



UTAH DEPARTMENT OF
**WORKFORCE
SERVICES**

WORKFORCE INVESTMENT OPPORTUNITY ACT

WIOA ANNUAL REPORT



PROGRAM YEAR

2018

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Equal Opportunity Employer/Program

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STATE PLAN

DURING PROGRAM YEAR 2018 Utah continued to rely on its State Plan to guide workforce system activities. The goals include a focus on all-encompassing partnerships, serving employers, education and training that meet workforce needs, serving the underemployed, and leveraging resources and aligning services to ensure those with barriers to employment have every opportunity to participate in the workforce.

Utah's State Workforce Development Board continues to develop an increasingly strong connection to partner agencies as its committees have become more organized and high functioning. The committee activities and action plans are directly tied to the State Plan goals. The Board members and workforce system partners are becoming more effective at aligning and coordinating services and resources to support Utah's workforce system.

Utah's Board re-evaluated the comprehensive one-stop center criteria this year. The Board refined the criteria, reducing it from 24 items to 20 items, while maintaining high standards. The Ogden One-Stop Center was certified during Spring 2019 by the Board, giving Utah a total of five comprehensive one-stop centers. The certification process includes:

- A partner agency management meeting to review the certification process and goals
- Training partner staff to ensure they are familiar with all the services and resources available
- The board's review and approval of the center to ensure customers have access to high quality services from WIOA partners
- The one-stop center's commitment to meeting at least two times per year to ensure continuous improvement in service delivery, referrals, alignment and coordination

The Board actively participated in the grant award process for Adult Education and Family Literacy Act (AEFLA) funds. The board made recommendations based on their review of selected sections of the grant forms. Adult Education awarded funds to 16 districts and organizations throughout Utah.

The Apprenticeships Committee met regularly during the past year. Members directly supported and participated in the apprenticeships job fair during National Apprenticeships week. The committee continued to provide content for and maintain the Utah Apprenticeships website which provides information for employers, counselors, and job seekers. The committee supported partner initiatives related to the creation of Information Technology apprenticeships and the initiation of pre-apprenticeship programs in selected school districts.

In addition to supporting career pathway initiatives across the state, the Career Pathways Committee identified and adopted a general definition of "career pathway" that will be used by all partners. The committee facilitated discussions related to improving alignment, connections, and filling gaps among partner programs. A career pathways template has been developed to help individuals interested in identifying the steps for their own career pathway. The committee provides a forum for partners to share information about Career and Technical Education programs and state funded initiatives such as Talent Ready Utah housed with the Governor's Office of Economic Development.

The Operations Committee led the certification of the Ogden Comprehensive One-Stop Center. The committee reviewed and revised certification criteria to help ensure effective partnerships in the One-Stop Career Centers. An Employer Engagement work group sponsored by this committee and led by a business partner has been working on a new Business Customer survey that will be

implemented statewide next year. The job seeker survey created by this committee was implemented this year.

The Services to Individuals with Disabilities Committee supported the Golden Key Awards, which recognizes businesses that hire and support individuals with disabilities. The committee continues to work closely with Utah's Business Leadership Network to help improve workplace opportunities for individuals with disabilities. Several mentoring events for students and presentations for employers were implemented with support from this committee. The committee was also involved with the Utah Office of Rehabilitation's employer workshops, which provide Utah businesses with information on hiring people with disabilities.

The Youth Committee collaborated with youth and employers to develop workshops that teach youth how to find and keep a job. The workshops are available to all WIOA partners. The group continues to support the engagement of employers in work-based learning

activities and helping youth connect with those opportunities. The committee also supported efforts to increase awareness and access to the vocational rehabilitation program's pre-employment transition services for students with disabilities.

The comprehensive one-stop centers have regular partner meetings to ensure continuous improvement in aligning and coordinating services and leveraging resources. There has been a strong focus on improving referral processes and employee development related to partner programs and services. All of the one-stop centers have implemented the new job seeker survey that was developed in collaboration with the Board because ensuring high quality and effective service for customers is a common priority.

All agency core partners worked together and contributed to the content of this report including the powerful success stories.

CAREER PATHWAYS

THE STATE WORKFORCE Development Board and its agency partners continue to work with the Governor's Office of Economic Development and the Talent Ready Utah Center to develop industry and education partnerships. These partnerships support the development of career pathway programs for both youth and adults. Career pathway components that have been identified as critical for success include work-based learning opportunities, articulation agreements between secondary and post-secondary education, and stackable credentials.

Although Talent Ready Utah grants have been the main source of funding to develop existing career pathways, the Talent Ready Utah Center received funding for fiscal year 2020 for a computer science project, a European apprenticeship model, and onboarding training for Utah businesses. The Board and its agency partners will continue to serve as collaborative partners in these efforts.

Many of the agency partners have representatives on the Talent Ready Utah Executive Board.

The Board and its committees have partnered with the Utah STEM Action Center in its efforts to improve the perceptions of career and technical education programs which are an entry point for youth into career pathway programs. This has consisted of developing and completing surveys for students, parents, counselors, school administrators, businesses and legislators. The first round of surveys have been completed. The data is being analyzed for use in focus groups to gather additional information and to test messaging ideas.

Adult Education partners are focusing on developing career pathways related to information technology. Training on computer coding has been developed which is available to students across the state. In addition, a unique program has been designed which allows it to be accessible to students inside correctional facilities

who do not have access to the internet as well as those in community sites with limited internet accessibility.

APPRENTICESHIP

Utah's workforce system has been very engaged in supporting and promoting apprenticeships during the past fiscal year. There is strong support for concepts related to pre-apprenticeship and expanding the apprenticeship model to include occupations and industries that have not typically utilized this model. All partners are engaged in coordinating and collaborating to support efforts to develop and expand apprenticeships.

The Board's Apprenticeship Committee continued to work to improve awareness of apprenticeship opportunities and the benefits of these opportunities. Through committee support, a video was developed highlighting the benefits of apprenticeships to both apprentices and employers. The video can be viewed at this link: <https://www.youtube.com/watch?v=Ys89rZBxhCg#action=share> Committee members attended conferences targeting K-12 students, parents and educators. As a result of these efforts, discussions are taking place to create pre-apprenticeship opportunities in Utah high schools.

The Apprenticeship Committee supported the second annual Apprenticeship Job Fair held on November 15, 2018. The event was promoted using funding from Utah's Apprenticeship Accelerator Grant. There were 15 registered apprenticeship sponsors, four training providers and 158 job seekers in attendance at this event. The first 30 minutes of the fair was reserved for veterans and their families. Once it opened to the public, sponsors had lines of attendees at their booths until the event ended. Many sponsors took the opportunity to conduct on-site interviews. Several sponsors reported they held at least ten interviews during the fair. Post event surveys reported that the feedback from the sponsors was overwhelmingly positive. Many of the sponsors mentioned they liked having the opportunity to educate individuals about opportunities, connect to other partners and appreciated the number of participating job seekers.

Utah's Apprenticeship Accelerator Grant provided funds for Utah to receive technical assistance from the state of Missouri. Missouri's federal registering agency and their state workforce system have developed a strong partnership that supports the state's apprenticeship

efforts. One of their promising programs is the Medical Assisting apprenticeship program offered through Washington University. Learning about projects such as this allows Utah to position itself to begin more productive conversations as partners work toward diversifying apprenticeships. Utah has received an Apprenticeship State Expansion grant for the next three years and healthcare is one of the targeted industries. The Board and workforce system partners will also support and participate in the projects and initiatives supported by the grant.

During the last fiscal year the Utah Technology Council, a nonprofit organization that advocates for employers, hired a program director to fully implement its Information Technology program. They also merged with Silicon Slopes, another nonprofit organization that supports employers in the technical community. This new nonprofit organization is a key supporter of the apprenticeship program, known as Silicon Slopes Apprenti. Silicon Slopes Apprenti was formally launched in May 2019 with over 100 business, education and government partners in attendance. Their first training cohort, focused on software development, is scheduled to begin by the end of 2019. Silicon Slopes Apprenti partners including Weber State University, Salt Lake Community College, Davis Technical College, Workforce Services and Utah STEM Action Center are collaborating on the Department of Labor Scaling Apprenticeship through Sector Based Strategies Grants submission to support the expansion of the program statewide.

