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WORKFORCE INNOVATION AND OPPORTUNITY ACT

Annual Report Narrative Program Year 2021



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WORKFORCE DATA PY2021

34,418

Job seekers served by Idaho's workforce system



Job seekers enrolled in workforce training programs



1,311

Job seekers successfully employed through Idaho's workforce system

62%



Individuals successfully employed following training

81.6%



63.9%

Job seekers successfully retained employment



285,750

Total jobs listed in IdahoWorks

77,374

Covered employers in Idaho



Source: Idaho Department of Labor

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Introduction

As the COVID-19 pandemic slowly subsided prior to Program Year 2021 (PY21), Idaho's WIOA partners and service providers moved quickly to re-open their American Job Centers (AJCs) and assist employers and job seekers with limited access to online services or employment opportunities. Even with expanded in-person services, workforce programs continued to utilize the innovative, virtual tools and resources implemented at the height of the pandemic to ensure their expanded reach remained intact. Service delivery staff continued to promote existing training opportunities, both in-person and online, to address the complex needs of job seekers and employers. Idaho's economic future is dependent on a workforce that is globally competitive, and the state is committed to building a workforce system that is universal, accountable, market-driven, and aligned with economic development and education efforts.

WIOA is divided into several core programs of workforce development services. These programs share common performance measures and are required to contribute to Idaho's comprehensive AJCs through the workforce development system. The state's core partner programs are as follows:

- A. WIOA Title I Youth, Adult, and Dislocated Worker programs, administered by the Idaho Department of Labor (IDOL), with the Adult and Dislocated Worker programs operated by Equus Workforce Solutions and the Youth program operated by IDOL.
- B. WIOA Title II Adult Education and Family Literacy program, administered by Idaho Career-Technical Education.
- C. WIOA Title III Wagner-Peyser Employment Services, administered by IDOL.
- D. WIOA Title IV Vocational Rehabilitation programs, administered by Idaho Division of Vocational Rehabilitation:
 - Idaho Vocational Rehabilitation Program.
 - Idaho Commission for the Blind and Visually Impaired.

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

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

Workforce Development System Report

The Idaho Workforce Development Council (WDC), the designated WIOA-compliant entity serving as Idaho's WIOA state board, 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 WDC develops strategies and objectives to achieve the goals Governor Brad Little set for Idaho's workforce development system. At a minimum, the WDC reviews and updates its strategic efforts annually with significant input from partners, employers, and industry associations.

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 WDC performs the majority of its work through a committee structure. The full council meets quarterly; its committees meet monthly. The WDC 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 WDC. The WDC currently has six standing committees:

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

Idaho spent much of 2021 and the beginning of 2022 developing the modification to its four-year WIOA Combined State Plan. Approved by the WDC and submitted to U.S. Department of Labor (USDOL) in early 2022, the modified plan outlines Governor Little's strategic vision for workforce development and covers the second half of the overall four-year timeframe, ending June 30, 2024. The plan modification addresses changes to Idaho's workforce strategy as it tackled the challenges brought on by the COVID-19 pandemic, insights to its recovery from the same, and provides an examination of state priorities related to diversity, equity, inclusion, and accessibility. The original

plan, its subsequent modifications, and upcoming plans, represent the collective planning, resources, and vision of the state's workforce board, the WDC, and core partner programs.

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

Goals for Idaho's Workforce Development System

Outlined below are the three goals for the state's workforce system as provided through the Governor's Executive Order. Under each of these goals, the WDC identified several strategies that relate specifically to the populations, services, policies, and priorities within the workforce development system.

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

- Strategy – Identify, develop, connect, and activate a diverse network of influencers throughout the state that together can promote information about resources in a way that effectively reaches their market/membership/locale.
- Strategy – Promote awareness of workforce services, education services, and information to the diverse current and potential workforce.

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

- Strategy – Create, align, and sustain partnerships with stakeholders to implement workforce development programs.
- Strategy – Create a baseline to allow for measurement of success in the future.
- Strategy – Support development in work-based learning and innovative programs that drive Idaho's present and future workforce solutions.
- Strategy – Leverage existing local employer-focused initiatives to build and support effective pathways to connect Idahoans to careers.
- Strategy – Cultivate a high-quality One-Stop Career System that connects employers and workers and facilitates access to workforce services, education services, and information.
- Strategy – Champion public policy initiatives that enable dynamic response to evolving employer needs.

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

- Strategy – Be objective, data driven, and accountable.
- Strategy – Identify gaps and opportunities in the workforce system and initiate or support policy and/or allocate resources to meet them.
- Strategy – Identify opportunities for alignment across projects and resources to enhance results across all stakeholder groups.

The economic and activities analysis conducted for state planning identified the following priority focus areas that are of special concern for the purposes of improving Idaho’s workforce system under WIOA. Listed below, these focus areas inform the strategies used to meet the goals listed above. They also guide the State Plan’s structure, serving as a continuing theme to unite Idaho’s goals, strategies, and operational elements.

