



# **State of Idaho**

## **Workforce Innovation and Opportunity Act**

### **Annual Report Narrative**

WIOA Title I-B and Title III Programs

Program Year 2018:

July 1, 2018 through June 30, 2019

Submitted December 2, 2019



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## **Introduction**

The State of Idaho has been working for several years on implementing the Workforce Innovation and Opportunity Act (WIOA) under a Combined State Plan to cover its statewide workforce development system. The original plan, its subsequent modifications and upcoming plans represent the collective planning, resources, and vision of the state's workforce board, the Workforce Development Council (WDC), and core partner programs as follows:

- A. WIOA Title I youth, adult, and dislocated worker programs, administered by the Idaho Department of Labor (IDOL);
- B. WIOA Title II Adult Education and Family Literacy program, administered by Idaho Career – Technical Education;
- C. WIOA Title III Wagner-Peyser Employment Service, also administered by the Idaho Department of Labor; and
- D. WIOA Title IV Vocational Rehabilitation programs, administered by Idaho Division of Vocational Rehabilitation:
  - Idaho Vocational Rehabilitation Program; and
  - Idaho Commission for the Blind and Visually Impaired.

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

- E. Senior Community Service Employment Program, administered by the Idaho Commission on Aging; and
- F. Jobs for Veterans State Grants, administered by the Idaho Department of Labor; and
- G. Trade Adjustment Assistance, administered by the Idaho Department of Labor
- H. Unemployment Insurance, administered by the Idaho Department of Labor.

This WIOA Annual Report Narrative for the state describes its progress towards meeting its strategic vision and goals for Idaho's workforce system. The primary focus is for those programs under Titles I and III, as the other core programs under WIOA - Adult Education (Title II) and Vocational Rehabilitation (Title IV) - are not obligated to submit or include their specific program data for this report. The appendices also contains the annual performance reports submitted to the U.S. Department of Labor's Employment and Training Administration for Title I-B Adult, Dislocated Worker and Youth programs; and Title III Wagner-Peyser Employment Service.

## **Goals for Idaho's Workforce Development System**

Plan partners reviewed the broad goals and individual strategies for the State's workforce system established by the Workforce Development Council. For each goal, the Council identified several strategies that related specifically to the populations, services, policies, and priorities within the state. The strategies cited under each goal are a priority subset of the Council's strategic plan and clarify how the Council's goals relate to individuals with barriers to employment.

- Promote policies that align workforce, education, economic development, and entrepreneurship to meet industry and employer's workforce needs.
  - Leverage public and private resources (in order to provide greater levels of service to those with barriers to employment and in rural communities)
- Facilitate development of an Idaho workforce that is highly skilled and committed to continuous learning.

- Provide access to a full range of information and supports to prepare for work that leads to economic self-sufficiency for low-skilled and at-risk youth and adults, dislocated workers and others with barriers to employment.
- Enhance opportunities for lifelong learning by expanding delivery options such as: i) stackable credentials, ii) compressed scheduling, iii) on-line and distance learning, iv) modularized curriculum and v) other alternative learning modalities
- Encourage the use of workplace flexibility options such as job sharing, job restructuring, part-time worker pools, flex-time and telecommuting to increase employment opportunities and retain quality workers
- Promote employment practices and workplace environments that encourage a culture of diversity and inclusiveness
- Support a comprehensive education and workforce delivery system.
  - Maintain a quality One-Stop Career System that connects employers and workers and facilitates access to workforce services, education services and information.
  - Enhance coordination among workforce system partners and streamline services by eliminating duplication and ineffective or unnecessary practices.
  - Provide access to information, financial aid and other supportive services that allow all workers to obtain education and training leading to employment.
  - Coordinate a system of work supports for low-income workers to help them stay employed and move toward economic self-sufficiency (e.g. food stamps, child care, and housing) and provide safety nets to those who are in transition in the workforce

The state's Combined Plan also contains four priority focus areas designed to improve Idaho's workforce system under WIOA. These focus areas served as themes uniting the state's workforce development partners' goals, strategies, and operational elements, as well as serving as guides for the structure of the State's plan.

- **Serving Rural Communities**  
This is a significant challenge for Idaho's workforce system as nearly every core and partner program identified service to rural areas as difficult to achieve.
- **Attracting, Training, and Retaining Quality Staff**  
Many programs identified staffing issues as a barrier, which was primarily true for those programs which provide direct services such as counseling and instruction.
- **Career Pathways**  
Idaho's in-demand and high-growth occupations are in industries such as government, retail, construction, and health care. However, these industries do not necessarily align with the Target Sector industries identified by the state, which include advanced manufacturing, technology, energy, and health care. This outlines a need for clear pathways that help move people from current in-demand occupations to occupations within the Target Sectors.
- **Connecting Youth**  
Youth ages 16-24 have a significantly higher chance of being unemployed than other age groups. The state must develop strategies to address the unique training and education needs of youth across all of Idaho.

## **Workforce Development System Report**

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

The 36-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;
- 9 positions representing government;
- One member from each chamber of the Idaho Legislature; and
- The Governor or his designee.

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

- Executive Committee
- Apprenticeship Committee
- Workforce Development Policy Committee
- Grant Review Committee
- One-Stop Committee and
- Outreach Committee

## **WIOA Program Updates**

A robust economy has aided Idaho's implementation of its goals under the WIOA Combined State Plan. Idaho's unemployment rate for calendar year 2018 averaged 2.8%, a decrease from the previous year by .4%. The tight labor market has encouraged employers to work with the public workforce system, ensuring that staff know the workforce needs of employers in the state. Individuals who had previously been discouraged or have significant barriers to employment are now re-entering the labor force. Those individuals still seeking assistance from the public workforce system are those with the greatest barriers to employment - the hardest to serve.

### **1. WIOA Title I-B**

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

The WIOA Adult program provides employment and training assistance to adults who face significant barriers to employment. Idaho's program prioritizes individuals who receive public assistance, individuals living with low incomes, and those with basic skills deficiency. For each customer, the overarching goal is employment or enhancement within his or her occupation.

Generally, Adult program customers work to increase their earnings, retain employment, and diversify their occupational skills. In PY 2018, the state program provided staff assistance to 13,896 individuals. Of those, WIOA career planners worked individually with 596 job seekers to provide more in-depth, one-on-one assistance. Idaho expended a total of \$2,101,161 in providing these services during PY 2018.

