

November 14, 2014

Ms. Virginia Hamilton
Region VI - Regional Administrator
U.S. Department of Labor/ETA
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San Francisco, CA 94103-1516
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VIA E-MAIL

and

WIA.AR@dol.gov

Dear Ms. Hamilton:

Enclosed please find an electronic copy of the State of Idaho's WIA Annual Report for PY 2013 as per Training and Employment Guidance Letter (TEN) No. 9-14.

The enclosure includes the state's WIA Annual Report and Cost of Workforce Investment Activities (Return on Investment-ROI) narratives as prescribed via federal guidance. The required Annual Report Data for PY13 (Tables A through Q) have also been submitted electronically.

Please contact Rico Barrera if you have any questions regarding this report. You may contact Rico at (208) 332-3570, ext 3316 or via e-mail at rbarrera@labor.idaho.gov.

Sincerely,



Rogelio Valdez
Deputy Director

STATE OF
IDAHO

**WORKFORCE INVESTMENT ACT
ANNUAL REPORT - PY 2013**



NOVEMBER 2014

WIA Title I Report for the State of Idaho

Report Narrative

(Return on Investment and Performance Data follows this section)

This annual report outlines Idaho's workforce system strategies, investments and actions of enhanced collaboration and performance in response to current and anticipated talent needs that impact the state's economy today and help to shape its future. Idaho's workforce development system partners work together to address a variety of issues and create innovation on a smaller scale with minimal investment. Showing the state's ability to successfully do more with less over the last several program years, this report provides the performance outcome data and other required reporting under WIA covering services and programs funded through WIA, WP and related programs under the jurisdiction of the U.S. Department of Labor.

Idaho continues to build momentum and focus on strengthening its workforce talent to power sustainable economic growth in the state. Its recovery from the recession continues with economic indicators showing the state exceeds the nation's rate of progress. Idaho's workforce development system has remained steadfast in its mission to help Idahoans enter, remain and advance in the workforce while supporting the state's business climate through a sector-strategy approach.

Guided by key essential principles, including accountability, collaboration, flexibility, and transparency, Idaho's workforce development system is demand-driven to respond to the employment and training needs of Idaho businesses and job seekers and demonstrates its success through its strengthening economy. Last year, the state's unemployment rate was at 6.3 in June of 2013; this year during the same month, this rate was at 4.7.

The state's workforce investment system is comprised of a network of a multitude of stakeholders with each playing a significant role, ensuring that employers have access to a prepared workforce and that jobseekers have access to services and resources that will enable them to obtain and keep self-sustaining employment. The state Workforce Development Council plays a role as a leader of this network through its ability to connect with and make connections among other stakeholders. Its guidance of the One Stop system and ability to leverage Workforce Investment Act (WIA) resources throughout the state help to ensure the success and overall effectiveness of the system.

The state's Workforce Investment Act (WIA) and Wagner-Peyser (WP) or Employment Services (ES) strategic plan serves as the overarching guide in the implementation of its successful workforce strategies. The Idaho Department of Labor (IDOL) has worked to ensure the state's workforce development system and the Workforce Development Council's strategic focus continue to align with the state's priority to further job creation and retention. Idaho's workforce development system has improved collaboration, efficiency and effectiveness amongst its partners and is recognized as a critical component towards achieving a stronger economic future for Idaho.

I. PARTICIPANT INFORMATION/ PERFORMANCE MEASURE – CUSTOMER SATISFACTION

In accordance with federal guidance (Training and Employment Guidance Letter, 9-14), the state has submitted the required WIA performance reports for Program Year 2013. The state's performance data, may be seen at the end of this report in the Table Section beginning on page 34.

By conducting two statewide surveys targeting its job-seeking and business customer groups, IDOL continues its efforts to solicit high value feedback. As with the previous year, the goals of these efforts were to address the following:

- A. Identify department service strengths and opportunities
- B. Guide program decisions to help-
 - 1. Promote the department as an information resource
 - 2. Job seekers connect with employment through job postings, training and support services
 - 3. Employers improve the quality of their workforce through job postings, hiring, training and other workforce services.

The surveys undertaken were in an online email format. The first survey was designed to reach business customers and to obtain feedback from more than 120 employers across the state, equally representing large and small businesses. The second survey was also an online effort, distributed to 712 job seekers statewide, covering all regions. This group included employed and unemployed job seekers.

Coincidentally, both employers and job seekers articulated similar ideas in their opinions of the department. Each customer group responded positively to the department's services they may have received, but the majority of each customer group were unfamiliar with the complete spectrum of services offered by IDOL.

Through analysis of this information, opportunities presented themselves to the department to improve in the area of service delivery.

Summary of Findings, Needs and Opportunities:

- A. Businesses
 - 1. The majority of Idaho businesses surveyed are still not aware of all IDOL services.
 - 2. Although most Idaho businesses prefer personalized communication either by telephone or email, most preferred emails when department contact pertained to unemployment information, labor market information, workshops and networking opportunities. These were the services most utilized by employers with recruitment being the number one activity.
 - 3. For the percentage of employers who knew about IDOL services, the majority responded they do not use them. They also had never utilized them before.

B. Jobseekers

1. The majority had visited an AJC/local office within the last six months.
2. More than 69 percent of respondents experienced a positive encounter with the department.
3. More job seekers seemed to be aware of department services than employers. However the majority did not know the full range of services available.

The department continued a concerted effort to increase customer experience with the department by continually reaching out to the public, increasing the awareness and use of the workforce services offered through the One-Stop Career System and its 25 American Job Centers. Components of this effort include:

- Increasing both customer groups 'experience and awareness of department services
- Increasing the positive, personal touch to both customer bases.
- Improving customer service efficiency across the agency.

The department continues making changes to its redesigned labor.idaho.gov Web portal as a means of enhancing customers' experience and improving One-Stop customers' navigation. Launched in PY12, both the business and job seeker portals provide an enhanced environment for each customer group to access online virtual services

The Idaho Department of Labor also continues to work toward increasing personal interaction among both job-seekers and employers. The department's focus on a demand-driven approach and industry sector needs has led its business solutions initiative to meet targeted employers on a face-to-face basis, increasing the desired personal touch. One-Stop business services specialists have dramatically increased their employer contacts as a result of this effort.

To determine the impact of the state's efforts to enhance its service delivery, it reviewed the outcomes of several measures from PY13 and compared them to the results from PY12. In PY13, the state noted an almost 15 percent increase in the number of employers active within the labor exchange system, *IdahoWorks*, over the previous year, leading to an overall increase of 48.3 percent in the number of job openings during the same period!

The impact to job seekers during the same time frame was also notable. The number of those obtaining employment in PY13 in comparison to those from PY12 increased four percent. The earnings reported by those same newly employed individuals increased more than eight one percent during that time.

The department will look to conduct future surveys and focus groups to continue to garner the necessary feedback from its job seeking and business customers to continue its ever evolving approach to improve its service delivery.

II. STATE EVALUATION ACTIVITIES

Because the PY13 WIA funding level for Idaho was insufficient to cover the costs of establishing meaningful evaluation of program activities, the state of Idaho requested and received a waiver of the following two sections of the Workforce Investment Act - WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the completion of evaluations on workforce investment activities for adults, dislocated workers and youth programs. With Congress' reduction to five percent of the Governor's Reserve funds for states and the costs of operating the state's workforce development/One-Stop system and the other mandatory WIA activities continuing to rise skyward, this further restricted Idaho's ability to effectively fund and carry-out all of the required statewide workforce investment activities. If funds increase significantly for PY14, the state will look to implement evaluation activities during the next program year.

III. RETURN ON INVESTMENT

Idaho's "Return-On-Investment" (ROI) provides the required analysis of our workforce investment activities relative to the effect of the activities on the performance of the participants. Reviewing the level of investment (taxpayers' dollars) compared to the return on that investment (participant gains in wages, taxes, reduced public assistance) provides a measure of success beyond the required program performance standards.

Each WIA program demonstrates a positive ROI impact for the community resulting from participation in the program. For individuals enrolled in the Adult program, \$3.56 is returned to the community for each dollar spent and the investment is returned by the participant in 8.2 months. For dislocated workers, the investment is returned in 8.0 months with those exiting the program returning \$4.29 to the community for each dollar invested.

Youth, particularly younger youth, are less likely to be directed toward immediate employment upon program completion. A primary goal for these at-risk youth is to encourage them to return to school or to assist them in continuing their education. In recognition of these goals, the analysis considers future impact resulting from continued participation in education through high school and beyond for younger youth. Impacts for older youth who are employment directed upon program completion are computed in the same manner as adults and dislocated workers. The results of our analysis demonstrate that investments in youth are repaid in approximately 9.8 months and youth are expected to return \$3.51 to the community for each dollar invested in their training.

III. A.

IDAHO
Adult ~ Program Year 2013
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,707,442
Increased FICA payments	\$1,394,960
Reduced Public Assistance Dependency	\$1,575,612
TOTAL ANNUAL TAXPAYER BENEFIT	\$4,678,524
Monthly Taxpayer Benefit	\$389,877
ADULT PROGRAM COST (Expenditures, PY 2013)	\$3,203,085
Number of months to pay back Taxpayer Investment	8.2

IMPACT OF WIA INVESTMENT
Adult ~ Program Year 2013
Summary at a Glance

Annual Increased Net Earnings of Participants	\$6,711,955
Annual Increase in FICA Contributions	\$1,394,960
Annual Increase in Federal Income Tax Payments	\$1,174,510
Annual Increase in State Income Tax Payments	\$533,442
Annual Decrease in Public Assistance	\$1,575,612
TOTAL ANNUAL IMPACT	\$11,390,479
ADULT PROGRAM COST (Expenditures, PY 2013)	\$3,203,085

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$3.56

III. B.**IDAHO**

Dislocated Worker ~ Program Year 2013
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$2,616,156
Increased FICA payments	\$2,116,912
Reduced Public Assistance Dependency	\$690,480
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,423,548
Monthly Taxpayer Benefit	\$451,962
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2013)	\$3,636,991
Number of months to pay back Taxpayer Investment	8.0

IMPACT OF WIA INVESTMENT
Dislocated Worker ~ Program Year 2013
Summary at a Glance

Annual Increased Net Earnings of Participants	\$10,161,413
Annual Increase in FICA Contributions	\$2,116,912
Annual Increase in Federal Income Tax Payments	\$1,801,708
Annual Increase in State Income Tax Payments	\$814,448
Annual Decrease in Public Assistance	\$690,480
TOTAL ANNUAL IMPACT	\$15,584,961
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2013)	\$3,636,991

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$4.29

III. C.

IDAHO
 Youth ~ Program Year 2013
 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$2,209,326
Increased FICA payments	\$1,680,330
Reduced Public Assistance Dependency	\$ 330,948
TOTAL ANNUAL TAXPAYER BENEFIT	\$4,220,604
Monthly Taxpayer Benefit	\$351,717
YOUTH PROGRAM COST (Program Expenditures, PY 2013)	\$3,461,125
Number of months to pay back Taxpayer Investment	9.8

IMPACT OF WIA INVESTMENT
 Youth ~ Program Year 2013
 Summary at a Glance

Annual Increased Net Earnings of Participants	\$7,933,055
Annual Increase in FICA Contributions	\$1,680,330
Annual Increase in Federal Income Tax Payments	\$1,480,176
Annual Increase in State Income Tax Payments	\$729,150
Annual Decrease in Public Assistance	\$330,948
TOTAL ANNUAL IMPACT	\$12,153,659
YOUTH PROGRAM COST (Program Expenditures, PY 2013)	\$3,461,125

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$3.51

RETURN ON INVESTMENT BACKGROUND

Each person who applies for WIA services completes an application that supplies information on employment status, cash welfare and/or food stamps recipient status, number in the family and number of dependents. Unemployment Insurance records are also accessed for pre-program wage information. This information constitutes the raw data used as pre-program information.

