

Accountable Base Budget Final Voting Document  
Workforce Services

Program - Program Description (What Does it do? Who Does it Benefit?)	Mandate Status - Mandate Citation	FY 2020 State Funds <sup>1</sup>	FY 2020 Total Funds	Staff Recommendations, Adopted by Subcommittee in June or August	Staff Recommendations, To Be Considered by Subcommittee in October	Agency Position?
<b>Administration Total</b>			<b>\$15,750,700</b>		We recommend DWS add the following performance measure for the Administration line item: Percent of DWS programs/systems that have reviewed, planned for, or mitigated identified risks.	Supports
<b>NJA Executive Director's Office Total</b>			<b>\$1,047,500</b>			
Executive Director's Office - Provides executive management for the department; directs the overall strategy and operations of the department.	State Statute - Utah Code Section 35A-1-201	\$77,300	\$404,500			
Deputy Director Admin - Provides executive management for the department; directs the overall strategy and operations of the department. The Administrative Support Division, Workforce Development Division, Utah State Office of Rehabilitation, Division of Adjudication, and Workforce Research and Analysis are organizationally assigned to this deputy director.	State Statute - Utah Code Subsection 35A-1-201(3)	\$60,700	\$317,400			

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Deputy Director Operations - Provides executive management for the department; directs the overall strategy and operations of the department. The Eligibility Services Division, Office of Child Care, Refugee Services, Unemployment Insurance, Communications, Internal Audit, and Housing and Community Development Division are organizationally assigned to this deputy director.	State Statute - Utah Code Subsection 35A-1-201(3)	\$62,300	\$325,600			
<b>NJE Communications Total</b>			<b>\$1,350,500</b>			
Communications - The DWS Communications division ensures that the department's messaging and branding is professional, strategic, and responsive. The Communications division is responsible for media relations, website management, creative design, multimedia video, written content, translation, presentations, social media, and program publicity.	State Statute Implemented by charge of the Executive Director - Utah Code Subsection 35A-1-203(5)	\$182,000	\$1,350,500			
<b>NJH Human Resources Total</b>			<b>\$1,653,400</b>			
Human Resources - Human Resources provides support to the department for recruitments, employee orientation, grievances, and other personnel-related activities. Services are provided by Department of Human Resource Management (DHRM) staff.	State Statute "The executive director of the Department of Human Resource Management may establish a field office in an agency." - Utah Code Section 67-19-6.1	\$509,400	\$1,653,400			
<b>NJT Administrative Support Total</b>			<b>\$10,282,600</b>			

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<p>Administrative Support Division - The Administrative Support Division supports the department by performing functions such as budgeting, fiscal grants management, operational accounting, contracts management, warehouse and mail services, fleet and facilities management, and information security.</p>	<p>State Statute Implemented by charge of the Executive Director - Utah Code Subsection 35A-1-203(5)</p>	<p>\$2,889,300</p>	<p>\$9,439,000</p>			
<p>Admin North Facility Costs - Building operation, maintenance, security, parking, and mass transit passes.</p>	<p>State Statute Implemented by charge of the Executive Director - Utah Code Subsection 35A-1-203(5)</p>	<p>\$258,200</p>	<p>\$843,600</p>			
<p><b>NJU Internal Audit Total</b></p>			<p><b>\$1,416,700</b></p>			

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<p>Internal Audit - The Internal Audit division performs financial and program audits for various programs across the department to objectively evaluate the effectiveness of agency risk management, internal controls, and efficiency of operations in accordance with International Standards for the Professional Practice of Internal Auditing.</p>	<p>State Statute Implemented by charge of the Executive Director - Utah Code Subsection 631-5-201(1)</p>	<p>\$213,500</p>	<p>\$1,416,700</p>	<p>We recommend that all agencies promote their internal audit tip lines (phone number and email address/online form) to employees and the public, such as by: posting the tip lines prominently on the website homepage, including the tip line in employee training procedures and implementing policies about reporting to internal audit, and creating a website for the internal audit office, if one does not yet exist.</p> <p>We recommend that agencies add process to their annual risk assessment: information systems in development, internal fiscal issues report.</p>		
<p><b>Unemployment Insurance Line item Total</b></p>			<p><b>\$21,770,400</b></p>			
<p><b>NLA Unemployment Insurance Administration Total</b></p>			<p><b>\$18,088,400</b></p>			
<p>Contributions - Contributions personnel process wage reports and money received from employers, including completing tax rate calculations and ensuring employer compliance with the Unemployment Insurance programs through random and targeted audits</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	<p>\$786,300</p>	<p>\$6,625,200</p>			