### **WIOA Adult Program Success Stories-**

**Michelle** - A 56 yr. old single female enrolled in the Adult program in 2017, Michelle was a midwife who had completed several years in a nursing program with 2 yrs. left to get her Bachelor's Degree. At the time of her enrollment, she was living in a camp trailer and receiving food stamps. At the end of 2018 her daughter-in-law passed away from cancer and she took on more responsibility helping her grandson cope and home-schooling him, too. With one semester left, and strongly encouraged by her instructor to stay in school, she continued. Her efforts led to her induction into the Nursing Hall of Fame in February of 2019 along with an offer to join the Sigma Theta Tau Nursing Honor Society. After graduating with an overall GPA of 3.93 in May 2019 and updating her resume, she was hired at the end of the month by Bingham Memorial Hospital, earning \$24/hr. with full benefits. No longer on food stamps nor living in her camper, Michelle took her NCLEX and received her license this summer.

**Seani** enrolled in the WIOA Adult program in December 2018 as a homeless, disabled Veteran. Pregnant with two children, she was not working and living in a shelter that would allow her only 2 more months additional stay. In addition, the pregnancy required her to have a C Section, meaning she would be unable to work for 6-8 weeks. The local DVOP and her WIOA career planner worked together to find the necessary resources that would assist Seani as she prepared for work after the new baby arrived. Directing her to Idaho Housing and Finance, she qualified for a grant that allowed her to obtain an apartment for her family. In addition, the team secured new baby items for baby once it was born, as well as having a local car dealership provide her a used van that would fit the entire family. To obtain new skillsets, the WIOA career planner placed her in a paid internship with the Idaho Heart Institute for a period of time before the baby was born. Since then, Seani had the baby and returned to work. She obtained daycare for all her children and began working full time (32 hrs.) in the Medical Records unit at the Idaho Heart Institute earning \$10.75/hr. and benefits, with a raise to \$11.25/hr. after 90 days.

#### *b. WIOA Title 1-B Dislocated Worker*

Similar to the Adult Program, the Dislocated Worker program provides employment and training services to individuals who are unemployed through no fault of their own and unlikely to return to work in their previous industry or occupation. For the past several years Idaho has experienced a very low unemployment rate, which has caused structural changes in the state's economy and intensified the demand for labor. However, in instances where workers are impacted by layoffs or plant closures in the state, many have received Rapid Response services at their place of employment or they visit a state American Job Center to seek unemployment insurance benefits.

In continuous improvement efforts to enhance jobseeker services, Idaho's Dislocated Worker program sought to maintain high levels of performance through collaboration with other programs, such as the Trade Adjustment Assistance Program and providing participant-based services utilizing labor market information, and encouraging the enrollment of participants in employer-coordinated work-based training, such as On-the-Job Training (OJT) and apprenticeships.

In Program Year 2018, the WIOA Title I-B Dislocated Worker program served 466 individuals, and expended \$1,871,865 in serving these customers. The Dislocated Worker program has experienced a 49% decrease in overall funding from WIOA Program Year 2012, so staff and retraining resources are limited to serve this population. Fortunately, the current economy is absorbing most unemployed workers with minimal staff assistance. However, this population is still vulnerable to an economic downturn where the structural changes affecting low-skill workers is exacerbated.

**DW Success Story - Wendie** came in to the Mini-Cassia Idaho Department of Labor for an RESEA interview after being laid off from her job as work-from-home Sales Rep. She sold packaged food items to retail stores and scheduled deliveries of the merchandise all via phone or the Internet. Earning \$21/hr. and benefits, she also supervised sales associates in the same line of work. She applied for various jobs, gaining interviews but no offers of employment. She lacked the computer skills needed to compete in our labor market area and took a temporary, part-time, on-call retail position at Walmart for \$ 9/hr. with no benefits.

Discouraged and depressed, Wendie, being over 50, began to feel too old to be a viable labor market competitor since the job search assistance and referrals provided by the local AJC were to no avail. The solution pointed to updating her computer skills. Once she enrolled in an Administrative Assistant training program, she began to regain her confidence. After completing the program with a few bumps along the way, she applied for an upper management job with the Walmart home office. Chosen for the position, she now travels throughout Washington, Oregon, Nevada, California, Montana, Wyoming and Utah to plan Walmart store remodels, and stays in the areas to see the projects through to completion utilizing skills she gained from her recent training. Making \$25/hr. with benefits, she can fly home for the weekend or have her husband fly out to meet her at the job site. Now thriving, she loves her job and is very grateful to the WIOA program for helping her get back to full-time work.

*c. WIOA Title I-B Youth*

In keeping with Congressional intent for WIOA, Idaho's Title I-B Youth program serves **100% out-of-school youth**. Idaho receives just slightly higher than the minimum allotment for WIOA Title I-B funds, and it intends to leverage its funding rather than divide the program's priorities. The additional requirement for spending 20% of youth funding on work-based learning is also more appropriate for out-of-school youth. Additional State funds were provided to Youth program staff to leverage relationships with MSFW outreach workers to find and serve eligible individuals within the MSFW community who may not be reached or served through traditional means. (See MSFW section)

To be eligible for WIOA out-of-school youth services, an individual must be between the ages of 16 to 24, and not attending any school. In addition, other identified barriers must play a significant role in prohibiting the youth from successfully seeking or obtaining employment. WIOA helps to provide Idaho youth the skills and knowledge to be successful members of the workforce.

Idaho's WIOA Youth Program served 627 youth in PY 2018: 23.3 percent of the youth served had a disability; 89.9 percent were from families receiving public assistance; 37 percent were system-involved youth (foster youth or juvenile offenders) and 11.8 percent were homeless youth/ runaways. Almost 24 percent of youth served under this title identified themselves as Hispanic/Latino in a state which counts Hispanics as 12 percent of its overall population.

**WIOA Youth Success Stories** - A 22 year-old without a HS diploma, **Syringa** came into the AJC after she had just lost her job at McDonalds. AJC staff helped her register for work and file an unemployment insurance claim, and then directed her to a WIOA Youth career planner who was able to see her right away. The career planner learned that Syringa had a 7 month old baby, wanted to complete her GED and was very interested employment as a baker. A call to the College of Western Idaho Adult Education assessment center indicated that the school had no open slots remaining for testing. However, because of the career planner's efforts on Syringa's behalf they opened an additional slot to include her in the cohort.

