



DEPARTMENT OF  
**WORKFORCE  
SERVICES**

# WIOA ANNUAL REPORT

WORKFORCE INNOVATION AND OPPORTUNITY ACT



PROGRAM YEAR

# 2024

JULY 2024 - JUNE 2025

americanjobcenter®

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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.*

# WAIVERS

## PROVIDING INDIVIDUAL TRAINING ACCOUNTS TO IN-SCHOOL WIOA YOUTH PARTICIPANTS

Utah continues to use a waiver to provide Individual Training Accounts (ITAs) to in-school Workforce Innovation and Opportunity Act (WIOA) Youth (Attachment A Waiver Request and Attachment B Waiver Approval Letter). The waiver is used to assist in-school youth, who are at risk but not identified as out of school youth under WIOA, in maintaining focus on education and exploring career options that require post-secondary education. Increased youth engaged in education leading to credential attainment expands the supply of workers to in-demand industries and occupations and benefits employers in Utah. Workforce Services has been

monitoring its progress in implementing the waiver to ensure Utah complies with waiver goals and meets measurable programmatic outcomes.

The data below shows that Workforce Services is exceeding the federal requirement to spend at least 75% of WIOA Youth funds on out-of-school youth.

WIOA Youth Expenditure PY24	
In-School Youth %	Out-of-School Youth %
6.17%	93.83%

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

WIOA Youth Expenditures							
Qt 1 (07/01/24 - 09/30/24)		Qt 2 (10/01/24 - 12/31/24)		Qt 3 (01/01/25 - 3/31/25)		Qt 4 (04/01/25 - 6/30/25)	
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 %
6.60%	93.40%	5.97%	94.03%	4.82%	95.18%	7.18%	92.82%

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 PY24, only 153, or 8.14% of youth served were in-school youth.



## WIOA Youth Enrollments

Qt 1 (07/01/24 - 09/30/24)		Qt 2 (10/01/24 - 12/31/24)		Qt 3 (01/01/25 - 3/31/25)		Qt 4 (04/01/25 - 6/30/25)		PY24 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 %
8.37%	91.63%	8.57%	91.43%	9.38%	90.62%	9.69%	90.31%	8.14%	91.86%

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

Of the 153 in-school youth served in PY24, 36 were working toward a post-secondary credential. The remainder were completing secondary school with the goal of enrolling in higher education. Six in-school youth attained a post-secondary credential and, so far, two obtained employment. The youth who started post-secondary training and did not complete still benefited from their exposure to post-secondary education and gained additional marketable skills. Out of nine in-school youth who did not graduate, 66.67% obtained employment.

Out of the 153 in-school-youth served in PY24, 21 youth were engaged in work-based learning. The impact of connecting in-school youth to work-based learning was positive, as nine out of the 13 youth who successfully completed their work-based learning also obtained employment or enrolled in post-secondary education.

Workforce Services has maintained its partnership with the Utah Department of Health and Human Services (DHHS) who oversees the John H. Chafee Foster Care Independence Program and delegates the administration of the Education and Training Voucher (ETV) program to Workforce Services to serve 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, the waiver enables Workforce Services to serve this at-risk population. During PY24, Utah served 65 ETV youth. Out of 28 ETV youth whose post-secondary training

service closed in PY24, 16 successfully completed their training program and earned a credential. Additionally, 87.50% of ETV youth had their ETV enrollment closed due to income in PY24.

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 removes barriers and 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.



# EVALUATIONS

## WIOA SERVICES EVALUATION

Workforce Services continued to implement projects based on the WIOA Evaluation finalized in spring of 2020. The full report is available on the Utah State Workforce Development Board (SWDB) [website](#). Program staff and American Job Center managers developed an action plan to build on successes and improve programs, especially for youth. In PY24 Utah continued to implement several action plan items.

**Mental Health Support:** The evaluation found that 17% of youth customers felt they needed mental health assistance. In response, Workforce Services used braided funding to continue providing services from internal licensed clinical therapists to WIOA-enrolled customers. Workforce Services continues to explore other opportunities to support youth and adult mental health services in Utah.

**Child Care Assistance:** To respond to barriers with attending training due to not having reliable child care, WIOA Program staff partnered with the Workforce

Services' Office of Child Care (OCC) Services to implement an exemption for Employment Supported Child Care Benefits. If an applicant was enrolled in WIOA training services they would be exempt from the requirement to work a minimum of 15 hours per week and would receive child care benefits while in training. In PY24 OCC and WIOA employment counselors have worked together to assist WIOA participants with over \$215,000 in OCC benefits.

During PY24, Workforce Services contracted with the Social Research Institute (SRI) at the University of Utah to determine program evaluation needs for future program years. Workforce Services has partnered with Adjacent Possible to implement evidence-based practices to help counselors and customers level up their career counseling skills and support customers with moving forward. Leadership and employment counselor training will be implemented in PY25.

Each of the WIOA core partners support program evaluations and federal evaluations as needed.

# CUSTOMER SATISFACTION

Workforce Services is committed to providing exceptional customer service. 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 American Job Centers.

## JOB SEEKER SURVEY

Utah's American Job Centers collect information from job seekers via online and paper surveys depending on the individual's preference. All job seekers can take the survey through a link on the job connection room, a QR code posted in the employment center or a survey sent directly from an employment counselor. The survey questions focus on

the goals of the American Job Center, specifically effective and quality referrals. The Job Seeker Survey is included in Attachment C. Job Seeker Survey Data is provided in Attachment D. Survey data is used to continually improve American Job Center services. Workforce Services staff review opportunities to improve response rate.

## 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, drafted an Employer Services survey. The survey is sent to employers through the department employer newsletter and shared through various networks. The SWDB Operations Committee has been strategizing how to increase survey responses. Workforce Services and the SWDB look forward to reviewing and reporting data from business customers to help the American Job Centers continue to improve services to business customers.

# STATE STRATEGIES

## STATE PLAN

Utah's SWDB, along with agency, community, education, and business partners worked to implement Utah's 2024-2028 WIOA plan during PY24. The board and Executive Committee met quarterly to ensure partners are coordinating and aligning their workforce development efforts to support Governor Cox's initiatives to support economic growth and economic self-sufficiency. The full plan, including an executive summary, can be viewed at this link: [jobs.utah.gov/wioa/wioastateplan.pdf](https://jobs.utah.gov/wioa/wioastateplan.pdf)

The SWDB reviewed and approved Utah's American Job Center criteria. The board also recertified the Logan, Cedar City, Clearfield, South County, Metro, and Ogden American Job Centers. The recertifications were held in person across the state and included one-on-one job shadow interactions with front-line staff. The board members value the opportunity to see the implementation of the American Job Center criteria firsthand. The American Job Center certifications by the board members review coordination and alignment of services for customers across partners.

Utah's 2024 SWDB service project was donating to Utah food pantries, in collaboration with Workforce Services. The overall goal was to reach 5,000 lbs of food to donate. The final count was 6,673 lbs of physical food donations

and \$8,499 in cash contributions. For every \$1 donated, the Utah Food Bank is able to purchase \$7.23 in goods and services.

