

UTAH DEPARTMENT OF WORKFORCE SERVICES



ANNUAL REPORT 2020



CONTENTS

| | |
|---|----|
| LETTER FROM THE EXECUTIVE DIRECTOR’S OFFICE | 3 |
| MISSION AND FOUR CORNERSTONES | 4 |
| WORKFORCE SERVICES OFFICE LOCATIONS | 5 |
| DEPARTMENT OF WORKFORCE SERVICES EXECUTIVE DIRECTOR’S OFFICE | 6 |
| ORGANIZATION CHART | 7 |
| DEPARTMENT OF WORKFORCE SERVICES DIVISIONS | |
| • Eligibility Services | 8 |
| • Housing Community and Development | 10 |
| • Office of Child Care..... | 12 |
| • Refugee Services Office..... | 13 |
| • Unemployment Insurance..... | 15 |
| • Utah State Office of Rehabilitation..... | 17 |
| • Workforce Development | 21 |
| • Workforce Research and Analysis..... | 23 |
| DEPARTMENT OF WORKFORCE SERVICES PROGRAMS | |
| • Apprenticeships | 24 |
| • Child Care Quality Program | 25 |
| • Child Care Subsidy Program | 26 |
| • Community Services Block Grants | 27 |
| • Economic Revitalization and Investment Fund | 28 |
| • General Assistance | 29 |
| • Homeless Shelter Cities Mitigation Restricted Account | 29 |
| • Housing..... | 30 |
| • Medical (Medicaid, CHIP and UPP) | 31 |
| • Pamela Atkinson Homeless Trust Fund | 32 |
| • Supplemental Nutrition Assistance Program | 33 |
| • State Small Business Credit Initiative..... | 34 |
| • Talent Ready Utah | 36 |
| • Temporary Assistance to Needy Families..... | 37 |
| • Throughput Infrastructure Fund..... | 38 |
| • Veteran Employment Program..... | 39 |
| • Wagner-Peyser | 40 |
| • Workforce Innovation and Opportunity Act — Adult and Dislocated Worker Programs | 41 |
| • Workforce Innovation and Opportunity Act — Youth Program..... | 42 |
| DEPARTMENT OF WORKFORCE SERVICES BUDGET DATA STATE FISCAL YEAR 2020 | 44 |
| BOARDS AND COMMISSIONS | |
| • Commission on Housing Affordability | 46 |
| • Community Development Block Grant Policy Board..... | 47 |
| • Governor’s Committee on Employment of People with Disabilities | 48 |
| • Governor’s Early Childhood Commission..... | 49 |
| • Intergenerational Welfare Reform Commission | 50 |
| • Navajo Revitalization Fund Board | 51 |
| • Olene Walker Housing Loan Fund Board..... | 52 |
| • Permanent Community Impact Fund Board..... | 53 |
| • Refugee Services Board of Advisors | 54 |
| • State Homeless Coordinating Committee..... | 56 |
| • State Workforce Development Board | 57 |
| • Uintah Basin Revitalization Fund Board..... | 58 |
| • Women in the Economy Commission..... | 59 |

Equal Opportunity Employer/Program

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

DEAR LEGISLATORS AND WORKFORCE DEVELOPMENT PARTNERS:

We are pleased to report that the Department of Workforce Services is meeting and exceeding expectations as we deliver critical services to Utahns during this unprecedented year. While we have seen a historic increase in demand for our services, our staff have done an excellent job adapting to that demand and continuing to offer services to those in need.

Even in the midst of a global pandemic, we have remained focused on Workforce Services' mission to strengthen Utah's communities by supporting the economic stability and quality of our workforce. We serve all Utahns, including our most vulnerable populations, by providing a full complement of employment-focused resources, such as re-employment workshops and job seeker support; vocational rehabilitation services; unemployment, food and medical assistance; and refugee training and education services. In addition, Melisa Stark was appointed in August 2019 as the first commissioner of apprenticeships to expand apprenticeship programs in the state, helping us serve more Utahns.

We are proud that before the COVID-19 pandemic, a majority of our services were already accessible online. This enabled us to quickly adapt our service delivery to keep staff and customers safe, including shifting a significant percentage of staff to teleworking. The expanded teleworking and virtual services model has thus far offered a number of benefits that we will continue to review for integration into our ongoing service delivery model. We are confident that our blend of in-person, teleworking and virtual service delivery will maintain the quality of service that Utahns have come to expect from Workforce Services.

Our department also experienced a leadership change when our former Executive Director Jon Pierpont was asked to serve as Interim Chief of Staff and Senior Advisor to Lt. Governor Spencer Cox. Jon left Workforce Services with a legacy of efficiency and operational excellence, while also caring for some of our most vulnerable populations. For the time being, we have been asked to lead the department until a new executive director is appointed. We are committed to ensuring the citizens of Utah continue to have access to and receive all of the services entrusted to our department to administer.

The following pages describe the specific divisions and programs within the department. In addition, this report highlights the boards and commissions supported by Workforce Services. If you have any questions, please contact our office at 801-526-9207. Our assistant will get you in contact with us as soon as possible.

Thank you for your support and the opportunity to serve the state of Utah.



Casey Cameron
Deputy Director



Greg Paras
Deputy Director

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.

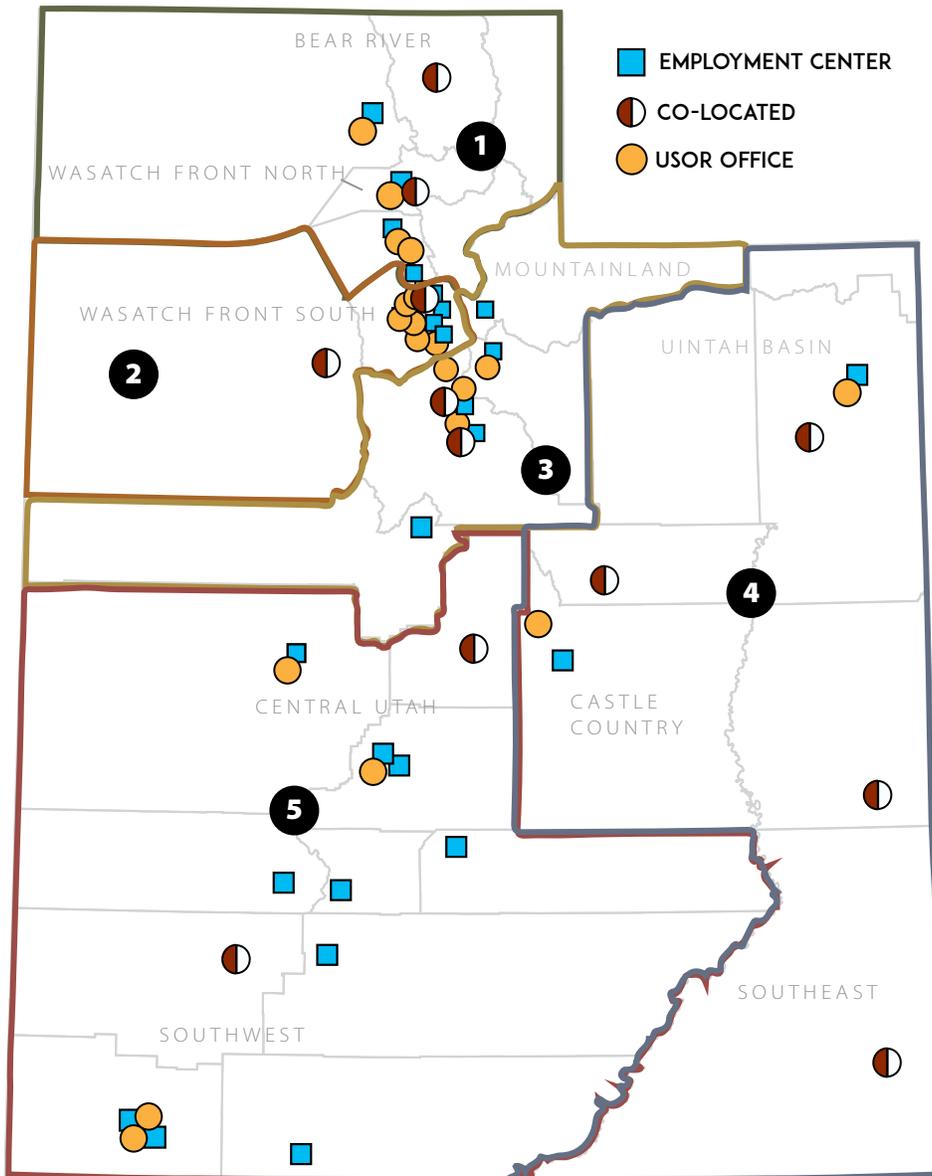
GOAL: Ensure access to affordable, reliable and sustainable energy by producing 25 percent more electrical energy than we consume by 2020.

SELF-DETERMINATION:

Continue to find Utah solutions to Utah problems.

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

WORKFORCE SERVICES OFFICE LOCATIONS



For employment center and USOR office location details, visit jobs.utah.gov

1. BEAR RIVER/WASATCH FRONT NORTH

EMPLOYMENT CENTERS:

Brigham City
Clearfield
Logan
Ogden
Woods Cross

USOR OFFICES:

Brigham City
Centerville
Logan
Ogden

2. WASATCH FRONT SO.

EMPLOYMENT CENTERS:

Midvale
Salt Lake City
Taylorsville
Tooele

USOR OFFICES:

Salt Lake City
South Jordan
Taylorsville
Tooele

3. MOUNTAINLAND

EMPLOYMENT CENTERS:

Heber
Lehi
Nephi
Park City
Provo
Spanish Fork

USOR OFFICES:

Heber
Payson
Provo
Spanish Fork

4. UINTAH BASIN/CASTLE COUNTRY/SOUTHEAST

EMPLOYMENT CENTERS:

Blanding
Castle Dale
Moab
Price
Roosevelt
Vernal

USOR OFFICES:

Blanding
Ephraim
Moab
Price
Roosevelt
Vernal

5. CENTRAL UTAH/SOUTHWEST

EMPLOYMENT CENTERS:

Beaver
Cedar City
Delta
Junction
Kanab
Loa
Manti
Panguitch
Richfield
St. George

USOR OFFICES:

Cedar City
Delta
Manti
Richfield
St. George

DEPARTMENT OF WORKFORCE SERVICES

EXECUTIVE DIRECTOR'S OFFICE

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 21 years, serving in various capacities within Workforce Services. Casey is currently the deputy overseeing the Unemployment Insurance Program, Eligibility Services, Human Resources, Housing and Community Development, Office of Child Care, Communications, the Refugee Services Office and Internal Audit. She has also held other positions in leadership, helping to form the Eligibility and Workforce Services

Divisions. During Casey's career at the agency, she has held management and training positions, working with federal and state policy. She began her Workforce Services career on the front lines, supporting individuals in need of temporary public assistance. 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, DEPUTY DIRECTOR



Greg Paras serves as a deputy director for the Department of Workforce Services. Throughout his more than 20 years with the department, Greg has held a number of positions ranging from a frontline staff member through various leadership positions. Greg is currently the deputy overseeing Workforce Development (including activities

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

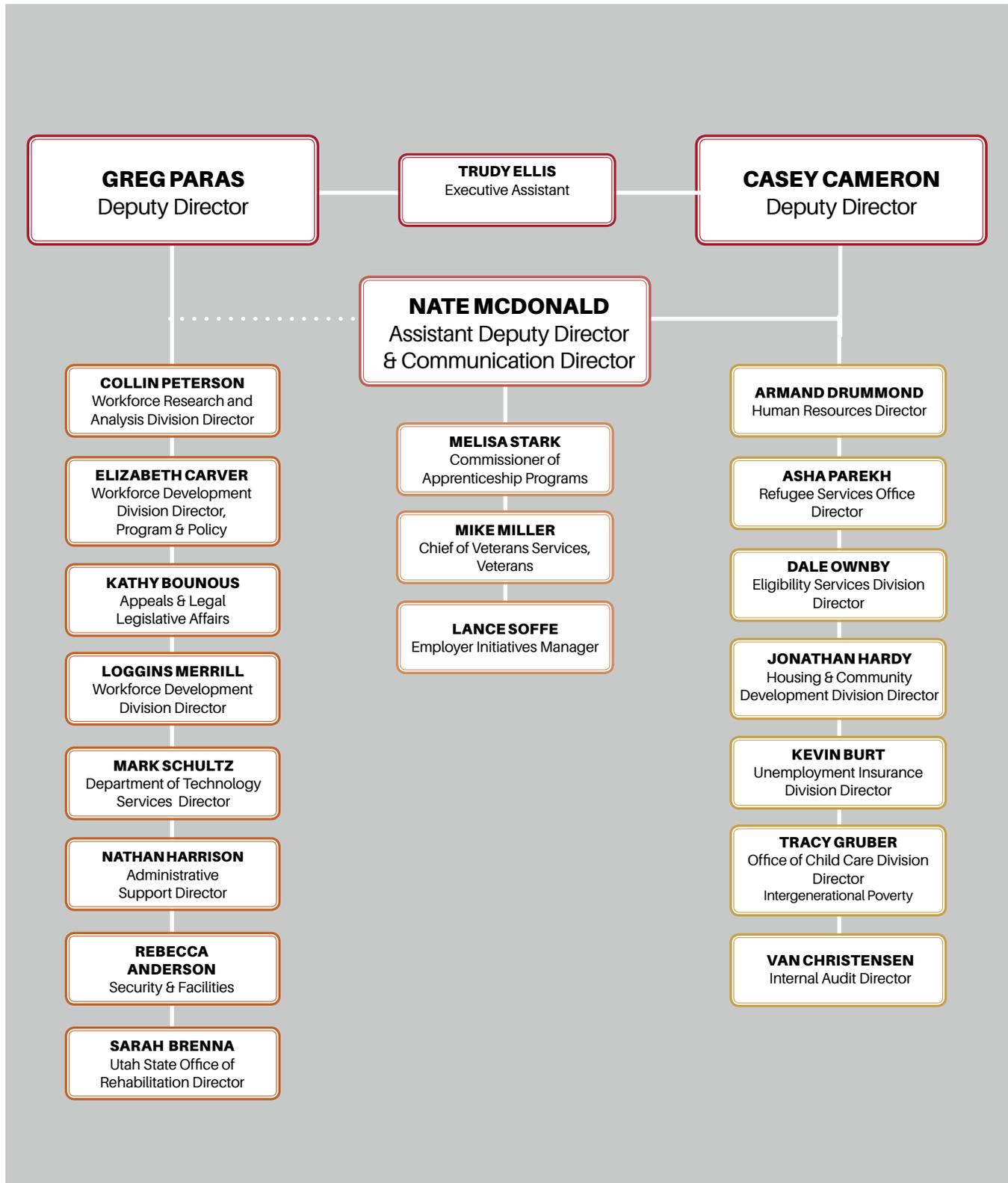
TRUDY ELLIS, EXECUTIVE DIRECTOR'S ASSISTANT



Trudy Ellis serves as the executive director's assistant. Trudy has worked for the department for 18 years. She is a two-time Governor's Award for Excellence recipient and a Certified Public Manager.