- **Improving Public Awareness and Access to the Workforce System** – Sixteen public listening sessions conducted by the WDC and its partners in the fall of 2019 revealed several gaps that allow various opportunities for system improvement. This includes actionable messaging of the services and benefits available to both jobseekers and employers. Also, increasing referrals and service coordination among programs will help to improve outcomes for those in need. Specific goals for implementation during this state plan period include:
 1. Identify gaps and opportunities – conduct a customer flow exercise across the partners.
 - a. Consider the impact that virtual and hybrid service delivery has made on the system.
 2. Develop a consistent referral process across programs.
 - a. Participate in the Data Labs technical assistance project.
 - b. Explore technology solutions to increase efficiencies in referrals and intake.
 3. Implement a communications strategy that is segmented to specific audiences.

Update: The One-Stop partners participated in the *Data Labs: Roadmap to Recovery* project hosted by Georgetown University and the National Governors Association. The partners are continuing to explore whether Idaho can implement a system like that of the state of Mississippi.

- **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, Idaho’s workforce development system should 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. Added to this is the development of an information portal which includes information on available WIOA and non-WIOA partner services. Specific goals for implementation during this state plan period include:

1. Develop regional goals.
2. Implement targeted, coordinated business visits through regional teams.

Update: Specific goals have been provided to each region and they are deploying a pilot project to engage the employers with the highest demand for employees based on job openings. A report on the pilot is expected in January 2023.

- **Serving Rural and Remote Communities** – The state’s activities analysis showed that 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. In addition, the virtual service delivery models implemented during the COVID-19 shutdown provided opportunities to extend the system’s reach. Specific goals for implementation during this state plan period include:

1. Analyze the effectiveness of the distributed service delivery model.
2. Increase access using virtual/hybrid service delivery tools (including an emphasis on mobile device delivery).
3. Implement best practices among the partners.

Update: The partners are taking stock of what worked well and did not work well with virtual service delivery models and are making adaptations as necessary. Remote offices that saw the COVID-19 pandemic temporarily suspend in-person services have again reopened. The state is still very interested in evaluating their effectiveness.

- **Career Pathways/Sector Partnerships** - The 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 WDC, 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.

Update: Eight Talent Pipeline Project Managers have been hired throughout the state. Six serve in a regional capacity and two are industry specific to Advanced Manufacturing and Construction.

WIOA Program Updates

Although overall services were reduced during the height of the pandemic, Idaho recovered relatively quickly. As noted below, the state was on the upswing by year-end 2021. Most Idaho citizens returned to normal after a short-lived COVID-19 resurgence in localized communities. The economic resurgence seemed to overshadow some of COVID-19's impact. AJCs and affiliate sites resumed in-person services in late PY20 and were fully operational all throughout PY21. This program year, much like PY20, showed an even tighter workforce flow to employers across the state. Despite the large decline in the pandemic's effect during the program year, employers continued to reach out to multiple sources to meet their labor needs, with most of their efforts focused on the state's workforce development system and the many programs available to serve them and the job seekers they sought to encounter. According to Help Wanted Online, there were 71,969 online job postings in Idaho during June 2022, equating to 3.0 job openings for every unemployed Idahoan looking for work. And Idaho's seasonally adjusted unemployment rate was 2.5% in June 2022, unchanged from earlier in the year and remaining at a historic low.

Coming out of the devastating, albeit shorter than most state's, impact from COVID-19, Idaho's economy relaunched to reach pre-pandemic levels as many found work available across the state. Those still needing assistance to secure employment continued to turn to Idaho's workforce development system, specifically the state's AJCs, which house its WIOA Title I-B Adult, Dislocated Worker, and Youth programs. The hardest to serve, those usually with significant barriers, found the help they needed to enter or re-enter the labor force, which continued as Idaho transitioned Adult and Dislocated Worker service providers during the year.

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

This year's youth program made a strong push to provide work-based learning opportunities to eligible youth across the state so they could obtain an understanding of work environments. Under the direction of the WDC, Idaho's WIOA youth provider implemented a Summer Work Experience project with a goal of serving 100 youth statewide. To incentivize youth participation, the program offered a minimum hourly rate of \$13/hr. and was able to reach out to more than 100 youth and enroll 79 during the project, some at more than the prescribed wage.

To leverage the strength of the state's diversity and to ensure it has the strongest workforce to meet 21st century challenges, Idaho maintains a comprehensive effort to clarify programs'

responsibility for providing all meaningful access to agency programs and services in accordance with the Statewide Idaho American Job Center Network MOU. Idaho One-Stop partners are responsible for providing available career services in a non-discriminatory and universally accessible manner, providing referrals to system partners, serving populations with multiple barriers to employment, and supporting the cross training of partner agency staff to ensure familiarity with and representation of all programs.

