

IDAHO



Workforce Innovation and Opportunity Act

Annual Report Narrative Program Year 2024



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Accessibility

If you experience accessibility issues with this report, please email WIOAPlan@labor.idaho.gov for assistance.

Introduction

Idaho's workforce development system continues to evolve with purpose. Program Year 2024 (PY24) marked a year of strategic growth as partners expanded access to skills training, strengthened performance outcomes, and increased the number of residents served through Idaho's American Job Centers (AJCs) and statewide workforce initiatives. As economic conditions stabilized, Idaho sharpened its focus on aligning talent development to employer demand and the future of Idaho's economy.

Strong collaboration among the Idaho Department of Labor (IDOL), the Idaho Workforce Development Council (WDC), and core and One-Stop partners advanced Idaho's ability to respond quickly to changing workforce needs. Increased access to training and coordinated support services helped more participants gain the skills needed to secure employment in high-demand careers, while maintaining services across both urban and rural communities. Workforce Innovation and Opportunity Act (WIOA) programs also worked closely with other aligned state efforts to broaden access to career pathways and employment opportunities for Idahoans.

Business engagement and the continued expansion of work-based learning opportunities, including apprenticeships and employer-driven training, further supported Idaho's goal of building a responsive workforce trained for jobs in demand today.

This momentum continued even as partners navigated staffing transitions and system changes. Focused training, communication, and shared accountability ensured continuity across service delivery and demonstrated the resilience of Idaho's workforce system. Stronger performance outcomes and increased enrollments underscore this progress and reinforce the effectiveness of Idaho's unified strategy. These coordinated efforts reflect a system that is agile, data-driven, and committed to continuous improvement.

PY24 demonstrates Idaho's dedication to preparing a skilled workforce that supports economic strength and expands opportunity for all Idahoans. A forward-looking vision, grounded in strong statewide partnership, continues to guide Idaho's work — building a resilient talent pipeline for the Idaho of tomorrow.

WIOA comprises several core programs of workforce development services. These programs share common performance measures and are required to participate within the state's comprehensive and affiliate AJCs. Core partners from WIOA Titles II and IV contributed to this narrative, reflecting Idaho's continued system collaboration.

Idaho's core partner programs are as follows:

- A. WIOA Title I Youth, Adult, and Dislocated Worker programs, administered by 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 Division of Career Technical Education.

- C. WIOA Title III Wagner-Peyser Employment Services, administered by IDOL.
- D. WIOA Title IV Vocational Rehabilitation programs, administered by the Idaho Division of Vocational Rehabilitation:
 - Idaho Vocational Rehabilitation Program.
 - Idaho Commission for the Blind and Visually Impaired.

In addition to the core partner programs, other 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.

State Strategies

Workforce Development System Report

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

- Executive Committee,
- Work-Based Learning Committee,

- Workforce Development Policy Committee,
- Grant Review Committee,
- One-Stop Committee,
- Outreach Committee, and
- Program Impact & Evaluation Committee.

Goals for Idaho’s Workforce Development System

The Idaho WDC, which serves as Idaho’s State Board for the purpose of WIOA compliance, has developed strategies and objectives in the WIOA Combined State Plan for the three goals set by the Governor for Idaho’s workforce development system. The WDC reviews and updates this plan at least biannually with significant input from partners, employers, and/or industry associations.

The three goals for the State’s workforce system, provided in the Governor’s executive order, are outlined below. Under each of these goals, the WDC 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 robust 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 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.

Idaho's WIOA Combined State Plan's economic and activities analysis, along with the WDC's outreach to communities statewide, 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 Combined 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 five public listening sessions conducted in 2023, with the WDC, local governments, and economic development agencies, show several opportunities for system improvement. First, this includes actionable messaging of the services and benefits available to both jobseekers and employers, leveraging technology where appropriate to support implementation. Combined Plan Partners have agreed to build communication materials that are accessible and appropriately targeted to all Idahoans. Specific goals for implementation during this state plan period include:

- Create and implement a communications strategy targeted to specific audiences.
- Identify audiences in need of targeted messaging.
- Collaboratively develop a communication strategy and messaging.
- Collaboratively identify key communication points.
- Identify key audiences and messaging to ensure all materials are accessible to all audiences.
- Leverage listening session feedback to inform messaging.
- Identify teams and resources needed for development and implementation of the communication plan.
- Leverage partnerships with high-utilization resources to distribute information. This may include libraries, adult education centers, food banks, service providers, and others.
- Coordinating Business Services across partners to ensure delivery of streamlined and high-quality solutions.
- Clearly identify the services each program has to offer.
- Develop regional goals and performance metrics.
- Implement targeted, coordinated business visits via regional teams.

Activities completed in PY24:

- Completed a cohort through the National Governor’s Association providing technical assistance to improve the alignment and access to services between the One-Stop System and SNAP Employment & Training Program.
- The WDC and Idaho STEM Action Center proposed a merger of the two agencies to deepen the connection between education and careers and to create efficiencies in supporting the entire workforce pipeline from K-12 education through all forms of postsecondary education. The merger is pending legislative approval in early 2026.

Build workforce system capacity to receive participants with more significant barriers to employment

With effective outreach as identified in Focus Area 1, Idaho’s service providers may see an uptick in the number of individuals with higher barriers to employment accessing services across the state. Building the capacity of each provider and the system as a whole to serve these individuals is a key goal identified by Combined Plan Partners. Specific goals for implementation during this state plan period include:

- Leverage data to prepare staff and services.
- Train frontline staff to be welcoming to all customers.
- Train frontline staff to use all available resources.
- Collaboratively develop an inter-agency resource hub.
- Develop and share trainings on the resource hub.
- Communicate expectations and rationale.
- Request meaningful engagement; interactive webinars that follow up with questions about the relevance/usefulness of information provided.
- Leverage technology to fill gaps for participants.
- Collaboratively identify gaps that could be filled by AI or other technology.
- Leverage technology to cover routine tasks and improve service quality to participants.
- Aligning with Digital Access for all Idahoans plan.
- Identify funding sources.
- Include state employees in the Libraries’ Digital Access for All Idahoans Plan to build employee technological capacity.
- Build the capacity of participants, specifically older populations and individuals with limited technology proficiency, to effectively use the technology we’re leveraging.

Activities completed in PY24:

- Held an ADA Assessment Training in July of 2024 to teach One-Stop partners how to perform ADA physical assessments with 15 attendees.

- Held a Community Partners Accessibility Fair in October 2024, partnering with Valley Regional Transit with over a dozen One-Stop and community partners with 11 presentations.