The Apprenticeship Committee offers support to initiatives that promote and expand the use of registered apprenticeships in Utah. Utilizing apprenticeships as a tool to provide skills-based education, increase our workforce pipelines, attract new businesses, and provide career advancement opportunities is the primary focus of the committee's function as the Apprenticeship Utah Network. The committee reviewed the state WIOA plan goals and strategies to ensure their important activities are relevant and aligned with overall Utah workforce development goals.



The committee supported the transition of National Apprenticeship Week from November to April and hosted an apprenticeship Job Fair event that had over 180 attendees. The Apprenticeship Committee plays a key role in expanding apprenticeship utilization in the state and in supporting the growth of high-quality work-based learning opportunities

This year the committee helped guide Workforce Services in obtaining and implementing Base Formula funding and Competitive funding through the State Apprenticeship Expansion Formula (SAEF) grant with the Department of Labor (DOL). The grant provided resources to hire two apprenticeship navigators at Workforce Services to facilitate employer engagement and coordinate the development of new registered apprenticeship programs. The navigators have added 51 new registered apprenticeship programs this year in 23 different occupations with the total number of active apprentices in Utah reaching an all time high of 4,940.

The Career Pathways Committee serves as a forum for partners across the state to exchange ideas and explore ways to align and leverage resources to promote education and career pathways, supporting Utah's workforce development.

Over the past year, the committee focused on identifying ways to promote work experience opportunities as an option for facilitating the transition from occupational skills training to employment. The committee held a joint meeting with the Apprenticeship Committee to collaborate on promoting career pathways with work-based components and expanding Utah's Apprenticeship program. As a result, one of the apprenticeship navigators is working with Workforce Services to explore establishing an apprenticeship program for YouthBuild Pre-Apprenticeship students, potentially providing a transition path upon graduation. The committee shares information about career pathway activities and projects throughout the state.

During PY24, the Operations Committee developed recommendations to update the American Job Center Criteria, which the SWDB approved. The criteria are critical to the American Job Center recertification process. The committee also led the process to recertify

the Cedar City, Logan, Clearfield, Metro, South County, and Ogden American Job Centers. Members continued to work on employer engagement goals by promoting the business customer survey and reaching out to additional business partners for feedback and input. The committee met regularly to coordinate between the SWDB and core and required WIOA partner leadership providing an important forum for stakeholder information sharing and coordination.

The WIOA Youth Committee is committed to supporting Utah's youth by connecting them with meaningful resources, guidance, and opportunities that help them pursue fulfilling careers. At the beginning of PY24, the committee discussed the current landscape of youth services and identified several key areas of focus. These areas of focus have guided efforts and shaped priorities throughout the year:

- Encouraging more employers to offer worksite learning experiences.
- Expanding youth apprenticeship opportunities.
- Creating clearer career pathways for Adult Education students.
- Improving access to federal student aid.
- Increasing awareness of WIOA Youth partner services.

The Youth Committee met with the Utah Commissioner of Apprenticeships to learn more about existing youth apprenticeship programs and discuss ways to expand these opportunities. Following this meeting, committee members worked locally with apprenticeship navigators to connect them with employers who could play a role in this expansion, including the Southern Utah Home Builders Association. Committee members will continue to share updates and explore new opportunities together.

To support youth career exploration, the committee supported the rollout of Virtual Reality Career Exploration tools. Committee members provided input on which career simulations would be most beneficial based on Utah's workforce needs and will continue to offer feedback and support as implementation progresses. This initiative supports the committee's continued goal to help Utah's youth discover and pursue rewarding career paths.

Workforce Services supported the first “Raising Kane” youth career fair in partnership with Kanab City and the local Chamber of Commerce. Around 100 students from rural high schools participated, engaged directly with employers, and explored careers through virtual reality headsets. The committee looks forward to helping replicate this impactful model in other rural communities across Utah.

The committee chair invited WIOA Youth partners to share program overviews, challenges, and successes during our meetings to foster collaboration and mutual support. These conversations allowed the committee to better understand the unique needs of each program; identifying ways the committee can help address challenges and amplify successful practices.

The Services to Individuals with Disabilities Committee has had a productive year. The committee hosted two youth mentoring events and two major Work Ability Career Fairs, attracting a combined total of over 60 employers and more than 500 job seekers. Additionally, the committee’s Business Relations Team delivered multiple presentations to organizations, including the Society for Human Resource Management (SHRM) and the Utah Worksite Wellness Council, to promote work-based learning and highlight assistive technology resources.

A central focus of the committee’s efforts was the Golden Keys Awards. This annual event celebrated five scholarship recipients and recognized outstanding employers for their commitment to hiring, retaining, and supporting individuals with disabilities. The committee also actively promoted disability awareness through



initiatives like the National Disability Employment Awareness Month and ongoing campaigns for Autism and Neurodiversity Awareness. Looking forward, the committee continues to encourage engagement with upcoming events, including employer workshops and mentoring opportunities.

## **CAREER PATHWAYS & BUSINESS ENGAGEMENT STRATEGIES**

WIOA core partner programs use various strategies to implement career pathways to develop Utah’s workforce and meet employer needs to support economic growth and economic self-sufficiency. The SWDB and its partners work together to facilitate coordination of these efforts.

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 has skilled workforce development specialists who meet directly with employers. They learn about each company’s unique needs and connect them with services and potential employees. The State Office of Rehabilitation Business Relations Team provides support to employers through disability employment training and education for Human Resources, supervisors, and other hiring managers, assistance to improve or add workplace accommodations, and hosting employer workshops and networking events.

Utah has two apprenticeship navigators who help businesses develop new registered apprenticeship programs and support growth of existing registered apprenticeship programs.

Adult education programs have built on-site programs tailored to the support employers need to build their employees’ English language skills to boost productivity. For example, Entrada Adult High School teachers partnered with a Merit Medical trainer to create lessons targeted towards Merit processes, vocabulary, digital skills, informational graphics, and common conversations at work. Students attended class on site at Merit twice a

week between the afternoon shift change. These classes helped students progress in their English skills and gain the training they needed to improve their work situation and become leaders at Merit Medical.

## WORK EXPERIENCE

Utah continues to utilize work experience to assist youth and adult job seekers in acquiring occupational skills needed to obtain suitable employment. There was a 212% increase in customers who participated in a work experience between PY23 and PY24. Workforce development specialists partner with local employers and community leaders to create these opportunities, matching ready-to-work individuals with jobs that align with their 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. This collaborative effort is expanding opportunities for all job seekers, including those with disabilities and students at technical colleges.



Workforce Services offers three types of work experience programs:

- Youth Employment Internship Opportunity
- On-the-Job Training
- Work-based Learning Experience

The Youth Employment Internship Opportunity program provides youth with short-term work experiences while earning wages. Through an internship, youth can explore different career paths to help with long-term planning and develop the essential workplace and communication skills needed for any job.

