

1:00 – 1:05 - Welcome and Introductions

1:05 – 1:15 - Follow Up Items: (Karla/Jeff Webster)

- **Basic Skills Training – how does DWS provide training in areas of basic literacy and computer skills? Are Reed Act dollars used for this? What are other funding sources?**

GED Pilot – not expanded, other GED and other programs. Putting GED statewide, reemployment opportunities.

Karla: GED pilot funded for FEP customers, finishing up both pilots. Completed and got results, are going to undergo a FEP redesign project, and GED will be a part of that. Recommendations will be pulled into the FEP redesign. – MOVE TO NEXT MONTHLY MEETING AGENDA. FEP population a lot more like the unemployment insurance population.

Reed Act – UI grant at south county and metro office for additional counseling pilot – all existing funding streams can help pay for ESL. Reed Act specifically, no. Focus not as much on high school but assessment on what the needs are.

High School diplomas, etc., for online FS applicants. Debbie Herr – are looking at redesigning FS to include employment and training – looking at redesign – probably in the fall.

- **GA Program Design and Progress and what are plans for the new fiscal year? (Jeff Webster)**

Stopped taking new applications in January 2010. GA doing well in efficiencies. Really successful in SSI applications. April, GA team had 52 approvals for SSI, consistently getting about 50 approvals a month, and getting them quickly, feel are on the right track.

Moved SOAR team to be statewide, work them over the telephone, has not been as difficult as expected. Redesign did not cause decrease in caseload as much as anticipated, causing individuals case managers caseloads to really increase. Desire is to stabilize caseload – “Open application period” similar to PCN – July 13th – July 15th – apply within these three days only. Get this out to all the community partners. Look at how many they get, try to stabilize it and may be able to open it up again, want to keep a steady caseload.

Caseload 576, 12 SOAR case managers, want to stabilize around 850 cases.

Were getting 2,200 applications a month. Approximately 10% were approved per month.

Much more efficient to apply online.

1:15 – 1:25 - Information Items (Dave Lewis)

- **New Homepage (Dave Ostrom)**

Homepage redesign. Talked to customers and staff to identify priorities and got 5 things in each of the boxes on webpages.

-- Infosource, policy manuals,

Go division by division and see what is most important.

Email Dave Ostrom about suggestions to update the webpage.

Equery/MyCase – figure out what is and is not working. Already have data. Social Media as a possibility.

- **NEG Grant**

National Emergency Grant – had to close WIA dislocated worker. DOL lets you apply for funds for special classes of workers – for those laid off from ATK – Bear River, Ogden, SL County. Job training dollars.

- **WIA Training**

Funding becoming more scarce. Able to reopen some of this training – WIA – youth, dislocated workers and low-income adults, had to close all of them, even with the stimulus dollars.

Starting May 3rd able to open adult, youth and dislocated workers stimulus programs and ARRA youth in St. George and Salt Lake – Training. Dislocated Worker and Stimulus open in the fall.

1:25 – 1:35 - Eligibility & Customer Experience Updates (Debbie Herr)

- **Online App**

PCN open enrollment, extended it a few extra days because had some issues with open enrollment. Normally have 6-8,000 monthly, in April had 28,000. Debbie will bring application data.

- **Call Center**

Still having wait times, won't be able to hire more people for call center, looking at automation, technological advances. Call wait times are about 30-35 minutes. Business center has longest for PCN payments.

Sheila says it is long waits on the other lines – 27-35 minutes being the average. Has had them as high as 45 minutes.

June 15th will be adding the aging/blind/disabled to the IBR, so they will all be on the same phone system.

- **eRep**

- only 897 cases left in PACMIS – as of June 30th, all eligibility staff will no longer have access to PACMIS.

- **New Eligibility Phone Number**

313-4600 – this number is being phased out by Dec. 31st

Moving buildings in November out by Redwood Road, by the Fairgrounds.

New local number: 801-526-0950

1:35 – 1:50 - New Food Stamp Rule (Debbie Herr)

- Meeting scheduled for June 15th, 11:00 a.m. – 12:00 p.m., DWS Admin North, 140 E. 300 S., Ste. 101 S.
- Hearing is June 8th – 5-6 p.m. at 1385 S. State

1:50 – 2:00 - WDD Organizational Update (Dave Lewis)

Lead worker no longer exists

Now have “Workforce Development Specialist” position. Will be on the ground, are business development reps, working with various businesses in service areas to understand what is going on to connect people with jobs/training, etc.

Model includes Local Area Autonomy – ESD is statewide, but for WDD service areas, want to allow local autonomy because of different geographical needs. Are experts in their areas and report to state-level heads.

- Economist
- Labor Market Information Specialist
- Communications Specialist
- Support Services Coordinator

Waiting for Area Directors to submit their plans for their areas. All job vacancies will be filled from within.

2:00 – 2:15 - Unemployment Insurance (Ally Isom) --- MOVE TO JULY AGENDA

- **UI Trust Fund** – the solvency challenge and ideas being entertained to deal with it.
 - **Update on the Federal Government and UI – Jobs Bills, sunsets, extensions, etc.**
- Crossover Topics with DWS/DOH:*

2:15 – 2:30 - Review of the 2010 General Session – Communication between the Departments and the Advocates regarding bills and fiscal notes/budgets.

Will meet before the session to strategize and share with both DWS and DOH. (Michael Hales)

2:30 – 2:45 - Preparing for Health Reform Implementation – The Patient Protection and Affordable Care Act requires major changes to Medicaid, including:

- **Increasing eligibility for all populations, including adults w/o dependent children, to 133% of poverty**
- **Assets can no longer be used to determine eligibility, however a beneficiaries assets may still have to be screened to determine federal FMAP level**
- **Changes to the interaction between new insurance Exchanges and state Medicaid eligibility.**

Not much here yet, Governor's office convening meeting every Tuesday morning to discuss how this will be handled. Still trying to figure out implementation, who will administer, who will make decisions? Lincoln – looking for a way to be a part of the discussion about these decisions. Looking to create a venue to discuss these issues.