

# 2022 ANNUAL REPORT



**MISSION:** To strengthen Utah's workforce development system to meet employer needs through innovative strategies that keep pace with economic change.

## MESSAGE FROM BOARD CHAIR



During this past year, the Governor's State Workforce Development Board led the update of Utah's 2020-2023 Workforce Innovation and Opportunity Act Plan. The board's five subcommittees reviewed their specific goals in the plan to ensure it aligned with their efforts. Federal partners approved the plan in June 2022.

The board certified four comprehensive American Job Centers over the past year, including Clearfield, Metro, South County and St. George offices. These certifications conclude Utah's initial certification of the comprehensive American Job Centers. Thank you to the American Job Center staff and to our board members for helping us reach this important milestone. The Ogden office was also recertified in May. Going forward, the board will recertify offices every three years. Recertification allows the centers to showcase how partners work together to create continuous improvement related to criteria approved by the board.

I am proud to serve as the board chair and appreciate the dedicated members and partners who enable us to support Utah's workforce system. During the past year, as Utah's economy rapidly recovered from the pandemic, many employers experienced difficulty finding qualified employees. The WIOA programs provided tools to help employers access untapped labor pools and meet their workforce needs. The board and its partners continue to educate businesses on these strategies.

Utah's workforce system benefits from the unique partnership between the public, private and nonprofit sectors created and supported by the board. It's an honor for board members to continue assisting Utah businesses, students and job seekers in creating a dynamic and thriving workforce system.

Megen Ralphs, M.S.

Chair, State Workforce Development Board  
Vice President – Business Systems, Align Precision

## MESSAGE FROM GOVERNOR'S DESIGNEE



Utah has experienced a historically low unemployment rate over the past year. While this is positive news for the economy, it is also one of the variables responsible for the current labor shortage. Following Gov. Cox's lead to prioritize talent development in Utah, the State Workforce Development Board is committed to helping businesses meet their workforce needs. The board and its partners promote education and training initiatives that connect individuals to job opportunities. This includes an emphasis on increasing opportunities for those in rural areas of the state.

Last year board members served as a strong support within their local communities to further workforce development initiatives such as apprenticeships and WIOA partner projects and services. These programs provide access for employers to tap into hidden labor markets to build their workforce by hiring populations such as refugees, individuals with disabilities and veterans.

Additionally, the board led the effort to review and update Utah's Workforce Innovation and Opportunity Act plan. Our federal partners approved the plan in June 2022. Also, the final four American Job Centers in the state were certified. These include the Clearfield, South County, Metro and St. George offices. Moving forward, each American Job Center will need to recertify every three years. Read more about the board's accomplishments on page 2.

On behalf of the governor and myself, I want to express my gratitude to each board member for your partnership in developing and implementing creative workforce solutions. Your service benefits the businesses and citizens of our state. We appreciate your dedication to economic advancement in Utah.

Casey Cameron, Governor's Designee

Executive Director,  
Department of Workforce Services

# ACCOMPLISHMENTS 2022-2022



Clearfield, Metro, South County and St. George Employment Centers.

## FOUR AMERICAN JOB CENTERS CERTIFIED

Utah's State Workforce Development Board certified the Clearfield, Metro, South County and St. George American Job Centers. All of Utah's comprehensive American Job Centers have had an initial certification by the board which is a significant milestone in Utah's implementation of its State Workforce Innovation and Opportunity Act Plan. The board will continue to recertify Utah's American Job Centers every three years. The board's review of the centers ensures customers have access to high quality services from all WIOA partners. Partners commit to meet at least two times per year to ensure there is continuous improvement in service alignment and coordination.

## UTAH'S WIOA PLAN TWO-YEAR UPDATE APPROVED

The State Workforce Development Board and its partners worked together to update the state's

Workforce Innovation and Opportunity Act Plan. The changes were minimal since Utah's economy has strongly rebounded from the challenges caused by the pandemic. This has enabled the state to continue moving forward with its four-year plan. Federal partners approved the update in June 2022.

## WIOA PARTNER MEMORANDUM OF UNDERSTANDING/INFRASTRUCTURE FUNDING AGREEMENT

The State Workforce Development Board and Utah's core and required WIOA partners updated their partnership agreement because Adult Education partners are now co-located in the Cedar City and Moab American Job Centers. Co-location enables partners to leverage resources, align services and connect individuals directly to services they need to help them succeed. The updated agreement enables Utah's WIOA partners more flexibility to work efficiently together to utilize resources and meet individual needs.