Contact information:
Telephone: 801-526-9507
Email: tellis@utah.gov

DEPARTMENT OF WORKFORCE SERVICES
ORGANIZATION CHART



DIVISION HIGHLIGHTS

ELIGIBILITY SERVICES

The Eligibility Services Division (ESD) 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 by calling the eligibility services center or using the myCase option 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 |
| 2019 | 98,811 |
| 2020 | 95,813 |
| PRT Edit Accuracy | |
| State Fiscal Year | Rate |
| 2019 | 95.09% |
| 2020 | 93.98% |
| Timeliness (All Programs) | |
| State Fiscal Year | Rate |
| 2019 | 95.73% |
| 2020 | 95.08% |
| Total Unique Households | |
| State Fiscal Year | # of Households |
| 2019 | 222,882 |
| 2020 | 235,658 |
| Total Unique Individuals | |
| State Fiscal Year | # of Individuals |
| 2019 | 468,242 |
| 2020 | 471,829 |
| Total Applications | |
| State Fiscal Year | # of Applications |
| 2019 | 296,743 |
| 2020 | 317,121 |

ACHIEVEMENTS

For fiscal year 2019, ESD was recognized as having the sixth best SNAP payment accuracy in the nation. This was accomplished through the hard work and dedication of all ESD staff, including frontline staff, the Performance Review Team, Program and Training staff, Quality Control staff, and many more. With this team effort, ESD was able to reduce their error rate by 1.56% from the previous year, while implementing full Medicaid expansion.

With the onset of the COVID-19 pandemic and the ensuing economic hardships that followed, ESD was able to provide staff to help support the Unemployment Insurance (UI) division. Fifteen of our new staff and 16 of our Program Review Team were trained to provide adjudication services and process ongoing claims, and were able to help UI process the unprecedented number of applications received. The remaining ESD staff continued to provide the high level of timely and accurate services while providing this needed support to UI.

CHALLENGE

The COVID-19 pandemic brought multiple challenges for ESD, including transitioning more staff to a telework environment to ensure they were able to work safely during the pandemic. This change required testing of several communication and technology channels, while temporary policies were developed to accommodate this work setting. The division is currently evaluating the long-term viability of its in-office and telework workforce, as well as policies and system security.

Eligibility staff were also asked by executive leadership to provide staffing support to the UI division. ESD was challenged to use new technology to keep staff connected to their teams, receive the support and training that they need and ensure ESD continued to provide the temporary assistance needed by the citizens of Utah through the COVID-19 pandemic.



DIVISION HIGHLIGHTS

Additional challenges during the pandemic came from the need to quickly make systemic and policy changes to properly implement federal changes to the programs which ESD administers. Some of these included Maximum Allotment for all SNAP recipients, initial work on the Pandemic-Electronic Benefit Transfer assistance to children who receive free or reduced school meals, making sure all Medicaid cases remained open so individuals could continue to receive the medical assistance needed, and continued child care assistance to help those who remained working and those who were furloughed for a short time.



DALE OWNBY

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



**WORKFORCE
SERVICES**
ELIGIBILITY



FULL-TIME
EMPLOYEES: 815

DIVISION HIGHLIGHTS

HOUSING AND COMMUNITY DEVELOPMENT

The Housing and Community Development Division 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
- Private Activity Bonds
- Uintah Basin Revitalization Funds
- 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

- The 2020 Point-in-Time count showed an increase of 12% in the number of people counted as literally homeless situations on a single night in 2020, reflecting an improved counting effort from Local Homeless Coordinating Committees around the state.
- Olene Walker Housing Loan Fund Assets increased by \$14.1 million or .91%.

ACHIEVEMENTS

When our staff started to telecommute due to the COVID-19 pandemic response, our division responded quickly to accommodate all of our staff working from home. With the integration of new web conferencing and eSign technology, we were able to continue the business of our division without disruption to the clients, boards, and communities we serve.

The Housing and Community Development Division implemented a Rental Assistance Program with funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act. Funds were available to renters who did not receive unemployment benefits or due to circumstances related to COVID-19, were not able to pay their rent. 118 applications were approved from May 15 - June 30, 2020. The Rental

Assistance Program and new Housing Assistance Program will continue in FY21.

In addition to the Rental Assistance Programs, the Low Income Home Energy Assistance Program (HEAT Program) received CARES Act funding, serving 13,321 households with a supplemental payment.

CHALLENGE

The Housing and Community Development Division continues to implement programs, adjust policies, and telework in response to COVID-19. Several programs received additional funding from the CARES ACT and with unknown long-term effects, the programs that we administer need to be nimble so that we can respond quickly to the changing needs of the pandemic recovery.

In addition to responding to COVID 19, a lack of affordable housing continues to be a challenge throughout the state. There is a shortage of 46,470 affordable and available rental units for households that earn 0-30% of the area median income. Access to affordable housing is a key component in reducing homelessness, supporting economic development and stabilizing low income households throughout the state.



**WORKFORCE
SERVICES
HOUSING & COMMUNITY
DEVELOPMENT**



JONATHAN HARDY

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



**FULL-TIME
EMPLOYEES: 44**

DIVISION HIGHLIGHTS

THE OFFICE OF CHILD CARE

The Office of Child Care (OCC) 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 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 on the importance of quality, empowering them to make informed decisions when selecting a child care 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 Utah families with particular focus on low-income, working families.

DATA

| Child Care Average Monthly Caseload | |
|---|---------------------------|
| State Fiscal Year | Avg Monthly CC Households |
| 2018 | 6,620 |
| 2019 | 6,593 |
| 2020 | 6,569 |
| Child Care Cases Determined Eligible Within 30 Days | |
| State Fiscal Year | CC Timeliness Rate |
| 2018 | 95% |
| 2019 | 95% |
| 2020 | 94% |
| # of Licensed Providers Receiving State Subsidy | |
| State Fiscal Year | # of Licensed Providers |
| 2018 | 1,155 |
| 2019 | 1,112 |
| 2020 | 1,220 |

ACHIEVEMENTS

The Child Care Quality System (CCQS) launched in October 2019 to help support Utah families in making informed decisions about the child care program that best serves their child's needs while creating a safe, nurturing and developmentally appropriate experience. Between October 2019 and May 2020, 135 of Utah's 343 licensed centers received a certified quality rating. Twenty-four of these providers received certified quality ratings of "High Quality" or "High Quality Plus."

In March 2020, Utah schools closed due to the COVID-19 pandemic, creating challenges for working parents and a child care system already strained by a child care access gap. At the request of the governor's office, OCC established the COVID-19 Child Care Task Force composed of health experts, county and municipal policy makers, and other community leaders. As a result, OCC (1) created an emergency child care system to support essential employees throughout the state; (2) launched an operations grant to provide child care business owners with the means to stay open and operating to support working parents; (3) developed FAQs for parents, employers, child care providers and schools; (4) provided funding to the Child Care Licensing division for child care programs needing to retrofit or upgrade facilities to implement Covid-related health and safety protocols; (5) convened a virtual child care town hall in each Care About Childcare (CAC) region to keep providers connected and updated on the state's efforts; and (6) released grants across the state to 38 entities operating a summer program for school-age youth.

As a result of the COVID-19 pandemic, OCC developed processes and procedures to ensure that CAC partner agencies could offer professional development training statewide in an online format. Additionally, the curriculum was adapted to better meet the needs of participants in this type of learning environment. Since April, CAC agencies have offered 85 live, virtual courses to over 775 participants across Utah, providing essential training to those working with children statewide during the pandemic.

CHALLENGE

As schools reopen for the 2020-2021 school year, uncertainty remains for many parents and child care programs. With some schools returning for full-time distance learning, others operating a hybrid system, and the potential for shutdowns due to COVID-19 outbreaks, OCC continues to evaluate the needs of families and the

DIVISION HIGHLIGHTS

existing child care system. OCC is partnering with various stakeholders, including the Child Care Task Force, to consider possible strategies, such as funding opportunities to expand school-age care capacity, ongoing needs for a child care recovery grant and short-term child care assistance for essential employees.



**WORKFORCE
SERVICES**
CHILD CARE



TRACY GRUBER

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



FULL-TIME
EMPLOYEES: 22



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 the 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 offer 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 to enable refugees to succeed in Utah for generations to come.

DATA

| Refugees Served | |
|-------------------|----------|
| State Fiscal Year | # Served |
| 2019 | 8,624 |
| 2020 | 8,390 |

ACHIEVEMENTS

With adjusted operations due to COVID-19, RSO was unable to host an in-person celebration for World Refugee Day, the division's largest annual event. Through the ingenuity of staff and help from the Communications Division, RSO shifted to a World Refugee Day virtual celebration. Using Facebook as the primary medium, RSO featured dance and cooking tutorial videos; shared celebratory messages from local leaders, the Refugee Services staff and others; promoted a Virtual Global Market with refugee entrepreneurs; and even hosted a virtual film festival, which included the world premiere of Academy Award-shortlisted film "Refugee." More than 96,130 individuals viewed the online events during World Refugee Week. And more than 18,000 people watched

the Governor's message of support for refugees. Engagement on the RSO Facebook page increased by 357% during the week-long virtual celebration.

This year RSO worked closely with refugee communities to encourage individual participation in short-term occupational trainings. These trainings are designed to move refugees from entry-level jobs into occupations with upward mobility potential. In 2019, RSO hosted 10 trainings with 85 participants. RSO exceeded goals in both retention and wage placement. For 2019, there was a 95.3% graduation rate with an average placement wage of \$15.79, which exceeded the initial goal of \$12 per hour.

In late March 2020, RSO shifted operations due to the COVID-19 pandemic and the inability to provide in-person services for a period of time. The office used online and phone support as a primary means of assisting customers. From March 30, 2020, through June 30, 2020, RSO staff assisted 3,108 customers using these modified operation procedures and provided 6,568 services. Staff also reached out to almost 1,000 customers to provide basic safety information related COVID-19 and offer any additional assistance. During this time, the RSO Licensed Clinical Therapist (LCT) team assisted 358 COVID-19-positive individuals and, in partnership with LDS Humanitarian Services, provided supplies to these families so they could remain in quarantine. RSO Director Asha Parekh sent daily emails to refugee community members and refugee service provider agencies with updated information related to community resources.

CHALLENGE

Changes at the federal level to numbers of refugee arrivals to Utah result in unpredictability about total arrivals, creating challenges for ensuring a smooth delivery of services to newly arriving refugees. This year, due to COVID-19, refugee arrivals were halted on March 15, and only emergency cases have been allowed to travel, creating an additional hardship.

At the end of March 2020, Governor Herbert ordered a shutdown of all in-person services statewide to curb the spread of COVID-19. This resulted in a change in communication and outreach with refugee communities as well as service delivery for all service providers, and created an urgency and a reprioritization to communicate health and safety information as well as other critical life saving services.

DIVISION HIGHLIGHTS



ASHA PAREKH



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



FULL-TIME
EMPLOYEES: 36



**WORKFORCE
SERVICES**
REFUGEE SERVICES

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

| Unemployment Benefit Determinations | |
|---|----------------------|
| State Fiscal Year | Total Determinations |
| 2019 | 251,672 |
| 2020 | 920,582 |
| Unemployment Insurance Contributions | |
| State Fiscal Year | Total Collected |
| 2019 | \$156,186,342 |
| 2020 | \$154,295,842 |
| Timeliness (% of benefit payments made within 14 days) | |
| State Fiscal Year | Rate |
| 2019 | 92.2% |
| 2020 | 85.9% |
| Federal Separation Benefits, Timeliness and Quality (BTQ) Score | |
| State Fiscal Year | BTQ Score |
| 2019 | 95.5% |
| 2020 | 99.0% |

| Volume Counts | |
|-------------------|---------|
| State Fiscal Year | Claims |
| 2019 | 67,241 |
| 2020 | 247,230 |
| Re-Employment | |
| Calendar Year | Rate |
| 2018 | 69.4% |
| 2019 | 68.7% |
| Duration | |
| Calendar Year | Weeks |
| 2018 | 12.3 |
| 2019 | 12.0 |
| Exhaustion | |
| Calendar Year | Rate |
| 2018 | 26.7% |
| 2019 | 25.6% |

ACHIEVEMENTS

The COVID-19 pandemic resulted in a significant demand for the unemployment benefit. In calendar year 2019, a total of 62,877 claims for benefits were filed. During the first 15 weeks of the pandemic (March 15 through June 27, 2020) a total of 233,662 claims were filed.

The pandemic also tasked the Unemployment Insurance Division to stand up several new federal programs. Including the Federal Pandemic Unemployment Compensation Program (\$600 a week stimulus), Pandemic Unemployment Assistance (unemployment for the self-employed), Pandemic Extended Unemployment Compensation (13 week extended benefits), Waiting Week Federal Funding, and 50% federal funding for reimbursable employer benefit costs.

The Unemployment Insurance Division, in coordination with various divisions within Workforce Services, was able



DIVISION HIGHLIGHTS

to stand up these federal programs and provide benefits to eligible recipients. During the final 15 weeks of the state fiscal year, March 15 through June 27, 2020, a total of \$905,294,684 was paid out in benefits. For context, a total of \$150,192,511 was paid out in benefits during all of 2019.

