



State of Idaho
Workforce Innovation and Opportunity Act
Annual Report Narrative

WIOA Title I-B and Title III Programs

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Introduction

The following Annual Narrative Report highlights Idaho's workforce development system and its implementation of WIOA across the state, with a focus on the programs and initiatives of the Idaho Department of Labor (IDOL) as the administrator of the state's Title I-B and Title III programs during Program Year 2019. The report also represents the collective planning, resources and vision of the state's workforce board, the Workforce Development Council (WDC), and the following core partner programs:

- A. WIOA Title I youth, adult, and dislocated worker programs, administered by the Idaho Department of Labor (IDOL);
- B. WIOA Title II Adult Education and Family Literacy program, administered by Idaho Career –Technical Education;
- C. WIOA Title III Wagner-Peyser Employment Service, also administered by the Idaho Department of Labor; and
- D. WIOA Title IV Vocational Rehabilitation programs, administered by Idaho Division of Vocational Rehabilitation:
 - Idaho Vocational Rehabilitation Program; and
 - Idaho Commission for the Blind and Visually Impaired.
- E. Senior Community Service Employment Program, administered by the Idaho Commission on Aging; and
- F. Jobs for Veterans State Grants, administered by the Idaho Department of Labor; and
- G. Trade Adjustment Assistance, administered by the Idaho Department of Labor
- H. Unemployment Insurance, administered by the Idaho Department of Labor.

PAs directed by the United States Department of Labor under Training and Employment Guidance Letter (TEGL) 05-18, States must submit an annual report narrative on the progress of its WIOA Title I and WIOA Title III programs. This report is Idaho's submission to address these requirements, including but not limited to the accounts on the following items:

1. PY2019 WIOA core partner performance data;
2. Statewide initiatives on career pathways and sector strategies;
3. The state's Rapid Response efforts that took place during this unique year;
4. Program success stories to include WIOA core and One-Stop partners; and
5. Policy updates on Data Validation and common exit.

Goals for Idaho's Workforce Development System

In July 2019, the Idaho Workforce Development Council, the entity that serves as Idaho's State Board for the purpose of WIOA compliance, finalized a strategic planning process in which it developed strategies and objectives for the three goals set by the Governor for Idaho's workforce development system. The Council developed this plan over a six-month time period with significant input from partners, employers, and industry associations.

The WIOA State Plan partners (known as the WIOA Advisory Group) further developed the WIOA 2020 -2024 Combined State Plan between July 2019 and February 2020. The Workforce Development Council's executive director launched the plan development process through a series of 16 public listening sessions throughout the state. Following the listening sessions, an all-day strategy session was held on November 12, 2019 to develop the goals and strategies for

the WIOA State Plan under the umbrella of the Council's strategic plan. Over 25 representatives of the workforce system partners attended and contributed.

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 can distribute information and resources in a way appropriate to their locale.

- Utilize personal contact, digital, and traditional media to communicate with our target audiences and those who influence and support them.
- Develop and implement an outreach strategy for the one-stop system.
- Implement an outreach strategy to increase awareness and perception of apprenticeships as a pathway to careers for students, parents, teachers, and counselors.
- Collaborate with partners to maximize reach and effectiveness of all outreach efforts; enhance and expand Idahoan's perceptions of, access to, and persistence in pathways to careers.

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 – Support development in work-based learning, and innovative programs to 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 industry 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 – Build trust in decision-making based on an understanding of the resources available and projected outcomes.

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

The economic and activities analysis conducted for 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 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.
 2. Develop a consistent referral process across programs.
 3. Implement a communications strategy that is segmented to specific audiences.
 4. Explore technology solutions to increase efficiencies in referrals and intake.
- **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 visit/serve employers, and utilize a continuous improvement approach 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 value statements for services offered by the partners.
 2. Implement targeted, coordinated business visits through regional teams.
 3. Launch a comprehensive virtual one-stop source of information for employers.
- **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 understated. 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. Specific goals for implementation during this state plan period include:
 1. Analyze the effectiveness of the distributed service delivery model.
 2. Implement best practices among the partners.
- **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 considering the TPM initiative to ensure system alignment.

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. 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 six standing committees:

- Executive Committee,
- Work-Based Learning Committee,
- Workforce Development Policy Committee,
- Grant Review Committee,
- One-Stop Committee, and
- Outreach Committee.

WIOA Program Updates

Idaho's seasonally adjusted unemployment rate for program year was 3.83%, a 1% increase over the previous year. PY2019 entered with a robust economy at 2.9% unemployment for the first six months of the year, helping to meet its WIOA Combined State Plan goals, even improving to a low of 2.5% in March. This was followed by April's 11.8% showing with the Coronavirus' initial appearance and impact upon the state. The year ended with a 5.58% unemployment rate, more than doubling PY18's results. As a result, WIOA programs saw more employers and job seekers, from all walks, make the effort to work with the public workforce system, as the pandemic affected the entire economy and imposed significant barriers upon most unemployed individuals, making most people in the system hard to serve.

1. WIOA Title I-B

a. WIOA Title I-B Adult Program – Serving Disadvantaged Adults

In PY 2019, the Idaho WIOA Adult program assisted 14,818 individuals. Of those, WIOA staff provide more in-depth, one-on-one assistance to 932 job seekers. The state spent a total of \$1,629,032 offering employment and training assistance to adults who face significant barriers

to employment, prioritizing individuals who receive public assistance, individuals living with low incomes, and those with basic skills deficiency so they may increase their earnings, retain employment, and diversify their occupational skills.

WIOA Adult Program Success Stories-

A 45-yr old high-school graduate, **Dani** hailed from the small town of Horseshoe Bend with no additional schooling or credentials. She enjoyed working around machinery and even driving trucks. In her last job, which ended because of medical issues, she worked in Quality Assurance with a trailer outfit. In the following three-year period, she married and did not work during that time. However, she was divorced soon after. Dani knew she enjoyed driving but understood that she would need more training and education to turn that interest into a career. She began investigating how to obtain a Class A CDL. She knew the costs to obtain this training exceeded her current resources. However, with the help of the WIOA program, she successfully enrolled at Sage Truck Driving School, graduating within 6 weeks and obtaining a Class A CDL. She immediately began a full-time job with a local trucking company, earning \$18.00 per hour.

Some time ago, **Jenny** left a very abusive relationship, moving to ID from the U.K. with only a couple of suitcases in hand. As a 46-year-old, she had several different jobs trying to raise her kids on her own. Several years ago, she was employed and attending school on a part-time basis to obtain a degree in the medical field, because her passion is healthcare. Unfortunately, she did not complete the program, and couldn't obtain additional financial aid. Now, with her nine-year-old the only one of her four kids remaining at home, she wanted to try school again. She spoke to the College of Eastern Idaho in the summer of 2019 to review her status. The school stated that she was several credits away from earning an associate degree. That's when she decided that school was not an option.

She met with an Idaho Department of Labor WIOA career planner at the end of January 2020. She was bus driving for the school district with a Class B CDL, working only part-time and struggling financially. She found she enjoyed driving so much that she wanted to obtain a Class A CDL. She had studied the driver's manual, taken and passed several practice exams, and had spoken with Sage Trucking, a local trainer. She was motivated which was demonstrated by her taking steps to inquire with various trucking companies that would hire her for long haul or local runs. The local runs would be long hours - 6 days a week - but she had already arranged for care for her daughter after school and the weekends. At the time being, she was determined to get her CDL.

Jenny enrolled in WIOA in early February 2020. She found another part-time job on the weekends. Now, her plan was to continue with both jobs until she completed her training and secured a full-time job. However, her career planner noticed that Jenny lit up when someone brought up healthcare positions. The career planner convinced her to look at available healthcare positions and suggested that she apply for some of them before doing anything related to driving. Jenny was on board, thinking it was a great idea. They teamed up, updated her resume, and had her apply for several positions. Although she needed a

CPR class, scrubs and good work shoes, the University of Utah hired Jenny as a Dialysis Technician. The WIOA career planner provided her voucher for new work shoes - Jenny hadn't had a new pair of shoes for years and was grateful for the help. She completed the CPR class and is now working more than 40 hours a week at \$15/hr. with benefits. The position also allows her to take advantage of the option to take classes to complete her education program and achieve her dream of obtaining a degree. She no longer has her part-time jobs. She is so happy that the program took the time to understand what she truly wanted to do, and not just place her somewhere to fill a need that would take her away from her daughter.

As a single mother, **Florence** left a dancing/choreographer job in California and moved to Idaho to care for her disabled mother. This move provided her the opportunity to go back to complete her educational goal of achieving a Nursing degree. She always had a desire to help others. And after caring for her mother, she was determined to become a nurse. Her 5-year plan was to complete her CNA certificate, obtain part-time employment, complete her Associate Registered Nursing Degree, obtain full-time employment, and then obtain her B.S. in Registered Nursing.