The On-the-Job Training program is offered to youth and adult job seekers. The program helps job seekers who have the education needed to do the job, but lack the necessary work experience for the job, or who lack the credentials. The program provides opportunities for job seekers to return to or enter the workforce, increase skill sets and become self-sufficient. Workforce Services facilitates a productive employer-employee relationship. This approach helps customers pursue a successful and meaningful career by using an individualized work experience placement strategy.

Structured work-based learning experiences are offered for people with disabilities, including youth. These services place participants in professional settings where they gain hands-on training, mentorship, and real-world application of their skills. Youth with disabilities are given the opportunity to explore the world of work, experience different career paths, and learn workplace expectations. These experiences build technical and interpersonal skills, strengthen self-confidence, and deepen understanding of workplace dynamics. Participants gain clarity about their career goals, learn to advocate for needed accommodations, and develop valuable professional connections. Real-time feedback helps them recognize strengths and target areas for growth.

## REGISTERED APPRENTICESHIPS

Utah is experiencing significant growth in apprenticeship programs through targeted strategies, robust public-private partnerships, and statewide initiatives that broaden access to high-quality career pathways. In FY 2025, the state reaffirmed its commitment to workforce development by expanding registered apprenticeships, youth apprenticeship opportunities, and innovative training models.

This year, Utah reached a record number of active apprenticeship programs, participants, and supported occupations. Active apprentices increased by 4.4% year-over-year, with particularly strong growth among youth ages 18–24. Fifty-one new programs and 23 new apprenticeable occupations were added to the state’s network, further expanding opportunities across industries.

The Apprenticeship Utah team continues to prioritize outreach and education efforts targeting employers, job seekers, and education partners. The Apprenticeship Utah Network, SWDB committee, plays a critical role in developing a comprehensive system that blends work-based learning with academic instruction.

Key apprenticeship milestones this year include:

- A visit from Department of Labor Deputy Secretary Keith Sonderling and Governor Spencer Cox to the Utah Electrical Training Alliance, where Utah's investment in career and technical education and the strength of its apprenticeship model were highlighted.
- An international partnership formalized with Austria, led by Ambassador Petra Schneebauer, to enhance youth apprenticeship programs through shared best practices and new initiatives—including a ski lift technician apprenticeship and student exchange program.

- Launch of the Utah Registered Apprenticeship Program for Teachers (U-RAPT), a paid, structured pathway that enables aspiring teachers to gain in-classroom experience while earning their degrees. Developed in collaboration with higher education institutions and K–12 school districts, this initiative addresses critical teacher shortages statewide.
- A comprehensive barriers study to assess current challenges and opportunities within Utah's youth apprenticeship system.

Utah continues to lead in advancing innovative apprenticeship models that meet workforce demands, close education-to-employment gaps, and prepare individuals for high-quality careers. Through strategic investment, statewide coordination, and international collaboration, Utah is building a future-ready workforce and serving as a national model for apprenticeship expansion.

## PERFORMANCE MEASURES

During PY24, Utah continues to review data reported as part of the Participant Individual Record Layout (PIRL) for accuracy and completeness. Ongoing collaboration continues between the Workforce Research and Analysis (WRA) Division, WIOA program administrators, other WIOA core partners and other state agencies that contribute reporting information to ensure all required elements are captured.

Utah's common exit policy includes the following programs: WIOA Adult, WIOA Dislocated Worker, WIOA Youth, Trade, Jobs for Veterans State Grant (JVSG), 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 is the date of the last countable service.

Workforce Services tracked each performance measure and found the state achieved successful results for each individual WIOA performance indicator, 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 for accuracy.

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 learn best practices from states that are doing well in both of these measures. Workforce Services continues to provide training and support to staff statewide to encourage staff to accurately capture measurable skill gains and credential attainment.



## Performance Outcomes PY24

Performance Measure Element	Negotiated Goal	Actual	Individual Indicator Score
<b>Adult Program</b>			
Employment Rate - 2nd Quarter After Exit	74.3%	72.1%	Success
Employment Rate - 4th Quarter After Exit	75.2%	71.3%	Success
Median Earnings - 2nd Quarter After Exit	\$8,800	\$8,922	Success
Credential Attainment	72%	74.1%	Success
Measurable Skill Gains	55%	57.9%	Success
<b>Dislocated Worker Program</b>			
Employment Rate - 2nd Quarter After Exit	81.3%	82.2%	Success
Employment Rate - 4th Quarter After Exit	82%	79.2%	Success
Median Earnings - 2nd Quarter After Exit	\$12,243	\$12,249	Success
Credential Attainment	69%	76.9%	Success
Measurable Skill Gains	51%	52.6%	Success
<b>Youth Program</b>			
Employment Rate - 2nd Quarter After Exit	78.7%	79.1%	Success
Employment Rate - 4th Quarter After Exit	78.7%	79.1%	Success
Median Earnings - 2nd Quarter After Exit	\$5,133	\$5,507	Success
Credential Attainment	56.2%	57.3%	Success
Measurable Skill Gains	50%	62.5%	Success
<b>Wagner-Peyser Program</b>			
Employment Rate - 2nd Quarter After Exit	69.5%	61.9%	Success
Employment Rate - 4th Quarter After Exit	69.8%	62.0%	Success
Median Earnings - 2nd Quarter After Exit	\$9,900	\$8,407	Success



## EFFECTIVENESS IN SERVING EMPLOYERS

Utah implemented the new Effective in Serving Employers measure defined in the final rule as retention with the same employer in the second and fourth quarters following a participant's exit from a WIOA core program in PY24.

Workforce Services gathered participant data from Vocational Rehabilitation and Adult Education to report this measure. In PY24 Utah's Effectiveness in Serving Employers outcome is 68.33%.

Workforce Services continues to utilize an internal Effectiveness in Serving Employers report, to review how well Workforce Services engages with employers in real time as an intermediary measure. The report identifies 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.

Through this report, staff can identify and contact employers who have not utilized services by using this report. They can also identify previously engaged employers to ensure services continue to be offered.

## DATA INTEGRITY AND VALIDATION

Workforce Services' WRA 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 that 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.

WRA's Management Information Systems (MIS) staff work with the Workforce Services' program staff to review all edit checks and DOL 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 the WRA MIS 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. 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 (PRT) 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



that 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 PRT evaluated the joint and DOL required common data elements for the PY24 annual validation. Through

the data validation process, program staff were able to collaborate with the WRA MIS staff to update data queries to align with acceptable source documentation for data validation. Program staff compiled a list of anomalies and followed up the WRA MIS staff to remedy errors and make corrections.

## STATEWIDE GOVERNOR'S RESERVE FUNDS

Workforce Services supports many statewide activities with the Governor's reserve. 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. The first type of review involves eligibility criteria. This review ensures that only eligible individuals enroll 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 all WIOA cases. These reviews monitor adherence to policies and help Workforce Services reduce findings from audits performed by the state auditor's office.

Utah's American Job Center partners and staff continue to receive support and necessary 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 system is

utilized by partners of American Job Centers, including all WIOA core, required, and additional partners. All staff can access information sheets for each partner program or service that display the partner name and description, services provided, eligibility criteria, referral process, and contact information. The partner referral system supports "warm hand-off" referrals. 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 to continually improve the referral process. On-site community liaisons in each office facilitate the use of the system and provide support to partners located outside the office.



