

DID YOU KNOW...

Workforce Services connects job seekers to Utah jobs. But that's the short answer. We do a lot behind the scenes to provide Utahns with the tools and resources they need to be successful.

LOOK INSIDE FOR MORE INFORMATION



WE HELP
YOUTAHNS

- FIND JOBS
- ACCESS LABOR MARKET DATA
- FIND EMPLOYEES
- GET TRAINING
- RECEIVE SUPPORTIVE SERVICES
- AND MORE

UTAH'S LARGEST ONLINE
EMPLOYMENT SYSTEM

ONLINE JOB POSTING
WITH 80,000+ RESUMÉS

JOB SKILLS WORKSHOPS
AND TRAINING

WAGE DATA—WHAT
JOBS PAY

CHILD CARE ASSISTANCE

UNEMPLOYMENT
INSURANCE

COMMUNITY
DEVELOPMENT
PROGRAMS

REFUGEE SERVICES

TEMPORARY ASSISTANCE
PROGRAMS

SEE

what we can do for

YOU
at

JOBS.UTAH.GOV



JON S. PIERPONT
EXECUTIVE DIRECTOR



HOW WE ACCOMPLISH THIS:

A dedicated staff of 1,800+ employees versed in the federal and state programs available to help Utahns with their needs, along with the following cornerstone principles that drive our day-to-day operations:

- OPERATIONAL EXCELLENCE
- EXCELLENT CUSTOMER SERVICE
- EMPLOYEE SUCCESS
- COMMUNITY CONNECTION



ROB CHAMBERS
EMPLOYMENT
COUNSELOR

"I love working at Workforce Services because I enjoy helping people. It's very satisfying when a customer thanks me for helping them with their resumé and giving them job referrals. They are so happy when they get a job and are out of a crisis situation. Also, there are advancement opportunities for a successful career at Workforce Services — the supervisors are always encouraging employees to apply for other positions or to get more training."



We help working parents with their **CHILD CARE** needs.

THE PEOPLE OF UTAH are the driving force for the state's economy. They contribute their talents and innovation to move the state forward. Standing alongside Utah's workforce is a professional network of job counselors, business experts and service providers dedicated to helping all Utahns overcome barriers to economic success and financial stability.

DID YOU KNOW...

WE HAVE SOMETHING FOR EVERYONE!

We help the **UNEMPLOYED** with benefits and resources to find gainful employment.



We help **EMPLOYERS** find employees and we provide occupational wage data. Online tax filing is also provided.



We help **JOB SEEKERS** find their first job, a better job, or access training and career resources.



We provide **WAGE DATA** to help you choose a career that fits your needs.



We provide **ELIGIBILITY** services for Medicaid, food stamps and more.



We provide funding for low-income **HOUSING** solutions.



TERRY LANIER — A WORK SUCCESS PROGRAM STORY



Terry came to Work Success unemployed and frustrated. Although Terry has a bachelor's degree in Information Technology and is very professional, she was struggling to get a job. Terry indicated the most helpful things she learned in Work Success were how to tailor her resumé and sell her job skills in an interview. As a result, Terry received a job offer with Spiral Solutions and Technologies, Inc., where she is happily working.



DEER VALLEY

"We highly recommend any employers in our area to reach out to Workforce Services as well."

—Lisa Angotti, Sr. Recruiting Coordinator, Deer Valley Resort

We help **REFUGEES** get settled in their Utah homes.



CareAboutChildcare.utah.gov

OFFICE OF CHILD CARE

Provides support for families that need child care assistance and connect them to quality providers.

UNEMPLOYMENT INSURANCE DIVISION

Supports re-entry into the workforce by offering an economic stabilizer for those seeking employment.

WORKFORCE DEVELOPMENT DIVISION

Employment specialists throughout the state connect job seekers with training, education and resources.

ELIGIBILITY SERVICES DIVISION

Stabilizes the financial situation for Utah families to help them refocus on finding employment.

HOUSING & COMMUNITY DEVELOPMENT DIVISION

Builds local capacity, funds services and infrastructure, and leverages resources for critical community programs.

WORKFORCE RESEARCH AND ANALYSIS DIVISION

Provides labor market data and in-depth analysis to help policymakers, businesses and individuals make informed decisions.