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<p>Claims - UI claims personnel obtain facts and determine whether a claimant is entitled to receive benefits. This includes an audit of benefit payments to ensure payment accuracy, adjudication of employer and claimant information, and benefit fraud and integrity efforts.</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$189,700	\$5,103,100			
<p>Unemployment Insurance Director - The UI directors office oversees all aspects of the UI program to ensure a compliant, efficient, and accurate unemployment insurance program</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$25,400	\$337,100			
<p>UI Program Specialist - UI program specialists write policy, procedure, and provide training for all new hire and incumbent UI staff</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$0	\$1,183,300			
<p>CUBS Team - CUBS personnel are the IT support for the Comprehensive Unemployment Benefits System (CUBS) and maintain, fix, and upgrade the enterprise IT system to process benefits</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$0	\$686,000			

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<p>Claims Center - Claims Center personnel take initial claims, additional claims, and renewed claims as well as provide technical support and answer question for all UI claimants.</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$0	\$1,736,800			
<p>CATS Team - CATS personnel are the IT support for the Comprehensive Automated Tax System (CATS) and maintain, fix, and upgrade the enterprise IT system to determine and process contribution payments.</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$0	\$590,300			
<p>New Hire Registry - Collect information on newly hired or rehired employees through a contract with the Office of Recovery Services and coordinate the transfer of this information with the National Directory of New Hires through the federal Office of Child Support Enforcement.</p>	<p>State Statute Federal Statute - New Hire Legislation appears in Utah Code Section 35A-7-101. This chapter is known as the "Centralized New Hire Registry Act." Our state law's minimum reporting requirements are based on the federal law. The Department of Workforce Services has been given the responsibility for administering the State New Hire Registry program.</p>	\$239,300	\$239,300			

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<p>PA Collections - The public assistance (PA) overpayments team takes action to collect public assistance overpaid to customers. The team collects on Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care and Development Fund (CCDF) subsidy, and Medicaid debts that are calculated and adjudicated by another unit (the Overpayments Unit in the DWS Eligibility Services Division).</p>	<p>Federal Statute for SNAP, TANF, Medicaid - 7 CFR 273.18 42 CFR 433.316 TANF-ACF-PI-2006-03 Utah Code, Chapter 35A-3</p>	\$0	\$0			
<p>UI RESEA - Reemployment Services and Eligibility Assessment (RESEA) staff work with claimants who have been profiled as likely to exhaust their benefits. Meeting with RESEA staff is required to continue to receive benefits; RESEA staff provide job readiness assessments and mentoring as well as offer resources including employment focused workshops.</p>	<p>State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)</p>	\$0	\$1,587,300			
<p><b>NLJ Adjudication Total</b></p>			<b>\$3,682,000</b>			
<p>Adjudication Admin - Provides oversight, strategic planning, and general management of the Division of Adjudication, which provides a lower and higher level appeals process to constituents. The department has a statutory obligation to provide an adjudication process for the programs we administer.</p>	<p>State Statute - Utah Code Subsection 35A-1-202(1)(e)</p>	\$131,800	\$560,700			

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Adjudication - Lower Appeals - Provides the fair hearings on unemployment insurance, public assistance and training disputes. The department has a statutory obligation to provide an adjudication process for the programs we administer.	State Statute Federal Statute - Utah Code Section 35A-1-301 42 US Code Subsection 503(a)(3) 7 CFR 273.15 -.16 45 CFR 205.5	\$376,800	\$1,470,000			
Workforce Appeals Board - Higher Appeals unit that hears appeals of the administrative law judge decisions made in the Lower Appeals unit.	State Statute - Utah Code Section 35A-1-205	\$75,700	\$189,900			
Adjudication - Legal Services - Assists the department by offering guidance on legal matters such as contracts, insurance, and personnel. Represents the Workforce Appeals Board at the Court of Appeals.	State Statute - Utah Code Section 35A-4-105	\$249,400	\$901,000			
Customer Relations - Constituent affairs handles high-level customer complaints. This program also includes a team of workers called the Fair Hearing Team who work to resolve public assistance appeals without the need for a hearing.	State Statute - Utah Code Subsection 35A-1- 203(5)	\$131,800	\$560,400			
<b>Unemployment Compensation Fund Line Total</b>			<b>\$175,354,300</b>			
<b>NMA Unemployment Compensation Fund</b>			<b>\$175,354,300</b>			

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UI Compensation - Total unemployment benefits paid to claimants determined eligible for UI benefits	State Statute Federal Statute - Utah Code Chapter 35A-4 42 US Code Sections 501-504 (Social Security Act and Federal Unemployment Tax Act)	\$0	\$175,354,300			
(1) State Funds = General Fund and General Fund Restricted.						