



State Council on Workforce Services

July 8, 2010

Department of Workforce Services

140 East 300 South, Salt Lake City, UT

1st Floor – Room 101S

1:00 – 3:00 p.m.

- I. Welcome and Opening Business..... Paul Jackson
Acknowledgements
Consent Agenda
 - a. Approval of April 8, 2010 Minutes
 - b. Approval of Training Providers
- II. Chair’s Remarks
- III. Utah’s Economic Outlook.....Mark Knold
- IV. K-16 Alliance.....Mary Shumway/Gary Wixom
- V. Committee Reports
 - a. State Youth Council..... Marie Christman
 - b. Chairs and Operations Joe Christopher
- VI. State Plan & 2011 Activities Paul Jackson
 - a. WorkKeys
 - b. ESA Plans – SWIB Engagement
- VII. DWS Briefing Kristen Cox
- VIII. Other Business
- IX. Public Comment

Meeting Schedule:

October 14, 2010

January 13, 2011

April 14, 2011

July 14, 2011

*Notice: Reasonable arrangements for persons with disabilities will be made if requested.
Please contact Diane Lovell at (801) 526-9231 or dianelovell@utah.gov.*

State Council on Workforce Services

Department of Workforce Services

140 East 300 South – Room 101

April 8, 2010

Members Present: Kevin Crandall, Kristen Cox, Ken Davey, Tammie Lucero for Randall Bennett), Randy Welsh, Darris Howe, Stephen Goodrich, Russ Thelin (for Don Uchida), Bryan Foisey (for Rob Brems), James Judd, Richard Kingery, Connie Nielsen, Melissa Smith (for Heather Trinton), Spencer Eccles, Bruce Rigby, Joe Christopher, Sandy Phillips, Rebecca Little, Paul Jackson, Mary Shumway (for Larry Shumway), Stanley Ellington, Jason Perry and William Sederberg

Others in Attendance: Diane Lovell, Greg Gardner, Jon Pierpont, Paul Jackson, Brent Newren, James Whitaker, Marty Kelly, Lynn Purdin, Sarah Brenna, Connie Laws, Juan Pelaez, Geoff Landward, Mike Medley, Rick Little, Bill Greer, Jason Chandler, Susan Wright, Julie Lay, Shelly Ivie, Bob Gilbert, Bill Starks, Jane Broadhead, Jolyn Bevan, Julie Anderson, Kristen Donoviel, Steve Leyba, Dave Lewis, Stormy Sweitzer, Helen Thatcher, Jim Wilson, and Danny Schoenfeld

Welcome and Approval of Minutes

Kevin welcomed those in attendance and introduced three new employee representative members: Connie Nielsen, Richard Kingery, and Jim Judd. He also recognized Diane Lovell in her new assignment, replacing Mike Richardson who retired in November. Additional DWS staffing changes include Jon Pierpont, Deputy Director, and the following Economic Service Area Directors: Kristen Donoviel, Randy Hopkins, Steve Leyba, Brent Newren, Shelly Ivie and Jan Thompson.

Kevin recognized Mike Richardson's service to the Council and Todd Herbert as the former Mountainland Regional Council Chair.

Kevin asked for approval of the minutes of the October meeting. Joe Christopher made the motion to approve the minutes as written. The motion was seconded by Rebecca Little and the motion carried by unanimous vote.

Approval of Training Providers

Darris Howe made a motion to approve the list of training providers. The motion was seconded by Melissa Smith. Rebecca Little raised a question about approving/using out of state training providers and was informed that some of the courses are completed on-line and clients who meet eligibility requirements are allowed to attend courses out of state. A vote was taken on the motion and the motion carried by unanimous vote.

ACTION ITEM: It was suggested that the department review the possibility of restricting training approvals to in state training providers in order to keep training dollars in the state.

Approval of State Plan Extension

Kevin noted that due to the unknowns surrounding the WIA Reauthorization and the need for the department to focus on the new demand driven focus, the recommendation was being made to extend the WIA State Plan for on year. Kristen also noted that extending the existing state plan would give the department time to explore the possibility of simplifying the plan and making it more relevant. It was noted that the first four deliverables outlined in the existing plan have been completed: 1) developing targeted occupations listings, 2) developing a web based training portal, 3) implementing industry-based partnerships and grants, and 4) developing summer youth internships. Work continues on Deliverable 5 which is to enhance skills assessments, career guidance, job training options, supportive services, employment plans, LMI and employer services.