When she did not qualify for FAFSA because of her previous employment, she visited Magic Valley Youth and Adult Services (MVYAS) seeking assistance after having already paid and attended one year of schooling, securing her pre-requisites towards fulfilling the RN program. This depleted her savings account, leaving her with no funding for her remaining classes. Her plan was to complete a CNA program and work part-time while attending college. MVYAS enrolled Florence in the WIOA program, assisting with her tuition, tools, and scrubs for her classes. She diligently attacked this program, attending Fall, Spring, and Summer classes to reach her degree faster. She later applied for FAFSA and was able to receive additional educational assistance. One summer session, she experienced some hardship with her family that made it difficult for her to get through the period. MVYAS provided her mentoring services and counseling during this time. She continued with college, finishing the semester without dropping or failing any classes. She shared with MVYAS that she had grown as a person and was very thankful that she was able to choose this path for herself and her son.

Once she neared completing her RN degree, she found a part-time job working in the St Luke's Emergency Department in Twin Falls, Idaho. She received her RN degree from the College of Southern Idaho with a 3.5 GPA and secured full-time employment at St Luke's Emergency Room department. Both she and her son are doing very well, moving out on her own and providing for both. She began the first semester of the online RN B.S. program at Lewis and Clark College this August, and plans to graduate in 2021, all the while working full-time.

Dalton, a 23-year-old, honorably discharged Navy veteran, recently married and became a stepfather to a 2-year-old son. For the last two months, he worked part-time for a flooring company, earning \$1 per sq. ft. installing floors on a contractual basis. His wife earned \$12/hr., working 30 to 35 hours/week. Since Dalton recently returned from a missionary trip to Africa, the young couple lived with his parents as they could not afford their own housing

with their current income. He stated that construction work is a means to earn an income, but it wasn't his passion nor his choice as a long-term career. Last year, he was enrolled in the EMT course at North Idaho College Workforce Training Center, but due to a family emergency and extreme hardship, he had to drop out just weeks prior to completing. This was difficult as his career goal has always been to become an EMT. Dalton approached North Idaho College's WIOA program for assistance to help fulfilling his EMT dream. Accepted into the program, Dalton completed the EMT program at NIC Workforce Training Center and passed the NREMT certification exam. He was offered full time employment with American Medical Transportation company in Spokane, WA. as an EMT-B. When the WIOA career planner contacted him to follow-up on his progress after completing the WIOA program, he reported working 40+ hours/week (3 12-hr shifts with occasional overtime) with his hourly rate averaging approximately \$18.25/hour. *"Thank you for your continued support and for allowing me this opportunity to achieve my long-time dream of becoming an EMT. I am forever grateful. Dalton"*

b. WIOA Title 1-B Dislocated Worker

In Program Year 2019, the WIOA Title I-B Dislocated Worker program served 457 individuals and expended \$1,405,120 in serving these customers. The Dislocated Worker program has experienced a 59.64% decrease in overall funding from WIOA Program Year 2012, resulting in staff and retraining resources being limited to serve this population. Prior to the arrival of the pandemic, the economy absorbed most unemployed workers with minimal staff assistance. However, in this current COVID-19 climate, this population has proven vulnerable in an economic downturn, disproportionately affecting low-skill workers who turn to the program for employment and training services that are unemployed through no fault of their own and unlikely to return to work in their previous industry or occupation. In instances where workers are impacted by layoffs or plant closures in the state, many have received Rapid Response services at their place of employment, or they visit a state American Job Center to seek unemployment insurance benefits.

Idaho's Dislocated Worker program collaborates with other programs, such as the Trade Adjustment Assistance Program, as it maintains high levels of performance by providing participant-based services and emphasizing On-the-Job Training (OJT) and apprenticeships to secure employer-coordinated work-based training.

DW Success Story –

Kenneth came to the WIOA Dislocated Worker program as a "reverse referral" from a local employer who was familiar with the program and interested in hiring Kenneth through an On-the Job training (OJT) activity. As a disabled veteran, Kenneth had previously connected with Vocational Rehabilitation. They worked in tandem to identify local employers that would be a good match, focusing on this specific employer as the

best fit. The initial plan began as an effort to coordinate the OJT along with the need for tools or supplies that he might need with Vocational Rehabilitation services. However, soon after beginning the program, Governor Little issued his stay at home order due to COVID 19. As a result, many businesses froze their hiring, including the one Kenneth had worked with. The employer placed his name in a hiring pool but ultimately decided not to hire him immediately. WIOA continued to work with Kenneth via job search efforts. Kenneth researched local businesses where he felt he could succeed. His interest lay in a position with a hardware store/lumber yard near his home; however, the business had no openings available. His career planner saw that the parent company, located 25 miles away, did have an opening and suggested he apply to gain experience and determine if the work/environment/setting would be compatible with his disability. This also included letting them know that he was interested in working at the store nearer his home when a position came open. Kenneth was hired immediately, but after two weeks he called and said he would be giving notice - the store did not want to transfer him to the worksite closer to home; they wanted to keep him in his current location. His WIOA Career Planner counseled him on how to approach the employer, to discuss his concerns and desire to continue to work with the company but closer to home. The employer told Kenneth they wanted to retain him in his current location to work more closely with him on his truck driving skills. The career planner and the VR Specialist went into action, setting up several meetings with the employer, after which they agreed to put Kenneth to work in a position in his local store that did not require additional training. His work ethic was key in the company's decision to retain his employment. His willingness to address the issue in a constructive manner also contributed to his successfully maintaining his job. He is now working closer to home, which allows him more family time - a critical priority after many years in service to his country, which required sacrificing much time away from his family.

c. WIOA Title I-B Youth

To leverage its funding and maintain alignment with Congress' aim for the program, the state's Title I-B Youth program directs its total state allotment, which is slightly more than the small state minimum allotment allowed under the program to serving out-of-school youth. Idaho structured its youth program in this manner prior to the full implementation of WIOA. This move allowed the state to establish more work-based learning opportunities for out-of-school youth, achieving the minimum 20% expenditure level of local youth program funding on these activities. And in a targeted effort to support enrollment of MSFW youth, Idaho directed a portion of State funds to strengthen outreach to this population. WIOA youth program staff teamed up with MSFW outreach workers in their quest to serve eligible youth from this community. (See MSFW section)

Idaho's WIOA Youth Program served 618 youth in PY 2019: 25.4 percent of the youth served had a disability; 90.13 percent were from families receiving public assistance; 35.6 percent were system-involved youth (foster youth or juvenile offenders) and 10.84 percent were homeless youth/runaways. More than 25 percent of youth served under this title identified themselves as Hispanic/Latino in a state which counts Hispanics as 12 percent of its overall population.

Eligible WIOA out-of-school youth must not attend any school, be between the ages of 16 to 24 and have barriers that prohibit the youth from successfully seeking or obtaining employment.

WIOA Youth Success Stories –

Terrence enrolled in the WIOA youth program last year after returning to northern Idaho after living in South America for several years. Armed with only a high school diploma, in addition to having no job or money, he had no way to achieve his goal of becoming an electrician. He approached the Idaho Department of Labor's WIOA youth program to ask about apprenticeship opportunities. His case manager first began working with him on a resume and provided him work search advice. The case manager explained the program benefits and his next steps. He wasted no time following direction as Terrence was a driven young man. He obtained his apprenticeship card and applied for several jobs, securing one as an apprentice electrician days after meeting with career planner. They provided Terrence the tools necessary and some new clothes for work. The career planner later touched base to see what his future plans were. North Idaho College offered Terrence a \$400 program scholarship. He was also able to save enough money to pay for a portion of his tuition up front. The career planner assured him that WIOA could cover the remaining balance of his tuition, and later presented him with a voucher covering the amount within the week. He mentioned that, while he loved being an electrician, he was unhappy with his current employment setting, hoping for an alternative. The career planner advised him to transition as soon as possible before the Apprenticeship class began. Two days later, Terrence found a position with another company. He is currently enrolled in the Apprenticeship program at NIC. He loves his job and well on his way to achieving his dream of being an electrician.

This spring, the Idaho National Guard members helped overwhelmed food banks, pantries and shelters across the state to keep up with increased demand at pickup sites because of COVID-19. The Idaho Office of Emergency Management (OEM) later contacted the Idaho Department of Labor seeking for solutions to replace departing Guard members. The agency's WIOA Work Experience (WEX) program helped provide these locations with individuals interested in working at various locations, where they learned job skills and helped people in need while earning a paycheck. **Kiza** participated as a Work-Experience participant in Boise. The International Rescue Committee (IRC) referred her to the program in hopes of participating as an older youth. At 20 years of age and speaking primarily Swahili, she arrived in Boise from Africa in August 2019. She worked in a beauty salon in Africa but had no U.S. work experience. Dropping out of high school after completing 9th grade, she realized she needed a GED to help her find a job. Kiza began working with a career planner in late 2019 to create a plan for GED completion and employment. They developed a resume which she used to apply for several different jobs. In April 2020, Boise's Interfaith Sanctuary accepted Kiza as a work experience participant. The site struggled to find help due to the Covid-19 crisis. She began her 520-hour WEX at \$11.00/hour. Kiza enjoyed the job very much and looked forward to beginning night GED classes soon after. As the WEX neared completion, Interfaith Sanctuary expressed how delighted they were with Kiza and her abilities. They asked about the possibility of hiring her as a regular, fulltime employee. When notified they could proceed in doing so, they later responded to the career planner with "...Kiza is officially one of our employees! We have hired her and are so excited

to have her be part of the team! She will continue in the same job at \$11.00 / hour and we will look into evening GED classes for her."

