Ogden to Provo for Transition Mentoring Events serving approximately 175 youth with disabilities.

The Committee partnered with the Rehabilitation Services' Business Relations specialists to conduct two employer

workshops serving more than 60 business partners at both events and to provide individualized employer supports to 251 businesses.

The Committee co-sponsored two Work Ability Job Fairs that served approximately 600 job seekers, with more than 40 business partners at both events.

The Committee hosted the Golden Key Awards and recognized four Utah businesses (UTA, CNA Training Centers, Liquid Nutra Group, GE Healthcare) for their efforts in hiring and retaining employees with disabilities, and recognized Sidney Smith as an advocate for individuals with disabilities.

## CHALLENGE

The Governor's Committee continues to experience challenges related to providing equal opportunities for participation, education and promotion by employers at a statewide level. Opportunities for employers in rural areas to participate in activities or events sponsored by the Committee are limited, and it can be difficult for employers in rural Utah to be adequately represented on the Committee due to time, travel and budget constraints.



# INTERGENERATIONAL WELFARE REFORM COMMISSION

Thousands of Utah families are living in intergenerational poverty (IGP) — 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 work to reduce the number of children who remain in the cycle of poverty as adults.

- [Intergenerational Poverty Initiative](#)
- [Annual Report 2018](#)
- [Five- and 10-Year Plan](#)
- [Summary of Recommendations](#)

## GOAL

To reduce the number of Utah families in the cycle of poverty, improving their quality of life and helping them become economically stable.

## DATA

- 24 percent of children experiencing IGP experienced substantiated cases of abuse or neglect in 2017— an 8 percent decline since 2012.
- 74 percent of students experiencing intergenerational poverty graduated from high school in 2017— a 48 percent increase since 2012.
- 37 percent of children moved more than once in a 12-month period in 2017— a 10 percent decrease since 2013.
- 48 percent of schools serving high percentages of children at risk of remaining in poverty provided access to behavioral mental health specialists in 2017— a 10 percent increase since 2016.

For the latest data, view the Five- and 10-Year Data Tools at <https://jobs.utah.gov/edo/intergenerational/data/index.html>.

## ACHIEVEMENTS

As part of HB326, the Legislature appropriated \$1 million to fund grants for eligible counties that have a strategic plan for addressing intergenerational poverty. Workforce Services

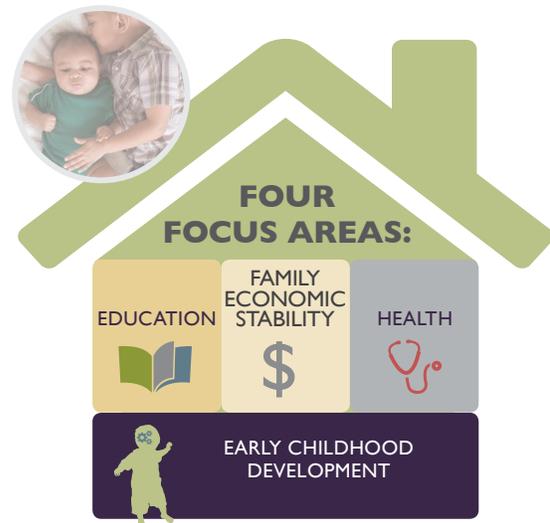
is assisting counties in identifying and recruiting families experiencing intergenerational poverty to connect them to programs and resources available in counties designed to reduce intergenerational poverty.

Workforce Services partnered with the Utah State Board of Education to award grants to afterschool programs serving students experiencing intergenerational poverty. Study results show that students participating in these afterschool programs have gains in SAGE test scores in English language arts, math and science, as well as increased school attendance after just one year of participation. After three years, participants more than tripled the increase of their scores compared to one-year participants.

View more at [intergenerationalpoverty.utah.gov](http://intergenerationalpoverty.utah.gov).

## CHALLENGE

The Commission continues to collaborate and is developing ways to effectively address intergenerational poverty through multiple agencies down to the caseworker level.



**BOARDS AND COMMISSIONS**

# NAVAJO REVITALIZATION FUND

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.

The NRF is controlled by a five-member board composed of a governor’s designee, two members of the San Juan County Commission whose districts include portions of the Navajo Reservation, the chair of the Navajo Utah Commission or his designee, and a president of one of the seven chapters located in Utah or his designee.

