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WORKFORCE INNOVATION AND OPPORTUNITY ACT Annual Report Narrative Program Year 2022



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WORKFORCE DATA PY2022

33,593

Job seekers served by Idaho's workforce system



Job seekers enrolled in workforce training programs



1,451

Job seekers successfully employed through Idaho's workforce system

69.7%



Individuals successfully employed following training

78.1%



67.2%

Job seekers successfully retained employment



245,869

Total jobs listed in IdahoWorks

90,385

Covered employers in Idaho



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Introduction

Idaho's workforce development system continues its successful collaborative efforts among partners across the state, with a focus on preparing Idaho residents to become skilled workers via connections to a variety of educational and training opportunities. This preparation helps the state, job seekers and employers alike, meet the call for high-growth, high-demand jobs of today and tomorrow. Program Year 2022 had a few challenges, but the momentum from the state's rapid economic recovery beginning in PY21 carried over to the next program year. This created a multitude of opportunities which allowed the state to adapt its approach to keep pace with the economic growth it facilitated. The workforce development system, led by the state's Workforce Development Council, the Idaho Department of Labor, and other core and One-Stop partners, remains committed to serving Idahoans through its adherence to the Workforce Innovation and Opportunity Act (WIOA) and other state-led initiatives.

Tremendous efforts in education and training on WIOA requirements, roles and responsibilities and overall partnership have taken place across multiple stakeholders within Idaho's workforce development system. Paving the way for WIOA success, the training and technical assistance provided to programs has ensured incredible service delivery efforts for all job seekers and businesses, who stand to benefit from this support which many need now more than ever.

This report highlights the progress at the local and state levels, in addition to programmatic results that showcase continuous improvement of services and outcomes throughout the state. Core partners from WIOA Title II and Title IV programs also contributed to this narrative, reflecting the continued effort to expand system collaboration.

Although comprised of two local areas, Idaho continues to operate as a single service planning area, with the state Workforce Development Council acting as both a state and local board, via a waiver as allowed under WIOA statutory requirements. As a small state with limited resources, this structure allows the state to effectively operationalize its vision to provide a comprehensive system of integrated employment & training services for all of Idaho.

WIOA is comprised of several core programs of workforce development services. These programs share common performance measures and are required to contribute to Idaho's comprehensive American Job Centers (AJCs) The state's core partner programs are as follows:

- A. WIOA Title I Youth, Adult, and Dislocated Worker programs, administered by the Idaho Department of Labor (IDOL), with the Adult and Dislocated Worker programs operated by Equus Workforce Solutions and the Youth program operated by IDOL.
- B. WIOA Title II Adult Education and Family Literacy program, administered by Idaho Career-Technical Education.
- C. WIOA Title III Wagner-Peyser Employment Services, administered by IDOL.

D. WIOA Title IV Vocational Rehabilitation programs, administered by Idaho Division of Vocational Rehabilitation:

- Idaho Vocational Rehabilitation Program.
- Idaho Commission for the Blind and Visually Impaired.

In addition to Idaho's core partner programs, other additional partner programs participating in Idaho's Combined State Plan include:

- E. Senior Community Service Employment Program, administered by the Idaho Commission on Aging.
- F. Jobs for Veterans State Grants, administered by IDOL.
- G. Trade Adjustment Assistance (TAA), administered by IDOL.
- H. Unemployment Insurance, administered by IDOL.

Workforce Development System Report

The Workforce Development Council is the designated WIOA-compliant State Workforce Development Board, and is specifically responsible for advising the Governor, Legislature and appropriate executive agencies on matters related to developing and implementing a comprehensive workforce development strategy for Idaho.

The 37-member council brings together a well-integrated mix of business and industry, education, labor, community, and government representatives to establish the vision and plan for Idaho's workforce development system. The chair, vice chair and executive committee must be from the private sector. Appointed by the Governor, its overall membership includes:

- 17 positions representing industry;
- 7 positions representing the workforce;
- 10 positions representing government;
- One member from each chamber of the Idaho Legislature; and
- The Governor or his designee.

The Workforce Development Council performs much of its work through a committee structure. The full council meets quarterly; its committees meet monthly or quarterly. The council empanels standing and ad-hoc committees, appointed by the chair when needed. Committee members may include individuals from the public who have special knowledge and qualifications to be of assistance to the council. The council currently has eight standing committees:

- Executive Committee,
- Child Care Expansion Grant Committee,
- CNA Advisory Committee,
- Work-Based Learning Committee,
- Workforce Development Policy Committee,
- Grant Review Committee,
- One-Stop Committee, and
- Outreach Committee.

This WIOA Annual Narrative Report for the state, the result of a coordinated effort between its WIOA core partners (Titles I, II, III and IV), describes Idaho's progress towards meeting its strategic vision and goals for the state's workforce system.

Goals for Idaho's Workforce Development System

The Idaho Workforce Development Council, the entity that serves as Idaho's State Board for the purpose of WIOA compliance, has developed strategies and objectives for the three goals set by the Governor for Idaho's workforce development system. The Council reviews and updates this plan at least annually with significant input from partners, employers, and industry associations.

The three goals for the State's workforce system, provided through the Governor's Executive Order, are outlined below. Under each of these goals, the Council identified several strategies that relate more specifically to the populations, services, policies, and priorities within the workforce development system.

Goal 1 – Increase public awareness of and access to career education and training opportunities.

Strategy–Identify, develop, connect, and activate a diverse network of influencers throughout the state that together can promote information about resources in a way that effectively reaches their market/membership/locale.

Strategy–Promote awareness of workforce services, education services, and information to the diverse current and potential workforce.

Goal 2 – Improve the effectiveness, quality, and coordination of programs and services designed to maintain a highly skilled workforce.

Strategy–Create, align, and sustain partnerships with stakeholders to implement workforce development programs.

Strategy–Create a baseline to allow for measurement of success in the future.

Strategy–Support development in work-based learning and innovative programs that drive Idaho's present and future workforce solutions.

Strategy–Leverage existing local employer-focused initiatives to build and support effective pathways to connect Idahoans to careers.

Strategy–Cultivate a high-quality One-Stop Career System that connects employers and workers and facilitates access to workforce services, education services, and information.

Strategy–Champion public policy initiatives that enable dynamic response to evolving employer needs.

Goal 3 – Provide for the most efficient use of federal, state, and local workforce development resources.

Strategy–Be objective, data driven, and accountable.

Strategy–Identify gaps and opportunities in the workforce system and initiate or support policy and/or allocate resources to meet them.

Strategy–Identify opportunities for alignment across projects and resources to enhance results across all stakeholder groups.

The economic and activities analysis conducted for the State Plan identified the following priority focus areas that are of special concern for the purposes of improving Idaho's workforce system under WIOA. These focus areas, listed below, inform the strategies used to meet the goals listed above. These focus areas also guide the structure of the State Plan and serve as a continuing theme that unites our goals, strategies, and operational elements.

- **Improving Public Awareness and Access to the Workforce System** – The sixteen public listening sessions conducted by the Council and partners for the initial PY20 WIOA Combined State Plan show several gaps that allow various opportunities for system improvement. This includes actionable messaging of the services and benefits available to both jobseekers and employers. Also, increasing referrals and service coordination among programs will help to improve outcomes for those in need. Specific goals for implementation during this state plan period include:
 1. Identify gaps and opportunities – conduct a customer flow exercise across the partners.
 - a. Consider the impact that virtual and hybrid service delivery has made on the system.
 2. Develop a consistent referral process across programs.
 - a. Participate in the Data Labs technical assistance project.
 - b. Explore technology solutions to increase efficiencies in referrals and intake.
 3. Implement a communications strategy that is segmented to specific audiences.

Update: The Council began a new round of listening sessions, partnering with Idaho's Economic Development Districts to reach elected officials and community leaders. Five sessions were conducted in Fall 2023 that will be leveraged for the development of the 2024 WIOA State Plan.

- **Coordinating Business Services across partners to ensure delivery of streamlined and high-quality solutions** – As previously noted, statewide listening sessions brought to light that employers are seeking services and information in a coordinated and targeted fashion. Based on this feedback, the system must clearly identify the services each program has to offer, develop a coordinated approach to employer outreach, and implement continuous improvement to better serve employers. In addition, an information portal needs to be developed to include information on services available from WIOA and non-WIOA partners. Specific goals for implementation during this state plan period include:
 1. Develop regional goals.
 2. Implement targeted, coordinated business visits through regional teams.
- **Serving Rural and Remote Communities** - In our activities analysis, nearly every core and partner program identified service to rural and remote areas as a significant challenge. Idaho is largely a rural state, so the importance of this priority cannot be overstated. Some WIOA partners have modified service delivery strategies to better reach rural and remote Idahoans and the system is interested in evaluating the success of the model and expanding it as appropriate. In addition, the virtual service delivery models implemented during the COVID-19 shutdown provide opportunities to extend our reach. Specific goals for implementation during this State Plan period include:
 1. Analyze the effectiveness of the distributed service delivery model.
 2. Increase access through virtual/hybrid service delivery tools (including an emphasis on mobile device delivery).
 3. Implement best practices among the partners.

Update: Partners have continued to increase service delivery to rural Idaho. Funding for online training through Idaho LAUNCH has provided access for those who do not want to leave their communities.

