



DEPARTMENT OF  
**WORKFORCE  
SERVICES**

# WIOA ANNUAL REPORT

WORKFORCE INNOVATION AND OPPORTUNITY ACT



PROGRAM YEAR

**2021**

# CONTENTS

<u>STATE PLAN.....</u>	<u>3</u>
<u>CAREER PATHWAYS .....</u>	<u>4</u>
<u>STRATEGIES FOR BUSINESS ENGAGEMENT .....</u>	<u>7</u>
<u>EFFECTIVENESS IN SERVING EMPLOYERS .....</u>	<u>8</u>
<u>STATEWIDE ACTIVITIES .....</u>	<u>9</u>
<u>PERFORMANCE MEASURES.....</u>	<u>16</u>
<u>RESEARCH AND EVALUATION.....</u>	<u>18</u>
<u>CUSTOMER SATISFACTION MEASURES.....</u>	<u>19</u>
<u>WAIVERS.....</u>	<u>21</u>
<u>SUCCESS STORIES .....</u>	<u>23</u>
<u>ATTACHMENT A.....</u>	<u>26</u>
<u>ATTACHMENT B.....</u>	<u>30</u>
<u>ATTACHMENT C.....</u>	<u>31</u>
<u>ATTACHMENT D .....</u>	<u>33</u>
<u>ATTACHMENT E .....</u>	<u>34</u>
<u>ATTACHMENT F .....</u>	<u>35</u>

*Equal Opportunity Employer/Program*

*Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.*

# STATE PLAN

THE UTAH DEPARTMENT OF WORKFORCE SERVICES, the State Workforce Development Board (SWDB) and workforce partners worked together to update the state's Workforce Innovation and Opportunity Act Plan. There were minimal changes to overall goals and strategies in the plan because Utah's economy rebounded strongly from the COVID-19 pandemic. The update to the [four-year plan](#) was approved by federal partners.

Utah's SWDB certified the Clearfield, Metro, South County and St. George American Job Centers. The board has certified all of Utah's comprehensive American Job Centers, which is a significant milestone in Utah's implementation of its State Plan. The board will continue to ensure Utah's comprehensive and affiliate American Job Centers are recertified every three years. The board's review process of centers verifies that customers have access to high quality services from all WIOA partners, and partners for each center are meeting at least two times per year for continuous service alignment and coordination improvement.

The SWDB and Utah's core and required WIOA partners updated the partnership agreement because Adult Education partners are now co-located in the Cedar and Moab American Job Centers. Co-location enables partners to leverage resources, align services and connect individuals directly to the services they need. SWDB and its committees align their work with the goals and strategies of Utah's State Plan. Board members regularly participate in statewide and local workforce development activities throughout the state.

## APPRENTICESHIPS COMMITTEE

The Apprenticeships committee, with support from the commissioner of apprenticeship programs successfully functions as the Apprenticeship Utah Network. The

committee's most significant accomplishments include supporting National Apprenticeship Week activities, contributing to the quarterly Apprenticeship Insights newsletter and helping with new "Day in the Life of an Apprentice" videos. Committee members also assisted with the business-to-business event, work-based learning conference, virtual job fairs and the Talent Ready Connections grants managed by Talent Ready Utah. To increase utilization of apprenticeships by businesses and to connect individuals to apprenticeship opportunities, Apprenticeship Utah launched its website, [apprenticeship.utah.gov](https://apprenticeship.utah.gov). This website has resources for employers, future apprentices, educators and parents. A public awareness campaign was developed to target these key stakeholders, directing them to the website.

## CAREER PATHWAYS COMMITTEE

The Career Pathways committee serves as an important venue for partners to share information about projects and events throughout the state. The committee held a combined meeting with the Youth Committee where both groups received a report on Utah's economy. The two committees discussed information about committee and partner activities and projects. The Career Pathway committee updated its goals in the state's WIOA plan as part of the two-year plan update. They invited guest speakers to provide updates on career pathway initiatives for underrepresented communities and individuals with barriers to employment such as individuals with disabilities or those who were formerly incarcerated.

## OPERATIONS COMMITTEE

The Operations committee celebrated the final initial comprehensive American Job Center certification this year. All Utah American Job Centers will continue to be recertified every three years. The board certified the Clearfield, South County, Metro and St. George offices.

The committee contributed to the two-year update for the state's WIOA plan and supported the virtual town hall meetings where the public could view plan updates. The committee supported statewide implementation of Utah's electronic partner referral system which assists partners in coordinating referrals for individuals to American Job Center core, required and additional partners for services.

## **SERVICES TO INDIVIDUALS WITH DISABILITIES COMMITTEE**

The Services to Individuals with Disabilities committee provided a variety of virtual "Lunch and Learn" events for businesses and communities. Virtual training sessions included topics such as disability accommodations, assistive technology for employee success, mental health in the workplace and disability-hiring incentives. The committee also worked with Disability:IN Utah to host virtual mentoring events with several business partners for students with disabilities. These mentoring events provided opportunities for students to learn about the businesses, explore career pathways and identify potential internship opportunities. The committee provided

support for other events including employer workshops for hiring and retaining people with disabilities, targeted job fairs and the 47 Annual Golden Key Awards. The committee also provided in-person training to business partners.

## **YOUTH COMMITTEE**

The Youth committee meets regularly and is working on projects to support Utah's youth. The committee is coordinating with business partners on SWDB to create short job readiness videos to help youth prepare for future work experience and employment. These videos are tailored for youth and will be posted on social network sites. They developed a pilot video that will be released fall 2022. The committee supports partners and their projects including the STEM Action Center, Talent Ready Utah and Salt Lake Community College. The Youth committee held a combined meeting with the Career Pathways committee to share information and find ways to work together to support common goals. The committee reviewed and updated its goals and strategies on the WIOA plan.

# **CAREER PATHWAYS**

UTAH'S WORKFORCE SYSTEM relies on a variety of strategies to implement effective career pathways that meet individual needs. SWDB and its partners work together to ensure coordination of these efforts. The [Talent Ready Utah pathways program](#) continues to highlight significant workforce development projects. Students are encouraged to select a career pathway and engage with the Career and Technical Education (CTE) coordinator at their school to assist them in attaining an industry recognized certification and connecting them with business partners. The Talent Ready Utah pathway programs prepare students with credentials needed to advance quickly in various industries, opening doors to successful careers and continued educational opportunities. The pathway options include construction, aviation, life sciences, diesel mechanics and aerospace

engineering. Adult education has created programs for students that provide an entry into career pathways with opportunities to explore careers such as automotive technician, welding, engineering, business and healthcare. Additionally, Adult Education programs are working to expand these opportunities to multilingual learners.

## **WORK EXPERIENCE**

Utah continues to utilize work experience to assist youth and adult job seekers in acquiring occupational skills needed to obtain suitable employment. Workforce development specialists create work experience opportunities in partnership with employers and other community stakeholders. Workforce development specialists connect job-ready customers with employment

opportunities that align with their employment and career goals. The Youth and Career Pathways committees assist in coordinating efforts to promote and expand work experience opportunities for employers and job seekers. Outreach to employers has expanded work experience opportunities for individuals with disabilities and increased engagement with technical colleges to educate students about work experience programs provided by partner agencies.

Workforce Services offers two types of work experience programs:

1. Youth Employment Internships Opportunity
2. On-The-Job Training

The Youth Employment Internship Opportunity program provides youth with short-term work experiences while earning wages. Internships provide youth with employability and workplace skills as well as soft skills required for the job.

The On-the-Job Training program is offered to youth and adult job seekers. The program helps job seekers who have the education needed to do the job, but lack the necessary work experience for the job, or who lack both the credentials and the experience. Job seekers receive on-the-job training and remain employed after completion. The program provides opportunities for job seekers to get back into the workforce, increase skill-sets and move into self-sufficiency. Workforce Services coordinates a productive employer-employee relationship. This helps each customer pursue a successful and meaningful career by using an individualized work experience placement strategy.

Utah assisted 156 youth and adult job seekers with at least one work experience opportunity during the past year. Coordinating with local partners led to many positive outcomes. The example below illustrates how collaborative efforts resulted in customer success.

John, a homeless military veteran, was hired as a side dump truck driver. The employer contacted the local workforce development specialist and said they were impressed with John's passion and work ethic but that he lacked the skills for promotions within the company. In an effort to help John increase his income to attain a home, the department assisted John with WIOA on-the-

job training services. As a result of these efforts, John was able to obtain the skills needed in the new job, find housing and is on the road to self-reliance.

Another individual began her post-secondary education at Southern Utah University and has been receiving Vocational Rehabilitation Pre-Employment Transition services since 2020. She was shy and had a difficult time advocating for herself. She was unsure if higher education was the right place for her and did not know which career path to take. She was connected to a peer mentor to provide support. The peer mentor understood the student's goals and barriers. They were able to help her engage in professional development, receive personalized instruction and, as a result, the student flourished. The peer mentor and disability counselor helped the student develop a resume, prepare a cover letter, engage in mock interviews and work on appropriate eye contact during interviews. After reviewing her educational goals with the disability and Vocational Rehabilitation counselors, she participated in a work-based learning experience at a local elementary school. The student worked alongside the teacher and the paraprofessional teacher's aide. By engaging with students in the classroom, she improved her communication with others and increased her confidence. Her responsibilities included developing lesson plans and art projects for the class. The work-based learning experience reinforced her desire to become a teacher. She is excited to continue her education and pursue her career.

## **APPRENTICESHIPS AND WORK-BASED LEARNING**

The commissioner of apprenticeship programs works with key stakeholders to identify gaps and best practices that are used to develop strategies to expand apprenticeships among businesses and job seekers. The Apprenticeship Utah Network serves as the apprenticeship committee for SWDB to ensure alignment with WIOA state plan goals and provide a number of partners to support apprenticeship outreach activities.

A media campaign was developed to create awareness for the [apprenticeship.utah.gov](https://apprenticeship.utah.gov) website and its resources for employers, future apprentices and educators. Creative assets used to support the campaign can be found [here](#).



The Apprenticeship Utah website provides technical assistance resources for key stakeholders and connects future apprentices to the labor exchange system to find an apprenticeship.