Upon completion of the training, information is recorded on each individual regarding his or her employment status and earnings. This information constitutes post-program data.

For younger youth whose goal is not immediate employment, pre-program information is based on the mean earnings of those with less than a high school education as reported in the most recent Current Population Survey (CPS.) Post-program information is the mean earnings for high school graduates from the same survey. While this does not report actual earnings, it is used as an indicator of future program impact.

The raw data collected at these points is used to project and compute employment rate, net (take home) pay of the employed, FICA and federal and state income tax contributions and public assistance costs. By comparing pre-program and post-program data, we can reasonably determine the benefit of the program compared to the cost of the program.

METHODOLOGY

Federal and state income taxes paid are calculated by using federal and state tax tables, based on average income, average family size, and the most frequently occurring filing status of participants. Increased tax contributions are derived from subtracting pre-program contributions from post-program contributions.

Annual public assistance costs are calculated by multiplying the number of cash welfare recipients by the maximum monthly welfare grant times twelve; Food Stamp costs are calculated by multiplying the number of food stamp recipients by the average monthly food stamp amount times twelve. Decreased public assistance costs were derived by determining whether an individual who was on assistance at intake was working more than 25 hours a week at \$7.25 per hour. If so, she or he would not have qualified for cash assistance, so the maximum monthly benefit as of July 1, 2013, for both cash assistance and food stamp assistance was counted as savings.

FICA contributions are calculated to be 15.3 percent of gross earnings.

Net (take home) earnings of the employed are calculated by computing the annual gross income and subtracting employee FICA and income taxes. Pre-program earnings are based on earnings reported in unemployment insurance records; post-program earnings are based on employment data collected at program exit.

TAXPAYER RETURN ON INVESTMENT

The Taxpayer Return on Investment represents the rate of return of taxpayer dollars, through increased tax contributions and decreased welfare costs.

To calculate the Taxpayer Return on Investment, the Total Annual Benefit is divided by twelve to produce a Monthly Taxpayer Benefit. The Program Cost is then divided by the Monthly Taxpayer Benefit to calculate the number of months it takes to pay back the taxpayer investment in WIA for the year in question.

IMPACT OF INVESTMENT

This is a measure of the program's overall benefit to the community. When calculating the Impact of Investment, net earnings of the participants are included, as well as the increased tax contributions and decreased welfare costs. Even though these earnings are not directly returned to the taxpayer, they represent a measure of increased productivity.

ASSUMPTIONS

The ideal calculation of the return on WIA investments would contain raw data on individual participants for an entire year prior and subsequent to participation in WIA. The cost of collecting such data, however, would far outweigh the benefit of doing so. As such, these calculations rely on a number of assumptions about the data and about pre- and post-program conditions of participants. These are identified below.

In general, it is assumed that the following data, collected during program intake and exit as well as from unemployment wage records, remained constant for the entire year prior and subsequent to program participation, respectively:

- Earnings
- Public Assistance Grant Amounts
- Employed/Unemployed Status
- Family Size

OTHER ASSUMPTIONS:

Using the average income, average family size, and most frequently occurring filing status to calculate tax contributions will yield a representative, yet conservative, estimate for the individuals being counted.

Individuals are receiving all public assistance benefits for which they are eligible both prior and subsequent to program participation.

OTHER TAXPAYER BENEFITS

The benefits reflected in these calculations include only a portion of those actually accruing to the taxpayer for these programs. Other welfare costs associated with Medicaid, subsidized housing, and Supplemental Security Income, for example, will generate significant savings if no longer received by program completers. Reduced Unemployment Insurance costs may generate additional savings. These measures also reflect increased tax contributions only for state and federal income taxes, without the inclusion of local and sales taxes. Information needed to calculate these related savings, however, is either not available or cost-prohibitive to produce.

IV. STATE WAIVERS

Federal planning guidelines stress that states should take advantage of flexibility provisions under current legislative authority to tailor service delivery and program design to fit the unique characteristics of their work force. This is done by submitting a request for a waiver of compliance to administrative rules or program requirements. As part of the planning process, the Workforce Development Council is required to review the state's currently approved waivers and request extensions if desired.

A. EXTEND THE WAIVER OF THE TIME LIMIT ON PERIOD OF INITIAL ELIGIBILITY FOR TRAINING PROVIDERS

The State of Idaho requested and received an extension of an existing waiver regarding the Workforce Investment Act's time limit on the period of initial eligibility of training providers under 20 CFR 663.530. This waiver has allowed the state's training providers to continue to participate in the WIA program, alleviating providers strong concerns with the implementation of subsequent eligibility requirements such as confidentiality and excessive administrative burden and costs associated with tracking all students. Had this waiver not been approved, many providers would have felt compelled to remove themselves from participating in WIA, essentially denying the state the ability to continue to provide the broadest range of training options for its WIA participants.

B. STATEWIDE REGIONAL PLANNING AREA—SINGLE STATEWIDE COUNCIL

In the PY2005, the State of Idaho sought a waiver to apply 20 CFR 661.300(f), which permits a state board to carry out the roles of a local board in a single local area to a statewide regional planning area. The waiver allowed the state to address ETA's strategic priorities and to further reforms envisioned in the Workforce Investment Act. To maximize resources available for service delivery, the state continued to use the Workforce Development Council as the local workforce board throughout the state. This saved the WIA program in the state approximately \$1.5 million dollars by removing the administrative overhead of maintaining six regions throughout the state. Since then, these former administrative funds have been utilized as program funds allowing for more participants to be served.

C. UTILIZATION OF COMMON MEASURES

Since its availability, the state has sought a waiver to use the U.S. Department of Labor's six common measures for reporting and performance purposes in lieu of the 17 WIA performance measures. By using these six common measures, Idaho has been able to eliminate duplicative administrative systems, reduce paperwork and labor costs associated with redundant data collection, and establish a simplified and streamlined performance measurement system that has saved the state significant amounts of time and money. This has allowed program resources to target a single set of goals rather than competing goals and costly processes.

**D. AN EXEMPTION FROM THE COMPETITION REQUIREMENT FOR THE FOLLOW-UP, SUPPORT SERVICES AND WORK EXPERIENCE COMPONENTS, TO INCLUDE INTERNSHIP AND SUMMER WORK EXPERIENCE, AND HAVING THOSE SERVICES CATEGORIZED AS PART OF THE DESIGN FRAMEWORK
WIA Section 123, Section 117(h)(4)(B)(i), and 20 CFR Part 664.400**

The State of Idaho requested and received a waiver to integrate the coordination and provision of these youth activities with the elements of the state's youth program design framework delivered through Idaho's One-Stop system and its 25 American Job Centers, all operated by the WIA fiscal agent, the Idaho Department of Labor. Integration of these services has increased customer choice and flexibility in the customer's service strategy with greater access to WIA as well as partner program services accessed through the One-Stop system. The waiver has helped to ensure an efficient, cost-effective delivery system by eliminating duplicate processes among providers for work experiences; the waiver has also allowed for a smoother flow of data that documents the delivery of youth services and the outcomes that result from youth participation.

**E. AN EXEMPTION FROM THE PROHIBITION ON USING WIA YOUTH DOLLARS TO FUND INDIVIDUAL TRAINING ACCOUNTS (ITAs) FOR OLDER YOUTH
WIA Section 129 and WIA Regulations 29 CFR 664.510**

The State of Idaho received a waiver to allow WIA Youth service providers to employ the use of *Individual Training Accounts* (ITAs) for out-of-school youth. An ITA allows youth to receive individual training in accordance with systems established for WIA Adult and Dislocated Worker programs. The ITA is applicable to older youth who lack the occupational skills to be successful in employment and whose individual service strategy reflects that skill training is appropriate and necessary to attain self-sufficiency. It offers service provider options for youth, maximizing efficiency and customer choice. The waiver was established to help increase the: 1) number of youth entering into employment; 2) percentage of youth receiving credentials; and, 3) number of youth being retained in employment.

F. AN EXEMPTION TO ALLOW FOR AN INCREASE IN THE EMPLOYER REIMBURSEMENT FOR ON-THE-JOB TRAINING FOR SMALL- AND MEDIUM-SIZED BUSINESSES

Pursuant to WIA Section 189 (i)(4)(B) and the WIA Federal regulations at 20 CFR 661.420, the State of Idaho requested and received waiver to increase the employer reimbursement rates for costs associated with on-the-job training under the requirements found in WIA Section 101(31)(B) and 20 CFR 663.710, from 50 percent of the OJT participant's wage rate to up to 90 percent of the participant's wage. The state has established the on-the-job training reimbursement costs based on a sliding reimbursement scale for employers, depending upon their size.