## GOAL

Maximize the long-term benefits of state severance taxes paid on oil and natural gas production by providing grants and/or loans to agencies of county or tribal government in San Juan County which are impacted by the development of oil and gas interests in Utah held in trust for the Navajo Nation and its members.

## DATA

SFY 2018 revenue = \$1,203,239

Approved Projects FY18		
Allocation	\$1,203,239	
Project Type	Number of Projects	\$ Amount
Buildings	3	\$ 33,497
Housing	11	\$ 401,444
Planning	1	\$ 15,000
Transportation	1	\$ 48,757
Utility Improvements	5	\$ 340,205
<b>Totals</b>	<b>21</b>	<b>\$ 838,903</b>

Recipient	Number of Grant Awards	Total Awards
Aneth	6	\$ 340,746.76
Mexican Water	5	\$ 95,257.27
Navajo Mountain	4	\$ 27,099.24
Oljato	2	\$ 100,200.00
Red Mesa	4	\$ 275,600.00

## ACHIEVEMENTS

Working with the board of directors, the Community Development Office has been able to fully commit all funds to approved projects, with 21 projects funded in 2018, most of which were for housing. Although there were only five specific utility improvement projects, utilities were brought to 41 households with those projects.

Staff cleaned up and closed all contracts from 1998 through 2009.

## CHALLENGE

With the prices of oil and gas declining, revenues were more than 50 percent lower than the previous year. The board will have to be more selective of which projects it chooses to fund.

For additional information about the Navajo Revitalization Fund, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 801-468-0145.



## BOARDS AND COMMISSIONS

# OLENE WALKER HOUSING LOAN FUND BOARD

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

## GOAL

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).

## DATA

Total budget SFY 2018 = \$10,614,500:

- Federal HOME allocation = \$2,721,100
- State Low-Income Housing Appropriation = \$2,242,900
- Individual Development Accounts Appropriation = \$89,500
- National Housing Trust Fund = \$3,000,000
- One-Time State Appropriation = \$2,561,000

## ACHIEVEMENTS

- More than \$123 million was leveraged by Olene Walker Housing Loan Fund for multi-family housing during SFY 2018 and more than \$8.5 million for single-family housing projects.
- The 2018 AMI of all renter households served by OWHLF averaged 38.91 percent.
- OWHLF allocated \$60,000 to upgrade 17 Native American low-income homes in Aneth on the Navajo Indian Reservation.
  - 118 volunteers provided approximately 4,680 service hours.
- Total units constructed or rehabilitated with funding from OWHLF in FY18= 864.

## CHALLENGE

Building affordable housing currently faces several challenges. Local zoning regulations can restrict the use of the land to

exclude affordable housing. In some communities where affordable housing is allowed, land costs are too high, restricting developers from lowering rents to an affordable level. Financial resources such as low-income housing tax credits are limited and continued federal funding cuts further complicate the affordable housing market.

In Utah, the fair market rent for a two-bedroom apartment is \$924. In order to afford this level of rent and utilities, paying 30 percent of income on housing, a family must earn \$3,079 monthly or \$36,952 annually. Assuming a 40-hour work week, 52 weeks, per year, this level of income translates into an hourly housing wage of \$17.77.

- Minimum Wage — \$7.25
- Average Renter Wage — \$13.92
- Two-bedroom Housing Wage — \$17.77
- Number of Renter Households — 279,600
- Percent of Utah Rental Households — 30 percent



## BOARDS AND COMMISSIONS

# PERMANENT COMMUNITY IMPACT FUND BOARD

The Permanent Community Impact Fund is a program of the state of Utah that provides loans and grants to state agencies and subdivisions of the state, which are or may be socially or economically impacted, directly or indirectly, by mineral resource development 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 will consider only those applications submitted by an eligible applicant for an eligible project.

## GOAL

The goal of the board is 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 and other community projects.

## DATA

- \$76,692,608 in SFY18 State Mineral Lease Revenue
- \$35,978,053 (32.5%) in FY18 Permanent Community Impact Fund Revenue
- \$56,670,790 disbursed on 59 projects

See Appendix A for the complete project funding list.

## ACHIEVEMENTS

1. All 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, the Regional Planning Program 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 the Permanent Community Impact Fund, contact Candace Powers at [cpowers@utah.gov](mailto:cpowers@utah.gov) or 801-468-0131.



