



DEPARTMENT OF  
**WORKFORCE  
SERVICES**

# WIOA ANNUAL REPORT

WORKFORCE INNOVATION AND OPPORTUNITY ACT



PROGRAM YEAR

**2022**

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*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

UTAH'S STATE WORKFORCE Development Board (SWDB), the Utah Department of Workforce Services and workforce partners moved forward with implementing Utah's Workforce Innovation and Opportunity Act (WIOA) plan. Utah's workforce development partners have built strong relationships which make it possible to continually coordinate, align and partner in workforce development efforts benefitting all Utahns.

The SWDB reviewed, adjusted, and approved Utah's American Job Center (AJC) criteria and made changes that will streamline and improve the process. The board also recertified the Ogden AJC. The recertification process requires all of the AJC partners to work together to showcase the accomplishments of the previous three years, which includes meeting the criteria set by the board and continual improvement in partnering, processes and efficiencies in providing service to both job seeker and business customers.

The State Workforce Development Board actively participated in the grant award process for Adult Education and Family Literacy Act (AEFLA) funds. The board made recommendations based on their review of applicant alignment to the WIOA state plan. Adult Education awarded funds to 11 districts and organizations throughout Utah.

On October 6, 2022, State Workforce Development Board members partnered with public agencies and community organizations to package donated items to create hygiene packets that were distributed throughout the state from Ogden in Northern Utah to Cedar City in the Southwestern part of the state.

## APPRENTICESHIPS COMMITTEE

The Apprenticeship Committee functions as the Apprenticeship Utah Network. Registered apprenticeships continue to be a focus for the state and demonstrate

value as a talent recruitment, economic and workforce development, diversity, equity, and employee retention strategy. Committee partners continually seek to identify, promote and expand registered apprenticeship opportunities statewide. Apprenticeship awareness campaigns are conducted biannually and business-to-business events are held quarterly. The committee worked with key stakeholders and the commissioner of apprenticeships to support recommendations made in the Apprenticeship Utah Annual Report. Utah was one of six states selected to participate in the National Governors Association Youth Apprenticeship Policy Academy. The committee continues to add new members and expand the type of industries represented as well as support the [apprenticeship website](#) for the state.

## CAREER PATHWAYS COMMITTEE

The Career Pathways Committee met regularly during the year. Members of the committee and guests shared information about career pathway activities and projects throughout the state. A couple of the presentations included information about apprenticeship initiatives, activities supported by Talent Ready Utah and WIOA Youth services available at Workforce Services. The committee members benefit from learning about community and state level programs; often the meetings inspire partners to connect outside of the meeting to leverage resources and align services.

## OPERATIONS COMMITTEE

The Operations Committee is made up of members from the SWDB and leadership from all WIOA core and required partners. This creates a strong committee to address and provide recommendations for WIOA and board initiatives. During the past year, the committee made recommendations to update the AJC Criteria which was approved by the SWDB. The criteria is critical to the

AJC recertification process, ensuring that the WIOA law is being implemented correctly. The committee led the process to recertify the Ogden AJC and updated the job seeker and business customer survey questions.

## SERVICES TO INDIVIDUALS WITH DISABILITIES COMMITTEE

The Governor's Committee on Employment of People with Disabilities, which also serves as the board's Services to Individuals with Disabilities committee, provided a variety of services and educational tools for employers, job seekers, advocates and caregivers. Lunch and Learn events were made available to businesses and community partners. These opportunities included topics such as Suicide Prevention, Neurodiversity in the Workplace, ADA History and Current Trends, How Money Works, and Apprenticeship in Utah, among others. Business to Business (B2B) events included Utilizing Choose to Work, Virtual Tour of Microsoft's Technology Lab, and a variety of outreach opportunities with business partners across the state. Intermountain Health, Utah Transit Authority and Goldman Sachs all hosted Youth Mentoring events which offered both business mentors and students important information for career development and personal growth.

The use of [ABLE Utah](#) savings plan continued to grow and develop. These savings accounts offer savings and

investment options for people with disabilities, with increased savings thresholds for medical, education, transportation, housing, employment and personal support services, without losing benefits such as Medicaid or SSI.

The biannual Employer Workshop provided education and resources for employers on a broad variety of topics, and the Work Ability career exploration job fairs connected individuals with disabilities to employers. . The Disability:IN Utah Summit was held in conjunction with The Governor's Committee on Employment of People with Disabilities and the Department of Workforce Services' Utah State Office of Rehabilitation 48th annual Golden Keys Awards. This premier event honors employers and community partners who have helped promote employment opportunities for people with disabilities and award scholarships to outstanding students.

