

Utah's SNAP Employment and Training Program

Utah Department of Workforce Services

April 2014

INITIAL CONTACT

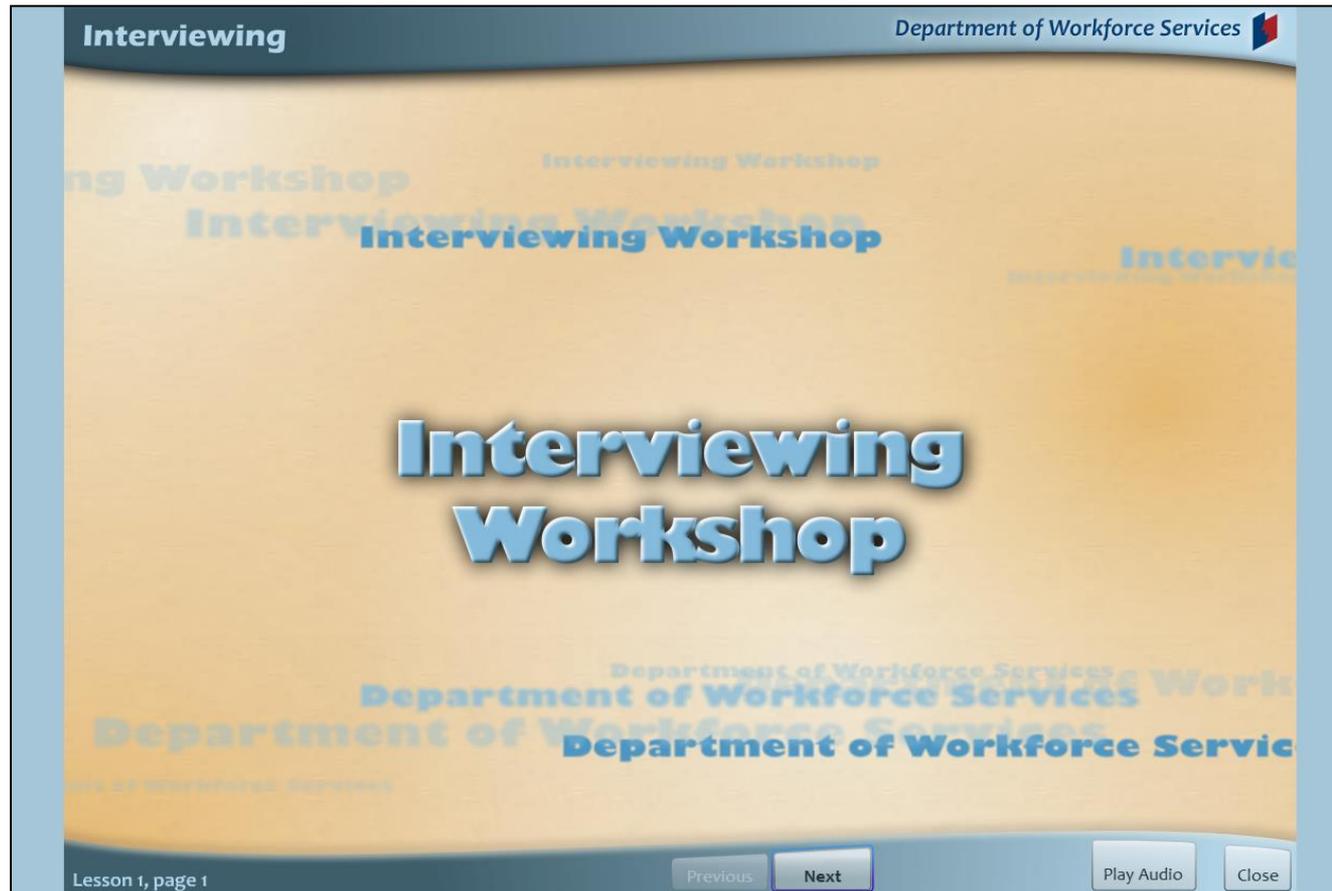
- Utah's SNAP Employment and Training program utilizes online tools developed for the Utah Unemployment Insurance program
- 94,000 SNAP households
 - 235,000 households
- Utah's E&T program serves only mandatory participants
 - 8000 mandatory participants per year
- Participation is required 3 out of every 12 months
- Participation requirements are:
 - Register for work
 - Complete assessment
 - Complete required workshops
 - Complete job search requirements
- Requirements are completed on jobs.utah.gov

