

IDAHO

DEPARTMENT OF LABOR

C.L. "BUTCH" OTTER, GOVERNOR
ROGER B. MADSEN, DIRECTOR

November 15, 2013

Ms. Virginia Hamilton
Region VI - Regional Administrator
U.S. Department of Labor/ETA
90 7th St., Suite 17-300
San Francisco, CA 94103-1516
hamilton.virginia@dol.gov

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 2012 as per Training and Employment Notice (TEN) No. 6-13.

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 PY 12 (Tables A through O) 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 2012**



NOVEMBER 2013

WIA Title I Report for the State of Idaho

Report Narrative

(Return on Investment and Performance Data follows this section)

Idaho continues to build momentum and focus on strengthening its workforce talent to power sustainable economic growth in the state. As 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.

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 job seekers and businesses. This response is demonstrated through Idaho's economy which shows signs of strengthening with a modest recovery. The state's unemployment rate has fallen from a high of 8.8 during the height of the recent recession to 7.4 percent in June 2013.

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.

Throughout this annual report, Idaho outlines its workforce system strategies, investments and actions to enhance collaboration and performance to respond to current and anticipated talent needs that impact the state's economy today and help 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.

I) Performance Measure Data/Participant Information

In accordance with federal guidance, the state has provided its performance reports regarding its WIA programs during Program Year 2012. The state's performance data, which is compiled as prescribed by the U.S. Department of Labor in its performance guidance to states, may be seen at the end of this report in the Table Section beginning on page 31.

II) Program Accomplishments

A. On-the-Job Training (OJT) National Emergency Grant (NEG)

The state has made targeting on-the-job training opportunities for job seekers a cornerstone of many of its workforce programs. In the summer of 2010 the state received its initial funding for an On-the-Job Training (OJT) NEG - spearheaded by a concentrated outreach campaign, including employer outreach brochures/flyers, group presentation materials, statewide media news releases and a webpage dedicated to attract interested employers. The program was so successful that the U.S. Department of Labor chose Idaho as one of two states in the region to receive a second round of funding for this effort, essentially doubling the NEG to a total of \$1.2 million. To date, 97 individuals have been enrolled, with an employed-at-exit rate of 88 percent. Emphasized by the state's American Job Centers' (AJC) business specialists as a tool for employers, successful program exiters have obtained permanent employment at an average of \$16.80 an hour.

B. Grow Green

On January 20, 2010 Idaho's Energy Sector Partnership Grant, or *Grow Green*, application was funded by the U.S. Department of Labor. This \$5.9 million grant was designed to equip technical programs across the state to prepare workers for careers in green jobs, strengthen dual-credit articulation between secondary and post-secondary education and provide sustainable career-lattice training programs in the energy efficiency and renewable energy industries.

The programs involved at the secondary level were: Industrial Mechanics and Automated Manufacturing (Renewable Energy), Pre-Engineering, Electronics, Construction, and Home Technology Integration. At the Post-secondary level, programs impacted are: Alternative Energy/Wind Energy, Industrial Mechanics,



Electronics, Diesel, Automotive, and Collision Repair. In addition, Idaho State University's Energy System Technology and Education Center (ESTEC) developed and implemented a nine-month renewable energy certificate program, which was offered in the evenings and on-line. The grant supported green skills training in electrical, sheet metal and plumber-pipefitter occupational trade apprenticeships, many of which were union affiliated. On-The-Job training opportunities were offered to program completers.

Over \$4.6 million dollars was awarded directly to 21 Idaho schools, (six post-secondary and 15 secondary institutions) as well as six apprenticed trade-training facilities (three in Boise and three in Pocatello). The schools spent the first months of the project procuring supplies and equipment, adding and developing new curriculum and training staff. Student data collection began in January 2011 and continued through June 2013. During this time a total of 1782 students were reported as entering training. At the grants conclusion on June 30, 2013, 453 students completed training with 289 of those entering employment. Data collection on students has ceased, but the full impact of the grant's investment in Idaho's schools will continue to be realized for many years to come.

The following link is to IDOL's blog page which offers an overview of the grant's recipients and the programs and projects that exist now only as a result of this funding-<http://idaholabor.wordpress.com/2013/09/12/grow-green-grant-helps-students-learn-new-skills/#more-1765>

C. IDOL Radio Outreach to Migrant and Seasonal Farmworkers

In November 2012, a representative of a new Spanish Radio Station in the city of Burley reached out to the American Job Center (AJC) located there. The station, known to the Spanish-speaking community as the "radio of the community", is operated by the Idaho Citizens Alliance Network (ICAN). Its main purpose is to provide information to the general public. A bilingual AJC staff member was asked to be a regular Friday morning half-hour guest to discuss the various services offered in the AJC. As the weeks progressed, different topics arose, generating extensive interest in the show, eventually expanding it to an hour. Interested listeners can now call in and ask questions related to job search, unemployment, WIA services, and complaint information. The station estimates the program itself reaches a minimum of 1,500 listeners in the region, 800 of which are migrant and seasonal farmworkers.

D. Services to those with Disabilities

IDOL continued with the implementation of a program begun as a pilot project in October 2011 with the Idaho Division of Vocational Rehabilitation to provide a job club for vocational rehabilitation customers, the Prepared and Connected = Employed (PACE) club. PACE, facilitated by IDOL staff in four-week sessions, met twice a week. Participants learned about networking opportunities designed to provide education on critical job search techniques, develop job seeking skills, produce necessary job search documents such as applications and résumés, and enhance their interpersonal skills to become successful in the search for employment. Participants were referred to PACE by their vocational rehabilitation counselors.

PACE received high marks on evaluation forms. Unfortunately, reductions in federal funding, combined with the effects of sequestration, forced an end to the job club in June 2013. However, self-evaluations indicated participants felt fully capable in applying the job search techniques learned through PACE to obtain employment. A facilitator also noted that as they worked the processes daily and refined their methods, those participants who completed PACE would be able to secure work in the near future.

Of the 215 customers referred by vocational rehabilitation counselors, 179 started a PACE session, 117 finished the assignments sufficiently to receive a certificate of completion, 62 were not able to complete assignments due to attendance issues or secured employment opportunities that did not let them finish their session, 30 obtained employment while attending PACE, and 33 reported obtaining employment at some point after their PACE session ended.