## YOUTH COMMITTEE

The Youth Committee and guests shared information about resources to assist youth and discussed ways to coordinate and align resources. Career and Technical Education (CTE) partners provided information about the positive impact of CTE programs and Workforce Services presented a new youth resource guide available on the Department website. Partners such as YouthBuild provided updates on their programs for the group.

# 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.

Adult Education and Utah Transit Authority (UTA) worked together to establish a transportation career pathway for English language learners. Students at an intermediate level in English can interview with UTA. If selected, students are paid while learning contextualized English and then trained as a bus operator.

Talent Ready Utah, housed in the Utah System of Higher Education, is a WIOA partner that optimizes efforts made by education and industry partnerships, working to build a highly skilled workforce while providing Utah students with increased career and education opportunities. Below are some of the programs designed to support that mission.

- Utah Adopt a School offers businesses opportunities to partner with Utah's K-12 schools to foster an ecosystem of support, innovation and career exploration for student success and access to opportunity.

- Pathways helps individuals explore their career paths. Individuals can gain industry experience and graduate high school with a guaranteed job interview. These partnerships prepare students with credentials needed to advance quickly in various industries, opening doors to successful careers and continued educational opportunities.
- Talent Ready Apprenticeship Connection (TRAC) allows individuals to split their time between the workplace and classroom while building their resumes with work experience. Youth apprenticeships provide work experience for students engaged in learning the skills they need for a successful career. Students split their time between the classroom and workplace, applying knowledge through a hands-on learning routine. As part-time employees of our TRAC partners, students earn a wage pursuing their education toward a high-paying career. The TRAC program engages students beginning in high school.
- Utah Works program encourages individuals to take advantage of short-term technical skills training and start their careers in high-demand, high-wage industries. This program provides short-term training for companies needing to hire employees quickly. Industry partners design the program, and select which courses and training are required; then Talent Ready Utah provides training to fill those in-demand positions.

## 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. They connect work-ready customers with employment opportunities that align with their employment and career goals. The SWDB 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. Internships provide the opportunity for youth to explore various occupations to assist them with more long term career planning.

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 the credentials. 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 approach helps each customer pursue a successful and meaningful career by using an individualized work experience placement strategy.

Workforce Services' Utah State Office of Rehabilitation provides and coordinates structured work-based learning experiences tailored for people with disabilities. Through this initiative, participants are placed in professional settings, allowing them to benefit from hands-on training, mentorship, and the application of their skills in genuine job contexts. These experiences serve to amplify both their technical expertise and interpersonal skills, while also enhancing their self-assurance and comprehension of workplace intricacies. As participants engage with these work environments, they garner a more defined perspective of their career goals, become adept at advocating for necessary workplace accommodations, and establish meaningful professional connections. Real-time feedback from these job situations further enables

participants to pinpoint their strengths, and areas that might require further refinement.

## APPRENTICESHIPS

The commissioner of apprenticeship works to promote apprenticeship and gather data to inform statewide strategies for apprenticeship. This year, the commissioner developed a five-year plan for apprenticeship, based on data and information gathered from key stakeholders. The apprenticeship committee for the SWDB serves as the Apprenticeship Utah Network to ensure alignment between the WIOA state plan goals and the five-year plan for apprenticeship.

Apprenticeship programs have expanded beyond traditional trade industries and are now present in a broad cross-section of sectors, including healthcare, IT, cybersecurity, transportation, financial services, manufacturing and more. In Utah, expansion is aimed at providing quality job opportunities and relevant skills to a diverse range of job seekers. Continued growth is key to make apprenticeship a common pathway into careers across the economy.

Overall, the focus of the commissioner of apprenticeship in Utah is to create a diverse, inclusive and accessible apprenticeship ecosystem that benefits both employers and workers. Various initiatives, partnerships and strategies outlined below demonstrate the concerted effort to enhance apprenticeship programs and align them with the evolving needs of industry and the workforce. This is essential to providing equitable access to underrepresented populations and underserved communities. In Utah, several key initiatives and strategies have been implemented to further the growth and effectiveness of apprenticeship programs:

- The JFF high-quality pre-apprenticeship framework has been used to develop pre-apprenticeship programs that act as a stepping stone to registered apprenticeships. These programs aim to prepare individuals for the demands of apprenticeship training.
- Youth apprenticeship initiatives have been implemented to begin apprenticeship programs in high school. These programs allow students to gain valuable skills and experience while still in

school, providing a smoother transition into the workforce.