Homeless, **Jon** was couch surfing with friends when he found out about and applied to the WIOA Youth program. Having just moved back to Salmon, he looked for permanent work to find a more secure place to live. Needing plumbers, a local Salmon employer offered to give Joe an opportunity as a Plumber Apprentice, if WIOA could help to offset some of the training costs. Jon had retail experience with an emphasis in the plumbing department, so he was somewhat familiar with plumbing, but without any actual field experience. His career planner enrolled him in an On-the-job training activity, as the program helped to pay for his tools and work clothes. WIOA also assisted by providing access to training through the College of Western Idaho's online Plumber Apprenticeship Training. Jon is currently working full time, earning \$18.00 an hour with full benefits with an apartment he can call his own. He credits WIOA with helping him become successful and is very appreciative of the assistance and opportunities it has provided.

WIOA Title III Wagner-Peyser Employment Services

d. Employment Services

During Program Year 2019, ES staff provided career services to 14,818 individuals. Idaho's total number of reportable individuals for this period counts 43,918 individuals served by the Wagner-Peyser program, compared to 932 eligible enrolled WIOA Title I-B Adult participants.

More than 7,000 Idaho employers received a variety of services from Idaho Department of Labor staff to assist their businesses during the program year. During the year, WIOA partners in Idaho served more than 7,700 employers across the state in several capacities, primarily through recruitment efforts in this tight labor market where the state averaged 4.3 percent unemployment during 2019

e. MSFW

In PY19, there were ten American Job Centers in Idaho with significant migrant and seasonal farmworker (MSFW) activity, which is funded by the state's Wagner-Peyser program. Idaho's MSFW program connects migrant farmworkers to employment opportunities. During the agricultural season, bilingual MSFW program staff conduct various activities with other service providers, including scheduling and coordinating outreach efforts. An assortment of information on a variety of topics is offered by outreach staff to farmworkers, much of it related to the rights and protections provided to farmworkers under the Migrant Seasonal Farmworker Protection Act. MSFW program staff help farmworkers with registrations, job applications, and job referrals. Staff also make m workers aware of the other workforce services they may be eligible for. Outreach staff work with the State Monitor Advocate to promote Idaho's workforce development system, including the labor exchange system and other services that may be of interest to both MSFW job seekers and their prospective employers. Staff also provide resource guides that include contacts and eligibility information for many agency partner programs and other local community resources.

For the past several years, the state has spearheaded an effort to increase WIOA Title I-B Youth program enrollment of MSFW and Hispanic youth through an infusion of Governor's Reserve

funds under the requirement to provide additional assistance to local areas with high concentrations of eligible youth. For PY19, a portion of these funds flowed to areas of the state with agricultural activity to target this population in an enhanced recruitment effort.

f. Foreign Labor Certification

PY2019 saw more than 700 applications for assistance through the federal H-2A temporary labor certification program, allowing 554 employers the ability to access to more than 4,712 foreign laborers they requested over that period to help in the production of the multitude of agricultural crops across the state.

The H-2B nonimmigrant program permits employers to temporarily hire nonimmigrants to perform nonagricultural labor or services in the United States. The Office of Foreign Labor Certifications (OFLC) implemented additional administrative actions under 20 CFR 655.33 in processing H2B job orders placing a renewed emphasis in referring qualified US workers to all H2B (Non-Ag) job orders, like H2A (Ag) job orders. New requirements expand the minimum advertising/recruitment period from the standard 15-17 days to 30 days before the employer submits a recruitment report to OFLC for review and issuance of a final decision. It also requires the employer to contact the local American Job Center office serving the area of employment or worksites, provide the local office with a copy of the job opportunity filed with the State Workforce Agency, and request assistance from that office in recruiting qualified and available U.S. workers.

g. VETS

During PY2019, veterans' representatives and other workforce staff accomplished the following services:

- 1,273 veterans registered for services
- 938 veterans received staff-assisted services
- 357 veterans with barriers to employment received staff-assisted services

All employment services (ES) staff serve veterans. However, Jobs for Veterans State Grant (JVSG) staff work specifically with a veteran population which served more than 180 days in active duty and meet one of the defined significant barriers to employment (SBE). These veterans receive intensive case management services. JVSG staff participated in an annual training session which provided them with the most up-to-date information and resources needed so that they can deliver the highest quality of services to this special category of veterans. Idaho Department of Labor (IDOL) is in its third and final year of the Incarcerated Veterans Transition Program (IVTP) grant. Prior to the COVID-19 outbreak, JVSG staff have served over 80 previously incarcerated veterans with training and supportive services during this program year.

2. Partner Programs within the State Workforce Agency

h. TAA

The state's Trade Adjustment Assistance (TAA) program processed 80 new determinations of eligibility from job seekers in search of program benefits. 102 participants received a training service, 29 of which are new training enrollments.

Forty-five individuals received Reemployment Trade Adjustment Assistance (RTAA) services, which provides wage subsidies to individuals 50 years of age or older who return to work paying less than their trade-impacted employment. Of these, 12 are new RTAA participants. The state had six petitions filed and five certified during this time.

i. Disability Employment Initiative (DEI)

The DEI grant helps to facilitate connections to resources around the state. The Disability Resource Coordinators, housed within the Idaho Department of Labor regional American Job Centers, have worked diligently to ensure coordination among workforce development stakeholders in education, business, and community groups to serve individuals with disabilities.

Many partnerships, programs, and projects have been created or made available via the grant. Items including:

- accessible customer computers placed in all state American Job Center (AJC) offices - curated using universal design principles;
- the *Willing and Able - A job Hunting Guide for Idahoans with Disabilities*;
- the Idaho Core Gift publication - *We are All Gifted*;
- Job Seeker Toolkits Targeted by Disability;
- Six animated videos on how SSI/SSDI and employment can work together (available in Spanish);
- Development of the state's Ticket to Work program which is designed to get SSI/SSDI recipients back into the workforce fulltime; and
- National participation in creating the Employer Engagement Capstone toolkit.

From the grant's initiation on October 1, 2016 through its final day of March 31, 2020, the state's AJCs served 339 WIOA Youth with disabilities and 899 total DEI participants. There were also great strides made with the Ticket to Work program that ended with 24 ticket assignments generating \$28,029 in revenue from milestone and outcome payments.

3. Other WIOA Partners

j. Idaho Division of Vocational Rehabilitation (IDVR) Success Story

Connor wanted to be a welder but struggled with his work and social skills. Recognizing this, he applied to his local Idaho Division of Vocational Rehabilitation (IDVR) program for assistance, hoping to receive individualized vocational counseling and guidance. His IDVR counselor worked with him to have him participate in a work-based learning experience so he could gain job and social skills training in this setting. After he graduated from Bonneville Technical High School, he enrolled in the College of Eastern Idaho's Workforce Training program, taking several evening classes where he earned two welding certificates. This led to an opportunity to participate in an IDVR On-the-Job training (OJT) activity. With the agency's help, he found a position at Eagle Rock Fabrication, Inc. in Idaho Falls where he now works in a full-time position, working 40 hours a week, earning \$9.50/hr. He is very motivated to further his welding career and plans to live independently in his own apartment.

k. Senior Community Service Employment Program (SCSEP) Success Stories

When Greg visited the office to inquire about SCSEP, he had been homeless and had not had any identification for many years. With a spotty work history, most of his income was unreported. He wasn't completely sold on enrolling in the program; it took him a couple of visits for him to decide to take the plunge. Once we helped him obtain identification, we proceeded to enroll him and placed him at Western Idaho Community Action Partnership training in their food bank. Working there for 7 months now, his confidence has increased as have his people skills. His host agency stated that he is a hard worker and is eager to learn new tasks, even suggesting improvements at the food bank. This month, he earned his forklift certification. He and the host agency are hoping that this training assignment can turn into unsubsidized employment.

Jessica began her first training assignment at Lemhi's After School Promise as a classroom assistant. Since this was a school year assignment, she went on to train at the Salmon Public Library as an assistant once school was over. When Jessica was not working as an assistant to the circulation clerk, she worked on her computer skills, specifically the MS Office suite. In October of 2019, Lemhi's After School Promise program called her, offering her a paid position as a classroom assistant at an hourly wage of \$10.55. The skills that Jessica acquired from her previous training, including the computer work at her Community Service Assignment at the library, gave her the abilities necessary to re-enter the workforce.