G. WAIVER TO THE PROVISION OF ADDITIONAL ASSISTANCE TO AREAS WITH HIGH CONCENTRATION OF YOUTH

The state of Idaho requested and received a waiver of the Workforce Investment Act sections §129(b)(2)(C) and 20 CFR §665.200(h), which require the provision

of additional assistance to workforce areas that have high concentrations of eligible youth. With the reduction to five percent in the WIA allotment for PY'13 Governor's Reserve funds, this restricted the state's ability to effectively fund and carry out all of the required statewide WIA activities. This level of funding in the Governor's Reserve is insufficient to cover the cost of providing additional assistance to workforce areas that have high concentrations of eligible youth. Historically, the WDC has provided approximately \$100,000 in support of this required statewide activity, which represents about 55.2 percent of the current governor's reserve funds derived from the WIA youth allotment. Maintaining this level of commitment would equate to 18 percent of the total governor's reserve funds from all PY13 WIA programs – approximately \$555,000.

H. WAIVER TO REQUIRE EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES AND PROVISION OF INCENTIVE GRANTS TO LOCAL AREAS

The state of Idaho requested and received a waiver of the following two sections of the Workforce Investment Act - WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the completion of evaluations on workforce investment activities for adults, dislocated workers, and youth and WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) requiring provision of incentive grants to local areas. With Congressional action decreasing the percentage of Governor's Reserve funding for states from 15 percent down to five percent, funding became severely limited while the costs of operating the state's workforce development/One-Stop system and the other mandatory WIA activities continued to rise, further restricting Idaho's ability to effectively fund and carry-out all of the required statewide workforce investment activities. The current funding level for this program year and anticipated funding levels for future program years are insufficient to cover the costs of providing incentive grants and performance awards. As a result, the state was not able to provide meaningful incentives or to establish meaningful evaluation activities. The state has prioritized usage of these funds to: 1) ensure that the state remains compliant with required WIA administrative functions; 2) maintain activities necessary for federal reporting through the management information systems for the programs in Idaho's workforce development system; and 3) promote and expand the services available through the 25 American Job Centers to business and individuals throughout the state.

I. WAIVER OF THE LIMITATION ON TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS

For PY13, the state requested and received a waiver to the Workforce Investment Act's (WIA) Section 133(b)(4) and WIA Final Rules at 20 CFR Section 667.140 - the provision to limit Workforce Investment Boards (LWIBs) ability to transfer up to 20 percent of a program year allocation for adult employment and training activities, and up to 20 percent of a program year allocation for dislocated worker employment and training activities between the two programs, with the approval of the governor. Under this waiver, the state proposed to limit the transfer authority up to 50 percent which provides flexibility while ensuring consistency with congressional intent regarding the level of funding appropriate for the WIA adult and dislocated worker programs. The

challenges that dislocated worker program participants and adult program participants face each year vary throughout the state and over the course of the program year. The waiver permits the state to lessen these challenges by transferring funding to more effectively serve its customers.

V. OTHER STATE ACTIVITIES AND ACCOMPLISHMENTS

A/B.1. Migrant and Seasonal Farmworkers Radio Outreach

The Spanish radio station in the city of Burley, operated by the Idaho Citizens Alliance Network (ICAN), continues to partner with its local AJC to reach out to the Spanish-speaking community. The regular Friday morning, hour-long show continues to provide information to the general public on a multitude of issues, not just those revolving around the area of employment.

One topic that keyed on many individuals' minds was the Affordable Health Care Act. Lydon Crane, a local CPA who researched the Act extensively, joined the radio show on March 21, 2013 with a primary focus to inform and explain to the public of the Act's benefits and the potential consequences of not signing up under the Act. Following its long-time format, the hosts strongly encouraged listeners to call-in with their questions and concerns about the matter to have Mr. Crane answer the questions over the radio. Although most individuals do not like to reveal their concerns about most matters over the air, this show generated more calls than are usually received during the broadcast of the hour-long show.

The Idaho Industrial Commission, which oversees workers' compensation issues in the state, followed in April as a highlight presentation for the month. With the significant presence of the agricultural industry in the area and critical employment numbers necessary to maintain its presence, the show on April 18 targeting workers' compensation also generated much interest for those in that and other industries where workplace injuries may be prevalent. Like the show airing information about the Affordable Healthcare Act, this broadcast also elicited more calls with questions and concerns than were normally encountered.

And in one early summer broadcast, the radio station announced recruitment for the AJC's WIA Summer Youth Program which focused on out-of-school youth. As a result of this airing, this increased the influx of youth visiting the office. In fact, several older, out-of-school youth came through the AJC's doors exclaiming that their parents had heard the radio show and strongly encouraged them to pay the AJC a visit to find out more about the programs.

A/B. 2. Services to those with Disabilities through the State's Disability Employment Initiative

After receiving the initial announcement that Idaho was among the successful grantee states, the state lead and several former disability program navigator staff began to transition to the Disability Employment Initiative (DEI) during the first part of PY13's second quarter. This allowed for participation in at least some October National Disability Employment Awareness Month activities such as Disability Mentoring Day while awaiting arrival of the grant award documents.

New staff were hired where necessary and former disability program navigators immediately transferred to the DEI grant. During this period, orientation/planning sessions were held with coordinators of the main partner organizations for the grant—the Idaho Interagency Council on Secondary Transition and the Idaho Employment First Consortium. DEI staff received training during the quarter through a variety of webinars, presentations and in-services, including the Idaho Division of Vocational Rehabilitation’s statewide in-service.

The Idaho Division of Vocational Rehabilitation and special programs staff (school-to-work counselors, Juvenile Corrections, etc.) invited DEI staff to their individual staff meetings throughout the year to extend partnerships. Similar connections were made with staff at the Idaho Commission for the Blind and Visually Impaired. Examples of meetings with other partner organizations include the Work Incentive Planning and Assistance (WIPA) program at Disability Rights Idaho, the Idaho Department of Health and Welfare navigators, TRiO Educational Talent Search and Upward Bound programs, Deseret Industries, AJCs, area mental health facilities, college and university disability resource centers and community rehabilitation providers throughout the state. The DEI team also attended region-wide meetings of WIA and W-P staff, conducting an orientation to the program. A similar presentation to the Idaho Workforce Development Council also took place and can be viewed at -

<http://labor.idaho.gov/dnn/wia/StateCouncil/Meetings/2014.aspx> (March 6, 2014 meeting – look for “DEI Grant” under Presentations). The DEI staff followed up with WIA Youth case managers to develop a rapport for increased resource coordination for participants.

DEI staff also became aware of projects sponsored by the Idaho Department of Education, providing additional transition support and offering school districts examples of events, projects, and partnerships done previously. The DEI team also partnered with Idaho Educational Services for the Deaf and the Blind (formerly Idaho School for the Deaf and Blind) school administration, Vocational Rehabilitation, Commission for the Blind and Visually Impaired and WIPA staff to develop a 3–



Students using American Sign Language (ASL) to discuss assignment at Ready, Set, Go to Work Camp in the Magic Valley local office



2014 Ready, Set, Go Campers

day Ready, Set, Go to Work Camp. Students participated in various events, work readiness sessions, an office tour of the local AJC, which included a session on how to request an accommodation and introduction to WIA, ES and UI staff. Additional sessions included self-advocacy and connecting to transition resources.

The DEI team also participated the annual Tools for Life: Secondary Transition and Assistive Technology Fair held in Idaho Falls in the spring of 2014. Tools for Life is Idaho's primary conference for transition age youth with disabilities and those who support them. The 350-400 conference attendees include educators, special educators, therapists, counselors, service providers, job developers, resource staff, other rehabilitation specialists, and especially high school students with disabilities and their families. The team presented a highly successful breakout session, patterned after the "America's Got Talent" television show and involved the workshop participants as judges and audience in a series of issues involving job search and workplace scenarios. Attendee feedback noted this session made a significant impact on them.

Federal contractor for the Affordable Healthcare Act, MAXIMUS opened a call center in Boise, but was having issues reaching the minimum seven percent requirement of hiring individuals with disabilities - people were reluctant to self-disclose this information. The DEI staff met with company officials on Friday, December 27 to set up the job fair to be held the following Monday. DEI members were assigned specific duties in creating flyers, emails, making phone calls and so on to raise awareness. Partner agencies serving customers with disabilities were the main focus of the outreach. The DEI staff enlisted additional AJC employees to assist job seekers visiting the office with the initial online application and assessments, which was followed by a more detailed application and an additional reading assessment. The job fair was a success with 115 people signed up, 84 going through the entire process, and 61 job offers made.

The mix of rural and urban populations across the grant's designated service area made for a creative approach in working with school districts during the first year of the grant. There is no one-size-fits-all method to make planning easy. For example, with the rural school districts, DEI staff included WIA staff in a meeting with a high school counselor to plan fall event for three surrounding school districts, becoming evident that youth with and without disabilities need to be included for economies of scale and the nature of rural communities. In urban areas, however, larger districts usually have enough population bases that activities can be managed for just their special education participants. When that's the case, DEI staff can then work directly with special education program staff rather than only having a school counselor available.

Staff is currently developing a disability awareness training module that will be used to train American Job Center staff once complete. Along with these materials, staff is also in the process of completing training resources on Ticket to Work and Employment Network processes. The target period to begin taking tickets is the second quarter of 2014. The state is also working to incorporate partner agency feedback for updating the department's job search handbook "Willing and Able: A Job Hunting Guide for Idahoans with Disabilities," which is available in print or online at:

http://labor.idaho.gov/publications/Willing_and_Able.pdf.

A/B. 3. State WIA Training Modules

Last year, the state developed a web-based, WIA instructional curriculum for use by WIA staff throughout the state, including those in the 25 AJCs located throughout Idaho. The eight modules are available on demand through IDOL's Learning Central learning management system or via DVD. This approach allows for training to take place without the need for experienced staff to offer guidance. Based on its calculations, the state saved approximately \$60K developing these modules in-house vs. outsourcing the project to private developers.

This training was developed towards the end of last year making PY13 the first year of full implementation. With eight separate modules contained in the curriculum, WIA and non-WIA staff have access to training topics from an introduction to WIA to wage paying activities to reporting. One-hundred and thirty-four individuals completed the WIA introduction module last year, with modules averaging 104 individuals completing each course. The ability to reach out to this many individuals in training during a single program year on a multitude of topics definitely helps the state ensure program continuity. The modules are set up to allow for modification and changes as necessary without extensive costs or effort.

A/B. 4. Implementation of America's Job Link

Idaho is transitioning from three of its legacy management information systems to implementing a new, comprehensive management information system by America's Job Link Alliance. Although there are a myriad of reasons for the state



to undertake this transformation, the primary reason is to transition to newer technology and to improve the quality of its workforce data. The new system will combine data and records from the state's Workforce Investment Act (WIA) programs, including data from National Emergency grants and other USDOL discretionary grants, Wagner-Peyser employment service programs, Trade Adjustment Act (TAA) programs and reemployment services programs.