Jim Judd made a motion to extend the WIA State Plan for an additional year through June 2011. The motion was seconded by Joe Christopher and the motion carried by unanimous vote.

Executive Director's Report

Kristen addressed the following issues in her Executive Director's report:

- Budget Issues. Due to the on-going challenges with the state budget, DWS has taken its share of budget cuts during 2010 and in to 2011. The department's general fund has decreased significantly amid huge caseload increases which have proven to be a very difficult challenge in providing on-going services to our customers. She referred to a graph that depicts funding cuts, caseload increases and reduction in FTEs.
- UI. Initial claims and continued claims are beginning to see decreases which may indicate a shift in the economy. On April 3rd the EUC federal extensions lapsed when Congress went into recess. A challenge for our staff in answering questions from customers and in making preparations for paying benefits retroactively if the EUC benefits are extended at a later date. UI has also experienced
- Legislative Session. The most significant issues for the department were the changes to the UI provisions surrounding an alternate base period which allowed the department to draw additional federal dollars and changes related to social security benefits and technical changes. An on-going legislative challenge will be maintaining our single line item authority. Kristen stated that this is an area she would like to address with the State Council prior to the upcoming legislative

session so Council members can assist the department in educating legislators about the importance of maintaining single line item authority.

- ESD. With over half of the department's FTEs assigned to eligibility, it was very important for the department to maximize resources, which is why it was a critical move for the agency to bring all eligibility staff together in one centralized, continuous work flow and to equalize workload and caseloads. The organizational structure was flattened by one management level and the supervisor to employee ratio was increased to an average of 1 to 15. The biggest challenges for staff were the requirement to compete for jobs within the new organizational structure, work with increased caseloads, and learn the new eREP system. The good news is that there are currently 86 percent of all eligibility cases being worked in eREP rather than PACMIS. Staff have done an amazing job amidst all the challenges.
- 2010 Goals. 1) eGovernment - One of the department's major initiatives this year and into the future will center on eGovernment and plans to automate or provide additional services on line to provide better customer service at a reduced cost (postage, telephones, forms, etc). 2) Data driven decision making – creating a decision making tool for managing and tracking customer experience, outcomes, and productivity measures. Building dashboards for front line staff, managers, and the legislature. 3) Developing partnerships – working with GOED, education partners in targeting additional industries and employers to hire within the state. 4) Getting people back to work - integrating UI into our employment services and focusing on re-employment initiatives, especially for our UI customers. A side benefit would be a positive impact to the UI Trust fund and maintaining trust fund solvency. More information will follow.
- Workforce Development Division (WDD). The WDD is a very different “beast” than eligibility which is a standardized system. Workforce development requires individual partnerships and local autonomy based on area and industry needs. Kristen explained the process for creating the nine economic service areas based on local labor market information data. Currently the department is recruiting for positions in the new division which will be filled by existing staff and will provide an opportunity to flatten the organizational structure - similar to what was done in ESD. Kristen outlined plans to “target” UI workers by working with employers and providing funds for hiring UI claimants. The goal is to save the UI Trust fund approximately 3.6 million dollars. Another goal is to “formula fund” the service areas based on need. We will also be looking at stronger assessments for our customers including the use of Work Keys and other tools. The department will continue to give customers choices but will focus on training in areas where there is a potential for economic growth.
- Regional Council Structure. The existing regional council structure and related staffing costs the department between \$350,000 to \$500,000 each year. There have been mixed reviews about how well they are working, uncertainty about deliverables, lack of clarity about focus, etc. We want to move toward a model that looks at projects and results rather than the current mandated group of

individuals that has been a challenge to maintain and support. We are moving to a structure that better supports specific goals and outcomes. The new model will be built around ad hoc committees, assigned to work on specific projects with deliverables and timeframes. The new model may require a statute change, will be less costly, more results driven and time bound. Kristen recognized concerns about local level involvement and the tie into the State Council is a concern that will be addressed. A proposal will be developed for the July meeting.