ACCESSING JOBS.UTAH.GOV

The screenshot shows the homepage of the Utah Department of Workforce Services. At the top right, a "Sign in" button with a dropdown arrow is circled in blue, and a blue arrow points to it from the right side of the page. The page features a search bar with "Search Jobs" and a "Search" button. Below the search bar, there are navigation links for "Job Seekers", "Employers", "Temporary Assistance", "Labor Market", and "Department". The main content area includes the text "Utah Department of Workforce Services" and "Connecting Job Seekers to Utah Jobs". There are two input fields for "job title, skill or keyword" and "city, county or zip". Below this, there is a section for "Upcoming Hiring Events" with dates and locations. At the bottom, there is a "Find a DWS Location" section with a "zip" input field and a "Find" button. There are also links for "Translate this Page", "Follow Us" (YouTube, Twitter, Facebook), and "Select Your Language".

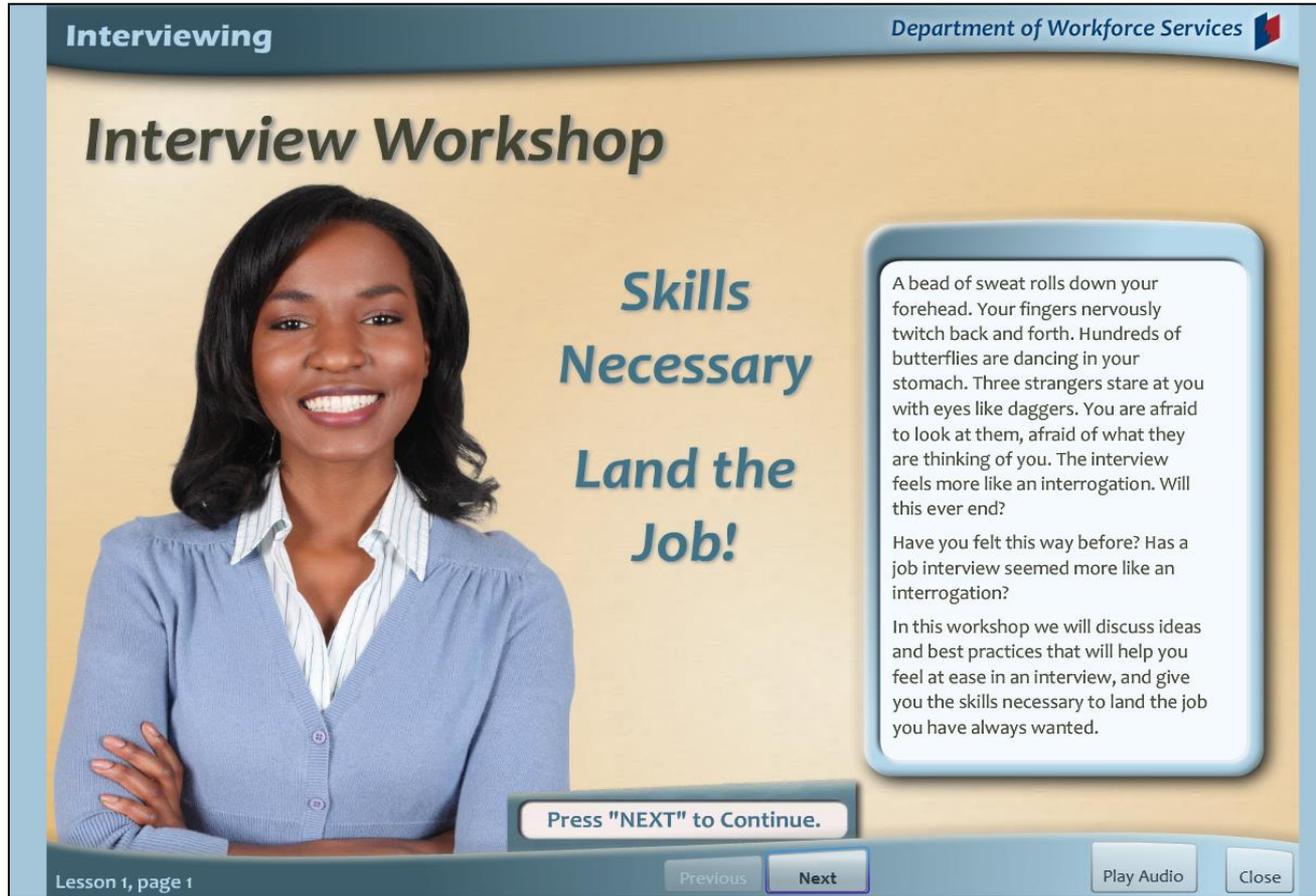
Customers are instructed to log-in using the “Sign in” option at the top right of the webpage