# STATE WORKFORCE DEVELOPMENT BOARD COMMITTEE REPORTS



## APPRENTICESHIPS **CHAIR: JOEY GILBERT** **CO-CHAIR: JARED BRYDSON**

The Apprenticeships Committee, with assistance from the Commissioner of Apprenticeship programs, has been functioning as the Apprenticeship Utah Network during the past year. The committee's most significant accomplishments include contributions to the quarterly Apprenticeship Insights newsletter, support of the National Apprenticeship Week and the new "Day in the Life of an Apprentice" videos. Members participated in activities such as business-to-business events, the work-based learning conference, virtual job fairs and the Talent Ready Connections grants managed by Talent Ready Utah. The apprenticeship.utah.gov website was developed to increase utilization of apprenticeships by businesses and to connect individuals to apprenticeship opportunities. The website includes resources for employers, future apprentices, educators and parents. A public awareness campaign promoting the website was launched.

"The pressure placed on businesses by the pandemic, and the Great Resignation has made some employers take a fresh look at how they assess job applicants and build



*The Apprenticeship Utah Network meets with Gov. Spencer Cox as part of National Apprenticeship Week*

a skilled and trained workforce. Employers have begun to look outside of the traditional college programs and are seeking out new or previously overlooked sources such as apprenticeship programs.

Embracing and recognizing alternative educational pathways to employment can play a critical role in expanding access to the American Dream, maintaining American competitiveness and creating the diverse workforce needed for tomorrow. The Apprenticeship Committee has a great team of professionals that are available and willing to share the value that apprenticeship programs can bring to Utah businesses. The committee continues to add new members and expand on the mix of industries represented. If you are interested in learning more about the benefits of apprenticeships please visit us on the apprenticeship website, apprenticeship.utah.gov."

—Joey Gilbert



## CAREER PATHWAYS **CHAIR: JIM BOYD** **CO-CHAIR: JAMES JACKSON III**

The Career Pathways Committee continues to serve as an important venue for partners to share information and network on projects

and events throughout the state. The committee held a combined meeting with the Youth Committee to help coordinate efforts. Both committees shared the activities and projects they are working on and received a report on the Utah economy. The committee updated its goals in the state's Workforce Innovation and Opportunity Act plan for the two-year update. Additionally, the committee invited guest speakers to provide updates on career pathways initiatives for underrepresented communities and individuals with barriers to employment such as those with disabilities or formerly incarcerated.

## STATE WORKFORCE DEVELOPMENT BOARD COMMITTEE REPORTS CONT.



### OPERATIONS

#### **CHAIR: GARY HARTER; CO-CHAIR: DAN WALKER**

The Operations Committee celebrated the certification of all of the comprehensive American Job Centers this year. Going forward, all Utah American Job Centers will be recertified every three years as either an affiliate or comprehensive center. The four offices certified were Clearfield, South County, Metro and St. George. The Operations Committee also contributed to the two-year update for the state's Workforce Innovation and Opportunity Act plan, and supported the virtual Town Hall meetings where the updates were presented to the public. Utah's Partner Referral System was officially implemented statewide with the support from the Operations Committee. This system assists partners in coordinating referrals for individuals to the American Job Center's core, required and additional partner services.

### SERVICES TO INDIVIDUALS WITH DISABILITIES

#### **CHAIR: DEANNA HOPKINS**

The Services to Individuals with Disabilities Committee provided a variety of services and educational tools for employers, job seekers and caregivers. To increase statewide accessibility, virtual "Lunch and Learn" events were available to businesses and community partners. Some of the event topics included suicide prevention, PTSD, ADA, the aging workplace and pain awareness and management. The committee also supported various business-to-business and Better Your Business events on topics such as "Build your Workforce through Apprenticeship" and "The Demographics Drought." Goldman Sachs hosted a Transitional Mentoring event which offered both business mentors and students important information for career development and personal growth. The biannual employer workshop was offered for employers, providing both

education and resources on a variety of topics. Additionally, in-person Work Ability career exploration job fairs were held and the 47th Annual Golden Key Awards.

The new ABLE Utah savings plan was rolled out. This program offers savings and investment options for people with disabilities to increase their savings thresholds for medical, education, transportation, housing, employment and personal support services, without losing benefits such as Medicaid or Supplemental Security Income.