Business-to-business webinars have helped expand apprenticeship opportunities in non-traditional industries. This year programs were developed in healthcare and information technology to include cybersecurity, expanding the types of apprenticeship opportunities for Utahns. The largest outreach events annually are held during National Apprenticeship Week. This year, each of the events were recorded and posted online for individuals to access. The week began with a video highlighting the events for the week. Workforce Services hosted daily webinars focused on specific apprenticeship topics. The series of webinars can be viewed [here](#). Additionally, Workforce Services hosted the annual apprenticeship fair virtually. It consisted of 26 apprenticeship sponsors, two apprenticeship training providers, Vocational Rehabilitation and the Women in Trade organization, and two supporting organizations. There were 229 job seekers in attendance. The week ended with an Apprenticeship Awards Breakfast with 30 individuals in attendance and nine programs receiving awards for promoting apprenticeship programs. Apprenticeship champion award recipients included: Apprenti, Associated General Contractors of Utah, Cascade Automotive, JD Machine, Metalcraft Technologies, Mountain States Line Constructors, Salt Lake Community College, Utah Transit Authority and Wasatch Electric. A lifetime achievement award was given to the training director from the Utah Electrical Training Alliance.

Utah's federal Office of Apprenticeship registers all Registered Apprenticeship Programs and shares information about Utah apprenticeships with WIOA partners. It is important to note that in PY21 there were:

- 268 apprenticeship sponsors registered with 18 new programs developed
- 4,411 apprentices in Registered Apprenticeship Programs with 1,594 new apprentices participating
- 241 active female apprentices compared with 4,170 males, compared to the prior year there were just 134 active females, demonstrating

progress in diversifying female representation in apprenticeship

- 1,905 youth age apprentices in PY21, a significant increase from the 1,187 in PY20. This shows an increased interest in creating a pipeline of young workers into industry, benefiting youth who are able to begin a career track earlier

## APPRENTICESHIP EXPANSION GRANT

Workforce Services continued to increase outreach and awareness of apprenticeship opportunities during year three of the grant. Outreach campaigns and the creation of a Utah-specific apprenticeship website resulted in increased participants in the Apprenticeship State Expansion (ATE) grant. Outreach efforts targeting underrepresented populations resulted in increased participant diversity. The grant manager's efforts to increase apprenticeship programs resulted in the addition of diverse apprenticeship occupations. For example, occupations in cyber security, CNA/LPN, machinist, diesel mechanic, heavy truck driver, horticulturist and peer support specialist were added.

The Apprenticeship Expansion grant increased the number of youth in apprenticeship. Since the beginning of the grant, the number of youth apprentices has increased steadily. However, this year's statistics showed a significant increase of 718 youth apprentices from the previous year. Youth ages 16-24 make up 34.7% of Utah's grant participants receiving direct services.

A youth apprentice in auto body repair, who has been enrolled for a year in the Apprenticeship Expansion grant said:

*"Being in the apprenticeship program has been very beneficial, it helped me get a jump start in the auto body industry. I quickly learned the tools I needed and was provided the resources to get them very shortly after my training began. With the appropriate tools, I learned the job faster because I could focus more on the work and not as much on the equipment I needed. It would have been a lot more difficult to get started in this industry if I hadn't decided to participate in the apprenticeship program. The time it would've taken to get everything I needed to be successful when it comes to training, tools and otherwise would have also taken a lot longer. I am very grateful that the apprenticeship program was put in place to help me become a better technician."*

At the end of year three the following outcomes have been met or exceeded:

<i>Performance Outcomes Measures Year 3</i>		
<b>Measure</b>	<b>Grant Total Goal</b>	<b>Year 3 Outcome</b>
Total participants served	<b>440</b>	<b>457</b>
Total participants hired by an employer and enrolled in a Registered Apprenticeship Program	<b>440</b>	<b>457</b>
Average hourly wage of apprentices at enrollment into Registered Apprenticeship Program	<b>\$17.00</b>	<b>\$19.38</b>
Total Number of newly Registered Apprenticeship Programs (include any other programs developed as a result of RAP efforts)	<b>30</b>	<b>31</b>

At the end of year three, a sustainability plan was implemented to support ongoing apprenticeship expansion through Workforce Services. Over the next year, it is expected that continued work in pre-apprenticeships and youth apprenticeships will create additional diversity within the state's apprenticeship opportunities and provide a pathway into apprenticeship programs.

## STRATEGIES FOR BUSINESS ENGAGEMENT

ENGAGING BUSINESS PARTNERS, determining their needs and finding workforce solutions is a priority in Utah as clearly demonstrated in the WIOA plan goals and strategies. Workforce system partners have been building on existing partnerships as the plan has been successfully implemented.

Workforce Services employs skilled workforce development specialists who reach out, engage and support Utah employers. With more than 120,000 employers in the state, workforce development specialists meet individually with employers in their local areas, to educate them on services, help determine the individual employer's workforce needs and provide solutions.

Workforce Services is represented on the Talent, Education & Industry Alignment subcommittee of the

Unified Economic Opportunity commission, which addresses statewide workforce development by evaluating training and education programs and improving alignment with businesses to meet their current and future workforce needs.

Better your Business webinars were held throughout the year. Topics included: state of the Utah economy, changing demographics of Utah's workforce, hiring outside the box, hiring and maintaining employees, encouraging women in the workplace, apprenticeships, unemployment insurance, and employment law. Virtual employer panels throughout the year highlighted specific industries and employers. Employers shared information about their company, culture, careers, application tips and ways to get into their industry. Only business customers were invited to attend the panels.

The Department of Workforce Services continues to work with the Apprenticeship Utah Network to host quarterly virtual business-to-business webinars that have been a successful employer engagement tool to develop and expand apprenticeship programs. The events showcase a panel of apprenticeship sponsors where employers share information about benefits, best practices and lessons learned. Resources to support apprenticeship program development, related technical instruction and on-the-job training are also provided. All [webinars](#) are recorded, posted and shared.

Utah's workforce development specialists received training regarding apprenticeship over the duration of the apprenticeship grant including training to assist employers through the registration process with the Office of Apprenticeship and provide technical assistance as needed during implementation and hiring apprentices.

Apprenticeship has become a strategy to increase employee competence and productivity in a variety of industries. Last year, the University of Utah registered an apprenticeship program, as part of the Substance Use Disorder Counselor (SUDC) program. Their first apprentice will begin this fall. When asked why the university had chosen to incorporate apprenticeship into the SUDC program, they stated:

*"In the state of Utah, paraprofessional students training to become licensed substance use disorder counselors are expected to complete 200-350 field practicum instruction hours. While beneficial to*

*students' learning and development, the inclusion of a 2,000 hour apprenticeship will allow apprentices with additional time to demonstrate a knowledge and skill set essential to practicing as an ethical, competent and professional substance use disorder counselor."*

The Utah State Office of Rehabilitation business relations team continued to offer innovative solutions to meet the needs of Utah business as individuals navigate a world of hybrid and remote work. These services support employers' ability to hire and retain individuals with disabilities. Program improvements include strengthening coordination with the Workforce Development Division, providing Choose to Work employment specialists with intensive training on disability, accommodations and employment placement strategies. Documentation in the Aware system shows the business relations team increased the number of employers served and the number of individualized services provided during the past year. These employer services include employer training and technical assistance, providing information and resources on financial support to hire individuals with disabilities, recruitment and placement support and facilitating on-the-job training opportunities.

During the past year, WIOA partners have ensured that employers who need employees understand the education, training, and support services available to help them find the staff resources they need. This is a particularly important support for Utah's strong economy and tight labor market.

## EFFECTIVENESS IN SERVING EMPLOYERS

WORKFORCE SERVICES SELECTED two approaches for effectiveness in serving employers, the employer engagement rate and repeat business rate. Employer measures are reported as one measure for the state, combining the efforts of all core programs. For PY21 Utah's employer engagement rate was 16.6% and the repeat business rate was 42.9%.

Staff use the report, Effectiveness in Serving Employers, to review how well Workforce Services engages with employers in real time. The report tracks both approaches

for serving employers by identifying the following:

- All statewide employers
- Employers engaged in the current program year and the past three program years
- Employers not engaged in the past three program years
- The number of employers engaged versus potential employers for the timeframe and regional area selected



The report identifies the name of the employer, the date the employer was served and who served the employer. It allows staff to identify and contact employers who have not utilized services. It also identifies previously engaged employers to ensure services continue to be offered. Ongoing training is provided for staff to ensure all services to employers are documented accurately in the system.

In cooperation with the SWDB, a survey was developed to improve Utah's employer experience. The survey was created through an employer led workgroup reporting to the Operations committee. The group explored ideas for improving employer engagement with Workforce Services and identifying employer needs. The survey has been distributed statewide. Questions included in the employer

survey are outlined in Attachment C. Workforce Services, in collaboration with its partners, will continue to identify ways to improve employer experience, educate employers on how to effectively utilize Utah's labor exchange system and engage in workforce development.

## STATEWIDE ACTIVITIES

WORKFORCE SERVICES SUPPORTS many statewide activities. For example, statewide activity funds are used to disseminate the Eligible Training Provider List (ETPL) and promote information on program services, accessibility, employer services and success stories highlighting effective service delivery strategies. Funding was also used to conduct research and evaluation, customer surveys, program outreach and provide technical assistance to one-stop partners to meet the goals of Utah's WIOA Plan. Other funded activities include supporting the SWDB, professional development opportunities for staff, monitoring services and administrative costs, such as finance.

The funds spent on the statewide activities have directly and indirectly impacted program performance. For example, Utah's quality control process includes a team of specialized reviewers called the performance review team. This team conducts monthly reviews of WIOA managed cases. The first type of review involves eligibility criteria. This review ensures that only eligible individuals move forward to enrollment in a WIOA funded program. These reviews help Workforce Services reduce findings from audits performed by the state auditor's office. The second type of review is a monthly random selection of up to

10% of all WIOA cases. These reviews are used to ensure adherence to policies and provide targeted individualized training for staff.

Utah's American Job Center partners and staff receive training on the partner referral system, which is another statewide activity. The system supports and improves American Job Centers' ability to refer individuals to partners and track outcomes. The partner referral system is designed for partners of local American Job Centers, including all WIOA core and required partners and additional partners as defined by each local office. All staff can access information sheets for each partner program or service that displays the partner name and description, services provided, eligibility criteria, referral process and contact information. The partner referral system supports "warm hand-off" referrals by ensuring individuals receive information about the referrals they are given. The referrals are accepted by a partner and can be tracked. Partners can update their information in the system and offices are encouraged to use the outcomes recorded in the system to continually improve the referral process. On-site community liaisons in each office facilitate use of the system and provide support to partners located outside the office.

## **VIRTUAL JOB FAIRS**

Workforce Services offers bi-monthly virtual job fairs available to all Utah job seekers and employers who hire Utah residents. The job fairs allow job seekers from across the state to gather together in a virtual environment with employers to find and apply for positions. This platform benefits individuals who want to work from home as well as those in rural communities to find and apply for remote positions. “Success at a Virtual Job Fair” workshops are available prior to each job fair. These workshops provide tips and strategies for job seekers to ensure they are able to effectively navigate the virtual job fair. In the job fair platform, job seekers can upload resumes and professional photos as well as track the jobs they applied for and employer booths visited. They can type in a chat or talk with employers on video and search for employment by location and job title. Employers can highlight company profiles, provide links to videos, websites or webcasts, link to social networks, post online applications for open positions and hold on-the-spot interviews through video chat. Employers can view chat histories and view all job seeker profiles and resumes of those who entered their booths for up to ten days after the event. Over the past year, over 2,900 job seekers have connected with hundreds of employers through the virtual job fairs.