The Utah Rural Water Association received a Talent Ready Utah grant to develop and implement a registered apprenticeship program for water and wastewater treatment operators during PY19. The Apprenticeships Committee and agency partners will collaborate to promote the apprenticeship opportunities and provide technical assistance.

During Utah's 2019 General Legislative session, HB 280 created the position of Commissioner of Apprenticeship Programs to be housed within Workforce Services. The Commissioner is responsible for promoting and educating the public, including high school guidance counselors and potential customers in apprenticeship programs, about apprenticeship programs offered in the state, including apprenticeship programs offered by private sector businesses, trade groups, labor unions, partnerships with

educational institutions, and other associations in the state. The Commissioner will coordinate with workforce system partners and stakeholders to improve and promote apprenticeship opportunities in the state.

The Apprenticeships Committee was directly involved in the recruitment and selection of Utah's apprenticeship commissioner. Committee members provided feedback on the application and interview questions and conducted the interview process for the new commissioner. The board then recommended top candidates from the interviews to the Workforce Services Executive Director. The apprenticeship commissioner will serve on the Apprenticeships Committee and focus on apprenticeships in Utah.

WORK EXPERIENCE

Work experience continues to be one of Utah's important strategies to assist youth and adult job seekers in acquiring occupational skills needed to obtain suitable employment. The Youth and Career Pathways committees assist in coordinating agency efforts to expand work experience opportunities for employers and job seekers.

Workforce Services offers two types of work experience opportunities for job seekers to increase their workability skills so they can successfully enter the workforce. The Youth Employment Internship Opportunity program provides youth with practical career exploration through short-term work experience exposure. It allows youth to earn wages while exploring different career options. Additionally, youth who participate in this program gain soft and occupational skills. The on-the-job training program is offered to both youth and adult job seekers. The program is intended for job seekers who lack the work experience required for the job, or lack both the credentials and the experience, to receive on-the-job training and remain employed with the employer.

In PY18, Workforce Services assisted 194 youth and adult job seekers with at least one work experience opportunity. The examples below illustrate the collaboration efforts between Utah's core, industry and education partners.



Industry Collaboration to Empower Homeless Youth

Utah has been working closely with many agencies and community partners to assist the homeless

population. An example of a successful partnership began in 2018 when Workforce Services and Volunteers of America worked together to open Maud's Café in the Salt Lake City area. Maud's cafe would serve as a training program creating opportunities for homeless youth to learn valuable skills that could lead to permanent employment and stable housing. This partnership provided a unique opportunity for both agencies to achieve important goals with a shared population. This training program model provides the opportunity for customers to learn skills and earn a wage, and creates a collaborative support system between the partners. The partners worked closely with Maud's Café at every level to make the application processes as easy and convenient as possible. Partner efforts to coordinate and simplify processes was critical for this vulnerable population.

In PY18, through this partnership, 17 homeless youth were introduced to Youth Employment Internship Opportunities at Maud's Café. Many of these youth moved on to short term training opportunities in their fields of interest. Ten of the customers successfully completed the 13-week training program. Two of them were promoted at Maud's to a peer trainer position and participated in a consecutive Youth Employment Internship Opportunity learning additional leadership skills.



Lifting Disabled Youth through Cross-Agency Partnership

Serving populations with barriers to employment is a priority for Utah workforce system partners. One important strategy is to engage youth before they graduate from high school. Workforce Services, Vocational Rehabilitation program, Utah Division of Services for People with Disabilities (DSPD), and the Utah State Board of Education worked together in PY18 to improve employment opportunities for youth through the School-to-Work program. This program offers transition age youth (14-22), with intellectual and developmental disabilities, a chance to explore careers through work experience opportunities prior to graduation. This experience prepares them for competitive integrated employment by the time they exit the secondary school system.

The following success story highlights a severely autistic and mostly non-verbal youth participated in the School-to-Work and WIOA Youth program. A community job developer contacted employers on behalf of the customer and spoke openly and honestly about the customer's disabilities and some of the challenges employers might face. The job coach provided a visual portfolio showcasing the youth's skills, but during the interview the youth remained non-verbal. One employer was willing to provide an opportunity to this severely disabled youth who had been told he would never be able to work.

The employer created a customized position for this youth which allowed him to learn, grow and succeed at his own pace. Within the first month, the youth showed improvement in verbal skills so they expanded the tasks assigned to him. He showed excitement to be at work and expressed how much he enjoyed his job duties. The youth received support through mentoring by his employer and he also developed friendships. He learned to drive the forklift, which is a large part of his job. After several weeks, the employer reported that they were very impressed with

the customer's skills and work ethic. They offered him a permanent position and had a pizza party to celebrate the completion of the Employment Internship Opportunity and to welcome him onboard.

This experience had such a strong impact on the employer that they rebranded their company's mission to include, "We are committed to hiring individuals facing barriers to employment. Employment and training opportunities for all are crucial for a growing and stable economy."

Workforce Services has found that work experience offers more than just helping job seekers find suitable employment, it helps them increase their confidence and their belief that they can truly succeed in their career path. In the words of one of the work experience customers, "Doing this has made me realize that I can do more than work fast food and I have the ability to accomplish my goals."

Workforce Services is exploring opportunities for Utah to implement transitional jobs and incumbent worker programs to further support target populations with work experience opportunities.

STRATEGIES FOR BUSINESS ENGAGEMENT

ENGAGING BUSINESS PARTNERS and finding ways to meet their needs has been a priority in Utah. Workforce development specialists are local business experts in their communities who work with businesses one-on-one to meet workforce needs. They work directly with employers in their local areas educating them about Utah's labor exchange system that matches job seekers to employers and provides quality job orders. Working closely with employers provides an opportunity for Workforce Services to build relationships, identify needs and provide services. Workforce development specialists create strategies to reach out to new employers and build relationships with current employers who do not utilize the services provided by Workforce Services.

For example, Workforce Services, a nonprofit organization called Building Beginnings, an employer called Absolute Air, Mountainland Technical College, and the Office of Apprenticeships met to establish an apprenticeship pathway for clients of Building Beginnings. Building Beginnings provides affordable housing, meaningful employment and treatment for those exiting incarceration. The partners created a pathway for this population that includes a Department of Labor registered apprenticeship program, Mountainland Technical College education and training, and support from WIOA funding through Workforce Services.

Workforce Services established a partnership with Maple Mountain High School. Workforce Services employment

counselors conduct mock interviews with all graduating students in Maple Mountain High School's business class. This prepares them for upcoming job and education opportunities. Students create a job seeker registration and research careers of interest using the labor market information tools on jobs.utah.gov. They gain insights through this activity, such as identifying the level of required education and median wages of careers that interest them. Once they identify an occupation of interest, they tailor a resume and cover letter for that career. This demonstrates an opportunity for workforce and education to partner and help students transition from K-12 to a job and/or post-secondary education.

Weber State University announced the launch of the Utah Architecture, Engineering and Construction Pathway program in partnership with the Governor's Office of Economic Development and Workforce Services in March 2019. This project was funded with a Talent Ready Utah grant. The program benefits students because it provides five semesters of post-secondary education, at no additional cost, as part of students' regular curriculum through concurrent enrollment. This program offers paid internships to customers and tuition reimbursement through its industry partners. If students take four classes at the high school level, they are guaranteed an \$8,000 scholarship to Weber State University to continue their education. The goal is to expand this program statewide.

Workforce Services participated on the home team for the Policy Academy on Strengthening Your State's Manufacturers. Required outcomes for this project included developing a one-page handout for distribution during the legislative session that identified the opportunity costs for manufacturing companies and its economic impact on the state, expanding the Utah Aerospace Pathway program, developing a youth apprenticeship program using the European model, developing onboarding and short-term training programs, reviewing existing incentive programs to increase efficiency and effectiveness and identifying the landscape of Utah's manufacturing ecosystem. This process culminated in a Governor's Manufacturing Roundtable, where industry partners were able to express their needs to the governor, identify priorities and receive a report on the Policy Academy efforts. At the roundtable, Workforce Services informed the group of the opportunity to

utilize the "hidden workforce" by considering under-skilled, underemployed and incumbent workers and target populations such as refugees and individuals with disabilities.

Utah has utilized its Talent Ready Utah Grants to support business needs. The grants support projects that align industry needs with education and training to ensure skills and certifications meet the job requirements.