The state is making progress in this transition and is currently testing participant data that has been converted to AJLA for the WIA, Wagner-Peyser and TAA programs. The state began submitting its WIA quarterly reports through the AJL system in February 2014 for the Oct – Dec. 2013 period. These reports have been successfully submitted without incident.

An additional benefit to using AJLA's management information system for workforce programs is the state's renewed involvement in the alliance. America's Job Link Alliance is an association of 15 state workforce agencies that use one or more components of the system. Collaborating with other states has

allowed Idaho to share and receive best practices in delivering workforce development services. The state was very excited to share its Virtual Job Fair platform with Alliance members during a recent steering committee meeting. This virtual concept was so strongly lauded by Alliance members that it was recently fully embraced by the Alliance, which is now working to incorporate the feature in a future release of AJL products.

VI. STATE FIVE PERCENT FUND ACTIVITIES

The formula WIA Governor's Reserve Funds during PY13 continued with the same strategy used the previous program year – funding basic administrative staff, offering additional support for the One-Stop system and providing support for optional activities. In the past, optional activities included providing a portion of support for the Workforce Development Council, funding of additional labor market information and establishing a small outreach budget. The funds also helped to expand data mining tools developed for statewide use.

During the 2013 program year, the state once again funded the Idaho Youth Corps program for the benefit of Idaho youth. Formerly a stimulus project, it has continued its presence in PY 13 as a summer program with the assistance of the Governor's Reserve five percent funds. The program utilized two dollars from public and non-profit worksites for every WIA dollar invested, leveraging the available state funds. Four small summer programs provided 10 to 12 work-experience opportunities for up to 24 at-risk, low-income youth to work in natural resource areas this year. WIA-eligible youth participants worked on developing their basic work skills and gain outdoor leadership experience and multidisciplinary training in a variety of land management facets, which include studying rangeland management, wildlife management/biology, data collection, and trail work.



The PY13 program partner was the Boise Bureau of Land Management, which provided pay for crew member and crew leader salaries in addition to providing project oversight, materials, transportation and valuable training for Idaho's youth.

In previous years, the state of Idaho typically allocated Governor's Reserve funds to innovative projects designed to add service options or create models that can be sustained with local funds at a pilot project's end. However, with Congress' change in states' allocation of 15 percent to 5 percent, the diminished state funds from this program year were applied primarily towards required activities as authorized under

waivers received from USDOL. These activities were prioritized by the state to ensure that critical functions and activities vital to continuing the operation of the state's workforce development system. In the future, the state will likely continue its requests of waivers of some of the required activities to prioritize the activities most essential to the functioning of its workforce development system.

VII. EMPLOYMENT SERVICES STRATEGIES

The state, through the Idaho Department of Labor, provides a broad array of Wagner-Peyser services for job seekers and employers both electronically and through its staff at 25 American Job Centers across the state. Idaho's job seekers and employers are matched by an online automated system using skills, experience requirements, salary preferences and geographic specifications. To increase efficiency through technology, the agency's labor-exchange system uses email alerts, text messages and social media contact (Facebook, Twitter, etc.) to provide applicants with information about job openings throughout the day, including weekends. The federal Wagner-Peyser Act provides this program year's base funding of about \$6 million for most labor exchange or employment service functions. The department is committed to continuously enhancing its products and services for job seekers and employers, which is overseen by the Idaho Workforce Development Council.

Please see the bottom of this page and top of the following page for a summary of PY13 fourth quarter employment services activity and outcomes for Idaho.

ETA 9002 & Vets 200 Reports						PY 2013 - QTR 4	
Current Reporting Period Ending 6-30-2014				Report Period: 7/1/2013 to 6/30/2014 Report Due: 9/05/2014 Submitted on: 9/5/2014			
Quick View	PY12: 4th QTR	PY13: 1st Quarter	2nd Quarter	3rd Quarter	4th Quarter		
		Change ¹²	Change ¹²	Change ¹²	Change ¹²	Last 4 qtr	
Total Participants	277,111	275,240 ↕ -0.7%	265,215 ↘ -3.6%	257,871 ↘ -3.5%	255,891 ↕ -0.8%		
Veterans, Eligible Persons, and TSMs	21,524	21,202 ↘ -1.5%	20,479 ↘ -3.4%	19,591 ↘ -4.0%	19,659 ↕ 0.3%		
MSFW	2,387	2,390 ↕ 0.1%	2,277 ↘ -4.7%	2,262 ↘ -1.0%	2,254 ↘ -0.4%		
Job Opening Total	80,283	81,042 ↕ 0.9%	76,639 ↘ -5.4%	96,531 ↗ 33.0%	101,897 ↗ 5.6%		
Employer Total	6,457	6,582 ↕ 2.1%	6,643 ↕ 0.8%	6,879 ↗ 5.8%	7,025 ↗ 2.1%		

		PY 13 Negotiated Performance		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter					
ES Performance Outcomes		Goal	80%	ES Results ^[4]	% of Goal	% of Goal	% of Goal	% of Goal	% of Goal	% of Goal					
9002-C	Entered Employment Rate (EER)	61	48.8	62	Exceeds!	101.6%	63	Exceeds!	103.3%	63	Exceeds!	103.3%	65	Exceeds!	106.6%
	Employment Retention Rate at Six Mo. (ERR)	83	66.4	84	Exceeds!	101.2%	82	Meets!	98.8%	82	Meets!	98.8%	82	Meets!	98.8%
	Six Month Average Earnings Rate (AE)	\$ 13,300	\$ 10,640	13,007	Meets!	97.8%	12,855	Meets!	96.7%	13,756	Exceeds!	103.4%	14,182	Exceeds!	106.6%
VETS Performance Outcomes		Goal		Vets Results ^[5]											
VETS200(A)	DVOP Intensive Services [2]	72%		65%	Fail	90.6%	67%	Fail	93.1%	62%	Fail	86.3%	60%	Fail	83.1%
	DVOP VET EER - weighted [3]	59%		66%	Exceeds!	112.7%	65%	Exceeds!	110.2%	64%	Exceeds!	108.9%	65%	Exceeds!	110.4%
	DVOP VET ERR	77		77	Meets!	100.0%	72	Fail	93.5%	73	Fail	94.8%	72	Fail	93.5%
	DVOP VET AE	\$ 14,500		15,266	Exceeds!	105.3%	14,717	Exceeds!	101.5%	15,486	Exceeds!	106.8%	15,367	Exceeds!	106.0%
	DVOP Disabled Vet EER	48		52	Exceeds!	108.3%	52	Exceeds!	108.3%	52	Exceeds!	108.3%	58	Exceeds!	120.8%
	DVOP Disabled Vet ERR	75		74	Fail	98.7%	69	Fail	92.0%	72	Fail	96.0%	68	Fail	90.7%
9002-D	DVOP Disabled AE	\$ 14,900		15,247	Exceeds!	102.3%	14,361	Fail	96.4%	14,969	Exceeds!	100.5%	14,608	Fail	98.0%
	One Stop VET EER	53		58	Exceeds!	109.4%	58	Exceeds!	109.4%	59	Exceeds!	111.3%	61	Exceeds!	115.1%
	One Stop VET ERR	81		82	Exceeds!	101.2%	79	Fail	97.5%	79	Fail	97.5%	79	Fail	97.5%
	One Stop VET AE	\$ 15,300		15,401	Exceeds!	100.7%	15,053	Fail	98.4%	16,336	Exceeds!	106.8%	16,902	Exceeds!	110.5%
	One Stop Disabled Vet EER	51		53	Exceeds!	103.9%	54	Exceeds!	105.9%	55	Exceeds!	107.8%	56	Exceeds!	109.8%
One Stop Disabled Vet ERR	80		81	Exceeds!	101.3%	77	Fail	96.3%	77	Fail	96.3%	76	Fail	95.0%	
One Stop Disabled Vet AE	\$ 15,800		16,034	Exceeds!	101.5%	15,511	Fail	98.2%	17,227	Exceeds!	109.0%	17,797	Exceeds!	112.6%	

NOTES

[1] Change - Indicates percent change from previous Program Quarter
 [2] DVOP Intensive Services | See Vets200(A) Report
 [3] Veteran & Other Eligible Person EER (Weighted) | See Vets200(A) Report
 [4] ES Performance Results: Federal Regulations stipulate that acceptable Wagner Peyer performance is 80% of the negotiated level of performance.
 Exceeds = actual performance achieved is in excess of 100% of the negotiated performance level for the measure
 Meets = actual performance achieved is within 80 to 100% of the negotiated performance level for the measure
 Fails = actual performance achieved is less than 80% of the negotiated performance level for the measure
 [5] Veterans Performance Results: Federal Regulations stipulate that acceptable Veterans Program performance must match or exceed the negotiated level of performance.
 Exceeds = actual performance achieved is in excess of 100% of the negotiated performance level for the measure
 Meets = actual performance achieved matches the negotiated performance level for the measure
 Fails = actual performance achieved is less than 100% of the negotiated performance level for the measure

Accomplishments

During Program Year 2013, the department served over 255,891 job seekers, students and others for work. Of these, 129,057 received staff-assisted services in the form of job search assistance, labor market information or vocational guidance. On the employer side, the agency received over 101,897 job openings and referred qualified candidates for those openings.

A. On-line Complaints System

The state's electronic web-based complaint system form was launched internally on October 1, 2013 and more than 25 IDOL consultants were trained on how to use the external and internal systems. The webinars were presented on September 25 and 26, 2013 by the State Monitor Advocate and Project manager. The objective was to train consultants to learn how to use the system and identify any improvements needed before the system was open to the public on November 1, 2013.

Additional classroom style hands-on training was conducted throughout the year, providing the opportunity to additional IDOL employees to learn how to use the system. The State Monitor Advocate created a brief guide "10 easy steps to process a complaint" which was distributed to employees that have authorized access to the system.

During the PY12, the department received a total of 177 complaints. During the first quarter (July 1-September 30) of PY13 prior to the system's implementation,

the department received 37 complaints. After the electronic system was made available to the public, the department received an additional 247 complaints and 8 apparent violations. With a total of 284 complaints received during PY13, this is more than a 60 percent increase than the amount received in PY12. Observation of system activity shows that complaints are now being received from areas of the state that did not use to file complaints. This indicates that the new system is making these services more accessible to Idahoans. The web form and its external features are also available in Spanish.