- **Career Pathways/Sector Partnerships** - Our economic analysis revealed that many of Idaho's in-demand and high-growth occupations are in industries such as manufacturing, construction, health care, technology, and tourism. The Council, in partnership with the State Board of Education and the state's Chamber of Commerce, is beginning to evaluate skills and certifications that are valued across industries to transform the delivery of workforce training and education. Specific goals for implementation during this state plan period include:
 1. Support implementation of the Talent Pipeline Management (TPM) initiative led by the Idaho Association of Commerce & Industry.
 2. Define high-quality industry credentials.
 3. Revisit career pathways in light of the TPM initiative to ensure system alignment.

Update – The TPM initiative is providing a strong foundation to support workforce development for Infrastructure Investment and Jobs Act (IIJA), Creating Helpful Incentives to Produce Semiconductors (CHIPS) and Science Act, and the Inflation Reduction Act (IRA) investments. Idaho Career Technical Education has stepped up to take the lead on high-quality industry credentials.

WIOA Program Updates

Since recovering from the overwhelming impacts of the pandemic, the resurgence of Idaho's economy returned it to the record levels of PY19, leaving the challenges imposed by the scourge of COVID in the rearview mirror. Unfortunately, this program year, much like PY21, still showed a tight workforce flow to employers across the state. However, employers have sought help to meet their labor needs, with many continuing to reach out and use multiple resources and tools to address this issue. Many businesses learned of these measures, some of which were developed to combat the barriers imposed by the pandemic. Then and now, the majority of employers focused their requests on the state's workforce development system and the many programs available to serve them and the job seekers they seek to hire. Idaho's seasonally adjusted unemployment rate for PY22 began and ended at 2.7%, practically unchanged from the previous year's rate of 2.5%, both historic lows for the state.

As noted earlier, Idaho's relaunched economy reached pre-pandemic levels as many job seekers found work available across the state. However, those still needing assistance to secure employment continued to turn to Idaho's workforce development system, specifically the state's AJCs, which house its WIOA Title I-B Adult, Dislocated Worker, and Youth programs and Title III program. With unemployment rates below 3 percent, those hardest to serve, usually with significant barriers, found the help they needed to enter or re-enter the workforce.

Many of these efforts to provide quality services involved the expanded use of social media, online recruiting, interviewing, and hiring event tools, the provision of workshops and other informational events through online tools, and other community outreach efforts. The state's Title I-B programs sought to maintain high levels of performance through collaboration with other programs, such as the TAA Program (for dislocated workers) and Vocational Rehabilitation (for individuals with disabilities, especially youth), to provide participant-based services using labor market information and encouraging enrollment of participants in employer-coordinated work-based training, like On-the-Job Training (OJT) and apprenticeships.

This year, all Title I-B programs made a strong push to provide work-based learning opportunities to eligible participants, especially to youth, to help them gain a better understanding of work environments. The state wrapped up a Summer Youth Work Experience project, beginning at the end of PY21 and ending in the first quarter of PY22. The WIOA youth provider, Idaho Department of Labor's Workforce Division, placed 79 participating youth in a variety of work settings across the state offering a minimum hourly rate of \$13/hr. Participants averaged over \$3,000 in earnings while participating in the project.

Performance level goals for each core indicator are agreed upon by USDOL and the WIOA grantee before the start of each program year. USDOL evaluates the goals and performance of each grantee annually, making both available for public review. Performance is measured by several core performance measures, subject to goal setting and corrective action. Included among these performance measures are median earnings and credential attainment, upon which WIOA titles/programs are assessed on a quarterly basis across the state.

Earnings play a key role in determining an individual participant's success after program completion. Idaho's WIOA partners all have MOUs with the state's Unemployment Insurance program, which allows each program to receive wage information for exited program participants. This permits the program the ability to assess their fiscal success. The state's management information system also allows for recording and tracking a WIOA participant's credential attainment, which is noted among all three Title I-B programs and other core programs as well. See the Performance Accountability section, below, for more detail.

Since the advent of WIOA, Idaho revised its eligibility criteria for its Adult program to account for WIOA's Priority of Service mandate. Below is an excerpt from Idaho's Adult Priority of Service Policy and the order for offering individualized career and training services:

Priority Groups

1. *Veterans and eligible spouses receive priority service for all Department of Labor-funded training programs, including WIOA programs.*
2. *Individuals receiving public assistance, other low-income adults, and individuals who are basic skills deficient have statutory priority service for individualized career and training services under the Adult program.*

Order for Priority of Service for Individualized Career Services and Training Services

1. *Veterans and eligible spouses who are recipients of public assistance, low income, or basic skills deficient.*
2. *Other individuals who are recipients of public assistance, low income, or basic skills deficient.*

Adult Priority of Service is recognized as a strength of the Title I-B program, and among the strong partnership of core and One-Stop partners as it recognizes that this directive is critical for all workforce programs in the state. Understanding the importance of this federal mandate to target those most in need, program partners continue to make a concerted effort to refer prospective participants to the WIOA Title I-B Adult program. This helps to ensure Idaho meets USDOL's minimum preferred service level of 75 percent enrollment of Priority of Service populations, in addition to the Adult provider's intake process which concentrates on identifying underserved individuals.

The development of virtual services helped to overcome impediments coming to light because of the pandemic. Many of these tools and strategies are still in place, as workforce programs can offer and provide virtual services at job seekers and employers' convenience, eliminating the need to travel to an office. Technological enhancements, such as increased use of social media and virtual meetings to connect employers and job seekers are examples of these tools. Partners also continue delivering virtual services, which has increased the system's reach, especially in rural Idaho. Workforce partners systemwide have culled ineffective offerings from their service portfolio, having adapted virtual service delivery models as necessary. Because of Idaho's workforce development system's commitment to serve those in need throughout the state during this time, many programs are serving larger numbers than previously seen.

WIOA Title I-B

ADULT - Who is served: Basic services are available to all adults with minimal eligibility criteria. Basic, individualized, or training services are authorized for adults who face significant barriers to employment. In some cases, these services are available to underemployed workers who need more help to reach self-sufficiency. Priority is given to veterans and eligible spouses, low-income individuals, recipients of public assistance, and individuals living with low incomes. For each customer, the overarching goal is employment or enhancement within their occupation.

Participation: Between July 1, 2022, and June 30, 2023, Idaho WIOA staff provided more in-depth, one-on-one assistance to 561 job seekers, and 214 of those job seekers received training services. Idaho spent \$1,374,357 on employment and training services to Adult participants during this time.

Program Description: The program prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services. Services are coordinated through the state's workforce development system, facilitated through its AJCs found throughout Idaho. Basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized

and training services include more intensive assessments, work experiences, and occupational skills training.

DISLOCATED WORKER - Who is served: WIOA prescribes specific eligibility guidelines for dislocated workers under Title I-B. These individuals lost jobs through no fault of their own, usually due to plant closures, company downsizing, or some other significant change in labor market conditions, and are unlikely to return to their occupations because those jobs are no longer economically viable. Other conditions can lead to eligibility for services, such as being a separated military service member, an eligible spouse of a military service member, a displaced homemaker, or a self-employed individual out of work due to general economic conditions.

Participation: 142 participants received career services and 59 received training services through the WIOA Dislocated Worker Program between July 1, 2022, and June 30, 2023. During this time, Idaho spent \$929,963 to serve the individuals enrolled in this program.

Program description: This WIOA program tailors employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs, and fosters labor, management, and community partnerships with the government to address worker dislocation. Dislocated workers are also eligible for basic services, including skill assessments, labor market information, training program consumer reports, and job search and placement assistance. Individualized and training include more intensive assessments, work experiences, and occupational skills training.

YOUTH - Who is served: Unless specifically directed by the Workforce Development Council (the state's approved statewide local board) to do otherwise, Idaho's Title I-B Youth program serves **100% out-of-school** (not attending any school) youth who are between 16 and 24 years old, and need additional assistance, based on identified barriers, to complete an educational program or to secure and hold employment.

Participation: 748 young people received career services and 240 received training through Idaho's WIOA Youth Program between July 1, 2022, and June 30, 2023, which spent \$2,279,626 to serve these youth.

Program Description: The program prepares this population for success in education or training and the world of work. WIOA helps to provide Idaho youth the skills and knowledge to be successful members of the workforce. Eligible youth may receive counseling, tutoring, job training, mentoring, or work experience. Other service options include summer employment, study skills training, and obtaining a GED or equivalent. The additional requirement for spending 20% of youth funding on work-based learning is also more appropriate for out-of-school youth.

Please refer to Appendix A for Titles I-B, II, and IV program success stories.

WIOA Title III Wagner-Peyser Employment Services

Employment Services

During PY22, Employment Services (ES) staff provided career services to 17,975 individuals. Idaho's total number of reportable individuals for this period counts 33,593 individuals served by the Wagner-Peyser program.

During the year, WIOA partners in Idaho served more than 8,337 employers across the state in several capacities, primarily through recruitment efforts as the state began to recover and the labor market began to tighten. Employment Services saw the posting of 245,869 job orders into the MIS system from employers within Idaho and its common labor market areas.