Workforce Services' State Office of Rehabilitation's business relations team works with employers to promote and support hiring and retaining people with disabilities. Services provided by the business relations team include training on disability awareness, customized accommodation assistance, consultation on disability issues and individualized supports, connections to business networks, employer training workshops and job fairs. During the last year key activities included two job and career exploration fairs, four employer workshops, six youth mentoring events hosted at businesses and the inaugural Disability IN: Utah training summit. In addition, more than 250 Utah businesses received individualized employer supports. Workforce Services, in collaboration with other agency partners, is working with the Office of Disability Employment Policy to implement a State as a Model Employer initiative in the State of Utah. This initiative would create policies to support employment of people with disabilities within Utah state government.

The Utah State Board of Education has focused on working with employers to create training opportunities for Adult Education students. Programs across the state partner to provide job fairs. Programs reach out to employers to provide access to education for employees, including onsite services as appropriate. Employers are also encouraged to participate in regional meetings. Recently, an Automotive Technician pre-apprenticeship program was created in partnership with McNeil's Auto and NAPA Auto. This program was successful enough that NAPA Auto is preparing to replicate the program nationwide.

The Department of Workforces Services has partnered with Adult Education to establish a process that helps customers reach their employment goals with multiple facets of support. Workforce Services and Iron County

Adult Education provides basic work readiness training to students. Four times each month employment counselors present a series of workshops to Adult Education students including: Employment Essentials, Resume Writing, Interview Skills, Job Search/Labor Market, Networking, Soft Skills for Employment.

Not only do these workshops help students gain the basic skills needed to find and obtain employment, while they are working toward their education credential, they also foster trust and relationship-building between the students and employment counselors resulting in a more effective handoff in the future.

The foundation of this process is to incorporate a “warm hand-off” referral when introducing the customer to the services offered at each organization. For example, the WIOA counselor will attend “meet and greets” with the students at the Adult Education campus and provide a targeted overview of programs and services. The Adult Education instructor will accompany a student to the one-stop center to introduce them to an employment counselor. When referrals are made in this way it allows both the counselor and instructor to meet with the customer to ensure everyone is comfortable and on track moving forward.

When a customer is in need of additional support and job placement services the partners take a community approach. The workforce development specialist and Adult Education Instructor leverage local knowledge and trends exclusively found in Cedar City’s own Job Developers Meeting. Job Developers Meeting incorporates professionals throughout the community tasked to work with employers with the shared goal of matching the right job seeker to the right job.

These professionals consist of employment counselors from Southwest Technical College, Southern Utah University, Vocational Rehabilitation, Deseret Industries, as well as job coaches from Community Rehabilitation Partners. By coordinating who is hiring and who is looking for employment, this group is better able to lead qualified candidates to employers. In addition, job seekers benefit from this process by finding job opportunities that meet their specific skills and abilities.

EFFECTIVENESS IN SERVING EMPLOYERS

Workforce Services selected two approaches for effectiveness in serving employers: the employer

engagement rate and repeat business customer rate. For PY 2018 Utah’s employer engagement rate was 5.7 percent and the repeat business customer rate was 51.4 percent. Workforce Services made enhancements in its mediated labor exchange making it easier for staff to document services to employers. Ongoing training occurs for staff to ensure services to employers are documented accurately. Services provided such as job fairs, rapid response, and accessing untapped labor pools are tracked and reported in this system.

During the past year new telecommuting tools in the system were developed for employers and job seekers including:

- A video for job seekers on telecommuting jobs in Utah that demonstrates how job seekers can search for telecommuting jobs on jobs.utah.gov.
- A job seeker handout called “Is telecommuting right for you?” It includes information on telecommuting dos and don’ts.
- An employer handout called “Is telecommuting right for your company?” It includes information on the benefits of telecommuting, free tools to support telecommuting, and ideas on how to create a successful telecommuting program.

In cooperation with the State Workforce Development Board, a survey has been developed to improve Utah’s employer engagement rate. The survey was created through an employer led workgroup reporting to the Operations Committee. The group worked on ideas for improving employer engagement with Workforce Services and identifying employer needs. The survey is currently being implemented statewide. Questions included in the employer survey are outlined Attachment C.

Workforce Services, in collaboration with its partners, will continue to explore ways to improve employer engagement and educate employers on how to most effectively use Utah’s labor exchange system and engage in Utah’s workforce development system. Enhancements and improvements will be implemented based on feedback from employers.

STATEWIDE ACTIVITIES

UTAH UTILIZED STATEWIDE activity funds to disseminate the Eligible Training Provider List and other information on program services, accessibility, employer services, and success stories highlighting effective service delivery strategies. Funding was also used to conduct research and evaluation, provide technical assistance to one-stop partners to meet the goals of the state plan, support the State Workforce Development Board, develop staff, monitor services, and for administrative costs, such as finance. The funds spent on the statewide activities have directly and indirectly impacted performance. For example, Utah's quality control process includes a team of specialized reviewers called the Performance Review Team. The Performance Review Team conducts monthly reviews of WIOA case managed cases. The first type of review involves eligibility criteria where all issues are identified and resolved prior to enrollment in a WIOA funded program. These reviews have helped Workforce Services eliminate findings from audits performed by the State Auditor's Office. The second type of review is a monthly random selection of up to 10 percent of all WIOA cases. These reviews are used to ensure adherence to policies and provide individualized training to staff.

Work Success is a program for all customers that focuses on job readiness, job search, and career services activities. The goal of this program is to help customers find and retain employment, typically in a two-to-four-week time frame. Customers can participate part-time or full-time with a Work Success Coach who facilitates skill-building, networking, mentoring, life skills and strategies. Customers receive group and individualized coaching in job search, employment success and career planning. Work Success customers have an employment rate of 70 percent on average within one to four weeks of starting the program.

STAFF DEVELOPMENT

The Career and Education Project was designed to provide an opportunity for staff from the Division of

Rehabilitation Services and Workforce Services to develop career coaching skills, learn techniques, gain hands-on experience with tools and consistency across divisions. The two divisions combined training efforts for the first time since the Division of Rehabilitation Services joined Workforce Services.

The intent of this project is for staff from both divisions to find common ground, network and learn ways to coach customers and clients with the goal of providing seamless and integrated services. Another focus is preparing at-risk job seekers to meet the demands of employers and successfully engage in the workforce by providing quality career coaching and education services.

The first module of the Career and Education Training Series was entitled "Quality Essentials." The training reviewed executive functioning and motivational interviewing strategies designed to help counselors move customers toward positive change. In addition, narration and documentation training specific to each division was conducted.

The second module, "Career and Education Coaching," was designed to introduce and build a foundation for career coaching philosophy, definitions, tools and an understanding of how it connects to overall department goals and federal laws. Module two also included a review of incorporating motivational interviewing skills that support all staff in their role as career coaches for all job seekers who walk into one-stop centers seeking services.

The training model includes a Command Center for leadership including area directors, management, supervisors and program specialists, prior to rolling out training modules to staff statewide. Command Center is one or two days and provides a preview of the staff training using an interactive format of the training and concepts for leadership. It helps leadership prepare to facilitate, support and provide coaching to staff. In addition, Command Center provides an opportunity to share best practices, innovative ideas, how local area staff are implementing training skills and how leadership hold them accountable.

To increase consistency, quality and accuracy in program delivery and performance, a team of operational program specialists provides customized support to individuals and teams across the state in all program areas. This team works in partnership with supervisors and managers in each of the one-stop centers to help achieve performance outcomes and ensure customers are receiving quality services. Support includes training on policies and procedures, assisting with implementation of statewide initiatives, follow-up activities, providing targeted one-on-one support, and new employee training.

RAPID RESPONSE

Approximately five percent of Dislocated Worker funds are reserved for Rapid Response activities and Additional Assistance funding to local areas. Funds provide rapid response services to as many companies and workers as possible, regardless of the size of the event. This is accomplished through formalized coordination with the state Dislocated Worker Unit or through a local-area response provided by local workforce development specialists if layoffs impact less than 15 workers.