After enrollment in the youth program, she took her first GED test and passed, leading to a well-earned and desperately needed incentive of \$100 bonus! Arrangements were made for a math tutor's help in preparation for her final GED exam, which she passed. The career planner reached out to her connections at Albertson's and secured an interview for Syringa. She was hired in the bakery at \$11/hr.

**Rachelle**, a 22-year-old high school dropout, left school in 10<sup>th</sup> grade intending to finish school online. Unfortunately, she struggled with online classes and did not complete that program. She had previously worked in the retail and food industries, but was unable to find long-term employment. Realizing that her lack of education was likely preventing her from finding better paying employment, she sought to enroll in the WIOA Youth program. After meeting with Rachelle over the next several weeks, both she and her career planner discussed several options. Rachelle really wanted to get her GED, and look into a potential career as a bookkeeper. She had previously worked well in retail and earned high marks in customer relations. WIOA connected her with North40, a regional retailer, for an internship working alongside the office manager/bookkeeper.

Rachelle attended classes at the Lewis-Clark State College Adult Learning Center while participating in her internship. After several months of classes Rachelle successfully passed her GED test. And at the end of her internship, North40 offered her a full time position with benefits.

Low-income and a single mom, **Niki** was a high-school dropout who worked part time earning only \$9/hr. The baby's father offered no help towards the child's expenses. She wanted to obtain her GED and CNA license as means of improving her situation when she enrolled in the WIOA youth program. She completed both goals successfully and continued with her schooling to gain an LPN license with WIOA's assistance. During that time, she began an internship at Steele Memorial Medical Center after she obtained her CNA license and she was hired after successfully completing the internship. She is now working at SMMC as an LPN, receives full benefits, and earns \$16.19 per hour. She plans to continue schooling next fall to become an RN.

**Rafael** graduated from high school but had low literacy levels and very poor communication skills. After enrollment in the WIOA Youth program, he was placed in a work experience with WICAP, helping setup computers at all their locations in this area. He did a fantastic job and learned so much about working a daily job – *soft skills*, like dressing appropriately and interacting with others. The employer liked him so much that at the end of his work experience he applied for an open position and was hired as a full-time employee. He loves his job and his

work environment, leading him to really come out of his shell. The change has amazed many who have previously known him, noting the progress he has made.

## **2. WIOA Title III Wagner-Peyser Employment Services**

### *d. Employment Services*

During Program Year 2018, ES staff provided career services to 13,896 individuals. Idaho's total number of reportable individuals for this period counts 61,431 individuals served by the Wagner-Peyser program, compared to 596 eligible enrolled WIOA Title I-B Adult participants.

More than 8,100 Idaho employers received a variety of services from Idaho Department of Labor staff to assist their businesses during the program year. During the year, WIOA partners in Idaho served more than 8,500 employers across the state in several capacities, primarily through recruitment efforts in this tight labor market where the state averaged 2.9 percent unemployment during 2018

### *e. MSFW*

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 PY18, there were ten American Job Centers with significant MSFW activity in the state. These locations include 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 outreach staff offer farmworkers information and handouts related to rights and protections provided to MSFW under the Migrant Seasonal Farmworker Protection Act. They offer assistance to MSFWs with registrations and applications, provide job referrals and inform workers of the other workforce services available for those who qualify. The State Monitor Advocate works with outreach staff to promote the labor exchange system and workforce system services which contain information of particular importance to both MSFW job seekers and agricultural and non-ag-employers. This also includes the provision of resource guides that include information, contacts and eligibility information for all agency partners and local community resources.

For the past several years, the state has spearheaded an effort to increase WIOA Title I-B Youth program enrollment of MSFW and Hispanic youth through an infusion of Governor's Reserve funds under the requirement to provide additional assistance to local areas with high concentrations of eligible youth. For PY18, a portion of these funds flowed to areas of the state with agricultural activity to target this population in an enhanced recruitment effort. As a result, the state increased its program enrollments for MSFWs by 45 percent and Hispanic youth more than 100 percent.

### *f. Foreign Labor Certification*

PY2018 saw more than 660 applications for assistance through this federal program, allowing 502 employers the ability to access to more than 4,460 foreign laborers they requested over that period to help in the production of the multitude of agricultural crops across the state.

The Idaho Department of Labor program staff continue to work with employers on the process the agency developed last year to allow the majority of the housing inspections to take place prior to onset of winter conditions. This change has eased inspectors' access to the housing units without concern for snow or frozen pipes. It also sped up processing times, as to not delay the certification of their application and eventual arrival of the workers they requested due to housing repairs found during a last minute housing inspection. With the new process, FLC staff inspected 588 fixed (permanent)

housing units across the state as well as 63 mobile/range units, such as tents and camp wagons, primarily used by shearherders. It should be noted that the fixed units may actually consist of more than one housing unit, since USDOL only considers the address when tabulating inspections performed.

*g. VETS*

During PY2018, veterans' representatives and other workforce staff accomplished the following services:

- 1,372 veterans registered for services
- 1,044 veterans received staff-assisted services
- 450 veterans with barriers to employment received staff-assisted services

Veterans staff, especially JVSG staff work with a population of veterans who have significant barriers to employment and who, without the one-on-one staff-assisted services, would most likely not succeed in the civilian workforce. Veterans representative staff participated in a two-day annual training session which provided them with the most up-to-date information and resources needed so that they can deliver the highest quality of services to these special categories of veterans. Veterans who have completed 181 active federal duty days and fall within one of seven categories of eligibility may receive employment services from the veterans' representatives.

### **3. Partner Programs within the State Workforce Agency**

*h. TAA*

For PY2018/FY19, the state's Trade Adjustment Assistance (TAA) program processed 206 determinations of eligibility from job seekers in search of program benefits. Fifty individuals enrolled in TAA received Reemployment Trade Adjustment Assistance (RTAA) services, which provides wage subsidies to individuals 50 years of age or older who return to work paying less than their trade-impacted employment. Of these, 33 are new RTAA participants. Approximately 111 participants received a training service, 62 of which are new enrollments. The state had six petitions filed and four certified during this time.