REFUGEE SERVICES OFFICE

Works to maximize integration and coordinate services and resources to help improve the lives of refugees resettled in Utah.

OUR DIVISIONS—FOR MORE DETAILS GO TO [JOBS.UTAH.GOV/DEPARTMENTS](https://jobs.utah.gov/departments)

HOW WE ACCOMPLISH THIS:

WE FOCUS ON DETERMINING ELIGIBILITY AND ISSUING ACCURATE BENEFITS in a timely fashion, and constantly improving through innovation. We're committed to operational excellence, professional development for staff, and helping those in need. Customers can access their benefit information at one of our employment centers, calling our eligibility center, or any time online.



Eligibility Services is the largest division in Workforce Services, and administers temporary supportive services for thousands of Utah families and individuals. This division helps people address basic needs as they work towards gainful employment and self-sufficiency.



Customers can file an application for services, get information about and manage their case or ask questions by logging on to myCase through jobs.utah.gov.



19%
more customers served

26%
smaller budget

32%
accuracy improvement

25%
fewer staff

Between 2009-13

Apply
Customers apply online at jobs.utah.gov/mycase.

Determination of Eligibility
Decisions are made in as few as three days.

Supportive Services
The customer receives needed services and case management. *Employment services are also offered*

DID YOU KNOW...

WE PROVIDE:

- Online tools for customers to learn more about our programs, complete an online application, or access their case any time.
- Live chat featured in myCase, our online portal.
- Cutting edge accessibility and customer support for our constituents.
- Self-service phone option.



ESD tirelessly pursues operational efficiency as well as continued improvements in the management of our programs and processes along with enhancements to our technology in order to better serve customers.



FOOD STAMPS/SNAP

Supplemental Nutrition Assistance Program (SNAP) allows eligible individuals the ability to feed their families in order to focus on seeking employment or improving their current economic situation.

FINANCIAL ASSISTANCE

ESD administers multiple federally and state funded financial assistance programs focused on serving parents with minor child/children (TANF), single or married adults with disabilities (General Assistance) or newly arrived refugees (Refugee Cash Assistance).

EMERGENCY ASSISTANCE PROGRAM

Provides immediate, one time help for families who are in danger of becoming homeless or having their utilities shut off due to a crisis beyond their control.

MEDICAL ASSISTANCE

ESD administers initial and ongoing eligibility for 31 federally and state funded medical programs in order to assist families with their medical needs.

CHILD CARE ASSISTANCE

Provides assistance to families with expenses related to care of children while parents are working, seeking employment or while participating in approved activities leading to employment.

HOW WE ACCOMPLISH THIS:

OUR TEAM OF SPECIALISTS WORK TO SUPPORT THE RE-ENTRY OF UTAH'S SKILLED WORKFORCE into full employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides qualified workers who are unemployed through no fault of their own temporary benefits to help bridge the gap between jobs.

By implementing innovative and accessible tools for both employers and unemployed Utahns — paired with top-tier customer service — we are able to quickly and efficiently process benefit payments and tax operations.



- Awarded the “Triple Crown” for four years in a row by the U.S. Department of Labor, our team of specialists operates faster and more effectively in the areas of benefit payments, tax operations, and appeal decisions than in any other medium-sized state in the nation.



Our Unemployment Insurance Division has one focus — to provide economic stability to Utah's workforce, families and communities. This focus has helped Utah become one of the best unemployment insurance programs in the nation.



- Utah was recently recognized as one of the top two states in the nation by the U.S. Department of Labor for addressing worker misclassification when an employee is incorrectly treated as an independent contractor.



REEMPLOYMENT

- Engaging individuals earlier results in a higher likelihood of finding reemployment sooner.
- We offer a robust registration process for all new claimants, including a connection to the more than 20,000 openings found at jobs.utah.gov and self-paced online workshops.

- For individuals that would benefit from a more individualized approach, we work closely with our Workforce Development team to offer one-on-one appointments and meaningful in-person workshops.
- This work contributes directly to Utah's consistent standing in the top 10 states for a lower duration of unemployment benefits.

