



STATE WORKFORCE DEVELOPMENT BOARD
Draft Meeting Minutes Pending Board Approval
GENERAL BOARD MEETING

DATE: Thursday, October 3, 2024
TIME: 1:00 p.m. – 3:00 p.m.
LOCATION: DWS South County Employment Center
5735 South Redwood Road, Taylorsville, UT 84123
Google Meet: meet.google.com/enu-ixea-vko
Phone: (US) +1 516-268-6796
PIN: 240 363 432#

**MEMBERS
PRESENT:**

Bruce Rigby
Deanna Hopkins
Debra Fiori
Gary Harter
Greg Paras
Megen Ralphs
Michael Lanoue
Sarah Brenna
Shawn Milne
Shawn Newell
Sherry Stevens
Stacey Taylor
Stephanie Patton
Tonya Hales

EXCUSED:

Casey Cameron
Jennifer Saunders, Ph.D.
Joey Gilbert
Matt Loo
Sara Dansie Jones

ABSENT:

A. Cory Maloy
David Gray
Jeff Worthington
Nikki Walker
Wayne Cederholm

QUORUM:

Yes

**MEMBERS
PRESENT
(VIRTUAL):**

Kendall Thomas
Lauren Navidomskis
Vic Hockett



**BOARD
STAFF:**

Elizabeth Carver
Amira Mijic
Heather Mousley
Kimberley Bartel

Natalie Garrett
Nycole Tylka

OTHER ATTENDEES (VIRTUAL)

Allison Keller
Charleen Neff
Helen Hanson
Janette Hernandez
Leah Lobato
Shantelle Roberts
Stacie Smith
Tashina Williams (ITEC)

**OTHER
ATTENDEES:**

Aaron Thompson
Alexia Murphy
Amie Graff
Ashley Davis
Kevin Bolander
Jennifer Reynolds
John Talcott
Scott Romney

Weston Miller
Zac Whitwell

BOARD STAFF EXCUSED:

Heather Mousley
Nycole Tylka

1. Welcome and Opening Business

Megen Ralphs

a. Acknowledgments and Introductions

- i. Meeting called to order at 1:02 PM.
- ii. The Rural Utah Summit in Cedar City will be held next week at Southern Utah University (SUU). Board members were encouraged to attend.
- iii. Business:
 1. Bruce Riby has been a member of the board and working in a board capacity for the state of Utah for at least 20 years and is retiring. Board Chair, Megen Ralphs expressed gratitude for his service to the people of Utah. Bruce conveyed thanks for the opportunity he had to serve. He expressed that the ideas that are shared and implemented and the way the people of Utah are helped has inspired him throughout his career.
 2. Dale Curtis from Castle Dale (Joshua Tree Technologies) will be resigning from the board due to constraints on his time. The board expressed gratitude for his service to the citizens of Utah.
 3. Dan Walker from Clyde Companies who has been serving as the co-chair of the Operations Committee has retired and his position is open for applications. Appreciation was expressed to Dan for his service with the board.
- iv. Service Project: Food Drive for the local food pantries. The goal of 5,000 pounds of food was exceeded by the department. The monetary amount received by the board exceeded \$1,200. Combined donations raised over 6600 lbs of food and \$8,500.00 in cash. A lot of the food pantries are able to maximize the monetary donations through matching funds. Donations with matching funds exceeded \$71,000. Food will be distributed to local food pantries across the state.
- v. If you have ideas for a service project for next year, please contact one of the following:
 1. Natalie Garrett at ngarrett@utah.gov
 2. Lindsay Cropper: lcropper@utah.gov
 3. Heather Mousley: hmousley@utah.gov
- vi. Due to the lack of a quorum at this point, the vote on the One Stop Recertifications was postponed until later in the meeting.
- vii. Approval of Minutes from SWDB General Board Meeting held on 07/11/2024