Service to Youth

Providing services sensitive to the needs of young people in diverse demographic groups who fall between the ages of 16 and 24. With an unemployment rate for 16- to 19-year-olds at 10.3% and 20- to 24-year-olds at 5.6%, these two groups make up two of the highest unemployment rates in the state and indicate a clear opportunity for employers in a tight labor market. To adequately serve youth, Combined Plan Partners have indicated that service sensitive to the needs of intersectional groups will be essential. Specific goals for implementation during this state plan period include:

- Service to youth within, but not limited to, the following groups:
 - Youth with disabilities
 - Justice-involved youth
 - Hispanic youth
 - Youth within racial and ethnic minorities
 - Youth who are English language learners
 - Tribal youth
 - LGBTQ+ youth
 - Youth residing in rural or remote communities
- Create a matrix of all the services available to youth (via agencies; additional nonprofit services to be identified as needed).
- Leverage high-utilization resources to conduct youth outreach and identify needs.
- Work with employers to identify barriers to youth employment.

Activities completed in PY24:

- Updated Integrated WIOA Eligibility and Priority of Service Policy for implementation in PY25, to include allocating up to 25% of the Youth program funds to support In-School Youth with one or more of the following barriers:
 - Low-income youth involved with the justice system;
 - Low-income youth in or exiting foster/kinship care;
 - Low-income youth who are pregnant and/or parenting; and
 - Low-income youth with disabilities.

Career Pathways/Sector Partnerships

The economic analysis contained in the WIOA Combined State Plan revealed that many of Idaho's in-demand and high-growth occupations are in industries such as manufacturing, construction,

health care, and professional, scientific, and technical services. 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:

- Develop career pathways via Talent Pipeline Management (TPM).
- Identify target industries for TPM, prioritizing those expected to see job growth due to the IJJA, CHIPS and Science act, and the BIL.
- Identify which occupations will be created and when, related to federal investments indicated above.
- Identify the necessary credentials, training, and timeline to deliver qualified individuals when they are needed.
- Train Combined Plan Partners on TPM.
- Connect TPM hosts to Combined Plan Partners.
- Provide "elevator pitch" for Combined Plan Partners to discuss TPM with their employer participants.

Activities completed in PY24:

- Supported investment of \$33.5M in STEM focused program expansions for CHIPS Act projects in Idaho.
- Supported efforts of two Idaho Tech Hub partnerships – one in North Idaho/Eastern Washington supporting the Aerospace Manufacturing Industry, and one in Eastern Idaho/Western Wyoming supporting Nuclear Energy.
- Expanded TPM cohorts to address emerging workforce needs in mining, broadband infrastructure and cybersecurity protocols, and culinary arts training through new partnerships.
- TPM Hosts sites graduated first cohorts in maintenance technology and advanced CNA pathways, with multiple programs enrolling students and actively partnering with employers across regions.
- Engaged dozens of employers across multiple sectors in TPM methodology, with active cohorts conducting needs assessments, back-mapping surveys, and developing competency requirements.
- Established partnerships between TPM hosts and education providers to align curriculum and training delivery with employer-identified workforce needs.
- TPM Host in Region 2 hosted the Dream It Do It Youth Conference with 394 high school students and counselors to learn about industries in the region.
- Region 4 hosted a Safety Fest event engaging around 250 participants to enhance their employability and address industry demands.

Sector Strategies

The 2024 WIOA Combined State Plan includes innovative approaches designed to meet the needs of the individuals who face barriers to employment in an economic climate where historically low unemployment rates are straining employers' ability to find talent. Its economic analysis revealed that much of Idaho's current job demand and job growth are in education and health services; trade, transportation and utilities; construction; professional and business services; and leisure and hospitality. 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 often limited. Providing career pathways into the higher skilled jobs or leveraging entry-level employment in these industries to develop workplace skills is 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) in 2020, leveraging state workforce development training funds to train an initial cohort of 30 individuals in the methodology. The WDC now supports TPM in all six regions of the state and has allocated \$550,000 through the end of FY26 to fund TPM Project Managers. These individuals 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 WDC is pleased to report that the initial cohort and current Project Managers have created talent pipelines within the manufacturing, food processing, health care, and construction industries, with ongoing projects in mining, energy, workforce housing, culinary arts, hospitality/tourism, and broadband internet.

The state's Workforce Development Training Fund has also supported sector strategies by providing state-funded grants to partnerships of industry and education groups to develop or promote training in high-demand occupations, including an additional \$13 million dedicated to support STEM-focused projects. Over the past few years, the WDC has shifted its investment strategy to emphasize industry sector grants and direct training to individuals through Idaho

LAUNCH. Further, with the expansion of Idaho LAUNCH to target graduating high school students specifically, the WDC is connecting Idaho's identified in-demand jobs directly to education. With a transparent system that allows students to see the in-demand jobs list and facts about each job, such as the skills needed and projected salary, this program allows students to select education and training pathways that connect real jobs in their communities.

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 Correction, Department of Juvenile Corrections, and Idaho Public Television are working to increase the line of sight between our youth, transitioning adults, and career opportunities. The group has adopted a work-based learning continuum that categorizes opportunities for employers to engage with education and the workforce system under Learning About Work, Learning Through Work, and Learning At Work. Scaling apprenticeship is a high priority under LEADER and the investments made through the State Apprenticeship Expansion and American Apprenticeship Initiative grants in Apprenticeship Idaho have 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 is implementing a Closing the Skills Gap award. While these grants have concluded, apprenticeship expansion and maintenance efforts are continued through the Apprenticeship Idaho Coalition to ensure that employers and apprentices experience a seamless approach to services.

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

Work-Based Learning Opportunities, including Registered Apprenticeship

Idaho made significant headway in developing its Registered Apprenticeship (RA) program as a workforce solution for employers throughout the state in PY24. Apprenticeship partners in the state worked with employers to develop more than 40 Registered Apprenticeship Sponsorships with 48 programs. The state's RA team engaged 109 new businesses during the program year to spur the development and creation of new apprenticeship programs among Idaho employers, leading to 1875 apprentices being registered, 16% of which were women.

During PY24, the team developed or contributed to the development of some new and innovative RA opportunities here in the state. A variety of employers and industry groups sponsored RA opportunities in Idaho with plans to develop some of these programs into School-to-Registered Apprenticeship Opportunities. Coordination among all WIOA partners helps to ensure that local job seeker pipelines are in place, with partners eagerly willing to participate. Once these and

additional RAs are developed, pipeline activities and WIOA support are expected to increase substantially.

With fewer active USDOL Registered Apprenticeship grants in Idaho, the WDC and IDOL are planning a strategic process to determine a new, collaborative direction for the Idaho Apprenticeship Coalition. Simultaneously, partners who provide funds have continued to work together throughout PY24 to ensure seamless service delivery and referrals to employers and apprentices. Agency leadership have decided to have all three apprenticeship initiatives mentioned earlier, exist under the umbrella of Apprenticeship Idaho and are working on setting a common goal for the expansion of Registered Apprenticeship in the state.

Please Refer to Attachment A for Registered Apprenticeship Success Stories.