- Legislative measures, such as Utah's HB 555, have been enacted to facilitate youth apprenticeship development, address liability and workers' compensation concerns and encourage employers to engage with youth apprenticeship initiatives.
- Ongoing media campaigns have been used to promote apprenticeships, targeting underrepresented populations and rural communities. These campaigns include various forms of marketing to raise awareness and interest. To better reach underrepresented populations both radio and video ads were translated into Spanish.

This year, Workforce Services, in partnership with the Apprenticeship Utah Network and Weber State University, held its first annual [Apprenticeship Utah Summit](#). The summit's theme was *Talent Moves You Forward*. There were 134 in-person attendees and 27 virtual attendees. Highlights included:

- National intermediaries
- Industry accelerators in construction, information technology, manufacturing and health care
- Panel on diversifying your candidate pool through youth apprenticeships and pre-apprenticeships
- Keynote speaker sharing diversity equity inclusion and accessibility strategies
- Release of two new promotional videos: [Benefits of an Apprenticeship Program for Businesses](#) and [Get Paid to Train](#)
- Apprenticeship Job Fair with 35 exhibitors
- Apprenticeship Awards

In year four of the U.S. Department of Labor Apprenticeship State Expansion grant, Workforce Services continued connecting with employers, programs and apprentices which culminated in the development of 39 new registered apprenticeship programs during the four-year period of the grant. The department continues to:

- Expand and fully integrate registered apprenticeship into state workforce, education and economic development strategies and programs

- Diversify and expand apprenticeships in information technology, construction, health care and manufacturing
- Diversify the apprentice candidate pool to include at-risk youth, women, people with disabilities, veterans and people of color

The grant provided an opportunity for many individuals to obtain training needed for highly skilled careers. One of the grant customers co-enrolled in WIOA had been laid off from his position as a website developer, but did not have the needed education to find new employment in this field. He ended up accepting a lower paying job as a shop technician, but was determined to get back into the IT industry. His employment counselor was able to connect him with Apprenti through the Utah Tech Apprenticeship Program. Through the program, the customer was hired into an apprenticeship in IT at a large health organization. He told his employment counselor that the apprenticeship has changed his life. Through the program the customer has taken on many responsibilities and been provided opportunities.

At the completion of the grant:

- 477 participants were served
- Average annual wage of apprentice at enrollment was \$19.25
- 78 sponsors were added to the ETPL

Utah's federal Office of Apprenticeship registers all Registered Apprenticeship Programs and shares information about Utah apprenticeships with WIOA partners. In PY22 there were:

- 287 apprenticeship sponsors registered with 26 new programs developed
- 4,166 apprentices in Registered Apprenticeship Programs with 1,931 new apprentices participating
- 206 active female apprentices compared with 3,879 male apprentices
- 1,741 youth apprentices

## STRATEGIES FOR BUSINESS ENGAGEMENT

ENGAGING BUSINESS PARTNERS, determining their needs and finding workforce solutions is a priority in Utah as demonstrated in the WIOA plan goals and strategies. Workforce system partners continue to develop strong partnerships as they work together to implement Utah's WIOA plan.

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 development specialists presented information on wage data, labor market information, active job

seekers, work-based learning opportunities, bonding, recruiting strategies and other employer services to several groups. The Rural Workforce Network, a partnership between the Salt Lake Chamber, Workforce Services and Economic Corporation of Utah to educate employers on telework, marketed to employers along the Wasatch Front to support hiring in rural Utah to fill employment gaps.

# 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 PY22, Utah's employer engagement rate was 25.7% and the repeat business rate was 55%.

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 the staff that served the employer. Staff are able to identify and contact employers

who have not utilized services by using this report. They are also able to identify 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.



# 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 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 monitor 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 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. Within 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 10 days after the event. During the past year, over 3,236 job seekers have connected with hundreds of employers through the virtual job fairs.

Positive comments from businesses who attended the virtual job fairs include:

- Your virtual job fairs have been more successful for us than anything else we have tried this year.
- Seventy candidates visited my booth; I spoke with over 10 individuals and conducted one on-the-spot interview. I would like to participate in the next one.
- I have utilized several different virtual job fair platforms over the past few years; this is the best and easiest one to navigate.