INTEGRITY

- We value the trust of Utah taxpayers and actively work toward offering a program with integrity.
- Our team of specialists is dedicated to the reduction of improper payments through enhanced data analytics, customer education.

DID YOU KNOW...

PRESERVING A SKILLED WORKFORCE BENEFITS THE ENTIRE COMMUNITY.

From providing top-tier customer service to policies and procedures ensuring integrity of the system, we take our work in all of Utah's communities and our stewardship of taxpayer funds seriously.

Unemployed Utahns are invited to work with our team of specialists to determine what benefits they may qualify for. Eligibility for benefits is based upon wages earned, not individual or family financial resources, and being unemployed through no fault of your own. For other situations, such as voluntary quits or terminations, we will consider the contributing circumstances within the context of Utah statute to assess eligibility. Additionally, an individual must be able and available to seek and accept full-time work to qualify for unemployment benefits.

- We strive to increase online services for both claimants and employers to facilitate more timely, accurate and cost effective methods for processing claims and collecting contributions.
- We create integrated re-employment services to help UI claimants become re-employed quickly. This benefits the claimant, the employers and ultimately the UI Trust Fund.

Individuals file a weekly certification online for every week of claiming benefits — reporting any part-time earnings as they are earned and demonstrating an active work search effort toward full-time work.

Contributions collected from Utah employers under the state unemployment tax are used exclusively to pay benefits to unemployed workers. All receipts from this tax are deposited in the Utah Unemployment Compensation Trust Fund. Utah's trust fund is healthy as a result of careful management — one of only 15 states that did not borrow funds in order to continue paying benefits during and following the Great Recession.



COMMUNITY CONNECTION

- We engage employers contributing to the trust fund and unemployed individuals to participate fully in the process of determining eligibility and paying benefits, when appropriate.
- Our website allows employers to file quarterly contribution reports online, pay contributions, respond to requests for information on job

separations and wage audits, post a job and report new hires.

- Unemployed individuals can file a claim online, check their claim status, review department correspondence, schedule workshops, and search for jobs.
- Our specialists are available online via live chat, by phone, and at workshops statewide.

HOW WE ACCOMPLISH THIS:

SUBSIDIES TO PARENTS TO ENSURE THEIR CHILDREN ARE CARED FOR in a safe, nurturing and developmentally appropriate setting. We also operate an online consumer resource to provide information on licensed child care providers and the importance of quality—empowering parents to make informed decisions.



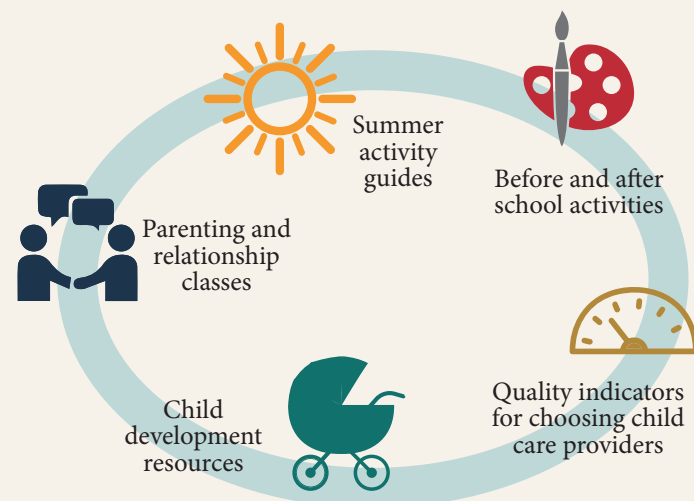
DID YOU KNOW...

WE PROVIDE:

- Fast pre-screening tool to see if you may be eligible for child care.
- Employment Support Child Care, which helps employed parents pay for child care.
- Job Search Child Care that helps parents who lose employment maintain child care while looking for work, promoting a stable child care environment for young children.
- Thorough online network of child care providers that gives parents information about licensed providers in their area.



The Office of Child Care provides accessible, affordable, and quality child care for Utah children to ensure parents seek and maintain employment while their children are cared for in a safe, nurturing and developmentally appropriate setting.



HOW WE ACCOMPLISH THIS:

UTAH'S FUTURE PROSPERITY DEPENDS ON SUCCESSFUL REFUGEE INTEGRATION into our community — a dynamic, two-way process in which newcomers and the community work together and learn from each other, resulting in a more secure, vibrant and cohesive society.