Positive comments from businesses who attended the virtual job fairs:

- “Your virtual job fairs have been more successful for us than anything else we have tried this year.”
- “I spoke to 150 job seekers at the last virtual job fair and hired several.”
- “Setting up our booth in the virtual job fair was so easy; I spoke to job seekers from all over the state.”

## **STAFF DEVELOPMENT**

A team of highly skilled program specialists provide support to individuals and teams across the state to maintain consistency, quality and accuracy in program delivery and performance across all programs. Support includes targeted coaching for individuals and teams, ongoing training on policies and procedures, assistance with implementation of statewide initiatives and follow-up activities to ensure quality implementation.

The program specialists partner with supervisors and managers in American Job Centers to help achieve performance outcomes and ensure customers are receiving quality services. They also partner with state level staff to identify strategies to improve performance measures and make recommendations for improving policies and procedures.

This team provides new employee training, individual coaching and mentoring after training. The team continues to deliver training to new employees in both virtually and in-person.

Approximately 200 training modules were delivered during PY21 for new employees and incumbent employee staff. Staff training and development is a priority for Workforce Services to ensure employees have the opportunity to increase their knowledge and skills as well as ensure that customers are receiving high quality, consistent and effective services.

## **ONE-STOP CERTIFICATIONS**

Workforce Services certified its Clearfield, Metro, South County and St. George comprehensive American Job Centers during PY21. These certifications conclude Utah’s initial certification of the comprehensive American Job Centers. . The certification process has strengthened partnerships across the state and improved and expanded services to many of Utah’s citizens who are most in need of assistance. Utah’s SWDB members alternate participating directly in the certifications which ensures members have a clear understanding of the WIOA partner work taking place in centers.

## **WORKSHOPS**

Workforce Services offers pre-recorded, in-person and live virtual workshops for individuals. Pre-recorded employment success skills workshops are available online, 24/7 to individuals registered on [jobs.utah.gov](https://jobs.utah.gov). Workshop topics include resume writing, interviewing skills, networking, job search strategies and professionalism in the workplace.

In-person workshops are offered in several offices each month, throughout the state, including resume writing, interviewing skills, employment essentials, job search strategies, transfer your skills to a new career and LinkedIn.

Live virtual workshops are also available, topics include “How to be Successful at a Virtual Job Fair” and “Find a Job You Love.” “How to be Successful at a Virtual Job Fair” is offered monthly the day prior to Workforce Services’ virtual job fairs and has been highly successful and well attended. “Find a Job You Love,” also well-attended, is offered weekly to all job seekers and in partnership with the Reemployment Supportive Services to unemployment insurance claimants whose benefits are close to exhausting. Workforce Services has a skilled workshop team consisting of seven workshop presenters throughout the state. In addition to presenting workshops, the team offers individualized career coaching to participants following each workshop. In PY21, Workforce Services conducted nearly 275 in-person and live virtual workshops reaching over 2,700 participants statewide. In addition, hundreds of individuals viewed the pre-recorded workshops. The pre-recorded and live virtual workshops are an effective way to provide information to individuals seeking employment and training throughout the state.

## **RAPID RESPONSE**

Utah’s Rapid Response program implements early intervention strategies during layoff events to engage employers, community partners and training providers. These strategies help avert the negative impacts of layoffs by quickly moving workers from a layoff situation to employment or training.

Approximately 5% of Dislocated Worker funds are reserved for Rapid Response activities and Additional Assistance funding for local areas. Funds provide Rapid Response services to as many companies and workers as possible. This is accomplished through formalized coordination with the state’s dislocated worker unit or a local-area response, which is provided by local workforce development specialists if the layoff impacts less than 15 workers.

The Dislocated Worker unit is housed in the Workforce Development Division at Workforce Services. The team includes the state Rapid Response coordinator, Dislocated Worker program specialist, and the Trade Adjustment Assistance program specialist. This structure ensures program coordination and the ability to design and deliver comprehensive services to dislocated workers.

The Dislocated Worker unit follows up on all Worker Adjustment and Retraining Notification Act (WARN) notifications, trade petitions and trade-certified companies to ensure prompt delivery of services. The Dislocated Worker unit gathers and tracks layoff and closure data and disseminates layoff notifications records. This information is used by Workforce Services leadership, area directors, workforce development specialists, the Unemployment Insurance Division and the Workforce Research and Analysis Division to plan for and potentially avert layoffs or minimize the impact to workers by matching workers to available jobs. This is accomplished by sponsoring job fairs, linking workers to job-search workshops and providing Dislocated Worker, Trade Act Assistance and other appropriate career services. Rapid Response services and the Unemployment Insurance Reemployment Services and Eligibility Assessment (RESEA) program, have shortened or prevented periods of unemployment for many dislocated workers.

Due to an unemployment rate of 2%, the Dislocated Worker Unit saw a decrease in the number of WARN notices received during the past year. For PY21, the Dislocated Worker Unit processed nine layoff notices in response to WARN notifications. In response to the WARN notifications, the Dislocated Worker Unit provided six in-person and two virtual Rapid Response presentations. An example of a collaborative effort by an employer who was genuinely looking out for the needs of their dislocated workers is Maximus Federal Services. This employer requested assistance for its laid off employees and as part of the Rapid Response services an onsite job recruitment fair was organized for Maximus employees.

Local workforce development specialist staff play an important role in Rapid Response by building and maintaining relationships with employers, which is key to receiving early notification from employers on planned layoff or closure events. This allows critical time to plan and customize services for specific events that will meet workers’ needs. During layoff or closure events, local workforce development staff participate in Rapid Response delivery by coordinating with the Dislocated Worker unit and delivering Rapid Response services as appropriate. This process includes collaborating with workforce system partners to quickly reconnect impacted workers with employers.

Rapid Response teams emphasize connecting employers and dislocated workers to American Job Centers during presentations so individuals can utilize available partner resources. This includes organizing job fairs on-site and at American Job Centers. Rapid Response workshops are offered to all dislocated workers impacted by a layoff and businesses are offered assistance from the Workforce Development team. Workshop topics include:

- Unemployment information
- Proper work search registration
- Online job search resources
- American Job Center resources
- Job coaching
- Dislocated worker training
- Veteran services
- Temporary assistance

At workshops, impacted workers are registered in Utah's case management system, UWORKS, which expedites access to services. UWORKS identifies information such as Rapid Response services received, career services received, company information and layoff and closure data. Employment counselors use this information to determine WIOA Dislocated Worker and Trade Adjustment Assistance (TAA) eligibility.

In March 2022 a WARN notice was received from a company in Sandy, Utah. The Rapid Response coordinator and workforce development specialist provided a workshop and onsite job fair to help reemploy impacted workers and assist them with unemployment insurance services.

Early intervention is provided for worker groups that have a TAA petition filed on their behalf. Potential TAA impact is determined during the initial employer contact and the petitioning process is initiated. Rapid Response workshops begin at petition filing and include information regarding the TAA program. When a TAA certification occurs after the layoff, a Rapid Response TAA workshop or orientation is scheduled and workers are notified using the TAA impact list. Trade-impacted workers receive a TAA benefit brochure and Trade Certification letter that provides instructions for accessing services. Trade-affected workers learn how to apply for TAA and Trade Readjustment Allowances as well as

how to receive support from the Dislocated Worker unit during the application process.

In PY21, the TAA program was federally under restricted rules leading to Utah certifying two Trade petitions, impacting over 100 dislocated workers. These federal restrictions, in addition to a robust economy, limited the number of TAA affected workers. All Utah customers who apply for benefits under TAA are reviewed for Dislocated Worker eligibility, which leads to a nearly 100% co-enrollment rate.

## **LAYOFF AVERSION AND REEMPLOYMENT STRATEGIES**

Workforce development specialists connect with employers in their geographically assigned areas to assist with and promote Rapid Response and layoff aversion with employers even if they are not subject to WARN requirements. Workforce Development Specialists meet with the company's leadership to provide available resources and help employees transition from the

Workforce Services implements strategies to assist employers in preventing permanent layoffs and reconnecting unemployed Utahns to employment. Some of these strategies include:

- Connecting employers with workforce development specialists and Rapid Response services
- Onsite recruitments
- Access to virtual job fairs
- Developing work experience opportunities including apprenticeships
- Connecting job seekers to Utah's labor exchange system
- Virtual job search workshops
- Outreach to impacted Utahns to discuss available resources
- Individual job search assistance

## **WAGNER-PEYSER STRATEGIES**

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 elderly workers. Under WIOA, Wagner-Peyser funds career services for all individuals including job search and placement assistance, an initial assessment of skills and needs, referral to appropriate resources, labor market information, comprehensive assessment, development of an individualized employment plan and career planning.

Wagner-Peyser funding assists Utah in reaching its goals of preparing a qualified workforce and providing direct access to jobs in Utah. The labor exchange system afforded by Wagner-Peyser meets the needs of job seekers and employers through self-directed online services as well as mediated services available in American Job Centers statewide.

## **MIGRANT AND SEASONAL FARMWORKER SERVICES**

Workforce Services collaborated with Utah's National Farmworker Jobs program and conducted in-person outreach as it allows for more valuable connections with the farmworkers. Workforce Services staff shared contacts and information pertaining to Utah cities where a high concentration of farmworkers reside. Sharing information resulted in joint outreach visits to more migrant and seasonal farmworkers, offering the full range of available services.

The Migrant Seasonal Farmworker (MSFW) program provides a platform for employees to file a complaint or share concerns pertaining to work related activities, such as unpaid wages. As outreach efforts continue, the MSFW program helps workers in a variety of ways. During outreach, staff discovered that several H-2A farmworkers had unpaid wages and their contracts were expiring. Through combined efforts of the outreach worker and the State Monitor Advocate, the workers' unpaid wages were paid days before they were scheduled to return to their home country.

## **VETERAN SERVICES**

Workforce Services delivers quality services to assist veterans, military service members and spouses in

obtaining and retaining employment. The federally funded Wagner-Peyser grant is used to provide employment services to job seekers, including veterans. The federally funded Jobs for Veterans State Grant (JVSG) is specifically targeted to veterans with significant barriers to employment. The state-funded Accelerated Credentialing to Employment program provides funding for short-term training for veterans, actively serving National Guard and Reserve members and their spouses who do not qualify for other veteran services. These staff work with external partners to ensure employment and support services are provided consistently throughout Utah.