## **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 both virtually and in-person.

Over the past year, approximately 120 new and incumbent staff have been trained in new employee

training, program specific training or both. 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 the American Job Center in Ogden this past year. In addition, as required by WIOA, the State Workforce Development Board reviewed and updated the criteria used to certify AJC offices. The certification process continues to support and strengthen partnerships across the state which results in 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 in the UWORKS system on [jobs.utah.gov](http://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 offices throughout the state each month, including resume writing, interviewing skills, job search strategies 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 every other month on the day prior to Workforce Services' virtual job fairs, and has been 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 four workshop presenters throughout the state. In addition to presenting workshops, the team offers individualized career coaching to participants following each workshop. In PY22, 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. This is accomplished through formalized coordination with the state's dislocated worker unit or a local-area staff, 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 providing job fairs, job search workshops, 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.

Even with Utah's unemployment rate averaging about 2.4%, the Dislocated Worker Unit saw an increase in the number of WARN notices received during the past year. For PY22, the Dislocated Worker Unit processed 18 layoff notices in response to WARN notifications. In response to the WARN notifications, the Dislocated Worker Unit provided 10 in-person and five virtual Rapid Response presentations.

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.

Early intervention is provided for those who 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. 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 PY22, the TAA program was federally under termination status. Although new petitions are not currently being certified, all affected workers under previously certified petitions can continue to receive services. With no newly certified petitions and a robust economy, the TAA program has been limited. 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 resources and help employees transition to new employment. When possible, employers recruiting in similar industries are invited to participate in rapid response workshops or be onsite to provide information on their available openings.

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
- Providing onsite recruitments
- Providing access to statewide virtual job fairs
- Hosting in person job fairs including the Utah Valley Job Fair
- Developing work experience opportunities including apprenticeships

- Connecting job seekers to Utah's labor exchange system
- Providing virtual workshops including Resume & Application, Networking, Interviewing, Job Searching Strategies and Professionalism in the Workplace
- Reaching out to impacted Utahns to discuss available resources
- Providing 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. For example, during outreach visits, staff discovered that

several H-2A farmworkers had unpaid wages and their contracts were nearing the end. Through combined efforts of the outreach worker and the State Monitor Advocate, the farmer was contacted and a resolution was reached in which the unpaid wages were brought current. As part of housing inspections, a farmer's certification was held up until improvements were made to the workers' housing. The farmer made significant improvements resulting in better living conditions for the workers.

## **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 PY22, 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 PY22 Workforce Services updated Utah Patriot Partnership program materials and worked to increase employer participation.

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 works closely with partners to create programs for students that provide an entry into career pathways with opportunities to explore careers such as automotive technician, welding, engineering, business, transportation and healthcare. Recently, employers have approached adult education programs with requests to provide English language acquisition courses for their employees. Businesses such as Daily Bacon, BD Medical, the Utah Transit Authority and Ultradent identified potential employees in multilingual learners but needed assistance in overcoming the language barrier. Adult education programs created contextualized English language acquisition courses for employers. These partnerships are timely, as the number of multilingual students and workforce needs continue to increase.

Additionally, adult education students succeed as programs collaborate with other agencies to increase the resources available to students. For instance, programs across the state have reached out to other agencies, such as the Utah State School of the Deaf and Blind and the Division of Services for the Blind and Visually Impaired (DSBVI), to ensure students with disabilities have access to needed resources. Recently, several students with visual and hearing impairments successfully graduated from adult education because of these partnerships.

Over the past year, the English Skills Learning Center (ESLC) worked closely with DSBVI to understand the literacy and English level needed for adults to fully participate in the Training and Adjustment Services program, which teaches blind and visually impaired adults self-sufficiency skills and helps them explore options for employment. As a result, the ESLC class teaches adult learners the English alphabet, how to read basic consonant-vowel-consonant (CVC) words, and write their names and other CVC words in braille.

Davis Adult Education partnered with Weber State University to enroll some of their students in the Venture Program. The Venture Program allows students access to interdisciplinary humanities courses for free and exposes students to opportunities in higher education.

Adult education continues to focus on accelerating students' pathways through programs such as Integrated

Education and Training and contextualized instruction. In addition, adult education is aligning instruction to the Personalized, Competency-Based Learning framework that aligns with adult learning theory and better meets the needs of individuals.

### **CHOOSE TO WORK**

The Utah State Office of Rehabilitation's Business Relations and Choose to Work teams collaboratively assist Utah employers in hiring and retaining individuals with disabilities. Their comprehensive services encompass employer training, technical support, resource provision for financial incentives to hire disabled individuals, recruitment guidance, placement assistance, and support in on-the-job training initiatives. Over the past year, there has been a heightened emphasis on virtual service delivery, extending outreach to remote areas, and curating career exploration opportunities tailored for students with disabilities. Consequently, the program has witnessed a surge in the number of employers engaged, and a corresponding rise in the placement of individuals with disabilities into competitive and integrated roles.