System-wide Initiatives

Rapid Response

During PY19, the state saw an increase in Rapid Response activity, as it provided information to workers affected by layoffs or plant closures at 33 different events across the state. 24 of these events were associated with WARN announcements, which accounted for 1,945 workers impacted in the layoffs. The remaining five Rapid Response events and their related layoffs affected 288 employees throughout Idaho.

Rapid Response teams offered information on a variety of services and benefits available to workers, including employment services, unemployment insurance benefits, and WIOA and TAA services. Since the state has been working with the state's Health Care Exchange administration, RR teams have offered information regarding access to the exchange, which most all of those participating would likely be eligible to take advantage of as a result of their change in employment status.

In light of the emergence of COVID-19, which closed many offices and businesses throughout the state, the Idaho Department of Labor's rapid response team came up with an alternative to making in-person company presentations to employees who are being laid off – a process temporarily discontinued due to the pandemic. A new automated PowerPoint presentation with a voiceover provides all the information typically discussed in person during these sessions. The presentation, along with redesigned supplemental materials distributed during the presentations, resides on the IDOL website, where employers and workers can view it to learn about our services. The PowerPoint presentation and materials are available in both English and Spanish. Employers may request the agency host a session by presenting the information via

Zoom, Skype, or other digital format, to be followed by a question and answer session to allow impacted workers the opportunity to ask about the various services available to them.

Sector Strategies

In PY19, the WIOA State Plan was updated to refine its sector strategies to meet the needs of the individuals who face barriers to employment in an economic climate where 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 the higher skilled jobs in these industries or leveraging entry-level employment in these industries 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 have been awarded to train an initial cohort of 30 individuals in the methodology. These individuals will then 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

Training on the TPM model will be completed by December 15, 2020.

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. Over the past few years, the Workforce Development Council has shifted its investment strategy to emphasize sector grants, investing over \$3m in PY19.

Career Pathways

Through the State's work-based learning initiative, Idaho LEADER (Learn.Do.Earn), all of 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 *ApprenticeshipIdaho* have moved the state forward significantly. The LEADER group has been working on the following priorities in support of career pathways:

- Implement and scale a youth apprenticeship initiative.
- Develop a list of high-quality degree and non-degree credentials. Processes used by Education Strategy Group, Texas CTE and Ohio’s TechCred programs are informing our approach.
- Launch a more robust Next Steps website to include college and career information for high school students, transitioning adults and influencers (i.e. parents, teachers, counselors, one-stop partners, etc.)
- Develop career pathways specific to rural Idaho to be housed in the Next Steps website.

Work-based Learning Opportunities, including Registered Apprenticeships

By concurrently managing two statewide grants focused on apprenticeships, Idaho has made significant headway in further development of its Registered Apprenticeship (RA) program as a workforce solution for employers throughout the state in Program Year 2019. Significant work has been accomplished in the areas of:

- capacity building,
- hiring and training new *ApprenticeshipIdaho* staff consisting of a program supervisor and two RA coordinators,
- strategic planning and program design,
- management information system (MIS) development,
- communication and outreach planning and engagement,
- communication collateral development,
- procedural development,
- talent pipeline flow,
- employer experience mapping, and data collection procedures.

As a result of these efforts, the state developed 88 new Registered Apprenticeship programs and related sponsorships, exceeding its projected goals for Idaho’s State Apprenticeship Expansion (SAE) grant, under its statewide apprenticeship effort, *ApprenticeshipIdaho*. Actual counts are noted in the table to the right.

PY 19 SAE Outcomes

	Target	Achieved	Goal %
RA enrollments	500	536	107%
Business engagements	507	839	165%
New RA occupations programs	98	112	114%

Although PY19 was heavily focused on program design and implementation for the state's Apprenticeship State Expansion (ASE) grant, *ApprenticeshipIdaho* staff developed 90 new Registered Apprenticeship programs, enrolled 183 apprentices and engaged 224 businesses during the year.

The first statewide Virtual Apprenticeship Accelerator event took place during this PY to meet employers' needs through the youth apprenticeship program known as STRAP (School to Registered Apprentice Program). This provided an opportunity for multiple workforce partners to communicate with school administrators and career counselors and inform them of various student apprenticeship programs available and how they could connect to these RA opportunities. The two-hour virtual event included a one-hour plenary session of several speakers discussing the value of youth/registered apprenticeships and the funding opportunities available in Idaho. The main session was followed by three facilitated breakouts focused on:

- 1) helping schools partner with RA sponsors with STRAPs;
- 2) helping existing RA sponsors develop STRAPs;
- 3) helping employers understand the benefits and process of developing RA programs.

More than 260 individuals signed up to participate, of which 182 attended the plenary session, and 120 individuals participated in the breakout discussions.

During PY19, the Idaho State Board of Education (through the Division of Career & Technical Education) applied for and received a \$1.99m Closing the Skills Gap grant from USDOL. In addition, the Idaho Workforce Development Council, applied for and received a \$2.5m Youth Apprenticeship Readiness grant from USDOL. Collectively, including the State Apprenticeship Expansion grant administered by the Idaho Department of Labor (*ApprenticeshipIdaho*), nearly \$6m is being invested to scale registered apprenticeship in Idaho over the next 4 years. Significant collaboration is underway to coordinate services to both employers and apprentices under the grants.

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 quote from one of the teachers involved is below:

I started teaching about careers at the beginning of the year and we made a giant city that helped us talk about who worked where. Now we are moving into groups that will make a small city and they will pick 3-4 careers that they really want to learn about. My hope is to just start the conversation with them about what is out there in the world after high school. I would love for you to come and have them present their cities. Remember they are only in first grade, and their cities are made out of sacks, but it is a fun thing to build and talk about. I am sure every year I do this activity it will get better as I work out the kinks.

Twenty-six educators started externships in June 2020.

Performance Accountability

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.

For the second year of implementation, the state noted that its reported results for PY19 were very positive for these two measures. The rate for *Retention with Same Employer at 2nd and 4th Quarters after Exit* was 64 percent. With Idaho's unemployment rate at 5.8% at the end of PY19, in what may be considered a very difficult period for job seekers across the state and the country because of the pandemic, it is still an impressive outcome to have the majority of job seekers remain with their new employer after program participation in this difficult time.

As for the *Employer Penetration Rate*, the state's workforce development system and its partners were able to provide a service or assist 7,711 businesses or 11.3 percent of all employers in Idaho. This highlights the system's very strong relationship with Idaho employers as a significant number of businesses are using WIOA-partner agencies when looking to fill job openings, elicit information on various programs, utilize training services, etc.

A deeper dive into the breakdown of Employer Services, shows that most of these fall under Workforce Recruitment Assistance. However, a full 61.17 percent of all services provided comes under staff providing employer information or support services. Although encouraged by the positive results, program staff note that efforts are underway to consolidate reporting of Employer Services among the core partners. The current process for collecting information about partner services to employers does not verify the employers as unique establishments as reported in the Quarterly Census of Employment and Wages.

Negotiated Performance and Outcomes

Tables 1, 2, 3, and 4 on the following page highlight Idaho's PY18 and PY19 negotiated levels of performance and available outcomes for Title I-B (Adult, Dislocated Workers and Youth) and Title III (Wagner- Peysen/ES). The U.S. Dept. of Labor only requires states to provide information on these two WIOA titles. However, the state has chosen to include outcomes from its WIOA Title II Adult Education and Title IV Vocational Rehabilitation programs to feature all its WIOA core programs. Actual statewide performance reports for Title I and Title III programs are noted under Appendix B.

Program Year 2019 was the fourth year of the Workforce Innovation and Opportunity Act. The WIOA performance reports are based on the federal Program Year (FPY), which runs from July 1 – June 30. Performance levels shown are measured in terms of percentages.