Utah is home to nearly 60,000 refugees from around the world. The Utah Refugee Services Office helps to improve the lives of refugees resettled in our community by coordinating services and resources to maximize integration. We believe the best way for Utahns to help refugees is to befriend a refugee.

DID YOU KNOW...

We help refugees successfully integrate by educating the mainstream community, bringing the two groups together, and developing, funding and supporting services that allow refugees to become self-sufficient. These services include:

- Case management
- Skills-based employment
- English language training

Collaboration between our numerous community partners and volunteers is essential to help ensure every refugee has the tools and resources needed to thrive. Additionally, we work to educate our welcoming community about who refugees are and the value they bring to our state. We provide opportunities for these two groups to come together to learn from each other and better understand one another.

PROGRAMS

- Community Resource Specialists
- Job Development
- Employment Counseling
- Mental Health Services
- Women's Support Groups
- Affordable Housing
- Youth Capacity Building
- Refugee Empowerment and Capacity Building



We facilitate up to two years of supportive case management for all newly resettled refugees, in addition to some supportive services for individuals and families needing longer-term support.



Our partnerships with providers of English language training programs are critical to help refugees become successful in the care of their families and their employment.



We are committed to ensuring refugees are connected to the necessary social, medical and preventative health care services that are vital to their successful integration in their new communities.



We support a variety of youth services that help them achieve success in their education and career goals. We also work with our community partners to find new, effective ways to support youth.



We aim to empower refugees to help themselves and find appropriate solutions for their unique challenges. Our team has a deep passion and commitment to assist our refugee neighbors preserve their rich cultural heritages.



The Refugee Education and Training Center at the Salt Lake Community College Meadowbrook Campus is the most recent addition to our services line-up to help refugees access the training needed to improve their quality of life.



HOW WE ACCOMPLISH THIS:

WE FUEL HEALTHY COMMUNITIES AND A HEALTHY ECONOMY

by supporting local infrastructure projects and basic community services. Our work centers around:

- Increasing accessibility to funding for important projects across Utah
- Offering training and technical assistance
- Helping rural communities leverage their resource investments
- Partnering with other state agencies, local government, nonprofits and the private sector
- Using state dollars wisely and efficiently



The Utah Housing and Community Development Division serves communities statewide. We build local capacity, fund services and infrastructure, and leverage resources for critical community programs by collaborating with organizations and partners dedicated to elevating life in Utah. From funding a rural water system improvement project to helping local agencies connect low-income families with energy assistance, we care deeply about the quality of life for our fellow citizens across the state.

DID YOU KNOW...

WE PROVIDE:

- Detailed information and analysis for data-driven decision making regarding the management of multiple programs throughout Utah.
- Business strategies to enhance quality of life, create jobs and bring long-term sustainability to community systems.
- Assistance to organizations statewide that work with challenging issues, such as hunger, homelessness and domestic violence.
- The capacity to house — with supportive services — any person experiencing chronic homelessness in Utah who chooses to be housed.
- The resources and tools needed for the development of affordable housing.
- Affordable housing capacity statewide and encouragement of community-centered housing decisions.
- Eligible homeowners with assistance to reduce their energy bills and improve their living conditions.



WEATHERIZATION ASSISTANCE PROGRAM

Assists low-income individuals and families reduce energy costs and increase comfort and safety in their homes.



PAMELA ATKINSON HOMELESS TRUST FUND

Supplements agencies statewide through a competitive grant program to help move people out of homelessness.

PROGRAMS

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

Administers federal grants for local infrastructure and public services projects to cities and towns of fewer than 50,000 people and counties of fewer than 200,000 people.

PERMANENT COMMUNITY IMPACT FUND

Provides loans and/or grants to local governments in rural Utah impacted by mineral resource development on federal lands.

OLENE WALKER HOUSING LOAN FUND

Leverages funds and develops affordable housing for very low, low and moderate-income persons as defined by the Department of Housing and Urban Development.

NATIVE AMERICAN REVITALIZATION FUNDS

Maximizes long-term benefits of oil and gas severance taxes derived from land held in trust by the federal government for the Ute and Navajo tribes.