Activities and Events

Last year, the state implemented a uniform method of tracking services to jobseekers and employers throughout all AJCs and mobile locations across the state. The new uniform metrics allows for improved efficiencies that lead to better data-driven decisions and improved program performance management.

Part of this effort is the Career Acceleration Program (CAP), in which participating job seekers benefit from direct case management by ES staff, that saw some impressive numbers. 1,336 individuals were enrolled during the year and 841 people exited. Of those who exited during this year, 629 participants, or 75%, Exited for Employment. With CAP's goal of helping job seekers find employment within 90 days of enrollment, staff can focus directly on job seekers needing more individualized assistance, such as those with some type of barrier(s) to employment, and who are work-ready and desire to engage with program staff to reach their goal.

Idaho AJCs also redesigned their workshops to provide consistent job seeker-focused workshops throughout the state. These include Computer Basics (consists of three workshops - Job Search Basics, Using Microsoft Word, and Creating an Email Account), Interviewing, Maximizing Your Job Search, and Resume Building.

Hiring events across the state in PY22 took place in a variety of locations in the community, with some events targeting specific industries, larger single employers, or multiple employers from a large cross section of a community. Virtual job fairs, which were helpful during the pandemic, were still utilized when requested, but both employers and job seekers welcomed the return of in-person events. Idaho AJCs hosted approximately 67 in-person hiring events during PY22.

As the state's unemployment rate declined to historic lows, Idaho's labor exchange system, *IdahoWorks*, saw an increase in the creation of new employer accounts throughout the state. In an effort to protect both job seekers and employer customers, AJC staff worked hard to ensure these accounts reflected legitimate employers and quality job listings for those seeking viable employment.

Innovation and creativity are a cornerstone of the state's workforce development system to ensure it evolves as the communities it serves evolve. This includes how ES staff assist employers in

meeting their labor force hiring needs. For example, the Pocatello office partnered with the local Chamber of Commerce to hold monthly online seminars with southeastern Idaho employers. The seminars cover a broad spectrum of workforce needs employers encounter daily, including recruiting, retention, small business resources, unemployment insurance, wage and hour regulations, safety (OSHA), etc.

Migrant and Seasonal Farmworker

Wagner-Peyser funds the state's Migrant Seasonal Farmworker Program (MSFW), connecting migrant farmworkers to agricultural jobs throughout the year. Both the State Monitor Advocate and outreach staff work to promote the labor exchange system and workforce system services, many of which contain information pertinent to both MSFW job seekers and agricultural and non-agricultural employers, including information related to rights and protections provided to MSFWs. During PY22, the five AJCs with significant MSFW activity across the state included bilingual staff who conduct outreach activities during seasonal peaks, sometimes coordinating efforts with other MSFW service providers. In addition to providing referrals to jobs and other workforce services, staff also assist MSFWs with registrations and applications.

To ensure program and service equity to MSFWs, the State Monitor Advocate continued to strengthen and expand collaborative relationships with not only outreach staff, but various organizations across the state. This includes existing close collaborative relationships with the National Farmworker Jobs Program grantee, the State Department of Education Migrant Program, Idaho Legal Aid, the Idaho Food Bank, Boise State University Department of Public Health and Population Science, and several community outreach health programs.

Idaho continued to exceed the outreach goals set in the Agricultural Outreach Plan (AOP) and the standards required by regulations at 20 CFR 653, efforts that included extensive use of radio and social media as means of effective outreach. The state made 6,364 contacts during the program year. Despite a reduction from last program year's efforts, Idaho met the required 40 contacts per week requirement, mostly due to the state's collaboration with other agencies and organizations serving farmworkers throughout the year. As a result of the program's dogged efforts, the state was able to meet two of the four minimum service level indicators for MSFWs:

- Outreach contacts per week
- Timely processing of complaints

In addition, Idaho also met three equity indicators for services to MSFWs:

- Received basic career services (self-services).
- Received individual career services.
- Referred to employment.

Foreign Labor Certification

Idaho experienced a more than 5.87 percent increase in the number of federal H-2A temporary labor certification program applications during PY22. This surge accounted for 902 additional

applications over PY21's activity. A total of 607 Idaho employers requested more than 7,186 foreign workers, or 12.77 percent above the previous year, all to facilitate Idaho's production of its agricultural crops. Idaho also facilitated an additional 209 applications for interstate clearance orders needing 5,169 workers to fill the existing need.

Training played a significant role in the program this year. State FLC staff took the opportunity to:

- Provide housing inspection training to local housing inspectors.
- Provide insight on program rules and regulations to an employer group, reaching 22 employers across the state, and
- Provide training on Idaho's FLC Sharepoint system to three sister states, all at the request of USDOL's OFLC.

The state received approval to purchase two 2023 F-150's to navigate Idaho's rural roads due to the increase in the number of housing inspections resulting from the flood of program activity noted earlier.

The H-2B program, like H-2A, permits employers to temporarily hire foreign workers to perform non-agricultural labor or services in the United States. Again, like the H-2A program, the H-2B program has grown significantly in PY22, with 247 job orders and 125 Idaho employers seeking foreign nationals to fill their non-agricultural positions across the state. The state expects that requests under this program will continue to grow.

Veterans

During PY22, veterans' representatives and other workforce staff registered 1,343 Idaho veterans for assistance with workforce services, administering career services to 1,154 veterans, and aiding 436 veterans with barriers to employment.

All ES staff serve veterans. However, Jobs for Veterans State Grant's (JVSG) Disabled Veterans Outreach Program Specialists (DVOPs) work to provide intensive case management services exclusively to a veteran population which served more than 180 days in active duty and meet one of the defined significant barriers to employment (SBE). Other categories of veterans were served, but the majority of who still meet the 180-day requirement. JVSG staff participate in annual training sessions that provide them with the most up-to-date information and resources needed to deliver the highest quality of services to veterans.

The JVSG program also includes Local Veterans Employment Representatives (LVERS) and consolidated positions that perform both DVOP and LVER activities. The LVER duties include outreach to employers regarding the benefits of hiring a veteran, helping to arrange job fairs, and training AJC staff on program changes. The DVOPs provide a list of work-ready veterans to the LVER and consolidated positions to inform employers of potential candidates during employer outreach.

Idaho Department of Labor received a grant to implement Homeless Veterans Reintegration Program (HVRP) in the spring of 2022. The grant award - \$75,000 a year for three years – is designed to serve homeless veterans with short-term training to obtain unsubsidized employment. The grant allows for the provision of supportive services such as transportation and work clothing, minor car repairs, and required tools. With the assistance of an HVRP subject matter expert, department veteran staff took advantage of a training provided in August 2022, evident by the year's positive outcomes. During this first year of program implementation, the department enrolled a total of 32 veterans, exceeding its planned goal of 30 enrollments. Participating veterans earned an average of \$19.30/hour, surpassing the planned outcome of \$16.19/hr.

Partner Programs within the State Workforce Agency

Trade Adjustment Assistance

The Trade Adjustment Assistance program continues to operate under the Trade Act 2015 Sunset provision that went into effect on July 1, 2022. Under the Sunset provision, all states continue to serve Trade Adjustment Assistance workers who qualify for benefits and services under petitions that certified prior to July 1, 2022. Although states are encouraged to submit new petitions, the US Department of Labor, Office of Trade Adjustment Assistance (OTAA) is not currently authorized to process those petitions. When a new Trade Act bill, that includes TAA, is passed by the U.S. congress and legislators, OTAA will begin processing all submitted petitions.

Under the Sunset (termination) provision, Trade Readjustment Allowance (TRA) and Reemployment Trade Adjustment Assistance (RTAA) is no longer available to workers. The two benefits ended on June 30, 2022, for all new TAA/RTAA enrollments. The loss of these benefits is very unfortunate as the TRA benefit was designed to help TAA participants maintain an income to support themselves and their family while the participant is in training. RTAA is a wage subsidy for older workers to assist in the wage difference of their layoff wage and new employment wage. Without congressional and legislative approval of Trade Act programs, thousands of American workers no longer have access to benefits that will improve their employment opportunities; employment taken from them because of foreign-trade job loss.

The TAA team has implemented efforts to reach workers who qualify under petitions certified prior to July 1, 2022, and who have not used the TAA benefits and services still available to them. The TAA team along with the Communications team and local office staff have been busy with outreach efforts to encourage them to take advantage of their benefits. Avenues used to connect with trade-affected workers are social media posts, emails, phone calls, press releases, unemployment insurance reports that connect a claimant to a TAA petition, and letters. Our efforts brought some interest but no new enrollments. Our hope for continuing to offer workers affected by job loss due to foreign trade lies with new Trade Act legislation.

Between July 1, 2022, and June 30, 2023, twenty-two participants received TAA services. Sixteen completed training; Four exited without completion; and two are in progress. Two RTAA participants completed the wage subsidy program.

System Wide Initiatives

Diversity, Equity, Inclusion & Accessibility

To leverage the strength of the state's diversity and to ensure it has the strongest workforce to meet 21st century challenges, Idaho maintains a comprehensive effort to support programs' responsibility for providing meaningful access to agency programs and services in accordance with the Statewide Idaho American Job Center Network MOU. As a diverse group of stakeholders serving Idaho residents through the workforce development system and placing a high priority on diversity, equity, inclusion, and accessibility, Idaho One-Stop partners are responsible for providing available career services in a non-discriminatory and universally accessible manner, providing referrals to system partners, serving populations with multiple barriers to employment, and supporting the cross training of partner agency staff to ensure familiarity with and representation of all programs.