# 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. This is accomplished through formalized coordination with the state's Dislocated Worker unit or American Job Centers staff, which is provided by workforce development specialists if the layoff impacts less than 15 workers.

The Dislocated Worker Unit is housed in the Workforce Development Division (WDD) at Workforce Services. The team includes the state Rapid Response coordinator, the Dislocated Worker program specialist, and the Trade Adjustment Assistance program specialist. This structure facilitates 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 to ensure prompt delivery of services. The Dislocated Worker Unit gathers and tracks layoff and closure data and disseminates layoff notification records. This information is used by Workforce Services leadership, area directors, workforce development specialists, the Unemployment Insurance (UI) Division, and the WRA Division to plan for and potentially avert layoffs or minimize the impact on workers by matching workers to available jobs. This is accomplished by providing job fairs, job search workshops, Dislocated Worker services, UI Reemployment Services and Eligibility Assessment (RESEA) program, and other appropriate career services.

With Utah's unemployment rate averaging about 3.3%, the Dislocated Worker Unit saw a slight decrease in WARN notices received during the past year. For PY24,

the Dislocated Worker Unit processed 25 layoff notices in response to WARN notifications. In response to the WARN notifications, the Dislocated Worker Unit provided 11 in-person and two virtual Rapid Response presentation(s) that included a total of 420 participants.

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, 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.

During 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 eligibility.

Staff in the American Job Centers are prepared to complete work ready evaluations with any of the dislocated workers. They will assess if the workers are able to utilize effective job searching techniques, have a well written resume, and are able to interview effectively. If the worker is unprepared in any of these areas the American Job Center staff will provide resources to assist in building these skills.

Workforce Services supported a federal employee career transition and resource connection fair in response to federal employee layoffs. More than 450 attendees were connected with over two dozen vendors from the finance, aerospace, defense, and education sectors, as well as Workforce Services.

## 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.
- 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 unemployed Utahns to discuss available resources.
- Providing individual job search assistance.

# WAGNER-PEYSER ACTIVITIES

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, individuals who are basic skill deficient, 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 collaborates weekly with Utah's National Farmworker Jobs program, conducting in-person outreach to establish valuable connections with farmworkers. This close communication facilitates the identification of farmworker needs, allowing for targeted outreach efforts. Workforce Services staff shares contacts and information about Utah cities with high concentrations of farmworkers. The dissemination of this information to all community partners increases contact with migrant and seasonal farmworkers. These combined strategic outreach efforts help to offer the full range of available services to workers, most of whom do not visit American Job Centers.

The Migrant Seasonal Farmworker (MSFW) program provides a platform for farmworkers to file a complaint or share concerns about work related activities, such as unpaid wages or undesirable work conditions. As outreach efforts continue, the MSFW program helps workers understand worker rights and resources available for their families.

## **VETERAN AND MILITARY SERVICES**

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

and retaining employment. Wagner-Peyser funding is used to provide employment services to all job seekers, including veterans, transitioning military members, and their families. JVSG funding is specifically targeted to veterans, transitioning service members, and eligible persons with qualifying barriers to employment. The state-funded Accelerated Credentialing to Employment (ACE) program provides funding for civilian credential attainment or 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 PY24, 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 through providing individualized career services, online tools, and job development services tailored for veterans. JVSG staff coordinate with WIOA Adult and Dislocated Worker employment counselors to ensure veterans' pre-employment training needs are met through co-enrollment. The Utah Patriot Partnership (UPP) program recognizes employers who have pledged to hire or employ qualified veterans over qualified non-veterans.



The Utah Department of Veteran and Military Affairs (UDVMA) partners with Workforce Services on several initiatives to improve the economic self-sufficiency of veterans, transitioning military members and their families including assisting veterans experiencing homelessness, improving employment opportunities for military spouses, and increasing awareness of mental health and other veteran resources.

Consolidated veteran services representatives and workforce development specialists have successfully connected veterans and military spouses with quality jobs in key industries such as manufacturing, construction, aerospace/defense, and transportation. Over the past year, 60 Transition Assistance Program (TAP) Employer

Panels were conducted at Hill Air Force Base which facilitated connections between 72 employers and over 1,000 transitioning service members and spouses. These individuals often possess valuable technical skills and proven leadership experience highly sought by employers. Discussions were held with hiring managers regarding the value veterans bring, strategies for working with second-chance candidates, and methods for hiring veterans who may face barriers. Building relationships with employers prior to a veteran's application has proven to expedite and streamline the entire process. Sharing tangible success stories from TAP has also contributed to a shift in how some employers perceive non-traditional resumes.

## BEST PRACTICES AND NEEDS

Workforce Services employs several promising practices to implement the state's WIOA Plan. These practices are designed to meet the changing needs of employers, assist individuals who face barriers to employment and help families achieve economic self-sufficiency.

Workforce Services demonstrates a key best practice by integrating several WIOA core and required partners, including:

- WIOA Title I Adult, Dislocated Worker, and Youth programs
- Wagner-Peyser Act Job Seeker and Employer Services
- Vocational Rehabilitation
- Jobs for Veterans State Grants
- Migrant and Seasonal Farmworker programs
- Trade
- Housing and Urban Development
- Unemployment Insurance
- TANF

Vocational Rehabilitation, WIOA, and Wagner-Peyser services are co-located in a few of the American Job

Centers, supporting more efficient participant services. The strong partnership between Workforce Services and Adult Education continues, with Adult Education consistently supporting American Job Center certification and the SWDB general board and subcommittees.

Adult Education has enhanced its student information system, UASIS, by introducing third-party access. This allows students to share information directly with Vocational Rehabilitation and WIOA counselors, facilitating more coordinated support. This initiative demonstrates the core partner program's dedication to improving outcomes through more efficient tracking of participant progress, identification of needs, development of personalized action plans, and fulfillment of federal reporting requirements.

A further example of this collaboration is that all core partners coordinated to contribute to the development of this report.

### VIRTUAL JOB FAIRS

Workforce Services offers virtual job fairs every other month available to all Utah job seekers and employers who hire Utah residents. The job fairs allow job seekers

from across the state to gather in a virtual environment with employers to find and apply for positions. “Success at a Virtual Job Fair” workshops are available before 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 have the opportunity to upload resumes and professional photos. Additionally, they can track submitted job applications and the visited employer booths. 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 5,300 job seekers have connected with hundreds of employers through the virtual job fairs.

An employer who attended the virtual job fairs stated, “We received at least five promising leads during the event. Several attendees applied during the job fair itself, and we were able to refer three candidates to a local agency for one-on-one interviews - all during the event. It was fantastic. My colleagues and I participate in many job fairs, both in person and virtually and this one truly stands out above the rest. The platform was excellent, the technology was seamless, and the customer service was superb. We’re genuinely impressed. Please extend our

sincere thanks to everyone in your office for their hard work in making this such a successful event. We had 282 job seekers visit our booth and the experience was not only productive but also a lot of fun. This job fair was a great example of teamwork, agility, and delivering real-time value to the field-a huge win all around!”