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

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

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

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

Priority Groups

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

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

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

The strong partnership among all core and One-Stop partners recognizes that Adult Priority of Service is critical for all workforce programs in the state. Each partner makes an effort to acknowledge the need to target their services to those most in need as laid out under USDOL's mandate. Recognizing this, partners make a concerted effort to refer prospective participants to the WIOA Title I-B Adult program. In addition, Idaho's new Adult provider's intake process focuses on identifying underserved individuals for enrollment. IDOL, as the administrative entity, collects quarterly data to ensure program and state compliance with WIOA's Priority of Service of Title I-B Adult enrollments.

COVID-19 most certainly had a significant impact on Idaho's economy and workforce system; however, it was quick to rebound and achieved pre-pandemic employment levels by the end of 2021. Many of the disruptions caused by COVID-19 include, but are not limited to:

- Goals and objectives delayed
- Limited in-person service delivery
- Plans, projects, and initiatives on hold
- Reduced training options
- Moderated staffing capacity

In hindsight, some of the strategies and developments emanating because of the pandemic are still in place, as workforce programs continue to offer virtual services where possible to ensure participants' and employers' access to services without the need to travel to an office. The challenges and opportunities of shifting to a virtual service delivery model continue. The developments of extensive enhancements to and use of technology including social media and virtual job fairs to connect employers and job seekers are examples of these efforts. Partners are now better prepared to continue delivering virtual services, which has increased the reach of the system, especially in the most rural parts of the state. Workforce partners are taking stock of what worked well, and did not work well, and are adapting virtual service delivery models as necessary. Because of Idaho's workforce development system's commitment to serve those in need throughout the state during this time, many programs are serving larger numbers than previously seen.

WIOA Title I-B

WIOA Title I-B Adult – Serving Disadvantaged Adults

Who is served: Basic services are available to all adults with minimal eligibility criteria. Basic, individualized, or training services are authorized for adults who face significant barriers to employment. In some cases, these services are available to underemployed workers who need more help to reach self-sufficiency. Priority is given to veterans and eligible spouses, low-income

individuals, recipients of public assistance, and individuals living with low incomes. For each customer, the overarching goal is employment or enhancement within their occupation.

Participation: Between July 1, 2021, and June 30, 2022, Idaho WIOA staff provided more in-depth, one-on-one assistance to 634 job seekers, and 208 of those job seekers received training services. Idaho spent \$1,347,426 on employment and training services to Adult participants during this time.

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

WIOA Title I-B Dislocated Worker

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

Participation: 301 participants received career services and 110 received training services through the WIOA Dislocated Worker Program between July 1, 2021, and June 30, 2022. During this time, Idaho spent \$879,499 to serve the individuals enrolled in this program.

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

National Dislocated Worker Grant

Who is served: The National Dislocated Worker Grant (NDWG) was implemented to provide relief to help individuals, families, and communities recover through temporary employment and/or career, training, and supportive services. To receive services through a Disaster Recovery NDWG, Idahoans must be a dislocated worker, long-term unemployed, permanently laid off due to the disaster, or a self-employed individual who was unemployed because of the disaster. All dislocated

workers can be served, but special emphasis is placed on those impacted by COVID through case management, supportive services, and employment development.

Participation: At the end of PY21, 98 Idaho employers were approved as worksites, for 198 job openings. During this time, the state spent \$1,077,601 on 106 Idahoans enrolled in the NDWG for temporary employment, training, or supportive service.

Program description: This project primarily provides temporary employment with approved employers in occupations in demand to help address humanitarian and disaster relief. The project targets Idaho's non-profits to develop work-based opportunities; aligning job seeker work interests with humanitarian/disaster relief industries' needs; responding to both of its customers - employers and participants.

WIOA Title I-B Youth

Who is served: Idaho's Title I-B Youth program serves **100% out-of-school** (not attending any school) youth who are between 16 and 24 years old, and need additional assistance, based on identified barriers, to complete an educational program or to secure and hold employment.

Participation: 674 young people received career services and 181 received training through Idaho's WIOA Youth Program between July 1, 2021, and June 30, 2022, which spent \$2,598,865 to serve these youth.

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

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

WIOA Title III Wagner-Peyser Employment Services

Employment Services

During PY21, Employment Services (ES) staff provided career services to 13,250 individuals. Idaho's total number of reportable individuals for this period counts 31,433 individuals served by the Wagner-Peyser program.

During the year, WIOA partners in Idaho served more than 10,315 employers across the state in several capacities, primarily through recruitment efforts as the state began to recover and the labor market began to tighten.

Employment Services saw the posting of 285,750 job orders into the MIS system from employers within Idaho and its common labor market areas.

Activities and Events

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

Included as part of this effort is the roll-out of the Career Acceleration Program (CAP), in which participating job seekers benefit from direct case management by ES staff. With CAP's goal of helping job seekers find employment within 90 days of enrollment, staff can focus directly on job seekers needing more individualized assistance, such as those with some type of barrier(s) to employment, and who are work-ready and desire to engage with program staff to reach their goal.

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

Like other workforce development programs, hiring events across the state in PY21 emphasized a move back to an in-person format where possible. Many of these events took place in a variety of locations in the community, with some events targeting specific industries, larger single employers, or multiple employers from a large cross section of a community. Virtual job fairs, which exploded during the pandemic, were still utilized when requested, but both employers and job seekers welcomed the return of in-person events. Idaho AJCs hosted approximately 67 in-person hiring events during PY21.