During PY21, Workforce Services focused on increasing veteran employment services to all veterans, military service members and spouses statewide by providing individual case management and post-employment services. Workforce Services offers priority of service and targeted services for veterans and their spouses, assisting them with ways to quickly and efficiently navigate the job market and find employment that aligns with their military experience. Workforce Services provides individualized career services, online tools and job development services tailored for veterans.

The Utah Patriot Partnership program recognizes employers that have pledged to hire or employ qualified veterans over qualified non-veterans. During PY21 workforce services worked to increase the level of employer participation beyond the hiring process to include veteran and active service member-friendly human resource policies, veteran employer resource groups and retention of veteran employees.

JVSG employment counselors coordinate with WIOA Adult and Dislocated Worker employment counselors to ensure veterans' pre-employment training needs are met through co-enrollment.

## **ADULT EDUCATION PARTNERSHIPS**

Adult Education has worked closely with other core partners throughout the state to increase the effectiveness of services offered to students. Many programs increased enrollment for students with disabilities. Adult Education worked with the Workforce Development Division



and the Utah State Office of Rehabilitation to provide a webinar series focused on partner resources. The series included the Division of Services for the Blind and Visually Impaired, the Division of Services of the Deaf and Hard of Hearing, the School of the Deaf and Blind, Vocational Rehabilitation, WIOA Youth, the Apprenticeship Utah Network and others. Further, the English Skills Learning Center coordinated with a Utah State Office of Rehabilitation staff member to tour the Division of Services for the Blind and Visually Impaired building and learn more about the technology and resources available to help this unique student population.

This year, the Arches Education Center in Moab joined the ranks of Adult Education partners who are co-located in the American Job Centers. Adult Education's connections with Workforce Services have been invaluable in providing needed resources for Adult Education students. For example, twice a year Carbon Adult Education hosts an open house event with representatives from the Workforce Development Division and Vocational Rehabilitation to help students learn about additional resources and services. Students receive personal invitations and the open house is advertised in the monthly newsletter. Entrada High School meets regularly with Vocational Rehabilitation to coordinate services for special education students who are finishing their high school diploma. Workforce Services attend Entrada's registration events so that students can receive needed services. In addition, Entrada is collaborating with the Refugee Services Office to provide welding training for refugees. The Horizonte Instruction and Training Center provides the Vocational English as a Second Language (VESL) program at the Humanitarian Center in conjunction with the Refugee Services Office. The Horizonte VESL program is designed to provide job-related communication skills and comprehensive English language skills for job readiness and job advancement for students with or without previous job experience or skills leading to better wages. The additional resources provided through these partnerships allow Adult Education students to thrive.

In March, Workforce Services hosted a community job fair at Horizonte featuring employers who were registered for worksite learning opportunities. Workforce Services staff educated participants on services available at American Job Centers and connected employers and students.

The WIOA core partners have made great strides during the past year to coordinate and align services for students with barriers to employment by strengthening their partnerships within the American Job Centers.

## **CHOOSE TO WORK**

The Utah State Office of Rehabilitation business relations team continues to provide employer services to meet the needs of Utah business including supporting employers' ability to hire and retain individuals with disabilities. Program improvements include strengthening coordination with the Workforce Development Division, providing Choose to Work employment specialists with intensive training on disability, accommodations, employment placement strategies and transitioning the team into a specialized employer services tracking system. As a result, the business relations team has increased the number of employers served and the number of individualized services provided during the past year. These employer services include employer training and technical assistance, providing information and resources on financial support to hire individuals with disabilities, recruitment and placement support and facilitating on-the-job training opportunities.

The Utah State Office of Rehabilitation led the Workforce Services' initiative to create workplace-learning experiences with state government agencies for people with disabilities through the Work Ability Internship (WAI) program. This program going into its second year, continues to help individuals with disabilities learn new skills, establish a network of professional contacts, explore career paths in state government and increase readiness to obtain permanent employment. During the second year 92% of WAI participants successfully completed their internships and more than 85% obtained permanent employment within 90 days of completing their internships.

## **INVEST IN YOU TOO**

The Invest in You Too program works with single mothers interested in obtaining training in the medical device manufacturing field. The short-term certificate program provides soft skills training combined with college classes at Salt Lake Community College. This partnership between Workforce Services and Salt Lake Community College provides customers with the combinations of skills needed to succeed in this in-demand industry.

In April 2022, the eighth cohort of Invest in You Too began with eight participants. During the program many participants experienced challenges such as eviction, domestic violence and significant family issues but were still able to attend required classes to successfully complete the program. In June, seven of the participants graduated and were awarded a certificate in medical device manufacturing.

Tours are provided by employers in the industry who recognize the medical device manufacturing certificate for the Invest in You Too cohort. All of the participants were offered an opportunity to interview for a position if they were interested in applying at these companies. These opportunities resulted in two participants receiving job offers from employers even before completing the program and started employment immediately after graduation.

### **RE-ENTRY PARTNERSHIPS**

Workforce Services has partnered with the Department of Corrections to participate in a resource fair for formerly incarcerated individuals as they are being released from the Utah State Prison. Outreach specialists staff a table at the Release Day Fair every Tuesday in order to educate individuals and their families on programs and services including Supplemental Nutrition Assistance Program, Medicaid, financial assistance, Vocational Rehabilitation and WIOA. American Job Center staff also participate in Salt Lake County's local Criminal Justice Advisory Council and attend several local county drug courts to offer support to ex-offenders. The Tooele County Health Department partnered with Utah Harm Reduction Coalition to host a re-entry fair targeting Tooele residents with background issues.

### **YOUTH PARTNERSHIPS**

Last spring the Workforce Services Mountainland service area partnered with the My Story Matters non-profit organization who helps at-risk individuals, both adults and youth, attain leadership development skills and learn how to overcome barriers. My Story Matters provided a 12-week leadership development course to youth attending alternative high schools. Weekly motivational speakers, including successful corporate trainers and college athletes, spoke about their life experiences and overcoming adversity. Additional motivational

speakers included former prisoners with gang and drug backgrounds who managed their challenges and are now successful, productive citizens. Each lesson concluded by highlighting tools that helped the speaker overcome their barriers. Some tools include how to:

- Take control of their situation when life gives them lemons
- Be creators who surround themselves with coaches and challengers rather than a victim that surrounds themselves with rescuers and persecutors
- Identify who they are and visualize what they want to become
- Have balance in their lives socially, spiritually, physically and intellectually
- Put these skills together to get back up and persevere to overcome barriers

Throughout the program, youth were encouraged to participate and learn to tell their stories. They set goals and were held accountable for accomplishing their goals. Some started by saying personal affirmations every day or kind words to other people, while others set goals to get up early in the morning, exercise or work on their talents. They wrote journals documenting their experiences and progress. They now have plans and the resources to achieve their dreams in occupations such as animators, software developers, artists, business owners and electricians.

Workforce Services has partnered with local juvenile justice services to identify youth who are close to leaving incarceration and to streamline the enrollment process. For example, in the Wasatch Front North service area Juvenile Justice allows youth to contact an employment counselor while still in custody and also allows onsite administration of Tests of Adult Basic Education (TABE).

Workforce Services employment counselors regularly visit George Washington High School, an alternative high school, to help students complete the application for WIOA services onsite. Counselors talk with youth about individual goals, assist with applying for services and connect them to adult education.

In the South County American Job Center, Vocational Rehabilitation coordinates with Workforce Development

Division staff to provide space for onsite tutors, counselors and job coaches from both divisions to meet with youth and provide valuable services in one location.

Workforce Services Park City American Job Center partners with the Learning Center to help individuals with disabilities obtain work experience. These work experiences have resulted in permanent employment as well as placement with the Utah State University Aggies Elevated program. One teacher shared that placing her student in worksite learning and giving him the work experience opportunity has been the highlight of her year. Workforce Services employment counselors provide support, mentorship and coaching for youth when they are discouraged. The support of WIOA Youth, Vocational Rehabilitation services, employers and parents helps youth feel successful and builds confidence.

Andrew who has autism and is non-verbal is one of the youth at the Learning Center who reached his goals as a result of this partnership. He had an interest in floral design, with support from Vocational Rehabilitation, job coaches and his teacher at the Learning Center he

was placed in an internship for a floral design business. Andrew was able to learn basic skills, floral arrangement, shop maintenance, cleaning, trimming flowers, time management and how to follow a schedule. After Andrew completed the internship his job coach helped him find permanent employment at a floral shop. This was possible because of the skills he learned through his internship and career coaching he received from WIOA Youth and Vocational Rehabilitation.

Martin, another student at the Learning Center, has a learning disability and heart condition. When his employment counselor met with him, his career goal was fitness coach. The counselor worked with the local recreation center and placed him in an internship. With his employment counselors and Vocational Rehabilitation counselor's support, Michael completed his internship successfully. He learned soft skills, basic fitness center operations, customer service and is now attending the Aggies Elevated program through Utah State University.

## PERFORMANCE MEASURES

DURING PY21 UTAH focused on ensuring the WIOA Annual Report continues to reflect the state's commitment to strengthen the state's workforce development system and the data reported as part of the Participant Individual Record Layout (PIRL) is accurate and complete. There is ongoing collaboration between the Workforce Research and Analysis Division, WIOA program administrators, other WIOA core partners, and other state agencies that contribute reporting information to ensure all required elements are captured accurately.

Utah's common exit policy includes the following programs: WIOA Adult, WIOA Dislocated Worker, WIOA Youth, Trade, Jobs for Veterans State grant and Wagner-Peyser. Once a participant does not receive a countable service for 90 consecutive days, the exit date for all of the aforementioned programs will be the date of the last countable service.

Workforce Services tracked each performance measure and found the state achieved successful results for each individual WIOA indicator of performance, attaining at least 50% of the negotiated goal. For each of the performance measures that were lower than expected, Workforce Services reviewed the program and data reporting to ensure the measures were reported accurately.

Workforce Services has explored ways to increase capturing measurable skill gains and credential attainment, including working with Adult Education and post-secondary providers to receive completion data and learning best practices from states who are doing well in both of these measures. Workforce Services continues to provide training and support to staff statewide to ensure measurable skill gains and credential attainment are accurately captured.