## STAFF DEVELOPMENT

A team of program specialists support individuals and teams across the state to facilitate consistency, quality and accuracy in program delivery, and performance across programs. Support includes targeted coaching for individuals and teams, ongoing training on policies and procedures, supporting staff with implementation of statewide initiatives, and follow-up activities to assist in implementation. The program specialists partner with supervisors and managers in American Job Centers to help staff achieve performance outcomes and provide quality customer service. 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 virtually and in person, individual coaching, and mentoring. Over the past year, approximately 125 new and incumbent staff have been involved in new employee training, program-specific training, or both. Staff training and development is a priority for Workforce Services to provide employees the opportunity to increase their knowledge and skills, as well as facilitate practices to help customers receive quality, consistent, and effective services.

## ONE-STOP CERTIFICATIONS

Utah’s SWDB recertified the Logan, Cedar City, Clearfield, South County, Metro, and Ogden American Job Centers. The recertifications were held in person across the state and included one-on-one job shadow interactions with local front-line staff. The board members value the opportunity to see the implementation of the American Job Center criteria firsthand. The American Job Center certifications by the board members ensure that partners continually strive to coordinate and align services for customers. The board members attending the certifications during the past years observe



continual improvements and stronger coordination between partners which results in 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 provides members an opportunity to understand the WIOA partner work taking place in centers. It is a valuable experience for new members to help them better understand their overall role on the board.

## **WORKSHOPS**

Workforce Services provides a range of professional development workshops designed to support job seekers. Our offerings include pre-recorded, in-person, and live virtual sessions tailored to various employment needs. Pre-recorded workshops are accessible 24/7 to individuals registered in the UWORKS system on jobs.utah.gov, focusing on essential employment success skills. Topics include resume writing, interviewing techniques, networking, job search strategies, and workplace professionalism. In-person workshops are held monthly across various offices statewide. These workshops cover job seeking topics such as resume writing, interviewing skills, job search strategies, and LinkedIn essentials. Live virtual workshops address critical job seeking topics, including "How to Succeed at a Virtual Job Fair" and "Find a Job You Love." The "How to Succeed at a Virtual Job Fair" workshop is held the day before the Statewide Virtual Job Fair, which is held every two months, while "Find a Job You Love" is offered weekly. This latter workshop is available in partnership with Re-employment Supportive Services (RSS) for unemployment insurance claimants nearing the end of their benefits.

In Program Year 2024, Workforce Services conducted over 150 in-person and live virtual workshops, reaching nearly 4,000 participants statewide. These workshops equip individuals with the tools and knowledge needed to advance their employment and career goals.

## **ADULT EDUCATION PARTNERSHIPS**

Students have access to adult education programs across the state, with programs working with partners and individual employers to help students gain the needed skills to be successful. Adult education students succeed

as programs collaborate with partner agencies to increase the resources available to students. For example, 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.

In addition, programs work to provide students with access to postsecondary educational opportunities. As one example, Park City's Adult Education program helps proctor entrance assessments for students who want to enroll at Mountainland Technical College and course assessments for students enrolled in Arizona University. Additionally, Nebo Adult Education and Guadalupe School both work with partners to hold regular community engagement events that provide much needed resources for students. One student at Guadalupe was so excited to be connected with mentors from the Suazo Business Center who helped her build her business. Similarly, Horizonte Instruction and Training Center collaborates with partners to hold Job Fairs on their campus, helping connect their students with employers.

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 health care. Multiple adult education programs in Davis, Salt Lake, and Weber counties are working with Proxima to provide access to training opportunities for health care occupations such as certified nursing assistant and medical assisting. Additionally, adult education programs continue to work with employers to provide contextualized english language acquisition courses. These partnerships are timely, as the number of multilingual students and workforce needs continue to increase.

## **CHOOSE TO WORK**

The Utah State Office of Rehabilitation's (USOR) Business Relations and Choose to Work teams support Utah employers in hiring and retaining individuals with disabilities through services such as employer training, technical assistance, guidance on financial incentives, recruitment help, placement support, and On-the-Job

Training resources. The program prioritizes expanding access, especially in rural communities, and focuses on building strong employer partnerships to create and enhance work-based learning opportunities tailored for people with disabilities. By fostering these connections and collaborating with the Workforce Development staff to leverage business partnerships, the program aims to expand employment opportunities and improve career outcomes for individuals with disabilities throughout the state.

## **PRE-EMPLOYMENT TRANSITION SERVICES (PRE-ETS) PARTNERSHIPS**

USOR works with local organizations through contracts to provide Pre-Employment Transition Services (Pre-ETS) for students with disabilities. These services help students explore career options, build workplace skills, learn about college or training programs, receive instruction in self-advocacy and peer mentoring, and gain real-world job experience. These providers include community rehabilitation programs, local education agencies, independent living centers, and institutions of higher education. By partnering with this diverse network, USOR ensures students with disabilities across Utah have access to the support they need to prepare for life after high school. These opportunities help students discover their interests, grow their confidence, and take important steps toward future success in work or education.

## **YOUTH PARTNERSHIPS**

To assist youth facing homelessness in the Salt Lake County area, Workforce Services has partnered with Volunteers of America, Juvenile Justice and Youth Services to support the Youth Resource Center. Workforce Services staff are actively involved at the facility, offering in-person support through WIOA services and connecting to additional public assistance.

Workforce Services participated in the Ogden Technical College employer advisory boards for construction trades, connecting with a construction company to set up internships for youth completing concrete training.

This led to placing 10 students in Employment Internship Opportunities, earning \$24.00 an hour, with the potential for permanent employment.

Staff participated in the “Get the Scoop” event at Wasatch High School in Heber City. This event provided approximately 1,500 students the opportunity to explore careers and post-high school education opportunities. Workforce Services provided attendees with information regarding the Career and Education program (including post-secondary education support), internships, and On-the-Job Training options. Additionally, the team spoke with high school counselors from Wasatch, North Summit, and South Summit high schools to share career and education resources available for their students.

Youth employment counselors conducted mock interviews for over 70 students at a local high school. Many students found the experience helpful in boosting their confidence and providing an idea of what to expect in real-world job interviews. Counselors also introduced students to the WIOA Youth Program, highlighting opportunities for paid work experience, skills training and career guidance, and showed them how to register on [jobs.utah.gov](http://jobs.utah.gov).





## **YOUTH VIRTUAL REALITY CAREER EXPLORATION**

To enhance career awareness, counseling, and exploration for WIOA Youth, Utah initiated a pilot program with Transfr, offering virtual reality career exploration. This program allows youth to safely experience various careers, reducing risk for employers by enabling exploration before workforce entry or education. The use of virtual reality provides a technology-driven platform relatable to youth. The pilot project aims to:

- Deliver engaging career exploration services to youth.
- Incentivize youth who complete career exploration modules.
- Provide tools for outreach efforts to encourage at-risk youth to engage with WIOA youth services.
- Explore the potential of these modules as preparatory training for on-the-job learning or apprenticeships.