RURAL PLANNING GROUP

Offers leadership for rural communities by providing planning, planning tools and technical assistance, and by facilitating communication and coordination between stakeholders.

STATE COMMUNITY SERVICES OFFICE

Provides guidance, oversight and funding to communities helping low-income individuals and families become self-sufficient by reducing poverty and improving their quality of life.

HOME ENERGY ASSISTANCE TARGET (HEAT) PROGRAM

Provides energy assistance to low-income households in the state of Utah.

UTAH STATE SMALL BUSINESS CREDIT INITIATIVE

Stimulates lending and activity for small businesses in Utah that cannot obtain credit from a financial institution without this assistance, but are credit-worthy borrowers.

HOW WE ACCOMPLISH THIS:

OUR EXPERT STAFF, CUTTING-EDGE TOOLS AND RESOURCES, and strong relationships with our federal partners help us tap into a rich trough of data for every facet of our internal operations and Utah's thriving economy.

From wages, unemployment rates and job growth, to database tracking and performance calculations, we dive deep into the numbers to clearly explain what they mean for our customers at every level of state government, as well as local communities, families and individuals.

Our Management Information Systems team supports all Workforce Services programs and applications to help ensure Utahns receive the highest level of customer service.

With a team of economists focused on specific regions throughout the state and savvy analysts who know what data is most relevant, we provide the economic information that matters for Utahns.



Understanding Utah's dynamic and diverse economic landscape is critical for policymakers, business owners, job seekers, and industry leaders to make informed decisions. Our expert team of economists and labor market analysts are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine.

We also provide data and analysis to help ensure quality and efficient work tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

Much of our data is accessible online from our Utah Economic Data Viewer or one of our several data visualizations for every resident in Utah to understand our state's labor market and economy as well as how federal and state programs are administered across the state.



ONLINE TOOLS:

- Occupational Explorer
- County and Statewide Information
- Wages and Occupational Openings Data
- Labor Force Data Viewer
- FirmFind
- Industry Employment and Wages
- Info Group Employer Database
- Population Data Viewer



DID YOU KNOW...

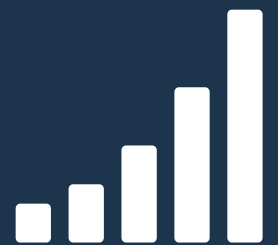
WE PROVIDE:

- *Local Insights* — A quarterly economic analysis for eight regions of the state.
- Interactive blog posts focused on the numerous economic indicators that impact Utah.
- Presentations highlighting the most current data and economic trends.
- Special studies that dive into Utah's unique economic landscape.

Our customers are vast and include federal agencies, state agencies, the Governor's Office, the Utah Legislature, colleges and universities, advocacy groups, Workforce Services management at all levels, and our own front line staff throughout the state.

We ensure accuracy and relevancy by:

- Extracting data sets from multiple databases (where applicable)
- Validating the data
- Performing sophisticated, high quality, and unbiased research
- Sharing the data in an understandable and useful format



SERVICES

ECONOMIC DATA AND ANALYSIS

We offer a vast number of tools and resources to help you make decisions to improve your economic situation and quality of life, whether it be for your business, career, education or family. Our data viewer tools include:

- Employment Data: Monthly unemployment and job growth statistics

- County and State Data: Economic and demographic profiles for Utah's counties, including employment information, population, sales tax and construction information.
- Labor Force Data: Utah employment and unemployment data by county and statewide from 1990-present.

- Wages and Occupational Opening Data: Wage information for Utah jobs at the statewide and selected sub-state areas.
- Occupational Explorer: Job opening projections, wages, skill requirements, related occupations, employment outlook, training information, and connection to the more than 20,000 openings at jobs.utah.gov.

- FirmFind and InfoGroup Employer Databases: Names, addresses, phone numbers, industry, and employment size of virtually all firms in Utah.

MANAGEMENT INFORMATION SYSTEMS

We provide our partners and customers with the data and analysis needed to make informed, data-driven decisions.

- We help ensure Workforce Services and other Utah state agencies that administer federal programs and grants are operating effectively and efficiently as good stewards of taxpayer dollars.
- We use the data from program applications to monitor performance of initiatives and our staff to help ensure the highest quality of work.