Performance Outcomes PY21			
Performance Measure Element	Negotiated Goal	Actual	Individual Indicator Score
<b>Adult Program</b>			
Employment Rate - 2nd Quarter After Exit	79.2%	72.6%	Success
Employment Rate - 4th Quarter After Exit	76.9%	72.7%	Success
Median Earnings - 2nd Quarter After Exit	\$6,600	\$7,786	Success
Credential Attainment	72%	64.1%	Success
Measurable Skill Gains	55%	45.6%	Success
<b>Dislocated Worker Program</b>			
Employment Rate - 2nd Quarter After Exit	84%	82.4%	Success
Employment Rate - 4th Quarter After Exit	84%	80.2%	Success
Median Earnings - 2nd Quarter After Exit	\$8,500	\$12,489	Success
Credential Attainment	73%	64.7%	Success
Measurable Skill Gains	54%	44%	Success
<b>Youth Program</b>			
Employment Rate - 2nd Quarter After Exit	71.7%	76.1%	Success
Employment Rate - 4th Quarter After Exit	72%	77.1%	Success
Median Earnings - 2nd Quarter After Exit	\$3,300	\$4,382	Success
Credential Attainment	54%	53.8%	Success
Measurable Skill Gains	54%	50.8%	Success
<b>Wagner-Peyser Program</b>			
Employment Rate - 2nd Quarter After Exit	74.3%	70.1%	Success
Employment Rate - 4th Quarter After Exit	72.8%	69.8%	Success
Median Earnings - 2nd Quarter After Exit	\$6,400	\$9,606	Success

## DATA INTEGRITY

Workforce Services Workforce Research and Analysis Division utilizes data validation on reporting elements to verify individual characters provided through user input are consistent with expected characters of integer, decimal or string. Simple range and constraint validation are used to ensure the correct number of expected characters are in the fields as defined. Code and cross-reference validation is used to verify the data entered by staff is consistent with the data

rule descriptions. These validity constraints involve cross referencing supplied data with the element's edit check description to ensure compliance. Workforce Services' source systems have internal structured validation rules, which are used in the input process. The systems are designed with data definitions that place limits on what constitutes valid data as part of the data entry process.

Management Information Systems staff work with the Workforce Services business team to review all edit checks and Department of Labor quarterly report analysis issues and determine corrective action quarterly. Necessary modifications are made to the report coding and data results are revalidated and resubmitted through the online edit-check process. Any updates to the PIRL are reviewed by Management Information Systems and WIOA business teams to update policy or system and then modify the reporting code as necessary. The updates are reviewed and validated, then submitted through the edit check validation process. The WIOA business team ensures policies support gathering accurate data and appropriate source documentation. Local American Job Center staff receive training on how to capture data and additional targeted training when abnormalities or errors are identified.

Each year Workforce Services' Performance Review Team completes a review of required common data elements

of PIRL. Existing policy and procedures capture the data validation requirements and process. A statistically valid sample of records for each program reported in the PIRL is reviewed to ensure the data is pulled accurately from the case management system, UWORKS, and that appropriate source documentation validates data reported. Reviews are captured in UWORKS through an edit tool which allows Workforce Services to track trends, anomalies and errors. Program staff follow up with appropriate parties to ensure the error is corrected and, if appropriate, policy is updated and staff receive targeted training.

The performance review team reviewed the joint and DOL required common data elements for the PY21 annual validation. Through the data validation process, program staff were able to collaborate with Management and Information Systems to update data queries and policy was reviewed and updated to ensure only acceptable source documentation is allowed for data validation. Program staff compiled a list of anomalies and followed up with Management and Information Systems to ensure the errors and corrections are completed.

## RESEARCH AND EVALUATION

### WIOA SERVICES EVALUATION

Workforce Services continued to implement projects developed as a result of the WIOA Evaluation finalized in spring of 2020. The full report is available on the Utah SWDB [website](#).

One project implemented this program year as a result of the WIOA evaluation was providing mental health services to WIOA eligibility participants. The evaluation identified that 17% of customers not currently receiving mental health treatment felt that they needed assistance. Youth were more likely to report that in the last 12 months their mental health was such a problem that

they could not work or attend school. The evaluation also identified that 62.5% of youth customers have four or more adverse childhood experiences and most of the youth had never received mental health support.

Workforce Services has internal licensed clinical therapists that are funded to support Temporary Assistance to Needy Family (TANF) customers with mental health services. Utilizing this existing resource, Workforce Services has braided funding and started having licensed clinical therapists direct charge WIOA to provide the opportunity for WIOA enrolled customers to access this important service. Customers will benefit



from having access to services for assessing mental health related barriers affecting their training and employment as well as having readily available options to treat mental health concerns to enhance success. Employment counselors began referring customers in January to start receiving mental health services. Workforce Services looks forward to evaluating the impact of mental health services on customers' success.

Other projects and initiatives still in development will be reported in the future.

Workforce Services program staff, in collaboration with local area managers, developed an action plan to build on successful program implementation behaviors and recommended program improvements. The action plan was implemented during PY20 and included strategies, informed by the evaluation, to increase quality case management. Due to COVID-19 not all projects were fully implemented, but are available for future utilization.

### **WORK SUCCESS STUDY**

Workforce Services participated in a national study, NextGen Evaluation, sponsored by the Office of Planning, Research and Evaluation within the Administration of Children and Families of the U.S. Department of Health and Human Services to evaluate Utah's Work Success program through March 2022.

Work Success is currently in the embargo period of the study, with a pathway to other Workforce Services career services, and is under consideration by Workforce Services leadership to become operational again.

In addition to the evaluation of the Work Success program and documenting the most effective components of the coaching, design and implementation, Mathematica Policy Research will include a cost analysis of the program. Outcomes from the study include measures of success in:

- Obtaining and retaining employment
- Career advancement
- Earnings
- Receipt of TANF and other measures of self-sufficiency
- Other indicators in personal and family well-being
- Improvement of self-regulation

Findings on Work Success will be provided in a series of reports from Mathematica beginning Fall of 2022 and produced on a rolling basis through 2023.

## **CUSTOMER SATISFACTION MEASURES**

UTAH CONTINUALLY GATHERS feedback from customers using several different methods. American Job Centers use the job seeker survey developed in partnership with the SWDB, surveys for specific events, verbal feedback provided to operations staff and feedback from partner agencies. Core partners discuss customer feedback at American Job Center meetings. The feedback is used to improve processes, increase accessibility and provide information about training and professional development activities. Customer feedback will continue to be collected and used to drive decisions for improving service levels at the American Job Centers.

### **JOB SEEKER SURVEY**

Utah's American Job Centers collect information from job seekers. This is accomplished through online and paper surveys depending on the individual's preference. The survey questions focus on goals of the American Job Center, specifically effective and quality referrals. The information is used to continually improve American Job Center services.

Examples of statewide, all American Job Centers combined, survey responses from July 1, 2021 to June 30, 2022 are reported in Attachment E.

Feedback from the survey is used to improve services in American Job Centers and information about the SWDB committees' work. For example:

- Worksite learning opportunities are encouraged to provide a hands-on opportunity for individuals to learn positive workplace behaviors.
- Pre-recorded (online), in person and live virtual employment and career skills workshops are provided to enhance accessibility and versatility statewide.
- The online SmartStart publication has been updated with a section with resources for targeted groups and links to online resources providing tips and information for successful employment.
- The Youth Committee is supporting a pilot program for SWDB business partners to create short social media videos directed toward youth, focusing on employability and workforce skills.
- The Apprenticeship Committee is working closely with education partners to connect youth and adults to apprenticeship opportunities, specifically in new areas.

## **BUSINESS CUSTOMER SURVEY**

Collecting data from business customers and engaging with them is critical for Utah's workforce development strategies. It has been particularly important during the past year due to Utah's historically low unemployment rate. Many business partners find it difficult to find and hire the workers they need to grow their business. Survey data collected during the PY21 shows:

- 89% responded they had used services provided by Workforce Services.
  - About 87% of customers have used job recruitment support, 43% have used unemployment insurance resources and 9% have used resources related to employment of people with disabilities.
- 43% responded they have met with a Workforce Services employee.
- 57% filed a job opening online at jobs.utah.gov.
- 4% filed a job opening in a Workforce Services office.

- 47% hired an applicant using services provided by Workforce Services.
- 72% believe the information available on jobs.utah.gov provides resources and information that assist with their organization's effectiveness.
- 53% accessed the Workforce Services website at jobs.utah.gov within the last 30 days between one and three times.
- Workforce Services asked respondents to score their agreement with the following statements, with 1 being "strongly disagree" and 5 being "strongly agree."
  - 43% agreed or strongly agreed that jobs.utah.gov provides their organization or business with qualified applicants who have the skills they are seeking.
  - 59% agreed or strongly agreed that they would recommend jobs.utah.gov to another employer.
  - 26% agreed or strongly agreed that jobs.utah.gov helps them to manage their business.
  - 71% agreed or strongly agreed that posting a job is easy on jobs.utah.gov.
- The survey provided feedback that of the job applicants referred to employers from Workforce Services, 25% need additional training with interpersonal or soft skills and 19% need technical skills. Employers felt that 26% of job applicants were well qualified.

## **LABOR EXCHANGE JOB SEEKER AND EMPLOYER SURVEY**

Utah enhanced its labor exchange system to become more competitive with the private sector and consistent with industry standards. Workforce Services collaborated with a local research firm to extract feedback from the general public to identify what the public was seeking in a job search tool and areas of improvement needed. Focus groups were conducted with (31) job seekers and (14) employers who had never used the labor exchange system. Additionally, a survey was sent to current users with (512) job seekers and (416) employers responding. From this feedback:

- Overall, job seekers indicated the jobs.utah.gov website wasn't bad but there was room for improvement.
  - o Participants indicated they would be somewhat likely to visit the site again in the future, ranking it 3.15 on a 1 to 7 rating scale.
  - o 35% of focus group participants indicated job search results provided them with jobs they expected to see.

Based on collected customer feedback, Workforce Services streamlined the registration process, enhanced the job search tool and updated the look and feel of the website. When the enhancements were placed in front of another focus group, participants indicated:

- They would be more likely to use the site again in the future, ranking it 5.07 on a 1 to 7 rating scale.
- 76% of focus group participants indicated their job search results provided them with jobs they expected to see.

Based on these results, enhancements were moved to

production. Additional changes will be made in PY22 to improve the job matching process between job orders and job seekers.

A state-level survey will continue to gather feedback from customers utilizing the labor exchange system and online services. The voluntary online survey for job seekers and employers has questions designed in partnership with the University of Utah's Social Research Institute. Workforce Services continues to evaluate feedback. A description of the methodology is included in Attachment F.

During the PY21, there were 3,621 valid-scored surveys. The average satisfaction score of 0.7 which is a slight increase from PY 20. This outcome represents moderate satisfaction with the online system. The response rate for employers calculated for PY21 shows that there were 117 scored results, with a satisfaction rate of 55%. The job seeker and employer surveys have been instrumental in planning and implementing customer service enhancements. The surveys provide real-time feedback from the system's customer base. A goal for PY22 is to increase the response rate and satisfaction rate for employers with additional labor exchange enhancements.

