

**Department of Workforce Services**

**Caseloads FY 2019**

Caseload	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	% Change	Explanations of changes >5%/<5%
<b>Operations and Policy</b>										
Eligibility Services – <u>average monthly</u> applications processed	24,985	23,766	26,242	23,785	23,394	21,724	20,920	19,569	-18%	The improved economy has resulted in a decrease in overall application volume when comparing FY 2015 to FY 2019.
Child Care Assistance - caseload	7,651	7,294	6,797	5,900	6,360	6,529	6,620	6,593	12%	The improved economy has resulted in an increase in demand for child care assistance to support customer employment.
Nutrition Assistance – caseload	113,839	107,538	94,363	91,740	89,070	86,342	81,353	75,762	-17%	The improved economy has resulted in a decrease in enrollment for the nutrition assistance program.
<b>Housing and Community Development</b>										
HEAT (NSG) – households served	6,415	5,958	5,706	5,036	4,731	4,642	4,367	4,303	-15%	Following national trends, the number of HEAT applications have consistently reduced from year to year, and this is likely related to the improving economy.
Weatherization Assistance (NSN) – households served	152	68	58	52	40	38	32	35	-33%	There is a challenge from year to year to get the final inspection completed for the work done. Working client's struggle to take the time off of work to allow contractors and inspectors in to complete the project. Agencies are beginning to make changes to have final inspections done on the last day of work, to reduce the number of times clients have to be home. The improved economy likely plays a role in the decrease too.
<b>Intermountain Weatherization Training Fund</b>										
Private Individuals Trained	195	50	62	70	10	6	3	3	-96%	The primary mission of the Intermountain Weatherization Training Center is to train Weatherization personnel on industry regulations. The demand for and use of the center for private individual training as decreased in the last 4 years.
<b>Olene Walker Housing Loan Fund</b>										
Housing Units Preserved or Created	63	54	81	40	70	171	72	118	197%	The number of housing units constructed or rehabilitated varies from year to year. Projects are developer driven, and numbers increase and decrease based on the number of projects developers plan to build, the size of the projected need, and the size of the project.
<b>Operations and Policy</b>										
Workforce Development - employers served	7,740	8,109	8,484	9,028	7,974	7,213	8,160	9,084	1%	
Workforce Development - job seekers served	353,324	322,141	305,181	253,494	205,787	174,246	151,164	149,891	-32%	The Workforce Innovation and Opportunity Act (WIOA) was passed in 2014. The law went into effect as of July 1, 2015. Rules governing performance for WIOA were enacted as of October 18, 2016. Based on new performance measures defined under WIOA, DWS needs to adjust the way this metric is pulled to align with the WIOA guidance. As a result of the timeline of WIOA changes we are using 2016 data for comparison to the current year.  The current unemployment rate is 2.7% as compared to 2016's rate which was 3.3%. The trend in 'Total Job Seekers Served' follows changes in the economy. With the economy being near full employment, fewer job seekers are unemployed and fewer job seekers are looking for work. Our labor exchange system continues to be updated based on direct employer and job seeker feedback to help meet employer needs.
TANF - caseload - individuals	30,878	25,004	22,745	21,593	20,412	20,204	18,641	16,001	-26%	As more jobs are available, less families are in need of cash assistance. In addition, those who remain on cash assistance face multiple challenges and barriers to employment and require extra assistance to meet goals and a positive closure. Our staff are doing an excellent job working with these customers through a family focused approach. The caseload reduction credit is reflective of this as families obtain employment and exit our caseload we see an increase in credit. Subsequently, our positive closures increase as families find employment and move off of cash assistance.

Caseload	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	% Change	Explanations of changes >5%/<5%
TANF - caseload - households	12,261	10,168	9,348	8,787	8,316	8,166	7,625	6,702	-24%	As more jobs are available, less families are in need of cash assistance. In addition, those who remain on cash assistance face multiple challenges and barriers to employment and require extra assistance to meet goals and a positive closure. Our staff are doing an excellent job working with these customers through a family focused approach. The caseload reduction credit is reflective of this as families obtain employment and exit our caseload we see an increase in credit. Subsequently, our positive closures increase as families find employment and move off of cash assistance.
Refugees – refugees resettled	942	1,189	1,085	1,117	1,244	799	431	472	-58%	This program directly relates to businesses relocating outside of the U.S.A. Individuals served under this program are directly connected to the petitions approved by the Department of Labor that are connected to specific employers. The caseload is so small that changes in a small number of cases can and do significantly impact the percentage.
Trade Adjustment Act Assistance - caseload	591	413	283	145	344	322	218	193	33%	The growing economy contributes to the lower caseloads as customers opt to enter employment while the opportunities to work in various industries exist. WIOA focuses on individuals with multiple barriers to employment. Additionally, WIOA funding and performance requirements changed the focus in the population that is served, focusing on those with the most need that require a more intense level of support. WIOA is a federally funded program, and funding received for FY 2019 was 17% lower than funding received in FY2015.
Workforce Innovation and Opportunity Act (WIOA) - caseload	7,474	6,810	6,250	7,110	6,196	5,233	3,614	3,745	-47%	

#### General Assistance

General Assistance - caseload - individuals	2,308	2,581	2,210	2,452	2,292	2,072	1,948	1,771	-28%	As a gateway to the eligibility determination process, we utilize an information gathering form (1GA) that is completed by doctors to assess a customer's ability to work status (e.g., diagnosis, employment options, applicable timeframes, etc.). We have continued to focus efforts on improving and simplifying this information gathering form so that it captures information to identify those truly unable to work and to receive consistent information from doctors so as to prevent "doctor shopping for a diagnosis." As a result of these changes, we observed a slight normalization in the caseload sizes that have created a variance between older comparison years versus newer comparison years. We have also observed, with improved economic conditions, some have opted to pursue part-time employment versus the General Assistance grant as they can acquire more money from this approach.
General Assistance - caseload - households	2,293	2,568	2,197	2,431	2,266	2,061	1,928	1,746	-28%	As a gateway to the eligibility determination process, we utilize an information gathering form (1GA) that is completed by doctors to assess a customer's ability to work status (e.g., diagnosis, employment options, applicable timeframes, etc.). We have continued to focus efforts on improving and simplifying this information gathering form so that it captures information to identify those truly unable to work and to receive consistent information from doctors so as to prevent "doctor shopping for a diagnosis." As a result of these changes, we observed a slight normalization in the caseload sizes that have created a variance between older comparison years versus newer comparison years. We have also observed, with improved economic conditions, some have opted to pursue part-time employment versus the General Assistance grant as they can acquire more money from this approach.