As a member of the Idaho Employment for People with Disabilities Stakeholder Group, IDOL was heavily involved in development of a new website sponsored by the State Independent Living Council with the purpose of promoting better employment opportunities for people with disabilities in Idaho - <http://www.abletowork.idaho.gov/>. Launched in January 2013, primary audiences for the Able to Work site are people with disabilities, employers and service providers, which include state agencies, community rehabilitation programs, centers for independent living and disability advocacy organizations. The site contains extensive links to state and federal Department of Labor resources, including links to IDOL services, calendar of events, Career Information System, Serve Idaho for service and volunteer opportunities, and to publications such as IDOL's specialized job search handbook, *Willing and Able: a Job Hunting Guide for Idahoans with Disabilities*.

The department also actively participates in the Idaho Employment First Consortium established and supported by the Idaho Council on Developmental Disabilities for the purpose of improving how employment services and systems work in Idaho so people with disabilities are able to reach their career goals. It includes representatives from state agencies, advocacy organizations, service providers, parents and self-advocates. Seventeen consortium members met for the first time in April 2012 and continue to meet monthly on an ongoing basis. The group will be sharing reports and recommendations with the legislature for policy improvement and will continue to work with agency administrators, service providers, schools, families and most importantly, employers and individuals with disabilities, so more people are able to work at local businesses, earn a living wage and contribute to their communities.

E. WIA Training Modules

With the help of state WIA staff, the Training Unit developed a web-based, WIA instructional curriculum for those working with the program. The nine modules are available through IDOL's Learning Central and provide:

- Just-in-time training
- Ability to review and retake training, as need
- Self-paced and self-directed training; requiring limited involvement of central office and supervisory staff
- Consistent and accurate training
- Built-in knowledge checks in the form of quizzes, games and interactive exercises.

The impact of this project has been significant, touching all levels of WIA staff:

- With the implementation of the WIA case management curriculum, all new case managers will receive consistent and accurate basic training rather than relying

on senior-most staff in the area to provide training. The same fundamental WIA training will be provided to all case managers.

- Local AJC office management previously had no resources for learning about WIA. All are mandated to complete the WIA modules to improve their knowledge and understanding of WIA and provide better support to their WIA staff.
- Non-WIA staff with an interest in cross training will see these modules as a valuable learning tool. Some offices have presented the modules during staff meetings to initiate a full, office-wide discussion about the topic, incorporating representation from the other programs.

As the impact of reduced WIA allocations continued, program training previously relied entirely on available staff and resources. With the advent of these training modules, WIA program staff can now be trained as necessary rather than wait for experienced staff to offer guidance.

Through the web-based technology, the modules will be an important and an ongoing component to WIA training. Each module will be reviewed and modified as needed to incorporate changing program requirements. Plans are currently underway to expand the curriculum to include additional program modules.

F. Global Career Development Facilitator (GCDF) Training Begins Anew

The GCDF training provides individuals with relevant skills and knowledge to assist others in planning careers and obtaining meaningful work. A GCDF is a person who has completed this specific training and works in any career development setting or who incorporates career development information or skills in their work with students, adults, clients, employees, or the public. A GCDF has received in-depth training in the areas of career development in the form of up to 120+ class/instructional hours, provided by a nationally trained and qualified instructor. IDOL has a qualified instructor in its Training Unit. The training program was developed to provide standards, training specifications, and credentialing for these career providers. IDOL has incorporated this program as part of its staff training for more than 16 years, enhancing staff skills and knowledge. Participants receive training in each of the 12 career development competencies, as noted below:

1. **Helping Skills** - Be proficient in the basic career facilitating process while including productive interpersonal relationships.
2. **Labor Market Information and Resources** - Understand labor market and occupational information and trends. Be able to use current resources.
3. **Assessment** - Comprehend and use (*under supervision*) both formal and informal career development assessments with emphasis on relating appropriate ones to the population served.
4. **Diverse Populations** - Recognize special needs of various groups and adapt services to meet their needs.
5. **Ethical and Legal Issues** - Follow the CDF code of ethics and know current legislative regulations.
6. **Career Development Models** - Understand career development theories, models, and techniques as they apply to lifelong development, gender, age, and ethnic background.
7. **Employability Skills** - Know job search strategies and placement techniques, especially in working with specific groups.
8. **Training Clients and Peers** - Prepare and develop materials for training programs and presentations.
9. **Program Management/Implementation** - Understand career development programs and their implementation, and work as a liaison in collaborative relationships.
10. **Promotion and Public Relations** Market and promote career development programs with staff and supervisors.
11. **Technology** - Comprehend and use career development computer applications.
12. **Consultation** - Accept suggestions for performance improvement from consultants or supervisors.

The department offers GCDF training in two modes of delivery. Most competency trainings are offered in traditional face-to-face classroom trainings while others are delivered in the eLearning mode of delivery. Some competencies are conducted in a hybrid fashion, utilizing face-to-face instruction with some eLearning instruction. Most presentations include hands-on and interactive teaching methods and opportunities to interact with colleagues from a variety of offices throughout the state. Since the course content covers 12 important competencies, there is plenty of opportunity to build skills and knowledge in areas that are new to staff.

This year, IDOL began an intensive training schedule, guiding six cohorts throughout the state in the GCDF program, beginning January 2013 and ending July 2013. Each of the multiple sessions totaled 12.5 days filled with intensive training on the competencies noted earlier. One hundred percent of those individuals still with the department completed the training. Those completing the program are now eligible for GCDF certification, with approximately 35 percent of overall department staff certified under the program.

G. Online Complaints System

The state monitor advocate worked closely with IT personnel, the legal department, EO officer and local office complaint specialists to create the state's *Online Employment Services Complaint System*, which will greatly facilitate filing and handling complaints. With a web-based external page where customers can file complaints, the system also includes an internal SharePoint system that facilitates the handling those complaints by guiding select staff through various processes according to the type of complaint- WIA, EEO/discrimination, Job Service (Employment Service), wage claim, etc. The new system will:

- Allow customers to provide complaint information independently;
- Increase effectiveness and faster service by eliminating duplication and allowing immediate access to all IDOL staff involved in handling the complaint;
- Integrate flowchart processes and reporting with the use of its data gathering tool.

The majority of the work on the system has been accomplished and will be ready for use on October 1, 2013. Three training sessions will be provided to local AJC staff to learn how to use the tool. In conjunction with the development of this new system, the IDOL's Workforce division, led by the monitor advocate, revised the state's JS Complaint System Procedures Manual. The revisions align the tool's advanced qualities while preserving the use of mandated procedures with the various complaint processes. Training on the revised procedures will take place soon after the system's launch, with the external system's features available to the public several weeks later.