# REFUGEE SERVICES BOARD OF ADVISORS

The Refugee Services Office (RSO) is guided by an advisory board comprised of individuals from various organizations and agencies who provide services to, or have an interest in assisting, refugees in the state of Utah. Individuals who sit on the Refugee Services Board of Advisors 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.

[2017 Report to the Governor](#)

## GOAL

To provide support and advice to RSO in its efforts to provide service coordination, accountability, advocacy and resource development for refugees in Utah. The board is responsible for raising awareness among the public and policy makers on refugee issues, recommending ways to more successfully integrate refugees and involve them in mainstream services, and identifying service gaps and funding that could fill them.

## DATA

Asset mapping conducted in 2017 identifies what the available resources are for refugees in Utah. Additionally, the asset mapping shows the network of coordination happening in Utah to support refugee resettlement and integration.

## ACHIEVEMENTS

In March 2017, the Board directed the Refugee Services Office to engage in community-wide strategic planning in the areas of employment, volunteers and youth. These efforts are underway.

## CHALLENGE

The Board is concerned about reduced refugee resettlement nationally, and the federal decisions that reduce the number of new arrivals to Utah; which, in turn, impacts Utah's service coordination.



## BOARDS AND COMMISSIONS

# STATE HOMELESS COORDINATING COMMITTEE

The State Homeless Coordinating Committee, chaired by Lt. Governor Spencer Cox, is comprised of members appointed by the governor and directs state and federal funds to homeless and housing service providers throughout the state. Resources include funds from the Pamela Atkinson Homeless Trust Fund, Critical Needs Housing and the U.S. Department of Housing and Urban Development's Emergency Shelter Program.

## GOAL

Everyone has access to safe, decent, affordable housing with the needed resources and supports for self-sufficiency and well being.

## DATA

Projects measures will be collected for:

- Emergency Shelter and Domestic Violence Shelter
- Homeless Diversion
- Permanent Supportive Housing - Case Management
- Rapid Rehousing
- Street Outreach

All projects will report:

1. Clients served
2. Adults served
3. Participant project exits
4. Average length of stay
5. Participants exit into permanent destination
6. Returns to homelessness within 6-12 months
7. Returns to homelessness within 24 months

## ACHIEVEMENTS

- Increased funding appropriations to be allocated for projects statewide during the 2018 General Legislative Session.
  - \$4,809,900 appropriated to six statewide projects
  - Homeless to Housing Fund increased
  - Creation of the Homeless Shelter Mitigation Fund
- Prioritized and approved approximately \$20 million in statewide funding to support the new resource center model in capital and services.
- Prioritized and approved approximately \$6 million in statewide funding to support existing projects and service.

## CHALLENGE

The transition to a new homeless services model will require a reprioritization of services, funding sources, outcomes and measurements. There is a need for the development of a new strategic plan for homelessness that represents the model and services throughout the state.



# STATE WORKFORCE DEVELOPMENT BOARD

The purpose of the State Workforce Development Board is to convene the state, regional and local workforce system and partners. The Board has the responsibility to coordinate and align Utah's workforce programs and strive to shape the jobs of today and influence the opportunities of tomorrow. The business-led board has a leadership role to develop a strategic plan that aligns the workforce system to effectively prepare a talent-ready workforce to meet employer needs. The board supports building partnerships between business, government, education, labor, community partners and economic development organizations. A focus on occupations in demand, targeted industries and local business leader participation provides the basis for a statewide approach. The State Workforce Development Board oversees and works closely with all the core and required partners as part of the Workforce Innovation and Opportunities Act, which is outlined in Utah's Unified Plan. To learn more about the board, visit [jobs.utah.gov/edo/statecouncil/index.html](http://jobs.utah.gov/edo/statecouncil/index.html).

## GOAL

The State Workforce Development Board leads the development and continuous improvement of the workforce development system in Utah. The board assists the governor in the development, implementation and modification of the state Workforce Innovation and Opportunity Act (WIOA) plan through committees overseen by the Board and chaired by members that fulfill assignments related to these activities. The Board reviews and approves Utah's Unified State plan, including all modifications.

## DATA

Job Seeker customers for WIOA Core Partners:

1. Employment (Second Quarter after Exit)
2. Employment (Fourth Quarter after Exit)
3. Median Earnings (Second Quarter after Exit)
4. Credential Attainment
5. Measurable Skill Gains

Employer Satisfaction:

1. Employer Engagement
2. Employer Repeat Business

\*\*Due to the federal definitions changes of key measures, data on these programs will not be available until January 2019.