CHALLENGE

The division continues to see a decline in new unemployment claims and ongoing, continued claims; however, active claimants remain at extremely high levels. The division will continue to work on helping these claimants return to the workforce, even if it is working in a new industry, as the unemployment benefit is time limited.



KEVIN BURT

For additional information
visit jobs.utah.gov or
Kevin Burt, division director, at
kburt@utah.gov or 801-526-9575



FULL-TIME
EMPLOYEES: 200



**WORKFORCE
SERVICES**
UNEMPLOYMENT INSURANCE



TRUST FUND BALANCE

June 30, 2020
\$935,116,747

% OF EMPLOYERS REGISTERED WITHIN 90 DAYS

State Fiscal Year 2020
96.9%

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

GOAL

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 support.

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.

DATA

| Rehabilitation Services State Fiscal Year 2020 | |
|--|--|
| State Fiscal Year | New VR applicants |
| 2019 | 6,470 |
| 2020 | 6,192 |
| State Fiscal Year | VR clients served |
| 2019 | 17,327 |
| 2020 | 17,089 |
| State Fiscal Year | VR clients closed employed |
| 2019 | 2,057 |
| 2020 | 2,068 |
| State Fiscal Year | Employers served by Business Relations |
| 2019 | 337 |
| 2020 | 327 |

| State Fiscal Year | UWIPS benefits summaries presented |
|-------------------|--|
| 2019 | 557 |
| 2020 | 672 |
| State Fiscal Year | New UCAT clients served |
| 2019 | 589 |
| 2020 | 586 |
| State Fiscal Year | Social security beneficiaries closed employed |
| 2019 | 527 |
| 2020 | 498 |
| State Fiscal Year | Percent of individuals with significant disabilities closed employment |
| 2019 | 90.11% |
| 2020 | 89.75% |
| State Fiscal Year | Percent of individuals served that were transition-age youth with disabilities |
| 2019 | 40.53% |
| 2020 | 42.87% |

ACHIEVEMENTS

- USOR continued to prioritize resources to decrease the Order of Selection Wait List and to minimize any delay in services. For four 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, 645 clients in the remaining category, “Individuals with Disabilities,” were placed on a waitlist for service, with an average delay of less than 30 days.

DIVISION HIGHLIGHTS

- During State Fiscal Year 2020, USOR increased the number of youth and students with disabilities receiving transition services. Through internal staff and new contract providers, USOR has improved access to pre-employment transition services to ensure students with disabilities can receive the skills and experiences necessary to prepare for adult life and enter the workforce.
- USOR, in collaboration with the Governor’s Office of Management and Budget, launched the new Work Ability Internship program for persons with disabilities. The goal of the program is to provide meaningful employment experiences with state agencies, including USOR, that allow interns with disabilities to learn job skills while exploring career pathways. USOR has had nine interns successfully complete the program and several of the interns have gone on to find permanent employment. Since January 2020, USOR has hosted nine Work Ability Interns, and two of these individuals have obtained full-time employment within Workforce Services. USOR plans on hosting another group of interns this fall and expanding the program to other state agencies in 2021.

CHALLENGE

The Rehabilitation Services program faces a new challenge related to the impact of the COVID-19 pandemic. USOR anticipates an increased number of individuals with disabilities applying for services, including those who lost employment as a result of the pandemic. In addition, USOR will need to identify efficiencies to maximize fiscal and staff resources to meet the growing demand for services, along with continuing the provision of virtual services.

DISABILITY DETERMINATION SERVICES

GOAL

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

OUTCOMES AND KEY MEASURES: For DDS, SSA program funding is based on a federal fiscal year cycle (October 1 – September 30).

DATA

| DDS Standards | Federal Fiscal Year 2019 | Federal Fiscal Year 2020 |
|---------------------------------------|--------------------------|--------------------------|
| Number of adjudicated claims per year | 17,270 | 12,169* |
| Accuracy rates | 96.38% | 95.31%* |
| Processing time (average) | 109 days | 100.47 days |

*Data as of 6/30/20. Complete numbers will be available at the end of Federal fiscal year 2020

ACHIEVEMENTS

- Partially implemented national DCPS (Disability Case Processing System).
- Rescheduled more than 2,000 cancelled Consultative Exams due to COVID-19.
- Implemented caseload caps, which helped reduce our federal fiscal year processing time by an average of nine days.

CHALLENGE

Due to COVID-19 and the resulting economic impacts, SSA significantly reduced the number of hires DDS received and restricted several workloads. Despite this, DDS maintained successful accuracy rates, reduced our year-to-date federal fiscal year processing time, and continued to clear claims within SSA’s requirements. Challenges moving forward include implementing Disability Case Processing System (DCPS) agency wide by the end of 2021, new processes mandated by SSA, training two cohorts of new claims examiners and catching up on our backlog of hearing and other claims once SSA allows processing of all caseloads.



DIVISION HIGHLIGHTS



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's Hard of Hearing program provided 1,703 people with services, support, and information.
- 1,542 individuals received one or more services from DSDHH each month, which is a monthly average from the total number of services provided to individuals in State Fiscal Year 2020 (18,507).
- There were 380 certified interpreters in State Fiscal Year 2020, including 37 new interpreters.

ACHIEVEMENTS

- After several years of research, design and development, the Utah Interpreter Program* (UIP) launched new certification exams for American Sign Language interpreters in the state of Utah. Exams include Novice, Professional and Certified Deaf Interpreter.
- COVID-19 amplified the need to quickly and effectively modify services to ensure the Deaf, hard of hearing and Deafblind communities continued to have access to services. Because of the move to virtual support groups and workshops, the Hard of Hearing Program is now reaching more people throughout the state. In April 2020, the numbers increased significantly. Customers have reported that they have learned new communication skills and increased confidence in disclosing their hearing loss



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

- Low vision services extended to 1,845 individuals throughout the state.
- Support Service Provider and iCanConnect services were provided to 104 individuals who are Deafblind.
- Training and adjustment services offered to 79 students.

ACHIEVEMENTS

- DSBVI has strived to meet the needs of Utah's rural population by providing Low Vision services and Field Services. Field Service staff members worked with blind and low vision individuals in their homes teaching independence through technology, orientation and mobility and other relevant areas. Low Vision staff provide clinics and work in conjunction with the Independent Living Centers in Logan (Options for Independence), Price (Active Re-Entry) and St. George (Red Rock Center).
- Seven grants totaling \$36,000 were awarded to three consumer groups to help serve the blind communities throughout the state.

CHALLENGE

Because of the close and personal contact required for many services provided at DSBVI, our classrooms and onsite apartments were closed to students in March 2020. Programs were adjusted to provide online and telephonic support. Some classes can be effectively delivered virtually, but some need in-person instruction, such as orientation and mobility. Plans to provide future in-person services include smaller classroom sizes, fewer residents in the apartments, and increased hygiene and safety protocols. We anticipate serving fewer students in the classroom, but will continue to supplement classes with virtual services where appropriate.

DIVISION HIGHLIGHTS



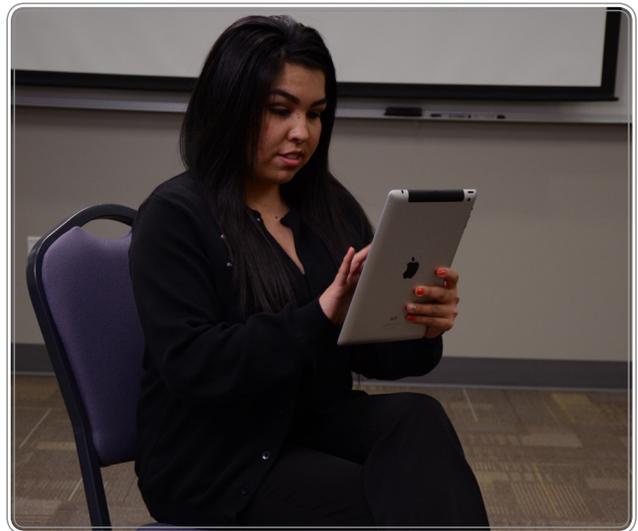
OTHER PROGRAMS — ASPIRE PROJECT

USOR successfully concluded the ASPIRE research study in 2019. 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. Preliminary results indicate that there is a significant difference between the ASPIRE services and “Usual Services” groups, with ASPIRE youth completing high school and pursuing post-secondary education, as well families demonstrating increased self-sufficiency and less dependency on public benefits.

ASPIRE STATE FISCAL YEAR 2020 ACCOMPLISHMENTS

- Grant was successfully closed out with the Social Security Administration.

Final summary of findings and recommendations completed and can be viewed at promisetacenter.org/aspire.



SARAH BRENNNA

For additional information visit usor.utah.gov or contact Sarah Brenna, division director, at sbrenna@utah.gov or 801-535-3881



FULL-TIME EMPLOYEES: 411

DIVISION HIGHLIGHTS

WORKFORCE DEVELOPMENT

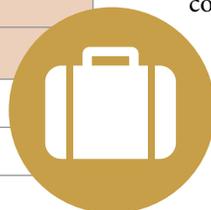
The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is the top priority. With more than 30 one-stop employment centers embedded in communities across the state, services are provided to help job seekers connect with employers and receive the training and skills 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 | # of Orders |
| 2019 | 437,074 |
| 2020 | 288,005 |
| Internal Compliance Case Review | |
| State Fiscal Year | Accuracy Rate |
| 2019 | 90.44% |
| 2020 | 91.54% |
| TANF Positive Closure | |
| State Fiscal Year | Rate |
| 2019 | 77.66% |
| 2020 | 77.20% |
| WIOA Positive Closure | |
| State Fiscal Year | Rate |
| 2019 | 89.68% |
| 2020 | 86.28% |
| Job Seekers Served | |
| State Fiscal Year | # Served |
| 2019 | 149,628 |
| 2020 | 414,286 |



| Employers Served | |
|----------------------------------|----------|
| State Fiscal Year | # Served |
| 2019 | 9,084 |
| 2020 | 7,194 |
| Average Quarterly Job Placements | |
| State Fiscal Year | # Placed |
| 2019 | 23,841 |
| 2020 | 28,604 |

ACHIEVEMENTS

Response to the Coronavirus Pandemic: As with most Utah employers, the Workforce Development Division has also had to adjust and rethink service delivery during the Covid-19 pandemic. There are 31 Employment Centers across the state that offer not only job connection services, but act as the in-person connection point to broker other department services for the general public, such as unemployment insurance and public assistance.

For a brief few weeks, all 31 Employment Centers had to quickly adjust to providing services exclusively online, virtually and curbside in order to help protect the health and safety of staff and customers. The division deployed 60 staff to assist the Unemployment Insurance Division with the historic increase of claims. Simultaneously, the Workforce Development Division, in coordination with UI, created and launched the Pandemic Unemployment Assistance program in a few weeks. The division helped implement Pandemic Unemployment Assistance while interpreting new federal rules. The application, policy and processes were all implemented quickly to get funding out to claimants in need. The division also provided over 100 virtual online Rapid Response workshops to educate employees being temporarily or permanently laid off about the services available to them. These virtual workshops

continue to be provided in Spanish, ASL, and English. In order to help connect employers and job seekers safely, the Workforce Development Division acquired and launched a platform for virtual job fairs. The two virtual job fairs connected nearly 2,000 job seekers with more than 100 employers and thousands of job opportunities throughout the state.

DIVISION HIGHLIGHTS

Rural Workforce Network: In September 2019 Workforce Services entered into a formal partnership with EDCUtah and the Salt Lake Chamber called the Rural Workforce Network. The purpose of this partnership is to help increase the opportunities for more jobs to be available in rural Utah. The Workforce Development Division has helped facilitate and partner with these organizations to that end and have since also included USU's Rural Online Initiative program and Governor's Office of Economic Development's Office of Rural Development. Efforts are being made to help rural counties include this focus into their long-term economic development strategic plans as well as talking to employers about the benefits of opening job opportunities in rural Utah. The onset of Covid-19 accelerated the discussion and strategy of using telework for many employers and has helped shift the mindset of what kind of work can be done online, thus opening up jobs to people living in rural Utah.

Outreach to Individuals Experiencing

Homelessness: Operation Rio Grande was wrapping up in August of 2019 and the focus then went to service delivery and shelter services. The Workforce Development Division team remained engaged in providing services to those experiencing homelessness. As winter approached, the Workforce Development Division leadership team helped the county, city, and homeless service provider leaders to create a Warming Station at the Weigand Center for people to come into overnight and get out of the cold. The division partnered with homeless service providers to create the operations for the Sugar House Temporary Shelter so people could have a place to get out of the cold when the resource centers were full.

During the pandemic and to help maintain safe spaces in the Homeless Resource Centers, the Dignity of Work counselors and other on-site partners at these centers went back to their respective agencies to provide assistance remotely to those residing in the resource centers. The Workforce Development Division staff continued connecting with people over the phone and through video chat and have been able to continue helping people in the resource centers connect to employment. They average 11 placements a month, or one every three days, where someone who is experiencing homelessness is obtaining a job and maintaining it for at least a month.

CHALLENGE

A primary challenge for WDD is to continue to create a talent pipeline for employers in the new economy. As we reach out to low-wage, low-skill workers and disadvantaged populations we find that often these individuals are unaware of services available to assist them in obtaining the type of employment needed to support their families and build the economy. The Covid-19 pandemic has also brought new challenges both to the individual job seeker and the employer community. Over the next year the division will continue to perform outreach for disadvantaged individuals in Utah so they can better take advantage of services available to them to connect to the workforce through sustainable careers. There will also be continued efforts to reach out to employers to help them navigate how to find qualified candidates for their job openings.



**WORKFORCE
SERVICES**
WORKFORCE
DEVELOPMENT

LOGGINS MERRILL



*For additional information
visit jobs.utah.gov/workforce or
contact Loggins Merrill, division director, at
logginsmerrill@utah.gov or 801-526-4370*

*Elizabeth Carver, division director of
programs and State Workforce Development
Board at
ecarver@utah.gov or 801-514-1017*

ELIZABETH CARVER



FULL-TIME
EMPLOYEES: 492

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, researchers, 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 to make informed decisions.