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

Innovation and creativity are a cornerstone of the state's workforce development system to ensure it evolves as the communities it serves make similar changes as well. This includes how ES staff assist employers in meeting their labor force hiring needs. For example, the Pocatello office partnered with the local Chamber of Commerce to hold monthly online seminars with southeastern Idaho employers. The seminars cover a broad spectrum of workforce needs employers encounter daily, including recruiting, retention, small business resources, unemployment insurance, wage and hour regulations, safety (OSHA), etc.

Migrant and Seasonal Farmworker

In Idaho, Wagner-Peyser funds the state's Migrant Seasonal Farmworker Program (MSFW), which connects migrant farmworkers to agricultural jobs during the growing season. During PY21, the five AJCs with significant MSFW activity across the state included bilingual staff who conduct outreach activities during the peak time of the season, including scheduling and coordinating outreach efforts with other MSFW service providers. The State Monitor Advocate works with outreach staff to promote the labor exchange system and workforce system services that contain information of importance to both MSFW job seekers and agricultural and non-agricultural employers, including that related to rights and protections provided to MSFWs. Assisting MSFWs with registrations and applications, staff provide job referrals and inform workers of the other workforce services to those who qualify.

To ensure program and service equity to MSFWs, the State Monitor Advocate continued to strengthen and expand collaborative relationships with not only outreach staff, but various organizations across the state. This includes existing close collaborative relationships with the National Farmworker Jobs Program grantee, the State Department of Education Migrant Program, Idaho Legal Aid, and newly established ones with the Idaho Food Bank, Boise State University Department of Public Health and Population Science, and several community outreach health programs addressing COVID-19 issues.

Idaho continued to exceed the outreach goals set in the Agricultural Outreach Plan (AOP) and the standards required by regulations at 20 CFR 653, efforts that included extensive use of radio and social media as means of effective outreach. The state made 14,753 contacts during the program year. Although the completed number of contacts varied throughout the year, Idaho surpassed the required 40 contacts per week requirement, much of it due to the strong outreach collaboration with other agencies and organizations serving farmworkers in the year. As a result of the program's dogged efforts, the state was able to meet three of the four minimum service level indicators for MSFWs:

- Field checks conducted
- Outreach contacts per week
- Timely processing of complaints

Foreign Labor Certification

Idaho experienced a more than eight percent increase in the number of federal H-2A temporary labor certification program applications during PY21. This surge accounted for 852 additional

applications over PY20's activity. A total of 625 Idaho employers, or an increase of 4.87 percent over PY20, requested more than 6,372 foreign workers, or 2.08 percent above the previous year, all to facilitate Idaho's production of its agricultural crops.

The H-2B program, like H-2A, permits employers to temporarily hire foreign workers to perform non-agricultural labor or services in the United States. Again, like the H-2A program, the H-2B program has grown significantly in PY21, with 258 Idaho employers seeking foreign nationals to fill their non-agricultural positions across the state. This represents a 37.23 percent increase over PY20's program activity. The state expects that requests under this program will continue to grow.

Veterans

During PY21, veterans' representatives and other workforce staff registered 1,029 Idaho veterans for assistance with workforce services, administering career services to 961 veterans, and aiding 339 veterans with barriers to employment.

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

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

Idaho Department of Labor received a grant to implement Homeless Veterans Reintegration Program in the spring of 2022. The grant award - \$75,000 a year for three years - is designed to serve homeless veterans with short-term training to obtain unsubsidized employment. The grant allows for the provision of supportive services such as transportation and work clothing, minor car repairs, and required tools.

Partner Programs within the State Workforce Agency

Trade Adjustment Assistance

PY21 brought significant changes to the Trade Act and Trade Adjustment Assistance programs. The Trade Adjustment Assistance Reauthorization Act (TAARA) of 2015 included a reversion provision that went into effect July 1, 2021, and a sunset provision effective July 1, 2022. Under Reversion 2021, all petitions filed on or after July 1, 2021, fell under a modified version of TAA programs. Operating instructions limited petition certifications to manufacturing businesses and

specific qualifying countries. Statute changes also affected Trade Readjustment Allowance (TRA) benefit deadlines and Alternative Trade Adjustment Assistance (ATAA) eligibility criteria. Despite Reversion 2021's changes affecting worker group regulations, workers covered under prior certified petitions continued to be served under the applicable versions of the TAA programs.

Idaho filed nine new petitions in the 2021 program year. Two certified, six were denied under Reversion regulations and one is in pending status until reauthorization occurs. IDOL sent notifications to 228 workers under the two certified petitions, seventeen of which submitted applications to participate in TAA programs.

Between July 1, 2021, and June 30, 2022, twenty-nine participants received TAA services. Fifteen completed training; fourteen are in progress. Eleven RTAA participants completed the wage subsidy program.