## ACHIEVEMENTS

The State Workforce Development Board led the implementation of Utah's WIOA plan, including convening community stakeholders and partners, engaging business partners, and supporting core and required agency partners in their efforts to increase access to, and opportunities for, the employment, education, training and support services that individuals need to succeed in the workforce.

Achievements include:

- Led the two-year update for Utah's WIOA Plan.
- Five committees met regularly to support the goals of the plan.
- Certified three comprehensive one-stop centers in Provo, Logan and Cedar City.
- Led the process of certifying all other one-stop centers as affiliates.
- Participated in or supported various WIOA core and required partner activities such as apprenticeships week, the Career and Technology Expo, Vocational Rehabilitation Mentoring Days, the Western Pathways Conference and the K-12 School Counseling and Prevention Programs Conference.
- Led the development of the apprenticeships web page found at [jobs.utah.gov/apprenticeship/index.html](http://jobs.utah.gov/apprenticeship/index.html).
- Led the development and pilot testing of a job seeker satisfaction survey.

## CHALLENGE

The State Workforce Development Board has been transitioning to meet the WIOA requirements. This means the board members must be more active and participative than in the past. As the board members participate in activities, such as one-stop certifications, they gain a stronger understanding of the services provided by the WIOA core and required partners so they are better able to provide the support of, and feedback for, Utah's workforce system as required by WIOA.



**BOARDS AND COMMISSIONS**

# UINTAH BASIN REVITALIZATION FUND

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.

## GOAL

KEY INITIATIVES AND STRATEGIES:

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

FUNDING UPDATE:

SFY 2018 Revenue: \$3,407,412

## DATA

Approved Projects FY18		
Allocation	\$3,407,412	
Project Type	Number of Projects	\$ Amount
Planning	1	\$ 175,435
Housing	5	\$ 1,572,220
Public/Government Facility	6	\$ 1,496,110
Recreation/Culture	4	\$ 372,221
Transportation	2	\$ 120,000
Utility Improvements	2	\$ 705,164
Totals	20	*\$ 4,441,150

(\* Annual allocation exceeds annual revenue due to unallocated and re-allocated funds

Recipient	Number of Grant Awards	Total Awards
Ute Tribe	4	\$ 2,525,320
Duchesne County	1	\$ 753,610
Uintah County	1	\$ 1,162,220

## ACHIEVEMENTS

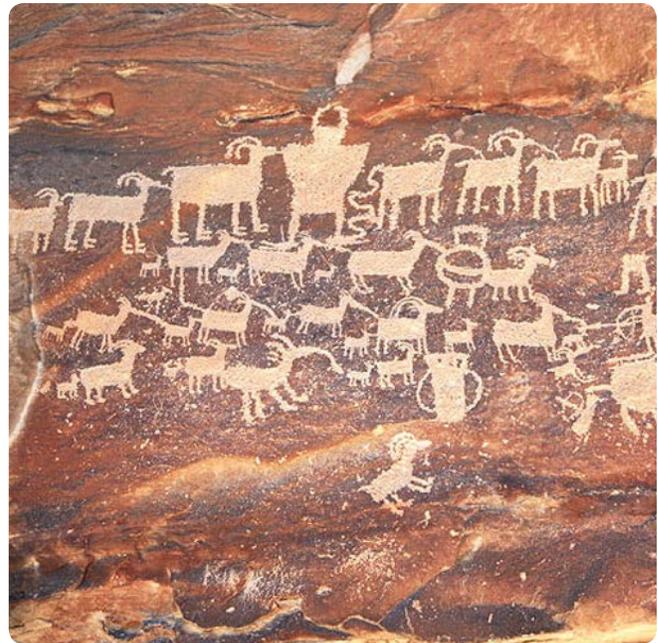
Working with the board of directors, the Community Development Office has been able to fully commit all funds to projects submitted by the counties and Tribe, with 20 projects funded in 2018 at a total cost of \$4,441,150.

## CHALLENGE

With the prices of oil and gas declining, revenues were 30 percent lower than the previous year. The board will have to be more selective on which projects it chooses to fund.