### YOUTH

#### **CHAIR: TOMMY MONTOYA; CO-CHAIR: DAVID GRAY**

The Youth Committee started coordinating with business partners on the State Workforce Development Board to create short job readiness videos for social network sites. These videos are tailored to youth to help them prepare for future work experience and employment opportunities. A pilot video was developed that will be released Fall 2022. The committee had members serving youth present information on current projects, programs and activities. Some of the entities that presented included the STEM Action Center, Talent Ready Utah and Salt Lake Community College. The Youth Committee held a combined meeting with the Career Pathways Committee to share information and find ways to support common goals. The committee also reviewed and updated goals on the Workforce Innovation and Opportunity Act plan.

"The youth committee is continuing to focus on helping youth confidently enter the workforce and build the economy. We are advancing our efforts to work directly with students to create career related videos, to effectively take key concepts directly to youth via social media. We are also expanding opportunities for youth to participate directly with the committee on these videos and in a more general advisory capacity.

Committee members share information with one another to ensure alignment and collaboration. We are eager to continue partnering with the apprenticeships and career pathways committees where our efforts are better together."

—Tommy Montoya

# STATE WORKFORCE DEVELOPMENT BOARD VOTES

JULY 2021 - JUNE 2022

- Approval of the Cedar City Comprehensive One-Stop Center Recertification, July, 2021
- Approval of the Logan Comprehensive One-Stop Center Recertification, July, 2021
- Approval of the Bylaws Electronic Meetings Resolution, July, 2021
- Approval of the Clearfield Comprehensive One-Stop Center Certification, January, 2022
- Approval of the South County Comprehensive One-Stop Center Certification, January, 2022
- Approval of the Metro Comprehensive One-Stop Center Certification, January, 2022
- Approval of the St. George Comprehensive One-Stop Center Certification, April, 2022



## SUCCESS STORIES

### WORKFORCE DEVELOPMENT DIVISION

Mindy dropped out of school when she got pregnant and then moved to Utah to get away from a domestic violence situation. She was living in a truck with her son when she moved to Utah. She wanted to get a job, but didn't have any work experience. Workforce Services' staff helped her attain a state-issued identification and apply for housing. Mindy went to the office every day to search for work and within a couple of weeks was hired for her first job. Workforce Services' staff helped her access community resources, program funding and personal donations to help her obtain warm clothing, job resources and get her son ready to attend school. Mindy was able to qualify for housing assistance and move into an apartment where she felt safe and comfortable. She continuously was able to achieve her goals and work towards building a better life for her family, including purchasing a car and opening her first bank account.

Learn more about how Workforce Development programs are changing lives by watching Workforce Win videos at: [youtube.com/user/jobsutahgov](https://youtube.com/user/jobsutahgov)

### VOCATIONAL REHABILITATION (VR)

A VR counselor provided assistance to a client who is both a veteran and VR client. Amanda was referred to VR because of depression, anxiety, PTSD and getting along with others. Due to some of her difficulties, she had trouble sleeping and a difficult time trusting others. These issues made it difficult for her to be employed. VR provided resources to help her in obtaining mental health counseling, medications and other resources to assist with management of her anxiety and PTSD. VR helped Amanda with car repairs and obtaining a computer. She was able to attend school and graduate with a bachelor's degree as a paralegal. She is now employed full-time with Swire Coca-Cola. She is happy with her employment, the training received to prepare for employment and the resources provided to her. Amanda now feels her disabilities are manageable and that she is in more control of her life, has increased independence and is happy to be employed.

## SUCCESS STORIES CONT.

### ADULT EDUCATION

Frankie was born prematurely and was hospitalized for the first year of his life. Due to his premature birth, he struggled with physical and developmental challenges his entire life. He began preschool at the age of 4 but he would get frustrated and had a hard time articulating his learning disabilities. Frankie was diagnosed with Leukemia when he was 13 and found himself back at the hospital prepared to fight for his life. The next three years were a blur, but the one constant was Frankie's

determination to graduate high school. It was during his treatment that Frankie vowed to obtain a high school diploma. Due to his intellectual disabilities, he was bumped from one school to the next, attending more than 12 schools. Thanks to the determination of Frankie and the dedication of adult education staff, his dream of graduating is now a reality. Adult education staff took the time to help Frankie finish what had become a 16-year journey to graduation. Frankie was fortunate to have the support of his family, but also an advocate from adult education.



***Find State Workforce Development Board members, meeting schedule and minutes and information about WIOA at [jobs.utah.gov/swdb](http://jobs.utah.gov/swdb).***

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