DATA

| MIS Data Reports & Requests | |
|-----------------------------|-----------------------|
| State Fiscal Year | # of Reports/Requests |
| 2019 | 2,711 |
| 2020 | 2,477 |

ACHIEVEMENTS

The Utah Data Research Center (UDRC) completed the fourth and final phase of its infrastructure development. Included in this phase were: services to automate the merging of final data; enhancements to the master person index (MPI), de-identification services, user interface, export application; and, a complete reimagining of the workflow for the administrative application. In addition, the



UDRC completed, or is in the final stages of completion of, the following agenda items:

- Workforce Retention of Graduates
- Student Mobility of High School Graduates
- General Economic Impact of Higher Education Graduates
- Longitudinal research on the 2013 IGP cohort on their workforce attachment

Upgraded to Cognos 11, which provides additional reporting, modeling and analysis to support management in making effective data driven business decisions.

Creation of the Multiple Industry analysis that utilizes unemployment insurance claims data and other economic indicators to analyze the impact of COVID-19 at an industry level through the end of the calendar year.

CHALLENGE

Due to COVID-19, our challenges of collecting and connecting data to answer complex questions with sophisticated research has become even more in demand and sought after. Increased workloads and remote working pose new challenges to our division. Training newer staff has become a bigger challenge since remote work was implemented. This is all in addition to our ongoing challenges of making data accessible and matchable across various systems where each system has unique rules about confidentiality, data formats and data storage.



COLLIN PETERSON

For additional information visit jobs.utah.gov or contact Collin Peterson, division director, at collinpeter@utah.gov or 801-526-9987



**FULL-TIME
EMPLOYEES: 28.4**

PROGRAM HIGHLIGHTS

APPRENTICESHIPS



PROGRAM PURPOSE

Apprenticeships combine paid on-the-job learning with formal classroom instruction to prepare workers in highly-skilled careers. High-quality apprenticeships are industry driven and result in a portable, industry or nationally-recognized credential, certificate, degree or credit toward a degree.

Workforce Services and the Commissioner of Apprenticeship Programs for the State of Utah seek to identify, promote and expand apprenticeship opportunities statewide.

KEY INITIATIVES AND STRATEGIES

Workforce Services was awarded a U.S. Department of Labor, Apprenticeship State Expansion Grant. The goal of the grant is to expand and fully integrate apprenticeship into state workforce, education, and economic development strategies and programs. More specifically, the goals are to diversify and expand apprenticeships in IT, Construction, Healthcare and Manufacturing; and diversify the apprentice candidate pool to include at-risk youth, women, people with disabilities, veterans, and people of color.

During the 2019 Utah legislative session, HB 280 created the position of Commissioner of Apprenticeship Programs to be housed within the Department. The commissioner was appointed by the executive director and was chosen from recommendations provided by the State Workforce Development Board Executive committee in August of 2019. The duties of the commissioner are to:

- a. Promote and educate the public, including high school guidance counselors and potential participants about apprenticeship programs offered in the state
- b. Coordinate with the department and other stakeholders to improve and promote apprenticeship opportunities in the state; and
- c. (c) Provide an annual written report to the legislature

The first year of this position has consisted of identifying the true landscape of apprenticeships in Utah and meeting with key stakeholders to fully understand current opportunities available as well as the challenges and barriers to growing apprenticeship sponsors and apprentices. The full inaugural annual Apprenticeship Utah report is available here.

FUNDING UPDATE

The Apprenticeship State Expansion Grant provides funding for apprentices' educational and employment related

expenses as well as on-the-job training reimbursements for employers. Additionally, individuals who are eligible and appropriate for WIOA or TANF funds are co-enrolled.

As the requested funding in HB280 for developing a messaging campaign and promoting apprenticeship programs was not funded, Workforce Services is currently using the Unemployment Insurance Special Administrative Expense Account to support these efforts. No other general funds are currently being used. Recommendations to support the development, expansion and growth of high-quality apprenticeship opportunities may be found in the full Apprenticeship Utah report.

OUTCOMES AND KEY MEASURES

Apprenticeship State Expansion Grant

1. Provide services to 440 participants
2. Modernize reporting and tracking
3. Diversify talent pipeline with underrepresented populations
4. Increase the number of sponsors on Education & Training Provider List (ETPL)
5. Increase Registered Apprenticeship Program (RAP) opportunities for targeted industries: information technology, construction, manufacturing, healthcare and other industries as identified

Commissioner of Apprenticeship Programs

Provide an annual written report to the legislature to include:

- number of available apprenticeship programs in the state;
- number of apprentices participating in each program;
- completion rate of each program;
- cost of state funding for each program; and
- recommendations for improving apprenticeship programs.

See [Apprenticeship Utah Inaugural Report](#).

ACHIEVEMENTS

An Employer Apprenticeship Survey was developed to better understand the current landscape of apprenticeship activity within the state as well as challenges and barriers to expanding and developing new programs. Data gathered was used to report required elements to the Utah legislature as well as make recommendations to improve, grow and expand high quality apprenticeship programs statewide. A perception study was also conducted of various stakeholder groups to include: the public at large, parents of high school

PROGRAM HIGHLIGHTS

age students, high school students, and educators, counselors and academic administrators. Data gathered will be used to develop key messages for each specific stakeholder group and branding designed for quick, easy recognition and improve the perception of apprenticeships. See [Apprenticeship Utah Inaugural Report](#).

The Apprenticeship State Expansion Grant was successfully implemented. The initial focus included developing policies and case management system, UWORKS, enhancements to support the grant. Building partnerships and leveraging the efforts of the Apprenticeship Subcommittee of the State Workforce Development Board was key to putting the infrastructure in place to support long-term outcomes. While actual outcomes from year one were low, it is expected that year two will yield increased results.

The Apprenticeship Subcommittee of the State Workforce Development Board has been established as the Apprenticeship Support Network of Utah and is the central hub for apprenticeship sponsors, students, counselors, job seekers, educational providers and community resources. This includes having an electronic repository to draw from, share information and to connect individuals with apprenticeship opportunities. The network will focus its efforts on providing networking events for sponsors and apprentices, and supporting Apprenticeship Utah initiatives and strategies.

CHALLENGE

It has been a challenge to increase the number of employer sponsors for a number of reasons: 1) there are many myths to overcome about apprenticeships, 2) they are often confused with internships, and 3) education needs to be provided on the benefits, value and return on investment of apprenticeship programs. There are many individuals who are interested in and trying to enter into apprenticeship programs but there are not enough employer sponsors in a wide variety of industries.

The COVID-19 pandemic has presented additional challenges. Training programs were delayed, hiring suspended and concerns about starting new programs increased. Although apprenticeship discussions are resuming, when there are constraints on budgets, training and education reimbursement programs of businesses are often cut. This could present additional challenges to engage employer sponsors to develop or expand apprenticeship programs.

For additional information about Apprenticeships in Utah see the full annual report in the addendum or contact Melisa Stark at mstark@utah.gov or 801-628-4051.

CHILD CARE QUALITY INITIATIVES

PROGRAM PURPOSE

The Office of Child Care is required to utilize funding to support quality improvement efforts 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 and 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.

In October 2019, OCC launched Utah's Child Care Quality System (CCQS), which helps parents make informed care decisions for their children by providing certified quality ratings to child care programs based on scores in five domains of quality. OCC also developed a system to provide technical assistance and resources to programs to improve their level of quality. This includes support to further professionalize the child care workforce by offering ongoing professional development and scholarships for early childhood educators to obtain higher levels of education.

The strategies for improving the quality of child care go beyond traditional child care programs serving young children and extend to programs providing after school and out-of-school-time services for school-age children. OCC provides funding to these programs to improve the quality of services and programming delivered to school-age children through several grants to qualifying programs. These programs largely serve students identified as low-income and often in communities that lack enrichment activities.

In the last fiscal year, OCC offered a grant to Utah's extensive network of licensed family child care programs. These programs received onsite coaching and financial resources to improve the quality of their programs. In addition, the grant developed family child care networks throughout the state, at which the family child care program owners developed relationships with other owners to discuss best practices in family child care and share quality

PROGRAM HIGHLIGHTS

improvement strategies under the leadership of an OCC family child care specialist.

FUNDING UPDATE

In addition to receiving funding from the CCDBG fund, OCC receives funding to administer Utah's, state-funded preschool program (UT CODE 35A-15). In 2019, OCC received state funding to: (1) repay private investors in Utah's preschool pay for success transaction for children who attended high-quality preschool and did not receive subsequent special education services; (2) release grants to public and private preschool programs to improve the quality of the programs; and (3) release grants to eligible high-quality public and private preschool programs to increase the number of low-income and English learner children served in the programs. The state and federal funding combines to support OCC's quality initiatives and meet federal requirements to expend at least 12 percent of the federal grant on these activities, ensuring children who are low-income have access to high-quality early care and education programs.

OUTCOMES AND KEY MEASURES

In addition to the outcomes and measures required by the CCDF Reauthorization Act, OCC developed performance measures within CCQS. The following is a summary of measures that will be tracked by OCC:

1. The majority of children covered by child care subsidies attend "High Quality" or "High Quality Plus" rated licensed child care programs
2. Families use the Care About Childcare website to find CCQS-rated child care programs
3. The majority of licensed child care programs participate in CCQS
4. The majority of child care programs are rated "High Quality" or "High Quality Plus"

ACHIEVEMENTS

Between October 1, 2019, and May 1, 2020, 135 of Utah's 343 licensed centers received a certified quality rating. Twenty-four of these centers received certified quality ratings of "High Quality" or "High Quality Plus".

The approximate number of children receiving a child care subsidy to centers with a rating of "High Quality" or "High Quality Plus" has reached 2,990.

Between October 1, 2019, and May 1, 2020, there were 268 child care classrooms that received a Quality Observation Award. Based on external observations, these classrooms demonstrated the traits associated with a high-quality environment for children.

CHALLENGE

Utah's CCQS began issuing certified quality ratings to licensed centers on October 1, 2019. The system was intended to expand to licensed family child care programs in June 2021, however, the COVID-19 pandemic required OCC to suspend participation of programs not previously rated until further notice. Additionally, the intensive coaching grant which required frequent program visitation, had to be postponed. OCC is meeting this challenge by pivoting to a virtual professional development program, which offers online peer learning communities and professional development classes to licensed centers with a certified quality rating and family child care centers who meet a certain quality rubric. This program will remain in effect until June 2022, at which time OCC anticipates reopening CCQS to new applicants and family child care programs.

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

CHILD CARE SUBSIDY PROGRAM

PROGRAM PURPOSE

The Office of Child Care (OCC) 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 60 percent of the state median income and working at least 15 hours each week.



KEY INITIATIVES AND STRATEGIES

OCC is required to complete a market rate survey every three years, the purpose of which is to guide it 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; a new survey is expected to be completed in spring 2021. Additionally, the Utah CCDF State Plan was submitted for federal fiscal years 2019-2021. The state plan guides OCC's initiatives. Policy and system changes have been implemented to support more stable child care assistance to families.

OCC is committed to program integrity. As a result, it partnered with the Workforce Services Internal Audit Division to ensure child care subsidy payments are issued

PROGRAM HIGHLIGHTS

appropriately. In response to a comprehensive audit performed in 2018, OCC underwent significant revisions to its administrative rules. These revisions included changes to the overpayment rules, intentional program violations and cooperation with state and federal audits.

FUNDING UPDATE

In December 2019, the United States Congress increased appropriations to CCDF Discretionary funds. Additional appropriations were made to CCDF through Coronavirus Aid, Relief and Economic Security Act (CARES). Combined, these additional funds allowed the Office of Child Care to respond to the COVID-19 pandemic by adjusting income eligibility requirements, waiving copayments, providing child care to essential employees and instituting payment practices that ensured child care programs remained open and operating during the pandemic. Additionally, the funds allowed Utah to increase its child care provider subsidy payment rate.

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

- In October 2019, the entry income limit for families applying for child care assistance was increased to 60 percent of the State Median Income. The exit (redetermination) threshold was increased to 75 percent of the State Median Income. These changes expand support to working families so they can maintain employment.
- To support families during the COVID-19 pandemic, the income thresholds for entry and exit (redeterminations) have temporarily increased to 85 percent of the State Median Income and copayments have been waived for all families.
- Effective September 1, 2020, the subsidy payment rates will be raised to the 80th percentile of the 2017 Local Market Rate Study for all age groups in licensed centers and licensed family care settings. This change ensures that payment rates are more consistent with market conditions.

CHALLENGE

Accessibility for low-income families to find child care providers who can meet their needs during the pandemic, particularly families with school-age children completing school in a virtual

setting or those who need care during non-traditional hours. OCC will continue to monitor the situation to identify strategies that can mitigate this challenge in support of working families and the child care system.

For additional information about child care subsidies, visit jobs.utah.gov or contact division director, Tracy Gruber, at 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 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 three national goals:

- Individuals and families with low incomes are stable and achieve economic security.
- Communities where people with low incomes live are healthy and offer economic opportunity.
- People with low incomes are engaged and active in building opportunities in communities.

FUNDING UPDATE:

The total funds allocated to the state of Utah in Federal Fiscal Year 2020 was \$3,764,245

OUTCOMES AND KEY MEASURES:

Vulnerable populations served by CSBG Network

- Number of seniors served: 17,920
- Number of people with disabilities served: 10,189



PROGRAM HIGHLIGHTS

- Number of people served who lack health insurance: 21,487
- Number of children served: 51,586

ACHIEVEMENTS

- Nimbleness and responsiveness of agencies to economic challenges created by the COVID pandemic. The community action network became a one stop shop for low-income Utahns for a variety of supports (emergency food, housing, transportation, etc.) that helped stabilize families during the crisis.
- Southeastern Utah Association of Local Governments created a Poverty Reduction Lab in collaboration with health, education, local planners, government officials, and low-income service providers to support local low-income families with an economically stable process to avoid crisis and achieve self-sufficiency.
- Utah Community Action (UCA) implemented a new coordinated entry process in partnership with the Salt Lake Valley Coalition to End Homelessness, which created a no wrong door approach for services. UCA was responsible for Coordinated Intake for the system meeting with each client to assess appropriateness for their Diversion Programs. This approach allows individuals to identify options other than emergency shelter.