Idaho has worked to craft programs focused on enhancing services to veterans and transitioning service members, out-of-school youth, migrant and seasonal farmworkers, and individuals with disabilities to connect them with employers across the state. At the State level, these efforts include regular meetings of all state agencies involved in workforce development to ensure crossover of services and outreach to potentially eligible populations each agency serves. Where possible, the state has worked to provide guidance to providers to reduce barriers to system access and encouraged increased participation of underserved population groups as a means of recognizing the importance of economic mobility to reduce racial, socioeconomic, and other inequities in workforce outcomes.

All core and combined plan partners, in conjunction with the state's equal opportunity (EO) officer, work to maintain a Non-Discrimination Plan that provides a comprehensive set of actions to ensure Idaho AJCs address the needs of all customers, including those with disabilities and those with limited English proficiency (LEP), and include the full array of available services. These efforts include ADA compliance and provision of language assistance at various levels. This plan not only includes instructions on reasonable steps to provide meaningful access, but it also describes potential discriminatory practices, staff training and processes for monitoring and complaints.

Rapid Response

To ensure delivery of comprehensive workforce services to transitioning businesses and workers facing dislocation due to layoffs and/or business closures, Idaho's governor designated the Idaho Department of Labor to facilitate these services through its Rapid Response Unit. Carrying out state Rapid Response activities falls primarily to IDOL, as it reaches out to employers, regardless of size, in both Worker Adjustment and Retraining Notification Act (WARN) and non-WARN instances.

The state Rapid Response Unit provides collaborative leadership to meet USDOL's Rapid Response mandate and oversees both state and local Rapid Response teams. These teams coordinate local activities with the assistance of One-Stop and Core partners, including Trade Adjustment Assistance and Wagner-Peyser Services, WIOA Title I-B Dislocated Worker providers, and

organized labor. Based out of the state's AJCs, the team strives to ensure the delivery of quality Rapid Response services, working to enhance and sustain partnerships across Idaho's workforce development system so employers and impacted workers can access the services they need to facilitate their transition.

As the state quickly emerged from the pandemic's economic constraints, Idaho's PY22 Rapid Response activity was somewhat muted much like the previous year. The state's economic progress coming out of the pandemic carried over to PY22 as Idaho began and ended the period with a 2.7 percent unemployment rate, which was on par with Idaho's pre-COVID levels. Regardless, business and employers are still impacted by various factors which lead to layoffs and/or closures. Across the state, Rapid Response teams provided information about the workforce development system's services and benefits available to affected workers. Fifteen employers in the state received Rapid Response services during the program year. Eight of these employers filed WARN announcements, accounting for 809 workers impacted in the layoffs. The remaining layoffs affected 447 employees throughout the Gem State; both amounts totaling approximately 14% of these businesses' workforce.

The Rapid Response materials the state developed in response to the pandemic have undergone several changes since their initial release in the early summer of 2020. The video, voiced in both English and Spanish, has become the state's primary means of providing critical program and service information. Whether presented virtually (Teams, Zoom, etc.) or in-person, it meets the needs of both employers and their impacted employees. If workers are unable to attend an RR orientation, RR teams always share the link to the videos and other transition tools on IDOL's website to attendees and employers and their workers, including the accompanying Rapid Response packet, the *Maximize Your Job Search* handbook and other similar items.

Sector Strategies

The 2022 WIOA State Plan Modification includes sector strategies that meet the needs of the individuals who face barriers to employment in an economic climate where, except for a short period during the height of the pandemic, unemployment rates have been below 3% for nearly two years. Our economic analysis revealed that much of Idaho's current job demand and job growth are in health care, retail trade, manufacturing, accommodation & food service, construction, and professional, scientific & technical services. While jobs in retail trade and accommodation & food service lean towards lower wages, they play an important role in the development of workplace skills for Idahoans with the highest barriers to employment. In addition, these two industries are important in our rural communities where options for full-time, year-round jobs with benefits are few. Providing career pathways into these industries' higher skilled jobs or leveraging their entry-level employment opportunities to develop workplace skills, are necessary for Idaho's sector strategies and career pathways. Additionally, jobs in education are increasingly appearing on state and regional "in-demand" occupation lists, signifying the need to invest in strategies that grow the talent needed to train the workforce of the future.

The Idaho Workforce Development Council, in partnership with the Idaho Association of Commerce & Industry, launched the US Chamber of Commerce Foundation's Talent Pipeline Management Initiative (TPM). State workforce development training funds were awarded to train an initial cohort of 30 individuals in the methodology. These individuals, along with the eight dedicated TPM Project Managers, work with local industry cohorts and education providers (K-career) to align the talent pipeline through the following steps:

1. Organize Employer Collaboratives
2. Engage in Demand Planning
3. Communicate Competency and Credential Requirements
4. Analyze Talent Flows
5. Build Talent Supply Chains
6. Continuous Improvement

The Workforce Development Council is pleased to report that these trainees have gone on to build talent pipelines within the food processing, health care, and construction industries, partnering with 14 companies across the state and filling at least nine careers.

The state's Workforce Development Training Fund has also supported sector strategies by providing state-funded grants to partnerships of industry and education groups to develop or promote training in high-demand occupations, including an additional \$15 million dedicated to support CHIPS Act projects. Over the past few years, the Workforce Development Council has shifted its investment strategy to emphasize sector grants and direct training to individuals through Idaho Launch. And with Idaho Launch's focus on graduating high school students, the WDC is connecting Idaho's identified in-demand jobs to education. With a transparent system that allows students to see the in-demand jobs list and facts about each job, such as the skills needed and projected salary, this program allows students to select education and training pathways that connect directly to in-demand jobs.

Career Pathways

Through the State's work-based learning initiative, Idaho LEADER (Learn.Do.Earn), all the core partners, along with the State Board of Education, State Department of Education, Department of Commerce, Department of Health & Welfare, STEM Action Center, Department of Corrections, Department of Juvenile Corrections, and Idaho Public Television are working to increase the line of sight between our youth, transitioning adults and career opportunities. The group has adopted a work-based learning continuum that categorizes opportunities for employers to engage with education and the workforce system under Learning About Work, Learning Through Work, and Learning At Work. Scaling apprenticeship is a high priority under LEADER and the investments made through the State Apprenticeship Expansion and American Apprenticeship Initiative grants in *Apprenticeship Idaho* have significantly moved the state forward. In addition, the Idaho Workforce Development Council is implementing a Youth Apprenticeship Readiness Grant that has created a public-private partnership with Idaho Business for Education, and the State Board of Education is implementing a Closing the Skills Gap award. These efforts are coordinated

through the *Apprenticeship Idaho* Coalition to ensure that employers and apprentices experience a seamless approach to services.

The previously mentioned expansion of Idaho Launch is also driving efforts to clearly articulate career pathways so that high school seniors see not only a place to start, but the many options that can get them to where they want to be.

Teacher Externship Program

Beginning in late PY18/early PY19, the Idaho Workforce Development Council and STEM Action Center piloted a teacher externship program with 16 educators and employers. Teachers were paired with an employer worksite for a minimum of 200 hours during the summer to not only gain practical experience in an occupation, but to also learn about the greater workforce needs of the organization. The results are very promising – with teachers taking real-world experiences back to the classroom and expanding the conversations they can have with their students about careers.

A recent grant for the program allowed for much broader outreach and recruiting for the externship program and made the experience free for employers. Participation in PY22 jumped to 85 externs. A quote from one of the teacher externs from early in the summer of 2023 is below:

"I am also grateful for the opportunity I received from Micron and the STEM Action Center. It was an amazing experience to remotely work to participate in the program, and it gave me the opportunity to learn new skills that will benefit my students, as well as participating in Chip Camps to take STEM to underserved communities.

I would highly recommend the Micron STEM program to any teacher who is interested in learning more about STEM and how to teach it to students. It is an amazing opportunity to learn from experts in the field and to get hands-on experience with STEM concepts, as well as learning about a wide range of careers in STEM that a lot of students aren't introduced to in a normal school setting.

I am excited to use what I learned at Micron to make a difference in the lives of my students. I believe that STEM education is essential for preparing students for the jobs of the future, and I am committed to helping them learn about this important subject."

-- Lawrance Nai, 2023 Extern with Micron Technology

Workforce Data Quality Initiative (WDQI)

Idaho's WDQI grant ended on June 30, 2023. During the progression of this grant Idaho created several successful projects: a secure, web-based interface which ties together individual program participant data between Idaho's WIOA Core Partners. This grant also allowed for the facilitation in the sharing of Core Partner co-enrollment and wage data. It also provided an opportunity to update its ETP UI wage process. Additionally, State Information Technology (IT) staff performed a substantial amount of work developing an automated application that allowed project staff to extract data from private and public institutional data sources and place it into a database for processing the ETA 9171 report. This resulted in a solution that streamlines the import, validation, and storage of provider data, and allows for quick reporting of validation issues back to institutions. Additional improvements were implemented to the ETP processes throughout this

last year. During the last half of the program year, Idaho also began to focus on the co-enrollment report, developing the processes necessary to automate this functionality which identifies the shared participants between the partner programs.