*i. Disability Employment Initiative (DEI)*

The DEI grant helps to facilitate connections to resources around the state. The Disability Resource Coordinators, housed within the Idaho Department of Labor regional American Job Centers, have worked diligently to ensure coordination among workforce development stakeholders in education, business, and community groups to serve individuals with disabilities. The DEI grant has allowed the community to prioritize youth with disabilities and enhance the coordinators' role in promoting resources, making connections, creating opportunities for them to intersect with the world of work. Some of the highlights from PY2018 are:

- Multiple job shadowing events across the state, including a single event had 38 students paired with 35 employers, in which they were provided transportations and lunch while they spent the entire day at the job site, learning about different positions at each business.
- Ticket-to-Work Awareness Training program, developed and presented by DEI Disability Resource Coordinator (DRC)staff, offers a high-level overview of what the TTW program is, the basic eligibility criteria, customer benefits, and how to connect potential ticket holders to their designated DRC. This training targeted primarily frontline One-Stop partner staff working in the 25 AJCs across the state.
- Disability Mentoring Day, held at the College of Southern Idaho, hosted 80 students from

12 different high schools from southcentral and southeastern Idaho, along with 25 educators. The event allowed youth to experience a heightened exposure to employment settings, speakers, and networking, hopefully furthering their education and leading to successful outcomes in post-secondary education and employment.

#### 4. Other WIOA Partners

j. *Vocational Rehabilitation*

##### VR Success Story

Jeff was having some issues with his balance and walking for some time, which was especially noticeable at work. The concern about these issues had his employer limit several of his tasks. After a while his employer had him visit a doctor to determine what was causing his imbalance. The diagnosis was MS. He realized he couldn't continue with his current position but he did not want to stop working. A visit to the Idaho Department of Labor provided a direct referral to VR which offered Jeff the assistance he needed find a satisfying job that accommodated his needs.

The link below offers more information on Jeff's story. It is followed by another VR success story. The tie between the two stories is the setting. Despite the rural nature of both scenarios, VR has been diligent in its efforts to find success on behalf their clients needing their help.

[Jeff's Story - See it on YouTube](#)

#### **System-wide Initiatives**

##### **Rapid Response**

During PY18, the state saw an increase in Rapid Response activity, as it provided information to workers affected by layoffs or plant closures at 29 different events across the state. Five of these events were associated with WARN announcements, which accounted for 993 workers impacted in the layoffs. The remaining 24 Rapid Response events and their related layoffs affected 1,331 employees throughout Idaho.

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

##### **Sector Strategies**

The Idaho Department of Labor, in partnership with Idaho Department of Commerce and industry partners, initiated the Sector Strategy approach in 2010 to identify potential target industries for the state. The group analyzed the number of current jobs by industry, employment projections, wages paid and the multiplier impact of industries on Idaho's economy. Staffing patterns of the potential industries were analyzed by high demand, growth and wages. Based on the analysis and updated information from Idaho's recent state plan, the following four Target Sectors were identified and are currently in effect:

- Advanced manufacturing - specifically aerospace and food manufacturing
- High-tech
- Health care
- Power and energy

The target industry clusters' economic data is monitored regularly to ensure the continued relevance of these clusters in real time, measuring their impact on Idaho's economy and workforce. The Target Sectors help to prioritize and guide the efforts of Idaho's workforce development system and to promote stronger, more relevant connections between industry and the workforce development partners and programs. And through the state's Workforce Development Training Fund, the Workforce Development Council has also incentivized these sectors by providing state-funded grants to partnerships of industry and education groups to develop or promote training in these sectors.

## Career Pathways

Career Pathways have gained increasing attention in Idaho over the past several years. The Idaho Workforce Development Council has identified Career Pathways as a key strategy for meeting its goal of "developing a workforce that is highly skilled and committed to continuous learning." A principal goal for the state is significantly scaling work-based learning to include alignment between in-demand occupations in its target sectors and career pathways. Idaho is dedicated to creating a climate where all pathways to careers are equally valued, eventually designing career pathways with traditional academic routes side-by-side with work-based learning pathways.

Idaho Career & Technical Education (which administers both Adult Education and Carl D. Perkins programs) has taken the lead in researching and developing a set of Career Pathways. ICTE has initiated the creation of a *statewide* alignment between secondary and postsecondary CTE programs of study, which first aligns program learning outcomes across postsecondary institutions, and then aligns the secondary programs to those learning outcomes. When complete, a statewide articulation allows secondary students to articulate seamlessly into any Idaho institution that offers their program of study.

## Work-based Learning Opportunities, including Registered Apprenticeships

Idaho made a significant headway in developing its Registered Apprenticeship program as a workforce solution for employers throughout the state in Program Year 2018. In concert with the Workforce Development Council's standing Apprenticeship Committee, Idaho workforce development staff worked with employers to develop more than 51 Registered Apprenticeship programs in those 12 months, for a total of 103 new programs since beginning its efforts.. The state's apprenticeship team engaged 170 businesses during the year to spur the development and creation of apprenticeship programs among Idaho employers. The apprenticeship team has reached out to more than 625 employers since the grant's inception.

With the outreach and establishment of new apprenticeship programs, more than 264 individuals were able to participate in opportunities developed through Apprenticeship Idaho's efforts. Women filled 39.7% of these apprenticeships opportunities.

During PY18, the team developed or contributed to the development of some new and innovative RA opportunities here in the state including Information Security Consultant, Power School Database Administrator, Automotive Technician Specialist, and Certified Medical Assistant. A variety of employers and industry groups sponsored RA opportunities in the state with plans to develop some of these programs into School-to-Registered Apprenticeship Opportunities. Coordination among all WIOA partners helps to ensure that local job seeker pipeline(s) are in place, with partners eagerly willing to participate. Once these and additional RAs are developed, pipeline activities and WIOA support are expected to increase substantially.

## Business-Educator Exchange

The Business-Educator Exchange aims to connect local educators to local business, stimulating awareness of career opportunities within the high wage, high growth industries of healthcare, advanced manufacturing and technology. The exchange's goals seek to:

- Create awareness of career opportunities by providing industry relevant tours in high wage, high growth sectors focusing on health care, advanced manufacturing and technology;
- Promote an interactive engaging environment between businesses and educators in addition to providing resources available to educators, their students and classrooms; and
- Create an opportunity for educators to obtain a professional development credit.