CHALLENGES:

- CAP agencies responded to remote work requirements and limitations created by the need to socially distance when working with clients.
- CAP agencies were selected by the Housing and Community Development Division to receive multiple funding sources to assist with housing needs resulting from pandemic. Taking on several new programs at once created challenges for agencies in terms of staffing needs and implementing programs with evolving guidelines.
- The increased need for services and the separate data systems required by newly introduced funds are contributing to a backlog in data entry for agencies.

For additional information about the Community Services Block Grant Program contact Sisifo Taatiti at staatiti@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

\$2,047,986 was previously committed to affordable housing projects that will serve individuals at or below 30 percent AMI.

OUTCOMES AND KEY MEASURES:

Seventy-five units of affordable housing targeting 30% or below area median income were created.

ACHIEVEMENTS

Most of these units are to help those recovering from addiction or physical and sexual abuse and those with intellectual and developmental disabilities.

CHALLENGE

Units at 30% and below need subsidies and with limited funding, which creates a challenge to meet those needs.

For additional information about the Economic Revitalization and Investment Fund contact Jess Peterson at jesspeterson@utah.gov or 801-468-0145.

PROGRAM HIGHLIGHTS

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 State Fiscal Year 2020

- Total: 218
- Initial Approvals: 176
- Reconsideration approvals: 20
- Administrative law judge hearing Approvals: 23

Average days to SSI/SSDI Approvals for State Fiscal Year 2020

- Initial: 200
- Reconsideration: 450
- Administrative law judge hearing: 850

ACHIEVEMENTS

- Workforce Services has avoided closing the GA program enrollment since the fall of 2013, providing a continuously open program of financial benefits to those most in need.

Interim Assistance Payments Recoupment:

- GA is a temporary means of support while an application for SSI and SSDI benefits is being processed.
- The benefits are recouped if the individual is awarded SSI or SSDI.
- Recoupment is returned to the State of Utah.
 - ♦ \$250,000 is returned to the GA program annually.
 - ♦ The remaining balance is returned to the state General Fund.
- Total interim assistance payments recoupment for State Fiscal Year 2020 was \$498,422.

CHALLENGE

GA caseloads have declined with the unemployment rate being low prior to the pandemic and the increased benefits issued under the CARES Act during the pandemic. 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 Brenna Malone at bmmalone@utah.gov or 801-535-3882.

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

KEY INITIATIVES AND STRATEGIES

Municipalities, cities, and towns with sufficiently sized emergency shelters are eligible for grants from this restricted account. The program intends to assist those communities with funds provided from all other communities in the State without emergency shelter, to lessen the negative impacts of having an operating emergency shelter within the community.

PROGRAM HIGHLIGHTS

FUNDING UPDATE

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

- Up to \$4,731,320 authorized for State Fiscal Year 2020
 - ♦ South Salt Lake \$2,742,120
 - ♦ Midvale - \$1,384,200
 - ♦ Salt Lake City- \$206,727
 - ♦ Ogden- \$398,273

OUTCOMES AND KEY MEASURES

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

ACHIEVEMENTS

- Implementation by Salt Lake City of a community based liaison staff to interact with those experiencing homelessness instead of referring them to law enforcement. This staff was able to have over 1,000 interactions with individuals over the course of the year.
- Both South Salt Lake and Midvale City were able to successfully mitigate the effects of having a resource center in their respective communities, despite complications created by the COVID-19 emergency.

CHALLENGE

Data collection by the different cities' law enforcement agencies has been challenging, as each city uses different metrics to measure calls, interactions, and responses to calls into their dispatch systems. Comparing this information across different agencies is difficult, but all agencies funded by mitigation grants have been very willing to coordinate and work together to find a path forward.

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. Certain cities, metro townships, and counties must facilitate a reasonable opportunity for a variety of housing, including moderate income housing to meet the needs of people of various income levels living, working, or desiring to live or work in the community, and to allow people with various incomes to benefit from, and fully participate in all aspects of neighborhood and community life.

Last year, Senate Bill 34 included modifications to the

moderate income housing requirements. The goal of the bill was to help municipalities meet the needs of people of various income levels living, working, or desiring to live or work in their communities and to allow people of all various levels of incomes to benefit from and fully participate in all aspects of neighborhood and community life. Included in the bill were twenty-four strategies to help with the development of moderate income housing within the next five years. The planning commissions were required to make recommendations to implement, at a minimum, three strategies in their proposed general plan. All required entities submitted their moderate income housing plans and over the next fiscal year, we will be able to track and report their progress.

The Housing and Community Development Division 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, the division developed a simple but effective one-stop webpage at jobs.utah.gov/housing/affordable/moderate. The division continues to provide direct technical advice and consultation with municipalities on how to facilitate the creation of low- and moderate-income housing and provides 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



PROGRAM HIGHLIGHTS

- 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 2020 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 area median income (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 located at: jobs.utah.gov/housing/reports

For additional information about Housing Programs, contact Jess Peterson at jesspeterson@utah.gov or 801-468-0145.

MEDICAL (MEDICAID, CHIP AND UPP)

PROGRAM PURPOSE

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

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:



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

OUTCOMES AND KEY MEASURES

Key outcomes and measures for the program in State Fiscal Year 2020 are:

- Federal Program Timeliness (decision made in under 30 days): 91.72%
- Average Days to Decision: 13.73 days

ACHIEVEMENTS

- Successful implementation of new components of Adult Expansion-Community Engagement and Employer Sponsored Insurance.
- 100% on Single State Audit

CHALLENGE

The challenge this year has been COVID-19-related, specifically around the Medicaid directive of not closing or reducing benefits during the National Emergency period. Because there is no end date to this period, challenges will continue as to how to properly act on changes, while not negatively impacting the customer’s benefit. It will be difficult, systematically and procedurally, when this period is over to get cases and benefits corrected and aligned with policy.

PROGRAM HIGHLIGHTS

For additional information about the medical program, contact Muris Prses at mprses@utah.gov or 801-526-9831.

PAMELA ATKINSON HOMELESS TRUST FUND

PROGRAM PURPOSE

The Pamela Atkinson Homeless Trust Fund and the Homeless to Housing Restricted Account are the primary mechanisms 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. The Pamela Atkinson Homeless Trust Fund, along with other state dollars, 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, the fund 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



- Employment and occupational training activities
- Permanent supportive housing case management
- Rapid re-housing
- Street outreach
- Transitional housing

Data from the 2020 Point-in-Time Count showed 3,131 people were homeless on the night of the count. This is an increase of 333 people compared to the 2019 count. The 2020 Point in Time Count also indicated 981 people in households of adults and children were homeless, an increase from 874 in the previous year. In 2020, the Point-in-Time Count indicated an increase of households of adults and children homeless, from 260 in 2018 to 290 in 2020.

FUNDING UPDATE

- Total budget for projects: \$1,683,579
- 17 agencies received funding for 29 projects statewide
 - ♦ Federal Fiscal Year 2020 funded projects include: Emergency Shelter, Mobile Medical Clinic operations, Permanent Supportive Housing and Case Management, Rapid Re-housing, Street Outreach, and Transitional Housing Case Management, and Comparable Database resources for DV providers.

OUTCOMES AND KEY MEASURES

- Program enrollments supported by Pamela Atkinson Homeless Trust Fund: 9053
- Count of chronic homeless on the 2020 PIT: 688
- Total number of people who accessed homeless services in Utah during State Fiscal Year 2020: 18,703. This is an 8% reduction from State Fiscal Year 2019 of 20,232. (source Homelessness Data Dashboard. Note: This number may change as data is updated in the Utah Homeless Management Information System)

ACHIEVEMENTS

- The system is highly effective in keeping the most vulnerable housed, with 93% of individuals who are enrolled in permanent housing projects other than rapid rehousing either exiting to or retaining permanent housing within the prior federal reporting cycle.
- The percentage of individuals returning to homelessness within two years continued to decrease when compared to the prior two federal reporting cycles.

PROGRAM HIGHLIGHTS

- Comparing the PIT to the most recent estimate of the state's population by the U.S. Census Bureau reveals that approximately 10 out of every 10,000 people in the state were experiencing homelessness on the night of the PIT. This rate is slightly higher than last year and consistent with the state's rate of homelessness in 2015.

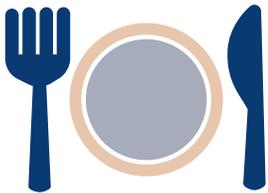
CHALLENGE

The number of chronically homeless individuals reported on the PIT rose from 512 to 688. Of those, 64% came from the count of unsheltered individuals and was influenced by the improved unsheltered count throughout the state. The number of chronically homeless individuals nearly doubled in both the Balance of State and Mountainland CoCs highlighting the need for affordable housing options and resources, including permanent supportive housing, throughout the state.

For additional information about the Pamela Atkinson Homeless Trust Fund, please contact Tricia Davis at 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, they are held to a three-month 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 meals.
- Working with USU to plan targeted nutrition education for intergenerational poverty families.
- Nutrition education contract is \$1,556,718 (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.

PROGRAM HIGHLIGHTS

OUTCOMES AND KEY MEASURES

Key outcomes and measures for SNAP in State Fiscal Year 2020 are:

- Federal Program Timeliness (decision made in under 30 days): 95.08%
- Average Days to Decision: 10.25 days.

ACHIEVEMENTS

- SNAP Active Quality Control Error Rate for federal fiscal year 2019 was 4.33%. Utah finished 6th in the nation for SNAP Accuracy.
- ESD Implemented and issued the SNAP Emergency Allotment program during the COVID-19 pandemic. Thus far, the SNAP Emergency Allotment program has been issued for the months of April, May, June, and July, with plans to continue in August 2020. The program has issued an estimated additional \$11 million per month in SNAP benefits to approximately 50,000 families per month.
- ESD developed and implemented a SNAP Customer Service training and monitoring program. The focus of the program is to provide ESD staff with the required information to provide customers during their SNAP interview. The program features a follow-up monitoring and mentoring process to provide continual feedback for improvement.

CHALLENGE

- During the COVID-19 pandemic, new Federal Program Initiatives for SNAP were delegated to states to implement with complex programming and short turnaround timeframes. Two of these initiatives were SNAP Emergency Allotment and coordination with the Utah State Board of Education to administer the Pandemic EBT program.
- ESD was asked to quickly adjust priorities within the existing SNAP program to meet challenges brought about by the COVID-19 pandemic. These adjustments



included ABAWD Time Limit exemptions, E&T Good Cause requirements, and temporary blanket waivers for Quality Control Face-to-Face interviews and Fair Hearing Timeliness.

- ESD had to continue to meet SNAP program requirements in benefit accuracy and timeliness while shifting the majority of its workforce to a teleworking environment.

For additional information about SNAP contact Muris Prses at mprses@utah.gov or 801-526-9831.

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 a 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 statewide with one or more of the following characteristics:

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

FUNDING UPDATE

The total funds allocated to the state of Utah was \$12,686,388. All funds have been obligated or expended.

PROGRAM HIGHLIGHTS



OUTCOMES AND KEY MEASURES

| State Small Business Credit Initiative Outcomes and Key Measures | | | | | | |
|--|-----------------------------|--------------------|----------------------|-------------------------|-----------------|------------------|
| 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 |
| Totals | | 5 | \$19,825,000 | \$6,427,000 | 99 | 91 |
| 2012 | Guarantee | 2 | \$375,000 | \$300,000 | 32 | 68 |
| 2013 | Guarantee | 8 | \$1,448,400 | \$1,120,970 | 38 | 117 |
| 2014 | Guarantee | 9 | \$13,258,905 | \$10,427,124 | 229 | 826 |
| 2015 | Guarantee | 8 | \$11,748,035 | \$9,200,428 | 88 | 438 |
| 2016 | Guarantee | 3 | \$5,500,000 | \$3,600,000 | 80 | 638 |
| Totals | | 25 | \$32,330,340 | \$24,648,522 | 467 | 2,087 |
| Grand Totals | | 30 | \$52,155,340 | \$31,075,622 | 566 | 2,178 |

ACHIEVEMENTS

- The loan guarantee program has originated 31 loans from 2013 to present for a total loan value of \$30,700,000. Of that there was \$23,441,022 in guarantees provided by the state of Utah. All loans have been repaid except for one. The one loan that is currently open runs through October 2020. The guaranteed loan program has created 357 new full-time jobs and has retained 1,944 full-time jobs.
- The loan participation program has originated six loans from 2013 to present for a total loan value of \$19,800,000. Of that, \$6,500,000 was participation from

USBGI. All loans in the participation loan program have been paid off in full. The participation loan program created 99 new full-time jobs and retained 91 full-time jobs.

- The two programs have extended 37 loans for a total loan value of \$50,500,000 creating 456 new full-time jobs and retaining 2,035 full-time jobs. All loans have been closed with the exception of one loan guarantee which expires in October.

For additional information about the State Small Business Credit Initiative, contact Keith Heaton at kheaton@utah.gov or 801-468-0133.

PROGRAM HIGHLIGHTS

TALENT READY UTAH

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 statewide 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.

KEY INITIATIVES AND STRATEGIES

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

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

TALENT READY
UTAH
BUILDING OUR WORKFORCE

FUNDING UPDATE

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

OUTCOMES AND KEY MEASURES

State Fiscal Year 2020

- 8 total grants awarded (four post-secondary, three public education, one industry association)
- 36 programs developed or expanded
- 1,833 participants enrolled
- 588 participants completed
- 402 credentials provided
- 1,313 participated in Work-based Learning activities
- 115 teachers trained
- 85 teacher endorsements provided
- 36 entered employment
- 9 partnerships formed

ACHIEVEMENTS

- Horizonte provides adult education programs and through this project provided the opportunity for an individual to obtain their high school diploma while simultaneously receiving skills training to become certified nursing assistants through Utah CNA. To do this, rather than have students go back and forth between the two schools, Utah CNA taught courses at Horizonte. Upon completion each of these students also have the opportunity to bridge their education into any health science program at Salt Lake Community College with the assistance of a scholarship endowment. Next, Horizonte will explore developing apprenticeship opportunities to assist students in moving up the career ladder.
- Weber State University designed a Computer Science (CS) Flex program, an open entry, open exit program that allows students to enter CS at any time rather than the traditional semester timeline. CS Flex also provides students the ability to work at their own pace and accelerate based on course mastery resulting in the opportunity to complete an associates degree in less than two years. This grant also provided scholarships for 10 high school teachers to complete the CS Flex pilot courses improving their understanding of computing

PROGRAM HIGHLIGHTS

and prepared them to teach additional computer science concurrent enrollment courses.