Work-Based Learning Opportunities – Including Registered Apprenticeships

Idaho made significant headway in developing its Registered Apprenticeship (RA) program as a workforce solution for employers throughout the state in PY22. In concert with the WDC's standing Work-Based Learning Committee, RA staff worked with employers to develop more than 46 Registered Apprenticeship Sponsorships with 79 programs. The state's RA team engaged 276 new businesses during the program year to spur the development and creation of new apprenticeship programs among Idaho employers, leading to 1456 apprentices being registered; 23.4 percent of which were women.

During PY22, the team developed or contributed to the development of some new and innovative RA opportunities here in the state. A variety of employers and industry groups sponsored RA opportunities in Idaho with plans to develop some of these programs into School-to-Registered Apprenticeship Opportunities. Coordination among all WIOA partners helps to ensure that local job seeker pipeline(s) are in place, with partners eagerly willing to participate. Once these and additional RAs are developed, pipeline activities and WIOA support are expected to increase substantially.

As mentioned previously, the Idaho Department of Labor, the Idaho State Board of Education, and the state Workforce Development Council all received USDOL funding to expand apprenticeship in the state. The group formalized a partnership called the Idaho Apprenticeship Coalition to ensure collaboration and seamless service delivery to employers and apprentices. Agency leadership have decided to have all three initiatives come under the umbrella of Apprenticeship Idaho and are working on setting a common goal for the expansion of Registered Apprenticeship in the state.

Performance Accountability – Data Tables

Effectiveness in Serving Employers

After multiple discussions among core and One-Stop partner agencies, the state of Idaho selected two of the three approaches offered by USDOL to serve as its pilot effort for measuring Effectiveness in Serving Employers under WIOA:

1. Employer Penetration- the total number of businesses that received a service or assistance during the reporting period; and
2. Retention with the Same Employer - the programs' efforts to provide employers with skilled workers who remain employed with the same employer for at least 12 months.

The state noted that its reported results for PY22 were quite positive. The rate for *Retention with Same Employer at 2nd and 4th Quarters after Exit* was 69.4 percent, a half percent point increase from the previous year. During PY22, Idaho's unemployment rate remained unchanged, measuring 2.7 percent in July 2022 and the same percentage in June 2023. These levels still continue to challenge Idaho employers and their workforce needs.

For the other measure, *Employer Penetration Rate*, the state's workforce development system and its partners provided a service to or assisted 8,837 businesses, or 9.8% percent of all employers in Idaho. The workforce system continues to maintain a strong relationship with Idaho employers as a significant number of businesses are using WIOA-partner agencies to fill job openings, elicit information on various programs, utilize training services, etc.

Performance measures shown below in Table 1 are measured in percentages.

Table 1. Effectiveness in Serving Employers PY2022

Measures	PY 21 Outcomes	PY 22 Outcomes
Employer Penetration Rate	12.3	9.8
Retention w/Same Employer in 2nd & 4th Qtrs	68.9	69.4

Negotiated Performance and Outcomes

Tables 2, 3, 4, 5, and 6, below, highlight Idaho's PY21 and PY22 negotiated levels of performance and available outcomes for Title I-B (Adult, Dislocated Workers, and Youth) and Title III (Wagner-Peyser/Employment Services). Regulations only require states to provide information on these two WIOA titles; however, Idaho has also chosen to include WIOA Title II Adult Education and Family Literacy Act and Title IV Vocational Rehabilitation program outcomes to feature its WIOA core programs.

PY22 was the seventh year of implementation under the Workforce Innovation and Opportunity Act. WIOA performance reports are based on the federal Program Year (FPY), which runs from July 1 through June 30.

Performance levels shown on the following page are measured in terms of percentages.

Table 2. Employment Rate (Second Quarter Post-Exit)

Program	PY21 Neg. Level	PY21 Outcomes	PY22 Neg. Level	PY22 Outcomes
Adults	81.5	75.4	81.4	73.1
Dislocated Workers	80.3	79.8	80.1	80.3
Youth	76.5	81.4	75.0	80.7
Adult Education	60.0	31.9	35.0	35.64
Wagner-Peyser	70.1	62.2	65.7	69.7
Vocational Rehabilitation	Baseline	63.1	59.5	64.5

Table 3. Employment Rate (Fourth Quarter Post-Exit)

Program	PY21 Neg. Level	PY21 Outcomes	PY22 Neg. Level	PY22 Outcomes
Adults	82	71.9	80.4	73.5
Dislocated Workers	81	82.7	81	77.6
Youth	78	80.9	78.6	80.3
Adult Education	45	40.6	36.0	40.6
Wagner-Peyser	70	63.9	66.2	67.2
Vocational Rehabilitation	Baseline	57.2	57.8	62.3

Table 4. Median Earnings (Second Quarter Post-Exit)

Program	PY21 Neg. Level	PY21 Outcomes	PY22 Neg. Level	PY22 Outcomes
Adults	\$6,900	\$7,449	\$7,025	\$7,803
Dislocated Workers	\$8,016	\$8,749	\$8,016	\$8,866
Youth	\$3,991	\$4,277	\$4,350	\$5,862
Adult Education	\$4,600	\$5,446	\$4,900	\$5,737
Wagner-Peyser	\$5,800	\$6,922	\$6,175	\$8,319
Vocational Rehabilitation	Baseline	\$4,523	\$4,400	\$4,950

Table 5. Credential Attainment Rate

Program	PY21 Neg. Level	PY21 Outcomes	PY22 Neg. Level	PY22 Outcomes
Adults	70	62.4	72.2	49.8
Dislocated Workers	65.5	67.4	72.0	41.9
Youth	58	32.1	51.5	42.1
Adult Education	40	28.8	43	34.7
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	Baseline	53.3	42.8	60.9

Table 6. Measurable Skills Gains

Program	PY21 Neg. Level	PY21 Outcomes	PY22 Neg. Level	PY22 Outcomes
Adults	50	59.5	57.9	78.5
Dislocated Workers	50	67.1	60.4	81.8
Youth	50	72.0	50	80.7
Adult Education	43	32.5	30	37.3
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	38.5	58.3	55.1	55.3

Data Validation Policy/Process

As a recipient of USDOL Employment and Training Administration (ETA) program funding, IDOL is required to maintain and report accurate and reliable program and financial information. USDOL data validation standards, which consists of two separate functions: report validation (RV) and data element validation (DEV), require the state to ascertain the validity, accuracy and reliability of report and participant record data submitted to ETA.

The state conducted its DEV for PY22 under the data validation policy it developed with WIOA guidelines in mind. The department's Workforce Administration staff completed its data validation

efforts using selected samples from: WIOA Title I-B core programs, including Adult, Dislocated Workers, and Youth programs; the National Dislocated Worker Grant, Wagner-Peyser; Jobs for Veterans State Grant; Trade Act programs; and now Registered Apprenticeship. Participant data reported in the Participant Individual Record Layout (PIRL) were reviewed for accuracy and verified the presence of required source documentation. Please refer to Appendix B to review the state's DEV policy.

Common Exits

Idaho's WIOA management information system (MIS), *IdahoWorks*, serves as a repository for its WIOA Title I-B formula programs, Wagner-Peyser/Employment-Services, Trade Adjustment Assistance, and discretionary grant programs. *IdahoWorks* integrates labor exchange, case management, and reporting functions. It also recognizes and implements the state's common exit policy for individuals in the WIOA Title I-B, Title III, and TAA programs. As directed by WIOA, individuals co-enrolled in more than one program will be considered exited from the state's workforce development system once they have been exited from all programs and received no services for at least 90 days prior to exit. A copy of Idaho's Common Exit policy can be found in Appendix C.

Evaluation Update

In the fall of 2019, Idaho Department of Labor implemented a bold and innovative service delivery model that saw the department decrease its number of brick-and-mortar buildings by almost 60 percent, while simultaneously doubling the number of remote locations where services were provided. Through collaboration with local libraries, social service agencies, schools, local city halls, and other civic entities, predominantly in underserved rural areas, in-person services that were previously limited to 14 communities expanded to 50 different communities and locations throughout the state.

IDOL's Research and Analysis division conducted an evaluation that sought to answer whether the change in service delivery model affected which individuals would enroll into the WIOA Adult program based on their area of residence.

Please refer to Appendix D for a summary of the evaluation, its methodology and findings. Upon completion, the final report will be published on Idaho Department of Labor's website: labor.idaho.gov.

In addition, Idaho Department of Labor will cooperate in providing data, responding to surveys, and allowing timely site visits, at the state and local level, as requested for evaluations conducted by the United States Department of Labor (US DOL) and/or for continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

Annual Customer Satisfaction Assessment

As part of the One-Stop certification process, Idaho has implemented an ongoing survey process that combines Equal Employment Opportunity (EEO) and Customer Satisfaction.