Table 1. Employment (Second Quarter after Exit)

Program	PY 2018 Negotiated Performance Level	PY 2018 Outcomes	PY 2019 Negotiated Performance Level	PY 2019 Outcomes
Adults	77.0	85.75	78.0	85.03
Dislocated Workers	85.90	83.46	86.9	81.8
Youth	69.50	80.35	70.5	80.8
Adult Education	Baseline	NA	Baseline	39.1
Wagner-Peyser	65.6	72.90	66.6	69.6
Vocational Rehabilitation	Baseline	NA	Baseline	59.3

Table 2. Employment (Fourth Quarter after Exit)

Program	PY 2018 Negotiated Performance Level	PY 2018 Outcomes	PY 2019 Negotiated Performance Level	PY 2019 Outcomes
Adults	46.0	80.98	49.0	85.6
Dislocated Workers	49.0	83.47	53.0	83.9
Youth	50.0	79.75	52.0	83.0
Adult Education	Baseline	NA	Baseline	39.1
Wagner-Peyser	49.0	72.94	51.0	70.2
Vocational Rehabilitation	Baseline	NA	Baseline	54.6

Table 3. Median Earnings (Second Quarter after Exit)

Program	PY 2018 Negotiated Performance Level	PY 2018 Outcomes	PY 2019 Negotiated Performance Level	PY 2019 Outcomes
Adults	\$6,000	\$7,202	\$6,100	\$6,596
Dislocated Workers	\$7,241	\$8,016	\$7,400	\$7,923
Youth	Baseline	\$3,912	Baseline	\$4,485
Adult Education	Baseline	NA	Baseline	\$4,570
Wagner-Peyser	\$4,859	\$5,743	\$5,110	\$5,912
Vocational Rehabilitation	Baseline	NA	Baseline	\$4,055

Table 4. Credential Attainment Rate

Program	PY 2018 Negotiated Performance Level	PY 2018 Outcomes	PY 2019 Negotiated Performance Level	PY 2019 Outcomes
Adults	50.0	63.67	53.0	74.7
Dislocated Workers	45.00	69.05	50.0	77.2
Youth	52.0	104.9	55.0	53.8
Adult Education	Baseline	NA	Baseline	53.4
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	Baseline	NA	Baseline	NA

Customer Satisfaction

The first objective of the Idaho Department of Labor's State Strategic Plan for 2020-2024 is "Improve and enhance internal and external customer service", which is crucial to addressing and measuring customer satisfaction across WIOA programs and the agency overall.

The agency developed four strategies and tactics to achieve this objective. The first is to provide high quality, ongoing staff training in exemplary customer service, beginning by identifying customer service training needs within each individual department/division. The development and provision of department and division-specific customer service training to address those needs then takes place.

Consistent and streamlined service delivery developed and provided to customers via phone and face-to-face practices follow this initial step. Business process training needs will then be identified within each individual department/division so that specific training can be presented to ensure correct and timely responses to customers.

Along with these changes, department will concentrate improving its website with a focus on making navigation easier. This includes the development and distribution of a regularly scheduled review of each department's and division's information, noting content updates and current contact information.

And, lastly, customer service materials that may appear on the website, will undergo review to improve customer access to department resources. Subject matter experts from each department and division have been shared with other departments and divisions to facilitate an easier internal information exchange. SMEs will also identify the needs for updating current materials and the potential development of additional materials for the benefit of customers.

This goal/measure will be assessed via a quantitative means via employee participation in the effort, as well as via internal and external customer assessment.

Data Validation Policy/Process

As a grantee receiving funding under USDOL Employment and Training Administration (ETA) programs, the Idaho Department of Labor is required to maintain and report accurate and reliable program and financial information. Data validation requires the state to ascertain the validity, accuracy and reliability of report and participant record data submitted to the ETA, as set forth in section 116 of WIOA.

Data validation consists of two separate functions: report validation (RV) and data element validation (DEV). Report validation checks the accuracy of the state calculations used to generate the ETA quarterly and annual performance reports as submitted through the Workforce Integrated Performance System (WIPS). Data element validation checks the validity, accuracy and reliability of the data used by the state to perform the calculations.

The state conducted its DEV for PY19 under the policy it developed with WIOA guidelines in mind, and implemented the practice via the department's Workforce Administration staff using selected samples from: WIOA Title I-B core programs, including Adult, Dislocated workers, and Youth programs; Wagner-Peyser; Jobs for Veterans State Grant; and FY Trade Act programs. Data from the multiple programs' Participant Individual Record Layout (PIRL) reports submitted through

WIPS and the Trade Act Participant Report (TAPR) were compared to source documentation found in program exit records. Please refer to Appendix A to review the state's DEV policy.

Common Exits

Soon after the passage of WIOA, the Idaho Department of Labor secured a management information system (MIS) that served as a repository for not only all of its WIOA Title IB formula programs, but also for Wagner-Peyser/Employment-Services, Trade Adjustment Assistance, and discretionary grant programs. Provided by America's Job Link Alliance, this system, *IdahoWorks*, integrates labor exchange, case management, and reporting functions. The system also provides a common exit for individuals in the WIOA Title I-B and III programs. As outlined under WIOA, participants 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.

Evaluation Update

Under the direction of Idaho's Workforce Development Council, the One-Stop Committee will develop evaluation strategies and processes as required by Section 116(e) of WIOA. These strategies and processes will establish, implement, and utilize methods for continuously improving core programs in order to achieve high-level performance within, and high-level outcomes from, the workforce development system.

Idaho's Workforce Data Quality Initiative grant helps to engage core WIOA programs to coalesce data sets, based upon the WIOA Joint Performance Report template, for the purposes of program evaluations, in addition to assisting with outcomes reporting and predictive analysis. Building upon the existing State Longitudinal Data System (SLDS), the grant will allow for data exchange between disparate MISs while maintaining appropriate data security and compliance requirements. All the core partners have a current MOU with the Unemployment Insurance program via the Idaho Department of Labor to use wage records from the UI system for WIOA performance reporting and evaluations.

Future evaluations facilitated through the WDQI process will be designed with input from the Workforce Development Council and in conjunction with the state agencies responsible for the administration of the core programs. The frequency, scope, and content of such evaluations may be determined by several factors, including but not limited to: performance gaps identified in program assessments, compliance with federal regulations, and the feasibility of such evaluations based on resources and funding. All partners in the one-stop system will work with their federal oversight agencies to participate in evaluation projects as requested.

For PY19, the state developed a plan to analyze the impact of the Idaho Department of Labor's new mobile service delivery model which it implemented the previous program year. Unfortunately, the advent of COVID-19 negatively affected the implementation of this plan, delaying the state's progress due to the suspension of mobile services through at least the end of PY19. As a result, Idaho has not had the opportunity to gather the data to support this critical study during this period. The state expects to identify a new evaluation topic in the coming PY, utilizing its future participation in the WIOA Evaluation Peer Learning Cohort as a means of driving this effort.

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

The state of Idaho has one waiver currently in effect for the 2020-2023 WIOA Combined State Plan.

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 of 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 State Workforce Development Council (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 that 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 has continued to use the flexibility of this waiver to allow the Workforce Development Council to serve as the local workforce board throughout the state. 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. As noted earlier, since then these former administrative funds have been utilized as program funds allowing for more participants to be served and has since permitted 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 \$1,976,960 which, in 2020, amounts to just under over 31.2 percent of the state's total WIOA Title IB allotment from USDOL.

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 provides an additional benefit to board members, as they are able to gain a full perspective of WIOA activities throughout the state and recognize that all areas of the state face similar challenges.

APPENDICES

APPENDIX A – ID State WIOA Data Validation Policy

APPENDIX B - ID PY19 Statewide Performance Reports

TITLE I-B	ADULT
TITLE I-B	DISLOCATED WORKER
TITLE I-B	YOUTH
TITLE III	WAGNER-PEYSER
EFFECTIVENESS SERVING EMPLOYERS	

Appendix A – ID Data Validation Policy

WIOAB 09-19

TO: All WIOA Core Programs and TAA Programs

FROM: Kristyn Carr, Workforce Programs Operations Manager
Administrative Services Division
WDQI Core Program Policy Team Members
Gail Richardson, IDOL
Teresa Pitt, IDVR
Mike Walsh, ICBVI
Molly Valeschini, ICTE

SUBJECT: Joint Policy on Data Validation for Required Core Programs (Titles IB, II, III and IV- Vocational Rehabilitation Programs) of the Workforce Innovation and Opportunity Act and the Trade Act

DATE: January 17, 2020

Purpose

To provide guidance regarding Data Validation requirements for jointly required performance data submitted under the Workforce Innovation Opportunity Act (WIOA) and the Trade Adjustment Assistance (TAA) programs. The Idaho Department of Labor (IDOL) as the Governor’s WIOA and Trade Act administrative entity, with the support of the Idaho Division of Vocational Rehabilitation, the Idaho Commission for the Blind and Visually Impaired and the Idaho Division of Career and Technical Education, provides this issuance as guidance to the workforce system on the State of Idaho’s Data Validation and Source Documentation Requirements for the WIOA Title IB Programs, Title II Programs for Adult Education and Literacy, Wagner-Peyser Employment Services as amended by WIOA Title III (except for subclauses (IV) and (V)), WIOA Title IV Vocational Rehabilitation programs, National Dislocated Worker Grant (NDWG) Programs, the Trade Adjustment Assistance Programs.

Background

The State as a grantee receiving funding under U.S. Departments of Labor (DOL) and Education (ED) requires WIOA programs to maintain and report accurate and reliable program and financial information. Data validation requires the State to ascertain the validity, accuracy and reliability of report and participant record data submitted to the DOL and ED, as set forth in

section 116 of WIOA.