1. Motion to approve: Shawn Newell
2. Second: Michael Lanoue
3. All in Favor: Yes
4. Opposed: None
5. Discussion: None

2. U.S. Department of Labor (DOL) Visit to Utah

Greg Paras

- a. The state of Utah hosted visitors from the Department of Labor (DOL) Regional office at the end of August. Additional visitors included eleven states from the region who visited Utah. DWS expects a visit from ten states in December.
- b. DWS hosted two full days of presentations and tours, which included a visit to the Utah Refugee Center. Staff provided an overview of the Utah integration model, the Unemployment system, implications for states, Peer to Peer sharing and feedback, Reemployment Services and Eligibility Assessment (RESEA), Workforce Innovation and Opportunity Act (WIOA) reauthorization, and how Utah works to reduce fraud and increase identity theft protection.
- c. It was surprising to the DOL leaders that the culture at DWS is that DWS upper management leadership team members know the staff and the staff recognize the leaders and can answer questions in natural ways.
- d. Utah computer systems communicate with each other and it simplifies the process for customers. Collaboration of systems reduces overpayments for customers and streamlines processes for employers and case workers. Online systems for customer and employer reporting can help streamline the process for caseworkers and Unemployment Insurance systems.
- e. WIOA Reauthorization is anticipated to happen under the next administration regardless of party. Utah's model is considered to be one of the best in the Nation. One Stop Recertifications and to visit a center to experience the services provided by staff and gain an understanding of the integration of services offered to the public.
 - i. Questions: No questions from the group

3. One Stop Recertifications

Megen Ralphs

- a. Clearfield Employment Center
 - i. Certifying Board members: Tannen Ellis Graham, Sara Dansie Jones, Jeremy Haslam, Stacey Taylor.
 1. Stacey Taylor gave an update of how the process worked. This was a new process for Jeremy and Stacey. They learned how the various services can be life changing for the customers that are served by the Department of Workforce Services.
 - ii. Motion to approve to recertify the Clearfield Employment Center
 1. Motion: Stacey Taylor
 2. Second: Shawn Newell
 3. Discussion: None
 4. All in favor: Yes
 5. Opposed: None
- b. South County Employment Center
 - i. Certifying Board members: Deanna Hopkins, Shawn Newell, Sherry Stevens



1. Deanna Hopkins shared that the process was great and it was noticeable how calm the people were because they knew they would be taken care of. The center was very busy but the staff would take time to figure out how to help them and what needed to be done. It was great to see what the process was.
2. Shawn Newell: They had a chance to mirror the staff who were serving customers and had a chance to see what the staff did and it was eye opening to see how the culture of customers is that they feel very comfortable and the environment was very receptive.
3. Sherry Stevens: She enjoyed the shadowing aspect of the staff and the person had only been with the department for only six months and the staff member was great and helping customers.
- ii. Motion to approve the recertification of the South County Employment Center:
 1. Motion: Deanna Hopkins
 2. Second: Sarah Brenna
 3. Discussion: None
 4. All in favor: Yes
 5. Opposed: None
- iii. Upcoming Certifications
 1. Metro Employment Center: November 2024
 - a. Gary Harter shared that there is a distinct difference between a rural center and an urban center and there is also a distinct difference between an urban center and the Metro center.
 - b. Recommendation from Gary that any board members that participate at the Metro center could tour the homeless resource center that is around the corner from the Metro office.
 - c. The Metro Office recertification is scheduled for November 13, from 9:00 AM - 1:00 PM.
 2. To participate in an upcoming recertification, please contact:
 - a. Natalie Garrett: ngarrett@utah.gov or
 - b. Kim Bartel: kbartel@utah.gov

4. **SNAP Employment and Training State Plan**

Ashley Davis & Jennifer Reynolds

- a. SNAP stands for Supplemental Nutrition Assistance Program, more commonly known as Food Stamps. The SNAP Employment and Training state plan was just submitted to the United States Department of Agriculture (USDA), FNS (Food and Nutrition Services) for approval.
- b. Provided an overview of the purposes of the services provided under the SNAP (Supplemental Nutrition Assistance Program) E&T program includes job connection to lead to self sufficiency. The Eligibility Services Division (ESD) partners with the Workforce Development Division (WDD) to provide these services. The WDD staff work with customers to try to connect them to jobs in their communities that will lead to self-sufficiency. The goal is to help customers by giving them skills training, work experience, and information about current labor market trends and future market forecasting.
- c. Individuals who are currently unemployed and have no barriers to employment need to participate in the SNAP E&T program. Barriers for employment are reviewed at every application and at every review (every six months).