### **RE-ENTRY PARTNERSHIPS**

Workforce Services partners with the Utah County Jail, non-profit organization Building Beginnings and local employers to support on-the-job training placements for offenders upon release. Through a pre-release program, staff provide in-jail workshops and conduct information sessions to identify potential customers for program enrollment and job placement. Those incarcerated for drug offenses are connected to Building Beginnings, which offers transitional housing and drug treatment programs and employment. Through this partnership, there have been career placements in HVAC, construction and manufacturing occupations, using both subsidized on-the-job training and direct placement through basic career services. By coordinating and integrating services, this relationship meets the employment needs of the job seeker and local employers.

### **WIOA YOUTH PARTNERSHIPS**

Landmark Alternative High School and Workforce Services promoted and implemented a program called "mystorymatters" for at-risk youth to develop leadership development skills where youth learned the following tools:

- Focusing on what you can control

- Power of words
- Facing fear and finding the courage to make the changes necessary to achieve your dreams
- Creating positive communities
- Asking for help
- What makes you unique and empowering you to believe in yourself
- You are not defined by what you have done in the past
- Importance of challenges and the gifts you have to overcome them
- Developing a growth mindset
- Setting goals and seeing beyond your circumstances

Each week, motivational speakers including corporate trainers, college athletes and formally incarcerated individuals, spoke about their life experiences and overcoming adversity, enforcing the tools taught. Throughout the program, youth were encouraged to participate and learn to tell their story. The youth set goals and were held accountable for accomplishing their goals. Some started by saying personal affirmations every day, or kind words for other people, while others set goals to get up early in the morning, exercise or work on their hobbies. They wrote journals documenting their experiences and progress. WIOA youth who participated in this program have developed goals to be animators, software developers, artists, business owners and electricians.

Workforce Services also partners with the Park City Learning Center, which is a transitional school for individuals with disabilities to attend after high school to continue education, gain life skills and build work experience. One of the students participated in an internship at a recreational center in Park City and attained employment at both a grocery store in Park City and one of the ski resorts for the winter season. He really enjoyed the recreational work and has applied for a job at a golf course. Another student started as an intern at a gym and spa doing janitorial work, and was promoted to a position with member services.

Workforce Services staff across the state participated in career fairs, senior nights and other education activities

at high schools informing students on career pathways, career assessments, and services available through Workforce Services. Staff also conducted mock interviews and helped students register on the Workforce Services labor exchange system.

### NAVAJO NATION PARTNERSHIPS

The Workforce Services Southeast Service Area has established partnerships with Monument Valley High School, Adult Education and the TSÉ BII' NDZISGAI COMMUNITY CENTER (Monument Valley TBN Community Center). These partnerships have allowed Workforce Services to serve Navajo youth and adults in a community more than 70 miles from the nearest AJC. Since March 2023, WIOA services have been provided, (including six internship opportunities) to approximately 17 people in the Monument Valley area with several applications pending. At the end of the school year, staff met with senior students at Monument Valley High School to help them apply for WIOA Youth funding, utilizing Workforce Services laptops. Staff visit the TBN Community Center monthly for onsite career and training services.



# PERFORMANCE MEASURES

DURING PY22, 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. 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, Wagner-Peyser and apprenticeship. 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 PY22			
Performance Measure Element	Negotiated Goal	Actual	Individual Indicator Score
<b>Adult Program</b>			
Employment Rate - 2nd Quarter After Exit	76%	74.3%	Success
Employment Rate - 4th Quarter After Exit	73.2%	74.8%	Success
Median Earnings - 2nd Quarter After Exit	\$6,970	\$8,515	Success
Credential Attainment	72%	65%	Success
Measurable Skill Gains	55%	45.4%	Success
<b>Dislocated Worker Program</b>			
Employment Rate - 2nd Quarter After Exit	82%	81.3%	Success
Employment Rate - 4th Quarter After Exit	82%	80.7%	Success
Median Earnings - 2nd Quarter After Exit	\$10,800	\$12,247	Success
Credential Attainment	70%	65%	Success
Measurable Skill Gains	51%	44.3%	Success

