



Client Success Through Partnership

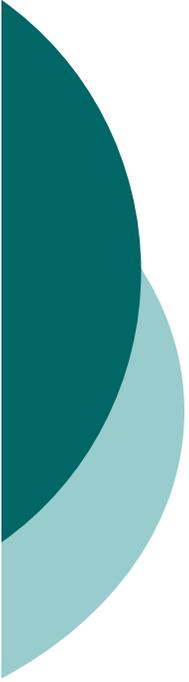
Best Use of Resources Integrating the Work How Systems Help

July 29, 2010

Dallas, Texas

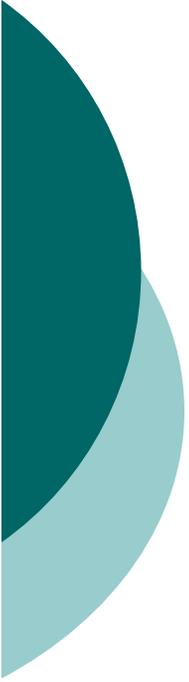
Helen Thatcher

Utah Department of Workforce Services



Summary Overview of Programs Department of Workforce Services

- Workforce Investment Act
- Temporary Assistance for Needy Families
- Supplemental Nutrition Assistance Program
- Unemployment Insurance
- Tax Credits – WOTC / WTW
- Wagner Peyser (labor exchange)
- Trade Act
- Child Care subsidy and quality
- Refugee Services
- Medicaid Eligibility
- Veterans
- Trade



Utah Department of Workforce Services Program and Operational Design

- Workforce Development Division - WDD
 - Nine Economic Service Areas managed by six ESA Directors
 - Policy Development, Federal Reporting, Finance is centralized
 - Direct Customer Services based in ESA's – except UI and Eligibility determination
 - One Stop Employment Centers
 - Case Management (face to face function)
 - Customer Training eligibility determination – sequence of services
 - UI (centralized call center for direct customer services)



Utah Department of Workforce Services Program and Operational Design

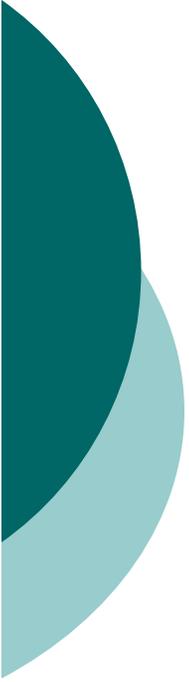
- Eligibility Services Division
 - Centralized Statewide
 - Call center based
 - Some Employment Center based staff
 - Increased telecommuting opportunities
 - Waivers from USDA necessary
 - Very technology driven



Computer Systems In DWS

They all talk to each other.

- Unemployment Insurance
 - CATS: Contribution Automated Tax System
 - CUBS: Comprehensive Unemployment Benefit System
- Eligibility Determinations – except customer training
 - eREP – just finished
 - eShare
 - My Case - eQuery