Virtual reality headsets are available at American Job Centers throughout Utah. Employment counselors provide WIOA youth opportunities to explore careers. The headsets can also be brought directly to career fairs and youth partner programs. After completing a career exploration simulation, youth receive career coaching from employment counselors and,

if appropriate, are connected to relevant resources, including WIOA Youth services.

## **EMPLOYER SERVICES**

In PY24, Workforce Services supported employer services, benefiting both businesses and job seekers. Workforce development specialists facilitated employer-driven training pipelines, including valuable worksite learning experiences in critical sectors like healthcare and the skilled trades.

Collaborative efforts were a key focus, notably leading the Utah Valley Job Fair alongside the Utah Valley Chamber of Commerce and other stakeholders. This event, one of the region's largest hiring events, successfully connected over 120 employers committed to hiring youth, adults, and individuals facing employment barriers.

Employer outreach and education was expanded through the “Better Your Business Breakfast” seminars. These free, resource-rich events provided employers with practical tools for recruitment, training, and retention. Attendees gained direct access to workforce development specialists, who offered insights into available wage reimbursement and tax credit programs, and guided employers through WIOA Youth and Adult initiatives, while also earning SHRM and HRCI professional credits.

## **JUVENILE JUSTICE PARTNERSHIPS**

Workforce Services has been building stronger partnerships with Utah's Juvenile Justice and Youth Services to streamline enrollments in WIOA Youth and identify service gaps. This includes regularly presenting information on WIOA services and youth resources to Juvenile Justice staff and youth clients. For example, one employment counselor partnered with local Juvenile Justice to provide services while the youth are still in custody. Juvenile Justice has coordinated with Workforce Services to allow employment counselors to meet with youth at youth centers and detention centers. Employment counselors help youth apply for WIOA, resolve barriers to enrolling in WIOA, connect to resources, and begin building a relationship. Juvenile Justice invites employment counselors to attend weekly case staffings to provide wraparound services for youth.

## **RURAL AREA OUTREACH AND PARTNERSHIP**

The Southeast area has made great strides in bringing services to remote communities where many customers are over 90 miles from the closest American Job Center. Some remote communities are part of the Navajo Nation including Monument Valley. Workforce Services staff volunteer at events in these communities which includes helping with food distribution. During these events, staff share information on Workforce Services and develop relationships with the community and school partners. Building these relationships opens the door for Workforce Services staff to obtain access to community spaces and schools where they can meet with customers. Staff use laptops to provide services and help customers apply for unemployment insurance, SNAP, WIOA, and other public assistance programs. Some locations require staff to problem solve things such as helping customers connect to power, internet, and providing services outside the facility. These efforts have resulted in Navajo youth and adults participating in WIOA services including youth employment internships. The community centers and schools now welcome regular visits. Workforce Services continues to improve access to services and grow trusting relationships with the Navajo Nation and rural communities.

Two WIOA Youth customers from Monument Valley completed an Employment Internship Opportunity at the Monument Valley Community Center in Monument Valley, UT. They were able to gain work experience, develop valuable skills for the future and serve their community. One intern dedicated their efforts to enhancing the center's grounds, contributing to the upkeep and beauty of the facility. Their duties extended to a groundbreaking cultivation project, where they actively participated in planting native drought-resistant plants. This initiative not only beautifies the center but also promotes sustainable practices within the community, aligning with traditional Native American ecological knowledge. Their hard work has left a lasting impact on the physical environment of the center. The second intern focused on community engagement and customer service, becoming a first point of contact for visitors. They warmly greeted center customers, efficiently guiding them

to various workshops and resources available both at the center and throughout the broader community. Their duties ensured that individuals could easily access the support and opportunities they needed, fostering a more connected and informed community.

Not only did these two internships help enhance workplace skills, experience, and confidence for the youth customers, their contributions significantly benefited the Monument Valley Community Center and its patrons. Workforce Services partnership with Monument Valley has helped to connect with the Native American community, particularly with the youth in the area who have limited access to opportunities due to the remote locale. These two interns' experience and success continued to bolster this relationship.

## **RE-ENTRY PARTNERSHIPS AND SERVICES**

Workforce Services' Labor Exchange System allows employers to indicate on their job posting if they are willing to hire an individual with a criminal background. Employers can also choose to participate in the Federal Bonding Program and utilize the Work Opportunity Tax Credit. This federal tax credit is available to employers investing in American job seekers who have consistently faced barriers to employment. Job seekers can search for job postings where the employer has indicated they would hire someone with a criminal background.

American Job Center leadership meets regularly with the Utah Department of Corrections (UDC) to coordinate services and build partnerships to assist individuals exiting incarceration. Additionally, partner with their local criminal justice systems to provide services where appropriate. Employment counselors attend release days to provide connection to career services.

## **OUTREACH STRATEGIES**

Workforce Services implemented the "My Doorway" outreach campaign to promote services available through Utah's American Job Centers. This initiative utilizes a statewide media campaign across radio, TV, social media, and digital platforms to reach a broad audience of job

seekers. The campaign aims to [increase awareness of available resources](#), encourage individuals to engage with Workforce Services, and connect them with employment opportunities. The campaign included videos on [getting help with job training](#), [career doorways for people with disabilities](#), [supporting employers with hiring](#), and [getting education assistance](#).

## CHALLENGES

Utah reported the following challenges in the WIOA State Plan:

- Establishing sufficient resources and funding sources.
  - ◇ Increased pressure on the comprehensive one-stop centers (AJC).
  - ◇ Level of effort required to develop and maintain strong partnerships.
- Attaining the Eligible Training Provider performance data required from education and training providers.

- Lacking diverse education opportunities at the operational level for customers outside the Wasatch Front economic corridor.
- Educating the general public on WIOA resources for those who need services.
- Staff turnover.



# SUCCESS STORIES

All core partners coordinated to contribute to the development of this report, including the success stories.

**WIOA Youth** — After graduating high school, Brittnie applied to WIOA Youth to explore medical field job opportunities. She began working with an employment counselor. Brittnie expressed interest in dental assisting but was concerned about limited local job opportunities. The employment counselor provided labor market information, illustrating various local opportunities.

Together, they decided Brittnie would seek On-the-Job Training dental assisting positions in the area. The employment counselor collaborated with a workforce development specialist to find potential leads. Brittnie interviewed with a dental office but was not offered the position, receiving feedback that she appeared timid and shy. Her employment counselor used this feedback to help

Brittnie improve her interview and communication skills, which led to a successful interview and placement in a dental assistant On-the-Job Training program.

During her On-the-Job Training, Brittnie gained confidence, and her employer was pleased with her performance, awarding her a raise within the first month. Upon completing her training, the employer encouraged Brittnie to further her skills by obtaining a dental assisting certificate. WIOA funding enabled Brittnie to earn her Certificate of Dental Assisting. Brittnie remains employed with the same dental office as their primary dental assistant.

**Adult Education** — A 50 year old student immigrating from Italy enrolled in Weber Adult Education after having worked numerous part time jobs to support her family. Despite this, she prioritized her education and dedicated

the last two years to earning her diploma, which she successfully completed this year. After completing her diploma, she accepted a job within the school district to help keep other students in school.