The Dislocated Worker Unit is housed with the Workforce Development Division at Workforce Services. The team includes the state Rapid Response coordinator, Dislocated Worker program specialist, Trade Adjustment Assistance program specialist and the state program specialist for the Eligible Training Provider List. This ensures program coordination and the ability to design and deliver comprehensive services to dislocated workers. The Dislocated Worker Unit follows up on all WARN notifications, trade petitions and trade-certified companies to ensure prompt delivery of services. The Dislocated Worker Unit gathers and tracks layoff and closure data and disseminates Layoff Notification Records. This information is used by Workforce Services management, area directors, workforce development specialists, unemployment insurance, and the workforce research and analysis team to help plan for and potentially avert layoffs or minimize the impact to workers by matching workers to available jobs, sponsoring job fairs, linking workers to job-search workshops and providing Dislocated Worker, Trade Act Assistance and other appropriate career services. Rapid Response services, along with the Unemployment Insurance Reemployment Services And Eligibility Assessment (RESEA) program,

have shortened and prevented periods of unemployment of dislocated workers.

The Dislocated Worker Unit worked with 16 employers that experienced layoffs during PY18. This team provided information on available employer resources, offered workshops and one-stop center resources. In PY18, Utah officially assisted 15 employers with Rapid Response workshops. Although more customers attended the workshops, the Dislocated Worker Unit received 463 customer registrations.

Local workforce development specialist staff play a role in Rapid Response by building and maintaining relationships with employers, which is a key activity in receiving early notification from employers on planned layoff or closure events. This allows critical time to plan for and customize services to specific events and workers' needs. During layoff or closure events, local workforce development staff become part of Rapid Response delivery by coordinating with the Dislocated Worker Unit and delivering Rapid Response services as appropriate. This includes collaborating with core and required partners to quickly reconnect impacted workers with employers seeking their skill sets.

Connecting Rapid Response to one-stop centers is emphasized with employers and in presentations to the dislocated workers. This includes the resources available for dislocated workers. Utah also organizes job fairs on-site and at one-stop centers when appropriate.

Rapid Response workshops are offered to all dislocated workers impacted by a layoff and businesses are offered assistance from the Workforce Development team. During workshops for dislocated workers, the topics discussed include unemployment information, proper work search registration, online job search resources and in one-stop centers, job coaching, dislocated worker training, veteran services and temporary assistance. At the workshops, impacted workers are registered in Utah's case management system (UWORKS), which expedites access to services. The UWORKS system identifies Rapid Response services, career services, company information and layoff and closure data. Employment and training counselors use this information to determine WIOA Dislocated Worker and Trade Act Assistance eligibility.

Early intervention is provided for worker groups who have had a Trade Act Assistance petition filed on their

behalf. Potential Trade Act impact is determined during the initial employer contact and the petitioning process is initiated. Rapid Response workshops are initiated at petition filing and include information regarding the Trade Act program when appropriate. When a Trade Act Certification occurs after the layoff, a Rapid Response Trade Act-specific workshop or orientation is scheduled, and workers are notified using the Trade Act impact list. Also, Trade-impacted workers receive a Trade Certification letter that provides instructions for accessing services and a Trade Act benefit brochure. Trade affected workers are educated on how to apply for Trade Act Assistance and Trade Readjustment Allowances and receive support from the Dislocated Worker Unit during the application process. All customers who are eligible for Trade Act Assistance are reviewed for Dislocated Worker eligibility, which leads to a nearly 100 percent co-enrollment rate in Utah.

During this program year Utah had a petition approved with several hundred impacted workers. The TAA Coordinator spent several weeks on-site providing Trade workshops and answering questions. Following her time on-site, the HR team provided her with a card to thank her for her time there. The HR Director stated “Just wanted you to know how grateful our HR team is for all the compassion and support you have shown our employees. You’ve given them hope and a listening ear. It has provided our team with much relief.”

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

LAYOFF AVERSION/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.

The workforce development specialists meet with a company’s leadership when layoffs are announced. Usually they meet with the director or manager of human

resources to offer scheduled presentations addressing the needs of and resources and services available for the impacted workers. The goal of these presentations is twofold: first to provide a smooth transition between layoff, new employment opportunity and available resources, and second, to build a relationship with the company and support the company with its immediate and future workforce needs.

An example demonstrating the return on investment and aversion to layoff is the closure of a Hotel Group call center in northern Utah. Upon notification of the layoff, the Dislocated Worker Unit met with the human resource office and set up over 20 rapid response and TAA workshops to accommodate workers’ schedules and coverage issues. The sessions provided peace of mind to the impacted workforce showing them how they could transition to new employment opportunities. Workforce Services staff assisted with on-site job fairs that were coordinated for the impacted workforce. Of the more than 400 impacted workers, 281 attended rapid response presentations and participated in job fairs. These efforts resulted in reducing unemployment insurance claims and minimizing the impact to the area’s unemployment rate.

WAGNER PEYSER STRATEGIES

The state of Utah utilizes Wagner-Peyser 7(b) funding to provide career services and targeted labor exchange activities for veterans, persons with disabilities, ex-offenders and older workers.

Utah’s Choose to Work Program has been in existence for over 20 years to successfully place individuals with disabilities into employment. It has operated as a collaborative partnership program between two Workforce Services divisions including the State Office of Rehabilitation and Workforce Development. The primary services offered through the Choose to Work Program are individualized work readiness activities, job development and job placement services. The implementation of WIOA and the Utah State Office of Rehabilitation’s move to Workforce Services presented an opportunity to assess the program and synchronize services for job ready individuals with disabilities. In August 2018, a pilot project was implemented that focused on immediate and increased engagement of individualized job preparation, job development and placement services for “job ready” individuals with disabilities. This pilot includes a test and

control group and will conclude at the end of this year. The final evaluation will include incorporating identified best practices across the Choose to Work Program.

INVEST IN YOU TOO

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

McKenzie was receiving TANF and attended one of the Invest in You Too informational meetings. McKenzie had a long history of substance abuse and was having issues finding work. She was clean two and a half years when she started the program and had healthy goals set for her and her two-year-old son. Even though her son was often ill, McKenzie demonstrated commitment through 100 percent attendance during the program. She was able to utilize the backup childcare plans she learned in the program to ensure she maintained her attendance.

McKenzie was the first one to help others and always the first one to ask questions in her college classes. McKenzie demonstrated her desire to learn by going above and beyond on her homework assignments. McKenzie was immediately offered employment and has since received a raise and loves her job.

MIGRANT AND SEASONAL FARMWORKER SERVICES

Workforce Services has greatly increased collaboration with Utah's National Farmworker Jobs Program this past year. This has been accomplished through weekly meetings to strategically plan outreach efforts and activities. Staff have shared contacts and information regarding Utah cities with a high concentration of farm workers. This information has resulted in joint outreach visits to more Migrant and Seasonal Farmworkers to offer them the full range of available services. Sharing community resources, conducting outreach visits and sharing best practices has been beneficial for both programs.

Through Migrant Seasonal Farmworker outreach, Workforce Services educated a customer regarding all available services and explained to him his rights and how to access the complaint system. He also received assistance with his resume, individual job search and he was referred to other community resources such as Vita Tax. The customer was also referred to Cottages of Hope, Easter Seals Goodwill, and Latter Day Saints' Store House for additional assistance.

WASHINGTON COUNTY COURT SUPPORTIVE SERVICES PARTNERSHIP

The St. George American Job Center staff have developed a partnership with Washington County Court Support Services that bridges gaps in education and opens doors to opportunity. Court Support Services' mission is to utilize a strength-based approach to evaluate needs, identify barriers and connect clients to community resources while providing supervision and support to break the cycle of repeat offenders.

This partnership has resulted in the development of a process that supports Court Support Services Mission, which also aligns with key points of the Workforce Services' strategic plan. Partners focus on the initial "hand off" because ensuring connection with these customers will more likely lead to a commitment resulting in growth, change and a long-term career. As Court Support Services works with offenders that have educational, training and career service needs, they connect them Workforce Services staff who assist them in developing a plan that supports the customer's vision.

The WIOA and Wagner Peyser programs are utilized to support education, training and needs as customers' plans are developed. Without this partnership and support, many of these customers would not be able to navigate the education process and would likely remain in the cycle of poverty.

GUNNISON PRISON OUTREACH AND PARTNERSHIP

A pilot project with the Gunnison Prison was conducted from October 2018 to May 2019. The two goals of the project were to train prison reentry teams on how to provide workshops to inmates prior to release and to establish a referral pathway designed to connect released

inmates with employment services in the community where they would reside upon release. Workshops offered onsite included, resume writing, interviewing skills, transitioning skills, job seeking, and supportive resources. Only inmates screened and deemed appropriate by corrections staff attended the workshops. Inmates were screened based on risk and employment needs. Workforce Services staff taught the workshops in the presence of corrections staff. They were involved in scheduling appointments and follow through with ex-offenders making contact after release. Staff had the opportunity to continue to make a positive impact through the referrals made at the time of release.