Data validation consists of two separate functions: report validation (RV) and data element validation (DEV). Report validation checks the accuracy of the state calculations used to generate the DOL and ED quarterly and annual performance reports as submitted through the Workforce Integrated Performance System (WIPS), the annual report as submitted through the National Reporting System for Adult Education (NRS), and the quarterly RSA-911 report as submitted through the Management Information System (MIS) to RSA. Data element validation checks the validity, accuracy and reliability of the data used by the state to perform the calculations.

DEV is an annual activity conducted by Idaho's WIOA core partner administrative staff. Selected samples of Participant Individual Record Layout (PIRL) data reported on the most current annual report submitted through WIPS and fiscal year Trade Act Participant Report (TAPR) are reviewed against source documentation in exiter records for compliance with federal definitions. The State also validates Wagner-Peyser records. See DEV Procedures, per core partner agency, for additional information.

Core partners also conduct annual case file reviews on a sample of open and closed cases to help ensure that source documentation requirements are being met. Training and Employment Guidance Letter (TEGL) 07-18 and RSA Technical Assistance Circular (TAC) 19-01 contains the most current Guidance for Validating Jointly Required Performance Data Submitted under WIOA, with source documentation requirements.

Policy:

It is the State's policy to ensure, to the maximum extent feasible, the accuracy of the data entered by WIOA Core partners, into federally-required management information systems. This policy and its correlating procedures shall establish and maintain a data validation system pursuant to DOL and ED requirements.

Requirement to Validate Data Elements

Recipients of WIOA Title IB, Title II, Title III, Title IV, NDWG and TAA funds are required to collect and report accurate information for each of these programs. DOL and ED recommends quarterly DEV to maintain and demonstrate system integrity, and identify and correct problems associated with reporting processes. Additionally, DOL and ED mandates annual assessment of the accuracy of submitted participant data as well as training on data validation elements and supporting documentation guidelines.

Alignment of DEV and Eligibility Documentation

Although DEV does not validate participant eligibility, it is the policy of the state to utilize DEV documentation requirements, as outlined in TEGL 7-18 or for Title IV programs, RSA-TAC-19-01 (for joint reporting measures) and “Guidelines: Supporting Documentation for Case Service Report (RSA-911)” (for Title IV – specific measures), as the foundation for WIOA program eligibility documentation for all eligibility components included under DEV requirements.

The alignment of these requirements will increase efficiencies and ensure DEV requirements are met (for eligibility components) at the time of participant enrollment. In this way, DEV documentation will fulfill certain eligibility documentation requirements.

IDOL’s/IDVR’s/ICBVI’s/ICTE’s annual Case File Reviews of program participants comprehensively address eligibility for their respective programs as a part of the broader case review, specifically looking for documentation to support eligibility determinations.

Definitions

Data Element Validation (DEV) – The federally mandated process by which the state annually assesses the accuracy of a sampling of reported participant data against source documents in program exiters’ files for compliance with federal definitions (refer to TEGL 7-18, TAC 19-01 and “Guidelines: Supporting Documentation for Case Service Report (RSA-911)”).

Personally Identifiable Information and Record Retention

All records must be maintained in compliance with federal requirements for personally identifiable information and the local area’s procedures. See Idaho Department of Labor’s Technical Assistance Guide (TAG) and IDVR’s and ICBVI’s Security & PII Awareness Acknowledgement for additional information.

Records are to be maintained per WIOA core partner agency policy requirements, based upon participant program exit date and award period end date. Record retention period may be extended if audit has not been completed.

Applicability

The following programs are subject to the Data Validation policy and procedures:

- WIOA Title IB Adult, Dislocated Worker, Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser Employment Services

WIOA Title IV Vocational Rehabilitation
National Dislocated Worker Grants
Trade Act Trade Adjustment Assistance

Procedures

The Workforce Administration Division of IDOL holds primary responsibility for executing WIOA Title I and III, Trade Act TAA and NDWG data validation procedures. DEV procedures include:

- Description of DEV Process
 - IdahoWorks – AJLA sampling
 - Quarterly data edit-checking prior to federal report submission
 - Quarterly desktop monitoring
 - Correcting errors or missing data and verification of corrections
 - Annual assessment of effectiveness of data validation process
- Annual data validation training requirements

The State Coordinator of Adult Education and GED Administrator holds primary responsibility for executing data validation procedures for Adult Education and Literacy under WIOA Title II programs. Their DEV procedures include:

- Quarterly desk audits
- Annual training with OCTAE's National Reporting System
- Bi-annual project director meetings which include data validation training and review

The IDVR and ICBVI staff are primarily responsible for validating data for the Title IV programs. Their DEV procedures include:

- Quarterly SQL querying of AWARE and ORION management information systems to report and verify anomalies or correct known errors in case management data.
- Verify data quarterly against RSA tables and Alliance open source edit checker.
- Submit data to RSA.
- Annual case file review
- Annual data validation training

Refer to Data Validation DEV Procedures, by agency, for detailed information.

Action Required

This guidance should be shared with all program supervisory, career planning and case management staff and instructors responsible for the maintenance of customer records for programs identified in section above titled **Applicability**.

References and Links

- The Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law (Pub. L. 113- 128))
- WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions, 81 Fed. Reg. 55791 (Aug. 19, 2016)
- WIOA Joint Performance Accountability Information and Reporting System, OMB Control Number 1205-0526
- U.S. Department of Labor/Employment and Training Administration Training and Employment Guidance Letter (TEGL) No. 7-18
- 20 CFR 676-678, 34 CFR 361, 34 CFR 463 (WIOA Joint Final Rules – OCTAE, RSA, ETA)
- U.S. Department of Labor/Employment and Training Administration Training and Employment Guidance Letter (TEGL) No. 19-16 (Service Delivery for Adult and Dislocated Worker Programs under WIOA Title I and ES Program, as amended by WIOA Title III, Under the WIOA Final Rule)
- U.S. Department of Labor/Employment and Training Administration Training and Employment Guidance Letter (TEGL) No. 21-16 (Guidance and Planning Information for WIOA Title I Youth Formula Funds)
- 2 CFR 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards)
- <http://www.ed.gov/AEFLA>
- <http://www2.ed.gov/about/offices/list/osers/rsa/wioa-reauthorization.html>
- <http://www.doleta.gov/wioa>
- <http://www.doleta.gov/performance>

- WIOA Technical Assistance Guide:
<https://www.labor.idaho.gov/dnn/Portals/0/WIOA/Tags/wioa-technical-assistance-guide.pdf?v=111>
- Agency-specific (IDOL, ICTE, IDVR, ICBVI) Data Validation - DEV Procedures
- <https://www2.ed.gov/policy/speced/guid/rsa/subregulatory/tac-19-01.pdf> [fix fonts]
- <https://www2.ed.gov/rschstat/eval/rehab/supporting-documentation-for-case-service-report.pdf>
- Idaho Division of Vocational Rehabilitation, Security and PII Awareness Policy
- Idaho Commission for the Blind and Visually Impaired, Security and PII Awareness Policy
- IDOL Security and Awareness Training Policy No. AT-1

Questions

For general questions regarding this guidance, contact Gail Richardson, Business Analyst, Workforce Programs, Administrative Services Division, IDOL at Gail.Richardson@labor.idaho.gov.

Appendix B – Title I-B Adult Performance Report, pt. 1

Statewide Performance Report													Certified in WIPS: 9/25/2020 2:18 PM MDT	
PROGRAM WIOA Adult						TITLE (select one):								
STATE: Idaho		Title I Local Area:				Title I Adult		<input checked="" type="checkbox"/>		Title II Adult Education		<input type="checkbox"/>		
REPORTING PERIOD COVERED (Required for current and three preceding years.)						Title I Dislocated Worker		<input type="checkbox"/>		Title III Wagner-Peyser		<input type="checkbox"/>		
From (mm/dd/yyyy) : 7/1/2019 To (mm/dd/yyyy) : 6/30/2020						Title I Youth		<input type="checkbox"/>		Title IV Vocational Rehabilitation		<input type="checkbox"/>		
						Title I and Title III combined		<input type="checkbox"/>						
SUMMARY INFORMATION														
Service		Participants Served Cohort Period:		Participants Exited Cohort Period:		Funds Expended Cohort Period:		Cost Per Participant Served Cohort Period:						
Career Services		924		619		\$1,180,969		\$1,278						
Training Services		379		249		\$448,063		\$1,182						
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:						
63.7%				71.5%				8.8%						
BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) ² Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) ² Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		932	627	Negotiated Targets		78.0%		49.0%	\$6,100		53.0%		Baseline	
				Actual	308	85.3%	304	85.6%	\$6,593	195	74.7%	115	30.5%	
Sex	Female	507	314		173	84.0%	174	86.6%	\$5,827	109	70.8%	69	29.1%	
	Male	425	313		135	87.1%	130	84.4%	\$7,698	86	80.4%	46	32.9%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	6	3		8	100.0%	10	100.0%	\$4,030	5	62.5%	1	33.3%	
	19 - 24	96	59		31	93.9%	38	82.6%	\$5,525	30	81.1%	19	32.2%	
	25 - 44	529	337		191	87.2%	205	91.1%	\$7,180	131	76.2%	78	33.9%	
	45 - 54	178	126		51	77.3%	35	71.4%	\$6,485	18	60.0%	15	25.0%	
	55 - 59	69	56		15	68.2%	10	62.5%	\$6,387	5	71.4%	2	11.8%	
	60+	54	46		12	92.3%	6	66.7%	\$4,946	6	85.7%	0	0.0%	
Ethnicity/Race	American Indian / Alaska Native	35	29		23	85.2%	16	88.9%	\$7,072	9	81.8%	6	42.9%	
	Asian	15	6		4	100.0%	1	100.0%	\$7,414	0		3	30.0%	
	Black / African American	25	13		9	75.0%	8	88.9%	\$6,485	6	75.0%	5	27.8%	
	Hispanic / Latino	132	84		47	92.2%	46	93.9%	\$6,779	30	76.9%	29	42.6%	
	Native Hawaiian / Pacific Islander	6	4		2	100.0%	1	50.0%	\$8,888	0	0.0%	0	0.0%	
	White	766	519		249	84.4%	245	85.1%	\$6,488	158	75.2%	81	28.0%	
	More Than One Race	22	17		14	82.4%	9	100.0%	\$3,980	6	85.7%	2	18.2%	