Methodology

Upon program exit, random One-Stop participants receive a link to an online survey (SurveyMonkey) from their individual program representatives. Participation in the anonymous survey is voluntary and is designed to gather information about One-Stop center accessibility and customer satisfaction. The survey questions and format, agreed to by all One-Stop partners, provides for and encourages feedback about programs and services. Each One-Stop partner sends a report with their survey results to the state's Department of Human Resources, which has a position responsible for tracking and collecting survey information. Although anonymous, the responses may be grouped by area/topics, and the results and comments shared with individual partners for review, identify trainings, opportunities for training, etc.

Findings

PY22 WIOA Title I-B, Employment Service (Wagner-Peyser), and veteran services program exiters responded to the survey question, "Did you leave satisfied that you received the answers or services you were looking for?" Ninety-six survey respondents answered this question, with 95.8 percent responding "Yes" and 3.1 percent responding "No." The state will review these and other survey findings to modify AJCs service delivery as necessary to ensure customer satisfaction.

Waiver Update

Waiver Update – To Allow the State Board to Act as the Local Board

Waiver to allow the State Board to act as the Local Board - WIOA Section 107(b). This waiver has been in effect since PY05, when the governor of the state consolidated the six workforce development areas at the time into two local areas. These two areas entered into an agreement, which is still in place, to have the state function as a single statewide planning area. By requesting the waiver to have the WDC (the WIOA State Board) conduct the functions of the local board, Idaho has been able to reduce its overall state and local administrative costs, which its governors have supported since the waiver's initial implementation. This move has become even more important since WIOA imposed increased reporting and administrative requirements upon states considering the significant funding reductions the state has faced since 2012.

The primary goal sought by this waiver is to reduce administrative costs and maximize the available money directed to career and training services, including work-based learning, and services to business and job seekers. The eventual programmatic outcome results in service to a larger number of participants than would otherwise be served due to higher administrative costs. To maximize resources available for service delivery, the state continues to use the flexibility of this waiver to allow the WDC to serve as the local workforce board. When initially implemented,

this move saved the state WIA program \$1,482,788 by removing the required maintenance of six local areas throughout the state. These former administrative funds have been utilized as program funds allowing for more participants to be served, which permits the state to maintain service levels despite funding cuts over the years. In today's dollars, the costs easily translate to a programmatic infusion of \$2,281,452 which, in 2023, amounts to just over 33.8 percent of the state's total WIOA Title IB allotment from USDOL for PY22.

The single statewide planning structure helps reduce annual overhead, emphasizing spending program funds towards direct training and support of businesses and participants. By strengthening administrative oversight and accountability processes, it has helped significantly in eliminating administrative deficiencies over the years that may have resulted in disallowed costs.

As state education policy aligns with the state's workforce development goals, Idaho's statewide structure enhances efforts to transform its workforce development system into a demand driven system. Having the State Board provide the functions of both the state and local board presents an additional benefit to board members, as they can gain a full perspective of WIOA activities throughout the state and recognize that all areas of the state face similar challenges.

Appendices

Appendix A – Idaho PY22 Success Stories

Title I-B Adult

Title I-B Dislocated Worker

Title I-B Youth

Title II Adult Education and Family Literacy Act

Title IV Vocational Rehabilitation

Appendix B – Idaho State WIOA Data Validation Policy

Appendix C – Idaho State Common Exit Policy

Appendix D – WIOA Evaluation Summary

WIOA Youth Program Success Stories

BEATRICE

At 17, Beatrice came across the WIOA Youth program after dropping out of school. She struggled with anxiety and keeping up with school, even with an IEP in place. WIOA helped provide travel support to cover the 2 ½ hour trip from her home to the GED testing site, allowing her to pass all four GED tests. Participating in the summer youth program, she completed the Summer Youth Orientation, and scored high in having an interest in working with animals. WIOA Youth staff arranged for a paid work experience as a veterinarian technician assistant. This experience helped to confirm her desire to become a veterinarian technician, possibly even a veterinarian. She applied for and was accepted to a local community college to pursue training in this area.

MAX

Max enrolled in the Idaho Department of Labor’s WIOA Youth program in spring of 2021 after dropping out of high school and attending a GED orientation. Unemployed and without a driver’s license, program staff helped develop his Employment and Training plan after which he quickly found a job, obtained his license, and began making progress toward obtaining his GED.

Early on, Max had spotty interaction and some long gaps between contacting his career planner. Now, as a justice-involved youth, his plan was updated in summer of 2022 to get him employed and overcome his barriers. Within a month of establishing his new plan, he completed two sections of his GED while maintaining contact with his career planner. He also found seasonal farm work lasting through harvest but needed something beyond that period.

Fortunately, with the help of WIOA staff, Max was connected to a work site for an on-the-job training (OJT) activity. Starting at \$21.00/hr., the employer required Max obtain his GED before the 3-month OJT contract expired. Fully applying himself, Max completed his GED in fall of 2022.

Max shared his appreciation for the program- *“Thank you, and I really appreciate all the support and help you have provided. I really wouldn’t be where I am without your help. I’m working to continue reaching goals in life and succeeding. But, thank you for all you have done. Really”*

JAMES

James, a single 18-year-old youth, dropped out of high school in grade 11. After his girlfriend’s father told him about WIOA, he contacted the program for help with obtaining his GED and finding work.

Enrolling in the summer of 2022, both he and his career planner met to create a resume and begin working with *Big Interview*, a comprehensive interview training tool. James set up an account on GED.com and contacted a local Adult Education program to begin his GED classes in the fall. Also needing help to obtain a driver’s license, the youth program assisted with those expenses.

As a WIOA Summer Youth Program participant, James participated in a paid work experience. He worked full-time and earned \$12.00/hr. at a veteran's care facility. After completing his 240-work experience hours at the worksite, the facility hired him on a permanent basis. He continues to work on his GED.

MELINDA

Melinda dropped out of school during middle school and struggled navigating the Foster Care system as she moved from family to family. When she visited the Idaho Department of Labor for assistance, she was extremely quiet, avoided eye contact, and was reluctant to voice her wants and needs from the program.

Once WIOA Youth program staff began working with her, she quickly obtained her GED and completed an EMT training. Establishing those foundational skills, she began a paid work experience at an Idaho Department of Labor local office. Fellow staff members put together a plan to help improve her professional and personal development skills, including strengthening her customer service and engagement skills. Her staff mentor worked with her to develop a system for managing her time efficiently. Reading *The 7 Habits of Successful Teens*, she followed up by completing Money Fit financial literacy training and tackling additional computer-based training on Microsoft Office Suite applications. She also helped complete an office file destruction project.

After participating in the WIOA Youth program, she has since transitioned into unsubsidized employment working with individuals with disabilities. Not only has Melinda herself become self-sufficient and self-confident after previously being discouraged by confrontation, she will now be assisting and mentoring others to do the same.

DAVID

19-year-old David lives with his family. He completed his junior year, but later found out he was more than 15 credits short of graduation and could not make them all up in his senior year. He decided to drop out and pursue his GED.

Prior to enrolling in the WIOA Youth program, David took several practice tests after registering on GED.com. After several practice tests, he took the Math GED test but failed by 1 point. Unemployed, he worried about the costs of the tests, even more so if he had to re-take them. Seeking help from the WIOA Youth program, program staff set in motion a plan to help reimburse David for the cost of the GED tests. His career planner also helped him obtain a new copy of his Social Security card so he could apply for jobs. Directed to the online tool, *Big Interview*, he used it to help him with his interviews.

In the summer of 2023, David applied to and was accepted to an auto mechanic training program. This program, paid for by a sponsoring employer, allowed him to attend auto mechanic school while working at a local auto repair shop. He earns \$12.00/hr. while learning and working and is scheduled to receive a raise when he graduates from the program.

TAMARA

A 24-year-old married mother of two, Tamara enrolled in the WIOA youth program in early 2022. She dropped out of high school at 16, after her mother passed away, to work and earn a living. She tried going back to a local alternative school but was not able to complete it. As a result, she worked towards obtaining her GED before she could attend CNA training. She was positive about reaching this goal, backed by her experience caring for various family members along with her work at an assisted living center.

Tamara attacked her GED studies, achieving her goal in less than a month. She began her CNA training program early in the spring, finishing before the end of the season. With her CNA in hand, she applied to several openings referred to her by IDOL staff, and was hired at another facility later that summer earning almost \$13.00/hr. After her three-month probationary period, her employer gave glowing marks. This allowed her to enroll in a medical assistant program sponsored by the worksite, setting her up for a raise to \$15.50/hr. once she reached $\frac{3}{4}$ completion of the program. Her in-person clinical hours will follow.

WAGNER-PEYSER/EMPLOYMENT SERVICES (ES) Success Stories

JANICE

In August, Janice visited her first ever local job fair looking for work. She graduated from college in the spring with a master's degree in human resources. Unfortunately, she did not have any HR experience. An ES workforce consultant from the local American Job Center working the event presented Janice to several participating employers and gave her a business card, encouraging her to set up an appointment in the office for more in-depth assistance.

The following Monday, Janice met with the workforce consultant, who enrolled her into the Career Acceleration Program (CAP). Together, they worked on Janice's resume and explored various job opportunities. The workforce consultant found a job in *IdahoWorks*, the state's labor exchange system, that might be a good fit for Janice, despite her lack of HR experience.