III) State Workforce Development Council's Educational Attainment Task Force

During PY12 the Workforce Development Council established an "Educational Attainment" task force to make recommendations for policies and strategies to the governor and the State Board of Education to assure Idaho achieves the following Council goal: *Sixty percent of Idaho workers will have a degree, certificate, industry recognized credential, or apprenticeship beyond high school by 2020.*

The Idaho State Board of Education established a similar goal of having 60 percent of Idahoans ages 25-34 have a degree or certificate by 2020. This issue is a top priority for the state board and the council, which have been working together to assure the task force recommendations will be valuable in helping the State Board of Education establish policy objectives and program processes.

The governor invited 20 key stakeholders from business, education and government to serve on this task force, co-chaired by the council president and the president of the College of Western Idaho. Engaging an equal number of key industry representatives and education representatives (including all of the presidents of the community and technical colleges in Idaho) to bring relevant players to the table helped to facilitate the discussion and make a meaningful difference.

The goal to increase training and educational attainment beyond high school was established for the following reasons:

- Idaho must grow talent within the state to fuel innovation and economic competitiveness;
- Increased education attainment improves the quality of life for Idahoans and drives a vibrant, diverse economy;
- Idaho's increased education attainment must be responsive to businesses that will employ the workforce of the future;
- It is imperative the state commit to efficiently and effectively increase post-secondary degrees and certificates; and
- Change the projected trend lines to enhance economic development and job creation.

The council and state board sought to address two critical issues the state found itself facing: 1) the state was witnessing deep and long-term impacts from stagnant job growth, as there is a direct link between expanding a skilled workforce and increasing higher wage jobs; and 2) it was experiencing historically high unemployment rates. A recent McKinsey Survey finds 64 percent of companies cannot find qualified applicants for management, scientific, engineering or technical positions.

The Educational Attainment Task Force focused its efforts on the following items listed below:

- Identify the training needs of specific industries that require certificate level workforce training beyond high school.
- Understand current barriers and challenges in meeting these industry identified workforce training needs.
- Make specific recommendations to improve the design of Idaho's education and training delivery system that make it more responsive and flexible in

meeting the identified workforce industry training needs by developing greater opportunities for workers to build marketable and needed credentials.

The task force formed four subcommittees to develop a number of recommendations to offer up to the governor and the State Board of Education. The task force pared its recommendations down to eight, which were later presented for consideration. Incorporating feedback from the governor and state board on these items, the council is currently working to develop an action plan to put the following recommendations into motion:

- **Credit for Prior Learning** - Create a statewide portfolio approval process for awarding credits based on prior learning and experience.
- **Education Transparency Metrics** - Develop, publish and deliver data on employment and wage outcomes of graduates by degree and by educational institution to students, parents and policymakers.
- **Career and College Counseling** - Support innovative and evidence-based career and college counseling programs.
- **Workforce Development Training Fund (WDTF) “Industry Sector Grant”** - Establish a grant program using the state’s WDTF to create incentives for partnerships between employers in specific industry sectors and academic institutions to train workers for specific employment opportunities.
- **Career Readiness Tools** - Establish a team to determine if and how a career readiness tool could or should be adopted in Idaho. The team could explore 1) available tools such as ACT National Career Readiness Certification, 2) costs of adopting such tools, and 3) effectiveness in other states.
- **Industry Advisory Committees** - Improve the existing Professional-Technical Education industry advisory committees at secondary and postsecondary schools by 1) standardizing approach and guidelines and 2) assuring best practices for meaningful industry participation and influence in setting curriculum.
- **Credential Benchmark Survey** - Create and implement a survey to provide a benchmark for industry recognized credentials and details on “some college” attainment.
- **Industry/Education Partnership Event** - Create an annual Industry/Education Partnership event to better connect education and training to business needs.

IV) State Five Percent Fund Activities

The formula WIA Governor's Reserve Funds during PY12 continued with the same strategy used the previous program year – funding basic administrative staff, offering incentives for the consortium partners, providing funding for youth in need, offering additional support for the One-Stop system and providing support for optional activities. 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. Examples of some of the activities the state funded through the Governor's Reserve Funds include the following:

A. Idaho Youth Corps

During the 2012 program year, the state once again funded the continuation of the Idaho Youth Corps program for the benefit of Idaho youth. This former stimulus project maintained its presence as a summer program during PY12 with the assistance of the Governor's Reserve five percent funds. Leveraging these state funds, the program utilized two dollars from public and non-profit worksites for every WIA dollar invested. The Idaho Legislature voted to allow the program to accept private donations to assist in financing the efforts beginning in PY10. Two small summer programs provided work-experience opportunities for several at-risk, low-income youth to work in natural resource areas this year. Twenty-two eligible WIA youth participants worked on developing their basic work skills and gaining exposure to occupations of interest for an average of eight weeks.

PY12 program partners include both the Boise & Clearwater National Forests, which were able to provide approximately \$28,000 to pay for crew member and crew leader salaries in addition to providing project oversight, materials, transportation and valuable training for Idaho's youth.

B. Support Enhancements to the One-Stop System

To more effectively move WIA participants towards employment, including those currently receiving unemployment insurance benefits, the state undertook a multi-pronged approach to achieve this outcome. The state sought to implement several automation projects that would lead to these system changes. The following is a list of some of the automation projects:

- Integrating social media tools to promote connection to One-Stop services.
- Streamlining tasks that involve legal requirements such as moving the department complaints system onto a SharePoint platform (See Section II. G.).
- Developing industry specific micro-websites to increase use of the labor-exchange system by targeted high wage, high growth industry sectors and to better connect WIA participants to jobs within these sectors.
- Linking occupational coding in database records for auto-fill rather than staff and employers manually selecting codes.

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. In the future, the state will be requesting waivers to some of these activities and prioritize the activities most essential to the functioning of its workforce development system.

V) Employment Service Strategies

During the program year, the Idaho Department of Labor implemented and continued several initiatives to address service strategies for job seekers and employers. The department supplements the federal Employment Service funds it receives by approximately \$2.5 to \$3 million a year with state Administrative Tax funds.