Because the State Wage and Hour division and the Idaho Human Rights Commission are located within the Idaho Department of Labor, the processing of most internally referred complaints is contained within this same system. For external referrals to enforcement agencies, traditional ways of transmission, such as e-mail or postal mail, will be used.

A friendly URL- www.labor.idaho.gov/complaints was created as well as a rack card, both containing instructions on using the complaint system. The card is continually distributed to customers coming into the 25 AJCs. A new complaint system poster was also created and distributed to all IDOL offices.

B. Global Career Development Facilitator (GCDF) Training

The state also continued with its efforts to improve services to job seekers by maintaining its training efforts through its Global Career Development Facilitator program which was redesigned and implemented last program year. An additional 24 staff were certified in their completion of the GCDF program, increasing the number of those certified to more than 30 percent of AJC staff across the state. A stand-alone employment services training - a live, full-day event – had been in place over the last two years. In the redesign of the state's GCDF curriculum, this training module was included due to high demand from local AJC staff throughout the state. Phases of this training are usually conducted during the regional ES staff meetings around the state that take place throughout the year.

C. Strengthened Partnerships

The partnership with the Protection Section of Idaho's Mexican consulate has been effective in conducting mutual referrals and handling cases, specifically those cases involving injured workers. The Idaho State Bar and the Idaho Volunteer Lawyers Program have also been great partners in identifying and referring injured workers that may need IDOL's assistance. This year IDOL conducted more than 7,077 migrant, seasonal farm worker contacts. Last program year it conducted 1,783 MSFW contacts.

VIII. DEMAND-DRIVEN BUSINESS SOLUTIONS EFFORTS

With the obligation of the Governor's discretionary Wagner-Peyser (ES 10%) funds to the state's "Business Solutions" initiative for more than four years now, the state has been able to sustain its primary objective of building a demand-driven model with employers as customers. Over the year, the dedication and doubling of select staff as regional business specialists throughout the state focused on effectively working with industry sectors, which were prioritized by the state's Workforce Development Council through the state's planning process.

The state's sector strategy-based business initiative serves both employer and workers by meeting the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. This initiative looks to:

- Address the needs of employers by focusing intensively on the workforce needs of a specific industry sector over a sustained period, often concentrating on a specific occupation or set of critical occupations within that industry;
- Address the needs of workers by creating formal career paths to good jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs;
- Bolster regional economic competitiveness by engaging economic development experts in workforce issues and aligning education, and workforce development planning;
- Engage a broader array of key stakeholders through partnerships organized by workforce intermediaries; and
- Promote systemic change that achieves ongoing benefits for the industry, workers and community.

The strategies the state is undertaking to make this effort successful include:

- Meeting immediate workforce needs of identified key industries;
- Understanding businesses/industry needs through relationship building and then structuring services to them;
- Increasing knowledge, skills and abilities of staff on how to use the tools and systems available in the department on how to deliver quality employment services.
- Coordinating efforts to meet future workforce needs by developing talent pipelines;
- Engaging with employers to identify the skills needed and then work with education so they can help design the training so it will result in job candidates with the skills that employers will hire;
- Expanding knowledge and use of internal/external workforce partners, programs and resources.
- Developing consistent performance measures and metrics/outcomes will help to improve overall service and program outcomes.

The realignment of the state's service delivery approach was done to support the demand driven model through a variety of means. With the use of LEAN processes, tools and techniques, staff will be able to methodically evaluate service delivery processes as necessary rather than at regularly scheduled intervals. In addition, the coordination of staff resources to support department's strategic goals will help to cement relations with specific industry-sectors.

A. Business-Educator Exchange

Improving the transition from school to work is a critical issue in Idaho and across the nation. Too many students leave high school without the occupational and academic skills that they really need to succeed in the world of work. Many young adults are seeking and accepting employment with less than adequate preparation. According to a report from the Editorial Projects in Education Research Center (July 2009) only 77% of Idaho students graduate from high school in four years and 42% of students who do attend college directly after high school do not finish. This means that fewer and fewer students who start college actually receive a 4 year degree.

To help address this issue, the state held its annual Business Educator Exchange, a two-day event focused on bringing educators and businesses together to discuss the state's immediate and future workforce needs. The simple format - choose businesses in the community that require a diverse skillset in concert with developing technologies and specialized equipment and pair them with local educators to interact and develop a teaching strategy for their unique classroom environments. Building this bridge between education and business directly and positively impacts the state's workforce by addressing those business concerns in the classroom.

The event, funded by the Micron Foundation, Idaho Power, Trinity Home Health and Carrington College, hosted approximately 39 high school teachers from 12 southwestern Idaho school districts, providing them an opportunity to learn about 21 businesses in the community and earning a Professional Development Credit while generating curriculum ideas for use in the classroom. The event has been so well received by the business community that Idaho Power awarded the exchange development committee \$500 to continue this effort.

The teachers spent their first day visiting different businesses in the area based on the career pathways that are most aligned to what they teach around the industries of Health Care, Advanced Manufacturing, and Technology. In addition to the visits, participants explored how to enhance school-business relationships through presentations and small group discussions. The second day was spent learning about training and educational opportunities available for those instructors looking to enhance their industry focus. Included in this day was classroom instruction and projects ranging from Energy, Communications to writing Binary code offering continuing education credit for educators.

This workshop was a small step toward making connections between Idaho educators and businesses to help develop an understanding of what industry

needs are and develop practical ways in which educators can better help students prepare to enter the workplace and succeed.

B. Workforce Development Training Fund Industry Sector Grant

In July, the Workforce Development Council (WDC) announced that the Idaho Department of Labor would seek proposals for a new labor force training initiative in response to requests to more proactively meet the needs of industry training throughout the state. The WDC established a new “Industry Sector Grant” program, developed using state Workforce Development Training Funds (WDTF). This program is in addition to the current WDTF approach of assisting Idaho employers create new jobs. Idaho public post-secondary institutions would be eligible to apply for a two-year WDTF industry sector grant for up to \$1,000,000 if they partner with multiple businesses within a 1) single qualified industry; or 2) Separate industries with a common occupational need, to provide identified training to develop a pipeline of skilled workers for the industry. The industry partnership will be required to provide at least a 25% cash match. The state Educational Attainment Task Force made a recommendation to the Workforce Development Council supporting this new program which was then acted upon by the council.

Grant proposals were submitted in October and awarded the following month. The Idaho Department of Labor awarded \$1.8 million in special worker training grants to Boise State University, North Idaho College and Idaho State University under the new Industry Sector Grant, leveraging industry support to enhance the skills of Idaho workers. Individual sector grants are listed below:

1. Boise State received \$1 million from the Workforce Development Training Fund to expand its computer science program from 30 graduates to 60 graduates a year for jobs that typically pay over \$30 an hour. For the required 25 percent business cash match for the grant, Clearwater Analytics, Cradlepoint Inc., Focus IP Inc., Hewlett-Packard Co., Impact Sales Inc., Keynetics, MetaGeek and WhiteCloud Analytics provided a combined \$310,768 match which includes an \$60,768 in-kind donation. This grant stemmed from the demand for qualified computer science professionals far exceeds the supply.

In addition to doubling the capacity of Computer Science graduates annually, this grant will also allow BSU and industry partners to address two other key issues:

- Retention and Degree Completion: \$250K industry match will be utilized for scholarships for 3rd and 4th year CS students. 47 students applied and 29 students were awarded \$5K each.
- Work Experience: 26 out of 29 students secured paid internships which allow students the opportunity to gain real world experiences, help with the financial burden of attending school and connect with industry in hopes of long term employment.

With Boise State University's grant, it anticipates graduating 50 Computer Science students in the 2015-2016 academic year, up from 27 last year, with more than 90 percent already having secured employment once they graduate. IDOL will continue to monitor the school's progress with the grant in coming years. Businesses, already having seen the grant's positive impact, have committed to sustain the school's efforts once the grant term is complete.

2. North Idaho College received \$281,036 from the fund to develop a Wood Products Manufacturing Center for Excellence to train workers on industrial controls, saw filing and log scaling to fill openings created by existing workers retiring or leaving the workforce for other reasons. Idaho Forest Group, Potlatch Corp. and Stimson Lumber Co. contributed a combined \$93,679 match to train workers for jobs that pay \$16 to \$24 per hour.

With 11 active mills and over 1,400 jobs between current industry partners, the need for this training was more than evident. Over 82% of licensed loggers are over 50 years of age, indicating that a large loss of knowledge and experience in the skilled jobs was looming over the industry. Younger workers are not entering the industry, in many instances because of lack of opportunity and training to advance. Skills upgrading is critical for the current workforce to overcome the lack of training opportunities leading to a current state licensing rate of 35% for those taking the scaling examination.

As the programs began in the spring of 2014, log-scale training participants that took the exam passed 45 percent of the time; those who attempted a second try passed 100 percent of the time, earning a state licensure and an industry-recognized credential. The license also increased the workers' earning potential, gaining an increase of up to \$4 an hour.

Because the training programs for saw filers and industrial control technicians are still underdevelopment, these programs won't be reporting outcomes until next program year. Both are looking to begin their first classes in September of 2014.

3. Idaho State University received \$532,180 to develop the Treasure Valley Anatomy and Physiology Laboratories (TVAPL). With the new lab, Idaho State planned to increase the number of graduates from the physician assistant program starting with the graduating class of 2016. The lab would also help expand the physical therapy and occupational therapy programs in the future. St. Luke's Health System, Saint Alphonsus Health System and Blue Cross of Idaho put up a combined \$141,709 match. Physician assistants average \$42 an hour.

With the addition of the TVAPL, ISU looks to increase Master of Physician Assistant Studies program's capacity by doubling enrollment in the valley. The program and lab will help to increase opportunities for:

- Human Cadaver Dissection, which is currently limited to labs outside the area, closest of which are located in Salt Lake City, UT or Portland OR, roughly 6 to 8 hour drives, respectively;
- Human Patient Simulation and Virtual/Simulation Applications will allow for students to work in a virtual environment that will permit students to practice and apply their knowledge when live situations are not available; and
- Distance Learning, allowing access to classes and programs not offered on local campuses in the valley.

The school looks to increase the number students in 2015 cohort from current level of 12 seats to 20. By setting the groundwork with the advent of the new lab, the university can help to meet the need for the area of study rated no. 1 for advanced degrees throughout the country. Idaho Department of Labor estimates that the need for PAs will increase by 40% over the coming years.