The workforce consultant forwarded Janice's resume to a local firm that was looking to hire an administrative assistant. She was somewhat defeated because she was told she was either overqualified or didn't have enough experience with each resume submitted. On cue, the employer responded that Janice was overqualified, but asked the ES staff member for their input. The consultant indicated that she simply needed an opportunity to prove herself. The employer agreed to an interview, as he would eventually need someone in HR. In the meantime, Janice's resume was forwarded to a local recreation business looking for a recreational instructor for a sport in which Janice had participated in college.

A few days after her administrative assistant interview, Janice received a call from the company offering her the position. Terms began at \$60,000/yr, with an evaluation for a raise in three

months. The following day, she interviewed at the recreation facility, which offered her a teaching position on the weekends. Janice was thrilled to accept both jobs.

RESEA PARTICIPANT

An RESEA referral to IDOL's Career Acceleration Program (CAP) was very depressed as he had been let go from another IT job. He said this seemed to happen to him every 4-5 years. Being unemployed for several months, he was stressed about not being able to support his family, especially as school was just about to start. An IDOL staff member invited him to participate in that month's interview workshop, which he attended. He later set up an appointment for one-on-one assistance, where he shared some of his barriers. He spoke at an extremely slow rate of speech which is sometimes perceived as a speech impediment. This becomes more prominent when he's nervous. Staff shared strategies to overcome this to speak more clearly and, if given the opportunity, to take the time to acknowledge it and address it during an interview. He had several interviews and no call backs. Staff set him up on a mock interview with another IDOL staff member to receive additional advice. The staff provided him with positive and constructive feedback and followed up with several referrals. After several interviews, he received a job offer from a regional federal contractor which he accepted. He continues working with the contractor and doing great!

Dear Department of Labor,

I am reaching out to let you know that I was very impressed with the staff at the [local] Department of Labor location, and I wanted to express my sincere thanks to the staff for their professionalism and assistance. Here is why;

Job search is not always an easy process. I had already spent several months searching for new employment on my own. My email was swamped with ads for jobs, jobs I did not want, and I was not getting results. I realized the process of finding a job had many changes and I needed to find in person assistance. Glad I chose to stop wasting time and drove to [local] Department of Labor, where I met the staff. They immediately asked me the right questions to narrow down how they could assist in my job search. What an amazing level of care they put in to assisting me with updating my resume, cover letter, locating job matches giving me multiple options. They continually followed up checking on my progress with emails and phone calls. They offered preparation mock interviews and gave me several classes to improve my skills. At this point I have been referring friends and family directly to them, what a great team! Shout out a big thank you to the [local] location for going above and beyond.

I am appreciative of how comfortable this process was and happy with the end result of locating a great job quickly. Additionally, when I referred my son in, they equally gave him opportunities, time, and care. He is now setup in Idaho Launch starting him on a pathway towards a successful future. I am extremely happy with the excellent service provided by the staff at [local] Department of Labor. Thanks so much for your help!

A grateful job seeker

WIOA Adult & Dislocated Worker Success Story

STEPHANIE

After receiving her bachelor's degree, Stephanie looked to the WIOA program for help finding work in the Administration or Social Services fields. She explained that she has a lot of knowledge, but zero experience in the areas she was hoping to enter. She hoped that some companies would give her an opportunity to prove herself. However, finding something that fit proved to be a bit difficult, as she needed some accommodation to provide for her special needs child.

Stephanie entered the program knowing she needed to brush up on her basic computer skills. Fortunately, she utilized Linked-In-Learning to update her abilities, which allowed her to refine her resume. Equus, the WIOA service provider, then presented her with some career exploration and several job leads, one of which was for a rehabilitation specialist. She applied for the position in the late spring, securing an interview. To prepare for it, she asked for help with interview clothes as she knew this work environment's dress code was business casual clothing, which that she didn't have. She underwent two rounds of interviews, landing the job, and hired in the early summer of 2023, starting at \$22/hr. Finding employment, with help, that allows her to be self-sufficient, Stephanie reports being very happy with her new position.

WIOA Adult & Dislocated Worker/Launch CDL Success Stories

DON

Don, a justice-involved Marine veteran, was referred to Idaho Launch and Equus' WIOA Adult program after visiting with the AJC DVOP. His goal was to obtain a successful career, becoming self-sufficient to support his family and to overcome homelessness and the stigma of being considered a justice involved participant. With the help of both WIOA and Launch, Don enrolled in CDL training and graduated at the beginning of 2023. Days later, he accepted a position at \$19/hr. with a local concrete and asphalt paving company that allows him to work locally and to see his family daily.

HENRY

Living out of his car, Henry visited the local AJC for help. WIOA/Launch staff, along with the DVOP, worked to find space for him in a VA shelter. In addition, the WIOA/Launch staff member helped enroll him in Idaho Launch for CDL training, and in WIOA for assistance with supportive services. Henry obtained his CDL at the end of January and landed a well-paying job, starting his orientation at the end of the month.

JANIE

Like others in similar situations, Janie looked to Launch to cover CDL training costs and WIOA for help with supportive services. She graduated from training and worked with program staff to make her resume more presentable. With a new resume in hand, she was hired by the local municipal

transportation company to drive a bus route between several regional cities in the area. With a stable career now in place, Janie became self-sufficient, easing some of her family's struggles.

TIM

Tim enrolled in CDL training, utilizing Idaho Launch & WIOA to help to see this goal through. Completing the course and passing his CDL test, he was hired on with a local beverage distributor, starting at \$21/hr. He is set to receive an increase to \$25/hr. after his probation period. His work hours are ideal, as they work perfectly for his family both in his available time and the support that it provides.

SAM

Sam came to the AJC needing to find work. Like others visiting AJCs across the state, he sought to obtain a CDL as a means of supporting himself and his three children. The combination of the WIOA and Launch programs was the means to do so.

He began attending CDL training to secure his Class A CDL. Unfortunately, he encountered a few challenges that could have derailed his efforts, including an unexpected incident outside of his control that occurred during his CDL driving assessment, which resulted in Sam failing the assessment. The program reached out to the training provider on Sam's behalf. The training provider agreed to retest Sam and provide some additional training. This allowed Sam to fully complete the training and pass his CDL driving assessment.

In addition to the CDL training, he also participated in heavy equipment operator training administered by the Idaho Transportation Department.

The WIOA program worked with a local lumber company to place Sam. They were able to negotiate a six-month on-the-job training period where he was trained as a Diesel Mechanic, working on the company's heavy equipment. While training, he will also drive one of the employer's chip trucks, enabling him to utilize the CDL he worked so hard to obtain.

Idaho Division of Vocational Rehabilitation (IDVR) Success Story

[Idaho Division of Vocational Rehabilitation Success Story](#)

Career -Technical Education (CTE) Success Story

[Bank of America Helps Break Barriers for Multicultural Nursing Students | CWI](#)



ADMINISTRATIVE ENTITY STATE POLICY –

WIOAP # 04-21

Effective Date: August 27, 2021

TO: All WIOA Subrecipients

From: /S/ Danilo Cabrera, Bureau Chief

Subject: Idaho Department of Labor Data Validation Policy

Purpose:

Data validation is a series of internal controls or quality assurance techniques to verify the accuracy, validity, and reliability of data. Data validation framework requires a consistent review across programs to ensure that all data consistently and accurately reflect the performance of each grant recipient. Data validation procedures:

- Verify that the performance data reported by grant recipients to the United States Department of Labor (USDOL) are valid, accurate, reliable, and comparable across programs;
- Outline source documentation required for common data elements; and
- Improve program performance accountability through the results of data validation efforts.
- Discover and expeditiously resolve any irregularities or issues that may cause inaccurate reporting.
- Identify and implement front-line staff training needs or clarification of statewide technical guidance.

References:

- [TEGL 7-18](#) - Joint guidance for common data elements in Titles I – IV of WIOA
- [TEGL 23-19](#) - DOL-only guidance for required ETA program-specific data elements
- [TEGL 5-18](#) - DV policy summary in the state annual narrative formula report
- [TEGL 26-16](#) - Collecting and documenting supplemental information

Background

The State as a grantee receiving funding under the US Department of Labor requires WIOA programs to maintain and report accurate and reliable program and financial information. Data validation requires that the State ascertain the validity, accuracy, and reliability of report and participant record data submitted to DOL, as outlined in section 116 of WIOA.

Policy

It is the state policy to ensure, to the maximum extent feasible, the accuracy of the data entered into the Idaho Department of Labor case management system, IdahoWorks, for state performance reporting. The programs administered by IDOL and which are included in this Data Validation policy include:

- WIOA Title I-b (Adult, Dislocated Worker, Youth)
- National Dislocated Worker Grants (DWG)
- WIOA Title III (Wagner Peyser-Employment Services)
- JVSG (Jobs for Veterans State Grant)
- TAA (Trade Adjustment Assistance)

The Idaho Department of Labor's Workforce Administration Division holds primary responsibility for executing the data validation procedures for the above listed programs.

Participant Data Sources

All participant records are contained in the IdahoWorks MIS system which was developed and is maintained by America's Job Link Alliance (AJLA). Upon enrollment into any of the programs listed above, the system automatically takes a snapshot of the participant's demographic information, which is then used for federal reporting and data validation purposes.