- d. Requirements for customer participation in the SNAP E&T Program:
 - i. Register for work on jobs.utah.gov.
 - 1. Complete an online evaluation.
 - 2. Attend a virtual workshop
 - 3. Meet with an employment counselor.
 - 4. Attend mandatory workshops (virtual)
 - 5. Add 48 job contacts online by the end of the third month.
 - ii. Debra Fiori asked a question about the reason for 48 job contacts.
 - 1. Ashley Baker replied that it is the standard that has been established.
 - 2. Greg Paras replied that it works out to about four job contacts per week.
 - iii. Ashley Baker explained that the statistics for those who become employed after completing the SNAP E&T program is about 30%. The Eligibility Services Division sends about 130 referrals a month for the SNAP E&T program. Sometimes the statistics are a little bit off because the customer may not have a job immediately when they finish the program, although the skills will still help them find employment down the road, even though the data is not being tracked. Occasionally, barriers to employment will arise as someone is participating in the program and the staff help the person work through those barriers.
- e. Individuals who participate in the SNAP E&T program qualify for a small cash incentive as part of the program.

5. Open Doors Campaign

Nycole Tylka

- a. Nycole Tylka provided a summary of the new campaign by the Department for Workforce Services to help the public know what types of programs DWS has to offer. You may begin to see information at movie theaters, buses, billboards, social media, etc. Information can be found at mydoorway.utah.gov.
- b. The information is organized through the view of the citizens of Utah, not through the department division perspective. The department is taking a service oriented approach to help people find the service they are looking for and not have to know the division that provides it. Information is also available in Spanish.
 - i. Greg Paras commented that the website will be focused on the customer and not focused on divisions. Citizens will not be expected to know what division to go to, but simply what they need and hopefully it will help them to navigate the website better.
- c. Megen Ralphs asked questions about the statistics behind the new website. We do not have statistics yet.
- d. Debra Fiori asked if the department is talking about making an app if this is successful
 - i. Nycole Tylka explained that all services are mobile friendly, even though there is not a particular app.
 - ii. Liz Carver explained that there is a job seeker app but there is no intent to make the doorways page into an app.

6. Annual Public Meeting Training

Kevin Bolander

- a. Kevin Bolander is an attorney with the Department of Workforce Services. He provided open public meeting training for the board.

7. SWDB Annual Report

Lindsay Cropper

- a. Lindsay Cropper presented an overview of the [2024 State Workforce Development Board Annual Report](#).

8. Workforce Development Outreach Report

Amie Graff



- a. Service Area Director Amie Graff highlighted information from the Workforce and Employer Support Update report.

9. Committee Report Out

Committee Chairs

- a. Career Pathways (Lindsay Cropper for Jennifer Saunders)
 - i. This committee has been working on developing a new career pathway for AmeriCorps participants to help them earn a living wage and service. This is a goal of the governor to help them complete their years of service and meet with leaders from UServe.
 1. If you would like more information about AmeriCorps, please contact Lindsay Cropper at lcropper@utah.gov.
- b. Youth (Lindsay Cropper for Matt Loo)
 - i. Working on what the plan will be for the upcoming year.
 - ii. Matt Loo has challenged the committee members to think of ways to better support the youth as a committee. Invited them to brainstorm ways to build Worksite Learning Opportunities (WSL) and how to help employers create WSL. Also invited the committee to create career pathways for youth and this committee will report out more in the future.
- c. Apprenticeship Committee (Michael Lanoue)
 - i. Active apprenticeships are the highest they have ever been with 4,800 apprentices (2,200 new apprentices) just this year. Provided an example that the Electrical Training Alliance has just reached 1,000 applications this year and has accepted 280 and will reach over 300 by the end of December.
 - ii. Statistics of active registered apprentices represent and programs represent 1/3 of the state of Utah in the electrical field.
 - iii. [2024 Apprenticeship Annual Report](#) can be found on the jobs.utah.gov website as well as apprenticeship.utah.gov on the employer tab.
 - iv. The Apprenticeship Summit will be held on November 19th at the Salt Mine Productive Workspace
 1. Location: 7984 S 1300 E, Sandy, UT 84094
 2. Nomination forms will be sent out on Monday. Award categories will be:
 - a. Outstanding Registered Apprenticeship Sponsor
 - b. Outstanding Registered Apprenticeship Employer
 - c. Outstanding Registered Apprentice
 - d. Registered Apprentice Champion
 - e. Lifetime Achievement Award
 3. A career fair will be held following the summit
 4. For more information, please contact Scott Romney: sbromney@utah.gov.
 - v. Seeing a large increase in trying to collaborate with high schools
 - vi. Megen Ralphs mentioned that the executive committee talked about trying to collaborate more with different committees and trying to discuss the ways that they can affect each other and how to meet together as a collective periodically to not duplicate efforts. These collaborative efforts may begin in 2025.
 - vii. National Apprenticeship Week has released that they will be hosting 2 career events
 1. Nov 19: Apprenticeship Summit in Sandy
 2. Nov 20: Utah State Eastern in Price
 3. Nov 21: Cedar City at Southern Utah University