### Performance Outcomes PY22

Performance Measure Element	Negotiated Goal	Actual	Individual Indicator Score
<b>Youth Program</b>			
Employment Rate - 2nd Quarter After Exit	76.7%	78.7%	Success
Employment Rate - 4th Quarter After Exit	71%	78.7%	Success
Median Earnings - 2nd Quarter After Exit	\$3,300	\$5,133	Success
Credential Attainment	55%	53.6%	Success
Measurable Skill Gains	50%	43.8%	Success
<b>Wagner-Peyser Program</b>			
Employment Rate - 2nd Quarter After Exit	70%	68.4%	Success
Employment Rate - 4th Quarter After Exit	68%	68.1%	Success
Median Earnings - 2nd Quarter After Exit	\$7,700	\$10,035	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 PY22 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](#). The evaluation found that 17% of youth customers not currently receiving mental health treatment felt that they needed assistance. During the last program year, Workforce Services braided funding and started having internal licensed clinical therapists provide mental health services to WIOA enrolled customers. Workforce Services continues to provide this valuable service and is exploring other opportunities to support youth and adult mental health services in Utah including offering mental health workshops to youth.

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 began implementation during PY20 and included strategies, informed by the evaluation, to increase quality case management, especially for youth. During the Spring of 2023, a Request for Proposals was released to contract with an experienced trainer to provide training and tools to youth counselors reinforcing motivational interviewing techniques, trauma informed case management, career coaching and effective ways to mentor youth. Workforce Services is working with the awarded provider to schedule training in Fall of 2023.

During PY22, Workforce Services contracted with the Social Research Institute at the University of Utah to complete a data analysis of WIOA sponsored customers to determine if the training programs they participated in had a positive impact. For each program these questions were addressed: What were the completion rates and

employment rates? Are there common programs or providers with success or failure rates? This evaluation will continue to be reviewed during PY23.

## WORK SUCCESS

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.

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 2024.

Work Success is currently being streamlined to better serve a rapidly changing market, and fulfill the needs of all Utah job seekers.

# 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 (Attachment C) focus on goals of the American Job Center, specifically effective and quality referrals. The information is used to continually improve American Job Center services. Results for PY22 are included in Attachment D.

During the past year, Workforce Services along with the SWDB Operations sub-committee has been reviewing and updating the job seeker survey. This includes updating the questions and moving the survey to a different platform. The new survey is expected to be available and utilized by the end of 2023.

## **BUSINESS CUSTOMER SURVEY**

Collecting data from business customers and engaging with them is critical for Utah's workforce development strategies. The Operations sub-committee, in partnership with Workforce Services, has been reviewing and updating the business customer survey, in addition, a plan is in place to move it to a new platform and will be made available in 2024. Workforce Services and the SWDB look forward to collecting and reporting high quality data from business customers from the updated survey that will help the AJCs continue to improve services to business customers.

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

Utah continues to administer job seeker and employment surveys through its labor exchange system to identify real time feedback with what the public is seeking in a job search tool. The voluntary online survey has questions designed in partnership with the University of Utah's Social Research Institute. Workforce Services evaluates the feedback and incorporates it into future system changes and enhancements. The surveys have been instrumental in planning and implementing customer service enhancements. During PY22, the average satisfaction score of job seeker survey results of .61 is a consistent measure from previous years. This outcome represents moderate satisfaction with the online system. The average satisfaction score of employer survey results of .51 is also consistent with the previous year. A goal for PY23 is to identify and utilize an artificial intelligence tool for resumes, improving job matching and employer satisfaction.

# 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.

WIOA Youth Expenditure PY22	
In-School Youth %	Out-of-School Youth %
6.13%	93.87%

The above data shows that Workforce Services is exceeding the requirements for out-of-school youth spending. By the end of PY22, 93.87% of WIOA Youth funds were spent on out-of-school youth and only 6.13% 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 (07/01/22 - 09/30/22)		Qt 2 (10/01/22 - 12/31/22)		Qt 3 (01/01/23 - 3/31/23)		Qt 4 (04/01/23 - 6/30/23)	
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 %
11.75%	88.25%	4.49%	95.51%	3.73%	96.27%	5.62%	94.38%

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 PY22, only 130, or 12.42% 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 (07/01/22 - 09/30/22)		Qt 2 (10/01/22 - 12/31/22)		Qt 3 (01/01/23 - 3/31/23)		Qt 4 (04/01/23 - 6/30/23)		PY22 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 %
16.29%	83.71%	14.31%	85.69%	11.96%	88.04%	11.72%	88.28%	12.42%	87.58%

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

Out of the 130 in-school youth served in PY22, 29 youth 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. Six in-school youth attained a post secondary credential and, so far, two have 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 nine in-school youth who did not graduate, five, or 55.56%, obtained employment.