Source documents for participant records are stored electronically in the IDOL SharePoint environment or the IdahoWorks MIS system. NOTE: Effective in PY20-21, IDOL is in the process of transitioning document storage for WIOA Title I and III records from the SharePoint site to IdahoWorks.

Allowable source documentation is that as listed in the WIOA Source Documentation column found in Attachment II of TEG 23-19. This list of source documents is also included in the DV Source Documentation spreadsheet as well as in the individual spreadsheets used to record data validation results.

Since all participant records and associated source documentation are stored electronically, Data Validation will be conducted virtually.

Participant Sample Creation

Sampling is conducted by determining the proportionate number of enrollments per program to the total number of enrollments in each program state-wide. Participant samples are created using a PostgreSQL process developed with AJLA and the AJLA consortium states, which is then used on the IdahoWorks database to select both open and exited participants from the following funding streams: Adult, Dislocated Worker, Youth, Wagner Peyser (including JVSG), and TAA. The sample records will not include 'reportable individuals' enrollments. The code: *order by random()* is included in the PostgreSQL query to randomly select participant records from the results.

- For data validation purposes, any grant/funding stream with 250 participants or less during the PY will have a randomized participant sample size of a maximum of 10 percent of its enrollments.

Each year the time spent validating each record will be recorded; future sample sizes will be based in part upon the time needed to verify records and staff availability.

Frequency

Beginning in PY21, participant record samples will be generated after the end of each quarter of the program year allowing for both exiter as well as active participant records from the current program year to be used. Staff will then conduct validation quarterly throughout the year.

Data Validation for the Title I and Title III records will be completed before the submission of the WIOA Annual reports due on Oct 1st of each year.

Recording Validation Results

Excel spreadsheets are used to track the data validation results for the sampled participant records. One Excel file for each enrollment type (Title I: Adult, DW, Youth, Title III: Wagner Peyser, NDWG, JVSG, TAA) and a separate tab within the file for each sampled record is created. Each tab contains the corresponding PIRL elements for that program enrollment, the data validation audit outcome, the documentation source type used for validation, and any reviewer comments.

For each data validation record, all required data elements for the associated program enrollment are reviewed. Based on TEGL 23-19, the count of data elements for each enrollment type is:

- Adult: 100 elements
- Dislocated Worker: 101
- Youth: 66
- National Dislocated Worker Grant: 101
- Wagner Peyser: 58
- JVSG: 69
- TAA: 29

Scoring Validation Results

A pass, fail, or not applicable scoring value is assigned to each data element and tallied for the participant record. An error rate is calculated based on the total number of data elements, minus non-applicable elements, with a percentage based on the passing ratio. Example, 100 data elements minus 25 marked as n/a, and 70 marked as 'pass', and 5 marked as 'fail' = $70/(100-25)$ = 93% pass rate.

A passing threshold of 90% will be established for PY20 and then evaluated on an annual basis.

Error Correction:

If any missing or erroneous data is discovered through the validation process, validation staff will take appropriate actions to correct it. These corrective actions may include, but is not limited to:

- Providing a copy of the incorrect data to case management staff for them to correct.
(Note: case management staff cannot update demographics snapshot information but will update the live demographic record)
- Collecting missing documentation to verify required data elements;
- Providing additional training or technical assistance to workforce staff responsible for the erroneous data entry, if applicable;

Upon notification from validation staff, Case Management staff will have 30 days to submit corrections or obtain the missing data or source documentation for the reported failed data element.

Training

Training will be provided to workforce staff annually to showcase the results from the previous year's validation results, emphasize the importance of correct data entry, and review the allowable source documentation requirements.

Each program year during the quarter following submission of the Annual Report, Data Validation staff will review and receive training on the Data Validation process to ensure uniform application of all policies and procedures.

Process Assessment

The Workforce Administration Division will meet during the second quarter of each program year to assess the effectiveness of the current Data Validation procedures and determine whether revisions to the policy and process are necessary. Any updates or changes will be released as a formal update to this Data Validation Policy.

Records Retention

All Data Validation records will be retained electronically, and documentation will be maintained in accordance with Federal records retention requirements, as given in 2 CFR 200.333:

Financial records, supporting documents, statistical records, and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient.

This includes:

- Copies of the Excel Worksheets used to record data element outcomes and notes;
- IdahoWorks demographic snapshot information;

- Screenshots of quarterly wage records for wage record matching used for reporting outcomes;
- Trends in common data accuracy issues and error rates; and
- Corrective action efforts made after data validation reviews.



State Administrative Entity

Workforce Innovation and Opportunity Act (WIOA)

Policy Number: WIOAP 02-20, Change 1
To: All WIOA Subrecipients
From: Danilo Cabrera, Bureau Chief *Danilo Cabrera*
Effective Date: March 14, 2023
Subject: WIOA/TAA Common Exit Policy

I. Purpose:

Rescind WIOAP 02-20 (WIOA/TAA Common Exit Policy) and provide updated guidance on which programs are subject to common exit by removing Registered Apprenticeship.

II. Background:

WIOAP 02-20 was issued on April 29, 2001.

III. Policy:

Idaho has a common exit policy for specific programs administered by the Idaho Department of Labor. This process will exit program participants on a common date when a participant has not received any qualifying participant services for 90 consecutive days, and there are no future services scheduled in the IdahoWorks MIS system from any of the included programs. These exits occur automatically and are retroactive back to the date of the last qualifying participant service. This definition does not include self-service, information-only, follow-up/supportive services (other than for the youth program), or partner programs services. The programs that are part of the common exit policy are listed below.

- WIOA Title I-b (Adult, Dislocated Worker, Youth)
- Any National Dislocated Worker Grants (DWG)
- WIOA Title III (Wagner Peyser-Employment Services)
- JVSG (Jobs for Veterans State Grant)
- TAA (Trade Adjustment Assistance)

IV. Definitions:

None

V. References:

WIOA 677.150(c)(3)(1), TEGL 10-16 Change 1, TEGL 14-18, WIOAP 02-20

VI. Rescissions/Cancellations

WIOAP 02-20

VII. Direct Inquiries to: WIOA/TAA@labor.idaho.gov

WIOA Evaluation Summary

The Idaho Department of Labor (IDOL) began a transition in its service delivery model near the end of 2019 that resulted in the closing of many brick-and-mortar offices in the state in favor of a “multiple hub-and-spoke” model. Whereas the older model had offices maintaining regular business hours throughout the week in major urban areas as well as more rural areas, the new model has one or more regional offices serving as the regional hub(s) and a network of “mobile offices” propagating to the more rural localities on a less frequent basis, typically sharing office space with local governments, school districts, libraries, or chambers of commerce. These mobile offices would provide similar services to area residents including employment services like assisting job seekers and employers with labor needs as well as enroll eligible individuals into IDOL programs including the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth programs. If individuals could not make it to their local mobile office the days IDOL staff were available, they could contact staff over the phone or online to get information, apply for benefits, enroll into eligible programs, etc.

IDOL’s Research and Analysis division conducted an evaluation that sought to answer whether the change in service delivery model affected which individuals would enroll into the WIOA Adult program based on their area of residence. While the final report is still being compiled for publication, a summary of methodology and findings is below:

The roll-out of the new model began near the end of calendar year 2019 and took full effect in 2020, so 1 January 2020 was selected as the beginning of the post-change period. Due to small enrollments in many parts of the state, six months was chosen for each pre- and post-change period to ensure a sample size large enough to permit a chi-squared test based upon its asymptotic properties. Two post-change periods were considered: the first half of 2020, which would have captured the brief period after the change in service delivery but before the disruptions of COVID-19, as well as the second half of 2020 to help account for potential seasonality effects in WIOA enrollment.

The data used for the analysis was obtained from a registry of all IDOL services and program enrollments in the state between 2019 and 2023, WIOA Adult enrollments being a sample of this universe. The dataset contains anonymized person-level data on program enrollment, residence down to the county and zip code, where services were delivered down to the county and local IDOL office (or mobile office), labor market area, and program enrollment date.

As seen in the tests conducted during the evaluation, the closure of brick-and-mortar offices in some of the lesser populated and more rural areas of Idaho did not appear to shift enrollment in the WIOA Adult program away from these areas towards the regional hubs that kept their brick-and-mortar offices (region two, North Central Idaho, being one notable exception). However, the distribution of enrollments across regions did shift in a significant way with all regions except for three (Southwestern Idaho) and six (Eastern Idaho) either maintaining their enrollment shares or gaining a larger share.

The explanation for these observed changes can boil down to three broad types: changes owing to the policy change, changes owing to the COVID-19 pandemic, and changes owing to longer structural shifts in the Idaho labor market and economy. At present, it is impossible to disentangle these competing hypotheses from one another given the paucity of data and credible identification strategy for each one.

However, we may briefly speculate about each and how much it may be contributing to these observed regional shifts.

Given the data limitations, it is difficult to say with any certainty what accounts for the observed regional shifts in WIOA Adult enrollment, but accounts based upon the effects of the COVID-19 pandemic and more long-run structural shifts in the Idaho economy seem much more plausible than changes by IDOL in how services are delivered.

Upon completion, the final report will be published on the Publications page of Idaho Department of Labor’s website.

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