Due to various reasons, the relationship between the counties and the Ute Tribe has been strained. Trying to meet statutory mandate to work together on current and future projects will be an ongoing challenge.

For additional information about the Uintah Basin Revitalization Fund, contact Jess Peterson at [jesspeterson@utah.gov](mailto:jesspeterson@utah.gov) or 801-468-0145.



# WOMEN IN THE ECONOMY COMMISSION

The Women in the Economy Commission identifies and recommends specific policies, procedures and programs to best respond to the rights and needs of Utah women in the economy. Additionally, the commission facilitates coordination of the functions of public and private entities concerned with women in the economy.

[Women in the Economy Commission](#)

## GOAL

To increase public and government understanding of the current and future impact and needs of women and how these needs can be met.

## DATA

To view the latest data on women in the economy, visit [Research and Data](#)

## ACHIEVEMENTS

The Commission supported the following legislative bills that passed in the 2018 session:

- H.B. 196: Breastfeeding Protection Act. This bill prohibits discrimination based on pregnancy and permits a woman to breastfeed in any place of public accommodation.
- H.B. 63: Cosmetology and Associated Professions. This bill allows the Division of Occupational and Professional Licensing to offer required examinations for cosmetology and related professions in languages in addition to English.

- S.C.R. 11: Concurrent Resolution on Awareness and Treatment of Maternal Depression and Anxiety. This resolution raises awareness of maternal depression and anxiety and encourages the state to take action to address this serious public health issue.

In addition, the Commission released the Utah Women in Higher Education Report in April 2018. This report shared that Utah women represent more than half of enrolled students at degree-granting institutions. Concerns included that women pursued shorter programs and lower-paying fields of study than men. They also faced unique barriers to persistence, such as childbearing. The report recommended improving support to parents of young children and informing them about the benefits of higher education for families and work.

## CHALLENGE

The Commission continues to work with policymakers, scholars and public interest groups to design, execute and disseminate research to better understand the economic issues affecting women and families in Utah.