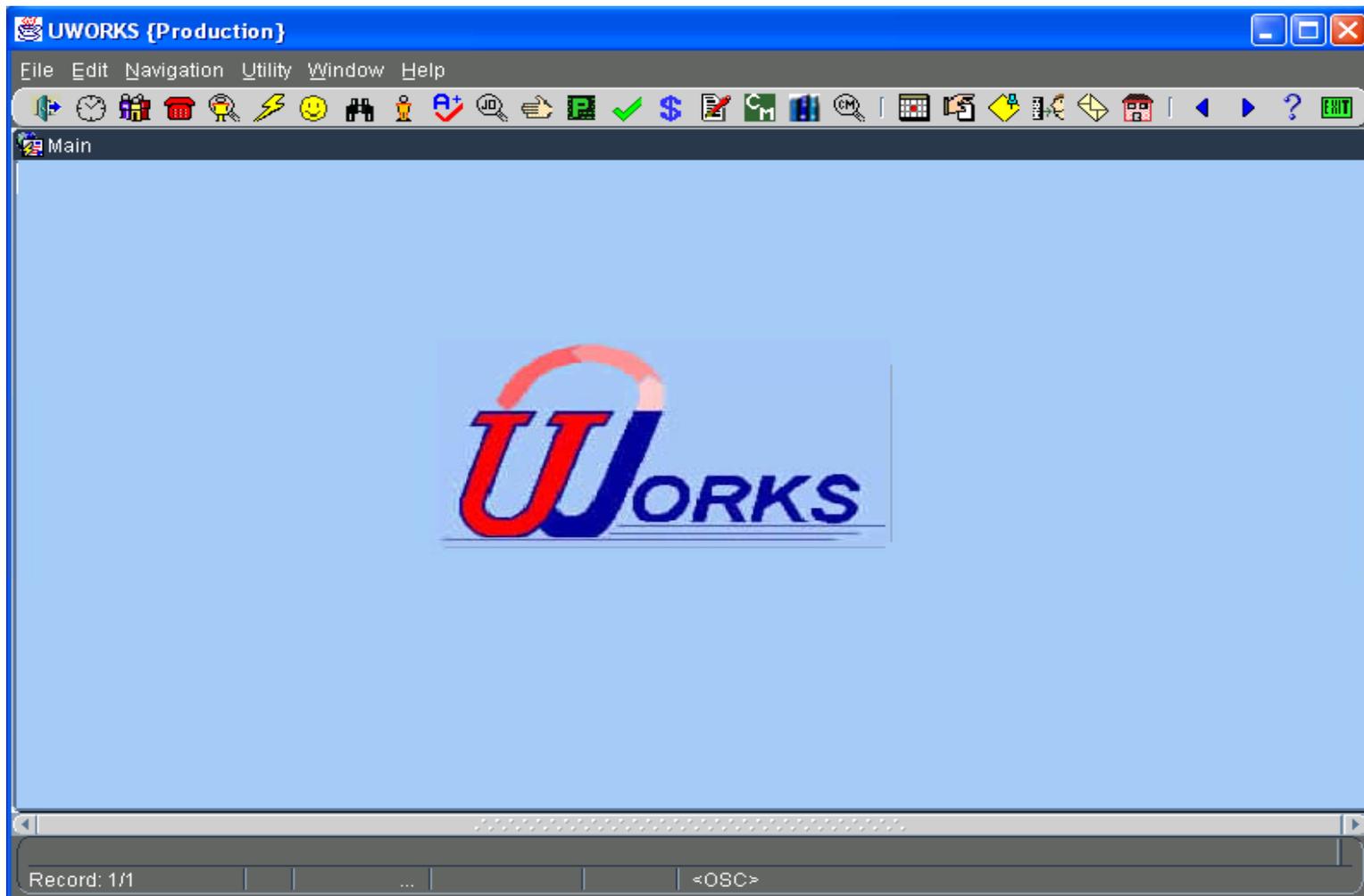


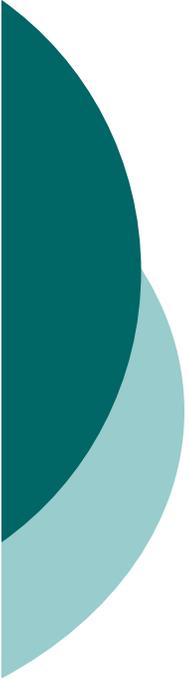
Computer Systems In DWS

- Case Management System
 - UWORKS
 - TANF
 - WIA
 - Refugee
 - Veterans
 - E&T for SNAP
 - Trade
- Labor Exchange
 - UWORKS
 - Wagner Peyser
 - WIA Core

UWORKS

Job Seekers and Employers





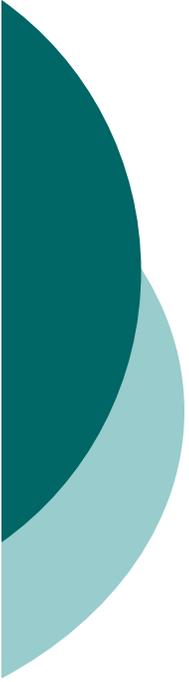
UWORKS

- Employer Job Orders
 - On-line (jobs.utah.gov) or mediated
 - 76% job orders are placed on-line by employers
 - 91% job orders are managed on-line by employers
 - Employers can still call and get a person to help – centralized statewide - one team.
- Job Seeker
 - On-line or mediated
 - 71% job seekers on-line only
 - 18% mediated only
 - 11% combo
 - Mediated by core service staff and case managers