Appendix B – Title I-B Adult Performance Report, pt. 2

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	932	627	Negotiated Targets		78.0%		49.0%	\$6,100		53.0%		Baseline
			Actual	308	85.3%	304	85.6%	\$6,593	195	74.7%	115	30.5%
Displaced Homemakers	21	16		15	88.2%	7	70.0%	\$5,548	4	50.0%	0	0.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	98	58		33	86.8%	27	71.1%	\$5,551	13	52.0%	20	35.7%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	15	7		5	100.0%	2	100.0%	\$7,302	0	0.0%	0	0.0%
Ex-offenders	143	111		74	87.1%	39	84.8%	\$7,302	23	88.5%	19	29.2%
Homeless Individuals / runaway youth	54	48		28	90.3%	17	77.3%	\$5,966	5	71.4%	7	36.8%
Long-term Unemployed or more consecutive weeks) ⁽²⁷⁾	158	103		79	81.4%	57	74.0%	\$5,551	49	86.0%	20	28.2%
Low-Income Individuals	665	446		282	84.4%	280	85.4%	\$6,557	183	75.3%	98	32.1%
Migrant and Seasonal Farmworkers	14	10		4	100.0%	5	100.0%	\$8,388	2	50.0%	1	50.0%
Individuals with Disabilities (incl. youth)	146	96		57	91.9%	53	84.1%	\$4,954	30	68.2%	20	37.0%
Single Parents (Incl. single pregnant women)	287	183		98	86.0%	94	87.0%	\$6,557	63	74.1%	45	36.0%
Youth in foster care or aged out of system	0	0		1	100.0%	1	100.0%	\$3,427	0		0	

ADDITIONAL COMMENTS:												

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-0NEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Appendix B – Title I-B Dislocated Worker Performance Report, pt. 1

Statewide Performance Report													Certified in WIPS: 9/25/2020 2:26 PM MDT	
PROGRAM WIOA Dislocated Worker							TITLE (select one):							
STATE: Idaho		Title I Local Area:					Title I Adult		<input type="checkbox"/> Title II Adult Education		<input type="checkbox"/>			
REPORTING PERIOD COVERED (Required for current and three preceding years.)							Title I Dislocated Worker		<input checked="" type="checkbox"/> Title III Wagner-Peyser		<input type="checkbox"/>			
From (mm/dd/yyyy): 7/1/2019			To (mm/dd/yyyy): 6/30/2020				Title I Youth		<input type="checkbox"/> Title IV Vocational Rehabilitation		<input type="checkbox"/>			
							Title I and Title III combined		<input type="checkbox"/>					
SUMMARY INFORMATION														
Service		Participants Served Cohort Period:		Participants Exited Cohort Period: 4/1/2019-3/31/2020		Funds Expended Cohort Period: 7/1/2019-6/30/2020		Cost Per Participant Served Cohort Period: 7/1/2019-6/30/2020						
Career Services		449		265		\$978,755		\$2,180						
Training Services		292		174		\$426,365		\$1,460						
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:						
57.1%				81.0%				7.7%						
BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) ² Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) ² Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		457	269	Negotiated Targets		86.9%		53.0%	\$7,400		50.0%		Baseline	
				Actual	220	81.8%	230	83.9%	\$7,923	132	77.2%	58	22.8%	
Sex	Female	256	147		110	79.7%	114	81.4%	\$7,225	62	79.5%	29	22.0%	
	Male	198	120		109	83.8%	116	86.6%	\$8,787	70	75.3%	28	23.5%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	0	0		0		0			0		0		
	19 - 24	18	6		3	75.0%	10	100.0%	\$11,099	5	62.5%	2	25.0%	
	25 - 44	208	119		111	84.7%	109	87.2%	\$7,868	67	81.7%	31	24.6%	
	45 - 54	137	80		65	82.3%	67	83.8%	\$9,152	36	75.0%	15	20.8%	
	55 - 59	59	39		25	78.1%	34	77.3%	\$6,301	19	79.2%	8	23.5%	
	60+	35	25		16	69.6%	10	66.7%	\$7,391	5	55.6%	2	14.3%	
Ethnicity/Race	American Indian / Alaska Native	16	8		8	80.0%	5	62.5%	\$6,859	3	75.0%	0	0.0%	
	Asian	16	8		5	83.3%	7	100.0%	\$7,679	2	66.7%	1	10.0%	
	Black / African American	5	2		6	85.7%	6	100.0%	\$7,358	2	66.7%	0	0.0%	
	Hispanic / Latino	54	25		22	88.0%	17	85.0%	\$7,534	9	75.0%	6	19.4%	
	Native Hawaiian / Pacific Islander	1	0		0		0			0		0		
	White	390	231		194	82.2%	199	82.9%	\$7,711	118	79.2%	50	23.0%	
	More Than One Race	8	3		8	88.9%	4	80.0%	\$6,859	1	100.0%	0	0.0%	

Appendix B – Title I-B Dislocated Worker Performance Report, pt. 2

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	457	269	Negotiated Targets		86.9%		53.0%	\$7,400		50.0%		Baseline
			Actual	220	81.8%	230	83.9%	\$7,923	132	77.2%	58	22.8%
Displaced Homemakers	56	43		23	76.7%	22	75.9%	\$7,138	16	72.7%	7	24.1%
English Language Learners, Low Levels of Literacy, Cultural Barriers	19	12		15	83.3%	12	92.3%	\$5,023	0	0.0%	2	28.6%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	2	3		1	33.3%	3	75.0%	\$7,062	1	50.0%	0	
Ex-offenders	43	24		14	82.4%	14	93.3%	\$8,803	7	77.8%	5	25.0%
Homeless Individuals / runaway youth	11	7		6	85.7%	3	75.0%	\$8,321	2	66.7%	1	100.0%
Long-term Unemployed or more consecutive weeks) ⁽²⁷⁾	68	53		39	69.6%	44	71.0%	\$8,105	25	69.4%	8	21.6%
Low-Income Individuals	221	133		108	85.7%	107	83.6%	\$6,937	60	74.1%	27	23.5%
Migrant and Seasonal Farmworkers	3	2		2	100.0%	0		\$9,767	0		0	0.0%
Individuals with Disabilities (incl. youth)	47	28		19	70.4%	22	75.9%	\$7,175	11	57.9%	10	47.6%
Single Parents (Incl. single pregnant women)	129	71		59	79.7%	60	80.0%	\$7,362	39	78.0%	19	25.3%
Youth in foster care or aged out of system	0	0		0		0			0		0	

ADDITIONAL COMMENTS:												

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-0NEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Appendix B – Title I-B Youth Performance Report, pt. 1