- Two new Registered Apprenticeship Programs were developed: the first IT program for Software Development in Utah and Water/Wastewater Treatment Operators. Both were led by and developed with industry partners to specifically meet their needs. Each of these programs will continue to expand offering apprenticeship opportunities in both urban and rural areas.

CHALLENGE

Talent Ready Utah Grants provide one-time funding with no ongoing funding continues to be a challenge for grantees. As the Talent Ready Utah Center at the Governor's Office of Economic Development now provides grant funding with both one-time and ongoing funds, Workforce Services will no longer use the Special Administrative Expense Account to provide funding for Talent Ready Utah grants. These funds will continue to be used to support workforce projects internally and externally targeting the current workforce and pipeline development.

For additional information about Talent Ready Utah contact Lance Soffe at lsoffe@utah.gov or 801-414-6584.

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:

- Provide assistance to needy families so that children can be cared for in their own homes
- Reduce the dependency of needy parents by promoting job preparation, work and marriage
- Prevent and reduce the incidence of out-of-wedlock pregnancies
- 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 purposes one and two.

KEY INITIATIVES AND STRATEGIES

- Increased emphasis on career coaching



Social Research Institute continues to evaluate the Family Employment Program case management and other TANF-funded projects like Invest in You Too.

- Focus on increased outcomes for intergenerational poverty families
- Continued follow up on family-focused case management implementation

TANF Grants:

- TANF Family Housing grants extended through 2022
- TANF III RFG grants awarded to fund 24 programs in the community to support financial education 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
- Social Research Institute continues to evaluate the Family Employment Program case management and other TANF-funded projects like Invest in You Too

PROGRAM HIGHLIGHTS

| Tanf Outcomes And Key Measures | | | |
|---|-------------------|---------------|------------------|
| PRT Cases Reviewed | Number of Reviews | Case Accuracy | Element Accuracy |
| Family Employment Program State Fiscal Year 2020 | 1,221 | 88.04% | 96.74% |

| Positive Closures | Family Employment Program | Family Employment Program - Two Parent |
|-------------------|---------------------------|--|
| April 2020 | 69.13% | 100% |
| May 2020 | 71.34% | 0% |
| June 2020 | 76.96% | 50% |

ACHIEVEMENTS

- Utah was one of eight states accepted into the TANF data collaborative. The TANF Data Collaborative is a 30-month project sponsored by the Department of Health and Human Services Office of Planning, Research and Evaluation to help states with data research projects. Workforce Services is working on a project to better understand the reasons and demographics of parents returning to FEP.
- As the department has tracked long-term employment outcomes, we continue to outperform other states.
- Completed five Invest in You Too cohorts successfully. Cohort 6 was interrupted due to the pandemic and has recently continued. Fifty-four participants have successfully completed the program. Participants have an average wage of \$15.23, 90 days after completing the program.

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. The CARES act funding has mitigated the need for those impacted by the pandemic to access FEP.

- The disadvantaged families we continue to serve face several challenges amplified by the challenges of the COVID-19 pandemic. The department continues to assist these families in creative ways to help them overcome additional challenges to obtaining sustainable employment.

For additional information about TANF, contact Brenna Malone at bmmalone@utah.gov or 801-535-3882.

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. A legislative update in 2019 (35A-8-39) states that the first throughput infrastructure project considered by the impact board shall be a bulk commodities ocean terminal project.

PROGRAM HIGHLIGHTS

KEY INITIATIVES AND STRATEGIES

The board shall review and approve Throughput Infrastructure Fund applications utilizing a one-time fund of \$53 million 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: \$56,487,855

An application has not yet been submitted to utilize the fund.

OUTCOMES AND KEY MEASURES

Upon receipt of an application from an interlocal agency created for the sole purpose of undertaking a throughput infrastructure project that is a bulk commodities ocean terminal project, the impact board shall grant up to two percent of the money in the Throughput Infrastructure Fund to the interlocal agency to pay or reimburse costs incurred by the interlocal agency preliminary to its acquisition of the throughput infrastructure project and fund the acquisition of the throughput infrastructure project if the application meets all criteria established by the impact board.

ACHIEVEMENTS

- The Permanent Community Impact Fund Board approved an application template August 6, 2020.
- Throughput Fund balance is steady until utilized.
- CHALLENGE
- Throughput projects will require outside review for project scope and financial efficacy.

For additional information about the Throughput Infrastructure Fund contact Candace Powers at cpowers@utah.gov or 801-468-0131.

VETERAN EMPLOYMENT PROGRAM

PROGRAM PURPOSE

Veteran Employment Services consists 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 significant barriers to employment. 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.
- Eight 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, 2,378 employers have become official partners.

Education goal — Increase the number of veterans obtaining credentials, certificates and degrees:

- The department is part of the Utah Veteran Education and Training Working Group, which has an ongoing collaboration with the Utah Department of Veteran Affairs, members of the Utah System for Higher Education, and the Utah College of Applied Technology to determine and assist veterans with education pathways and to receive credit for their military experience.
- The Accelerated Credentialing for Employment (ACE) program leverages veterans, currently serving military members and their spouses to translate their military experience and skills to the equivalent educational credits, certificates, licenses and credentials to accelerate the veteran's ability to obtain employment. There are three full-time ACE Specialists providing services statewide.
- ACE placed 307 total customers in Federal Fiscal Year 2019.

PROGRAM HIGHLIGHTS

- ACE specialists conducted 412 outreach activities and educated 6,456 community partners, veterans, reservists and their 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 Jobs for Veterans State Grant (JVSG). The funding Workforce Services received has increased the last three 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 and their spouses that may not meet the federal definition for veteran status.

OUTCOMES AND KEY MEASURES

- Under the JVSG program, the state is required to provide 90 percent Individualized Career Services to veterans with Significant Barriers to Employment (SBEs). Throughout the year, we exceeded this goal and reached above 95%.
- Our JVSG staff provide services to eligible veteran and targeted populations. We have a 90% goal of staff providing services to non-veterans. This past year, we exceeded the goal by 5%.
- JVSG second and fourth quarter retention rates, and also median earnings for customers exited the program after the second quarter.

ACHIEVEMENTS

- Our team ended 2020 with the lowest veteran unemployment rate in our state's history at 1.2%.
- We increased our collaboration with partners throughout the state in an effort to better reach and serve our military spouses. This year we formed the Utah Veteran and Military Family Coalition. The group consists of members of our military family readiness coordinators from all branches and components in the state.
- We have built a flexible and adaptive employment services system that can accommodate customers for both face to face and online, remote access service. We were already addressing this challenge as the impacts of COVID-19 began to hit, accelerating our effort.

CHALLENGE

- We must continue our efforts to reach and provide quality services to our veterans, especially those with

significant barriers to employment, who lack the means or use of technology and cannot readily visit an employment center.

- Educating and providing information about the Veteran and Military Employment Program is an ongoing challenge. Too many veterans, service members, and their families are unaware of the available services.

For additional information about Veterans Employment contact Michael Miller at mikemiller@utah.gov or 801-526-9359.

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 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, 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



PROGRAM HIGHLIGHTS

same quality information that a job seeker can receive from mediated workshops or a skilled employment counselor.

Workforce Services operates a highly effective employment preparation program called Work Success to serve participants that need intensive assistance in obtaining employment. Work Success is participating in a national study conducted by Mathematica Policy Research to examine innovative employment programs helping people find and keep jobs leading to economic security. Work Success has a 66 percent success rate for placing job seekers in employment. Over the last year, more than two-thirds of the participants were provided services by staff funded through Wagner-Peyser.

OUTCOMES AND KEY MEASURES:

Wagner Peyser Job Seeker Measures for State Fiscal Year 2019

- Employment (Second Quarter after Exit) – 74%
- Employment (Fourth Quarter after Exit) – 73.80%
- Median Earnings (Second Quarter after Exit) – \$6,449

Wagner Peyser Employer Measures for State Fiscal Year 2019

- Employer Engagement Rate – 5.71%
- Employer Repeat Business Rate – 51.36%

ACHIEVEMENTS

- The Workforce Development Division implemented two virtual job fair events for employers and job seekers. The virtual job fair events have connected nearly 2,000 job seekers with more than 100 employers and thousands of job opportunities.
- Staff developed virtual workshops for job seekers on career exploration and job preparation.
- Utah exceeded all three negotiated Wagner Peyser performance measures in the last available fiscal year.

CHALLENGE

- As we adjust our services to meet the needs of job seekers and employers in a virtual environment, we find that many Utahns are unaware of the services we provide. Over the next year we will continue to connect with community partners to help unemployed or underemployed individuals in Utah take advantage of the services available to assist them in connecting to the workforce.

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

WORKFORCE INNOVATION AND OPPORTUNITY ACT - ADULT AND DISLOCATED WORKER PROGRAMS

PROGRAM PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs provide workforce activities that are targeted at increasing employment, retention and earnings of participants while assisting employers in finding the skilled workers they need to compete and 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 to increase awareness of services available to them.
- Increase virtual service options for both employers and customers.

PROGRAM HIGHLIGHTS

- Connect dislocated workers to employment opportunities and retraining when needed.
- Increase staff career coaching skill level.
- Increase participant awareness of registered apprenticeship and other work based learning opportunities.

OUTCOMES AND KEY MEASURES

WIOA Adult Job Seeker Measures for Federal Fiscal Year 2019

- Employment (Second Quarter after Exit) – 81.4%
- Employment (Fourth Quarter after Exit) – 78.7%
- Median Earnings (Second Quarter after Exit) – \$6,656
- Credential Attainment – 72.4%
- Measurable Skill Gains – 42.9%

WIOA Dislocated Worker/Job Seeker Measures for Federal Fiscal Year 2019

- Employment (Second Quarter after Exit) – 87.7%
- Employment (Fourth Quarter after Exit) – 87.6%
- Median Earnings (Second Quarter after Exit) – \$8,265
- Credential Attainment – 74.2%
- Measurable Skill Gains – 35.3%

ACHIEVEMENTS

- Utah exceeded all four negotiated WIOA Adult and WIOA Dislocated Worker performance measures in the last available fiscal year.
- New employee trainings were enhanced to provide a stronger emphasis on career coaching tools and techniques needed to help job seekers prepare for career opportunities.
- Enhanced data validation efforts improved federal reporting and program accuracy.
- As mass layoffs have occurred due to COVID-19, the department has provided over 100 virtual workshops in English, Spanish, and American Sign Language for dislocated workers being laid off to provide information about the services we offer and connect them back to the workforce.

CHALLENGES

- Ensure those most in need of these services are aware of the program and know how to access it.

- Provide flexibility and accommodations customers facing challenges due to COVID-19

For additional information about WIOA Adult and Dislocated Worker Programs, contact Lindsay Cropper at lcropper@utah.gov or 801-726-8094.

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.

PROGRAM HIGHLIGHTS

KEY INITIATIVES AND STRATEGIES:

- Continue to increase virtual service delivery for youth to accommodate challenges facing youth due to COVID-19.
- Engage at-risk youth in the workforce by connecting them to worksite learning or employment opportunities, and supporting youth with education activities.
- 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 work 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 aging out 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.

For additional information about the WIOA Youth Program, contact Lindsay Cropper at lcropper@utah.gov or 801-726-8094.

OUTCOMES AND KEY MEASURES:

WIOA Youth Job Seeker Measures for Federal Fiscal Year 2019

- Employment (Second Quarter after Exit) – 71.2%
- Employment (Fourth Quarter after Exit) – 71.4%
- Median Earnings (Second Quarter after Exit) – \$3,629
- Credential Attainment – 35.4%
- Measurable Skill Gains – 34.8%

ACHIEVEMENTS

- Utah exceeded the goals of expanding at least 75% of funds on out-of-school youth and at least 20% of expenditures on work experience opportunities for youth
- Utah exceeded two of the negotiated WIOA Youth performance measures in the last available fiscal year.

CHALLENGE

Continue to educate the most disadvantaged and at-risk youth about services available and help these youth overcome barriers in preparation for employment and education attainment. At risk youth have a difficult time completing education and obtaining needed employment credentials, which is exacerbated in a virtual education environment. The department will continue to look for innovative ways to assist at risk youth with obtaining credentialing and successfully entering the workforce.