IRON COUNTY WORKSHOPS FOR INDIVIDUALS WITH DISABILITIES

Workforce Services Cedar City one-stop center has partnered with Chrysalis to offer a job readiness workshop series to individuals with severe disabilities. This six-week course provides a high staff to student ratio to ensure each customer receives adequate support and engagement which facilitates the employment process of knowledge and behavior to people with disabilities ensuring they have the opportunity to obtain and maintain employment. Each cohort has between six and eight customers who are accompanied by staff support and uniquely fitted according to their ability and need for accommodation.

Each cohort is registered on jobs.utah.gov and receives a customized series of workshops based on the standard work readiness material developed by Workforce Services. The series of workshops are modified to fit the needs and understanding of the customer because interaction and engagement are foundational to the learning environment. For example, the instructor will visit the customer's worksite, their residence, and collaborate with Chrysalis staff to ensure the appropriate level of instruction is delivered. The 'appropriate level' pertains to the customer's capacity to understand and engage, as well as the 'appropriate level' of the job site needs. Measures are implemented to ensure the safety of customers and staff while maintaining a learning environment with the purpose of developing employment appropriate skills.

VETERAN SERVICES

Veteran Employment Services are comprised of services and programs to assist veterans, military service

members, and in some situations, their spouses in obtaining and retaining employment. The federally funded Wagner-Peyser grant is used to provide employment services to universal job seekers, including veterans. The federally funded Jobs for Veterans State Grant is specifically targeted to veterans with significant barriers to employment. The state funded Accelerated Credentialing to Employment program provides short-term training targeted to veterans, actively serving National Guard and Reserve members, and their spouses who do not qualify for Jobs for Veterans State Grant services. The team works in collaboration with other public and private entities to make sure employment and support services are provided consistently throughout Utah.

During PY18, the Chief of Veteran Services initiated a key initiative to further expand veteran employment services to all veterans, military service members, and spouses throughout the state. Workforce Services offers Priority of Service and targeted services for veterans and their spouses so they are able to quickly and efficiently navigate the job market, finding employment that matches with their military experience. Workforce Services provides Individualized career coaching, online tools and job development services tailored for veterans. The goal of this initiative is to increase the number of veterans that come into a one-stop center for assistance and to ensure veterans continue to receive priority of service. A second initiative is to expand services and recognition to employers who hire veterans through the Utah Patriot Partnership Program.

The Veteran Employment Services team coordinates with WIOA Adult and Dislocated Worker counselors to ensure veterans' pre-employment training needs are met through co-enrollment. The Accelerated Credentialing to Employment program leverages a veteran's military experience and skills to the equivalent educational credits, certificates, licenses, and credentials to accelerate the veteran's ability to obtain employment.

Achievements for Veterans Services in PY18 include sustaining a low-unemployment rate for veterans and decreasing the number of veterans receiving public assistance services. Also, Workforce Services has increased the number of veterans hired within the department.

INCARCERATED VETERANS OUTREACH

A pilot project to provide outreach services to incarcerated veterans was conducted at the Draper Prison from March 2018 to October 2018. Each Tuesday, inmates from all Utah State Correctional facilities exit through an out processing event at the Draper Prison. Staff from

Workforce Services attend this event to visit with the inmates and offer to help them register for services, update their registration, and provide information about services and programs. Veteran job seekers were identified and referred to the closest one-stop center for follow-up. Incarcerated veterans also received services through the Gunnison Prison Outreach project.

PERFORMANCE MEASURES

DURING PY18 UTAH focused on ensuring the WIOA Annual Report continues to reflect the state's commitment to strengthen the state's workforce development system and that the data reported as part of the Participant Individual Record Layout (PIRL) is accurate and complete. Due to the reporting changes for the transition from WIA to WIOA, Utah took a deep dive into all reporting elements and requirements. This project was completed through a collaboration between the Workforce Research and Analysis Division and WIOA program administrators. Additional collaboration between WIOA core partners and other state agencies that contribute pertinent reporting information was completed to ensure all required elements are captured accurately.

Utah has a common exit policy that includes the following programs: WIOA Adult, WIOA Dislocated Worker, WIOA Youth, Trade, Jobs for Veterans State Grant, and Wagner Pey-

ser. Once a participant does not receive a countable service for 90 consecutive days, the exit date for all of the aforementioned programs will be the date of the last countable service.

Workforce Services tracked each performance measure and found the state met or exceeded all WIOA Program Year 2018 performance measure goals with the exception of the Youth Credential Attainment measure. Workforce Services continues to explore how to more efficiently capture youth credential attainment rates in the UWORKS case management system, including working with Adult Education and postsecondary providers to receive completion data. Workforce Services began a series of staff training, activities and supported implementation on improving career counseling and assisting customers with taking the next step on a career pathway. One of the goals of this additional support and increased focus is to improve youth credential attainment.

Performance Measure Element	Negotiated Goal	Actual
Adult Program		
Employment Rate - 2nd Quarter After Exit	67%	81.4%
Employment Rate - 4th Quarter After Exit	70%	78.7%
Median Earnings - 2nd Quarter After Exit	\$5,646	\$6,656
Credential Attainment	53%	72.4%
Measurable Skill Gains	Baseline	42.9%
Dislocated Worker Program		
Employment Rate - 2nd Quarter After Exit	81%	87.7%
Employment Rate - 4th Quarter After Exit	84%	87.6%
Median Earnings - 2nd Quarter After Exit	\$7,500	\$8,265
Credential Attainment	61.3%	74.2%
Measurable Skill Gains	Baseline	34%

Performance Measure Element	Negotiated Goal	Actual
Youth Program		
Employment Rate - 2nd Quarter After Exit	67%	71.2%
Employment Rate - 4th Quarter After Exit	65%	71.4%
Median Earnings - 2nd Quarter After Exit	Baseline	\$3,629
Credential Attainment	54%	35.4%
Measurable Skill Gains	Baseline	24.1%
Wagner Peyser Program		
Employment Rate - 2nd Quarter After Exit	63%	74%
Employment Rate - 4th Quarter After Exit	67%	73.8%
Median Earnings - 2nd Quarter After Exit	\$5,414	\$6,449

DATA INTEGRITY

Workforce Services Workforce Research and Analysis Division utilizes data type validation on the reporting elements to verify that individual characters provided through user input are consistent with the expected characters of integer, decimal or string. Simple range and constraint validation is used to ensure the correct number of expected characters in the fields as defined. Code and cross-reference validation is used to verify that the user-supplied data is consistent with the data rules descriptions. These validity constraints involve cross-referencing supplied data with the element's Edit Check Description to ensure compliance. Workforce Services' source systems have internal structured validation rules which are used in the input process. The systems are designed with data definitions which place limits on what constitutes valid data as part of the data entry process.

Management Information Systems' staff work with the Workforce Services business team to review all edit check issues and determine corrective action quarterly. Necessary modifications are made to the report coding, data results are revalidated and resubmitted through the online edit check process.

Any updates to the Participant Individual Record Layout (PIRL) are reviewed by the Management Information systems and Workforce Services business teams to update policy and modify the reporting code as

necessary. The updates are reviewed and validated, then submitted through the edit check validation process.

The Workforce Services business team also ensures policies support gathering accurate data and appropriate source documentation. Local one stop center staff receive training on how to capture data and targeted training when abnormalities or errors are identified.

Starting this program year and continuing each year after, Workforce Services' Performance Review Team will complete a review of the 24 common data elements of the Participant Individual Record Layout. Policy and procedures have been implemented to capture the data validation requirements and process. A 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 the data captured. The reviews are captured in the UWORKS system through an edit tool which allows Workforce Services to track trends, anomalies and errors. Program staff follow up with the appropriate parties to ensure the error is corrected and if appropriate, policy updated and staff received targeted training. Through the data validation process conducted for PY18 data, program staff were able to collaborate with Management and Information Systems to update data queries and policy was reviewed to ensure only acceptable source documentation is allowed for data validation.