Educator 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 host site 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. Both teachers and employers have lauded the program, given that it improves connections between Idaho's classrooms and workplaces. The program has since expanded to include all educators and allows them to take real-world experiences back to their students.

The WDC, in partnership with Micron Technology, provided funding for the externship program from January 2023 – June 2025. After the grant's conclusion, the value of the program has prompted the WDC to allocate \$750,000 for the next three years to fund teachers' stipends, ensuring that the program remains low or no-cost for participating employers.

A recent grant for the program allowed for much broader outreach and recruiting for the externship program and made the experience free for employers. Participation in PY24 jumped to 102 externs. A quote from one of the educator externs from the summer of 2025 is below:

"My main task as an extern was the research project. Every year The Land Group hires a group of interns that not only get to work on a mock project, assist on active projects but are assigned a specific research project. This year the research project was "Designing for the Aging Population". Our final product was a design toolkit that took into consideration design strategies specifically for the needs of the aging population. We also had an amazing opportunity to present our final toolkit to community professionals involved in city planning and policy making. As I worked with the interns I had to balance my professional background by providing guidance yet not overstepping and working together as a team.

During my externship I was able to learn more about Landscape Architecture, Civil Engineering and Land Survey. I have joked around with many people that I will never

look at a sidewalk or parking lot the same again. I learned so much about each profession and how interconnected they all are.

After this experience I can confidently encourage students to look into these professions now that I know more about them. Many different electives can explore these professions by providing units and lessons that focus on the design process, using different types of computer software and even just learning more about these professions and career opportunities. The most important takeaway from this experience solidifies my belief that executive functioning skills should be a priority for students. I saw first hand how crucial communication, organization and time management is in a professional workplace. This externship has been so inspiring. I am so grateful for the experience of working with positive, uplifting professionals.”

Mary Davis, 2025 extern with The Land Group

WIOA Title I-B (Adult, Dislocated Worker, Youth) Updates

Since the implementation of WIOA, Idaho has adopted a statewide strategy to maximize and leverage available workforce development resources through a network of state, regional, local, and community agencies and organizations. Through a coordinated delivery system, this network provides employment, education, training, and related supportive services to the public and people with barriers to employment, including veterans, individuals with disabilities, dislocated workers, migrant and seasonal farmworkers, adults, and youth.

At the heart of this network are the state's AJCs, which comprise two comprehensive One-Stop career centers, six principal affiliate AJCs, multiple network and specialized centers staffed by the system's partners, and mobile service delivery locations that continue to support rural and remote communities statewide. IDOL's local offices serve as the principal onramps to the workforce development system's services and provide primary access points to a multitude of resources and service delivery, examples of which range from job search assistance, career planning, referral to occupational training opportunities in high-growth/high-demand industries to business services and employer-support strategies that fill talent needs.

The state's AJCs work closely with all the workforce development system's partner agencies to integrate services and provide coordinated, customer-focused delivery, ensuring a seamless experience as participants access information and/or service across a variety of programs throughout Idaho. In-person, virtual, and hybrid service delivery options remain available to ensure statewide access.

Idaho's workforce development system strives to improve people's lives and increase prosperity in the state. In PY24, this work continued with a focus on aligning services to employer demand and supporting Idahoans in accessing career pathways leading to high-quality jobs.

Idaho's economy remained strong during PY24. As a result, employers still find themselves having to endure the challenge this imposes upon them – a constricted channel to a more fluid workforce.

To address this dilemma and meet their labor needs, Idaho's businesses have reached out to the state for assistance. The bulk of these requests focused on the state's workforce development system and the many programs available to open the constricted channel to job seekers, thereby improving the flow of information about their employment opportunities. In addition to quarterly WIOA regional partner meetings, AJCs utilize regional business services teams to assess employer needs, share labor market information, and better connect job seekers to employment opportunities.

While job opportunities remained strong, many individuals continued to seek support in overcoming employment barriers and accessing training aligned with high-demand careers. To meet this objective, many turned to Idaho's AJCs. With unemployment rates at such low percentages, those hardest to serve, usually with significant barriers, found the help they needed to enter or re-enter the workforce through these locations and the programs they administer.

Through the expanded use of social media, online recruiting, interviewing, hiring events, provision of workshops and other informational events (some delivered online), and community outreach efforts, many individuals have found success through the various One-Stop programs offered to the public. Idaho's Title I-B programs continued to pursue high levels of performance through collaboration with other programs, providing participant-based services using labor market information, and encouraging enrollment into employer-coordinated work-based training, like On-the-Job Training (OJT) and apprenticeships.

Following in last year's efforts, PY24 also saw Idaho's Title I-B programs make a strong push to provide work-based learning opportunities to eligible participants, especially youth, to help ensure they are successful in unsubsidized employment after participating in the program.

WIOA performance is measured through six core measures, which are subject to goal setting and, when necessary, corrective action. Prior to the beginning of each program year, USDOL and IDOL have negotiated and agreed upon the performance level goals for each of the six core measures. To ensure program transparency, USDOL evaluates the goals and performance of the programs annually, and makes both available for public review.

Because earnings play a key role in determining an individual participant's success after program completion, Idaho's Unemployment Insurance program has Memorandums of Understanding (MOUs) with WIOA partner programs. This allows for the receipt of wage information for exited program participants and assessment of their financial success. See the Performance Accountability section that details PY24 program goals and outcomes.

Since WIOA's full implementation in 2016, Idaho tailored its program eligibility criteria to align with WIOA's Priority of Service mandate. Below is an excerpt from Idaho's Integrated WIOA Eligibility and Priority of Service Policy and the order for offering individualized career and training services:

Priority to Receive 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. *NOTE:* At least seventy-five percent (75%) of Adult program enrollments must be comprised of a combination from these groups.
3. Veterans and eligible spouses who are NOT recipients of public assistance, low income or basic skills deficient.
4. Other individuals who are not recipients of public assistance, low income, or basic skills deficient, but have a potential barrier to employment as defined by WIOA.

This policy is recognized as a Title I-B program strength and is also acknowledged by core and One-Stop partners as a directive, critical to all workforce programs in the state. One-Stop and other community partners understand the importance of this mandate, which targets those most in need, and continue to refer prospective participants to the Adult program. This not only ensures Idaho's efforts to meet USDOL's minimum preferred service level of 75% enrollment of Priority of Service populations, but also ensures that Idaho focuses on identifying these populations, including underserved individuals.

The development of multiple tools and strategies, leading to the implementation of virtual services, has helped overcome impediments to the provision of services to job seekers and employers. Workforce programs offer virtual services at either group's convenience, eliminating the need to visit an office. The increased use of social media and virtual meeting platforms, such as Zoom and Microsoft Teams, are examples of technological enhancements used to connect employers and job seekers. Idaho's One-Stop partners deliver services in similar ways, increasing the workforce development system's reach, especially in rural communities. By culling ineffective offerings from their service portfolio, system partners have successfully adapted virtual service delivery models as necessary.