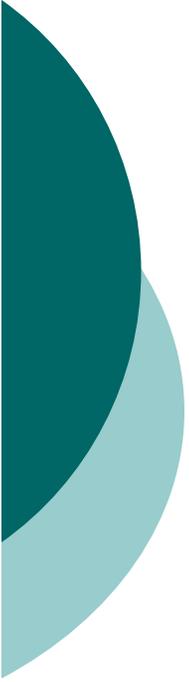
UWORKS

- CASE MANAGEMENT SYSTEM
 - **Bonus of having Case Management and the Exchange System together**
- Case Managers can help customers to job search on-line from their desks in same system
 - Can search for types of jobs
 - Can search for jobs close to transportation
 - Exchange System is one of the most important tools in the hands of case managers.
 - Promotes the employment conversation – with Labor Market Information
 - Helps to focus case managers on **work** for customers.



Case Management WIA and TANF

- One Employment Plan only!
- Designed with co-enrollment in mind
- **Can have two workers – still only one plan!**
- Choose the funding – what makes the most sense
- Same assessment
- Same financial needs components
- Same customer communication methods



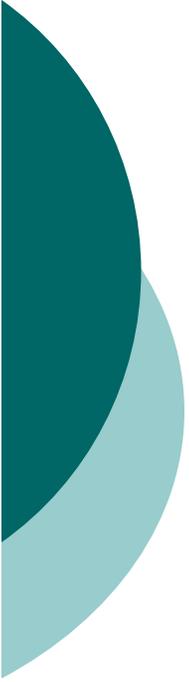
Training Eligibility

- Determine what can be the same and what has to be different
 - Income
 - TANF one month of income
 - WIA past six months
 - TANF 200% of poverty
 - WIA LLSIL
 - Can match income amounts of LLSIL to TANF poverty levels to make it the same if you want.
 - Technology will handle the complication



Training Funding Source

- Leveraging the dollars – expansion not replacement
 - Choose best funding source
 - TANF funded training – 200% of poverty
 - Expand services by targeting families to the TANF funding and singles to WIA
 - Co-enrollment – WIA supportive services
 - Child Care and Transportation
 - Do the customer and training providers care where the money comes from?
 - If they care – build them a report



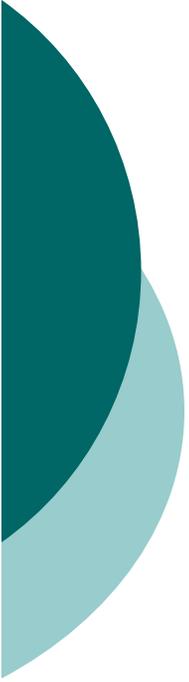
Obligation

- Systems can keep the funding sources straight for you
 - The closer the technical process the easier it is to program, learn, and manage
 - TANF dollars are obligated just like WIA dollars are obligated – no difference
 - Management reports out of the system can look the same!!



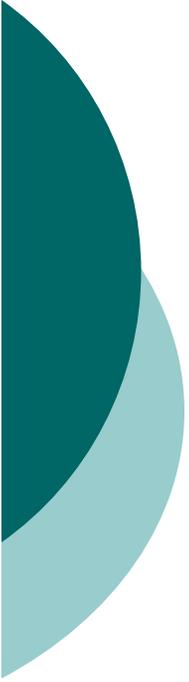
Training Provider Relationship

- Best to communicate to the training provider in the exact same way – they get confused.
 - Same payment process
 - Same approved provider standards
 - Same provider lists



Important Factors of Communication and Integration

- Better to have complexity at Admin level and “simplicity” at worker level
- “Simplicity” is a misnomer. “Less Complex” is more like it.
- System technology is the way toward efficiency and “less complex” for direct service staff.
- Most seamless to customer – then case manager – Never for Admin staff
 - Keep the complexity at Admin level whenever possible.
- Let the staff who do the federal reporting be part of the conversation in designing the partnership. (*Many fields are built in systems just for reporting*)



Key to Partnering Success with Training

- Use and be thankful for any regulation flexibility – WIA waivers might help
- Implementing different training policies is not picnic for staff – give them every break you can by matching processes as much as possible
- Make the computer do it
- Never let the computer make your policy for you
- Build in security first! Save you time in enhancements later.
- When deciding how to organize the service – make the decision customer centered
- Set the same outcomes – use customer outcomes to solidify the partnership



Additional Questions?

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