EVALUATION PROJECTS

WIOA SERVICES EVALUATION

During PY 17, a workgroup reporting to the Operations Committee, which includes members from all of the core and required partners, made recommendations regarding Utah's research project to evaluate the effectiveness of Utah's WIOA training programs. Their recommendations were approved by the State Workforce Development Board. The workgroup assisted in preparing defined outcomes and identifying measurement methods during the Fall of 2018 and research began in January of 2019. Research staff

from the University of Utah Social Research Institute continue to interview WIOA customers, analyze data and gather feedback from employment counselors. The final report will be available in PY 19 and it will be shared with the State Workforce Development Board and all partners to ensure it is used for potential program and service improvements.

WORK SUCCESS STUDY

Workforce Services is participating in a national study sponsored by the Office of Planning, Research and

Evaluation within the Administration of Children and Families of the U.S. Department of Health and Human Services to evaluate Utah's Work Success program. The evaluation will examine the effectiveness of innovative employment programs in helping people find and keep jobs and obtain economic security. The evaluation will also document the design and implementation of the programs to replicate and enhance the most effective components. Mathematica Policy Research is conducting the study.

The Work Success Study involves a comprehensive study of the design and implementation of the Work Success program for people who are eligible to participate in Work Success randomly assigned to either a "Program Group" (Work Success program) or "Non-Program Group" (individualized career services). Effectiveness of the program will be determined by differences in outcomes between members of the program and non-program groups measured by:

Weekly data tracking

- Interviews with Work Success coaches and program staff
- Survey of coaches and other staff
- Video recordings of Work Success coaching sessions
- In-depth interviews and surveys with study customers
- "Goal 4 It!" (a science-informed approach to achieving economic independence system) materials, presentation and professional development provided by Mathematica to Work Success

Workforce Services will receive \$130,000 from Mathematica, paid in increments, upon completion of benchmark outcomes. A portion of this funding is earmarked for marketing the Work Success Program. The study started on April 4, 2019 with a final enrollment goal of 1,000 customers. It is targeted to end on March 31, 2020 or when 1,000 customers are enrolled. Outcomes examined from the study include measures of success in:

- Obtaining and retaining employment
- Career advancement
- Earnings

- Receipt of Temporary Assistance to Needy Families and other measures of self-sufficiency
- Other indicators personal and family well-being
- Improvement of self-regulation

Findings on Work Success will be provided in a series of reports from Mathematica beginning in Spring 2020 and produced on a rolling basis through 2023.

EVALUATION FINDING IMPLEMENTATION

During PY17 the Workforce Research and Analysis Division completed an analysis evaluating the effectiveness of Utah's WIOA training programs. Administrative data for WIOA training customers was matched with labor market information to measure the quality of training programs funded for enrollment by customers. Analysis of the WIOA training programs showed that 1,226 WIOA training customers, or roughly 79.8 percent, were enrolled in a training program that crosswalked to a four or five star rated job, meaning jobs with the highest wages and most openings.

The result of this evaluation in PY18 supported the staff development training on improving career counseling and assisting customers with developing a career pathway using Labor Market Information and motivational interview skills. This training will help ensure that customers participate in career and education services that will lead to high wage occupations.

CUSTOMER SATISFACTION MEASURES

UTAH USES SEVERAL methods to gather feedback from customers. One-stop centers continue to use surveys for specific events, verbal feedback provided to operations staff and feedback from partner agencies. During winter 2019 one-stop centers statewide begin utilizing the new online job seeker survey developed with the support and input from the Board. The partners discuss customer feedback at their One-Stop WIOA team meetings. The feedback is used to improve processes, increase accessibility, and inform training and professional development activities.

Job seeker customers may provide feedback online using computers in the one-stop centers or they can fill out paper versions. Staff working in the one-stop centers invite the customers to fill out the surveys. Customers may fill out more than one survey if they come into the office more than one time. Since each office visit is unique, it is acceptable to receive feedback from each visit. The questions are designed to gather information related to the comprehensive one-stop criteria approved by the Board.

There were 1,915 responses to the survey statewide during the period of January 1, 2019 through June 30, 2019. Survey questions and response results are included in Attachments D and E. Utah will continue to gather feedback from customers and use the information collected to continually improve the service at the one-stop centers.

LABOR EXCHANGE JOB SEEKER AND EMPLOYER SURVEYS

Another state level survey was developed to gather feedback from customers utilizing the labor exchange system and online services. The surveys for job seekers and employers consist of questions designed in partnership with the University of Utah's Social Research Institute. Workforce Services evaluates the feedback and incorporates it into future system changes and enhancements.

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

Job seeker satisfaction was measured using a simple online survey available to job seekers as they access the system. A description of the methodology is included in Attachment F.

During the PY18 period, there were 4,105 valid scored surveys. The average satisfaction score of .76 is a slight increase from PY17. This outcome represents moderate satisfaction with the online system.

Beginning in July 2013, a random sample of employers have been invited to participate in the online satisfaction survey. The response rates for employers calculated for PY18 show there were 118 scored results, with a satisfaction rate of 72 percent. The job seeker and employer surveys have been instrumental in planning and implementing customer service. The surveys provide real time feedback from the system's customer base. During the next year, Workforce Services will begin aligning the look and feel of the system with the rest of the department's website. These enhancements are intended to help customers find what they are looking for on the website and increase the satisfaction rates for both job seekers (currently 76 percent) and employers (72 percent).

Another goal is to increase the response rates for both surveys. Workforce Services plans to evaluate the questions and look for ways to shorten the surveys, which should yield higher completion rates (currently 70 percent for job seekers and 57 percent for employers).

Both job seekers and employers have suggested expanding efforts to educate all Utahns about Workforce Services'

resources and services. While competing with for-profit entities is not allowed, Workforce Services can certainly educate citizens about resources available on its website. Past negative experiences with government websites may have caused the public perception to cycle downward. It is

the belief of many customers that it will require an active, concerted effort on the part of the agencies to rebuild the image and increase satisfaction as well as usage in the future.

WAIVERS

Utah Usage of Workforce Innovation and Opportunity Waiver: Providing ITAs to In-School WIOA Youth Participants

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 in maintaining focus on education and exploring career options that require post-secondary education. Having more youth interested and engaged in education leading to credential attainment allows Utah to increase its supply of workers to in-demand industry and occupations.

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

CONTINUOUS SHIFT TOWARDS SPENDING MORE FUNDS ON OUT-OF-SCHOOL YOUTH

WIOA Youth Expenditure PY17		WIOA Youth Expenditure PY18	
In-School Youth %	Out-of-School Youth %	In-School Youth %	Out-of-School Youth %
10.11%	89.89%	6.00%	94.00%

The above data shows an increase in out-of-school-youth spending from the previous Program Year by 4.11 percent. By the end of PY18, 94 percent of WIOA Youth funds were spent on out-of-school youth and only 6 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 percent:

Q 1 (07/01/18 – 09/30/18)		Q 2 (10/01/18 – 12/31/18)		Q 3 (01/01/19 – 03/31/19)		Q 4 (04/01/19 – 06/30/19)	
ISY %	OSY %						
6.00%	94.00%	4.00%	96.00%	6.00%	94.00%	9.00%	91.00%

Utah has been maintaining its in-school youth enrollments to support increasing out-of-school youth expenditures:

Q 1 (07/01/18 – 09/30/18)		Q 2 (10/01/18 – 12/31/18)		Q 3 (01/01/19 – 03/31/19)		Q 4 (04/01/19 – 06/30/19)	
ISY %	OSY %						
16.72%	83.28%	16.91%	83.09%	17.30%	82.70%	16.80%	83.20%

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

IN-SCHOOL YOUTH ARE ENGAGING IN POST-SECONDARY EDUCATION

Out of 142 in-school youth served in PY18, 38 youth (26.76 percent) 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.

In PY18 for in-school youth who were engaged in post-secondary education and closed within the program year, 75 percent were closed for obtaining employment.

Workforce Services has been able to maintain its partnership with John H. Chafee Foster Care Independence Program and administer the Education and Training Voucher program by serving in-school youth who are preparing for post-secondary education. This federally-funded program is designed to assist foster care youth, or youth who have aged out of foster care, with the support needed to complete post-secondary education and obtain employment. In Utah,

to administer the Education and Training Voucher program to foster care youth, a WIOA co-enrollment is required. Since most of the foster care youth are in-school youth, the waiver has enabled Workforce Services to continue serving this at-risk population and positively impact their ability to earn post-secondary credentials, enter the workforce, and become contributing members of society. Utah was able to serve 213 Education Training Voucher youth during PY18. Out of these 213 youth, 37 cases were closed due to obtained employment or income in PY18 while co-enrolled in Education Training Voucher and WIOA Youth.