This past summer, the seventh year of the exchange, the Idaho Department of Commerce and Northwest Nazarene University (NNU) sponsored the two day event. NNU offered the professional development credits for participants. More than 45 high school educators from eight local school districts of various enrollments, including the largest school district in the state, learned about local community businesses while earning a professional development credit and gained knowledge they were able to transfer to their classrooms.

Led by Idaho Department of Labor staff, a planning committee, which included representatives from the Idaho Department of Commerce, several businesses, and Boise, West Ada and Caldwell school districts, were able to secure participation from multiple employers, including House of Design, Air St. Luke's, Sorrento Lactalis and Northwest Lineman's College.

Visits to these businesses and others took place. Educators also participated in various presentations, including:

- Learning the latest on economic growth via City of Caldwell Economic Development;
- Making resources available to students and classrooms from; SWIMA, Idaho Ed News, Idaho Commission for Libraries, Idaho State Board of Education;
- Participating in an human resources employer panel (City of Nampa, Trinity Trailers, and Idaho Power) on what workforce looks like now and what it will look like in the future

## Performance Accountability

### Effectiveness in Serving Employers

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

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

For the first year of implementation, the state noted that its reported results for PY18 were very positive for these two measures. The rate for Retention with Same Employer at 2<sup>nd</sup> and 4<sup>th</sup> Quarters after Exit was 68.4 percent. With Idaho's unemployment rate at 2.9% at the end of PY18, in what may be considered a very job seeker friendly environment, it is an impressive outcome to have the majority of job seekers electing to remain with their new employer after program participation.

As for the Employer Penetration Rate, the state’s workforce development system and its partners were able provide a service or assist 8,503 businesses or 13.5 percent of all employers in Idaho. This highlights the system’s very strong relationship with Idaho employers as a significant number of businesses are using WIOA-partner agencies when looking to fill job openings, elicit information on various programs, utilize training services, etc.

A deeper dive into the breakdown of Employer Services, shows that the vast majority of these fall under Workforce Recruitment Assistance. However, a full 40 percent of all services provided comes under staff providing employer information or support services. Although encouraged by the positive results, program staff note that efforts are underway to consolidate reporting of Employer Services among the core partners. The current process for collecting information about partner services to employers does not verify the employers as unique establishments as reported in the Quarterly Census of Employment and Wages.

### Negotiated Performance and Outcomes

Idaho’s negotiated levels of performance, along with any available outcomes, for Program Years 2017 and 2018 for Title I-B (Adult, Dislocated Workers and Youth) and Title III (Wagner-Peyser/ES) are listed in Tables 1, 2, 3 and 4 on the following pages. This annual report is required only of the WIOA Title I-B and the Wagner-Peyser programs under the US Dept. of Labor. The WIOA Title II Adult Education and Title IV Vocational Rehabilitation are not yet required to report fully on their quantitative or narrative performance measures. The Statewide Performance Reports for Title I and Title III programs are noted under Appendix B.

Program Year 2018 was the third year of the Workforce Innovation and Opportunity Act. The WIOA performance reports are based on the federal Program Year (FPY), which runs from July 1 – June 30. Performance levels shown are measured in terms of percentages.

A description of the factors impacting the performance outcomes follows the tables.

**Table 1. Employment (Second Quarter after Exit)**

Program	PY 2017 Negotiated Performance Level	PY 2017 Outcomes	PY 2018 Negotiated Performance Level	PY 2018 Outcomes
Adults	83.50	80.80	77.0	85.75
Dislocated Workers	83.80	82.40	85.90	83.46
Youth	75.10	74.90	69.50	80.35
Adult Education	Baseline	NA	Baseline	NA
Wagner-Peyser	60.10	73.10	65.6	72.90
Vocational Rehabilitation</	Baseline	NA	Baseline	NA

**Table 2. Employment (Fourth Quarter after Exit)**

Program	PY 2017 Negotiated Performance Level	PY 2017 Outcomes	PY 2018 Negotiated Performance Level	PY 2018 Outcomes
Adults	70.30	82.9	46.0	80.98
Dislocated Workers	73.90	83.3	49.0	83.47
Youth	75.10	77.1	50.0	79.75
Adult Education	Baseline	NA	Baseline	NA
Wagner-Peyser	69.60	73.4	49.0	72.94
Vocational Rehabilitation	Baseline	NA	Baseline	NA

**Table 3. Median Earnings (Second Quarter after Exit)**

Program	PY 2017 Negotiated Performance Level	PY 2017 Outcomes	PY 2018 Negotiated Performance Level	PY 2018 Outcomes
Adults	\$5,425	NA	\$6,000	\$7,202
Dislocated Workers	\$6,633	NA	\$7,241	\$8,016
Youth	Baseline	NA	Baseline	\$3,912
Adult Education	Baseline	NA	Baseline	NA
Wagner-Peyser	\$4,745	\$5,592	\$4,859	\$5,743
Vocational Rehabilitation	Baseline	NA	Baseline	NA

**Table 4. Credential Attainment Rate**

Program	PY 2017 Negotiated Performance Level	PY 2017 Outcomes	PY 2018 Negotiated Performance Level	PY 2018 Outcomes
Adults	70.90	40.91	50.0	63.67
Dislocated Workers	70.00	NA	45.00	69.05
Youth	74.20	47.06	52.0	104.9

Adult Education	Baseline	NA	Baseline	NA
Wagner-Peyser	Baseline	NA	Baseline	NA
Vocational Rehabilitation	Baseline	NA	Baseline	NA

Unlike the WIOA programs administered by the U.S. Department of Education, the U.S. Department of Labor (USDOL) negotiated program performance targets immediately upon implementation. These programs were expected to have a smooth adjustment to WIOA based on similar service delivery strategies provided under the former WIA program. The USDOL developed a statistical model for the entire country using WIA outcomes to project WIOA performance levels over several years, which were the basis for states' performance negotiations for the WIOA programs. The regression analysis includes dozens of variables around participant characteristics and economic conditions. Previously, the statistical model was updated with actual data and the negotiated targets recalibrated after the negotiations. It is not known when actual performance outcomes will be evaluated against updated targets.

Service delivery changes based on WIOA, such as statutory priority to disadvantaged adult customers, were made relatively smoothly and Idaho was already underway in its implementation of the significant service delivery change the Act prescribed for the youth program. (See the Youth program section for details.)