C. Industry Sector Activity

The following pages contain a summary of some of the work done throughout the state with the targeted industry sectors through the state's business initiative strategies noted earlier:

1. Aerospace Industry Sector

- a) In July, the Tamarack Aerospace Group broke ground on a site for a new hanger that will allow them to install its fuel efficient winglets onto larger projects, eventually hiring more employees and keeping jobs in North Idaho. Tamarack's winglets recently enabled a jet to fly from Sandpoint, Idaho to White Plains, New York; 1853 miles in just over six hours with no stops and setting unofficial world distance record.



- b) Idaho Advancing Aviation Expo Conference and Career Fair – Governor Otter proclaimed April 2, 2014, as Unmanned Aircraft Systems Day. Over 100 individuals were present, and included as keynote speakers were Lt Gov. Brad Little, Idaho Department of Labor Director Ken Edmunds, and Steve Edgar, president and CEO of Advanced Aviation Solutions. There was an unmanned aerial vehicle (UAV) flight demonstration at the event. Those present also learned about 3D

printers and UAV companies that “print” (or make) their entire product line using larger 3D printers. There were one-on-one meetings with other manufacturers that were present, such as Boeing and Insitu. A career fair followed towards the end of the day and had about 20 enthusiastic aerospace students and several job seekers that attended. The proclamation may be found at the following link below:

<http://gov.idaho.gov/mediacenter/proc/2014/4%20Apr/4.2.14%20Unmanned%20Aircraft%20Systems%20Day.pdf>

- c) The Regional Business Specialist set up tours of local aerospace companies; Titan Springs, Empire Aerospace, Aerocet, and Quest Aircraft for Monica Tate, Canadian Trade Commissioner, to promote trade between our two countries. She was amazed at the beautiful settings of our Industrial Parks which housed these companies. She plans to visit again in November to speak at the next Idaho Aerospace Alliance meeting.
- d) In a testimonial to the state’s sector strategy, beginning with the convening of select employers and followed by a demonstration of a great collaborative effort between Education, Workforce, and Employers, the administrative personnel of Aerocet, a local aerospace company in north Idaho, wrote the following letter to the state as a result of the TAACCCT grant awarded to North Idaho College and the opportunities it has brought to the region.

The initiatives of the TAACCCT grant program could not have come at a better time for Aerocet. We were facing a burgeoning problem in providing 100% of the training for applicants who were unskilled in aerospace composites fabrication. The funding (grant) program created the catalyst for drawing together Idaho aerospace companies, the Idaho Department of Labor and North Idaho College.



Each leg of this support structure was instrumental in planning and execution. For Aerocet it was a breath of fresh air to work alongside government and academia towards a common goal that we all equally shared a passion for. I believe this commitment is what has set this case apart as a model of how industry, government and education can work together to strengthen individuals, the community and to a greater degree, our country.

Within nine months after the grant was awarded the North Idaho College Aerospace Center of Excellence welcome new students in the aerospace composites certificate program.



We helped with interviewing for the best program director possible, and got her. We, and other companies, donated materials and stood like proud parents as The Honorable Governor Otter officially

opened ACE. We tracked enrollment number and attended the graduation ceremonies of the first class.

Last month we hired our first two employees who graduated from the program. Is the program a success? It appears that to the team members we hired it is. One young woman, Sonya, stated to her instructor "I want this job with Aerocet so bad I don't know what I'll do if I don't get it", her instructors tried to tell her that either way she will find a job.

We gladly received Sonya into the company as a team member. When I inquired with her lead report on how she was doing he stated "She is doing a better job in her first two weeks than someone who has been in the position years".

Spencer, another graduate, picked up so quickly that our production manager placed him an area typically reserved for long time employees who have gone through a significant amount of prior training.

Just yesterday, we began preparation for interviewing three more NIC ACE program graduates.

Graduates of the composites certificate program receive preferential treatment by being selected as first choice interview candidates. They also receive a \$3 per hour premium over an applicant who applies without the experience or composites certificate.

Our partnership continues to grow. As you read this, there will be a class of NIC students on-site at Aerocet working with managers and employees in a hands-on lean and quality implementation project. Regardless of whether the students end up with Aerocet or not, this hands-on practical approach will serve the students well in their future endeavors.

2. Technology Industry Sector

- a) For over three years regional business specialists have been involved in a series of efforts to help increase the number of software developers in Treasure Valley. Working with the Idaho Technology Council, Boise Valley Economic Partnership, Idaho Department of Commerce, Boise State University and other stakeholders on these efforts, this group met in 2011, participating in an industry roundtable that included 10 local tech companies. From that meeting emerged an idea to build a job board that showcased the depth and breadth of technology jobs in Idaho. The regional business specialists stepped forward and suggested that rather than re-invent the wheel, IDOL could contribute to the effort by utilizing its existing labor exchange system—*IdahoWorks* and re-branding it with a technology focused "skin" as the Tech Jobs Microsite at www.labor.idaho.gov/techjobs. The vision was that the microsite would be linked to the Idaho Technology Council, local organizations that support technology and a future "Talent Attraction" website that was to be created by Boise Valley Economic Partnership.

The talent attraction site recently came to light and can be seen at "Grow Ideas Here"—<http://growideashere.com/#/>. The site showcases the technology "ecosystem" in the Treasure Valley of southwestern Idaho. Click on the "Jobs" section and select "Search Opportunities Here" to access the TechJobs site. The front page of the newly re-designed Idaho Technology Council (ITC) website now prominently features a link to post and / or search jobs on the TechJobs site! View the link here: <http://www.idahotechcouncil.org/>

- b) Business Specialists worked with Boise Valley Economic Partnership (BVEP), local companies Micron, Taos, and Baliho on planning and logistics for the April BVEP Recruiting event. The roundtable event focused on best practices for recruiting and creating compelling job

listings. A reference guide was developed and is accessible to employers from the Idaho Department of Labor's TechJobs site and labor.idaho.gov.

- c) Business Specialists were invited to join the advisory committee for Meridian Technical Charter High School's internship program, providing an opportunity to connect local technology companies with interns and help keep talented software developers, web designers and other technology related professionals in the State of Idaho. They also joined the College of Western Idaho's Software development Associates degree advisory council to evaluate and recommend possible degree/certificate programs related to technology.
- d) Business specialist has met several times with the Nampa Mayor's office staff and various stakeholders to discuss the process of establishing a Tech Corridor for Canyon County businesses. A Mayor's Industry Task Force was established to continue the dialogue and enlist support from industry partners from throughout the area.

3. Health Care Industry Sector

- a) In February 2014, Boise State University hosted the state's first Hispanic Healthcare Conference. The event was sponsored by the University, Idaho Department of Labor, College of Western Idaho, University of Idaho, Department of Health and Welfare and the Community Council of Idaho. With a shortage of qualified primary healthcare professionals in the country and the state of Idaho, the conference's purpose was to create awareness and spark an interest among Idaho Hispanic high school youth to consider the healthcare industry when choosing a career. According to the U.S. Census, Hispanics have become the largest minority group in the U.S. and in Idaho with estimates that by 2060, nearly 1 of 3 U.S. residents will be Hispanics. 300 Hispanic high school students, members of Future Hispanic Leaders of America from 10 high schools throughout Southwest Idaho, attended the event.

Twelve presenters presented individually during the conference, representing the areas of: nursing, pediatrics, oncology, speech pathology, social work, nursing, family medicine, and cardiology. Each presenter was of Latino heritage and currently in practice within the state. They shared their own struggles achieving educational and career triumphs during their lives. Forty-five of the student attendees indicated that they would be pursuing healthcare careers due to their conference experiences.

Healthcare employers and schools offering healthcare programs were invited to participate, sponsoring event tables from \$75 to a maximum of \$1000. Seventeen of them attended the event, raising a total of \$7000. After expenses, over \$4,000 was contributed back towards the Future Hispanic Leaders of America clubs of each participating school.

- b) The Healthcare business specialist met with representatives from the College of Western Idaho to discuss the formation of a Medical Lab Tech program. Currently in the state there are no two-year programs offered to those interested in the position nor to meet the needs of employers

seeking to fill those roles in their businesses. Three hospitals in southwestern Idaho - St. Luke's and Saint Alphonsus of Boise and West Valley Medical Center of Caldwell – each have several openings for these positions. Discussions will continue regarding this program's development as its potential benefits will make themselves evident.

- c) The Kootenai County Business Specialist has kept outlining the need for a seamless educational transition from RN to BSN through continued interactions with local community and state colleges. The demand for, yet unfortunate lack of highly skilled/qualified nurses was voiced by the area's largest employer back in 2011. With no other viable solution at that time to address this need, the employer moved establish its own in-house RN to BSN program in collaboration with Lewis-Clark State College. Soon after, North Idaho College and Lewis-Clark State College began in-depths discussions around this need in December 2013, as they worked establish a healthier collaborative effort between the two regional schools. As time passed, discussions focused on meeting the employer's need quickly. After several meetings, it appears that schools may be close to coming to a solution that may be available to students in the 2015 school year. Beginning that year, a student may complete their BSN within two semesters after receiving their Associates Degree in Nursing. A great example of a facilitated collaborative effort designed to meet a need.
- d) The Caldwell School District superintendent invited a SW Idaho Business Specialist to the monthly Caldwell Education Committee meeting to discuss the establishment of a Professional-Technical Education Healthcare program for the school district. It did not have a health occupation program but is very interested establishing one in the district. The business specialist assisted the Education Committee by arranging tours of other school districts' healthcare programs so that it could gain a better understanding of how to develop and roll out such program for students in the Caldwell School District. Several committee members participated in the tours so that they could determine if this was an undertaking for the whole committee will to present to the district school board for implementation next school year.

4. Wood Products Industry Sector

During Thanksgiving week 2013, a north Idaho business specialist received a call from the HR Director at Idaho Forest Group (IFG) and their Residual Manager (sawdust, chips, etc.). Their concern focused on lost revenue because much of this product was being left on the ground to rot. The Residual Manager noted a driver shortage for every contracted transport company they had. A convening took place on December 3rd - all of the transportation and several timber companies in the area met to address several issues, including a labor shortage to fill 72 immediate truck driver openings and outlining competitive market wages.

During the meeting, Idaho Department of Labor staff presented labor market information regarding CDL drivers' wages in the state. After

assessing their wage offerings, the transportation companies committed to make changes to increase the wages they were offering for those positions.