WIOA Title I-B

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

Participation: Between July 1, 2024, and June 30, 2025, Idaho WIOA staff provided more in-depth, one-on-one assistance to 807 job seekers, and 228 of those job seekers received training services. Idaho spent \$2,511,251 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, which is facilitated by its AJCs found throughout Idaho. Basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized and training services include more intensive assessments, work experiences, and occupational skills training.

DISLOCATED WORKER - Who is served: WIOA prescribes specific eligibility guidelines for dislocated workers under Title I-B. These individuals lost their jobs through no fault of their own, usually due to plant closures, company downsizing, or other significant changes 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: 257 participants received career services and 94 received training services through the WIOA Dislocated Worker Program between July 1, 2024, and June 30, 2025. During this time, Idaho spent \$2,031,198 to serve the individuals enrolled in this program. Idaho did not administer a National Dislocated Worker Grant (NDWG) in PY24.

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 training includes more intensive assessments, work experiences, and occupational skills training.

YOUTH - Who is served: As specifically directed by the WDC (the state's approved statewide local board) for PY24 operation, Idaho's Title I-B Youth program served 100% out-of-school (not attending any school) youth between 16 and 24 years old, and who needed additional assistance, based on identified barriers, to complete an educational program or to secure and hold employment. Beginning in PY25, the WDC has directed that in-school youth will be included as service recipients under the state's WIOA Youth program.

Participation: 591 young people received career services and 137 received training through Idaho's WIOA Youth Program between July 1, 2024, and June 30, 2025, which spent \$2,634,466 to serve these youth.

Program Description: The program prepares this population for success in education, training, and the world of work. WIOA helps to provide Idaho youth with 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 Attachment A for WIOA Title I-B Success Stories.

WIOA Title III (Wagner-Peyser) Activities

During PY24, Employment Services (ES) staff provided career services to 17,604 individuals, with the total number of reportable individuals for this period totaling 46,001. ES staff served 3,626 employers, from within Idaho and its common labor market areas, who posted 167,404 job listings within the state’s WIOA management information system (MIS) *IdahoWorks*.

Activities and Events

- The department’s Career Acceleration Program (CAP) provides direct case management by ES staff and benefits participating job seekers in their job search efforts. The program is designed to help job seekers with employment barriers who need more individualized assistance, yet who are work-ready and willing to engage with program staff to reach their employment goal within 90 days of enrollment. In PY24 CAP enrolled 880 individuals with 477 exiters. Of these exiters, 319 participants, or 67% Exited for Employment.
- During PY24, Idaho's AJCs hosted approximately 43 hiring events and job fairs. These events varied widely, focusing on specific industries, large single employers, or multiple employers across different sectors.
- As the state’s unemployment rate continued its plateau at lower levels, Idaho’s labor exchange system, *IdahoWorks*, saw an increase in the creation of new employer accounts throughout the state. AJC staff worked hard to ensure new accounts reflected legitimate employers and quality job listings for job seekers across Idaho.

Latest IdahoWorks Features and Enhancements for PY24

- ReEmployLink allows AJC staff to identify Unemployment Insurance claimants statistically likely to exhaust their UI benefits. Staff who work with the ReEmployment Services and Eligibility Assessments (RESEA) program can easily perform outreach to job seekers who are most at risk for exhausting their UI benefits. This new module can apply a formula to claimant information to create a claimant profile score that may signal to AJC staff that the job seeker may need additional intervention to succeed in finding and retaining new employment. Staff can then schedule a job seeker for a variety of services to avoid any potential employment pitfalls.
- Subsequent interviews give staff a chance to provide focused support after the initial RESEA appointment. Staff explain this during the initial RESEA meeting and schedule the follow-up within 7–14 business days. The Subsequent Interview Letter is given to the claimant at that time. During the follow-up, staff complete the Subsequent Interview Plan, which

includes an eligibility review, updates to the re-employment plan, and any other helpful steps. This added meeting serves as another intervention to help the claimant succeed in finding and keeping employment.

- My Calendar, another new feature in *IdahoWorks*, allows staff to efficiently manage appointments with job seekers or employers, and apply any relevant information to either profile.
- Upcoming Events, a new planning feature, facilitates the creation of new in-person or virtual events with comprehensive details about the occasion. Staff can invite job seekers or employers, with the ability to track the attendance of participants.
- During the summer of 2025, *IdahoWorks* replaced its online chat feature with the *Tawk.to* platform, giving staff more options and tools.

Training

- AJC ES staff completed the Foundational Career Coach Skills training and the Skillful Talent Series through *WorkforceGPS* and hosted by Rework America Alliance. This fully online training provided updated tools, tactics, and labor market insights to strengthen career-coaching practices. The Skillful Talent Series enhanced staff ability to guide employers in adopting, skills-based hiring and talent management strategies. Training units included: Skills-Based Coaching, Human-Centered Coaching, Skills for Navigating a Digital World, and Skillful Talent Series: Skills-Based Talent Management & Hiring Practices.
- ES staff also participated in a statewide training series titled Peer-to-Peer Learning, where subject-matter experts from across Idaho delivered webinar-based presentations to workforce colleagues. Topics covered included: H-2A and H-2B job orders, Employment Services eSkills, Language Line and Big Interview tools, and a WIOA program overview.

Migrant and Seasonal Farmworker

The Wagner-Peyser Act directs states to fund a Migrant Seasonal Farmworker (MSFW) Program to connect migrant farmworkers to the state’s workforce development system and the services it offers.

Both the State Monitor Advocate and outreach staff promote these services, many of which are pertinent to both MSFW job seekers and agricultural and non-agricultural employers, and include information related to rights and protections provided to MSFWs.

In February of 2025, Idaho implemented its plan to increase outreach by deploying two full-time staff members who concentrate 100% of their time on MSFW outreach activities predominantly in the state’s three designated MSFW-significant offices (Caldwell, Pocatello, and Idaho Falls), and the Twin Falls/Burley area, which also exhibits considerable MSFW activity. These full-time, bilingual staff members conduct outreach activities, coordinate efforts with other MSFW service providers, provide referrals to jobs, referrals to other workforce and community services, and assist MSFWs with *IdahoWorks* registrations and job applications. While Idaho has two full-time

outreach workers, IDOL staff across the state, including those who operate the Mobile Service Delivery units in 23 additional, mostly rural communities, are available to provide face-to-face service and be adaptable to fluctuations in the economy, agricultural seasons, and workforce needs.

To ensure program and service equity to MSFWs, the State Monitor Advocate continues to strengthen and expand collaborative relationships with not only outreach staff, but various organizations across the state. This includes collaborative relationships with the National Farmworker Jobs Program (NFJP) grantee (Community Council of Idaho), the Idaho Department of Education Migrant Program, Idaho Legal Aid, the Idaho Food Bank, and several community outreach health organizations.