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. 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. During PY22, Utah served 56 ETV youth and four of them successfully completed the program and earned a credential. Additionally, 65% of ETV youth had their ETV enrollment closed due to income.

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 CORE PARTNERS COORDINATED to contribute to the development of this report, including the inspirational success stories.

## **Vocational Rehabilitation & Workforce Development: Collaboration for Success**

Andrew's successful career transition stands as a shining example of effective teamwork and collaboration. His journey began with a referral from his Workforce Development Division employment counselor to Vocational Rehabilitation, aiming to help him overcome disability-related challenges and transition from his food service job to a more fulfilling career.

In a joint effort, they helped Andrew navigate through comprehensive career counseling, creating a plan that was in line with his skills, aspirations and abilities. Vocational Rehabilitation offered additional support, helping manage Andrew's disability and ensuring his chosen vocational goal wouldn't be a detriment to his health. A career as a Clinical Laboratory Technologist emerged as a promising option.

Through combined funding support from both the Vocational Rehabilitation and Workforce Development Division, Andrew pursued a bachelor's degree in medical laboratory science. He completed his training program successfully and secured employment with a prominent regional hospital.

Vocational Rehabilitation and Workforce Development Division's coordinated efforts and teamwork directly supported Andrew's transition to a high-demand career.

## **SNAP Education and Training Success Story**

Ron was referred to the SNAP Education and Training program in April 2023. During his first meeting with his employment counselor they discussed his interests, experiences and qualifications. She provided him with support, encouragement and resources such as bonding, where to obtain a free cell phone, how to apply for the Career and Education program, a virtual job fair opportunity and housing options. Ron applied and was approved for WIOA Adult services and was issued funds

to pay for his rental deposit, first month rent, fuel and meals. He attended the Virtual Job Fair, connected with the SLC police department and networked with their recruiters. He applied for a dispatcher position, completed the assessment tests, and had two interviews. He was offered the position and a starting wage of \$22.59 an hour, which will increase to \$32.00 an hour after he completes their training program.

Ron sent an email to his employment counselor saying, “Thank you sincerely, your help throughout this time has been absolutely invaluable to me. I am eternally grateful for all of the help and resources you have given me. You have helped me find hope in a time where I had thought I had lost it. The state is very lucky to have a social worker with your passion for the job and the people you work with and I want you to know you are appreciated.”

### **Returning Citizen**

A customer referred to Workforce Services from a community partner, Building Beginnings, applied for WIOA for job search assistance and bonding services. The customer had several barriers to employment, such as transportation, lack of employment history, dental issues and a history of substance use. The WIOA counselor partnered with Vocational Rehabilitation to help the customer overcome his barriers, including helping him get dentures. They assisted him in attaining an on-the-job training opportunity. The customer succeeded in his employment goals and is now fully employed and supporting himself financially.

### **Temporary Assistance to Needy Families**

A refugee immigrated to Utah from the Ukraine in September 2022 with her two elementary aged children. She had been employed as a pharmacist in the Ukraine and had limited English speaking skills. She enrolled in WIOA and the TANF cash assistance program, the Family Employment Program. Her counselor and a workforce development specialist negotiated an on-the-job training opportunity for her at Sam’s Club doing product demonstrations. This position provided the opportunity for her to study English as well as gain confidence in herself. She started out as a part-time worker and transitioned to nearly full-time hours. She plans to attend college to attain her license in pharmacology and is happy she is able to support her family in a position she enjoys.

### **Job Corp Student**

Alex completed the automotive technician program at the Clearfield Job Corps. Workforce Services partnered with Job Corp to help Alex obtain an internship as an Automotive technician. After completing his internship, he was offered a full-time position with a Toyota dealership as an automotive technician and mechanic. Due to the extensive training that he received while attending Job Corps, and the work experience he attained, Alex was offered a higher starting wage than the dealership typically offers.

### **Youth**

When 21-year-old Kelsey came to Workforce Services she was at a low point in her life and looking for a better future. She had held several food service jobs, but wanted to pursue a career in the dental field. She enrolled in WIOA and her employment counselor helped her find an internship with the Moab Free Health Clinic, where she trained to be a Dental Assistant. She gained experience with x-rays, preparing service trays, running the autoclave and assisting both the hygienist and the dentist during procedures. Her immediate supervisor is a dental hygienist who works for a Moab dental practice, but also volunteers at the free clinic. Toward the end of Kelsey’s internship, she applied for a dental assistant position at the same practice where her mentor works. She worked with her employment counselor and mentor to prepare for the interview and was offered a job. Kelsey is ecstatic about her new career.