A. Statewide ES Training Implemented:

Based on work from a team comprised of AJC/One-Stop Center Employment Services and administrative staff which convened to address statewide ES training issues, the state continued to target areas of program need. Administrative staff conducted a virtual training on ES issues for several offices in an attempt to improve new AJC staff abilities to process customer's requests. Feedback to these presentations was so positive that a decision was made to incorporate this basic ES training into a new module under the state's GCDF training program for AJC staff. This full-day, live-meeting training module was implemented during the program year and presented multiple times throughout the state to the six active GCDF cohorts. See GCDF Training update on page 6.

Regional ES meetings teams established last year helped to re-energize service delivery, share innovative practices and refine processes. Coupled with the GCDF ES training, these efforts bolstered and motivated staff to improve ES service delivery throughout the state.

B. State Positive ES Practice- Statewide Monthly ES Reports:

During the recent federal on-site monitoring review of the state's compliance with program reporting and data validation requirements to evaluate the state's reporting and data systems, federal review staff noted the state program had implemented a positive practice to benefit the state. State staff developed three monthly reports – Job Listing, Employer and Job Seeker reports – which provide additional performance information not captured for federal reporting. These monthly reports provide thorough information to the state and each of the six regions about these topics to help them plan by viewing patterns and targeting trends occurring in these important areas.

C. Professional Networking Groups:

Many professionals have participated in IDOL's Professional Networking Group (PNG) meetings since they first began in 2009, as a means to strengthen their job search skills, to find a new career or to talk with an employer wanting to identify future employees. The PNGs exist because they work, with approximately 76% of participants employed through their involvement. The diverse meeting topics range from mock interview panels to teamwork challenges, encouraging members to acquire new strategies and networking techniques to help them land their next job. Employers also benefit from their participation. As meeting presenters, they inform members about their organization's culture, career opportunities and hiring practices. With group members possessing many advanced skills, most employers find it beneficial to volunteer as a presenter to help identify future employees. See more at: <http://idaholabor.wordpress.com/2013/10/28/professional-networking-groups-are-a-great-place-to-find-a-job-or-identify-future-employees/>.

D. Idaho Department of Labor Director Continues Statewide “Listening Tours”

IDOL Director Roger B. Madsen again met with job seekers, business owners, legislators, local officials and other leaders from around the state throughout the year to hear what was on their minds, answer their questions regarding the workforce system and field their suggestions on how the agency could improve its services. The director began these tours in 2008/09 and has made them an annual event through today. So integral is this feedback to the department that it became the foundation for a National Emergency grant the state applied for, prioritizing service to long-term, unemployed older workers throughout the state. He continued to tout the department’s services to employers and strongly encouraged them to utilize the services available to them online through the department’s website or in each of the state’s 25 American Job Centers, declaring the agency a fundamental part of any company’s human resource division.

VI) Business Solutions Efforts Continue

The state implemented its “Business Solutions” initiative three years ago, dedicating the Governor’s discretionary Wagner-Peyser (ES 10%) funds to this effort. It was designed to advance an on-going strategic redirection of the agenda to enhance the state’s ability to help Idaho businesses create jobs.

The state has dedicated these funds to support the following priorities under the Business Solutions Initiative:

- A. Dedicate selected AJC staff as regional business solutions specialists;
- B. Staff training for selected AJC workforce consultants and managers within the 25 AJCs on business outreach techniques, outreach and promotion of services and how to effectively work with industry sectors prioritized by the planning process.
- C. Enhanced business services activities focused on a sector strategy such as:
 - outreach;
 - one-on-one meetings with targeted employers to learn their workforce needs;
 - office team discussions and strategy session on how best to respond to identified employer needs; and
 - coordinating workforce needs with education, economic development and workforce partners.

Benefits to this sector strategy based business initiative include the following:

- 1) Sector initiatives are considered highly responsive to industry demand when compared to traditional job-matching and training services because they:
 - a) Are solution-oriented, not problem-oriented;
 - b) Address needs interdependently, not independently;
 - c) Work with employers in a target industry collectively, not as individual firms; and
 - d) Develop customized, accurate solutions to the needs of employers in the target industry.
- 2) Sector initiatives better serve both employer and workers by meeting the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. Sector initiatives:
 - a) 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;
 - b) Address the needs of workers by creating formal career paths to good jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs;
 - c) Bolster regional economic competitiveness by engaging economic development experts in workforce issues and aligning education, and workforce development planning;
 - d) Engage a broader array of key stakeholders through partnerships organized by workforce intermediaries; and

- e) Promote systemic change that achieves ongoing benefits for the industry, workers and community.

A statewide Sector Academy, conducted by the Corporation for a Skilled Workforce, took place in March 2013, and included IDOL Business Specialists, Department of Commerce representatives, and business partners from across the state as participants. The training included sector breakout sessions ranging in topics from discussing how to move an established industry sector partnership forward to starting a new industry sector partnership. The keys to successful sector partnerships were covered by a panel of sector partnership members that included representatives of business, economic development, higher education and industry representatives.

Comments from academy participants include:

- *“It was great to have so many partners together for this training. I also appreciated the industry planning sessions which were facilitated in a way as to lead us through a specific project with owners and timelines for review.”*
- *“It was wonderful training and so helpful to put all the pieces of the puzzle together. I have a much better understanding of where we need to go as a state in this approach.”*
- *“I really enjoyed brainstorming with my peers and it was awesome that we were able to come up with a plan to include the various community colleges, the IDOL and industry to meet a need for programmable logic controller (an industrial electronic component) training. This will help close the skills gap and get people trained, working and supporting the local economies.”*

- D. A Customer Relationship Management (CRM) system, providing automated tracking of business services and information management to all AJCs to:
 - 1) Streamline service delivery;
 - 2) Enhance collaboration throughout the state’s One-Stops; and
 - 3) Monitor real-time sector activity, trends and needs at the local, regional and statewide level.

This SharePoint-based tool was implemented statewide in the late spring of 2012. CRM allows staff the ability to track their activity as they work with businesses in developing solutions to the business’ workforce needs. The system tracks the types of interactions staff have with businesses and the resulting projects such as job fairs and Workforce Development Training Fund contracts. After its inception, over 1100 new business accounts were incorporated to the CRM throughout the rest of 2012. Business specialists worked with these companies to develop a variety of projects to address workforce needs, implementing 96 new projects throughout the state during PY12. System configuration is an ongoing effort to create meaningful reports that can be used to monitor activity and outcomes. CRM training was delivered to all AJC staff statewide through video modules that walk staff through the various pieces of the CRM, including data entering and monitoring business activity. The system allows staff to see who is working with a specific company and the department’s activity/history with that company.