Through efforts outlined above, Idaho exceeded the PY24 outreach goals established in its Agricultural Outreach Plan (AOP) and the standards set in 20 CFR 653. This achievement occurred because of the state's commitment to full-time outreach activities and collaboration with other agencies and organizations that serve farmworkers throughout the year.

In addition to surpassing its outreach goals, Idaho was able to meet five of the six minimum service level indicators for MSFWs:

- Individuals placed in a job
- Field Checks Conducted
- Review of Significant MSFW One-Stop Centers
- Outreach contacts per quarter
- Timeline processing of complaints

In addition, Idaho also met five of the eight equity indicators for services to MSFWs:

- Received Basic Career Services (Staff-Assisted)
- Received Staff-Assisted Career Guidance Services
- Received Individual Career Service
- Referred to Federal Training: Tracks referrals to Federal training programs.
- Referred to Other Federal/State Assistance

Foreign Labor Certification

Idaho experienced a 6.27% increase in the number of federal H-2A temporary labor certification program applications (965) during PY24. A total of 675 Idaho employers requested more than 7,961 foreign workers, which is 7.39% above the previous year, all to facilitate Idaho's production of its agricultural crops. Idaho also processed an additional 392 applications for interstate clearance orders seeking 7,207 workers to fill the existing need.

Training and post certification site visits played a significant role in the program this year. State Foreign Labor Certification (FLC) staff took the opportunity to:

- Provide housing inspection training to local housing inspectors.
- Provide referral training to the local staff on US referrals.
- Provide insight into program rules and regulations to employer groups, reaching 175 employers across the state.
- Provide guidance on how to address issues found during post-certification site visits.

As part of the FLC program, staff inspect employer-provided H-2A/H-2B housing to make sure it meets federal and state requirements. Staff conducted 2,057 inspections in PY24.

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. The H-2B program has slightly decreased by 12.8% in PY24, with 135 Idaho employers placing 224 job orders seeking foreign nationals to fill their temporary non-agricultural positions across the state.

Veterans

During PY24, veterans' representatives and other workforce staff registered 1,278 Idaho veterans for assistance with workforce services, administering career services to 1,120 veterans, and aiding 349 veterans with barriers to employment.

Although ES staff assist veterans, the Jobs for Veterans State Grant (JVSG) program focuses on providing intensive case management and career services to eligible veterans and transitioning service members who face barriers to employment. The JVSG program now operates with consolidated positions for all JVSG staff, meaning these staff perform both Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) duties. JVSG staff participate in continual training sessions that keep them informed of current guidance, best practices, and resources needed to deliver high-quality services to veterans.

The positions that perform both DVOP and LVER activities carry out a full range of services. 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 DVOP duties include providing intensive services and case management to eligible veterans.

The Homeless Veterans Reintegration Program (HVRP), originally awarded to IDOL in 2022 to serve homeless veterans through short-term training and supportive services, was successfully closed out following completion of the grant period and achievement of program goals during PY24.

Please Refer to Attachment A for Wagner-Peyser Success Stories.

Rapid Response

To ensure delivery of comprehensive workforce services to transitioning businesses and workers facing dislocation due to layoffs and/or business closures, Idaho's governor designated IDOL to facilitate these services through its Rapid Response Unit. Carrying out state Rapid Response

activities falls primarily to IDOL, as it reaches out to employers, regardless of size, in both Worker Adjustment and Retraining Notification Act (WARN) and non-WARN instances.

The state Rapid Response Unit provides collaborative leadership to meet USDOL's Rapid Response mandate and oversees both state and local Rapid Response teams. These teams coordinate activities at different levels with the assistance of One-Stop and Core partners, including the WIOA Title I-B Dislocated Worker provider, TAA, Wagner-Peyser Services, and organized labor. The state team strives to ensure the delivery of quality Rapid Response services as it works to harness administrative and programmatic systems, support local efforts, and continue to enhance and sustain partnerships across Idaho's workforce development system so employers and impacted workers can access the services they need to facilitate their transition.

To minimize disruptions associated with job loss, the state unit and its local Rapid Response teams work with employers and their employees to quickly maximize public and private resources. This may include providing on-site customized services that accommodate work schedules and helping through the painful transitions associated with employment loss.

IDOL's Rapid Response Unit has adopted virtual services as a primary means of meeting the needs of its customers when WARN or other notices of closures/layoffs are received. Local Rapid Response teams utilize a video developed by the state unit, along with other materials, as the principal means of providing critical program and service information to impacted workers. Whether presented virtually or in-person, the resources meet the needs of both employers and their impacted employees. Links to these resources, in both English and Spanish, may be found on IDOL's website and are available to workers on demand if they are unable to participate in a Rapid Response orientation. The resources are also shared with attendees and employers so they may review the information as needed as they progress through their employment transition.

Across the state, local teams provided information about the workforce development system's services and benefits available to affected workers. Nineteen employers in Idaho received Rapid Response services during the program year. Thirteen of those employers filed WARN announcements, accounting for 1,049 workers from across the state impacted by these layoffs.

To further enhance Rapid Response services, IDOL will be adding a Rapid Response Business Outreach Specialist to its team in PY25. This specialist will develop and implement strategies to align layoff activities with business engagement, sector strategy, and career pathway efforts, and will work to identify companies in distress and provide proactive solutions.

Performance Accountability

Effectiveness in Serving Employers

For PY24, the Effectiveness in Serving Employers performance indicator was finalized in USDOL regulation and guidance as *Retention with the Same Employer*. This is a shared metric across all six WIOA core programs: Title I-B (Adult, Dislocated Worker, Youth), Title II (Adult Education and Family Literacy Act), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation and the

Commission of Blind and Visually Impaired). The previously included second measure focusing on *Employer Penetration* rate is no longer a required indicator and is no longer being reported.

The *Retention with the Same Employer* performance indicator is defined as: 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 PY24 continue to show increases from previous years as indicated in Table 1, below. The rate for *Retention with Same Employer at 2nd and 4th Quarters after Exit* was 72.2%, an almost one and one-half percentage-point increase from the previous year and 2.8 percentage growth from two years ago.

It should be noted that during PY24, Idaho's unemployment rate experienced only small fluctuations, essentially remaining a constant 3.7%. While many employers are optimistic about future growth, some industries remain cautious as the tight labor market is proving challenging for them to overcome labor shortages.

Measures	PY22 Outcomes	PY23 Outcomes	PY24 Outcomes
Retention With Same Employer in 2nd & 4th Qtrs.	69.4	70.8	72.2
Employer Penetration Rate	9.8	9.8	N/A

Negotiated Performance and Outcomes

Tables 2, 3, 4, 5, and 6 highlight Idaho's PY23 and PY24 negotiated levels of performance and available outcomes for the following WIOA core programs: Title I-B (Adult, Dislocated Workers, and Youth); Title II Adult Education and Family Literacy Act; Title III (Wagner-Peyser/Employment Services); and Title IV Vocational Rehabilitation.