BUDGET DATA

STATE FISCAL YEAR 2020



| PROGRAM | ACTUAL EXPENDITURES | SOURCE OF EXPENDITURES | | | | | |
|---|----------------------|------------------------|----------------------|--------------------|---------------------|--------------------|---------------------|
| | | GENERAL FUND | FEDERAL FUNDS | DED CREDIT | EXPENDABLE RECEIPTS | RESTRICTED | TRANSFER |
| STATE OFFICE OF REHABILITATION - NBAA | | | | | | | |
| NBA - SOR Executive Director | 553,439 | 212,528 | 339,326 | 1,313 | 6 | 19 | 247 |
| NBB - Blind & Visually Impaired | 3,369,216 | 2,375,718 | 966,538 | 26,960 | - | - | - |
| NBC - Rehabilitation Services | 41,937,058 | 16,013,172 | 25,572,666 | 208 | 343,562 | 485 | 6,965 |
| NBD - Disability Determination | 12,031,055 | 1,795 | 12,029,260 | - | - | - | - |
| NBE - Deaf & Hard of Hearing | 2,497,560 | 2,038,723 | 408,679 | 8,318 | 990 | 2,934 | 37,916 |
| NBF - ASPIRE Grant | 274,929 | 109 | 274,820 | - | - | - | - |
| TOTAL NBAA | \$60,663,257 | \$20,642,045 | \$39,591,289 | \$36,799 | \$344,558 | \$3,438 | \$45,128 |
| ADMINISTRATION - NJAA | | | | | | | |
| NJA - Executive Director | 915,053 | 213,665 | 514,475 | 5,485 | 4,255 | 12,775 | 164,398 |
| NJT - Administrative Support | 9,088,996 | 2,913,213 | 4,151,139 | 59,876 | 39,816 | 111,725 | 1,813,227 |
| NJE - Communications | 1,646,980 | 765,627 | 637,015 | 6,930 | 5,611 | 16,602 | 215,195 |
| NJU - Internal Audit | 943,373 | 215,617 | 532,286 | 5,582 | 4,527 | 12,578 | 172,783 |
| NJH - Human Resources | 1,611,593 | 406,856 | 866,464 | 9,405 | 7,815 | 21,712 | 299,341 |
| TOTAL NJAA | \$14,205,995 | \$4,514,978 | \$6,701,379 | \$87,278 | \$62,024 | \$175,392 | \$2,664,944 |
| OPERATIONS AND POLICY - NJBA | | | | | | | |
| NJJ - Utah Data Research Center | 593,073 | 543,069 | - | - | - | - | 50,004 |
| NJL - Workforce Research and Analysis | 2,543,600 | 318,863 | 2,054,844 | 3,345 | 7 | 24 | 166,517 |
| NJP - Eligibility Services | 67,642,528 | 20,096,774 | 16,144,338 | 1,923 | 777,786 | 1,802,588 | 28,819,119 |
| NJD - Workforce Development | 86,016,260 | 18,884,463 | 61,822,067 | 331,714 | 6,598 | 2,658,440 | 2,312,978 |
| NJB - Facilities and Pass-Through | 12,924,114 | 7,021,842 | 4,370,298 | 53,984 | 34,675 | 110,364 | 1,332,951 |
| NJY - Information Technology | 37,363,630 | 8,092,150 | 16,384,128 | 849,000 | 77,742 | 2,363,741 | 9,596,869 |
| NJF - Temporary Assistance for Needy Families | 33,061,059 | 2,579,583 | 30,481,476 | - | - | - | - |
| NJS - Nutrition Assistance | 60,615 | 30,365 | 30,250 | - | - | - | - |
| NJG - Refugee Assistance | 4,736,425 | - | 4,736,425 | - | - | - | - |
| NJW - Workforce Innovation & Opportunity Act Assistance | 2,598,865 | 33,447 | 2,565,418 | - | - | - | - |
| NJR - Child Care Assistance | 69,594,667 | 894,985 | 68,699,682 | - | - | - | - |
| NJM - Trade Training & Subsidies | 626,017 | - | 626,017 | - | - | - | - |
| NJX - Other Assistance | 1,226,089 | 24,324 | 15,000 | - | - | 1,043,371 | 143,394 |
| TOTAL NJBA | \$318,986,942 | \$58,519,865 | \$207,929,943 | \$1,239,966 | \$896,808 | \$7,978,528 | \$42,421,832 |
| NUTRITION ASSISTANCE - NJCA | | | | | | | |
| NJZ Nutrition Assistance - SNAP | 242,281,427 | - | 242,281,427 | - | - | - | - |
| TOTAL NJCA | \$242,281,427 | \$0 | \$242,281,427 | \$0 | \$0 | \$0 | \$0 |
| GENERAL ASSISTANCE - NKA | | | | | | | |
| NKA General Assistance | 3,228,907 | 2,978,907 | - | - | - | - | 250,000 |
| TOTAL NKA | \$3,228,907 | \$2,978,907 | \$0 | \$0 | \$0 | \$0 | \$250,000 |

BUDGET DATA CONT.

| PROGRAM | ACTUAL EXPENDITURES | SOURCE OF FUNDS | | | | | |
|--|------------------------|---------------------|------------------------|--------------------|---------------------|----------------------|---------------------|
| | | GENERAL FUND | FEDERAL FUNDS | DED CREDIT | EXPENDABLE RECEIPTS | RESTRICTED | TRANSFER |
| UNEMPLOYMENT INSURANCE - NLAA | | | | | | | |
| NLA - Unemployment Insurance | 116,774,489 | 6,734 | 112,310,020 | 464,281 | - | 3,993,454 | - |
| NLJ - Adjudication | 3,440,730 | 857,266 | 2,271,554 | 24,302 | 3,931 | 254,247 | 29,430 |
| TOTAL NLAA | \$120,215,219 | \$864,000 | \$114,581,574 | \$488,583 | \$3,931 | \$4,247,701 | \$29,430 |
| OPERATION RIO GRANDE - NRAA | | | | | | | |
| NRA - Operation Rio Grande | 1,422,883 | 1,422,883 | - | - | - | - | - |
| TOTAL NRAA | \$1,422,883 | \$1,422,883 | \$0 | \$0 | \$0 | \$0 | \$0 |
| HOUSING AND COMMUNITY DEVELOPMENT - NSAA | | | | | | | |
| NSA - HCD Administration | 1,420,435 | 147,674 | 687,965 | 20,741 | - | 564,055 | - |
| NSC - Community Development | 8,412,392 | 386,574 | 7,038,654 | 61,944 | - | 925,220 | - |
| NSE - Housing Development | 1,793,177 | 401,496 | 445,733 | 30,739 | - | 350,209 | 565,000 |
| NSF - Community Services | 4,162,532 | 400,877 | 3,655,658 | 28,244 | - | 15,558 | 62,195 |
| NSG - Home Energy Assistance Target | 24,610,126 | - | 24,585,122 | 25,004 | - | - | - |
| NSH - Homeless Committee | 24,220,191 | 2,334,560 | 4,834,882 | 16,339 | - | 17,034,410 | - |
| NSN - Weatherization Assistance | 10,109,227 | 982,824 | 8,323,610 | 1,125 | 801,668 | - | - |
| TOTAL NSAA - | \$74,728,080 | \$4,654,005 | \$49,571,624 | \$184,136 | \$801,668 | \$18,889,452 | \$627,195 |
| COMMUNITY DEVELOPMENT CAPITAL BUDGET - NTAA | | | | | | | |
| NTE - Permanent Community Impact Board | 46,699,842 | - | - | - | - | 46,699,842 | - |
| TOTAL NTAA | \$46,699,842 | \$0 | \$0 | \$0 | \$0 | \$46,699,842 | \$0 |
| SPECIAL SERVICES DISTRICTS - NAAA | | | | | | | |
| NWA - Special Service Districts | 2,432,547 | - | - | - | - | 2,432,547 | - |
| TOTAL NAAA | \$2,432,547 | \$0 | \$0 | \$0 | \$0 | \$2,432,547 | \$0 |
| WORKFORCE SERVICES FUNDS | | | | | | | |
| 2115 - Navajo Revitalization Fund | 708,874 | - | - | - | - | 708,874 | - |
| 2135 - Uintah Basin Revitalization Fund | 6,156,031 | - | - | - | - | 6,156,031 | - |
| 2151 - Qualified Emergency Food Agencies Fund | 755,772 | - | - | - | - | 755,772 | - |
| 2260 - Child Care Fund | - | - | - | - | - | - | - |
| 2265 - Refugee Services Fund | 20,393 | - | - | - | - | 20,393 | - |
| 2345 - Utah Community Center for the Deaf Fund | - | - | - | - | - | - | - |
| 2355 - Individuals with Visual Impairment Fund | 36,000 | - | - | - | - | 36,000 | - |
| 5110 - Unemployment Compensation Fund | 1,054,837,296 | - | 605,352,830 | - | - | 449,484,466 | - |
| 7355 - Individuals with Visual Impairment Vendors Fund | 150,711 | - | - | - | - | 150,711 | - |
| Olene Walker Housing Loan Funds | 3,525,731 | - | - | - | - | 3,525,731 | - |
| TOTAL WORKFORCE SERVICES FUNDS | \$1,066,190,808 | \$0 | \$605,352,830 | \$0 | \$0 | \$460,837,978 | \$0 |
| DEPARTMENT TOTALS | \$1,951,055,907 | \$93,596,683 | \$1,266,010,066 | \$2,036,762 | \$2,108,989 | \$541,264,878 | \$46,038,529 |

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.

In FY20, the commission received recommendations from the following five focus groups:

1. Low-Income Housing Tax Credits
2. Section 8 Vouchers
3. Redevelopment Agencies
4. Olene Walker Housing Loan Fund
5. Transit-Oriented Development

In FY21, the commission created two sub-committees, which will focus on housing production/preservation and land use.

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

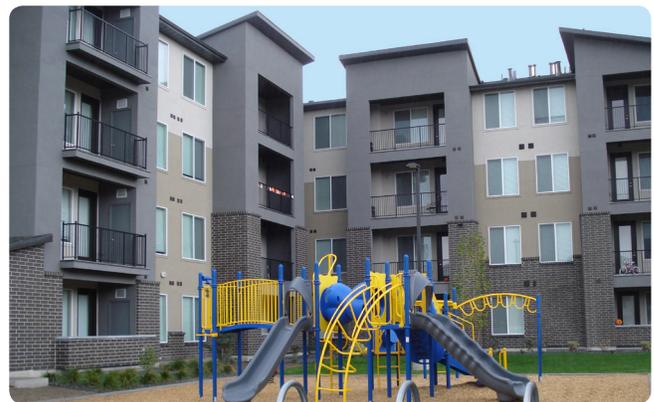
Progress and performance measures will be determined in State Fiscal Year 2021.

ACHIEVEMENTS

Passage of Senate Bill 39 awarded the Department of Workforce Services, Housing and Community Development Division, Olene Walker Housing Loan Fund a one-time appropriation of \$5 million for state fiscal year 2021. This one-time funding will be used to match private dollars for the preservation or construction of affordable housing units as well as gap financing of private activity bond financed multi-family affordable housing.

CHALLENGE

There are not enough funds to meet the affordable housing need. The Commission must identify strategies to leverage available funding resources and programs to create and preserve affordable housing units 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 (LMI) communities with populations less than 50,000 and counties with less than 200,000. Most projects are located in communities with less than 10,000 people.

The annual award from the U.S. Department of Housing and Urban Development is allocated to the seven associations of governments regions using objective criteria approved by the policy board. Each association of governments awards funding to projects that address the local priorities and needs. The most common grants are for infrastructure projects such as water and sewer upgrades and single family housing rehab for low-income families. Public facilities such as community centers, senior centers, Americans with Disabilities improvements and fire stations/equipment are also popular.

DATA

State Fiscal Year 2020:

- \$5,114,030 – HUD Funding Allocated to 39 Projects
- \$254,316 – HUD Funding Allocated to State Administration
- \$161,050 – State Match Allocated to State Administration

GOAL

The primary goal of the CDBG program is to support the sustainability of rural Utah by funding projects that will make the greatest impact on lower income communities.

ACHIEVEMENTS

During the 12-month program year (July 2019 - June 2020), the state of Utah CDBG program ranked number-one in the country for timely expenditures seven times. Our processes are very efficient and we are getting the funding awarded and spent on critical community development projects very quickly.

CHALLENGE

There continues to be a great need for funding to replace aging infrastructure in the small, rural communities that have a limited tax base. The annual CDBG allocation is woefully inadequate to address these needs.



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 support, 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

- 327 businesses received individualized employer support
- 210 job seekers and 43 business partners participated in the Work Ability Job Fair
- 124 business partners attended a workshop on disabilities in the workplace

ACHIEVEMENTS

- Continued to partner with Disability:IN Utah, a business-led non-profit to provide virtual training to business partners.
- Assisted Franklin Covey in developing and providing virtual training to approximately 800 employees in preparation for an Office of Federal Contract Compliance Programs, 503 focused review evaluating disability hiring.

CHALLENGE

The Governor's Committee has struggled, as everyone else has, with pivoting as they dealt with the impact of COVID-19. The committee, in coordination with the USOR Business Relations Team, was able to successfully complete its March Employer Workshop prior to the shutdown. However, the annual Spring Work Ability Career Preparation and Job Fair was cancelled. Moving forward, the committee plans to continue its efforts by utilizing virtual platforms for meetings, events and training to serve the needs of Utah business partners.



GOVERNOR'S EARLY CHILDHOOD COMMISSION

In the 2019 legislative session, H.B. 47 Early Childhood Coordination Amendments was passed and subsequently signed by Governor Herbert. This bill created the Governor's Early Childhood Commission and codified the existing Early Childhood Utah Advisory board in UCA 22-66 and UCA 63M-13 respectively. The Commission consists of the state superintendent, the Director of the Department of Workforce Services, the Director of the Department of Health, the Director of the Department of Human Services, and the Lieutenant Governor.

GOAL

The Early Childhood Commission is designed to allow Utah to enhance the available support for families with young children through the establishment of a coordinated early childhood system. Duties of the commission include: providing accurate and comprehensive information to Utah parents and families; facilitating improved coordination between agencies and community partners; sharing and analyzing information; developing a comprehensive delivery system of services; and identifying opportunities for and barriers to the alignment of standards, rules, policies and procedures.

DATA

Utah's children, ages birth through 5, represent 9.6% of the state's population:

- 14% reside in families living below 100% of the federal poverty line (FPL)
- 26% reside in families living between 100% and 200% of the FPL
- 9% reside in families experiencing intergenerational poverty
- 82% live in five urban counties
- 72% are non-Hispanic White
- 19% are Hispanic or Latino

ACHIEVEMENTS

The Governor's Early Childhood Commission, in conjunction with the Early Childhood Utah Advisory Board, has accomplished the following this past year:

- Completed a statewide Birth to Five Needs Assessment, including a Qualitative Assessment
- Adopted a Birth to Five Strategic Plan, Empowering Utah Families Through A Coordinated Early Childhood B-5 System
- Created a process for the Early Childhood Utah Advisory Board to bring recommendations vetted by community stakeholders to the Early Childhood Commission
- Selected strategies to focus on the areas of early learning; economic stability; family support and safety; and health and development



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. Since the initiative began in 2012, the rate of children experiencing intergenerational poverty decreased from 6.3 percent to 5.7 percent while the rate of children at risk of remaining in poverty as adults decreased a more significant seven percent during the same period. In 2019, one in five Utah children were at risk of remaining in poverty as adults.