**Wraparound Support: Vocational Rehabilitation and Workforce Development** — Elle came to the Utah State Office of Rehabilitation’s Vocational Rehabilitation program seeking support in overcoming mental health challenges that were creating barriers to employment. With the guidance of her Vocational Rehabilitation counselor, she explored labor market information and identified her vocational goal of becoming a nurse.

Vocational Rehabilitation coordinated mental health counseling services and provided education assistance to help her begin a nursing program. Recognizing that Elle would need additional resources while in school, her counselor referred her to WDD for SNAP, childcare, and Medicaid. These coordinated, wraparound services kept Elle on track throughout her training. Through her determination and the support she received, Elle earned her bachelor’s degree in nursing and secured full-time employment with benefits, earning a competitive wage. Her success demonstrates how collaboration between Vocational Rehabilitation and Workforce Development can help individuals overcome barriers and achieve meaningful careers.

**Veteran** — After a layoff in the information technology industry, Jacob, a Marine Corps veteran, came to Workforce Services for help and received WIOA Adult services. He was connected with IME Automation for an On-the-Job Training opportunity facilitated by a workforce development specialist. During the hiring process, it was identified that Jacob needed additional qualifications, leading him to enroll in Southwest Technical College’s Automation Technology program. By completing the On-the-Job Training and automation technology certification, Jacob successfully secured a full-time position as a mechanical engineering technician making a competitive wage. This experience provided Jacob with the necessary skills to transition into the automation industry and ensured financial stability for his family. Watch his story [here](#).

**Foster Care Youth** — Jane enrolled in the WIOA Youth and Education Training Voucher programs at the age of 18. At that time, she was still in the custody of the Division of Child and Family Services. Jane’s employment counselor supported her with transitioning out of Foster Care and helped her identify her goal to be a doctor. Jane has one year remaining to complete her pre medical school degree at the University of Utah. WIOA, the Education Training Voucher program and her employment counselor have been instrumental in assisting with tuition, required supplies, and other essential resources. Jane has consistently maintained a course load of 15+ credit hours while also working full-time at the hospital. Jane’s employment counselor helps support and mentor her as obstacles arise. Jane has already been accepted into several high-profile medical schools, including Yale University.

**Adult Education** — Oakland started at Horizonte in August of 2021 with just two credits. With encouragement and help from the Rose Park team, Oakland rediscovered their passion for learning and began to envision a brighter future. Oakland graduated from Horizonte this year and is currently enrolled in Salt Lake Community College with the goal of becoming an aerospace engineer.

**Adult Education and State Office of Rehabilitation Partnership** — Bassam enrolled in English Skills Learning Center (ESLC) classes while simultaneously participating in the Training and Adjustment Services (TAS) program at the Division of Services for the Blind and Visually Impaired (DSBVI). Since August 2024, he has made remarkable progress across multiple domains, demonstrating growth in both academic and independent living skills. Through DSBVI, Bassam received instruction in cane travel, cooking, computers, Braille, and woodworking. He successfully completed the full-time TAS program in June 2025. Due to continued and consistent English class attendance at ESLC, he recently transitioned into a more intensive class to continue advancing his language proficiency. Bassam’s journey reflects his commitment to self-sufficiency and lifelong learning. He is preparing to move into his own apartment and is excited to live independently for the first time.

**GED Completion** — In December 2023, Hannah enrolled in the WIOA Youth program with the goal of obtaining her GED and eventually her Emergency Medical Technician (EMT) license. Despite initial motivation challenges, her employment counselor's support and information about WIOA incentives helped her successfully complete her GED through Iron County Adult Education.

Following her GED completion, Hannah began EMT classes at Southwest Technical College. Her employment counselor provided financial assistance for essential class items and coached her in preparation for the National EMT exam, which she passed in May 2025. During this time, her resume was updated to reflect her new license and skills.

Currently, Hannah is participating in an 11-week Employment Internship Opportunity, developed by her employment counselor and the Workforce Development Specialist. She is also pursuing her Advanced EMT certification, anticipated to be completed in December 2025. Hannah's journey demonstrates her dedication, as she has transitioned from minimum wage jobs to a fulfilling career in a field for which she has a passion.

**Employer Support for WIOA Youth Participants** — A software development company's owner, hired a WIOA Youth participant, who had autism for an Employment Internship Opportunity. The employer made accommodations for the participant's barriers to employment, while helping the participant build front-end, software development and project management skills. The internship propelled the youth to have a career with a top-notch company, earning a substantial salary.

**Ex-offender** — Jordan sought services through the WIOA while on probation. His goal was to obtain a CDL. His employment counselor guided him through the educational enrollment process, providing necessary information and support.

Jordan enrolled in the CDL program at Southwest Technical College, which awarded him a scholarship covering the tuition costs. During a meeting, his employment counselor identified an additional need that Vocational Rehabilitation could address and introduced Jordan to a Vocational Rehabilitation counselor.

After completing the CDL course, Jordan encountered difficulties passing the written examination. His employment counselor provided encouragement and support, helping him maintain a positive outlook. Jordan successfully passed both the written and driving examinations.

Through the Choose to Work program, affiliated with Vocational Rehabilitation, Jordan secured an interview with a local company and was immediately hired. He has been continuously employed since April 2025. Jordan expresses satisfaction with his current position and significant gratitude for the assistance he received from Workforce Services, Southwest Technical College, and adult probation and parole.

**WIOA and DVOP Collaboration** — In October 2023, U.S. Army Veteran Tanner sought assistance from WIOA to find stable employment and pursue further education. He was promptly connected with an employment counselor, and together they explored career paths and educational opportunities aligned with his skills and goals.

Recognizing the unique challenges veterans face, the local Disabled Veterans' Outreach Program (DVOP) also provided crucial support for Tanner's transition to civilian life. The DVOP helped him develop a detailed federal resume and actively assisted him in applying for Human Resources positions within the National Guard, leveraging his military background.

As Tanner focused on securing a government job, he requested specialized interview preparation for the structured, military-style interviews he anticipated. The DVOP and WIOA employment counselor collaborated to conduct multiple practice interviews, simulating the expected environment. Each session included detailed and constructive feedback to refine Tanner's interview skills and boost his confidence.

However, Tanner's plans were temporarily put on hold in March 2024 when he was recalled to active duty with the National Guard and deployed. Upon his return from deployment in January 2025, Tanner immediately reconnected with WIOA. They seamlessly resumed their search for suitable employment opportunities in the local area. Tanner's perseverance and the ongoing support paid

off in March 2025, when he secured a job where he is now a valued employee.

**Apprenticeship Sponsor Expansion** — Through a strong partnership with Intermountain Health Care, over 20 individuals were placed in the Surgical Technician Apprenticeship. This strategic collaboration has addressed a critical talent need in healthcare while connecting participants to stable, long-term careers with upward mobility.