PY24 was the ninth year of implementation under WIOA. Its various performance reports are based on the federal Program Year (FPY), which runs from July 1 through June 30.

Program	PY23 Neg. Level	PY23 Outcomes	PY24 Neg. Level	PY24 Outcomes
Adults	81.4	74.1	80.1	65.8
Dislocated Workers	80.1	80	80.1	82.7
Youth	75	76.5	77.8	79.8
Adult Education & Family Literacy	35 / 37	33.5	37	34.15
Wagner-Peyser	65.7	72.2	68.5	73
Vocational Rehabilitation	59.5 / 60	64.5	65.5	61.3

Program	PY23 Neg. Level	PY23 Outcomes	PY24 Neg. Level	PY24 Outcomes
Adults	80.4	73.5	79.8	68.6
Dislocated Workers	81	76.2	80.1	77.5
Youth	78.6	78.9	80.9	79.6
Adult Education & Family Literacy	36 / 37	36.2	41	32.81
Wagner-Peyser	66.2	69.8	67.9	72.3
Vocational Rehabilitation	57.8 / 58.3	61.1	63.2	60.2

Program	PY23 Neg. Level	PY23 Outcomes	PY24 Neg. Level	PY24 Outcomes
Adults	\$7,025	\$8,204	\$7,650	\$7,871
Dislocated Workers	\$8,016	\$10,564	\$8,450	\$10,472
Youth	\$4,350	\$5,939	\$4,800	\$6,938
Adult Education & Family Literacy	\$4,900/ \$5,200	\$5,430	\$5,750	\$5,865.52
Wagner-Peyser	\$6,175	\$9,110	\$7,125	\$9,249
Vocational Rehabilitation	\$4,400/ \$4,500	\$5,380	\$5,000	\$5,935

Program	PY23 Neg. Level	PY23 Outcomes	PY24 Neg. Level	PY24 Outcomes
Adults	72.2	73.3	70	80
Dislocated Workers	72	67.3	69.8	58.5
Youth	51.5	53.7	51.9	69.8
Adult Education & Family Literacy	43 / 45	19.3	45	37.16
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	42.8 / 44	59.7	63.7	56.5

Table 6. Measurable Skills Gains (shown in percentages)				
Program	PY23 Neg. Level	PY23 Outcomes	PY24 Neg. Level	PY24 Outcomes
Adults	57.9	84.1	58.2	93.1
Dislocated Workers	60.4	81.7	61.1	85.9
Youth	50	80.9	53.5	86.1
Adult Education & Family Literacy	30 / 31	41.6	37.5	40.78
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	55.1 / 57.6	58.9	57.5	68.5

Common Exits

Idaho's WIOA management information system (MIS), *IdahoWorks*, serves as a repository for its WIOA Title I-B formula programs, Wagner-Peyser/Employment-Services, TAA, and discretionary grant programs. *IdahoWorks* integrates labor exchange, case management, and reporting functions. It also recognizes and implements the state's common exit policy for individuals in the WIOA Title I-B, Title III, and TAA programs. As directed by WIOA, individuals co-enrolled in more than one program will be considered exited from the state's workforce development system once they have been exited from all programs and received no services for at least 90 days. Idaho's Common Exit Policy may be viewed at this link: [Common Exit Policy](#).

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 consist 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 PY24 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 Worker, and Youth programs; the National Dislocated Worker Grant, Wagner-Peyser; Jobs for Veterans State Grant; and Registered Apprenticeship programs. Staff reviewed the accuracy of the participant data reported in the Participant Individual Record Layout (PIRL) as was the verification of the presence of mandate source documentation. Idaho's Data Validation Policy may be viewed at this link: [Data Validation Policy](#).

Please Refer to Attachment A for Core Partner Success Stories.

Statewide Governor’s Reserve Funds

In PY24, Idaho utilized its Title I-B Governor’s Reserve funds to support a variety of statewide activities that impact the state’s ability to administer its programs, provide services, conduct performance reporting, identify and implement system/ process enhancement, and take steps toward continuous improvement.

Examples of these activities include:

- Workforce Development Council (State and local board under WIOA Waiver) activities.
 - One-Stop Activities- Development of a statewide MOU and the infrastructure cost sharing agreement to account for One-Stop partner activity across the state. This includes development of two local area MOUs.
- Administrative Entity:
 - Grants management functions for each program/funding stream including grants administration and the provision of technical assistance; assess, coordinate, and assist in the development of the WIOA Combined State Plan and the Annual Report Narrative; and service delivery assessment.
 - Oversight/Performance: Program/subrecipient monitoring; fiscal accountability; and all required annual/quarterly performance reporting.
 - Eligible Training Provider List activities: Maintaining the statewide ETPL (approvals, removals, denials, renewals); and policy and process development.
- WIOA Evaluation(s) to assess the workforce development system’s impact on SNAP recipients. See Evaluation section in this report.
- Youth-in-Need Initiative – Partnering w/ the Idaho Department of Correction to place a liaison in its facility to obtain referrals of soon to be released residents for potential enrollment in the WIOA Youth Program
- Career Development and Training

Customer Satisfaction

Idaho implemented a new customer satisfaction survey process in January of 2024 to address Customer Satisfaction within the state’s AJCs and mobile locations.

Methodology

Job seekers visiting an AJC or one of the state’s 23 mobile locations are made aware of the availability of a customer satisfaction survey through posters, in both English and Spanish. Customers may quickly access the survey by using the QR code displayed on the posters in each office’s lobby.

The survey asks:

1. Which IDOL office did you visit? (If Mobile, please list the city:)
2. What brought you in today?
3. Please rate your experience on a scale of 1 to 5 (1=highly dissatisfied and 5=highly satisfied).
4. What did we do well?
5. What could we improve?
6. Additional Comments (Please provide your name and phone number if you would like to be contacted regarding your feedback):

From July 1, 2024 to June 30, 2025, 563 customers responded with an average rated score of 4.88.

Two customers who visited brick-and-mortar AJCs had this to say about their experience:

- *My re-employment assessment was very focused, informative and helpful in tailoring my job search capabilities. She asked questions that were directly centered on my re-employment capabilities, relevant work areas and how to better present myself through resume and interview adjustments. She has proactively followed up with me to track my progress and make further recommendations. I feel that this interview was very beneficial for my re-employment efforts.*
- *Listened, shared valuable insights and provided a sense of humor and humility through the experience—empathy as well.*

Two additional customers who visited mobile locations shared the following comments about their experience:

- *Wonderful experience. I am so thankful and grateful for assistance with these programs.*
- *She is always taking care of my issues and lets me know about opportunities that are available that I would not know about it! She is amazing and has great customer service.*

As with previous surveys, the state will review these and other survey findings to modify AJC service delivery as necessary to ensure customer satisfaction.

