

OVERVIEW OF SERVICES



WE HELP

YOU_{TAHNS}

- FIND JOBS
- ACCESS LABOR MARKET DATA
- FIND EMPLOYEES
- GET TRAINING
- RECEIVE SUPPORTIVE SERVICES
- AND MORE

UTAH DEPARTMENT OF WORKFORCE SERVICES

JOB SEEKERS

50,000+
OPEN JOBS
spanning
23 career fields



CAREER
PLANNING



JOB READINESS
TOOLS



JOB MATCHING

MEETING EMPLOYERS' WORKFORCE NEEDS



250,000+
JOB SEEKERS



**ONLINE
PORTAL**



**BUSINESS
DEVELOPMENT &
PARTNERSHIPS**



**ECONOMIC
DATA**

EMPLOYER SERVICES

- UNEMPLOYMENT INSURANCE
- ECONOMIC DATA
- HUMAN RESOURCES

LOCAL LEVEL PARTNERS:



TEMPORARY ASSISTANCE

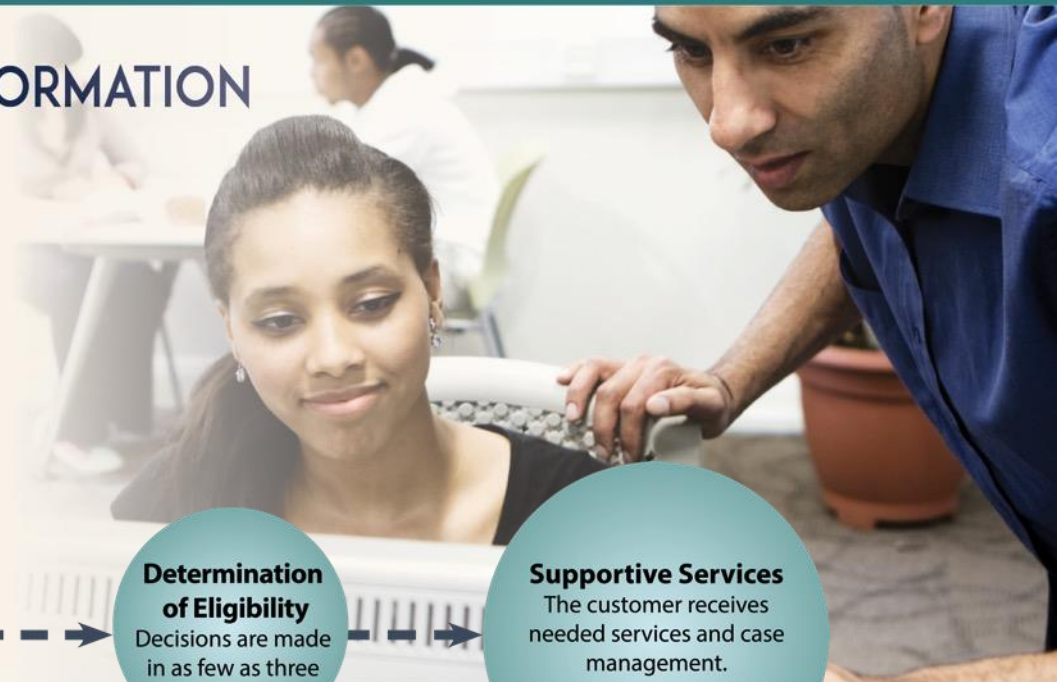
ELIGIBILITY REQUIREMENTS, INFORMATION AND HOW TO APPLY:

- SNAP
- Financial support
- Medical support
- Child care

Apply
Customers apply on-line at jobs.utah.gov/mycase.

Determination of Eligibility
Decisions are made in as few as three days.

Supportive Services
The customer receives needed services and case management.
Employment services are also offered



UNEMPLOYMENT INSURANCE



- Online services for both claimants and employers
- Integrated re-employment services to help UI claimants become re-employed quickly



LABOR MARKET INFORMATION



- UTAH ECONOMIC DATA
- OCCUPATIONAL WAGE AND INCOME DATA
- LOCAL INSIGHTS

FIND IT ONLINE AT JOBS.UTAH.GOV

HOUSING & COMMUNITY DEVELOPMENT



- Assist communities with hunger, housing affordability and domestic violence
- Infrastructure development including bonding ability and basic community services
- Tools and resources for developing affordable housing