What was and continued to be somewhat problematic in this transition was the documentation of the service delivery and calculating performance measures, such as labeling customers as "participants" or "reportable individuals" depending on their level of service in each program and collecting mid-enrollment performance data. Because the performance measures are linked to one or more services received by a participant, determining when and where the participant belongs in the performance measures is a byzantine process. The burden for calculating these reports is built within the automated data collection and reporting systems, but it is nearly impossible for career planner to verify whether it is reported correctly.

Adding to this is the reporting transition, which has been difficult at all levels. Comprehensive performance guidance from USDOL issued in December 2016 received a significant update in August 2017. Then new reporting file requirements were implemented beginning for PY2018, breaking continuity with the PY2017 data reported in this document. These frequent changes strained staff providing technical assistance, including Idaho's MIS vendor which is a consortium of states with a long history of providing data collection and federal reporting for multiple states. Similarly, the state found itself issuing performance guidance, only to withdraw or revise upon receiving updated information.

## Customer Satisfaction

In early PY2018, the Idaho Department of Labor conducted a limited-scope survey to assess job-seekers' experience with the department's website and the online activities available to them. The approach undertaken to complete this effort consisted of one-on-one, 30-minute interviews of job seekers using public computers available in the lobbies of four AJCs across the state. The survey's objective was to

determine the problems, needs, and perspective of Idaho job seekers in order to create a digital solution that serves those needs effectively.

Although the effort could not be considered a universal endeavor because the interaction was limited to individuals accessing the website in an AJC, it did generate some interesting findings. Many respondents felt their job search had to include the Internet in some form or another, but felt the online job seeking process lacked “humanity”. This feeling may be due to the fact that 90 percent of the respondents ranged in age from 30 through 50, with approximately 50 percent noting they had an elementary level proficiency of computer/online usage. Most also referenced that they used the computers available through the Idaho Department of Labor, signifying they had to deal with limited computer access.

With regards to the website, some users found the website overwhelming with its wordiness, leading to fatigue and frustration after having to click through multiple pages. The department had other internal and external insights into its website that led to implement a redesign that should be complete by the end of PY19. However, the survey simply confirmed the need to proceed in this direction.

## Data Validation Policy/Process

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

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

DEV is an annual activity conducted by the department’s Workforce Administration staff. Selected samples of Participant Individual Record Layout (PIRL) data reported on the most current annual report submitted through WIPS and fiscal year Trade Act Participant Report (TAPR) are reviewed against source documentation in exiter records for compliance with federal definitions. The department also validates Wagner-Peyser records. Please refer to Appendix A to review the state’s draft policy for undertaking DEV.

## Evaluation Update

In PY2017, the Idaho Department of Labor’s Research and Analysis Bureau developed a baseline for providing services to dislocated workers and National Emergency Grants (NEGs) participants in preparation for future evaluations. The foundation of this evaluation process was to determine how effective WIA, and later WIOA, services were for dislocated worker program and NEG program participants.

This report established a baseline for Idaho’s WIOA Dislocated Workers program and provides information on differences between Labor’s six regions and 24 local offices, excluding Soda Springs, and the services provided by each. The study identified the factors affecting program performance based

on the services provided to 4002 exited dislocated workers with administrative records available in an electronic format during program years 2010 to 2016 (July 2009 – June 2016). The results include employment placement and wage retention rates after program completion depicting several degrees of geography and customer demographics. The findings from this report may serve as a basis for implementing policy aimed at normalizing the most successful practices across service delivery areas.

Given the small populations served, both WIA and WIOA records were consolidated into one file, regardless of how each program may have reshaped service delivery. By doing so, analysts were able to establish the all-time benchmark metrics for program performance in order to determine the dislocated worker program's effectiveness over time, and provide a baseline for subsequent outcome evaluations.

Notable findings include:

- 74 percent of the 4,002 program participants succeeded at retaining 90 percent of their prior wages one year later.
- Participants obtaining any kind of credential achieved the largest wage increase (96 percent vs 34 percent) one year later as compared to participants who did not obtain a postsecondary credential
- The three services that had the best outcomes were Intensive Assessments, Job Search Assistance and Skill Upgrade / Retraining.
- The share of participants reporting wages at any point in the year prior to completing the program increased from 72 percent to 90 percent in the following year.
- Average employment during any given quarter increased from 50 percent in the previous year to 80 percent in the fourth quarter following program completion.
- Idaho's Hispanic population, 24 years of age and younger, used the dislocated worker services more than the general population 45 years of age and older.
- The share of participants in south central and southeastern Idaho who achieved associate degrees was more than twice the share than in any other region in Idaho.
- Dislocated workers received anywhere from one to more than 10 distinct services; however, the number of services provided varied by local office.

A review and analysis of the results will help the state determine service patterns and levels that lead to positive participant outcomes, showing the way to an eventual assessment of whether the implementation of these service delivery practices across the state is necessary. The evaluative model will also be reviewed to note any changes that may need to be imposed in the process, accounting for changes from WIA to WIOA, etc. It should also be noted that although Idaho received a waiver for the requirement to conduct evaluations for PY2018 because of the reduction in the state's overall WIOA allocation and subsequent impact on its Governor's Reserve funding, the machinations for this effort were already in motion.

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

The state of Idaho has three waivers currently in effect for the duration of the 2016-2019 WIOA Combined State Plan. However, the waiver on evaluation was addressed earlier in this report.

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

The primary goal sought by this waiver is to reduce administrative costs and maximize the available money directed to career and training services, including work-based learning, and services to business and job seekers. The eventual programmatic outcome results in service to a larger number of participants than would otherwise be served due to higher administrative costs. To maximize resources available for service delivery, the state has continued to use the flexibility of this waiver to allow the Workforce Development Council to serve as the local workforce board throughout the state. When initially implemented, this move saved the state WIA program \$1,482,788 by removing the required maintenance of six local areas throughout the state. As noted earlier, since then these former administrative funds have been utilized as program funds allowing for more participants to be served and has since permitted the state to maintain service levels despite funding cuts over the years. In today's dollars, the costs easily translate to a programmatic infusion of \$1,961,900 which, in 2019, amounts to just under over 31 percent of the state's total WIOA Title IB allotment from USDOL.