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

- i. During the program year, Treasure Valley (southwest Idaho) business specialists have worked diligently to organize southern Idaho employers to come together and join the aerospace sector alliance created by their northern Idaho counterparts. This alliance has brought manufacturing suppliers to the industry together to address supply chain issues, skills gaps, and other challenges. As the group coalesced, it was able to hold a statewide meeting via webinar, with 20 representatives from more than 12 companies participating. The meeting helped those attending establish valuable connections within the state to foment further development of the industry.
- ii. The creation of North Idaho College's Aerospace Center of Excellence in Aviation Maintenance and Advanced Manufacturing will help to provide accelerated training programs leading to certifications in airframe mechanics and aviation maintenance skills. In the fall of 2012, Assistant Secretary of Labor for Employment and Training Jane Oates visited the region to tour Empire Aerospace's new 50,000-square-foot facility and see how program participants can benefit from training in these high-demand careers. Both of these efforts are an outgrowth of the Idaho Aerospace Alliance that was created in 2011 as a result of the state's Business Solutions initiative.

2) Technology Industry Sector

- i. In October 2012 the Idaho Department of Labor launched its TechJobs microsite, (www.labor.idaho.gov/techjobs). The site allows users to access specific technology related jobs as well as access information about technology companies, labor market data and links to partner organizations such as Idaho Technology Council, Boise Valley Economic Project, Kickstand and more.
- ii. In PY12, two separate efforts designed to target education needs for the technology industry were undertaken.
 - a. In December, Idaho Department of Labor business staff participated in the Software Talent Initiative Summit at Boise State University. This working group consisted of company CEO's, technology officers and leaders in government and education. As a result of this summit, several teams were formed to address workforce needs with a focus on education, recruitment and awareness of Idaho's technology community. The Idaho Technology Council named a project manager to help guide the ongoing efforts of the summit's newly created teams as a show of commitment.
 - b. Partnering with Tribute Media, a local technology company, IDOL staff helped address a workforce skills gap specific to the company by assisting in the creation of a 32-hour Introduction to Web Design course covering HTML and CSS, two of the most in-demand software skills sought by area tech employers. The course is part of a not-for-profit series offering progressively increasing skills training to those interested in the field.

3) Health Care Industry Sector

- i. The Region III business specialist conducted healthcare informational sessions with AJC Employment Services (ES) and Workforce Investment Act (WIA) staff throughout the area to discuss employment trends and critical employer needs in this sector. As a follow-up to these sessions, the business specialist coordinated presentations from the Idaho Department of Health & Welfare on criminal background checks, which all federally-funded medical facilities must complete for each position. This provided staff valuable insight on the training and eventual employment suitability of participants interested in pursuing careers in this field.
- ii. After having established a successful OJT for a 56 year-old dislocated worker, the hospital hosting the OJT approached the AJC staff about a looming situation it faced. The hospital was challenged by significant medical coding changes (ICD-10) taking place in October 2014. It was under pressure to have at least 13 qualified and experienced medical coders in place by that date but needed extensive training. To help the process along, it planned to offer the untrained hires a competitive rate of \$14/hr. for 40 hrs./week, including full benefits, **while** they attended training. The AJC and regional business specialists bundled this information and quickly coordinated a meeting between North Idaho College (NIC), its Workforce Training Center, and the local hospital. The group swiftly developed a medical coding program to meet the hospital's anticipated needs and the upcoming coding requirements. The AJC set-up an online skills assessment testing package for potential candidates, while the employer began the interview process. Although the hospital was overwhelmed by applicants, it found and hired 13 people it felt would be a good fit. Seven of the new hires enrolled in the required classes at NIC and the remaining six hires will take online training available through the American Health Information Management Association. Upon completion, their wages will increase to \$16 per hour, with the potential to earn upwards of \$40 per hr. working from home. Currently, NIC, the hospital and the AJC are considering development of a similar program for a surgical scrub tech program to meet the region's workforce needs.

4) Energy Industry Sector

The Governor's Leadership in Nuclear Energy (LINE) Commission completed its task of making recommendations on policies and actions the state could undertake to support the long-term viability of the Idaho National Laboratory as well as to strengthen the broader nuclear energy industries sector. Department staff provided support for four of the commission's subcommittees—Education and Workforce, Infrastructure, National and Global Landscape, and Technology: Current and Future. A fifth subcommittee—Safety and Environment—was staffed by the Idaho Department of Commerce. Following its establishment in February 2012, the commission held meetings around the state over the next 12 months, gathering research and comments from industry and public stakeholders. Incorporating feedback from a month-long public comment period, the commission submitted a final report to the governor on January 31, 2013.

VII) Services to Veterans

A consistently higher-than-average unemployment rate, service-related injuries and homelessness are among the numerous challenges returning veterans face when transitioning to civilian life, impeding their employment success. 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 across Idaho, they can work more closely with other AJC staff and partner programs, providing veterans with the one-on-one attention they need.

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 or 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 have become the group's priority, working as a resource and referral network to assist them in their transition from the military.

Below are several projects that were in place, specifically for Idaho veterans, during the 2012 Program Year.

A. Veterans Serving Veterans AmeriCorps Program

The Idaho Department of Labor completed its first three-year round of funding for its AmeriCorps grant designed to enhance veteran's support and services in 12 offices throughout the state. Through this program, 12 military veterans located in several American Job Centers (AJC) throughout the state, have been trained to navigate the extensive One-Stop system sources available to veterans. More than 5,000 veterans were contacted, with more than 20 percent of these individuals receiving services and referrals to other service agencies. These AmeriCorps members received guidance from existing veteran staff on One-Stop programs, available through the AJCs, and job readiness skills. 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. This directory is now available to all AJC staff. With the program expanding to offices in the northern part of the state, the department is ready to begin its second round of the AmeriCorps grant funding. Its fourth year of administering this program begins in October 2013.

B. Veterans Workforce Investment Program (VWIP)

In July 2012, the state was awarded the Veterans Work Force Investment Program (VWIP) grant for \$750,000 to assist veterans through re-training. The program's objective is to increase employment of honorably discharged eligible military veterans by providing tuition to attend industry recognized training in high growth and emerging sectors such as energy, environment, health care and information technology. These certifications can be obtained through a variety of means, including on-the-job training (OJT), customized training, apprenticeships and post-secondary education/training. The program has planned to serve 250 eligible veterans over the life of the three year grant to receive credentials in the sectors

listed. In its first year of implementation, 94 veterans were enrolled in the program, exceeding the state's planned outcome of 85 enrollments. The AJCs' Disabled Veterans Outreach Program Specialists (DVOPs) are the veterans' case managers, receiving guidance from Workforce Investment Act's (WIA) case managers located in the same AJC.