System Wide Initiatives

Rapid Response

In reaching out to employers, regardless of size, in both Worker Adjustment and Retraining Notification Act (WARN) and non-WARN instances, the primary responsibility to carry out state Rapid Response activities falls to IDOL. Designated by the governor to ensure delivery of comprehensive workforce services to transitioning businesses and workers facing dislocation due to layoffs and/or business closures, IDOL facilitates services through its Rapid Response Unit.

Overseeing Rapid Response teams at both the state and local levels, the state Rapid Response Unit provides collaborative leadership to meet USDOL's Rapid Response mandate. These teams coordinate local activities with the assistance of One-Stop and Core partners, including Trade Adjustment Assistance and Wagner-Peyser Services, WIOA Title I-B Dislocated Worker providers, and organized labor. Based out of the state's AJCs, the team strives to ensure the delivery of quality Rapid Response services, working to enhance and sustain partnerships across Idaho's workforce development system so employers and impacted workers have access to the services for which they are eligible.

Much like the previous program year, Idaho's PY21 Rapid Response activity continued to see a reduction across the state. The state's economic progress coming out of the pandemic carried over to PY21. In June of 2021, Idaho's seasonally adjusted unemployment rate measured 3.6 percent, a significant improvement from the previous year, but still higher than pre-pandemic levels. In June 2022, at the end of PY21, the state's unemployment rate dropped to 2.5 percent, which was on par with Idaho's pre-COVID levels. Nonetheless, there continued to be those business and employers negatively affected by several factors, leading to layoffs and/or closures. In these instances, state Rapid Response efforts provided information about services and benefits to affected workers across Idaho. Eighteen employers in the state received Rapid Response services during the program year. Four of these employers filed WARN announcements, accounting for 347 workers impacted in the layoffs. The remaining layoffs affected 1,032 employees throughout the Gem State, or approximately 33% of these businesses' workforce.

In its initial response to the COVID-19 crisis and the need to meet Rapid Response requirements several years ago, the state developed a virtual Rapid Response presentation as a means of consolidating the information provided during its in-person presentations into a high-level overview of services available to the impacted workers. This allowed viewers the opportunity to gain an understanding of the various available services from their preferred setting, whether a remote location or at the worksite with follow employees. Since the development of this first video, the state has undergone several changes and is currently working to update the video early into PY22. The revision will not affect the ability of the participants to view the material in their preferred environment, regardless of delivery mode, whether Zoom, Microsoft Teams, Skype, etc. The Q & A sessions that follow the video's presentation will also remain in place. Should someone "miss" the initial presentation, IDOL is more than happy to share the link to its YouTube channel to allow employees the opportunity to view the video at their convenience.

Sector Strategies

The 2022 WIOA State Plan Modification includes sector strategies that meet the needs of the individuals who face barriers to employment in an economic climate where unemployment rates have been below 3% for nearly two years, except for a short period during the height of the COVID-19 pandemic. The state's 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 toward 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 limited. In both these industries, providing career pathways into the higher skilled jobs or leveraging entry-level employment 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 WDC, in partnership with the Idaho Association of Commerce & Industry, launched the US Chamber of Commerce Foundation's Talent Pipeline Management Initiative (TPM). State workforce development training funds were awarded to train an initial cohort of 30 individuals in the methodology. These individuals, along with the eight dedicated TPM Project Managers, work with local industry cohorts and education providers (K-career) to align the talent pipeline through the following steps:

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

The 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 WDC has shifted its investment strategy by investing over two million dollars during PY21 to emphasize sector grants as well as direct training to individuals through Idaho Launch, a state-funded training initiative, which offers training funds for Idahoans who intend to work in Idaho, covering roughly 75-100% of training costs.

Career Pathways

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

The LEADER group continues to work on the following priorities in support of career pathways:

- 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 this 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.

Teacher Externship Program

Beginning in late PY18/early PY19, the WDC 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 were very promising – with teachers taking real-world experiences back to the classroom and expanding the conversations they have with their students about careers. PY21 saw 24 externs placed with Idaho employers. A quote from one of the teachers previously 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.

Workforce Data Quality Initiative (WDQI)

Idaho's WDQI project seeks to create a secure, web-based interface, which ties together individual program participant data between Idaho's WIOA Core Partners. WDQI also aids the facilitation in the sharing of Core Partner co-enrollment and wage data. The departure of two critical players early in the WDQI grant cycle caused major disruptions and delays in launching and executing its projects. In October of 2021, the state requested a no-cost extension through June 30, 2023, which USDOL approved in December 2021.

USDOL's request of Idaho, along with numerous other states, to resubmit its PY20 ETP report provided an opportunity to focus efforts on updating its ETP UI wage process. State Information Technology (IT) staff performed a substantial amount of work changing an automated application that allowed business staff to extract data from private and public institutional data sources and place it into a database for processing the ETA 9171 report. This resulted in a solution that streamlines the import, validation, and storage of provider data, and allows for quick reporting of validation issues back to institutions. The goal of this effort was to have the ETP phase of the WDQI project completed for the submission of the PY21 annual ETP report. During the last half of the program year, Idaho also began to focus on the co-enrollment report, detailing the processes and requirements necessary to automate this functionality.