Brainstorming with other business specialist, they got an idea for a Meet the Employer event, specific to the wood products industry. They also decided hold the event during the drill weekend at the Post Falls Armory, since the location specializes in transportation with most members having heavy truck driving experience. Many of the employers were on board with hiring qualified veterans for these positions. Coordinating with the Idaho National Guard, business specialists arranged for two events to take place in early 2014. At the events, participating company representatives briefed Guard personnel on their respective employment requirements and job duties. Many met individually with interested Guard soldiers. But the representatives came away with one concern - a lack of specific wood products hauling experience. Most candidates had over-the-road with no training on loading/unloading chips, sawdust or logs.

In response, the Regional Business Specialist contacted North Idaho College (NIC) Workforce Training Center where the Director and Coordinator of Customized Training explored ways to offer specialized training. On March 18, 2014, the training center to let the Kootenai County AJC know that a wood products specific training segment was ready to be added and piloted in the next CDL A training. The center offered to begin this specialization if two veteran candidates could be found by Monday, March 24. By March 19 two Veterans with desire to work in the wood products transport industry had been located. Each was screened, interviewed, and enrolled in the Veterans Workforce Investment Program {VWIP} by March 20. The VWIP covered the cost of the NIC CDL A training and pilot program. NIC arranged for two local trucking companies to facilitate the customized training. The training customization fees were waived. The two veterans began training on March 24, and ended their training on April 21st. As of May 26th one veteran was hired by Plummer Forest Products and the other was hired by Excel Trucking. Both are seasoned veterans who have served lengthy tours of duty separated from their families. While entry-level CDL-A drivers typically must go over the road and be apart from their families, their positions as drivers for local wood products industry companies allows them to break into CDL-A driving without having to endure family separation.

In addition to the effort to specifically recruit veterans, the region also held two other Meet the Employer events in January and February - one in Kootenai County and another Lewiston. Here, transportation employers spent time speaking about their companies, providing questions and answers followed by the completion of employment applications for those interested. In both locations, the employers were more than surprised to find out that the applicants already had their CDLs in hand and were ready for hire. For those that weren't ready, information was provided on WIA and local training programs. As a result of three events, the employers were able to hire enough workers to fill all of the 70+ openings they had had since the beginning of the year.

This process first began by IDOL proactively identifying the needs of the local business community. Ongoing collaboration with business, the education sector, and the Idaho National Guard made it possible to begin this pilot program. By working together, everyone involved with this effort is a winner!

5. Manufacturing

- a) Business Specialists in southwestern Idaho have been involved in several economic development projects over the year:
 - Nampa Economic Development landed Materne (Gogo Squeeze), a food processor. They chose to move into the former MPC Computers site, generating up to 230 jobs. Recruitment began early in 2014.
 - The cities of Nampa and Caldwell worked on the expansion of a local fabrication company, which has begun moving its entire operation from Redmond, CA to a new, more productive location in Caldwell, with plans to add 50 jobs locally within the next three years. These positions will average \$19 to \$25/hr., creating a significant economic impact to the community.
 - Sorrento Lactalis, a local dairy food processor increased another 59 positions with the expansion of their new Mozzarella plant in Nampa.
 - The city of Caldwell is recruiting two ammunition companies to arrive in the city's Sky Ranch development within the year. It is also actively working to recruit several more employers/projects for business expansion.
 - Western Alliance for Economic Development worked on a deal for the old XL Four Star Beef property. The project may generate 300 local jobs in beef processing and is anticipated to be more than 70% complete.
- b) Business specialists also participated in several student activities during the year, such as helping to conduct mock interviews for students in High School Equivalency Program and College Assistance Migrant Program programs at BSU. The activity, facilitated via the Community Council of Idaho, saw the IDOL representative presenting interview tips and strategies to 35-40 students followed by several interviews in a panel-style style format. Career counselors from a local high school also had visits by IDOL staff, as they provided career pathway information regarding high demand industries.
- c) Helped to organize the Canyon County Business Expo through the Nampa Chamber of Commerce. The business expo was designed to engage businesses in practical business development, highlighting those opportunities for local businesses, ultimately promoting and growing their businesses while building relationships with fellow business leaders in the community. Over 97 attendees participated in the expo.
- d) The Southwest Idaho Manufacturers Alliance was established by an ad hoc group of local manufacturers, with the help of local organizations. Launched in the fall of 2013 in order to address manufacturer's needs, the Alliance recognizes the unique opportunities and challenges of

running manufacturing businesses in Southwest Idaho. Its goals are to facilitate business growth for the benefit of the business and community. As a result of its efforts, the Idaho Department of Labor sits as an ex-officio member of the Alliance.

- e) A business specialist in north Idaho received information from the owner of Cascade Rescue, explaining how difficult it was to find the right people for their welding needs. The business specialist brought up the value of using Provelt, the state's online occupational assessments to help identify welding and production strengths in job candidates. The specialist sent over some sample tests which the employer reviewed, selecting the best assessments for the job opening and listed the job with the AJC.

IX. SERVICES TO VETERANS

The Idaho Department of Labor has veterans' representative staff located throughout the state to reach out to veterans, providing a comprehensive and integrated approach to addressing their unique challenges. Operating within the state's workforce development system in several of the American Job Centers (AJC's) across Idaho, they work more closely with other AJC staff and partner programs, providing veterans with the one-on-one attention they need.

With many soldiers exiting recent military service, the need for trained capable veteran representatives is as important as ever to help them navigate today's labor market. The U. S. Department of Labor-Veterans Employment and Training Service (USDOL/VETS) has continually stressed to states that DVOPs are to only see and provide intensive services to disabled and specially disabled veterans that have significant barriers to employment. All other veterans may be served by WIA and/or Wagner Peyser staff who can serve non-disabled veterans that are not work ready and that may need specialized one-on-one services, including case management. The Local Veterans Employment Representative (LVER) is to only work with employers providing job developments and outreach to place work-ready veterans into stable working environments.

Idaho's statewide VET-NET has been meeting quarterly for more than 20 years to address veterans' issues in the Gem state through project collaboration and networking to learn about new or traditional resources available for veterans. Comprised of multiple state agencies, post-secondary institutions and community agencies, this state network of service providers discuss the various means of meeting veteran's needs throughout the state. Returning veterans are the group's priority, working as a resource and referral network to assist them in their transition from the military.

On the following page are several projects and activities that were in place, specifically for Idaho veterans, during the program year.

A. Veterans Serving Veterans AmeriCorps Program

The Idaho Department of Labor wound up its fourth year of its AmeriCorps grant and will begin its fifth year in October 2014. The grant is designed to enhance veteran's support and services in 12 American Job Centers throughout the state. Through this program, a total of 46 military veterans in those locations have been trained to navigate the extensive One-Stop system sources available to veterans. Since its inception, over 9,600 of Idaho's veterans have been contacted by the program, with more than 20 percent of these individuals receiving services and referrals to other service agencies. AmeriCorps members received guidance from existing veteran staff on most One-Stop programs and services available through the AJCs, including job readiness skills assessment. The first two years of the grant led to the creation and continual updating of a veterans' service directory targeting the multitude of resources available to veterans which has been updated annually since then. The directory has been made available to all AJC staff where the program is active. With the program expanding to offices in the northern and southern part of the state, the department is ready to provide additional services to veterans and allow the DVOPs time to case manage and provide intensive services to veterans with significant barriers to employment.

B. Veterans Workforce Investment Program (VWIP)

In July 2012, the state received a total of \$750,000 to implement the Veterans Work Force Investment Program (VWIP) grant over three years. The grant's objective is to increase employment of honorably discharged eligible military veterans by providing training opportunities to receive industry recognized training and credentials in high growth and emerging sectors such as energy, environment, health care and information technology. Credential achievements can be obtained through a variety of means, including on-the-job training (OJT), customized training, apprenticeships and post-secondary education/training. The state's initial plan was to serve 250 eligible veterans over the life of the three-year grant. Two-hundred of these enrollments must be enrolled in classroom training. As the state winds down its third year, the Idaho VWIP program enrolled 296 veterans, surpassing the state's goal of 250. Approximately 97% of the awarded funds have been spent in just over two years and staff are in the process of following up with participants as a large number are set to graduate in December of 2014. Of the 296 veterans enrolled, over 90% participated in credentialed training.

C. Capital for the Day

Throughout the year, the Governor selects several rural areas throughout the state of Idaho to serve as the "Capital for the Day," where the state's cabinet members conduct town hall meetings in the various rural locations throughout the state. The office of the lieutenant governor and the Idaho Department of Labor work together to nominate and recognize a "vet friendly" employer in each location. With an immense number of business contacts, the Idaho Department of Labor is ideally suited to identify and nominate these employers. Businesses recognized for this distinction are given a certificate of appreciation issued by the Governor. The Governor recently completed his 78th Capital for the Day since 2007, in Lenore, Idaho.