C. "Hero 2 Hired" Public Service Announcements

In conjunction with the Governor's office and the *Hero 2 Hired* program, the Idaho Department of Labor produced two thirty-second Public Service Announcements (PSAs) to be aired in the fall of 2013. The television PSAs star Governor Otter and numerous veterans who live and work in Idaho. The Governor narrates the spots for radio broadcast. One PSA is directed towards employers, urging them to do their part in hiring veterans. The other is directed to Idaho's veterans, urging them to use the services available at American Job Centers throughout the state. In addition, the PSAs also mention re-training dollars are available to eligible, honorably discharged veterans.

D. Capital for the Day

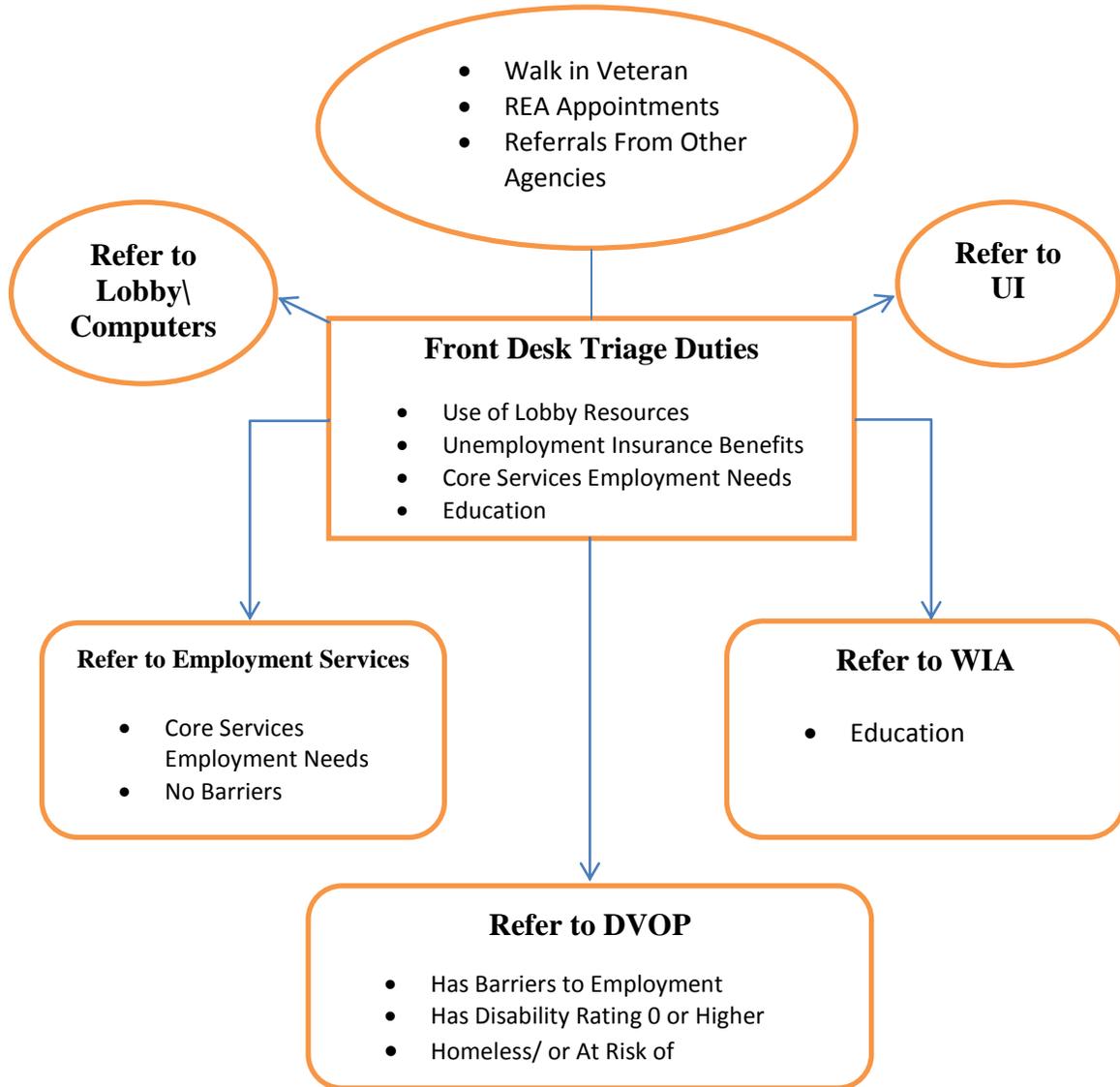
Throughout the year, the Governor selects several rural areas throughout the state of Idaho to serve as the "Capital for the Day." He, the lieutenant governor and members of his cabinet conduct town hall meetings in the various rural locations throughout the state. The office of the lieutenant governor and the Idaho Department of Labor work together to nominate and recognize an employer in each location that is known as "vet friendly". With its business contacts, the Idaho Department of Labor is the ideal means to identify and nominate these employers. The nominated businesses are recognized for their commitment to hiring veterans during the event and given a certificate of appreciation issued by the Governor.

E. Priority of Service

As part of the state's responsibility to ensure that veterans receive priority of service, it has been determined that providing Gold Card services will ensure priority is fully implemented for those veterans most in need of employment and training services. Under the new Gold Card Initiative, post 9/11 era veterans receive enhanced intensive services.

The Veterans' Services Flow Chart on the following page illustrates how all veteran customers will be screened to help determine which path will best meet their needs and that appropriate referral and follow-up services are provided as needed.

VETERANS' SERVICES FLOW CHART



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

VIII) State Evaluation Activities

Continuing its effort that began in PY10 and leading IDOL to solicit both its job-seeking and business customers throughout the state for high value feedback, it implemented two additional statewide surveys targeting both customer groups. The goals of these efforts, as before, include new ways to address the following:

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

The methodology for these efforts was two-fold. The first and largest approach was in the form of a telephone interview/survey of over 500 businesses throughout the state, covering all 44 counties with large and small businesses equally represented. The second approach consisted of another telephone interview/survey of 448 job seekers statewide, covering all its regions. The groups included employed and unemployed job seekers and employers with recent hiring activity.