The grant's remaining goals include additional improvements to Idaho's ETP functionality, continuing the work with core partners in preparation to merge their data as the PIRL elements required for WIOA Joint Performance Reporting, and to outline the process of automating the co-enrollment report used by core-partners in identifying participants shared between programs.

Work-Based Learning Opportunities – Including Registered Apprenticeships

Idaho made significant headway in developing its Registered Apprenticeship (RA) program as a workforce solution for employers throughout the state in PY21. In concert with the WDC's standing Work-Based Learning Committee, RA staff worked with employers to develop more than 41 Registered Apprenticeship Sponsorships with 54 programs. The state's RA team engaged 513 businesses during the program year to spur the development and creation of new apprenticeship programs among Idaho employers, leading to 888 apprentices being registered; 27.5 percent of which were women.

With a focus on civic, healthcare, advanced manufacturing, transportation, construction, and IT sector program development during PY21, the team contributed to the establishment of several new and innovative RA opportunities, some of which employers and RA sponsors plan to develop into School-to-Registered Apprenticeship opportunities. Partners are eager to participate as coordination among WIOA partners ensures that local job seeker pipelines are in place. Once these and additional RAs are developed, pipeline activity and WIOA support are expected to increase substantially.

The state formalized its Idaho Apprenticeship Coalition, which is a partnership of entities receiving federal funding to expand apprenticeship opportunities to ensure collaboration and seamless service delivery to employers and apprentices. Agency leadership has decided to focus initiatives under the umbrella of Apprenticeship Idaho and are working on setting a common goal for RA expansion in the state.

Performance Accountability – Data Tables

Effectiveness in Serving Employers

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

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

The state noted that its reported results for PY21 were quite positive. The rate for *Retention with Same Employer at 2nd and 4th Quarters after Exit* was 68.9 percent, a slight increase from the previous year. During PY21, Idaho’s unemployment rate has ranged from 3.6 percent in July 2021 to 2.5 percent in June 2022 which continues to challenge Idaho employers.

For the other measure, *Employer Penetration Rate*, the state’s workforce development system and its partners provided a service to or assisted 10,315 businesses, or 12.3% percent of all employers in Idaho. The workforce system continues to maintain a strong relationship with Idaho employers as a significant number of businesses are using WIOA-partner agencies to fill job openings, elicit information on various programs, utilize training services, etc.

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

Table 1. Effectiveness in Serving Employers PY2021

Measures	PY 2020 Outcomes	PY 2021 Outcomes
Employer Penetration Rate	13	12.3
Retention with the Same Employer in the 2nd and 4th Quarters After Exit Rate	67.5	68.9

Negotiated Performance and Outcomes

Tables 2, 3, 4, 5, and 6, below, highlight Idaho’s PY20 and PY21 negotiated levels of performance and available outcomes for Title I-B (Adult, Dislocated Workers, and Youth) and Title III (Wagner-Peyser/Employment Services). Regulations only require states to provide information on these two WIOA titles; however, Idaho has also chosen to include WIOA Title II Adult Education and Family Literacy Act and Title IV Vocational Rehabilitation program outcomes to feature its WIOA core programs.

PY21 was the sixth year of implementation under the Workforce Innovation and Opportunity Act. WIOA performance reports are based on the federal Program Year (FPY), which runs from July 1 through June 30.

Performance levels shown below are measured in terms of percentages.

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

Program	PY 2020 Negotiated Performance Level	PY 2020 Outcomes	PY 2021 Negotiated Performance Level	PY 2021 Outcomes
Adults	81.5	73.6	81.5	75.4
Dislocated Workers	80.3	81.2	80.3	79.8
Youth	76.5	72.2	76.5	81.4
Adult Education	55	4.0	60.0	31.9
Wagner-Peyser	70.1	64.4	70.1	62.2
Vocational Rehabilitation	Baseline	58.9	Baseline	63.1

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

Program	PY 2020 Negotiated Performance Level	PY 2020 Outcomes	PY 2021 Negotiated Performance Level	PY 2021 Outcomes
Adults	82	76.9	82	71.9
Dislocated Workers	81	76.2	81	82.7
Youth	78	77.6	78	80.9
Adult Education	40	21	45	40.6
Wagner-Peyser	70	65.3	70	63.9
Vocational Rehabilitation	Baseline	57.3	Baseline	57.2

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

Program	PY 2020 Negotiated Performance Level	PY 2020 Outcomes	PY 2021 Negotiated Performance Level	PY 2021 Outcomes
Adults	\$6,900	\$6,716	\$6,900	\$7,449
Dislocated Workers	\$8,016	\$7,876	\$8,016	\$8,749
Youth	\$3,991	\$4,274	\$3,991	\$4,277
Adult Education	\$4,500	\$3,900	\$4,600	\$5,446
Wagner-Peyser	\$5,800	\$6,135	\$5,800	\$6,922
Vocational Rehabilitation	Baseline	\$4,259	Baseline	\$4,523