**APPENDIX A  
CIB AWARDED PROJECTS • FY2018**

Applicant	Project	Amount Requested					
		Grant	M/L Loan	Bonus Loan	Terms	PCIFB \$	Total Cost
<b>WATER PROJECTS</b>							
Town of Manilla	Water System Improvements	945,000	0	946,000	30y @ 2.5%	1,891,000	1,904,000
Panguitch City	Emergency Water Source (Well) Supplemental	1,479,078	0	0		1,479,078	1,479,078
Spring City	Spring Redevelopment	0	0	419,000	20y @ 1.0%	419,000	419,000
<b>Water Projects sub-total</b>	<b>3</b>	<b>2,424,078</b>	<b>0</b>	<b>1,365,000</b>		<b>3,789,078</b>	<b>3,802,078</b>
<b>SEWER &amp; STORM DRAINAGE PROJECTS</b>							
East Carbon City	Drainage Imp - Standing Water Solutions	36,130	0	0		36,130	41,680
Town of Manilla	Sewer Pipe Lining	628,000	0	628,000	30y @ 2.5%	1,256,000	1,904,000
Grand County	Drainage Improvements - Jackson Street	242,000	0	0		242,000	483,376
Delta City	Wastewater Pipe Replacement	30,000	0	0	20y @ 2.5%	30,000	65,000
Glenwood Town	Debris Basin Rehabilitation	1,000,000	0	0		1,000,000	2,400,000
<b>Sewer Projects sub-total</b>	<b>5</b>	<b>1,936,130</b>	<b>0</b>	<b>628,000</b>		<b>2,564,130</b>	<b>4,894,056</b>
<b>HEALTH &amp; PUBLIC SAFETY PROJECTS</b>							
Beaver County Fire District #2	Wildland Brush Fire Trucks (2)	0	0	344,000	15y @ 2.5%	344,000	344,000
Price City	Flood Mitigation	375,000	0	125,000	20y @ 2.5%	500,000	1,500,000
Huntington City ~Emery	Cemetery Flood Mitigation Phase 2	60,000	0	0		60,000	74,000
Green River City	New Public Safety Building	1,235,000	0	1,235,000	30y @ 2.0%	2,470,000	2,520,000
Kanab City	Kanab Fire Station #1 - Remodel	425,000	0	425,000	15y @ 2.5%	850,000	910,000
Town of Holden	Fire Storage Building	50,000	0	0		50,000	80,019
San Juan Co Local Building Authority	Emergency Operations Center	0	0	559,000		559,000	559,000
Gunnison City	Sidewalk Improvement Project – new sidewalks	58,500	0	0		58,500	78,000
Uintah Water Conservancy District	Storm Water / Flood Control – Canal easements	8,179,251	2,727,000	0	30y @ 0%	10,906,251	18,547,647
Town of Virgin	Kolob Terrace Box Culvert	142,000	0	0		142,000	217,705
Rockville/Springdale Fire Protection Dist	New Fire Engine Pumper Truck	205,000	0	200,000	20y @ 2.5%	405,000	510,000
Hildale City	Flood Control Project Oct 2016 - Supplemental	0	0	114,000	20y @ 2.5%	114,000	114,000
<b>Health &amp; Public Safety sub-total</b>	<b>12</b>	<b>10,729,751</b>	<b>2,727,000</b>	<b>3,002,000</b>		<b>16,458,751</b>	<b>25,454,371</b>
<b>GENERAL BUILDINGS PROJECTS</b>							
Escalante City	New Senior Multi-Purpose Center	580,000	580,000	0	30y @ 0.0%	1,160,000	1,320,000
Escalante City	Senior Citizens Multipurpose Center Supplemental	245,000	105,000	0	30y @ 0.0%	350,000	350,000
Cedar City	New Cedar City Animal Shelter	0	0	1,265,000	30y @ 2.5%	1,265,000	1,605,276
Eureka City	City Hall Upgrade	333,000	0	0		333,000	333,000
Town of Kingston	Town Hall Addition and Remodel	581,000	0	0		581,000	581,000
San Juan Co Local Building Authority	New Senior Citizen Center	879,000	0	571,000	30y @ 1.0%	1,450,000	1,500,000
Centerfield City	Old Rock Church Restroom Annex	140,000	0	140,000	20y @ 2.5%	280,000	310,000
Centerfield City	Old Rock Church Restroom Annex	30,000	0	30,000	20y @ 2.5%	60,000	60,000
Heber City	Public Works Building Expansion – Supplemental	0	0	732,000	30y @ 1.0%	732,000	1,188,819
<b>General Buildings sub-total</b>	<b>8</b>	<b>2,788,000</b>	<b>685,000</b>	<b>2,738,000</b>		<b>6,211,000</b>	<b>7,248,095</b>