# WAIVERS

## UTAH USAGE OF WORKFORCE INNOVATION AND OPPORTUNITY WAIVER: PROVIDING INDIVIDUAL TRAINING ACCOUNTS TO IN-SCHOOL WIOA YOUTH PARTICIPANTS

Utah continues to use a waiver of the requirement to provide Individual Training Accounts to Out-of-School Youth ages 18 to 24 enrolled in WIOA Youth. The waiver is used to assist in-school youth in maintaining focus on education and exploring career options that require post-secondary education. Having more youth interested and engaged in education leading to credential attainment allows Utah to increase its supply of workers to in-demand industries and occupations. Workforce Services has been monitoring its progress in implementing the waiver to ensure Utah complies with waiver goals and meets measurable programmatic outcomes.

	<i><b>Out-of-School Youth %</b></i>
<b>5.69%</b>	<b>94.31%</b>

The above data shows that Workforce Services is exceeding the requirements for out-of-school youth spending. By the end of PY21, 94.31% of WIOA Youth funds were spent on out-of-school youth and only 5.69% on in-school youth.

A quarterly breakdown of in-school youth versus out-of-school youth expenditures indicates that out-of-school youth expenditures significantly exceeded the expenditure goal of 75% in each quarter.

WIOA YOUTH EXPENDITURES							
Qt 1 (07/01/21 – 09/30/21)		Qt 2 (10/01/21 – 12/31/21)		Qt 3 (01/01/22 – 3/31/22)		Qt 4 (04/01/22 – 6/30/22)	
In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %
9.65%	90.35%	2.36%	97.64%	5.49%	94.51%	5.80%	94.20%

Utah maintains its in-school youth enrollments at a level that has supported the above indicated increase in out-of-school youth expenditures. At the end of PY21, only 139 or 15.38% of youth served were in-school youth, and a quarterly breakdown of enrollments shows a shift towards enrolling more out-of-school youth, as agreed upon in the waiver.

WIOA Youth Enrollments									
Qt 1 (07/01/21 – 09/30/21)		Qt 2 (10/01/21 – 12/31/21)		Qt 3 (01/01/22 – 3/31/22)		Qt 4 (04/01/22 – 6/30/22)		PY21 Total	
In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %
18.00%	82.00%	17.77%	82.23%	15.82%	84.18%	16.25%	83.75%	15.38%	84.62%

**\*\* The quarterly percentage may include the participants served in the previous quarter(s)\*\***

Out of the 139 in-school youth served in PY21, 40 youth (29%) were working toward obtaining a post-secondary credential. Remaining in-school youth were working on completing secondary school requirements with the intent to eventually enroll in post-secondary education. The impact of in-school youth's engagement in post-secondary education on their access to employment opportunities is evident in their employment rate. Out of eight in-school youth who obtained a post-secondary credential during PY21, six youth or 75% obtained employment. The youth who started a post-secondary training and did not complete it still benefited from their exposure to post-secondary education and gained additional marketable skills. Out of 11 in-school youth who did not graduate, seven obtained employment or 64%.

Workforce Services has maintained its partnership with John H. Chafee Foster Care Independence Program and administered the Education and Training Voucher (ETV) program by serving in-school youth who are preparing for post-secondary education. This federally-funded program is designed to assist foster care youth, or youth who have aged out of foster care, with support needed to complete post-secondary education and obtain employment. In Utah, a WIOA co-enrollment is required to administer the Education and Training Voucher program to foster care youth. Since most foster care youth are in-school youth, the waiver enables Workforce Services to serve this at-risk population and positively impact their ability to earn post-secondary credentials, enter the workforce and become contributing members of society. Utah served

75 Education Training Voucher youth during PY21. Out of 24 ETV youth who stopped attending their post-secondary training program in PY21, 15 youth or 62.5% successfully completed the program and earned a credential. Additionally, 71% of Education Training Voucher youth had their ETV enrollment closed due to income, 24 reported 'Obtained Employment' and 3 reported 'Customer Request – Income' closures out of 38 enrollment closures.

The waiver also positively impacted education providers on the Eligible Training Provider List (ETPL), as they were not required to go through procurement in addition to completing the list requirements. This encourages providers to continue to be on the ETPL, benefiting both the in-school and out-of-school youth. Utah continues to certify the education providers and monitor their performance.

# SUCCESS STORIES

ALL AGENCY CORE PARTNERS coordinated to contribute to the development of this report including the inspirational success stories.

[WIOA Participant](#)

[Invest in You Too Participant](#)

[Vocational Rehabilitation Participant](#)

[Veteran Participant](#)

## Single Parent

Amber is a single mother, and a widow. Her father was a drug user and died by suicide, leaving Amber's mother to raise two children. After watching her mother struggle, Amber decided that she wanted something better for herself and her children. Amber said, "I started out on the wrong track and had my first child at 15 years of age. I then married and divorced by the age of 18. Later I married my husband, and was married for 15 years. Things started to look better, and I thought that maybe we might finally get out of the margins. Then my husband was diagnosed with stage 4 cancer. He died 18 months later. Now, here I was in the same exact spot I swore I never wanted to be in. At this point I had no choice, but to return to school to provide a decent life for my children and me."

Workforce Services helped support Amber so she could complete her degree in social work at Utah Valley University. Amber and her employment counselor

worked together to navigate barriers and gain a trusting professional relationship. Through Pell grants, scholarships and WIOA assistance, Amber completed her education. In spring 2022 Amber completed her degree, obtained her license and is now employed at a hospital earning \$26.50 an hour and will receive a pay increase soon. She is the first generation to obtain a degree in her family.

## Ex-Offender

Robin is on probation, has a few felony charges on her background check and she is required to attend court regularly. After completing an assessment with an employment counselor, Robin decided to attend Tooele Technical College in the Heavy Duty Diesel Technician program.

During her initial appointment Robin was very shy but as she began to succeed in her program, her confidence increased and she was able to come out of her shell. Robin was awarded a scholarship from a community company and was recognized by the college as an exceptional student. Robin changed her life with the support of her counselor and teachers. She has received a job offer and will start working once she completes her program.

## Single Parent

Sarah is a single mother of four children and recently moved to Utah fleeing domestic violence. She and her children moved in with her father until they were able to find their own place. She had very limited financial



resources and needed a career so she could support her family. Sarah and her employment counselor explored several career options using labor market data and she decided she wanted to obtain a CDL and become an over-the-road truck driver. Her employment counselor discussed concerns with being away from her four children for long periods of time. Fortunately, one of Sarah's adult nieces needed a place to live, moved in with the family and is providing child care. She has successfully completed her CDL program and earned her license. She is now working and becoming financially independent. Sarah and her children are in counseling and their lives are moving in a positive direction.

### **Homeless**

Sally dropped out of school when she became pregnant at 16 years old and moved to Utah fleeing a domestic violence situation. Sally was living in a truck with her son, with very few personal belongings. She wanted to work and earn money, but didn't have any work experience. The Connection team at the Clearfield American Job Center helped Sally with resources to get a state issued ID and apply for housing. She came every day to job search and within a couple of weeks had her first job. She also found a temporary place for her family to live while waiting for housing to become available. Clearfield staff used a combination of community resources, WIOA and personal donations to help Sally access warm clothing, job resources and get her son ready to attend school. Sally was able to qualify for housing after several months and her apartment felt safe and comfortable. She continuously checked off goals and worked towards building a better life. She purchased a car and now has her first bank account. Sally is so proud of each goal she accomplished and shares her success with the Clearfield office.

### **Dislocated Worker**

John was receiving unemployment insurance benefits after losing his job at Hill Air Force Base. John has a disability and it is difficult for him to express himself, which proved to be a barrier in finding new employment. He made a goal to obtain training that would lead to employment opportunities to better support himself. John worked with a Vocational Rehabilitation counselor and a WIOA Dislocated Worker counselor. John was interested in completing a composites program but struggled to pass the entrance exam. Through the support

of his both programs, John passed the exam. When his unemployment insurance ended, he gained part-time employment to support himself while completing school. The composites program is a 10-month program, but John completed it in just five months. John's employment counselor encouraged him, reviewed his resume and helped him with interviewing. John obtained employment with Northrup Grumman and is doing very well.

### **Veteran**

Matt is a veteran who worked part-time in a local cabinet shop and part-time at a local restaurant. During COVID he lost both jobs and came into the American Job Center to file for unemployment insurance benefits. He was referred to the local JVSG veteran employment counselor, and they began discussing resources available to him as a veteran. Matt expressed interest in the CDL program and through the assistance of WIOA and Utah's Accelerated Credential to Employment (ACE) he received financial support as well as supportive services while he was working towards his CDL. Matt worked with the veteran employment counselor to overcome barriers. He received assistance with support services, referrals to housing as well as assistance from Veteran Affairs for service-related disabilities. Matt began working in his new career within a few weeks of his course completion.

### **Youth**

Through career coaching with an employment counselor, Mason expressed interest in training and working as a welder. While completing his senior year of high school, Mason began a paid internship with a manufacturing company as a shop hand, where he was able to experience the industry for the first time. He did well and progressed in the job duties quickly, ultimately receiving a promotion that led to a second internship opportunity as a welder's helper. During the second internship, Mason enrolled in a welding program. He is currently at the top of his class in achieving his certifications and is well ahead of schedule for completing the program. In addition to completing the program, he has secured employment as a welder working in his career field while he completes schooling.

## **Veteran**

Christian is a military veteran who served six years in the U.S. Army. In his military career, he served as a chemical equipment repairman and later on as a quartermaster. After finishing his enlistment honorably, he worked in various jobs, such as trucking and hospital work, until he found a career in heavy industrial equipment operation. Civilian life was great until tragedy struck in 2010. His mother became gravely ill and in turn, Christian left his career to become her caretaker. After Christian's mother passed in 2021, the veteran found himself with a large amount of hospital bill debt. To complicate matters, Christian was 60 and caretaking had put him out of the job market for 11 years. Christian came into the Provo American Job Center for assistance and met with a disabled veteran outreach specialist. Together they developed a plan toward economic stability. Both felt that a career in trucking would be ideal and they enrolled Christian in the WIOA Dislocated Worker program to provide assistance and mentoring to complete his CDL. After he completed his CDL, Christian worked with the local veteran employer representative and the workforce development specialist for job placement services. Just one day after graduation, with the support of Workforce Services, Christian found a local CDL job. The employer representatives encouraged the company's owner to hire Christian for an on-the-job training position supported by WIOA funding. Christian is on the path to economic stability and back in the trucking career he loves.