Table 5. Credential Attainment Rate

Program	PY 2020 Negotiated Performance Level	PY 2020 Outcomes	PY 2021 Negotiated Performance Level	PY 2021 Outcomes
Adults	70	73.3	70	62.4
Dislocated Workers	65.5	73.8	65.5	67.4
Youth	58	46.9	58	32.1
Adult Education	35	100	40	28.8
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	Baseline	40.3	Baseline	53.3

Table 6. Measurable Skills Gains

Program	PY 2020 Negotiated Performance Level	PY 2020 Outcomes	PY 2021 Negotiated Performance Level	PY 2021 Outcomes
Adults	50	64.3	50	59.5
Dislocated Workers	50	61.2	50	67.1
Youth	50	49.6	50	72.0
Adult Education	40	27	43	32.5
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	38.5	52.6	38.5	58.3

Data Validation Policy/Process

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

The state conducted its DEV for PY21 under the data validation policy it developed with WIOA guidelines in mind. The department’s Workforce Administration staff completed its data validation efforts using selected samples from: WIOA Title I-B core programs, including Adult, Dislocated

Workers, and Youth programs; the National Dislocated Worker Grant, Wagner-Peyser; Jobs for Veterans State Grant; and Trade Act programs. Participant data reported in the Participant Individual Record Layout (PIRL) were reviewed for accuracy and verified the presence of required source documentation. Please refer to Appendix B to review the state's DEV policy.

Common Exits

Soon after the passage of WIOA, IDOL secured a management information system (MIS), *IdahoWorks*, that serves as a repository for not only all its WIOA Title I-B formula programs, but also for Wagner-Peyser/Employment-Services, Trade Adjustment Assistance, and discretionary grant programs. Provided by America's Job Link Alliance, *IdahoWorks*, integrates labor exchange, case management, and reporting functions. The system recognizes and implements the state's common exit policy 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. A copy of Idaho's Common Exit policy can be found in Appendix C.

Evaluation Update

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

A robust evaluation and research project was initially developed to analyze the impact of the new model, but the COVID-19 pandemic suspended mobile services in March 2020, less than six months after being implemented. Mobile services were slowly reintroduced in May of 2021, but many things had changed with how customers access services, and the prior plan to compare service levels before and after the change to mobile service delivery was no longer a valid approach.

In conjunction with IDOL's Research and Analysis division, the state developed an updated research plan to evaluate the penetration of workforce program services in all regions of the state. The results of this study will inform both program design and service delivery strategies to help assure equitable access to the public workforce system for job seekers in both rural and urban areas, as well as prioritizing Diversity, Equity, Inclusion and Accessibility (DEIA) for historically marginalized populations. Data is being assembled from multiple sources and analysis will begin in 2023.

Annual Customer Satisfaction Assessment

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

Methodology

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

Findings

PY21 WIOA Title I-B program exiters responded to the survey question, "Did you leave satisfied that you received the answers or services you were looking for?" Of the total survey respondents, 97.5 percent of them answered the question, with 95 percent responding "Yes" and five percent responding "No." The state will review these and other survey findings to modify AJCs service delivery as necessary to ensure customer satisfaction.

Waiver Update

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

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

The primary goal sought by this waiver is to reduce administrative costs and maximize the available money directed to career and training services, including work-based learning, and services to business and job seekers. The eventual programmatic outcome results in service to a larger number of participants than would otherwise be served due to higher administrative costs. To maximize resources available for service delivery, the state continues to use the flexibility of this waiver to allow the WDC to serve as the local workforce board. When initially implemented, this move saved the state WIA program \$1,482,788 by removing the required maintenance of six

local areas throughout the state. These former administrative funds have been utilized as program funds allowing for more participants to be served, which permits the state to maintain service levels despite funding cuts over the years. In today's dollars, the costs easily translate to a programmatic infusion of \$2,253,473 which, in 2022, amounts to just over 30.4 percent of the state's total WIOA Title IB allotment from USDOL for PY21.

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 can gain a full perspective of WIOA activities throughout the state and recognize that all areas of the state face similar challenges.

Appendices

Appendix A – Idaho PY21 Success Stories

Title I-B	Adult
Title I-B	Dislocated Worker
Title I-B	Youth
Title II	Adult Education and Family Literacy Act
Title IV	Vocational Rehabilitation

Appendix B – Idaho State WIOA Data Validation Policy

Appendix C – Idaho State Common Exit Policy

WIOA Adult Program Success Stories

MAX- Seeing no future working dead end jobs, Max came to WIOA ready for a career so he could support his family. Motivated to someday be his own boss, he felt that obtaining a Commercial Driver's License (CDL) would allow him to start a high-paying job, and eventually own his own company. Max completed training several days ahead of schedule and passed his test with ease. Eager to start that high-paying job, he found employment with a local waste company, earning \$20/hour and is eligible for a pay raise in 30 days. Max is truly amazing, and we are proud to be part of his journey

JACKSON - Tired of frying chicken all day, Jackson noted the demand for truck drivers and became determined to turn himself into a self-sufficient truck driver. Once enrolled in WIOA; he attended CDL training where he not only completed the training a week ahead of schedule; he received the highest passing score for the CDL test ever obtained at the school! The instructors at the CDL school, including the director, simply raved about that achievement – missing only one question out of 75. With his high score, he found work with a local distributor, earning \$23/hr. Jackson proudly rang the bell of success in our local office and serves as a true example of achievement.