Statewide Performance Report												Certified in WIPS: 9/25/2020 3:36 PM MDT		
PROGRAM WIOA Youth						TITLE (select one):								
STATE: Idaho		Title I Local Area:				Title I Adult		<input type="checkbox"/>		Title II Adult Education		<input type="checkbox"/>		
REPORTING PERIOD COVERED (Required for current and three preceding years.)						Title I Dislocated Worker		<input type="checkbox"/>		Title III Wagner-Peyser		<input type="checkbox"/>		
From (mm/dd/yyyy) : 7/1/2019		To (mm/dd/yyyy) : 6/30/2020				Title I Youth		<input checked="" type="checkbox"/>		Title IV Vocational Rehabilitation		<input type="checkbox"/>		
						Title I and Title III combined		<input type="checkbox"/>						
SUMMARY INFORMATION														
Service		Participants Served Cohort Period:		Participants Exited Cohort Period:		Funds Expended Cohort Period:		Cost Per Participant Served Cohort Period:						
Career Services		618		423		\$1,267,378		\$2,051						
Training Services		236		164		\$316,378		\$1,341						
Percent training-related employment ¹ :				Percent enrolled in more than one core program:				Percent Admin Expended:						
45.5%				46.9%				8.2%						
BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2018-6/30/2019		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019		Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		618	423	Negotiated Targets		70.5%		52.0%	Baseline		55.0%		Baseline	
				Actual	214	80.8%	195	83.0%	\$4,485	100	53.8%	94	24.0%	
Sex	Female	307	205		91	79.8%	94	79.7%	\$4,407	52	52.0%	45	21.6%	
	Male	309	217		123	82.0%	101	86.3%	\$4,517	48	55.8%	48	26.4%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	273	171		65	72.2%	78	83.9%	\$2,802	38	48.7%	30	16.0%	
	19 - 24	345	252		149	85.1%	117	82.4%	\$4,967	62	57.4%	64	31.4%	
	25 - 44	0	0		0		0			0		0		
	45 - 54	0	0		0		0			0		0		
	55 - 59	0	0		0		0			0		0		
	60+	0	0		0		0			0		0		
Ethnicity/Race	American Indian / Alaska Native	31	20		12	100.0%	10	66.7%	\$4,962	6	54.5%	5	22.7%	
	Asian	9	11		7	87.5%	2	50.0%	\$6,591	1	50.0%	2	33.3%	
	Black / African American	31	14		7	87.5%	8	66.7%	\$5,555	3	37.5%	8	40.0%	
	Hispanic / Latino	155	114		52	91.2%	34	81.0%	\$4,832	16	47.1%	28	26.4%	
	Native Hawaiian / Pacific Islander	3	6		2	66.7%	2	50.0%	\$3,983	1	50.0%	1	50.0%	
	White	488	340		173	79.4%	167	83.9%	\$4,407	87	55.1%	65	21.2%	
	More Than One Race	28	22		10	83.3%	9	50.0%	\$5,481	6	54.5%	6	31.6%	

Appendix B – Title I-B Youth Performance Report, pt. 2

BY EMPLOYMENT BARRIER ¹												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate		Earnings	Num	Rate	Num
Total Statewide	618	423	Negotiated Targets		70.5%		52.0%	Baseline		55.0%		Baseline
			Actual	214	80.8%	195	83.0%	\$4,485	100	53.8%	94	24.0%
Displaced Homemakers	1	0		3	100.0%	2	100.0%	\$5,109	1	100.0%	0	0.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	223	145		69	78.4%	56	76.7%	\$3,549	24	39.3%	34	22.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	2	2		1	100.0%	3	100.0%	\$8,887	2	66.7%	0	0.0%
Ex-offenders	197	150		67	80.7%	49	77.8%	\$4,508	22	47.8%	23	19.0%
Homeless Individuals / runaway youth	67	52		26	70.3%	30	88.2%	\$2,982	12	48.0%	5	14.3%
Long-term Unemployed (27 or more consecutive weeks)	250	174		58	63.7%	47	68.1%	\$3,424	17	37.0%	33	21.9%
Low-income Individuals	557	383		190	80.5%	174	82.1%	\$4,421	87	51.8%	85	24.4%
Migrant and Seasonal Farmworkers	26	14		6	100.0%	4	100.0%	\$5,922	1	50.0%	0	
Individuals with Disabilities (incl. youth)	157	110		43	75.4%	59	85.5%	\$4,787	32	66.7%	25	26.9%
Single Parents (Incl. single pregnant women)	119	90		47	75.8%	45	86.5%	\$4,405	26	65.0%	20	25.6%
Youth in foster care or aged out of system	23	12		3	75.0%	5	83.3%	\$987	4	80.0%	2	18.2%
ADDITIONAL COMMENTS:												

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

Appendix B – Wagner-Peyser Performance Report, pt. 1

Statewide Performance Report		Certified in WIPS: 9/30/2020 3:56 PM MDT		
PROGRAM Wagner-Peyser		TITLE (select one):		
STATE: Idaho	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser	<input checked="" type="checkbox"/>
From (mm/dd/yyyy): 7/1/2019 To (mm/dd/yyyy): 6/30/2020		<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/>
		<input type="checkbox"/> Title I and Title III combined		

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	14,814	15,326	\$4,970,663	\$336
Training Services	565	364	\$0	\$0
Percent training-related employment¹:		Percent enrolled in more than one core program:		Percent Admin Expended:
		8.2%		N/A

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) ² Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) ² Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019	Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		14,818	15,331	Negotiated Targets		66.6%		51.0%	\$5,110				
				Actual	9,199	69.6%	8,087	70.2%	\$5,912				
Sex	Female	6,612	6,669		3,901	69.6%	3,572	71.4%	\$5,215				
	Male	8,085	8,523		5,251	69.8%	4,488	69.4%	\$6,598				
Age	< 16	64	110		13	15.3%	11	30.6%	\$1,035				
	16 - 18	538	721		248	36.2%	211	42.7%	\$2,215				
	19 - 24	1,316	1,389		974	76.7%	906	75.9%	\$4,828				
	25 - 44	5,992	5,994		3,925	75.2%	3,602	75.0%	\$6,394				
	45 - 54	3,245	3,347		2,014	72.2%	1,744	73.0%	\$6,411				
	55 - 59	1,718	1,754		1,017	68.9%	890	69.9%	\$6,134				
	60+	1,945	2,016		1,008	59.5%	723	54.2%	\$4,980				
Ethnicity/Race	American Indian / Alaska Native	581	609		368	64.6%	289	64.9%	\$5,258				
	Asian	215	206		92	59.0%	91	71.1%	\$6,558				
	Black / African American	247	262		161	70.9%	137	69.2%	\$5,157				
	Hispanic / Latino	1,736	1,874		1,096	72.6%	1,025	75.2%	\$5,852				
	Native Hawaiian / Pacific Islander	88	99		51	68.9%	54	79.4%	\$6,742				
	White	12,019	12,326		7,444	69.7%	6,515	69.8%	\$5,900				
	More Than One Race	336	346		205	66.8%	171	68.4%	\$5,545				

Appendix B – Wagner-Peyser Performance Report, pt. 2

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ⁵	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	14,818	15,331	Negotiated Targets		66.6%		51.0%	\$5,110				
			Actual	9,199	69.6%	8,087	70.2%	\$5,912				
Displaced Homemakers	95	101		67	62.6%	62	66.0%	\$5,209				
English Language Learners, Low Levels of Literacy, Cultural Barriers	415	407		228	68.7%	204	66.4%	\$5,468				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	84	88		39	58.2%	20	71.4%	\$4,607				
Ex-offenders	266	264		130	67.0%	101	68.7%	\$4,984				
Homeless Individuals / runaway youth	322	345		182	61.5%	198	71.7%	\$5,135				
Long-term Unemployed or more consecutive weeks) ⁽²⁷⁾	445	394		247	63.3%	300	61.9%	\$3,836				
Low-Income Individuals	3,839	3,919		2,711	74.1%	2,516	73.6%	\$5,209				
Migrant and Seasonal Farmworkers	166	183		108	76.6%	86	60.6%	\$5,955				
Individuals with Disabilities (incl. youth)	1,546	1,799		890	51.8%	743	55.0%	\$3,918				
Single Parents (Incl. single pregnant women)	563	556		425	76.4%	620	74.3%	\$5,737				
Youth in foster care or aged out of system	17	12		1	25.0%	2	66.7%	\$6,690				

ADDITIONAL COMMENTS:

Costs for the WP participants who received training services through other programs are listed as zero since Wagner Peyser does not provide those paid training services.

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

WIOA - EFFECTIVENESS IN SERVING EMPLOYERS

STATE: Idaho		PROGRAM YEAR: 2019		Certified in WIPS: 10/1/2020 12:44 PM	
PERIOD COVERED					
From (mm/dd/yyyy) : 7/1/2019 6:00 AM MDT To (mm/dd/yyyy) : 6/30/2020 6:00 AM MDT					
REPORTING AGENCY:					
Idaho Department of Labor					
EFFECTIVENESS IN SERVING EMPLOYERS					
Employer Services			Establishment Count		
Employer Information and Support Services			2,467		
Workforce Recruitment Assistance			4,717		
Engaged in Strategic Planning/Economic Development			30		
Accessing Untapped Labor Pools			288		
Training Services			134		
Incumbent Worker Training Services			0		
Rapid Response/Business Downsizing Assistance			52		
Planning Layoff Response			23		
Pilot Approaches			Numerator		Rate
			Denominator		
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			5,119		64.0%
			8,003		
Employer Penetration Rate			7,711		11.3%
			68,214		
Repeat Business Customers Rate					
State Established Measure					
REPORT CERTIFICATION					
Report Comments:					
Name of Certifying Official/Title:		Telephone Number:		Email Address:	
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Published by

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DEPARTMENT OF LABOR

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JANI Revier, DIRECTOR

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