ONLINE WORKSHOPS



When customers click on a link for one of the online workshops, they will be directed to a new browser window where the workshop will appear

ONLINE WORKSHOPS



The screenshot shows a web-based interface for an "Interview Workshop". At the top left, the word "Interviewing" is displayed in a blue header. At the top right, the "Department of Workforce Services" logo is visible. The main title "Interview Workshop" is prominently displayed in a large, bold, black font. On the left side, there is a photograph of a smiling Black woman with her arms crossed, wearing a light blue cardigan over a white collared shirt. To the right of the photo, the text "Skills Necessary Land the Job!" is written in a large, blue, sans-serif font. A white text box on the right contains a paragraph of text describing the anxiety of an interview and the workshop's purpose. At the bottom, there is a navigation bar with a "Press 'NEXT' to Continue." prompt, "Previous" and "Next" buttons, and "Play Audio" and "Close" buttons. The bottom left corner shows "Lesson 1, page 1".

Interviewing

Department of Workforce Services

Interview Workshop

**Skills
Necessary
Land the
Job!**

A bead of sweat rolls down your forehead. Your fingers nervously twitch back and forth. Hundreds of butterflies are dancing in your stomach. Three strangers stare at you with eyes like daggers. You are afraid to look at them, afraid of what they are thinking of you. The interview feels more like an interrogation. Will this ever end?

Have you felt this way before? Has a job interview seemed more like an interrogation?

In this workshop we will discuss ideas and best practices that will help you feel at ease in an interview, and give you the skills necessary to land the job you have always wanted.

Press "NEXT" to Continue.

Lesson 1, page 1

Previous Next Play Audio Close

Customers will then be guided through the online workshop, where they will have lessons and activities to complete

ONLINE WORKSHOP ACTIVITIES

The screenshot shows a web interface for an online workshop. At the top left, the word "Interviewing" is displayed in a blue header. To the right, the "Department of Workforce Services" logo is visible. Below the header, the text "LESSON 5: Follow Up" is shown. The main content area features a large, bold title "ACTIVITY" followed by "Write a Strong Thank You Letter". On the left side of this area is a photograph of a smiling woman in professional attire. Below the photograph is a button with a download icon and the text "DOWNLOAD: Write Thank You Lette". To the right of the main text is a light blue rounded rectangle containing the text: "Activity: Get a head start prior to the interview and download the following template 'Write a Strong Thank You Letter.'" At the bottom of the interface, there are navigation buttons labeled "Lesson 5, page 3", "Previous", "Next", "Play Audio", and "Close".

Customers will be instructed to complete various activities throughout the online workshop

OUTCOMES AND NEXT STEPS

- Implemented December 2012
- Initial data:
 - 12% completed participation requirements
 - Of those, 48% have wages
 - Of those 48% , only 27% are still receiving SNAP
 - Of the 88% that did not complete participation, 77% never logged on
 - Currently working on how to engage that 77%
 - In-office orientations
 - Reminder letters to attend orientation

Questions:

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