

DEPARTMENT OF WORKFORCE SERVICES



ANNUAL REPORT 2016



Mission and Cornerstones

“DWS will be the best-managed state agency in Utah.”
—Jon S. Pierpont, Executive Director



Operational Excellence

We will deliver the highest quality services, with innovative methods, at the most efficient cost

Exceptional Customer Service

We will meet the needs of our customers with responsive, respectful and accurate service

Employee Success

We will provide an environment that fosters professional growth and personal fulfillment

Community Connection

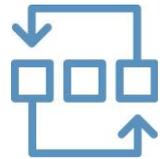
We will actively participate with and engage our community partners to strengthen Utah's quality of life

Division Highlights – Eligibility Services

Goal: To determine eligibility and issuing accurate benefits in a timely fashion, and constantly improving innovation.

Achievements:

- Streamlined eligibility process
- Food Stamp timeliness
- Electronic verification



Division Highlights – Eligibility Services

Total Unique Households	
State Fiscal Year	# of Households
2015	230,982
2016	228,910

Total Unique Individuals	
State Fiscal Year	# of Individuals
2015	515,921
2016	514,663

Total Applications	
State Fiscal Year	# of Applications
2015	318,659
2016	305,895

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2015	110,871
2016	109,231

Accuracy Rate	
State Fiscal Year	PRT Edit Accuracy
2015	93.15%
2016	94.59%

Timeliness Rate (All Programs)	
State Fiscal Year	Timeliness
2015	93.54%
2016	94.6%

Division Highlights – Workforce Development

Goal: To fuel Utah's economic engine by supporting the workforce with training, education and support.

Achievements:

- Systems to Family Stability
- Career pathways programs
- Intergenerational poverty outreach



Division Highlights – Workforce Development

Jobs	
State Fiscal Year	Total Openings
2015	247,372
2016	258,122

Job Seekers	
State Fiscal Year	Total Served
2015	253,505
2016	205,787

Employers	
State Fiscal Year	Total Served
2015	9,006
2016	7,974

Job Placements	
State Fiscal Year	Average Quarterly
2015	42,212
2016	37,145

Compliance Case Review	
State Fiscal Year	Case Accuracy Rate
2015	82.77%
2016	84.10%

WIA Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2015	88.16%
2016	89.40%

TANF Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2015	74.12%
2016	79.00%

Division Highlights – Unemployment Insurance

Goal: To provide economic stability to Utah's employers, workforce, families and communities.

Achievements:

- Excellence Award 5 years running
- Expanded statewide new employment model



Division Highlights – Unemployment Insurance

UI Determinations	
State Fiscal Year	Total Determinations
2015	318,131
2016	315,455
Contributions Collected	
State Fiscal Year	Contributions Collected
2015	\$289,264,268
2016	\$231,292,518
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Timeliness
2015	94.0%
2016	93.2%
Federal Separation BTQ Score	
State Fiscal Year	BTQ Score
2015	94.0%
2016	93.9%

Volume Counts (Claims)	
State Fiscal Year	Volume Counts (Claims)
2015	84,863
2016	81,579
Re-Employment Rate	
State Fiscal Year	Re-Employment Rate
2015	68%
2016	68%
Duration	
State Fiscal Year	Duration
2015	13.2
2016	12.1
Exhaustion	
State Fiscal Year	Exhaustion Rate
2015	30.7%
2016	27.6%

Division Highlights – Housing and Community Development

Goal: To assist communities and their economies by supporting local infrastructure projects, affordable housing development and the provision of basic community services.

Achievements:

- **Affordable Housing Task Force**
- **Continued reduction in chronically homeless**
- **Community development block grant**

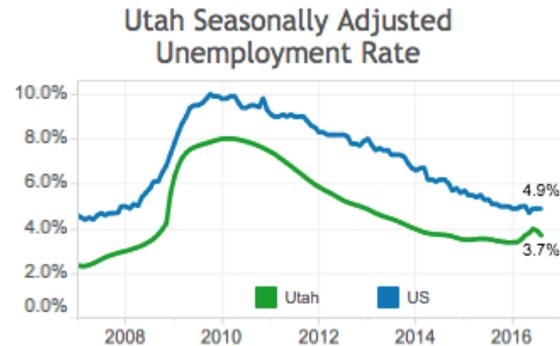


Additional Divisions

Office of Child Care



Workforce Research
& Analysis



Source: Utah Department of Workforce Services

Refugee Services Office



Program Highlights

- Child Care Subsidy
- Supplemental Nutrition Assistance
- Food Stamps Employment & Training
- General Assistance
- Next Gen Labor Exchange
- Medical
- TANF
- Utah Cluster Acceleration Program
- Wagner-Peyser
- WIOA – Adult and Disabled Worker
- WIOA – Youth
- Pamela Atkinson Homeless Trust Fund
- State Small Business Credit Initiative
- Uintah Basin Revitalization Fund
- Navajo Revitalization Fund
- Housing
- Permanent Community Impact Fund

Boards & Commissions



State Homeless
Coordinating Committee

Refugee Services
Advisory Board

Women in the
Economy Commission

USOR to DWS Transition

USOR ► DWS

TRANSITION PLAN

FOR THE MOVE OF THE
UTAH STATE OFFICE OF REHABILITATION TO THE
DEPARTMENT OF WORKFORCE SERVICES

HB 325 GENERAL SESSION 2016
June 1, 2016

PLEASE SEND COMMENTS TO:
usortransition@utah.gov

Latest updates as of Oct. 1 are found in "Additional Details" of Task Lists.
Last bi-weekly summary update: [Sept. 21, 2016](#)

The screenshot shows a web browser at the URL jobs.utah.gov/usortransition. The page header includes navigation links for "Utah.gov Services" and "Agencies", and a search bar for "Search all of Utah.gov". Below the header, the main content area is titled "Utah State Office of Rehabilitation Transition" and features a video player for "USOR DWS Transition Livestream". The video shows a man speaking at a podium with a "Download Final Plan" button overlaid. To the right of the video, there are three interactive buttons: "Download Final Plan", "Download latest updates", and "Download FAQ Sheet".

JOBS.UTAH.GOV

The Department of Workforce Services
2016 Annual Report is available to the
public by visiting **jobs.utah.gov** and
searching “annual reports.”