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TRANSPORTATION PROJECTS							
Duchesne County SSD #2	Lake Boreham Road Phase 2	2,877,000	1,000,000	0	15y @ 0.0%	3,877,000	5,628,000
Duchesne County SSD #2	Lake Boreham Road Phase 2 – Supplemental	490,000	0	490,000	15y @ 1.0%	980,000	980,000
Roosevelt City	State Street & 800 South Improvement Project	1,233,281	0	160,000	10y @ 2.5%	1,393,281	4,708,611
Grand County	Canyonlands Field Airport – Runway Expansion	0	0	600,000	20y @ 2.5%	600,000	12,800,000
Piute County	Otter Creek Bridge Repair	81,500	0	0		81,500	81,500
Piute County	Otter Creek Bridge Repair – Supplemental	15,000	0	0		15,000	15,000
Rich County Special Service District	Road Improvements - Cisco Road	2,231,000	0	2,231,000	10y @ 2.5%	4,462,000	6,101,000
Rich County Local Building Authority	Road Improvements – Cisco Road	0	3,870,000	0	15y @ 0.0%	3,870,000	3,870,000
Rich County Special Service District	Cisco Road Improvements – Supplemental	1,400,000	0	0	0	1,400,000	1,400,000
Town of Sigurd	2018 Road Improvements - Chip Seal	121,000	0	0		121,000	211,000
Uintah Transportation SSD	2018 Street Projects – Uintah Co., Vernal, Naples, Ballard	2,500,000	0	2,500,000	15y @ 2.5%	5,000,000	5,000,000
Town of Rockville	Street Improvements	40,000	0	0		40,000	80,000
<b>Transportation Projects sub-total</b>	<b>12</b>	<b>10,988,781</b>	<b>4,870,000</b>	<b>5,981,000</b>		<b>21,839,781</b>	<b>40,875,111</b>
RECREATION & CULTURAL PROJECTS							
Price City	Cemetery Expansion Oct 2017 - Supplemental	0	0	156,000	20y @ 2.5%	156,000	156,000
Price Municipal Corporation	2018 Community Baseball Complex	1,562,000	0	1,563,000	30y @ 1.0%	3,125,000	3,125,000
Neola Community Park	Tennis/Basketball Court	75,000	0	0		75,000	100,000
Rec & Culture sub-total	3	1,637,000	0	1,719,000		3,356,000	3,381,000
PLANNING & STUDIES							
North Logan City	Municipal Water System Optimization Review	40,000	0	0		40,000	168,300
Cache County	Economic Development Plan	20,000	0	0		20,000	40,000
Fruitland Special Service District	Master Plan and GIS Map Update	25,000	0	0		25,000	50,000
Duchesne County Water Con. Dist.	Water Resource Master Plan	137,500	0	0		137,500	275,000
Orangeville City	Flood Protection Study	13,300	0	0		13,300	26,600
Delta City	Wastewater Study	30,000	0	0		30,000	60,000
Richfield City	Sanitary Capital Facilities Plan	26,500	0	0		26,500	53,000
Town of Annabella	Capital Facilities Plan	30,000	0	0		30,000	60,000
Tridell Lapoint Water Imp District	Master Plan Update	22,500	0	0		22,500	45,000
Maeser Water Imp District Uintah	2018 Water Master Plan	21,250	0	0		21,250	42,500
LaVerkin City	General Plan and Transportation Master Plan	50,000	0	0		50,000	100,000
Town of Virgin	General Plan	20,000	0	0		20,000	40,000
Seven County Infrastructure Coalition	Daggett County Master Trails Plan	100,000	0	0		100,000	200,000
Housing and Community Dev	Regional Planning Program	504,000	0	0		504,000	504,000
<b>Planning &amp; Studies sub-total</b>	<b>14</b>	<b>1,040,050</b>	<b>0</b>	<b>0</b>		<b>1,040,050</b>	<b>1,664,400</b>

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IRRIGATION PROJECTS							
<b>Irrigation sub-total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
EQUIPMENT PURCHASE							
Blanding City	Equipment Purchases	250,000	0	0		250,000	500,000
Southeastern Utah ALG	Vehicle San Juan Co HEAT Program	18,000	0	0		18,000	23,000
<b>Equipment purchase sub-total</b>		<b>268,000</b>	<b>0</b>	<b>0</b>		<b>268,000</b>	<b>523,000</b>
COMMUNICATION PROJECTS							
<b>Communications sub-total</b>		<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>
COMBINED PROJECTS							
Castle Valley Special Service District	Consolidated Capital Projects 2018	748,000	0	900,000	6y @ 2.5%	1,648,000	1,648,000
<b>Combined Projects sub-total</b>		<b>748,000</b>	<b>0</b>	<b>900,000</b>		<b>1,648,000</b>	<b>1,648,000</b>

FY-18 TOTAL AWARDED PROJECTS BY CATEGORY						
FY2018	Number	Grant	Loan	Bonus Loan	Total CIB	Total Project
Water Projects sub-total 2018	3	2,424,078	0	1,365,000	3,789,078	3,802,078
Sewer Projects sub-total	5	1,936,130	0	628,000	2,564,130	4,894,056
Health & Public Safety sub-total	12	10,729,751	2,727,000	3,002,000	16,458,751	25,454,371
General Buildings sub-total	8	2,788,000	685,000	2,738,000	6,211,000	7,248,095
Transportation Projects sub-total	12	10,988,781	4,870,000	5,981,000	21,839,781	40,875,111
Rec & Culture sub-total	3	1,637,000	0	1,719,000	3,356,000	3,381,000
Planning & Studies sub-total	14	1,040,050	0	0	1,040,050	1,664,400
Irrigation sub-total	0	0	0	0	0	0
Equipment purchase sub-total	2	268,000	0	0	268,000	523,000
Communications sub-total	0	0	0	0	0	0
Combined Projects sub-total	1	748,000	0	900,000	1,648,000	1,648,000
<b>GRAND TOTAL</b>	<b>59*</b>	<b>32,055,790</b>	<b>8,282,000</b>	<b>16,333,000</b>	<b>*56,670,790</b>	<b>88,986,111</b>

\* Total does not reflect funded projects which have been withdrawn

*Equal Opportunity Employer/Program*

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