Kris stated that questions, feedback, concerns, etc. should be directed to Diane Lovell who will develop a repository of concerns or proposals as we work to develop a future strategy. Kevin encouraged members to submit feedback to Diane after they have had the opportunity to consider all the options. Bruce Rigby raised a question about the actual structure and Kristen noted that the major focus will be local autonomy based on the needs of the individual service delivery area. Possibilities include an Executive Committee structure, committee, or ad hoc structure. Melissa Friegang, Job Corps, asked about how statewide organizations would be involved and Kris noted that the opportunity to engage at the State Council level would be maintained and she would also have the opportunity to work in a specific local area.

Grants Update

Lynn Purdin reviewed the grants matrix update that was provided to Council members. Grants that were approved include: Two Labor Market Improvement Grants, a Wind Turbine Training Grant and a Transportation Learning Center Grant. Utah was not successful in receiving funds under neither the Health Care nor the Pathways out of Poverty solicitations. Utah was also awarded a Green Capacity Building grant that will be coordinated through Salt Lake Community College. Utah's National Emergency Grant award is pending. Work is also being completed to submit grant applications under a national Community Based Job Training (CBJT) grant solicitation.

Connie Laws reported that Utah had also been awarded a State Energy Sector Partnership Grant. The award is for \$4.6 million dollars over a three year period and DWS is the fiscal agent for the grant. Plans are to serve up to 1470 participants through training with a focus on targeted populations, dislocated workers and at-risk youth. Plans will also include the establishment of training academies throughout the state, and the hiring of six career development specialists to work with participants and targeted industries and employers. Training can be from 6 to 18 months around renewable, green, and other energy occupations. The department is currently waiting for additional information regarding eligibility requirements from the Department of Labor before we can move forward.

UtahFutures Demo

Kim Bartel provided an overview of the new www.UtahFutures.org online system that was created through a partnership between DWS, the Utah State Office of Education, Utah's System of Higher Education, and the Utah State Office of Rehabilitation. The system is a one-stop shop to assist students and parents in making education and career decisions and to manage their Student Education Occupation Plans beginning in their middle school years. Students can create their own profiles; explore career options, access information about career demands and wages, and a myriad of other information relating to their education and employment goals.

Kim noted that there has not yet been a full launch of the system and that the partners are currently working on a marketing strategy; however, the system is being used in the secondary school system with a great deal of success. It was also noted that the system has great potential for employers, job seekers, and employment counselors in developing career plans.

Committee Reports

- Youth Council. Jane Broadhead reported that the State Youth Council had voted to continue with the delivery of youth training providers as established last year to include Salt Lake County Youth Employability Services for the Wasatch Front South (former Central Region); DWS for the Eastern Region; the Mountainland Consortium of Schools for the Mountainland Region; DWS for the North Region; and DWS for the Western Region. Joe Christopher made a motion to continue with the training providers as outlined. The motion was seconded by Sandy Phillips and the motion carried by unanimous vote.
- Chairs and Operations & Performance Committees –Combined Meeting: Joe Christopher outlined a few of the activities underway in the service delivery areas including: 1) energy job fairs and work on the energy grant in the Western Region, 2) work on the energy grants in the three Eastern area ESAs, 3) work in the Wasatch Front South area to identify gaps and strengthen partnerships, 4) the development of an interview brochure in the Mountainland ESA, 5) career days and energy sector partnerships in the Bear River ESA, and 6) demand driven tools and work on the energy grant in the Wasatch Front North ESA.
Connie Laws also reported that DWS staff will continue to monitor the flow of training dollars based on available funding.

Other Business

Kristen reported that Kevin Crandall would be stepping down as Chair and member of the State Council after over 12 years of service. Greg Gardner recognized Kevin for his

strong leadership as a member of the Council and his willingness to donate 100s of hours in support of the Council and the department. He also read a letter from Governor Herbert that acknowledged Kevin's contributions and presented him with the traditional clock from the department. Kristen announced that Paul Jackson had been appointed by the Governor as a new member and Chair of the State Council on Workforce Services.

Public Comment

Stormy Switzer of Health Insight stated that her organization will be developing and recruiting job opportunities in the electronic health document field and was interested in developing partnerships with DWS. Each of the service area directors provided their business cards and will follow-up with Stormy.

Karen Silver stated her concern regarding the ongoing need for the General Assistance Program and concerns regarding the potential loss of state general funds.

Jason Chandler outlined his concern with the Utah Farmworker program and the ability to access WIA training and support funds. James Whitaker agreed to meet with Jason to discuss his concerns.

The meeting adjourned at 3:00