NEW OFFICE OF HOMELESS SERVICES



- Established by HB347
- Supports new Utah Homeless Council and State Homelessness Coordinator
- Manages state and federal funding

REFUGEE SERVICES OFFICE

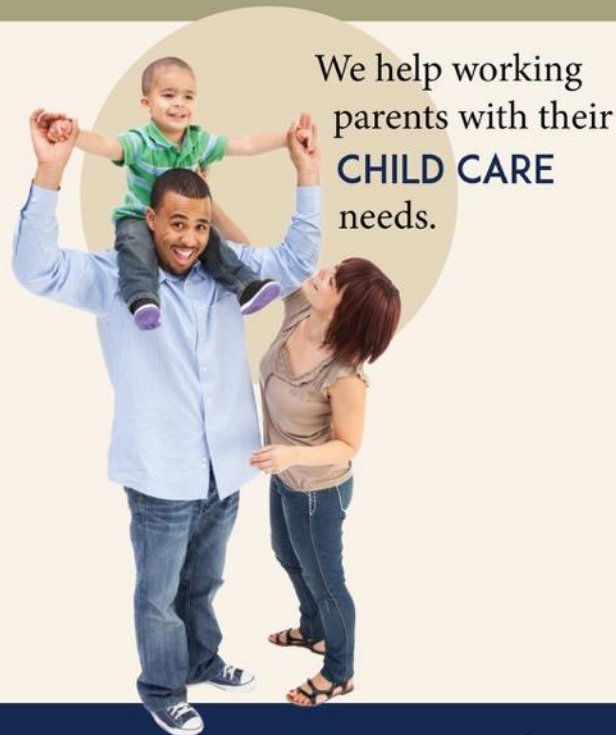


We help **REFUGEES** get settled in their Utah homes. There are **65,000** refugees here from around the world.

- SERVICES
- RESOURCES
- VOLUNTEERING
- EMPLOYING REFUGEES



OFFICE OF CHILD CARE



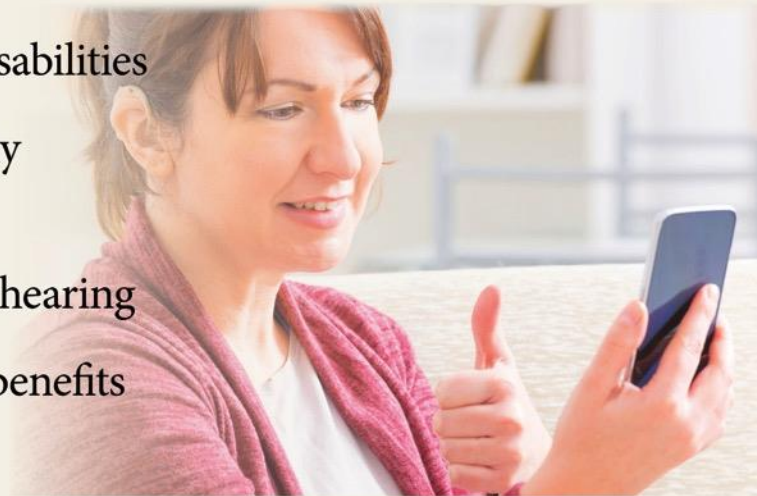
We help working parents with their **CHILD CARE** needs.



UTAH STATE OFFICE OF REHABILITATION



- Professional vocational counseling for individuals with disabilities
- Training and adjustment services for the blind and visually impaired
- Community centers and services for the deaf and hard of hearing
- Management of applications for social security disability benefits



JOBS.UTAH.GOV

- Simple, dynamic navigation
- Responsive screen sizes
- Interactive labor market information
- Utah's largest database of jobs and resources for job seekers



OUTCOMES – ANNUAL REPORT

UTAH DEPARTMENT OF WORKFORCE SERVICES



ANNUAL REPORT 2020



EXAMPLE OUTCOMES

ELIGIBILITY SERVICES DIVISION

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	06,811
2020	06,813
PRT EdR 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	235,858
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.