### **Returning to the Workforce**

When Amanda applied for WIOA, it had been more than 15 years since her last job, due to being a stay-at-home wife and mother. She was nervous about getting back into the job market, but needed to increase her income due to the rising costs of groceries and fuel. Amanda’s employment counselor helped her identify her transferable skills, which included managing her home and baking for her family. The counselor helped her find an on-the-job training opportunity at Toni’s bakery, where she could utilize those skills. She was so successful performing her job duties, she earned a promotion to assistant manager and a two-dollar-an-hour raise. Amanda feels her work related accomplishments have increased her self-confidence and self-esteem, as well as helping to stabilize her family’s financial situation.

# **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.

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

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%.

Qt 1		Qt 2		Qt 3		Qt 4	
<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,

A handwritten signature in black ink, appearing to read "Brent Parton".

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

# JOB SEEKER SURVEY

**HOW WELL DID WE MET YOUR NEEDS?** Please take a few minutes to answer the following questions. The survey is also available at [surveymonkey.com/r/WIOAOne-Stop](https://surveymonkey.com/r/WIOAOne-Stop). Thank you in advance!

1. Which location did you visit? \_\_\_\_\_

2. What brought you here today? (Please mark all that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Job seeking, looking for a career change<br><input type="checkbox"/> Training/job training<br><input type="checkbox"/> Education<br><input type="checkbox"/> Job search workshops/interviewing skills/networking<br><input type="checkbox"/> Accessing benefits or assistance (e.g. food stamps, cash assistance, etc.) | <input type="checkbox"/> Unemployment Insurance (UI)<br><input type="checkbox"/> Eligibility Services<br><input type="checkbox"/> Use of resources/equipment<br><input type="checkbox"/> Funding for school or training<br><input type="checkbox"/> Other |
|--|---|

*If you marked "Other," please describe:* \_\_\_\_\_

3. Please rate the following statements that best describe your experience in the office:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply
	1	2	3	4	5	NA
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 helped 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 or use, please explain:* \_\_\_\_\_

4. Were you referred to another location or asked to use a telephone or website to access the services you needed?

- Yes       No

5. Please select the resources you were referred to (select all that apply):

- Directed to a website
- Introduced, in person, to someone at another agency
- Given a telephone number or called another agency
- Given a brochure or pamphlet
- Sent to another location or agency
- Other (please specify)

Other resource(s): \_\_\_\_\_

6. Please rate:

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Does not apply NA
The resources I was referred to were very helpful.						

7. Please indicate which type of services you received at this office. (Select all that apply)

- Job search or job preparation (e.g. resume writing)
- Family Employment Program
- Adult education (e.g. information about attaining a GED, English as a second language, etc.)
- Career and Technical Education program
- Youth services
- Job Corps
- Vocational rehabilitation services
- Farmworker services
- Adult training services (e.g. financial assistance for education and/or training program)
- Indian Training Education Center Services
- Unemployment Insurance
- Veteran services
- Trade Adjustment Assistance
- Eligibility Services Division (Financial Assistance/Food Stamps/Child Care/Medical)
- Senior Community Service Employment Program

8. Please rate:

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Does not apply NA
I would recommend this office and services to a friend.						

9. 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.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

## Attachment D

### Utah Statewide Job Seeker Survey Results

Examples of Statewide (all American Job Centers Combined) Survey Responses July 2022 - June 2023:

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	92%
It was easy for me to find what I needed in this office	88%
It was easy for me to find what I needed after I was referred to another resource or location	85%
The office staff who helped me were knowledgeable about the information and resources I needed	92%
The information and resources I needed were provided in a format that was easy for me to understand and use	88%
Were you referred to another location or asked to use a telephone or website to access the services you needed—percentage responding “yes”	17%

Please select the resources you were referred to:

Directed to a website	42%
Given a phone number or called another agency	44%
Given a brochure or pamphlet	10%
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, percentage of respondents by resource type)

Eligibility Services Division	58%
Job Search or Job Preparation	32%
Unemployment Insurance	17%
Adult Training Services	5%
Family Employment Program	6%
Adult Education	3%
Veterans Services	2%
Vocational Rehabilitation	3%
Rating Scale – Percent rating statement a “5”: I would recommend this office or services to a friend	93%

# Attachment E

## 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.

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.