Employers and job seekers both expressed similar themes in their perceptions of the Department. Despite both customer bases reacting favorably to the department's services and IDOL's previous efforts, the greater part of both customer groups felt they were unacquainted with the full range of services that the agency offered them.

In compiling the survey data, the department found that this presented opportunities to address its service delivery and areas of improvement. The department developed a list of survey findings specific to each customer group, noting the potential needs and opportunities to identify changes as a means of improving its service delivery and better meeting the changing demands of its customers.

Summary of Findings, Needs and Opportunities

A. Businesses

- 1) The majority of businesses in Idaho are not aware of IDOL's services.
- 2) For the small percentage who know about IDOL services, the majority feel they don't need to use them.
- 3) Idaho businesses prefer personalized communication either by telephone or email.
- 4) Use of social media by Idaho businesses is quite small, but for those who use it, Facebook and LinkedIn are their preferred channels.
- 5) Most businesses use social media to promote a business, sell a product; share company photos, videos; make professional business contacts. Very few use social media to recruit employees.

B. Jobseekers and youth

- 1) Prefer personalized communication either by telephone or email.
- 2) More than one-fourth of job seekers are skeptical and do not use social media.
- 3) Job seekers and youth are using social media for entertainment and to keep in touch with family and friends.

- 4) Half would use virtual services if IDOL offered them.
- 5) A large percentage are using mobile devices.
- 6) Job seekers and youth have a high familiarity with unemployment insurance and access the Internet at one of IDOL's 25 American Job Centers.
- 7) Top platforms: Facebook, YouTube and Skype.

The department mobilized staff to address the items listed above through the implementation of several initiatives, one of which is its focus on social media. It has developed presence on several social media platforms currently utilized by many throughout the country and the state:

- Facebook:
- LinkedIn;
- Blogs – Idaho@Work;
- Twitter - @IdahoJob and @IdahoLabor; and
- YouTube - with its own channel, Idaho Department of Labor

The department's social media presence continues to evolve as new uses are discovered. LinkedIn targets professionals and businesses; Facebook targets a younger audience, high school students, young professionals and Baby Boomers; one Twitter account targets media and businesses; a second targets job seekers. The department's YouTube channel features IDOL's television spots, interviews and presentations about the economy and workforce issues; how-to-videos on such topics as filing for unemployment insurance; and stories focusing on IDOL's services- <http://www.youtube.com/watch?v=7lhEOGrO7qg&feature=related>. All are updated regularly.

As IDOL expands its social media presence, much of its service delivery will similarly expand through the same medium. These social sites serve several purposes:

- Connect job seekers to jobs
- Connect businesses and community groups involved in workforce development activities
- Inform businesses about new and existing services
- Promote job seeker and business services

Based on previous evaluation efforts, the department made 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. Elements of this effort included:

- Action Opportunities –
 - Increase customer experience, both businesses and job seekers, and awareness of department services through various means, using various media to drive this effort.
 - Increase the number of job seekers looking for work
 - Increase the number of businesses looking for employees
- Personal Service –
 - Increase the positive, personal touch to both customer bases.
 - Improve customer service efficiency across the agency.

As a means of enhancing customers' experience, the department redesigned its entire labor.idaho.gov Web portal, improving One-Stop customers' navigation with an updated look to reflect the agency's new branding. Both the business and job seeker portals were launched and lauded during the year.

The Idaho Department of Labor continues to work toward increasing personal interaction among both customer bases. The department's focus on individual businesses 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. These contacts are documented in the Customer Relationship Management application profiled earlier in the report.

To determine the impact of the state's efforts to enhance its service delivery, it reviewed the outcomes of several measures from PY12 and compared them to the results from PY11. In PY12, the state noted an almost seven percent increase in the number of employers active within the labor exchange system, *IdahoWorks*, over the previous year, leading to an overall increase of 40.3 percent in the number of job openings during the same period! The targeted industry sectors of manufacturing and technology saw an increase of 34.8 percent and 13.9 percent, respectively, in the number of job openings in *IdahoWorks*.

The impact to job seekers during the same time frame was also notable. The number of those finding employment from one year to the next increased four percent. And the earnings reported by those same newly employed individuals increased almost one percent during that time.

In the coming year, the department plans 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.

IX) 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.

1) 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.

2) 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.

3) 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.

4) 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.

5) 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. However, because ITAs for youth were only recently implemented, its impact will not be evident in the state's outcomes.

6) 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.

X) 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, \$4.62 is returned to the community for each dollar spent and the investment is returned by the participant in 6.6 months. For dislocated workers, the investment is returned in 7.6 months with those exiting the program returning \$4.65 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 13.5 months and youth are expected to return \$2.66 to the community for each dollar invested in their training.

IDAHO

Adult ~ Program Year 2012 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$2,134,337
Increased FICA payments	\$1,759,035
Reduced Public Assistance Dependency	\$1,677,096
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,570,468
Monthly Taxpayer Benefit	\$464,206
ADULT PROGRAM COST (Expenditures, PY 2012)	\$3,045,065
Number of months to pay back Taxpayer Investment	6.6

IMPACT OF WIA INVESTMENT

Adult ~ Program Year 2012 Summary at a Glance

Annual Increased Net Earnings of Participants	\$8,483,105
Annual Increase in FICA Contributions	\$1,759,035
Annual Increase in Federal Income Tax Payments	\$1,470,718
Annual Increase in State Income Tax Payments	\$663,619
Annual Decrease in Public Assistance	\$1,677,096
TOTAL ANNUAL IMPACT	\$14,053,572
ADULT PROGRAM COST (Expenditures, PY 2012)	\$3,045,065

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$4.62

IDAHO

Dislocated Worker ~ Program Year 2012 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$3,364,898
Increased FICA payments	\$2,741,686
Reduced Public Assistance Dependency	\$721,044
TOTAL ANNUAL TAXPAYER BENEFIT	\$6,827,040
Monthly Taxpayer Benefit	\$568,920
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2012)	\$4,298,907
Number of months to pay back Taxpayer Investment	7.6

IMPACT OF WIA INVESTMENT Dislocated Worker ~ Program Year 2012 Summary at a Glance