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

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

#### **Waiver:-To Report on All Students in a Training Program on the ETPL- WIOA Sections 116(d)(4)(A) & 122; 20 CFR 677.230(a)(4) & (5) and 20 CFR 680.460**

Although the state of Idaho recognizes the value and importance of monitoring provider performance, requiring eligible training providers (ETP) to submit performance data on all individuals instead of just WIOA-funded participants places an undue burden on ETPs to collect, enter, and report the required data. This burden is especially evident when training providers only have a small percentage of WIOA participants. Both the US Departments of Labor (DOL) and Education have acknowledged this fact in the WIOA Final Rule preamble response to comments to §677.230, which states:

*"The Departments are cognizant of the reporting burden the ETP performance report places on ETPs and do not want to place additional burden on these entities,"*

Unfortunately, the regulatory text remained intact without any changes.

The state's goals for this waiver are twofold:

- 1) Ease the undue reporting burden on ETPs as it consumes considerable time and expense. Reducing ETPs' reporting requirements to include only WIOA-funded participants would save considerable time and expense to allow ETPs to focus on education and training outcomes while still providing the required data on WIOA-funded participants. This is especially true for the state's proprietary schools, many of which do not have the ability to report WIOA required student data, much of which is sensitive information (Social Security numbers, etc.) to match wage and earnings information, leaving students open to identity theft and other privacy considerations. In addition, the follow-up requirement for all students, exacerbates the situation even further as providers choose not to participate under WIOA Title IB, limiting consumer choice, much of their decision to do so based on the fact that these schools average less than 2 percent of their enrollment from Title IB participants.; and
- 2) Ensure protection of non-WIOA participants' PII, by reducing ETPs' liability for potential breach of the Family Educational Rights and Privacy Act (FERPA) by reporting non-WIOA individuals' PII. As noted above, many of the training providers' ability to collect this data is very limited, and the protections of this data even more so. Limiting or even removing this requirement would allow more providers to participate in the process and diversifying program participants' choice in their training pursuits.

Since the waiver's implementation, the state has been able to establish stronger partnerships and relationships between training providers and the public workforce system. In addition it has enhanced state/local board's ability to respond quickly and efficiently to immediate local job seeker and employer needs, as the state offers additional and varied training offerings for WIOA participants utilizing ITAs via the public workforce system through greater consumer choice which, in some instances, has led to the availability of lower cost training options. With the waiver in place since PY17, the state's ETP program offerings have increased 23 percent. With these outcomes in place, it is hoped that the waiver will also lead to better overall performance outcomes for WIOA participants pursuing training via ITAs; however, this is more of a longitudinal outcome that may not be determined for some time.

## APPENDICES

### APPENDIX A – Data Validation Policy (Draft)

#### **Policy:**

It is the State’s policy to ensure, to the maximum extent feasible, the accuracy of the data entered by IDOL, as the State Workforce Agency, into federally-required management information systems. This policy and its correlating procedures shall establish and maintain a data validation system pursuant to USDOL ETA requirements.

#### **Requirement to Validate Data Elements**

Recipients of WIOA Title I and TAA funds are required to collect and report accurate information for each of these programs. ETA recommends quarterly DEV to maintain and demonstrate system integrity, and identify and correct problems associated with reporting processes. Additionally, ETA mandates annual assessment of the accuracy of submitted participant data.

#### **Alignment of DEV and Eligibility Documentation**

Although DEV does not validate participant eligibility, it is the policy of the state to utilize DEV documentation requirements, as outlined in TEGL 7-18 and the TAA Data Validation Handbook, as the foundation for WIOA program eligibility documentation for all eligibility components included under DEV requirements.

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

#### **Definitions**

Data Element Validation (DEV) – The federally mandated process by which the state annually assesses the accuracy of a sampling of reported participant data against source documents in program exiters’ files for compliance with federal definitions (refer to TEGL 7-18).

#### **Personally Identifiable Information and Record Retention**

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

Per IDOL policy, records are to be maintained for five years after participant program exit date. Record retention period may be extended if audit has not been completed.

#### **Applicability**

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

WIOA Title I Adult	National Dislocated Worker Grants
WIOA Title I Dislocated Worker	WIOA Title III Wagner-Peyser Employment Services
WIOA Title I Youth	Trade Act Trade Adjustment Assistance

## APPENDIX B - ID PY18 Statewide Performance Reports

TITLE I-B ADULT

TITLE I –B DISLOCATED WORKER

TITLE I – B YOUTH

TITLE III WAGNER-PEYSER

EFFECTIVENESS SERVING EMPLOYERS

*Note: The “percent training...” and “percent enrolled...” in the Summary Information (tables) is displayed and formatted incorrectly due to an error in the US DOL system (WIPS). It is only a display issue, and has been reported to them. It should read as percentage points, not in thousands as shown (e.g. 5950.5% vs. 59.50%).*

PROGRAM					TITLE (select one):			
STATE:	Title I Local Area:				Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)					Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>
From ( mm/dd/yyyy ) :		To ( mm/dd/yyyy ) :			Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
					Title I and Title III combined	<input type="checkbox"/>		

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services				
Training Services				
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period:	Total Participants Exited Cohort Period:		Employment Rate (Q2) <sup>2</sup> Cohort Period:		Employment Rate (Q4) <sup>2</sup> Cohort Period:		Median Earnings Cohort Period:	Credential Rate <sup>3</sup> (Cohort Period:		Measurable Skill Gains <sup>3</sup> Cohort Period:	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
<b>Total Statewide</b>													
Sex	Female												
	Male												
Age	< 16												
	16 - 18												
	19 - 24												
	25 - 44												
	45 - 54												
	55 - 59												
	60+												
Ethnicity/Race	American Indian / Alaska Native												
	Asian												
	Black / African American												
	Hispanic / Latino												
	Native Hawaiian / Pacific Islander												
	White												
	More Than One Race												

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
<b>Total Statewide</b>			Negotiated Targets									
			Actual									
Displaced Homemakers												
English Language Learners, Low Levels of Literacy, Cultural Barriers												
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)												
Ex-offenders												
Homeless Individuals / runaway youth												
Long-term Unemployed (27 or more consecutive weeks)												
Low-Income Individuals												
Migrant and Seasonal Farmworkers												
Individuals with Disabilities (incl. youth)												
Single Parents (Incl. single pregnant women)												
Youth in foster care or aged out of system												

**ADDITIONAL COMMENTS:**

<sup>1</sup>Applies to Title I only.  
<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.  
<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.  
<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.  
 Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