**Employer Support of Worksite Learning** — Over the past year, Haupt Electrical Inc. has demonstrated a strong commitment to workforce development by hiring multiple participants through WIOA youth to serve as electrical interns. These placements have provided young people with meaningful, hands-on experience in the electrical trade, an industry identified as high-demand. Through direct mentorship from experienced electricians, participants have applied learned knowledge in real-world settings, developed technical skills, and built workplace competencies such as safety awareness, teamwork, and problem-solving. This experience has not only helped youth make informed decisions about pursuing long-term careers in the skilled trades but has also allowed Haupt Electrical to cultivate a pipeline of motivated, entry-level talent.

**Veteran Employment Tax Credits** — A Marine veteran, whose civilian work experience was limited to his military role as an aircraft mechanic, was looking for a fresh start. His employment counselor connected him with Paramount Machine, a local company that needed to expand its workforce to meet high demand. To support the veteran's hiring, his counselor educated the company's leadership on the benefits of the Work Opportunity Tax Credit (WOTC) and the Utah Veteran Employment Tax Credit. These incentives played a significant role in their decision to hire him. Since joining the company, he has become an invaluable employee. The general manager has been so impressed that he now regularly requests to hire more veterans.

[From uncertain student to editor-in-chief: Kennedy's journey with Vocational Rehabilitation](#)

[Rewriting your story with Vocational Rehabilitation](#)

[Diesel Mechanic Youth Apprenticeships](#)

[New Manufacturing Apprenticeship Program in Southern Utah](#)

**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: The outcomes of this waiver will be reflected through the common performance measures, specifically credential attainment, measurable skill gain attainment and employment rates.

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

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

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

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

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

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

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

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

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

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

# Attachment B

**U.S. Department of Labor**

Assistant Secretary for  
Employment and Training  
Washington, D.C. 20210



June 4, 2024

The Honorable Spencer Cox  
Governor of Utah  
P.O. Box 142220  
Salt Lake City, UT 84114-2220

Dear Governor Cox:

Thank you for your waiver request submission to the U.S. Department of Labor 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 11, 2024, as part of your recent WIOA State Plan submission. 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 of Labor'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) 2024 and 2025, 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 the State 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 blue ink that reads "José Javier Rodríguez".

José Javier Rodríguez

Enclosure

cc: Jaceson Maughan, Commissioner, Utah Labor Commission  
Nicholas Lalpui, ETA Regional Administrator - Dallas Region  
Erica Henry, ETA Federal Project Officer

## Utah 2024 State Plan Waiver

Request for Waiver Renewal: 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 December 28, 2023, Utah has 77 in-school youth customers and 646 out-of-school youth customers enrolled in the 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.

# Attachment C

## Utah Job Seeker Survey Questions



# Job Seeker Survey

Which Workforce Services office did you visit?

How easy or difficult was it for you to find what you needed in this office?

- Very easy
- Somewhat easy
- Neither easy or difficult
- Somewhat difficult
- Very difficult

Overall, how satisfied or dissatisfied were you with your experience in our office?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

If you were dissatisfied with your experience in our office, please describe the reason.

Please let us know if you agree or disagree with the following statements.

	Strongly agree	Somewhat agree	Neither agree or disagree	Agree	Somewhat disagree	Strongly disagree
The office staff who served me were knowledgeable about the information and services I needed.						
The information and services I needed were provided in a format that was easy for me to understand and use.						
I would recommend this office or services to a friend.						
I feel the Department of Workforce Services shows concern for my needs.						
I feel the Department of Workforce Services can reliably provide the services I need.						

Were you referred to another location, website or phone number to access the services you needed?

- Yes
- No



How were you referred to the services you needed? Please select all that apply.

- Directed to a website
- Provided a phone number to call
- Sent to another location or another agency
- Introduced, in person or by phone, to someone at another agency
- Given a flyer, brochure or pamphlet
- Other (please describe) \_\_\_\_\_

The referral process and the information I received were:

- Very helpful
- Somewhat helpful
- Neither helpful or unhelpful
- Somewhat unhelpful
- Very unhelpful

Which of the following services did you receive today? Please select all that apply.

- Employment Services - Job Search and Job Preparation
- Adult Career and Education Services
- Youth Career and Education Services
- Eligibility Services (Financial Assistance, Food Stamps, Child Care, Medical)
- Vocational Rehabilitation Services
- Other (please describe) \_\_\_\_\_
- Family Employment Program
- Veteran Services
- Unemployment Insurance

Please rate your level of satisfaction with any of the following services you received today.

	Very satisfied	Somewhat satisfied	Neither satisfied or unsatisfied	Somewhat dissatisfied	Very dissatisfied
Employment Services - Job Search and Job Preparation					
Adult Career and Education Services					
Youth Career and Education Services					
Family Employment Program					
Veteran Services					
Eligibility Services (Financial Assist., Food Stamps, Child Care, Medical)					
Unemployment Insurance					
Vocational Rehabilitation Services					

Please provide any additional information you would like to share with us.

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Would you like a Workforce Services representative to contact you regarding your experience in this office?

- Yes     No

Please briefly describe what you would like to discuss when a representative contacts you.

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Please provide your contact information for a representative from Workforce Services to contact you.

Name \_\_\_\_\_ Phone and email: \_\_\_\_\_



## Attachment D

### Utah Job Seeker Survey Data

July 1, 2024 - June 30, 2025:

Number of Customer Surveys Completed - 3,054

Rating Scale of 1 - 5

How easy or difficult was it for you to find out what was needed in this office?	4.8
Overall, how satisfied or dissatisfied were you with your experience in our office?	4.8
The office staff who served me were knowledgeable about the information and services I needed.	4.9
The information and services I needed were provided in a format that was easy for me to understand and use.	4.8
I would recommend this office or services to a friend.	4.9
I feel the Department of Workforce Services shows concern for my needs.	4.8
I feel the Department of Workforce Services can reliably provide the services I need.	4.8

Were you referred to another location, website or phone number to access the services you needed? Yes 25%

How were you referred to the services you needed?

Directed to a website	375
Provided a phone number to call	311
Sent to another location or another agency	109
Introduced, in person or by phone to someone at another agency	112
Given a flyer, brochure or pamphlet	176
Other	171

Rating Scale of 1 - 5

The referral process and the information I received were very helpful	4.9
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Which of the following services did you receive today? Select all that apply.

Employment Services - Job Search and Job Preparation	950
Adult Career and Education Services (WIOA)	247
Youth Career and Education Services (WIOA)	77
Eligibility Services (Financial Assistance, Food Stamps, Child Care, Medical)	1,118

Vocational Rehabilitation Services	147
Family Employment Program (TANF)	90
Veteran Services	66
Unemployment Insurance	428
Other	370

Please rate your level of satisfaction with any of the following services you received today. Rating scale of 1-5.

Employment Services - Job Search and Job Preparation	4.9
Adult Career and Education Services (WIOA)	4.8
Youth Career and Education Services (WIOA)	4.9
Family Employment Program (TANF)	4.9
Veteran Services	4.7
Eligibility Services (Financial Assistance, Food Stamps, Child Care, Medical)	4.9
Unemployment Insurance	4.7
Vocational Rehabilitation Services	4.7