EXAMPLE OUTCOMES

UNEMPLOYMENT INSURANCE

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	\$154,296,842
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	26.6%

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



COMMITTEE CONNECTION

We are here to

- Educate about our broad range of programs
- Answer questions and provide program details
- Assist when drafting legislation



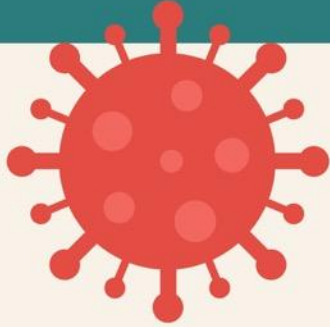
COVID-19 FUNDING AND DWS



Federal unemployment insurance programs end June 26, 2021

- Federal Pandemic Unemployment Compensation (FPUC): \$300 weekly stimulus for anyone eligible for at least \$1 of unemployment insurance
- Pandemic Extended Unemployment Compensation (PEUC): federally funded extended unemployment benefits for those who had exhausted state unemployment benefits
- Pandemic Unemployment Assistance (PUA): temporary federal unemployment benefit for individuals not eligible for state unemployment, particularly the self-employed and gig worker

COVID-19 PANDEMIC RESPONSE



- Hot Jobs web portal
- Virtual job fairs
- SNAP maximum allotment
- Pandemic-EBT Assistance (students)
- One Utah Child Care for essential workers
- Child Care Operation Grants
- \$25 million for homeless service providers



COVID-19 PANDEMIC RESPONSE



650%
increase in
unemployment
claims

\$1.4B

Federal unemployment
benefits

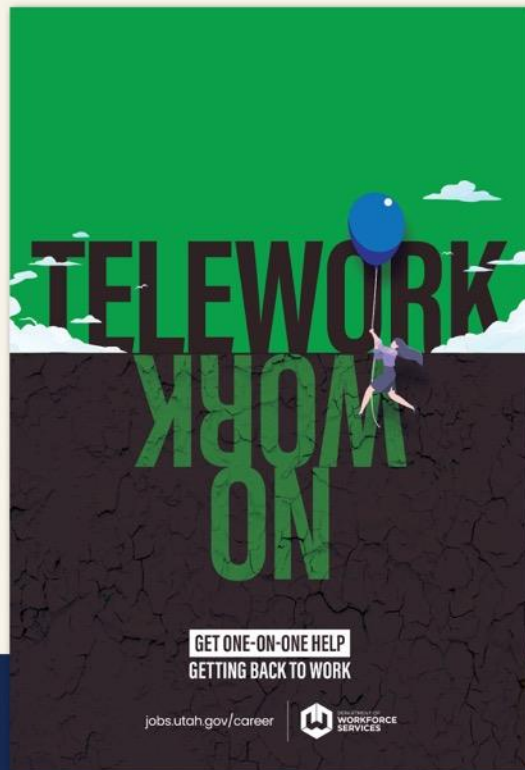
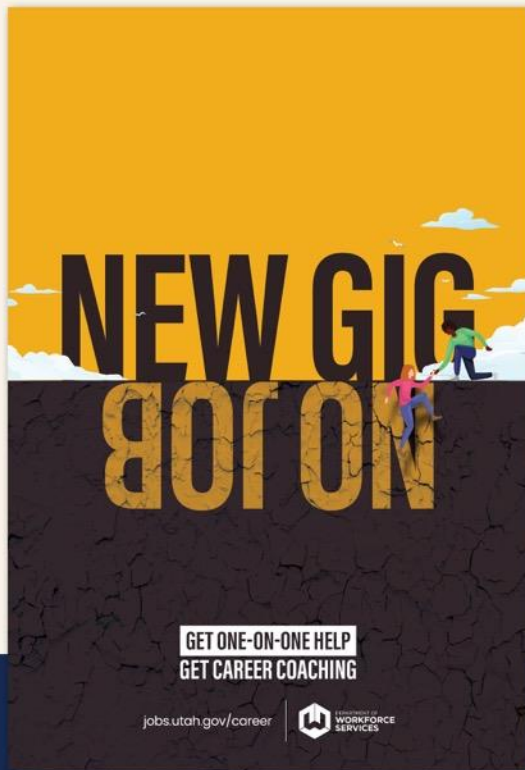
(PUA, PEUC, FPUC, LWA, MEUC)



\$215M+
for Emergency
Rental Assistance



NEW CAMPAIGN



NEW CAMPAIGN

≡ SEARCH

The Salt Lake Tribune

SUBSCRIBE

LOG IN

Looking for a job in Utah? Here's how the state can help you find one.

One-on-one advising from Workforce Services is free to everyone, with added financial help for school or training for those who qualify.





**THANK
YOU!**