Waiver – Allow State Board to Act as the Local Board

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 remains in place, to have the state function as a single statewide planning area. By requesting the waiver to allow the WDC (the WIOA State Board) to 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 and 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 businesses 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 strategy saved Idaho's Workforce Investment Act (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, which allows more participants to be served and allows 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 \$2,476,142 which, in 2025, amounts to just over 34.48% of the state's total WIOA Title I-B allotment from USDOL for PY24.

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

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

Evaluation Update

Please refer to Attachment B for the WIOA PY24 Evaluation Update

Attachments

- Attachment A – Idaho PY24 Success Stories
 - Title I-B Youth
 - Title I-B Adult
 - Title I-B Dislocated Worker
 - Title II Adult Education and Family Literacy Act
 - Title IV Vocational Rehabilitation
 - Registered Apprenticeship
- Attachment B – WIOA PY24 Evaluation Update

Title I-B Youth Program Success Stories

Nathan was a 24-year-old, out-of-school youth, living with his mother and siblings. He had always been fascinated by machinery and “how things worked”. He had plans to attend college, but personal matters required that he reprioritize that goal.

Nathan was referred to Idaho Department of Labor (IDOL) by Idaho Division of Vocational Rehabilitation (IDVR), and the two agencies collaborated with Nathan toward reaching employment success.

IDOL assisted Nathan with developing a resume and cover letter, practicing interview skills with one-on-one mock interview sessions (both virtually and in person), and accessing programs like *Big Interview* and *LinkedIn Learning* to build skills necessary for the workforce.

IDVR also assisted with interview skills-building and identified a local employer to host a Work Experience opportunity.

The worksite team assisted Nathan in learning essential workplace skills such as time management, adaptability, problem solving, collaboration, teamwork and organization, and he learned how to work several different pieces of machinery. He opened his own bank account and learned about money management. The work site provided a welcoming environment that allowed Nathan to learn and thrive so much that he was offered part-time employment when his Work Experience was completed.

Nathan continues to work for the same employer after exiting from the WIOA youth program and is receiving follow-up services from his carer planner as needed.

Nathan stated:

It was a confidence booster knowing [my career planners] were always available to discuss any concerns I had and walked me through each process to make sure I felt comfortable. I'm very happy with my work experience at [worksite] and I'm so grateful for the career planners diligence in making me feel supported and confident in the work field. I am so grateful to this program (WIOA Youth) for assisting me in finding a place to work that fits my needs.

- Click on this link to learn about Madison: [Madison | idaho@work](#)

Title I-B Adult and Dislocated Worker Program Success Stories

Adult Program:

"Max" began his journey with Equus Workforce Solutions while residing at a justice facility. During this time, Equus staff collaborated with him to try and secure employment before his release to a community in another part of the state. Max really wanted to work for a specific company where he would be released to, however, some obstacles prevented Max from starting work there immediately. Rather than being discouraged, Max took initiative by attending a weekly Community Connect event at a recovery center in his new community, where he introduced himself to the Equus staff he would now be working with. Three months later, Max accepted a night stocker position in a grocery store, grateful for the opportunity to earn an income again and work toward self-sufficiency. He remained focused on his goal of working for the employer he identified prior to release and was successful in meeting that goal just two months later.

Dislocated Worker Program:

"Fred" was laid off after 11 years at the same company. He was three years from retirement. Fred had stellar work ethic and dedication. Unfortunately, he lacked computer and technological skills that made applying to jobs efficient for him in today's world. He would print off resumes, deliver them to employers, only to be told to apply online.

Fred was enrolled into the WIOA Dislocated Worker program for resume and job search assistance. His career coach assisted Fred with his resume and creating an account on Indeed. Every Wednesday morning, Fred would arrive at the AJC at 8:00 am to work with his career coach in applying for jobs posted on Indeed.

When Fred obtained employment, he was so excited to share the news that we went to the AJC to share with the staff, the Unemployment Insurance liaison who helped file his claim and, really, the *entire* office that he had been hired.

- Click on this link for a "Where Are They Now?" update on Josh: [Josh | idaho@work](#)
Previously co-enrolled in: Trade Adjustment Assistance, Dislocated Worker, and National Emergency Grant programs

Wagner-Peyser/Employment Services (ES) Success Stories

RESEA:

Glen was selected to participate in a ReEmployment Services and Eligibility Assessment (RESEA) at Idaho Department of Labor after filing for Unemployment Insurance. Glen indicated he did not have a resume and, after avoiding the subject, said he did not feel he had skills worth putting on a resume and the type of work he was looking for did not really seem to care. The Workforce Consultant encouraged Glen and told him that his years of experience had given him many skills and that creating a resume would help to set him apart from other applicants, especially if others do not submit resumes. As part of his RESEA action plan, Glen was asked to work on a resume and was assigned *Big Interview's* "Top 10 Questions" to practice.

Glen practiced the "Top 10 Questions" on his own, and during a follow-up appointment he and the Workforce Consultant refined and printed his resume to take to an interview.

After the interview, Glen called the Workforce Consultant and excitedly exclaimed that he was so glad she had convinced him to create a resume because seeing his skills on paper made him feel legitimate and gave him confidence he did not have before. He said that he gave the employer the resume, and that practicing the "Top 10 Questions" was like magic. He stated he was relaxed, and the interview answers seemed to come easier.

The Workforce Consultant was greeted the next day with an email sent from Glen the night before:

I'm immensely proud, this makes it real. I've earned something, and I've got credentials now that say so, and it's the authenticity of this record that is my witness.

I had not anticipated this exercise could make me feel so good; it's mine! I did this! I can walk in to any room, any interview now with this essential instrument that puts me in a chair at the table.

Thank you [Workforce Consultant]! What a difference, what a boost up. You've simply shown me new open doors I didn't realize a week ago. I deserve this resume, wow, thank you so much!

Approximately two hours later, Glen called the Workforce Consultant and shared that he had been offered the job he interviewed for.

Title II Adult Education and Family Literacy Act Success Story

Ruthie came to the Adult Learning Center at Lewis-Clark State College in August 2023, having just turned eighteen and taken leave from an unhealthy home environment, in which her education had also been very much neglected. She was anxious, unsure of her ability to learn or to use computers. However, she very much wanted an education.

For the next ten months, Ruthie worked tirelessly, coming regularly and attending classes up to six hours a day. We were able to connect her with our local WIOA representative, who helped her get glasses, medical care, educational testing, and a laptop to use to practice keyboarding and for supplemental online study materials. Within seven months, Ruthie passed her GED Science and Math tests.