## **Youth**

During Adam's junior year he was introduced to WIOA Youth training services through outreach efforts at his high school. Adam was behind on credits to graduate and was basic skills deficient. After completing the eligibility requirements, Adam discussed his long-term goal with his employment counselor to work as an electrician. Through weekly monitoring and follow up, a relationship was built and he has been able to get caught up on his credits to graduate. Before the end of the school year, a workforce development specialist and youth employment counselor set up an interview with an employer and he was placed in an internship with an electrician. Adam will attain his high school diploma this year completing his core credits through online classes and elective credits by turning in work hours. He will start an electrical apprenticeship program in January 2023. Adam expresses

his gratitude for the WIOA youth training program and for the life it has helped him build.

## **Individual with a Disability**

Aaron is a student at the Learning Center who had a strong interest in culinary arts and wanted to work in a kitchen. Through partnering with Vocational Rehabilitation and a job coach, he found an internship at a hotel. During his internship Aaron realized that the fast pace of the kitchen was not a good fit. Aaron's teacher, supervisor, Vocational Rehabilitation counselor and WIOA Youth employment counselor offered support to help him finish his internship successfully. At the end of his internship the hotel kept him on their team and offered him a permanent position as a laundry attendant. This was a better fit for Aaron. Aaron loved making his own money, building confidence and learning soft skills along with other valuable skills to help him maintain employment.

## **TANF**

Landon was enrolled in the Family Employment program and wanted to find more stability for his daughter. Landon was a fourth year apprentice electrician and wanted to get back into the field but there were a few barriers he had to resolve. Landon and his employment counselor met often to work on plans for overcoming barriers including addressing a criminal history. Some days were harder than others as he stabilized his mental health and substance abuse issues. He was referred to a workforce development specialist for an on-the-job training placement as an electrician. The first step was to help Landon complete his electrician license renewal classes. After completing his license, the workforce development specialist found an employer interested in possibly hiring Landon through on-the-job training. Landon participated in a mock interview to practice and build confidence. Landon was hired and has been learning many new skills and has been responsible in reaching out to his employer and resolving issues. Landon is now providing for his daughter and on the path to self-reliance.

# **Attachment A**

## **WIOA State Plan 2022 Modification**

### **Request for Waiver**

#### **Providing ITAs to In-School WIOA Youth Participants**

Utah requests a waiver on the requirement of providing Individual Training Accounts (ITAs) to only Out of School youth ages 18-24 enrolled in the WIA/WIOA Youth program.

As per current WIOA Regulations: 681.550:

“In order to enhance individual participant choice in their education and training plans and provide flexibility to service providers, the Department allows WIOA ITAs for out of school youth, ages 18-24 using WIOA youth funds when appropriate.”

While this allows flexibility for serving out-of-school youth through post-secondary training, it does not give Utah the flexibility to continue to serve those youth customers enrolled as in-school who are preparing to graduate and extend their educational goals into post-secondary opportunities.

As of February 11, 2020, Utah has 85 in-school youth customers and 404 out-of-school youth customers enrolled in the WIA/WIOA program, 24 in-school youth are still enrolled in secondary education. Once those customers graduate, they will need continued support through post-secondary educational activities in order to obtain the certificates needed to find employment.

If the Department of Workforce Services is going to offer an adequate supply of workers to in-demand industry and occupations, it cannot include only those who are determined to be out of school as part of that supply. Utah needs a waiver to support those with post-secondary educational goals past high school. In-school youth deserve the same opportunities for support as those being served as out-of-school youth, and it would be a disservice to those in-school customers to not support them past their high school diploma or its equivalent. Although it has been recommended to close the enrollment of those in-school youth who graduate and then re-enroll them as an out of school youth for the purpose of assisting them with an ITA after age 18, this poses a risk that the customer may no longer be eligible under the new barrier requirements. It also prevents the Department of Workforce Services from serving youth customers who graduate early (at 16 or 17 years of age) under an ITA, even if they are enrolled as an out of school youth once they earn their diploma.

Having to procure for Occupational Skills Training services for in-school youth would also create an unnecessary and undue burden on those providers who have already submitted the required information to be on Utah's Eligible Training Provider List. Because state schools and effective providers of post-secondary training have already been identified through the Eligible Training Provider List, having an additional process for procured providers for those in-school youth customers would create a duplication of effort for those providers that would not occur if those in-school youth wishing to access post-secondary training have access to the Eligible Training Provider List through an ITA. It has been difficult to encourage training providers to participate on the Eligible Training Provider List and the State has gone to great lengths to provide technical support and encouragement. This duplication and additional burden for providers could limit provider participation on the Eligible Training Provider List and in turn limit options for customer choice.

Because Utah already has an Eligible Training Provider List (ETPL) in place and an electronic way to pay providers for educational services offered, both in-school and out of school youth will be served adequately under this waiver.

Waiver Plan: The waiver request format follows WIOA Regulations section 681.550

1. Statutory regulations to be waived: WIOA section 681.550

2. Describe actions the state has undertaken to remove state or local statutory or regulatory barriers: N/A

3. Waiver goals and measurable programmatic outcomes, if the waiver is granted:

- Continue to serve the in-school youth already enrolled past high school completion through post-secondary training under an ITA
- Continue to encourage education providers to remain current on the Eligible Training Provider List and provide technical assistance where needed to gather performance data that will help both in and out of school youth to receive services.
- Make a gradual shift toward enrolling more out of school youth and using those funds to support other activities, such as work experiences, leadership development activities, and mentoring, along with training activities under ITAs
- Continue to monitor training completions and outcomes for both in and out of school youth to meet the federal requirements for training completions and job placements for youth.

4. Describes how the waiver will align with the department's policy priorities such as: A. Supporting employer engagement B. Connecting education and training strategies C. Supporting work-based learning D. Improving job and career results; and E. Other guidance issued by the department.

Through allowing both in-school and out-of-school youth to use Individual Training accounts to access training services it opens up more training programs for the youth to select from as they will now be able to use the Eligible Training Provider List approved programs. By opening up the training program opportunities youth will be able to better connect to training programs that match their interest, support their learning style and better prepare them for employment and work-based learning. Youth who are able to complete occupational skills or adult education programs more easily may be more prepared to enter the job market and be a qualified employee. By serving in-school and out-school youth with the same policy and procedures allows for a continuity of services for all youth. All youth will be eligible to receive training services, connection to work-based learning and then employment and job search support. To better connect youth to work-based learning, they will be able to use the Eligible Training Provider List and find registered apprenticeships and also more easily find academic components that give them the credentials and support to be successful at an Internship or On-the-Job training placement.

5. Describe any individuals affected by the waiver:

The effect of this waiver would be positive for both in-school and out of school youth customers who are enrolled, as both groups would be supported with WIOA funding while completing post-secondary training activities. The effect of this waiver would also be positive for education providers on the Eligible Training Provider List as they will not be required to go through procurement in addition to the requirements of being on the Eligible Training Provider List. This will hopefully encourage providers to continue to be on the Eligible Training Provider List.

This waiver will be able to affect disadvantaged populations and youth with barriers to employment through ensuring both in-school and out-of-school youth are able to receive all of the youth program services, receive a continuity of services without disruption and have access to more training providers and programs. Both in-school and out of school youth may have significant barriers to employment and have had previous hardships that could impact their ability to be successful. It is important for these youth to be able to not only receive support but to be able to customize their services to match their interests and abilities. Without this waiver in-school youth would be restricted to select training programs where they are less prone to be successful and find suitable employment. Also without this waiver, in-school youth who would like to receive an ITA would have to be closed and enrolled as an out-of-school youth. This disrupts continuity of services and could potentially stop services that could greatly benefit a population who may be disadvantaged and have barriers to employment.

6. Describe the process used to:

a. Monitor the progress in implementing the waiver:

- Continue to review in-school enrollments and those accessing post-secondary education through an ITA to assess whether the waiver continues to be necessary.
- Review financial reports quarterly to ensure out of school youth expenditures are continuing to exceed the in-school expenditures in order to meet the goal of spending 75 percent of funds on out of school youth.
- Biannual monitoring of providers available to youth on the ETPL to ensure there are options to foster customer choice.
- Make adjustments as necessary based on the number of in-school youth accessing ITAs and the amount of funds being spent on out of school youth.

b. Provide notice to any local board affected by the waiver: Consistent with the general waiver request, the state will adhere to the publication requirements to ensure the broadest participation possible, including appropriate partners and interested parties such as labor, community based partners, and the State Workforce Development Board.

c. Provide any local board affected by the waiver with an opportunity to comment on the request: Utah is a single state and therefore no local board would be affected.

d. Ensure meaningful public comment, including comment by business and organized labor, on the waiver: The Department of Workforce Services provides access to the waiver in order for businesses, organized labor, and the community to have an opportunity to make public comments on the waiver for a period of 30 days.

e. Collect and report information about the waiver outcomes in the state's WIOA Annual Report: TThe outcomes of this waiver will be reflected through the common performance measures, specifically credential attainment, measurable skill gain attainment and employment rates.

7. The Secretary may require that states provide the most recent data available about the outcomes of the existing waiver in cases where the state seeks renewal of a previously approved waiver:

Workforce Services has been monitoring its progress in implementing the waiver to ensure Utah complies with waiver goals and measurable programmatic outcomes are met.



Utah continues to use a waiver to meet the requirement of providing Individual Training Accounts to Out-of-School Youth ages 18 to 24 enrolled in WIOA Youth. The waiver is used to assist in-school youth with maintaining focus on education and exploring career options that require post-secondary education. Having more youth interested and engaged in education leading to credential attainment allows Utah to increase its supply of workers to in-demand industry and occupations. Workforce Services has been monitoring its progress in implementing the waiver to ensure Utah complies with waiver goals and meets measurable programmatic outcomes.

<i>WIOA Youth Expenditure PY19</i>		<i>WIOA Youth Expenditure PY20</i>	
<i>In-School Youth %</i>	<i>Out-of-School Youth %</i>	<i>In-School Youth %</i>	<i>Out-of-School Youth %</i>
11%	89%	7%	93%

The above data shows that Workforce Services is exceeding the requirements for out-of-school youth spending. By the end of PY20, 92.91% percent of WIOA Youth funds were spent on out-of-school youth and only 7.09% percent on in-school youth.

A quarterly breakdown of in-school youth versus out-of-school youth expenditures indicates that out-of-school youth expenditures significantly exceeded the expenditure goal of 75%.

<b>Qt 1</b>		<b>Qt 2</b>		<b>Qt 3</b>		<b>Qt 4</b>	
<i>(07/01/20 – 09/30/20)</i>		<i>(10/01/20 – 12/31/20)</i>		<i>(01/01/21 – 03/31/21)</i>		<i>(04/01/21 – 06/30/21)</i>	
<i>ISY %</i>	<i>OSY %</i>	<i>ISY %</i>	<i>OSY %</i>	<i>ISY %</i>	<i>OSY %</i>	<i>ISY %</i>	<i>OSY %</i>
11%	89%	4%	96%	7%	93%	7%	93%

Out of the 137 in-school youth served in PY20, 42 youth (30.66%) were working toward obtaining a post-secondary credential. The remaining in-school youth were working on completing secondary school requirements with the intent to eventually enroll in post-secondary education.