Annual Increased Net Earnings of Participants	\$13,184,364
Annual Increase in FICA Contributions	\$2,741,686
Annual Increase in Federal Income Tax Payments	\$2,320,898
Annual Increase in State Income Tax Payments	\$1,043,412
Annual Decrease in Public Assistance	\$721,044
TOTAL ANNUAL IMPACT	\$20,011,404
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2012)	\$4,298,907

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$4.65

IDAHO
Youth ~ Program Year 2012
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,639,015
Increased FICA payments	\$1,371,486
Reduced Public Assistance Dependency	\$ 303,996
TOTAL ANNUAL TAXPAYER BENEFIT	\$3,314,497
Monthly Taxpayer Benefit	\$276,208
YOUTH PROGRAM COST (Program Expenditures, PY 2012)	\$3,740,397
Number of months to pay back Taxpayer Investment	13.5

IMPACT OF WIA INVESTMENT
Youth ~ Program Year 2012
Summary at a Glance

Annual Increased Net Earnings of Participants	\$6,639,200
Annual Increase in FICA Contributions	\$1,371,486
Annual Increase in Federal Income Tax Payments	\$1,131,779
Annual Increase in State Income Tax Payments	\$507,236
Annual Decrease in Public Assistance	\$303,996
TOTAL ANNUAL IMPACT	\$9,953,697
YOUTH PROGRAM COST (Program Expenditures, PY 2012)	\$3,740,397

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$2.66

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, 2012, 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
- Employed/Unemployed Status
- Public Assistance Grant Amounts
- 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.

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	82.00%	85.2%	340
			399
Employment Retention Rate	88.00%	88.5%	406
			459
Average Earnings	\$12,500	\$13,797.5	\$5,077,477
			368
Employment & Credential Rate	NA	67.8	303
			447

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	83.1%	236	71.4%	15	73.2%	30	86.1%	31
		284		21		41		36
Employment Retention	86.5%	244	69.6%	16	93.3%	28	97.4%	37
		282		23		30		38
Average Earnings	\$12,683	\$2,853,652	\$22,413	\$358,615	\$13,715	\$301,730	\$13,521	\$419,152
		225		16		22		31
Employment & Credential Rate	65.6%	196	61.9%	13	57.1%	20	81.3%	26
		299		21		35		32

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	85.4%	252 295	84.6%
Employment Retention Rate	89.5%	332 371	84.1%	74 88
Average Earnings Rate	\$13,573.5	\$4,044,901 298	\$14,751	\$1,032,577 70

Table E – Dislocated Worker Program Results

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	87%
Employment Retention Rate	89.3%	93.4%	674 722
Average Earnings	\$15,000	\$18,007.8	\$11,290,877 627
Employment & Credential Rate	NA	73.9%	462 625

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	86.6%	58 67	85.7%	18 21	72.7%	64 88	88%
Employment Retention Rate	89.1%	49 55	93.3%	28 30	90.8%	69 76	90%	27 30
Average Earnings Rate	\$21,253	\$998,925 47	\$21,026	\$588,734 28	\$17,744	\$1,135,628 64	\$10,566	\$253,587 24
Employment & Credential Rate	73%	46 63	83.3%	15 18	62.8%	49 78	76.7%	23 30

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	86.8%	475 547	89.7%
Employment Retention Rate	92.9%	562 605	95.7%	112 117
Average Earnings Rate	\$16,359	\$8,523,256 521	\$26,109.6	\$2,767,621 106

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

	Negotiated Performance Level	Actual Performance Level	
		Placement in Employment or Education	77%
Attainment of Degree or Certificate	80%	84.1%	359 427
Literacy and Numeracy Gains	40%	37.7%	26 69

Table L – Other Reported Information

	12-Month Retention Rate		12-Month Earnings (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements 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	89.9%	399 444	\$7,746.8	\$3,114,204 402	13.5%	46 340	\$6,300.3	\$1,984,585 315	76.6%
Dislocated Workers	93.7%	637 680	175.8%	\$9,785,228 \$5.65.483	13.9%	82 588	\$8,537	\$4,823,393 565	79.6%	378 475

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	275,652	285,154
Total Adult Self-Service Only	273,425	283,725
WIA Adult	274,417	284,397
WIA Dislocated Worker	1,305	782
Total Youth (14-21)	1,272	591
Younger Youth (14-18)	846	364
Older Youth (19-21)	426	227
Out-of-School Youth	725	358
In-School Youth	547	233

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 3,045,065
Local Dislocated Workers		\$ 3,434,626
Local Youth		\$ 3,740,397
Rapid Response (up to 25%) WIA134 (a) (2) (A)		\$ 864,281
Statewide Required Activities (Up to 15%) WIA134 (a) (2) (B)		\$ 810,502
Statewide Allowable Activities §134(a)(3)	Idaho Youth Corps	\$ 32,229
	AE Special Projects	\$ 77,075
	Total of All Federal Spending Listed Above	\$ 12,004,175

Table O: Local Performance

Local Area Name Region I – Idaho Balance of State	Total Participants Served	Adults	247,989
		Dislocated Workers	1,170
		Older Youth	389
		Younger Youth	756
ETA Assigned # 16005	Total Exiters	Adults	257,023
		Dislocated Workers	723
		Older Youth	208
		Younger Youth	341

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	82%	85.3%
	Dislocated Workers	87%	86.9%
	Older Youth		
Retention Rate	Adults	88%	88.6%
	Dislocated Workers	89.3%	93.4%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$12,500	\$13,645
	Dislocated Workers	\$15,000	\$17,918
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	77%	82.5%
Attainment of Degree or Certificate	Youth (14-21)	80%	84.0%
Literacy or Numeracy Gains	Youth (14-21)	40%	38.5%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
		YES	

Table O: Local Performance

Local Area Name Region II – East Central Idaho	Total Participants Served	Adults	26,428
		Dislocated Workers	135
		Older Youth	37
		Younger Youth	90
ETA Assigned # 16010	Total Exiters	Adults	27,374
		Dislocated Workers	59
		Older Youth	19
		Younger Youth	23

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	82%	84.6%
	Dislocated Workers	87%	96.9%
	Older Youth		
Retention Rate	Adults	88%	86.2%
	Dislocated Workers	89.3%	92.5%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$12,500	\$16,945
	Dislocated Workers	\$15,000	\$19,619
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	77%	95.5%
Attainment of Degree or Certificate	Youth (14-21)	80%	85.2%
Literacy or Numeracy Gains	Youth (14-21)	40%	25%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			YES

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