In addition to her home environment challenges, Ruthie discovered she had some learning disabilities, one being dyslexia. This was making it difficult for her to pass the GED RLA and Social Studies tests. Getting an official diagnosis enabled her to apply for accommodations. This was not an easy task, and we watched as she persistently stayed on the phone for 45 minutes to an hour, arranging these accommodations with GED Testing Service. We were so impressed as she used a landline phone, her cell phone, and the computer-all at once-to accomplish this.

On June 24, 2024, Ruthie successfully completed the last of her GED tests, just ten months after she began the trek. She is thrilled to know that a whole new world of educational and occupational possibilities is open to her now. And we are thrilled to have been able to participate in her journey.

Ruthie was a speaker at our GED Graduation in May 2025, and she has successfully completed one full year at Lewis-Clark State College. She is now enrolled in Job Corp studying Forestry.

Title IV Idaho Division of Vocational Rehabilitation (IDVR) Success Stories

Click on the following links to learn more about Idaho Division of Vocational Rehabilitation's success stories:

- [VR Success - Morgans-Success-Story-Remediated.pdf](#)
- [VR Success - Devins-Success-Story-Remediated.pdf](#)
- [VR Success - Career-Quest-Success-Story.pdf](#)
- [VR Success - Brians-Success-Story-Remediated.pdf](#)
- [VR Success - Nathans-Success-Story.pdf](#)
- [VR Success - Kimberlys-Success-Story.pdf](#)

Registered Apprenticeship

In May 2024, while still incarcerated, apprentice Leonard reached a milestone he once never imagined possible—he completed his apprenticeship program. What began as a culinary apprenticeship for production cook turned into much more. He worked his way up to *lead cook*, gaining not only technical skills, but also vital communication skills, learning how to speak with confidence, maintain calm and respectful interactions, and navigate difficult personalities with composure. He learned how to manage his workload, set healthy boundaries, and show respect to coworkers and supervisors. With budgeting and inventory management woven into the curriculum, he also learned how to manage money and resources responsibly. When he re-entered the community, he stepped out with a set of marketable skills, transferable talents, little to no employment gap, and the confidence to pursue employment.

Though Leonard did not stay in the culinary field long, the teamwork, discipline, and leadership he developed as a lead cook helped him transition into a career he thrives in today. Working as a lead cook for construction companies preparing onsite meals for workers in remote locations, transformed into a career in concrete forming and finishing.

Soon after release, he secured a job with a company that not only valued his work but valued him as a person. He often says he had no idea companies could treat their employees so well. His coworkers are supportive, the team gets along, and he feels included in a way he hadn't known in the past. More than a year after his release, he is still employed—and flourishing.

Today, he is working on a project in another state, surrounded by some of the most breathtaking views imaginable. The scenery is so incredible it's almost distracting. To him, though, it is a reminder of how far he has come. He credits the apprenticeship program for giving him an upper hand, hard-earned money in his pocket, and a true fresh start.

Leonard is proud of the man he has become and stands today as a testament to what is possible when opportunity, hard work, and support come together. He is working hard, thriving, and looking forward to a bright future. He is grateful to the staff who guided him through the on-the-job training, for the comradery between trainers and apprentices, and for the apprenticeship coordinator's support every step of the way. He encourages anyone to pursue an apprenticeship opportunity, as it not only helps people on their career path, but also their path to self-discovery.

- Click on this link to learn more about the Registered Apprenticeship partnerships with Idaho Department of Correction, the Idaho Rural Water Association and Learning How 2 Live: [Apprenticeship program gives Idahoans skills to pursue new careers | idaho@work](#)
- Click on this link to learn about Apprenticeship Week 2024 in Idaho: [Governor Little proclaims apprenticeship week | idaho@work](#)
- Click on this link to learn about Booper the dog and his apprenticeship journey: [Apprenticeship Idaho distributes over 3,000 books to schools across the state | idaho@work](#)

Evaluation Update

In 2023, more than 125,000 Idahoans received benefits from the Supplemental Nutrition Assistance Program (SNAP) administered by Idaho Department of Health and Welfare (DHW). Approximately 20% of recipients were mandated to participate in DHW's SNAP Employment and Training (E&T) programs. The remaining recipients had no such mandate and could access workforce services available elsewhere.

During PY24, IDOL continued to build on the foundation it began in PY23 for developing and maintaining an ongoing, rigorous evaluation project to assess the effect of Idaho's workforce development system programs on the SNAP-recipient population, primarily their service impact, and whether they increased or improved employment outcomes.

In addition to previously completing a variety of activities, outlined in Idaho's PY23 Annual Report Narrative ([Idaho PY23 Annual Report Narrative](#)), analysts from both IDOL's Research and Analysis (R&A) and the Workforce Programs Administrative Bureau (AE) laid out the evaluation's next steps for PY24 – setting up a research project to answer the following questions relevant to the evaluations' initial phase:

1. SNAP population - How many SNAP recipients are actively receiving services through WIOA partner programs at present?
2. Employment Outcomes - What are the employment outcomes for mandatory and voluntary SNAP recipients, and how do these outcomes differ based on co-enrollment in various WIOA Titles?

The answers to the above questions will serve as a baseline to:

- Develop policy;
- Plan service delivery/program design;
- Expand outreach to SNAP participants; and
- Maintain continuous evaluation of outcomes as IDOL and DHW implement this new partnership.

The following activities in support of this evaluation project were conducted during PY24:

- IDOL continued to engage and increase its understanding of the SNAP E&T program, exploring how the mandatory program can better coordinate with the One-Stop system. Most recent data show 130,000 Idahoans received SNAP benefits.
- IDOL, DHW, and the WDC are participating in a second round of the SNAP E&T Policy Academy sponsored by the National Governor's Association.
- IDOL and DHW finalized the agreement, initiated in PY23, to allow for data matching to inform our evaluation.
- IDOL and DHW have engaged in the preliminary testing of data matching.

- Analysts from both IDOL's R&A and the AE continue to meet bi-weekly to share updates, discuss challenges, propose solutions, and strategize avenues to continue moving the project forward.

Until the process and procedures for agency data matching are formalized, IDOL's R&A and AE teams have modified the evaluations' initial phase, using data solely from IDOL, to analyze:

1. WIOA Participants who indicated they were receiving SNAP benefits at the time of enrollment into WIOA.
2. WIOA participants who indicated they were receiving SNAP benefits within six months prior to enrollment.
3. Employment status of these participants in the quarter(s) prior to enrollment.
4. Employment status of these participants in the quarter(s) post exit.
5. Wage gains of these participants.

In addition, IDOL has and will cooperate in providing data, responding to surveys, and allowing timely site visits, at the state and local level, as requested for evaluations conducted by the United States Department of Labor (USDOL) and/or for continuous improvement strategies utilizing results from studies and evidence-based practices evaluated. Previous evaluations conducted by IDOL may be found at the following links:

- [WIOA Adult Evaluation](#)
- [WIOA Dislocated Worker Evaluation](#)

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