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

SUCCESS STORIES

UTAH HAS MADE significant progress toward its workforce development goals as described in all of the sections of this report. Partner agencies, employers, State Workforce Development Board members, and community organizations are working closely to align and coordinate services. These efforts have led to promising practices, lessons learned and success stories.

Utah certified one comprehensive one-stop center during PY18 and looks forward to strengthening partnerships and implementing best practices based on lessons learned, customer feedback, and evaluation and research projects to continually improve services to priority populations.

Examples of upcoming plans for PY19 include certifying four comprehensive one-stop centers and recertifying Utah's first comprehensive one-stop center, implementing the business customer

survey, holding partner meetings regularly with core partners to set goals and coordinate activities, implementing the Partner Referral System, training staff, sharing information across committees, implementing the Apprenticeship Expansion Grant, strengthening relationships with education to improve data for the Eligible Training Provider List, coordinating career pathways with CTE programs, working with all partners and stakeholders on Utah's new four-year WIOA plan, and engaging State Workforce Development Board business partners in all activities.

VIDEO SUCCESS STORIES

<https://www.youtube.com/watch?v=N8TUK7kq7ZA>

<https://www.youtube.com/watch?v=UtHOJ0cAdvM>

<https://www.youtube.com/watch?v=eUlanT5oj54>

CUSTOMER SUCCESS STORIES

WORK SUCCESS — When Ann met with her employment counselor for a TANF initial assessment, she was uncertain about a direction or career focus. Her main goal was to get any kind of work to stay afloat. She had just left a volatile marriage and was trying to survive and care for her two girls. In working with Workforce Services, Ann recognized that she would need to get additional skills to provide the life she hoped for her girls. With help from her employment counselor and the Work Success Coach, Ann committed to attend Work Success, participate with the local Licensed Clinical Therapist and apply for training services to help her move toward a career. After Work Success, Ann found a job that would provide a work schedule that could accommodate her upcoming school schedule, which starts in a few weeks. Tuition is covered with Pell Grants, and even though her TANF will close due to her income, she is enrolled in WIOA for continued support. Over the course of a few weeks, there has been a remarkable change with Ann. Her confidence has grown and her hope for a self-reliant future for herself and her family is palpable.

VETERAN — James enlisted in the United States Air Force in January 2009. After completing basic training he started his military education as a fueling apprentice and after two years and ten months he became a fuel journeyman where he specialized in transporting fuel for the different vehicles used in the Air Force. In 2013 James deployed in support of Operation Enduring Freedom where he was deployed to Afghanistan where he completed a successful and challenging deployment.

James met with a counselor at Workforce Services where James was applying for Unemployment Insurance after being laid off from his previous job. They began to discuss the current situation that James was in and what obstacles he faced while searching for a new job. Since the majority of James's work history had been with the military, James felt the biggest barrier to employment was being able to convert his military experience into the civilian workforce. Another obstacle James faced was using computers and the internet to job search and create an image that would impress an employer enough to hire him. James continued to stay on track with his employment plan and focused his efforts on modifying his resumes and improving his job seeker profile. All his hard work paid off when James

was offered an interview with a company that he found on Workforce Services job postings. James was offered a job transporting fuel with a starting salary of \$32 an hour. James is grateful for the assistance and services he was offered at Workforce Services.

JOB CORP — Amy was a WIOA customer enrolled at Clearfield Job Corps in the Diesel Mechanic program. After successfully completing her Job Corps training, she obtained employment with Utah Transit Authority. She has had several promotions since being hired and just recently received a promotion to C-Level Heavy Rail Technician. Through the WIOA program and her employment counselor, we were able to help Amy acquire the tools necessary for her to perform her job. We also helped her obtain a place to live as she transitioned out of Job Corps and relocated to Utah for work. Her initial starting wage was \$15.33 per hour, and she soon received a raise to \$21 an hour.

YOUTH — Parker was enrolled with the WIOA Youth program and has autism. He is very shy and quiet, but also extremely smart and in need of some motivation to reach his goals. He applied to the program to obtain his GED, but his overall employment goal was to become a librarian. He was set up with a tutor to help him prepare to take the GED. After a year of hard work, he obtained his GED. Parker then decided to work on his communication and work skills. In coordination with his vocational rehabilitation counselor and youth counselor he was set up with Easter Seals volunteering at an aquarium. His volunteer work helped him with his social skills. Eventually he felt ready to pursue his dream of becoming a librarian. His counselor and a workforce development specialist helped arrange an internship at a library. He completed his 13-week internship and it went so well they requested to have a four-week extension to the original agreement so Parker could learn additional skills. He completed those four weeks, and they hired Parker on permanently. Parker has made friends and even attends work parties.

YOUTHBUILD — Brad was a high school dropout, living in an unstable living situation without much direction. His counselor felt that Brad had the potential to go far if he had some direction. After several meetings utilizing some motivational interviewing techniques to identify Brad's goals, he decided to participate in the YouthBuild

program. He hit the ground running and did very well in high school academics as well as the construction technology portion of the YouthBuild program. He earned his NCCER and OSHA certifications within a short time. Brad had perfect attendance in YouthBuild and earned his high school diploma while also graduating from the YouthBuild program. Brad subsequently joined the United States Marine Corps where he plans to make a career serving his country.

CHOOSE TO WORK — Mary was a customer in the Choose to Work program. She is a single mother, who has been in and out of jail multiple times, lost custody of her children and been diagnosed with Schizoaffective disorder. She was on parole and living at Valley Behavioral Health's Co-occurring Reentry & Empowerment program. Mary applied for disability and received General Assistance through Workforce Services. A Choose to Work specialist talked with her about her disability and how it affected her employment. Mary and her specialist worked on a quality resume and interviewing skills. Her vocational rehabilitation counselor helped her with counseling, transportation, and interviewing clothes. Mary obtained a job at Einstein Bagels and soon after, Mary was able to move into her own place and reunited with one of her children. In follow-up conversations with the employer, they report that they love having Mary as an employee because she is always willing to work extra shifts and she always has a smile. Mary likes working there because she feels she is progressing in life.

WORK EXPERIENCE — Utah Valley Dermatology participated in on-the-job training for a customer who had basic medical experience in a veterinary clinic and wanted to transition to a medical office. Serving as a medical assistant in a dermatology office, the customer had the opportunity to learn many new skills and procedures including injections, patient education, HIPAA laws, Clinical Laboratory Improvement Amendments, Mohs Surgery, Electronic Health Records Software and Clear and Brilliant. The customer successfully completed the on-the-job training while concurrently earning a Dermatology Technician Certification.

Attachment A

WIOA State Plan 2018 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 4, 2016, Utah has 563 in-school youth customers and 513 out-of-school youth customers enrolled in the WIA/WIOA program. While the number of in-school youth will continue to decline as the goal to spend 75 percent of WIOA funds increases the number of out of school youth enrolled, DWS must continue to serve youth customers enrolled as an in-school youth and actively participating in educational activities past high school. Since July 1, 2015, DWS has enrolled 128 new in-school WIOA youth customers, and of those, 47 are customers 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 DWS 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 DWS 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 ETPL, 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 ETPL through an ITA. It has been difficult to encourage training providers

to participate on the ETPL 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 ETPL 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:
 - o Continue to serve the in-school youth already enrolled past high school completion through post-secondary training under an ITA
 - o Continue to encourage education providers to remain current on the ETPL and provide technical assistance where needed to gather performance data that will help both in and out of school youth to receive services.
 - o 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
 - o 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 ETPL 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 ETPL 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 ETPL as they will not be required to go through procurement in addition to the requirements of being on the ETPL. This will hopefully encourage providers to continue to be on the ETPL.

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 SWDB.

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:

DWS provides access to the waiver in order for businesses, organized labor, and the community to have an opportunity to make public comment 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:

Utah is prepared to provide the most recent data available about the outcomes of the existing waiver.