**Public Burden Statement (1205-ONEW)**  
 Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

PROGRAM					TITLE (select one):			
STATE:	Title I Local Area:				Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)					Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>
From ( mm/dd/yyyy ) :		To ( mm/dd/yyyy ) :			Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
					Title I and Title III combined	<input type="checkbox"/>		

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services				
Training Services				
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period:	Total Participants Exited Cohort Period:		Employment Rate (Q2) <sup>2</sup> Cohort Period:		Employment Rate (Q4) <sup>2</sup> Cohort Period:		Median Earnings Cohort Period:	Credential Rate <sup>3</sup> (Cohort Period:		Measurable Skill Gains <sup>3</sup> Cohort Period:	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
<b>Total Statewide</b>													
Sex	Female												
	Male												
Age	< 16												
	16 - 18												
	19 - 24												
	25 - 44												
	45 - 54												
	55 - 59												
	60+												
Ethnicity/Race	American Indian / Alaska Native												
	Asian												
	Black / African American												
	Hispanic / Latino												
	Native Hawaiian / Pacific Islander												
	White												
	More Than One Race												

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
<b>Total Statewide</b>			Negotiated Targets									
			Actual									
Displaced Homemakers												
English Language Learners, Low Levels of Literacy, Cultural Barriers												
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)												
Ex-offenders												
Homeless Individuals / runaway youth												
Long-term Unemployed (27 or more consecutive weeks)												
Low-Income Individuals												
Migrant and Seasonal Farmworkers												
Individuals with Disabilities (incl. youth)												
Single Parents (Incl. single pregnant women)												
Youth in foster care or aged out of system												

**ADDITIONAL COMMENTS:**

<sup>1</sup>Applies to Title I only.  
<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.  
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PROGRAM					TITLE (select one):			
STATE:	Title I Local Area:			Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>	
REPORTING PERIOD COVERED (Required for current and three preceding years.)				Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>	
From ( mm/dd/yyyy ) :		To ( mm/dd/yyyy ) :		Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>	
				Title I and Title III combined	<input type="checkbox"/>			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services				
Training Services				
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period:	Total Participants Exited Cohort Period:		Youth Employment/Education/ Training Rate (Q2) Cohort Period:		Youth Employment/Education/ Training Rate (Q4) Cohort Period:		Median Earnings Cohort Period:	Credential Rate <sup>3</sup> (Cohort Period:		Measurable Skill Gains <sup>3</sup> Cohort Period:	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
<b>Total Statewide</b>													
Sex	Female												
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Ethnicity/Race	American Indian / Alaska Native												
	Asian												
	Black / African American												
	Hispanic / Latino												
	Native Hawaiian / Pacific Islander												
	White												
	More Than One Race												

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate		Earnings	Num	Rate	Num
<b>Total Statewide</b>			Negotiated Targets									
			Actual									
Displaced Homemakers												
English Language Learners, Low Levels of Literacy, Cultural Barriers												
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)												
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Low-Income Individuals												
Migrant and Seasonal Farmworkers												
Individuals with Disabilities (incl. youth)												
Single Parents (Incl. single pregnant women)												
Youth in foster care or aged out of system												

**ADDITIONAL COMMENTS:**

<sup>1</sup>Applies to Title I only.

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

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

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

**Public Burden Statement (1205-ONEW)**

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PROGRAM					TITLE (select one):			
STATE:	Title I Local Area:			Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>	
REPORTING PERIOD COVERED (Required for current and three preceding years.)				Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>	
From ( mm/dd/yyyy ) :		To ( mm/dd/yyyy ) :		Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>	
				Title I and Title III combined	<input type="checkbox"/>			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services				
Training Services				
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period:	Total Participants Exited Cohort Period:		Employment Rate (Q2) <sup>2</sup> Cohort Period:		Employment Rate (Q4) <sup>2</sup> Cohort Period:		Median Earnings Cohort Period:	Credential Rate <sup>3</sup> (Cohort Period:		Measurable Skill Gains <sup>3</sup> Cohort Period:		
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
									Negotiated Targets					
<b>Total Statewide</b>														
Sex	Female													
	Male													
Age	< 16													
	16 - 18													
	19 - 24													
	25 - 44													
	45 - 54													
	55 - 59													
	60+													
Ethnicity/Race	American Indian / Alaska Native													
	Asian													
	Black / African American													
	Hispanic / Latino													
	Native Hawaiian / Pacific Islander													
	White													
	More Than One Race													

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
<b>Total Statewide</b>			Negotiated Targets									
			Actual									
Displaced Homemakers												
English Language Learners, Low Levels of Literacy, Cultural Barriers												
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)												
Ex-offenders												
Homeless Individuals / runaway youth												
Long-term Unemployed (27 or more consecutive weeks)												
Low-Income Individuals												
Migrant and Seasonal Farmworkers												
Individuals with Disabilities (incl. youth)												
Single Parents (Incl. single pregnant women)												
Youth in foster care or aged out of system												

**ADDITIONAL COMMENTS:**

<sup>1</sup>Applies to Title I only.

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

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

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

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

**Public Burden Statement (1205-ONEW)**

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

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b>	<b>PROGRAM YEAR:</b>
---------------	----------------------

<b>PERIOD COVERED</b>	
From ( mm/dd/yyyy ) :	To ( mm/dd/yyyy ) :

<b>REPORTING AGENCY:</b>
--------------------------

**EFFECTIVENESS IN SERVING EMPLOYERS**

<b>Employer Services</b>	<b>Establishment Count</b>	
Employer Information and Support Services		
Workforce Recruitment Assistance		
Engaged in Strategic Planning/Economic Development		
Accessing Untapped Labor Pools		
Training Services		
Incumbent Worker Training Services		
Rapid Response/Business Downsizing Assistance		
Planning Layoff Response		
<b>Pilot Approaches</b>	<b>Numerator</b>	<b>Rate</b>
	<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate		
Employer Penetration Rate		
Repeat Business Customers Rate		
State Established Measure		

**REPORT CERTIFICATION**

<b>Report Comments:</b>
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<b>Name of Certifying Official/Title:</b>	<b>Telephone Number:</b>	<b>Email Address:</b>
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*Published by*

# IDAHO

DEPARTMENT OF LABOR

Workforce Administration Division  
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(208) 332-3570

***BRAD LITTLE, GOVERNOR***  
***JANI Revier, DIRECTOR***

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