

waivers

better job, career" aspirations of our job seekers. Another key initiative is the move of our training materials into a computer-based, flexible system. This will allow our service providers easier access to service skills training on a "just in time" basis.

3. *How will your State build the capacity of Local Boards and youth councils to develop and manage effective programs?*

An overriding principle of DWS is that services are delivered in a localized manner while maintaining an overall statewide focus. While Utah is a very diverse state with the needs of employers and job seekers varying from county to county, the integrity of DWS delivered services is maintained through the oversight of regional councils. For example, Utah statute mandates that regional councils are responsible for determining the locations of ECs, developing annual regional workforce services plans, developing regional training priorities, working cooperatively with the SWIB, appointing regional DWS directors jointly with the Executive Director, coordinating the planning and delivery of workforce development services with Public Education, Higher Education, Vocational Rehabilitation, and Human Services, and reporting annually to the SWIB.

Fulfilling WIA local requirements with the SWIB and yet provide for local flexibility through the regional councils applies to the youth councils as well. A state youth council will be formed under the SWIB. The youth council will have all the required members as mandated by the Act and fulfil the requirements of developing the youth portion of the state plan, providing oversight, coordinating youth activities and, if needed, selecting youth providers. Regional councils will have the flexibility to form local youth councils that can provide the necessary leadership for effective coordination that will be responsive to the needs of local youth.

4. *Describe how any waivers or workflex authority (both existing and planned) will assist the State in developing its workforce investment system. (§§189(I)(1), 189(I)(4)(A), 192(a).)*

DWS will continue to utilize the following waivers approved for JTPA PY98:

1. The waiver on administrative cost limitations for titles II and III of JTPA (excluding title III national reserve account grants) and combining Training and Services into Program costs. We will continue to waive cost limitations for WIA also. *see UT97010, 011*

2. The extended time limit on expending title III funds.
See UT 97012

3. The waiver on JTPA-specific procurement requirements. We will continue to follow the state procurement policy for WIA funds.
see UT97013

4. The waiver allowing internships at private for-profit entities for adults will be continued under WIA.

5. The waiver for simplified definitions of the Youth Employability Enhancements. This is requested on a contingency basis.

6. The waiver allowing work experience for dislocated workers will be continued under WIA.

DWS also reserves the right to request additional waivers in the future as we determine appropriate and beneficial to our customers.

B. *Services: How will you meet the needs of each of the major customer groups identified in Section III? How will the State implement WIA's key principles of streamlined services, empowered individuals, universal access and improved youth services? In your discussion, you must address the following required elements: (111(d)(2), 112(b)(10), 112(b)(17)(A)(iv), 112(b)(17)(B), 112(b)(18.)*

As outlined previously, DWS identifies customers in two broad categories: job seekers and employers. Within these two categories, however, customers can have very different situations and varying needs. Because of this, DWS will pay special attention to meeting these varying needs through an individualized approach to each customer. This individualized approach will start with how the customer chooses to access DWS services. Services and information will be offered electronically and through ECs and out-stationed staff, thereby allowing customers to choose the point of contact most convenient to them. Customers needing self-help and facilitated self-help will be accommodated, while those needing additional help will be assessed and receive core services as well as intensive and training services if needed. Similarly, employer customers will receive services tailored to meet their individual needs.

In terms of the first key principle, streamlined services, the creation of the DWS consolidated five different state agencies and 36 programs. Employment related and supportive services are further streamlined in 54 one-stop ECs providing universal access to customers, another tenet of the Workforce Investment Act.

When Governor Michael O. Leavitt developed the original task force charged with designing DWS, several guiding principles were put in place upon which the Department now operates. DWS has simplified the governance and operation of programs and is customer-driven. The implementation of Individual Training Accounts will also maximize customer choice (empowered individuals). DWS continuously strives to improve and measures results to meet the expectation of increased accountability. Although Utah's workforce system is very