Attachment B

Waiver Approval Letter

U.S. Department of Labor

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



JUN 12 2018

The Honorable Gary R. Herbert
Governor of Utah
Utah State Capitol
Suite 200
Salt Lake City, Utah 84114

Dear Governor Herbert:

Thank you for your waiver request of certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA) and the accompanying plan to improve the statewide workforce development system, submitted as part of your WIOA State Plan modification on March 15, 2018 (copy enclosed). This letter provides the U.S. Department of Labor (Department), Employment and Training Administration's (ETA) official response to the State's request, and memorializes that Utah will meet the outcomes and implement the measures identified to ensure accountability agreed to by Utah and ETA. This action is taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and sections 8-10 of the Wagner-Peyser Act in WIOA section 189(i).

Requested Waiver: The State is requesting a waiver of 20 CFR 681.550 in order to provide individual training accounts (ITAs) to in-school youth.

The State's request to waive the requirement limiting ITAs to only out-of-school youth ages 18-24 is approved. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Utah to implement its plan to improve the workforce development system. The State's plan indicates that a waiver of the limitation provides Utah the flexibility to continue to serve those in-school-youth who are preparing to graduate and extend their educational goals into post-secondary opportunities. Therefore, ETA approves this waiver for Program Years 2018 and 2019 (July 1, 2018 – June 30, 2020).

ETA is available for further discussion and to provide technical assistance to the State to support achieving its goals. It is worth noting that the Department proposed additional flexibility in its Fiscal Year 2019 Budget in order to give governors more flexibility to meet the workforce needs of their states. Should you have questions or wish to explore additional flexibility, feel free to contact my office at (202) 693-2772.

Sincerely,



Rosemary Lahisky
Deputy Assistant Secretary

Enclosure

cc:

Jaceson Maughan, Commissioner, Utah Labor Commission

Nicholas Lalpui, Dallas Regional Administrator, Employment and Training Administration

Cynthia Green, Federal Project Officer, Employment and Training Administration

Attachment C

Employer Survey Questions

The survey questions include:

- Information about the organization
 - Industry
 - Number of employees
 - County where business is located
- Resources used on jobs.utah.gov
- Have you or your management visited a Workforce Services One-Stop Center?
- Have you or your management personally been visited by a Workforce Services employee?
- Have you or your management filled a job opening using the online services at jobs.utah.gov or in-person at a Workforce Services One-Stop Center?
- Have you or your management interviewed an applicant using the online services at jobs.utah.gov or in-person at a Workforce Services One-Stop Center?
- Have you or your management hired an applicant using the online services at jobs.utah.gov or in-person at a Workforce Services One-Stop Center?
- How can Workforce Services One Stop Center staff better support your staffing needs?
- Does the information available on jobs.utah.gov provide resources and information that assist with your organization's effectiveness?
- Please select the top 5 skills you value in qualified job applicants, ranking the selected skills in order of 1-5
- Job applicants referred to you from Workforce Services need additional training and or education in these areas (select all that apply):
 - Interpersonal/soft skills
 - Technical skills
 - Level of education attainment
 - Not applicable, job applicants are well qualified

- Score your agreement with the following statements, with 1 being “strongly disagree” and 5 being “strongly agree”
 - Jobs.utah.gov provides my organization or business with qualified applicants who have the skills we are seeking
 - I would recommend jobs.utah.gov to another employer
 - Jobs.utah.gov helps me to manage my business
 - Posting a job is easy on jobs.utah.gov
- Have you utilized jobs.utah.gov website within the past 30 days?
- How often have you accessed the website within the last 30 days?
- For which of the following topics has a Workforce Services One Stop Center specialist visited your office to provide training?
 - Labor Market Information
 - Disability etiquette
 - On-the-job training
 - Reasonable accommodations
 - Americans with Disabilities Act
 - Apprenticeships
 - Veteran’s employment and training
 - None of the above
- What additional services can Workforce Services One Stop Center provide?
- Would you like someone to contact you as a follow-up to this survey?

Attachment D

Customer Survey Questions

The questions include:

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

Rating statements use a 1-5 scale, with the following definitions: 1) Strongly Disagree; 2) Disagree; 3) Neutral; 4) Agree; 5) Strongly Agree; and NA Does not apply.

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

Attachment E

Job Seeker Survey Results

January 1, 2019 through June 24, 2019
Overview – Statewide

Total responses January 1, 2019 – June 23, 2019: 1,863

Ten Offices with Most Responses:

Office	Responses
South County	367
Metro	218
Ogden	185
Richfield	132
Midvale	116
St. George	115
Price	108
Provo	95
Cedar City	54
Nephi	48

What brought you into the office today:

Service	Responses
Job seeking, looking for career change	673
Eligibility Services	479
Accessing benefits or assistance (e.g. food stamps, cash assistance, etc.)	478
Unemployment Insurance	423
Use of resources/equipment	322
Job search workshops/interviewing skills/networking	231
Training/job training	200
Education	115
Funding for school or training	85
Referral/word-of-mouth	0
Looking for a career change	0
Convenient Location	0
Previous Experience	0
Other (response examples - rough estimates): <ul style="list-style-type: none"> ● RESEA/UI: 8 ● Use of equipment: 41 ● Workshop/Work Success: 3 ● Resume help: 38 ● Eligibility/Benefits/Financial: 67 ● Meet with counselor: 27 ● VR: 3 ● Easter Seals: 1 ● Looking for job: 8 	256

- Other -- dropping off a variety of documents.

Please rate the following statements that describe your experience in the office on a 1-5 rating scale, using the following definitions: 1: Strongly Disagree, 2: Disagree; 3: Neutral; 4: Agree; 5: Strongly Agree; N/A Does not apply

Description	Response
I felt welcome when I walked in to the office.	93% scored a 4 or 5 (84 % a 5)
It was easy for me to find what I needed in this office.	92% scored a 4 or 5 (80 % a 5)
It was easy for me to find what I needed after I was referred to another resource or location.	66% scored a 4 or 5 (57% a 5)
The office staff who helped me were knowledgeable about the information and services I needed.	92 % scored a 4 or 5 (86% a 5)
The information and services I needed were provided in a format that was easy for me to understand and use.	91% scored a 4 or 5 (81% a 5)

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

Yes: 462

No: 1, 370

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

Resource	Response
Directed to a website	284
Given a phone number or called another agency	159
Sent to another location or agency	37
Introduced, in person or by phone, to someone at another agency	53
Given a brochure or pamphlet	81
Other: Referred to another office Referred to a partner	72

Referred to internal service (UI, eligibility, etc.)	
--	--

The resources I was referred to were helpful: 85% rated 4 or 5 (72% were 5)

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

Service	Responses
Job Search or job preparation (e.g. Resume writing)	862
Adult Education (e.g. information about attaining a GED, English as a second language, etc.)	102
Youth services	57
Vocational rehabilitation services	85
Adult training services (e.g. financial assistance for education and/or training program)	176
Unemployment Insurance	462
Trade Adjustment Assistance	40
Family Employment Program	179
Veteran Services	138
Career and Technical Education program	120
Job Corps	36
Farm Worker services	5
Senior Community Service Employment Program	22
Indian Training Education Center services	5
Eligibility Services Division (Financial Assistance/Food Stamps/Child Care/Medical)	858

I would recommend this office or services to a friend. 94% rated this a 4 or 5 (84% a 5)

Would you like someone from the One-Stop Center to contact you regarding your experience in this office?



Yes: 179

No: 955

Please provide your name, email address and telephone number below if you would like someone from the One-Stop Center to contact you regarding your experience in this office.

Email address: 401

Name: 526

Phone number: 443

Attachment F

Labor Exchange Survey Methodology

Customer Survey

The Labor Exchange Survey uses the following sampling procedure:

- Job seekers are only eligible to take the survey if they have not taken a survey in the last three months.
- Online sessions are sampled randomly (with probability initially set at 30 percent).
- If the current session is sampled, the user is invited to participate at a random time during the session using the pop-up window.

The online surveys are available to potential participants through a pop-up invitation to participate, which redirects the job seeker to a secure site hosted by the University of Utah's Social Research Institute. After reviewing the informed consent document, they begin the survey.

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

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

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

Employer Survey

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

Not all employers access the employment exchange system directly. In PY18, employers who used one or more methods of posting job orders had the opportunity to respond to the survey. Approximately 21 percent of employers post job orders by electronically uploading to the labor exchange system and 23 percent received assistance from Workforce Services staff, indicating the job orders were entered by staff. Employers that access the labor exchange directly are considered self-service employers. This group represents 67 percent of employers posting jobs.

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

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