WIOA Dislocated Worker Program Success Stories

SHELDON - Unemployed since 2018, honorably discharged veteran, Sheldon, visited the WIOA program. After enrollment, he entered an OJT with a locally owned plumbing company where Sheldon has excelled, finding success in an enjoyable, high paying, in demand career. Retaining full-time employment, he now attends the a local college's apprenticeship program and maintains a high grade point average. Sheldon continues to receive rave reviews from his employer, along with a substantial pay raise. Sheldon is a true success story!

AMANDA - Amanda found both the Trade Adjustment Assistance and WIOA programs after being laid off from her job after sixteen years of employment. Co-enrolled as a determined TAA and Dislocated Worker participant, she successfully completed Medical Assistant, EKG, and Phlebotomy training and began a new career search. Being the only wage-earner in her home placed additional pressure on her to succeed in securing employment. Motivated to find a job, she followed through on all the job leads provided to her. After several interviews that did not lead to success, she interviewed with a local company, leaving such a good impression with them that she was hired immediately through an OJT. During this time, Jenn worked diligently to learn all aspects of her job. In less than a month, she won the trust and respect of both the management and her peers, earning the responsibility of managing the front office by herself! Through WIOA and TAA, Amanda exceeded her own expectations and overcame many of life's obstacles. We are so proud of Amanda!

WIOA Youth Program Success Stories

TRAVIS - Vocational Rehabilitation reached out to partner efforts to help Travis, a 24-year-old male. He obtained an associate degree in Cybersecurity Information Assurance from a local community college, but without any real-world experience, he struggled to find employment in this area. The WIOA Youth Program stepped in to help him with a paid internship at a local technology company. His wage for this internship began at \$12.50 per hour. During the internship, he completed all his assigned tasks. He was hired on as a permanent employee three months later, receiving a raise to \$13.00 per hour. His education in cybersecurity also continues with online classes as he hopes to obtain his bachelor's degree. His ability to obtain employment and continue his studies is a tribute to his commitment to improve his situation.

KALEY - Kaley sought to obtain her GED and Certified Nurse Assistant designation when she enrolled in WIOA. Approximately one month after entering the program, she achieved her first goal – she completed her GED requirements. Several weeks later, she began her C.N.A. classes, with the WIOA Youth program covering costs for her tuition, books, supplies and two sets of scrubs. She scored a 90% on her mid-term and graduated with a 94% on her final.

During this time, WIOA career planning staff also helped Kaley develop an adaptable, basic resume that could be tailored to and used to apply for new positions. She had worked for an assisted living center for some time but was not offered a raise after she obtained her C.N.A. certification, although they did raise her hours. She asked WIOA career planners for job search assistance to improve her employment outlook. WIOA staff helped her use the state's labor exchange system, where she found two positions that piqued her interest. She applied to both, and was hired at one location, earning \$12.70/hr. with a raise within 60 to 90 days after hire. We're happy to say that she's still gainfully employed there.

Both the state’s Adult Education program (under the Division of Career Technical Education -CTE) and Division of Vocational Rehabilitation post their success stories on their respective websites. The links that follow the two headings above will take you directly to these stories. These pages are interspersed with both video and written narratives. The Adult Education program stories are included under CTE umbrella and include success stories from other programs that CTE administers.

Idaho Division of Vocational Rehabilitation (IDVR) Success Story

<https://vr.idaho.gov/vr-success-stories/>

Career and Technical Education (CTE) Success Story

<https://cte.idaho.gov/category/success-story/>



ADMINISTRATIVE ENTITY STATE POLICY –

WIOAP # 04-21

Effective Date: August 27, 2021

TO: All WIOA Subrecipients

From: Danilo Cabrera, Bureau Chief *Danilo Cabrera*

Subject: Idaho Department of Labor Data Validation Policy

Purpose:

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

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

References:

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

Background

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

Policy

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

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

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

Participant Data Sources

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

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

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

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

Participant Sample Creation

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

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

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

Frequency

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

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

Recording Validation Results

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

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

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

Scoring Validation Results

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

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

Error Correction:

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

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

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

Training

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

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

Process Assessment

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

Records Retention

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

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

This includes:

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

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

**WIOAP 02-20**

DATE: April 29, 2021
TO: All WIOA Subrecipients
FROM: /s/ Danilo Cabrera
SUBJECT: WIOA/TAA Common Exit Policy

REFERENCE:

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

POLICY:

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

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

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