- d. Serving Individuals With Disabilities (Committee Chair Deanna Hopkins)
 - i. Deanna provided a summary of the Golden Key Awards. Five scholarships were awarded as well as acknowledgement of outstanding employers who are recruiting, retaining individuals with disabilities
 1. Winners:
 - a. [Zion Jellystone Park](#), Small Employer of the Year
 - b. [Avis Car Rental](#), Freedom Award
 - c. [Ivanti](#), Large Employer of the Year
 - d. [Marissa Gray](#), Big D Construction, ACE Award
 - e. [Columbus Community Center](#), Provider of the Year
 - f. [Roxane Durtschi](#), Empowerment Employment Services, LLC, Lifetime Achievement Award
 - g. [Utah Department of Government Operations](#), ASAP Award
 - h. [Capstone Nutrition](#), Medium Employer of the Year
 2. Board members were encouraged to mark their calendars annually in September and attend the Golden Keys event. The keynote speaker was Jaime MoCrazy who was a competitive skier in the world games who sustained a TBI.
 - a. Leah Lobato commented that the Golden Keys awards videos are on jobs.utah.gov/usor.
 3. Key dates
 - a. October 2: Youth Mentoring Event with Morgan Stanley
 - b. October 5 8:00 AM: 5K Run at Liberty Park
 - c. October 8: Work Ability Career Fair
 - d. October 15: Youth Mentoring Event with UTA
 4. Sarah Brenna added that in addition to apprenticeship week there is a National Disability Employment Awareness Month and the governor signed a declaration. Sarah read the declaration by Governor Cox.
 5. Greg Paras added that the Utah Center for Assistive Technology (UCAT) held an open house around Labor Day. He referred the board members to the section in the Workforce Employer Update under the Utah State Office of Rehabilitation.
 - a. The individual in the picture appears to be playing a video game but he is actually learning resistance on the steering wheel so that an assessment can be done to help construct a steering wheel to help self drive and create software to help individuals become more independent. Greg explained some of the services that are provided at the center.
 6. Sarah Brenna explained how special education teams can help and provide consultation to help with assistive technology.
 7. Aaron Thompson added that UCAT is happy to provide tours at any time to help with understanding of the assistive technology.
 8. Sarah Brenna suggested that there could be a field trip in April 2025. Second by Megen Ralphs.
 - e. Operations (Gary Harter)



- i. Anyone interested in the Metro recertification on November 19th should contact Kim Bartel or Natalie Garrett.
 1. Natalie Garrett : ngarrett@utah.gov
 2. Kim Bartel: kbartel@utah.gov
- ii. This committee has reviewed the certification criteria and has reduced it to about 19 questions. The board will need to vote on the criteria in January.
- iii. In January at the board meeting, Megen would like to make some time for all board members to take the employer survey and Megen would like to challenge the board members to invite their networks to also take the survey.
 1. Megen Ralphs explained that the data has been reduced for the surveys. She would like to have the board members take the survey and then forward the link to at least 3 colleagues within your networks. Please come prepared in January with at least three business colleagues with whom you could share the survey.

10. Public Comment

Megen Ralphs

- a. No public comment
- b. Reminder by Board Chair Megen Ralphs that the next meeting is scheduled for January 9th.
 - i. Currently What's Up Down South is scheduled during the same time.
 - ii. An updated calendar for SWDB meetings during 2025 was provided during the meeting.
- c. Meeting adjourned at 2:50 PM.
 - i. Motion to Adjourn: Sarah Brenna

UPCOMING SWDB MEETING:

Thursday, January 9, 2025, 1:00 PM - 3:00 PM
Department of Workforce Services, South County Employment Center
5735 South Redwood Road, Taylorsville, UT 84123
jobs.utah.gov/edo/statecouncil/index.html