D. Priority of Service

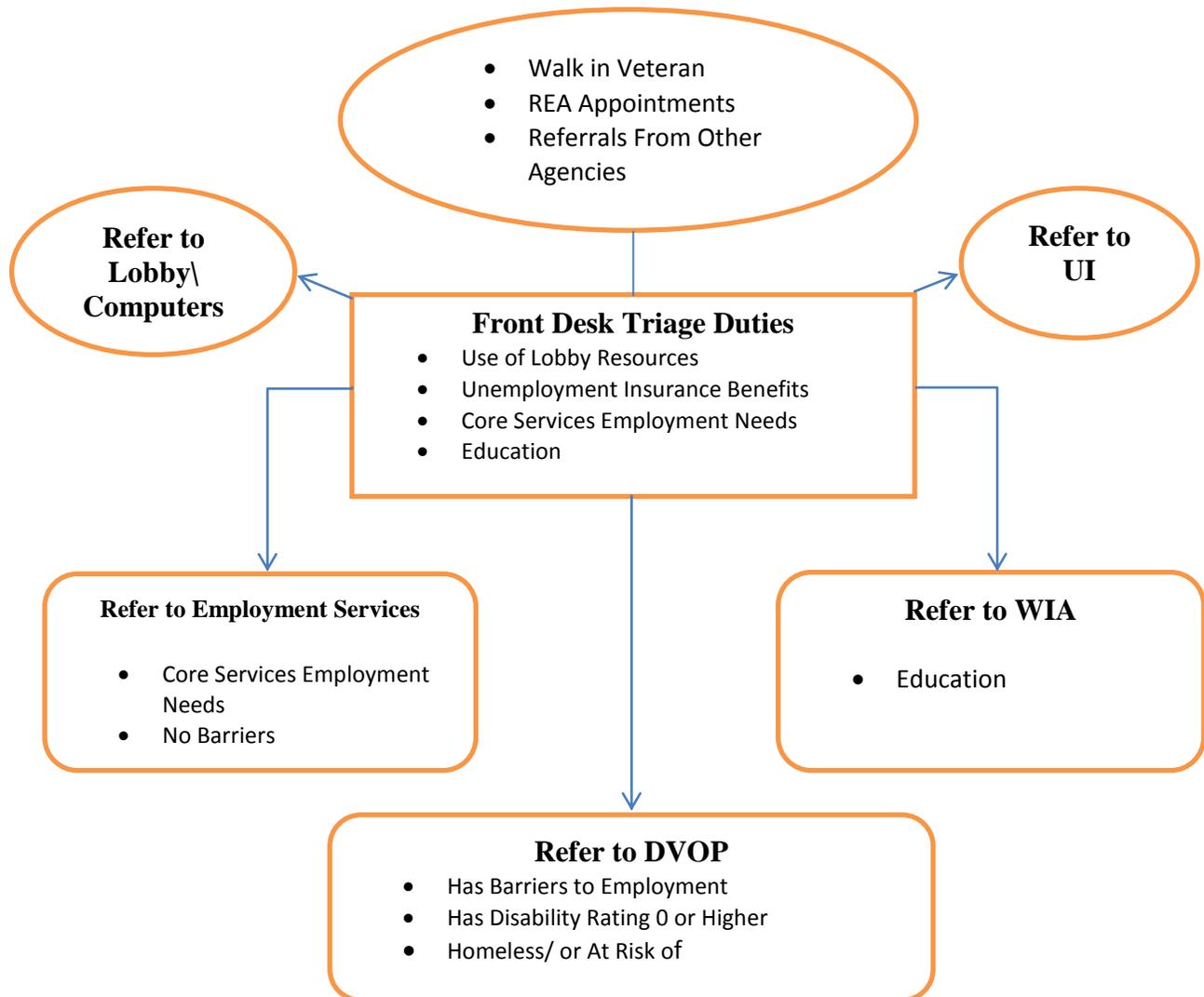
In an effort to strengthen its commitment to veterans, the state provided statewide training on priority of service to veterans in August 2013. IDOL staff in attendance included: Top management staff, area managers, local office managers, DVOPs and LVERs. Brent Ferro, USDOL/VETS representative also attended. In addition, it was mandated that all managers attend the annual state veterans training also held that same month, in which a significant amount of time was spent discussing priority of service for veterans and eligible spouses.

In an effort to ensure all staff understand veterans' priority of service, the state developed an online training module on the topic, which was required participation for all Idaho American Job Center staff. Training was completed by January 2014 with 318 AJC staff throughout the state participating. This module is now included in the department's New Employee Orientation, to include most administrative staff in addition to AJC staff.

In addition to the items listed above, the state has conducted the following:

1. Idaho has designated all veteran representatives to provide Priority of Service training in their local American Job Centers as often as needed. Local Veteran Employment Representatives (LVERs) will provide training to smaller offices that do not have a Jobs for Veterans State Grant (JVSG)-funded staff member.
2. Signage is posted in all American Job Centers asking veterans to identify themselves to *any* local office staff.
3. All AJC staff are instructed to review customer registrations and if he or she is a qualified veteran or spouse of a veteran, staff must contact the customer to offer and provide services. If the customer is not registered, staff are instructed to provide them "first in line services".
4. All American Job Centers have pamphlets outlining the department's promise to veterans, including veteran's Priority of Service, how the state administers veterans' preference and other useful information for its veterans.
5. Providing Gold Card services will ensure that priority is fully implemented for those veterans most in need of employment and training services. Under the Gold Card Initiative, post 9/11 era veterans receive enhanced intensive services. These veterans can be identified via their Gold Card and through verification procedures adopted at the front desk. Eligible veterans can present their Gold Card to receive enhanced services including six months of follow-up. Gold Card services include a combination of intensive and staff assisted services, including skills assessment, career coaching, and job search assistance over a six-month period to jump-start the veterans' job search process and reconnect them to the civilian labor force in high-demand occupations. Such services are designed to help veterans navigate a complex and challenging job market and can do so by helping veterans identify transferable skills, career goals and job search strategies. All veterans have access to a suite of in-person and on-line services. See Veteran's Services flow chart on the following page.

VETERANS' SERVICES FLOW CHART



NOTE: Emphasis is on Service Connected and Post 9/11 Era Veterans

Table Section

The following tables are not applicable to the state of Idaho and are excluded from this report: –

Table A - Workforce Investment Act Customer Satisfaction Results;

Table H.2 – Older Youth (19-21) Program Results;

Table I – Outcomes for Older Youth Special Populations;

Table J – Younger Youth (14-18) Results; and

Table K – Outcomes for Younger Youth Special Populations

Table B – Adult Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	85%	86.81%	329 379
Employment Retention Rate	90%	87.87%	500 569
Average Earnings	\$13,700	\$13,857	\$6,415,949 463

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment	84.38%	216 256	75.86%	22 29	80.70%	25 31	82.9%	29 35
Employment Retention	86.93%	326 375	87.10%	27 31	80.50%	33 41	72.1%	31 43
Average Earnings	\$12,704	\$3,785,906 298	\$14,586	\$364,644 25	\$11,486	\$310,113 27	\$10,422	\$302,224 29

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	87.27%	281 322	82.22%
Employment Retention Rate	88.60%	412 465	81.36	48 59
Average Earnings Rate	\$14,399	\$5,558,096 386	\$9,624	\$413,823 43

Table E – Dislocated Worker Program Results

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	88%	88.47%	583 659
Employment Retention Rate	93%	90.44%	577 638	
Average Earnings	\$16,000	\$17,464	\$9,378,302 537	

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	84.34%	70 83	90.63%	29 32	84.75%	100 118	80%
Employment Retention Rate	87.67%	64 73	83.33%	20 24	88.12%	89 101	83.33%	20 24
Six-Month Average Earnings Rate	\$19,154	\$1,110,922 58	\$17,263	\$293,473 17	\$17,114	\$1,420,433 83	\$10,873	\$163,098 15

Table G – Other Outcome Information by Service Level for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	87.82%	447 509	89.58%
Employment Retention Rate	90.02%	460 511	90.54%	67 74
Six Months Average Earnings	\$17,029	\$7,339,487 431	\$18,482	\$1,127,401 61

Table H.1 – Youth (14-21) Program Results

	Negotiated Performance Level		Actual Performance Level	
	Placement in Employment or Education	82%	82.96%	370 446
Attainment of Degree or Certificate	82%	73.51%	369 502	
Literacy and Numeracy Gains	45%	35%	21 60	

Table H.1.A – Outcomes for Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of School Youth	
Placement in Employment or Education Rate	80.91%	178	0	0	78%	78	76.47%	117
		220		0		100		153
Attainment of Degree or Certificate	78.09%	196	0	0	73.33%	77	73.94%	105
		251		0		105		142
Literacy and Numeracy Gains	31.82%	14	0	0	57.14%	4	33.9%	20
		44		0		7		59

Table L – Other Reported Information

	12-Month Retention Rate		12-Month Earnings (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry in Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	87.38%	450 515	\$7,743	\$3,600,338 465	17.63%	58 329	\$5,982	\$1,872,469 313	69.40%	195 281
Dislocated Workers	90.63%	580 640	126.74%	\$10,775,300 \$8,502,029	16.81%	98 583	\$8,102	\$4,496,775 555	77.18%	345 447

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	229,984	203,119
Total Adult Self-Service Only	228,136	202,155
WIA Adult	229,028	202,559
WIA Dislocated Worker	992	583
Total Youth (14-21)	959	631
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	293	228
In-School Youth	664	401

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,203,085
Local Dislocated Workers		\$ 3,030,495
Local Youth		\$ 3,461,125
Rapid Response (up to 25%) WIA134 (a) (2) (A)		\$ 606,496
Statewide Required Activities (Up to 15%) WIA134 (a) (2) (B)		\$ 504,831
Statewide Allowable Activities §134(a)(3)	HWOL Labor Demand Reemployment Tool	\$ 9,450
	Workforce Development Council	\$ 17,409
	Total of All Federal Spending Listed Above	\$ 10,832,891

Table O: Local Performance

Local Area Name Region I – Idaho Balance of State	A. B. Total Participants Served	Adults	207,537
		Dislocated Workers	884
		Older Youth	270
		Younger Youth	
ETA Assigned # 16005	C. D. E. Total Exiters	Adults	183,477
		Dislocated Workers	515
		Older Youth	201
		Younger Youth	

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	85%	86%
	Dislocated Workers	88%	88%
	Older Youth		
Retention Rate	Adults	90	87%
	Dislocated Workers	93	90%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$13,700	\$13,714
	Dislocated Workers	\$16,000	\$17,308
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	82%	83%
Attainment of Degree or Certificate	Youth (14-21)	82%	73%
Literacy or Numeracy Gains	Youth (14-21)	45%	36%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			YES

Table O: Local Performance

Local Area Name Region II – East Central Idaho	F. G. Total Participants Served	Adults	21,491
		Dislocated Workers	108
		Older Youth	26
		Younger Youth	
ETA Assigned # 16010	H. I. Total J. Exitters	Adults	19,081
		Dislocated Workers	68
		Older Youth	17
		Younger Youth	

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	85%	96%
	Dislocated Workers	88%	91%
	Older Youth		
Retention Rate	Adults	90%	97%
	Dislocated Workers	93%	93%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$13,700	\$15,678
	Dislocated Workers	\$16,000	\$19,055
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	82%	83%
Attainment of Degree or Certificate	Youth (14-21)	82%	74%
Literacy or Numeracy Gains	Youth (14-21)	45%	0%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		NO	
			Exceeded

Table P – Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	13,166	
Covered Entrants Who Received a Service During the Entry Period	13,166	100%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	73	55%

Table Q – Veterans’ Outcomes by Special Populations

	Post 9/11 Era Veterans	Era	Post 9/11 Era Veterans who Received at least Intensive Services	TAP Veterans	Workshop
Entered Employment Rate	83.33%	<u>25</u> 30	83.33%	<u>25</u> 30	0
Employment Retention Rate	100%	<u>24</u> 24	100%	<u>24</u> 24	0
Six Months Average Earnings	\$18,281	<u>\$402,186</u> 22	\$18,281	<u>\$402,186</u> 22	0