HOW WE ACCOMPLISH THIS:

OVER THIRTY EMPLOYMENT CENTERS STRETCH ACROSS EVERY REGION OF UTAH, providing a home-base for job-seekers and employers. Embedded directly in the communities they serve, these employment centers are staffed by the same people you see every day at grocery stores, PTA meetings, or local events. It's a network of advocates fighting for you — and they happen to be trained professionals there to help connect employers and soon-to-be employees. A multitude of programs designed specifically to help job-seekers of all types be successful compliment each center. Paired with targeted services to employers, these centers are an easy one-stop-shop.

One-Stop Employment Centers provide both self-directed and mediated services.



The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education, and other resources.

Aligning the skills and knowledge of our citizens with the needs of employers is our top priority.

Whether you're a job-seeker looking for the next opportunity, or an employer looking to expand, we've got you covered.



Employer and educational partnerships in rural communities to facilitate job growth.



Unique and targeted efforts to specialized populations including refugees and the homeless.



An array of job training programs and skills building workshops.



DID YOU KNOW...

WE PROVIDE:

- Job-seeking skills workshops to improve resumes, practice interview skills, and learn how to effectively network.
- Job fairs and on site recruitments that bring job-seekers and employers together in our employment centers.
- Targeted services for veterans so they are able to quickly and efficiently navigate the job market, finding employment that matches their military experience and future aspirations.
- In-depth, interactive wage and income data that shows which career fields are growing and what you can expect to earn.
- Workforce alignment grants that help improve the pipeline between educational outcomes and employer needs.
- Trained employment specialists on hand in all our centers to help job-seekers maximize their marketing and networking for their next career opportunity.
- Guidance for transitioning to a new job including resources for re-training, education, or certifications.
- Help applying for financial assistance.



80,000+

active resumes at jobs.utah.gov

20,000+

open jobs at any given time spanning 23 career fields on our online job board.



Job preparation and skill development resources for current and future job seekers.



Individualized career counseling and job development services tailored for Veterans.

ACCELERATED CREDENTIALING TO EMPLOYMENT

Also known as "ACE," this allows Veterans a fast and smooth path to taking military experience or certifications and applying them to their new civilian careers.

UTAH PATRIOT PARTNERSHIP Network of Utah businesses pledging support to hire veterans.



WORK SUCCESS

Two to four week course of intensive employment preparation that covers everything from resumes and cover letters to interview coaching and a skills assessment.

TRADE ACT ASSISTANCE

Benefits and training services to U.S. workers who have lost their jobs as a result of foreign trade.

ON-THE-JOB TRAINING

Reimbursements to employers who provide customized job training to participating employees.

YOUTH SERVICES

Tools and resources for our youngest job seekers as they start their career path.

UTAH CLUSTER ACCELERATION PARTNERSHIP

Targeted grants that help education institutions create or expand programs to better align with needs in the economy.

FAMILY EMPLOYMENT PROGRAM

Connects parents with an employment counselor to help build an employment plan. The goal is for each family to earn enough money to support their families.

WORK OPPORTUNITY TAX CREDIT

Federal tax credit for employers who hire people from certain groups that have consistently faced significant barriers to employment.


WORKFORCE INNOVATION OPPORTUNITY ACT

Funding resource that covers supportive training services to eligible adults, dislocated workers, and youth.





DID YOU KNOW...

- We support families in overcoming barriers for a better quality of life
- We offer a complete job search and career guide — SmartStart
- We provide daily/weekly job skills workshops
- We supply resources designed to support veterans 



DO YOU KNOW WHERE YOU CAN FIND US?

Everywhere! In addition to over 30 offices located around the state, we are online 24/7 at

JOBS.UTAH.GOV

You can find a map of our centers and list of services online.



MISSION:

We strengthen Utah's economy by supporting the economic stability and quality of our workforce.

OUR COMMITMENT TO TAXPAYERS:

We will provide quality, accountable and streamlined services that connect a world-class workforce with employment.



SEE WHAT WE CAN DO
FOR YOU AT
JOBS.UTAH.GOV

WE HELP
YOUTAHNS



Utah Department of Workforce Services