[Intergenerational Poverty Initiative](#)

[Annual Report 2020](#)

[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

- 21% of children experiencing intergenerational poverty were victims of substantiated cases of abuse or neglect in 2018
- 74% of students experiencing intergenerational poverty graduated from high school in 2018 — unchanged from the year prior but a 48 percent increase since 2012
- 37% of children moved more than once in a 12-month period in 2018 — unchanged from the year prior but a 10 percent decrease since 2013
- 70% of at-risk students enrolled in extended day kindergarten performed better in the area of literacy at the end of their kindergarten year

For the latest data, view the Five- and 10-Year Data Tools at: intergenerationalpoverty.utah.gov.

ACHIEVEMENTS

- The 2019 IGP Annual Report included longitudinal research completed by partnering agencies to look at specific metrics and outcomes within their domain. The research provided a deeper understanding of the challenges faced by families experiencing poverty over time and will be a component of the next report as well.
- In January 2020, the Commission heard presentations from several counties that received an IGP County Grant. These presentations highlighted successes and challenges as the Commission continues to consider strategies to reduce intergenerational poverty in Utah.

CHALLENGE

The effects of the COVID-19 pandemic on Utahns experiencing intergenerational poverty and those at risk of intergenerational poverty are not known. Over the next year, the Intergenerational Welfare Reform Commission will monitor data and trends to determine whether new strategies are necessary to support families who continue to struggle or will begin to as a result of COVID-related economic changes.



BOARDS AND COMMISSIONS

NAVAJO REVITALIZATION FUND BOARD

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 is intended to promote cooperation and coordination between the state, its political subdivisions and the tribe.

The Navajo Revitalization Fund 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 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

State Fiscal Year 2020 revenue = \$877,591

| Approved Projects Federal Fiscal Year 2020 | | |
|--|-------------|--------------------|
| Allocation | \$1,204,070 | |
| Buildings | 5 | \$572,643 |
| Equipment | 1 | \$12,000 |
| Housing | 16 | \$414,105 |
| Transportation | 1 | \$300,00 |
| Utility Improvements | 3 | \$285,845 |
| Totals | 26 | \$1,584,593 |

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

| Recipient | Number of Grant Awards | Total Awards |
|------------------------|------------------------|--------------|
| Aneth | 5 | \$401,175 |
| Dennehotso | 1 | \$40,000 |
| Mexican Water | 1 | \$10,000 |
| Navajo Mountain | 3 | \$470,987 |
| Oljato | 5 | \$343,165 |
| Red Mesa | 9 | \$122,900 |
| Teec Nos Pos | 1 | \$46,366 |
| Navajo Utah Commission | 1 | \$150,000 |

ACHIEVEMENTS

- Allocated 100% of new revenues.
- 26 projects funded, some which include multiple families and help improve the health, safety, and welfare of Navajo members in Utah.

CHALLENGE

The limited amount of funding must be split between the seven Utah Navajo Chapters and because it’s based on population, some chapters receive minimal funds. Continued work to improve communication with local chapters.

For additional information about the Navajo Revitalization Fund, contact Paul Moberly at moberpaul@utah.gov or 607-339-8259.



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 Utah at or below 80 percent of the area median income, as defined by the U.S. Department of Housing and Urban Development.

DATA

Total budget State Fiscal Year 2020 = \$8,267,856:

- Federal HOME allocation = \$2,802,743
- National Housing Trust Fund = \$2,700,000
- State Low-Income Housing Appropriation = \$2,175,613
- Individual Development Accounts Appropriation = \$89,500
- Veteran First Time Home Buyer Program = \$500,000

ACHIEVEMENTS

- Total units assisted: 985
- Multi-Family Program Leveraged Funds: \$15.89 : 1
- Jobs Created: 3390

CHALLENGE

Skyrocketing land and construction costs, along with limited funding, have created a challenging environment to meet the affordable housing needs in Utah.



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, 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

- \$58,605,919 in State Fiscal Year 2020 State Mineral Lease Revenue
- \$26,976,154 (approximately 32%) in State Fiscal Year 2020 Permanent Community Impact Fund Revenue
- \$78,813,087 disbursed on 82 projects

See the full committee report and complete project funding list [here](#).

ACHIEVEMENTS

- All new revenue was utilized for eligible projects.
- The fund remains as a revolving source of project funding.

CHALLENGE

- The source of revenue is through mineral development on federal lands. New revenue is down.
- The Board must levy available funds to keep the funds revolving.

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



BOARDS AND COMMISSIONS

REFUGEE SERVICES BOARD OF ADVISORS

The Refugee Services Office (RSO) is guided by an advisory board composed 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 offered to refugees in Utah. The Board meets quarterly to tackle issues that currently affect refugees in the state and those who will be arriving shortly from places around the globe.

[2019 Report to the Governor](#)

GOAL

To offer 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 identify service gaps and funding that could fill existing needs

DATA

| Refugees Served | |
|-------------------|----------|
| State Fiscal Year | # Served |
| 2019 | 8,624 |
| 2020 | 8,390 |

ACHIEVEMENTS

Utah hosted a two-day virtual visit for the U.S. Department of State Bureau of Population, Refugees and Migration (PRM) Acting Secretary Carol O’Connell. The visit showcased Utah’s system of support for refugee resettlement and integration. In addition, at the request of Acting Secretary O’Connell, RSO developed a presentation and virtual training attended by 80 PRM staff from across the world. The meeting was recorded and will be used as a training for additional PRM staff.

This year’s World Refugee Day was a virtual event engaging multiple partners who serve on the board. The celebration featured dance and cooking tutorial videos, shared celebratory messages from local leaders, the Refugee Services staff and others, promoted a Virtual Global Market with refugee entrepreneurs, and even hosted a virtual film festival which included the world premiere of Academy Award-shortlisted film “Refugee.” More than 96,130 individuals viewed our online events during World Refugee Week. And more than 18,000 people watched the Governor’s message of support for refugees. Engagement on the RSO Facebook page increased by 357% during the week-long virtual celebration.



STATE HOMELESS COORDINATING COMMITTEE

The State Homeless Coordinating Committee (SHCC), 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, Homeless to Housing, federal Temporary Assistance for Needy Families (TANF) program, and the federal U.S. Department of Housing and Urban Development Emergency Solutions Grant (ESG) and the ESG CARES Act COVID-19 response funding. The State Homeless Coordinating Committee adopted the Utah Strategic Plan on Homelessness (Strategic Plan) in September of 2019.

GOAL

Homelessness Funding provides statewide support of project services and interventions that focus on making episodes of homelessness rare, brief and non-recurring. The Strategic Plan outlines the following priority performance measures:

1. Fewer days spent in emergency beds or shelters
2. Fewer persons returning to homelessness
3. Fewer first-time individuals who experience homelessness
4. More persons successfully retaining housing

Project proposals must exhibit data quality, report performance measures quarterly and annually, exhibit improvement and progress towards outcomes, demonstrate community coordination, have an evidence based approach to services, clearly delineate funding gaps and plans for sustainability, and show leveraging from other funding sources.

DATA

Project measures are collected for:

- Diversion
- Emergency Shelter
- HMIS Comparable Database for Domestic Violence Service Providers
- Homelessness Prevention
- Permanent Supportive Housing for Persons with Disabilities (PSH)
- Rapid Re-Housing

- Single Room Occupancy
- Street Outreach
- Transitional Housing
- Other: Projects that benefit people experiencing homelessness that do not fall under any of the other project categories listed above.

All projects will report:

- Number of clients served
- Number of adults served
- Number of project leavers
- Average length of stay in project
- Number of exits into a permanent destination
- Number of returns to homelessness for project participants who exited to a permanent destination two years prior
 - ♦ Number of returns within 6-12 months
 - ♦ Number of returns in two years

ACHIEVEMENTS

Detailed data regarding measurements and achievements can be found in the [State of Utah Annual Report on Homelessness, 2020](#)

- The percentage of individuals returning to homelessness within two years continued to decrease when compared to the prior two federal reporting cycles.
- The system is highly effective in keeping the most vulnerable housed, with 93% of individuals who are enrolled in permanent housing projects other than rapid rehousing either exiting to or retaining permanent housing within the prior federal reporting cycle.
- Utah Strategic Plan on Homelessness implementation:
 - ♦ The Local Homeless Coordinating Committees (LHCC) are the designated local oversight bodies responsible to create local goals, strategize homeless services response funding, and coordinate with stakeholders. LHCCs coordinated funding and service gap analyses for FY21 State Homelessness Funding and made their recommendations to the SHCC in April, 2020.

BOARDS AND COMMISSIONS

- ♦ The Utah Homeless Network has been implemented in response to the Strategic Plan. This group includes leadership from all 13 LHCCs as well as the State Homelessness Programs Office. This group has been instrumental in guiding funding allocation recommendations made to the SHCC as well as coordinating information and homeless services response during the COVID-19 pandemic.

CHALLENGE

- Requests for funding outnumber the available resources, although they have increased in recent years.
- It is unknown how the COVID-19 pandemic will affect homelessness and homeless services around the state. All data presented in the 2020 Annual Homelessness Report was collected prior to the pandemic. Contract and system performance outcomes may be impacted.
- Capacity for Housing and Community Development Division to provide adequate support and technical assistance for successful implementation of a newly developed Statewide Strategic Plan on Homelessness.



STATE WORKFORCE DEVELOPMENT BOARD

The purpose of the State Workforce Development Board is to convene the state, regional and local workforce systems and partners. The Board has the responsibility of coordinating and aligning Utah's workforce programs and striving 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 State Plan. To learn more about the board, visit 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 State Workforce Development Board reviews and approves Utah's State Plan, including all modifications.

ACHIEVEMENTS

- Completed one-stop certifications for Ogden, Spanish Fork, Lehi, and Midvale employment centers.
- Updated and received approval on Utah's WIOA state plan.
- Oversaw the review process and updated the One-Stop Operator MOU and WIOA Partner MOU/IFA
- Donated over 450 pantry packets to provide meals for low income children who may not have access to food over the weekend through a volunteer project in combination with the workforce development division.

CHALLENGE

Utah is required to certify all one stop centers in the state. As the pandemic continues in the state the board is adjusting the recertification process for one-stop centers to a virtual model.



BOARDS AND COMMISSIONS

UINTAH BASIN REVITALIZATION FUND BOARD

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:

State Fiscal Year 2020 Revenue: \$6,862,046.24

DATA

| Approved Projects Federal Fiscal Year 2020 | | |
|--|---------------------------|---------------------|
| Allocation | \$6,862,046 | |
| <u>Project Type</u> | <u>Number of Projects</u> | <u>\$ Amount</u> |
| Buildings | 5 | \$1,862,982 |
| Housing | 3 | \$92,500 |
| Public Facility | 8 | \$1,192,829 |
| Public Safety | 3 | \$681,476 |
| Recreation/Culture | 9 | \$3,099,991 |
| Transportation | 1 | \$300,000 |
| Utility Improvements | 4 | \$812,083 |
| Totals | 33 | *\$8,041,861 |

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

| Recipient | Number of Grant Awards | Total Awards |
|-----------------|------------------------|--------------|
| Ute Tribe | 23 | \$4,751,421 |
| Duchesne County | 6 | \$1,671,100 |
| Uintah County | 4 | \$1,619,340 |

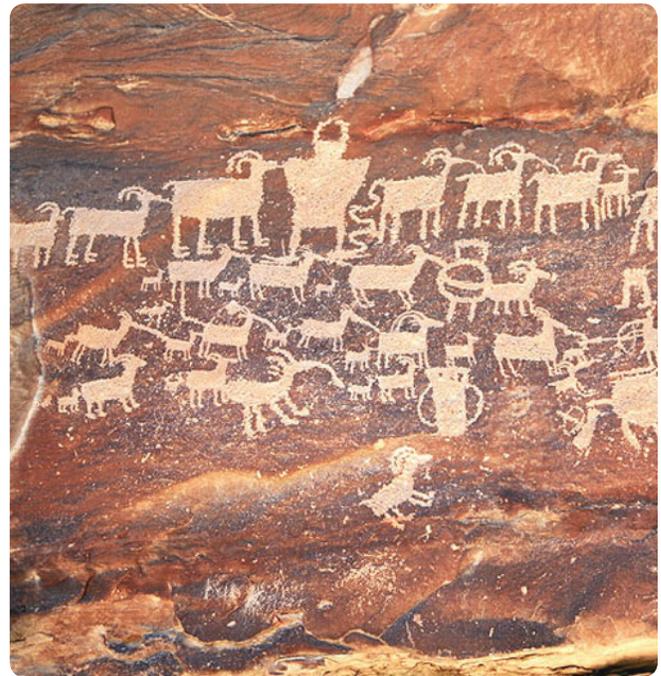
ACHIEVEMENTS

- Allocated 100% of new revenues.
- 33 projects funded to help improve the health, safety, and welfare of Ute Tribe members in Utah.

CHALLENGE

Continued effort in maintaining relationships between tribal leadership and coordinators.

For additional information about the Uintah Basin Revitalization Fund, contact Paul Moberly at moberpaul@utah.gov or 607-339-8259.



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

Wellness of Women in Utah Report

- There is an on-going myth that women are not working outside of the home. Utah exceeds the national average of women working and has the highest percentage of women working part time of any other state. We also know that women are doing the majority of the care-giving. Women are increasing in managerial positions. Women are also experiencing less poverty, but women of color are experiencing poverty at greater numbers than Caucasian women. Women are more likely to be dependent on Social Security income later on in life. Women experience higher rates of violence, depression and suicide.

Voted to support in concept legislation that supports women in the economy:

- Employers to allow sick leave to be used for sick family members they care for.
- Provides a state income tax credit for employers that subsidize employee's child care costs.
- Resolution to ratify the equal rights amendments for women.
- Provide contraception for uninsured/underinsured women.
- Maternal health support program pilot with Medicaid providing reimbursement for community health workers that would work with women during the prenatal period and postpartum
- Require employers to notify employees if the employer does not offer unemployment insurance.

CHALLENGES

- Increase public and government understanding of the current and future impact and needs of the state's women in the economy and how those needs may be most effectively and efficiently met.
- Identify and recommend implementation of specific policies, procedures and programs to respond to the rights, needs and impact of women in the economy.
- Facilitate coordination of the functions of public and private entities concerned with women in the economy.