Workforce Services has maintained its partnership with John H. Chafee Foster Care Independence Program and administers the Education and Training Voucher program by serving in-school youth preparing for post-secondary education. This federally funded program is designed to assist foster care youth, or youth who have aged out of foster care, with the support needed to complete post-secondary education and obtain employment. In Utah, a WIOA co-enrollment is required to administer the Education and Training Voucher program to foster care youth. Since most of the foster care youth are in-school youth, the waiver enables Workforce Services to serve this at-risk population and positively impact their ability to earn post-secondary credentials, enter the workforce and become contributing members of society. Utah served 162 Education Training Voucher youth during PY20.

The waiver positively impacted education providers on the Eligible Training Provider List (ETPL) as they were not required to go through procurement in addition to completing the requirements to be on the list. This encourages providers to continue to be on the ETPL, benefitting both the in-school and out-of-school youth. Utah continues to certify the education providers and monitor their performance.

# Attachment B

## Waiver Approval Letter

**U.S. Department of Labor**

Employment and Training Administration  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210



June 7, 2022

The Honorable Spencer Cox  
Governor of Utah  
State Capitol  
Suite 200  
Salt Lake City, UT 84114

Dear Governor Cox:

Thank you for your waiver request submission to the U.S. Department of Labor (Department) regarding certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA) and the accompanying plan to improve the statewide workforce development system (enclosed). The waiver request was received March 15, 2022, as part of your recent WIOA State Plan modification. This letter provides the Employment and Training Administration's (ETA) official response to your request and memorializes that Utah will meet the outcomes and implement the measures identified in its plan to ensure accountability agreed to by Utah and ETA. This action is taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and Sections 8–10 of the Wagner-Peyser Act in WIOA Section 189(i).

**Requested Waiver:** Waiver of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth (ISY).

**ETA Response:** ETA approves for Program Year (PY) 2022 and PY 2023, the State's request to waive the requirement limiting ITAs to only out-of-school youth (OSY), ages 16–24. In addition to these OSY, the State may use ITAs for ISY, ages 16–21. ETA reviewed Utah's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Utah to implement its plan to improve the workforce development system. Approval of this waiver should not impede the State's efforts to prioritize OSY, including outreach to the OSY population.

The State must report its waiver outcomes and implementation of the approved waiver in the WIOA Annual Report. ETA will use this information to assess continued waiver approval and to identify promising practices that may be adopted more widely. ETA is available to provide technical assistance to you in support of your goals. If you have questions, feel free to contact my office at (202) 693-2772.

Sincerely,

Brent Parton  
Acting Assistant Secretary

Enclosure

cc: Casey Cameron, Director, Utah Labor Commission  
Nicholas E. Lalpui, Dallas Regional Administrator, ETA  
Cynthia Green, Federal Project Officer, ETA

## Attachment C

### Employer Survey Questions

The survey questions include:

- Information about the organization
  - Industry
  - Number of employees
  - County where business is located
- Have you or your management used services provided by the Department of Workforce Services?
- Resources used on jobs.utah.gov
- Have you or your management met with a Department of Workforce Services employee?
- Have you or your management filled a job opening?
- Have you or your management interviewed an applicant using the online services at jobs.utah.gov or in-person at a Workforce Services One-Stop Center?
- Have you or your management hired an applicant using services provided by the Department of Workforce Services?
- Does the information available on jobs.utah.gov provide resources and information that assist with your organization's effectiveness?
- Job applicants referred to you from Workforce Services need additional training and or education in these areas (select all that apply):
  - Interpersonal/soft skills
  - Technical skills
  - Level of education attainment
  - Not applicable, job applicants are well qualified
  - Not applicable, have not yet received any job applicants
- How can Workforce Services One-Stop Center staff better support your staffing needs?
- Score your agreement with the following statements, with 1 being "strongly disagree" and 5 being "strongly agree:"
  - Jobs.utah.gov provides my organization or business with qualified applicants who have the skills we are seeking
  - I would recommend jobs.utah.gov to another employer
  - Jobs.utah.gov helps me to manage my business
  - Posting a job is easy on jobs.utah.gov

- How often have you accessed the website within the last 30 days?
- For which of the following topics has a Workforce Services One-Stop Center specialist visited your office to provide training?
  - Labor market information
  - Disability etiquette
  - On-the-job training
  - Reasonable accommodations
  - Americans with Disabilities Act
  - Apprenticeships
  - Veterans' employment and training
  - None of the above
  - Other (please specify)
- What additional services can Workforce Services One-Stop center provide?
- Please select the top 5 skills you value in qualified job applicants, ranking the selected skills in order of 1-5:
  - Critical thinking
  - Effective communication
  - Flexibility/adaptability
  - Image
  - Interpersonal skills
  - Leadership skills
  - Positive attitude
  - Problem solving
  - Teamwork
  - Time management
  - Work ethic
- Would you like someone to contact you as a follow-up to this survey?

## **Attachment D**

### **Customer Survey Questions**

The questions include:

- Which location did you visit?
- What brought you into the office today?

Rate the following statements using a 1-5 scale with 1 being “strongly disagree” and 5 being “strongly agree:”

- I felt welcome when I walked into the office.
- It was easy for me to find what I needed in this office.
- It was easy for me to find what I needed after I was referred to another resource or location.
- The office staff who served me were knowledgeable about the information and services I needed.
- The information and services I needed were provided in a format that was easy for me to understand and use.
- If the resources were not easy to access and/or use, please explain.
- Were you referred to another location or asked to use a telephone or website to access the services you needed?
- Please select the resources you were referred to (list of resources provided).
- The resources I was referred to were helpful (use 1-5 rating scale).
- Please indicate which type of services you received at this office.
- I would recommend this office or services to a friend (use 1-5 rating scale).
- Would you like someone from the One-Stop Center to contact you regarding your experience in this office.
- Please briefly describe what you would like to discuss when someone from the One-Stop Center contacts you.
- Please provide your name, email address and telephone number below if you would like someone from the One-Stop Center to contact you regarding your experience in this office.



## Attachment E

### Utah Statewide Job Seeker Survey Results

Examples of Statewide (all American Job Centers Combined) Survey Responses July 2021 - June 2022:

Rating Scale – percent rating each statement a “5” which is “Strongly Agree” on 1-5 rating scale

I felt welcome when I walked in the office	84%
It was easy for me to find what I needed in this office	82%
It was easy for me to find what I needed after I was referred to another resource or location	59%
The office staff who helped me were knowledgeable about the information and resources I needed	88%
The information and resources I needed were provided in a format that was easy for me to understand and use	84%
Were you referred to another location or asked to use a telephone or website to access the services you needed—percentage responding “yes”	27%

Please select the resources you were referred to:

Directed to a website	50%
Given a phone number or called another agency	57%
Given a brochure or pamphlet	24%
Introduced in person, or by phone to someone at another agency	8%
Sent to another agency or location	9%
Rating Scale – Percent rating statement a “5”: The resources I was referred to were helpful:	80%

Please indicate which resources you received at this office, choose all that apply (selected items, number of respondents by resource type)

Eligibility Services Division	1,029
Job Search or Job Preparation	495
Unemployment Insurance	380
Adult Training Services	94
Family Employment Program	45
Adult Education	65
Veterans Services	43
Vocational Rehabilitation	65
Rating Scale – Percent rating statement a “5”: I would recommend this office or services to a friend	83%

# **Attachment F**

## **Labor Exchange Survey Methodology**

All of the surveys conducted are voluntary, therefore, there are limitations to the survey data as it is unknown how the responses of those who completed versus those that did not complete the surveys might differ in terms of satisfaction. Despite these possible limitations, the results of this analysis were used to describe the generalized views of job seekers and employers who agreed to share their views via the satisfaction surveys.

### **Customer Survey**

The Labor Exchange survey uses the following sampling procedure:

- Job seekers are only eligible to take the survey if they have not taken a survey in the last three months.
- Online sessions are sampled randomly (one in every 10 customers).
- If the current session is sampled, the user is invited to participate at a random time during the session using the pop-up window.

The online surveys are available to potential participants through a pop-up invitation to participate, which after agreeing to take the survey, are asked a series of questions.

The scale for the satisfaction survey is embedded in the online survey. Participants are asked to rate their level of agreement with or rating of each for the following statements:

- I am comfortable using the internet to job search.
- It is hard to find what I need on jobs.utah.gov.
- Overall, jobs.utah.gov is easy to use.
- Creating my job search account on jobs.utah.gov was easy.
- Searching for jobs on jobs.utah.gov is hard.
- I often have trouble “signing-in” to job search.
- I can’t find jobs that match my skills and abilities on jobs.utah.gov.
- Jobs.utah.gov provides job matches that meet my search criteria.
- Applying for jobs is easy using jobs.utah.gov.
- I would recommend jobs.utah.gov to other job seekers.
- I would return to jobs.utah.gov in the future to job search.
- Overall, I am satisfied with my job search on jobs.utah.gov.

Each item is scored from -2 to +2, with higher scores indicating more satisfaction and lower scores less (items that are reversed scored reflect this convention). The scores are averaged for each scale. The result of the satisfaction scale score indicates the level of customer satisfaction.

## Employer Survey

Similar to the job seekers, employers are asked to participate at a random time during their online session. Data collection proceeds in the same manner as with job seekers.

Not all employers access the employment exchange system directly. In PY20, employers who used one or more methods of posting job orders had the opportunity to respond to the survey. Approximately 18% of employers posted job orders by electronically uploading to the labor exchange system and 21% received assistance from Workforce Services staff, indicating the job orders were entered by staff. Employers that access the labor exchange directly are considered self-service employers. This group represents 69% of employers posting jobs.

The satisfaction scale statements evaluated by employers are scored using the same scale and overall satisfaction calculation as job seekers. The statements include:

- I am comfortable using the internet to complete tasks on jobs.utah.gov.
- It is difficult to navigate jobs.utah.gov.
- I can do everything I want to do on jobs.utah.gov.
- I would recommend jobs.utah.gov to other employers.
- I often have trouble “signing in” to post a job.
- Posting a job is easy on jobs.utah.gov.
- Jobs.utah.gov provides us with enough job applicants from our job postings.
- When posting jobs on jobs.utah.gov I have the flexibility to use my own screening criteria to find applicants.
- Jobs.utah.gov provides us with qualified applicants who have the skills we are seeking.
- I would recommend jobs.utah.gov to other employers for posting jobs.
- Overall, I am satisfied with the ease of posting jobs on jobs.utah.gov.