

Our mission: Providing skilled workers for quality jobs that strengthen communities.

The Idaho Department of Labor collaborates with all segments of the economy to generate quality jobs and maintain an educated, skilled work force that is the foundation of vibrant, diversified and expanding communities.

Idaho Labor serves the needs of businesses and workers in the areas of employment services, unemployment insurance, wage and hour laws, work force training, communications and research and Social Security disability determinations.

With the Workforce Development Council, which oversees department operations, Idaho Labor focuses on the needs of its customers – businesses and job seekers – by developing and providing innovative policies and programs that can be adapted to specific work environments.

Organization	Objective	Measure
<p>Administrative Services</p> <p>Provides fiscal, human resources, information technology, purchasing and facility services</p>	<p>Maintain productivity through reliable, secure, efficient and cost-effective services.</p> <p>Constantly improve, update and modernize the department’s information technology system.</p> <p>Improve and enhance customer service through automation, standardization and innovation.</p> <p>Improve staff efficiency and work environment.</p> <p>Cooperate with other government agencies through co-location, partnerships and technical expertise.</p> <p>Maintain accurate, timely unemployment insurance financial records.</p>	<p>Fully document financial manual and automated procedures.</p> <p>Maintain business continuity for IT operations.</p> <p>Create a revolving fund to finance department-owned local offices like Canyon County and Idaho Falls.</p> <p>Assume management of the central office building at 317 W. Main St.</p> <p>Implement new document management system.</p> <p>Replace benefit checks with electronic deposits and debit cards.</p> <p>Deposit all tax collections within 24 hours.</p> <p>Improve case management and financial information in the Trade Adjustment Assistance system.</p>
<p>Field Services</p> <p>Provides a broad array of labor exchange services for employers and job seekers both electronically and through 25 local offices statewide.</p>	<p>Provide job search assistance, labor market information and vocational guidance to job seekers.</p> <p>Facilitate employer job recruitment.</p> <p>Assist workers who are victims of mass layoffs or plant closures with training and unemployment insurance applications.</p>	<p>Increase job seeker registrations, employer job listings and veterans assistance.</p> <p>Increase the number of people provided job training.</p> <p>Improve placement rate for those hit by mass layoffs or plant closings.</p>

Organization	Objective	Measure
--------------	-----------	---------

Field Services (continued)

Area 1 offices in Bonners Ferry, Sandpoint, Coeur d'Alene, Kellogg, Lewiston, Orofino, Grangeville, Moscow, St. Maries, Salmon, Rexburg, Blackfoot, Idaho Falls, Pocatello and Soda Springs

Area 2 offices in Hailey, Burley, Twin Falls, Mountain Home, Boise, Meridian, Caldwell, Payette, McCall and Emmett.

Assist in job searches for veterans, those with disabilities and others facing employment barriers.

Recruit new businesses and help existing businesses expand.

Encourage formation of local employer associations.

Staff state employee recruiting responsibility for the Division of Human Resources.

Schedule employee workshops immediately after layoff notification.

Expand employer recruitment efforts.

Seven employer associations operating.

Provide user-friendly employee recruiting system to state agencies.

Unemployment Insurance

The Benefits Bureau keeps the unemployment insurance laws up to date and assists in maintaining and upgrading benefit determination and distribution.

The Compliance Bureau ensures program integrity, policing employer tax payments and worker benefit payments.

The Wage and Hour Section administers wage laws and farm contractor licensing.

Appeals Bureau issues determinations in benefit and wage disputes.

Ensure compliance with state and federal laws.

Meet and exceed benefit performance standards.

Provide quality guidance and program training.

Make prompt, accurate payment of claimant benefits.

Maintain and enhance communication on program and legal details with both employers and workers.

Modernize IdahoWorks, claimant online filing system.

Detect benefit fraud, benefit abuse, tax avoidance and worker misclassification.

Ensure taxes are paid and benefit overpayments are recovered.

Build an online system for filing unpaid wage claims.

Collect unpaid employee wages.

Monitor compliance of farm labor contractors with licensing law.

Maintain affordability of appeals process.

Maintain timely processing of appeals cases.

Assure Internet portal and staff have up-to-date information.

Meet Acceptable-Level-of-Performance standards despite severe federal budget cuts.

Ensure availability of basic, intermediate and advanced UI training to staff.

Provide direct deposit or debit cards for benefit payments.

Offer regional seminars for employers. Introduce ECORE – Employer Contact and Online Reporting at regional seminars.

Incorporate case management and issues adjudication in rewritten online claims filing systems.

Improve required claimant work search and continue administering Re-employment Eligibility Assessment.

Put tax fraud link on Web site.

Provide safety and investigations training to all field staff.

Provide online wage claim processing.

Continue pressing cases against unlicensed farm labor contractors.

Use CDs and reduce documents that need to be mailed.

Eliminate duplicate appeals entry and reduce time in posting data.

Organization	Objective	Measure
--------------	-----------	---------

Work Force Development

Coordinates a broad array of employment and training programs, delivering them to employers, job seekers and students to drive Idaho’s economy with universal access, customer choice, program integration and customer satisfaction as the guide.

Employment and Training administers specialized training for workers and department staff.

Business Services manages the Workforce Development Training Fund for business expansions and relocations.

Work Force Policy supports the Workforce Development Council and Nursing Workforce Advisory Council.

Career Information Systems provides occupational and economic data tailored to Idaho for job seekers and students.

Design and administer employee training programs that meet Idaho’s existing and evolving economic needs.

Assist the low-income, veterans, disabled and others facing barriers in negotiating unemployment and employment services.

Integrate economic and work force development activities centrally and in the local offices.

Streamline service delivery systems and services across education, work force and employment services providers.

Foster quality business education and work force partnerships that encourage economic expansion.

Assist farmworkers in acquiring the skills to obtain higher-paying jobs.

Maintain high-quality data in the Career Information System.

Execute the Business Expansion and Retention program.

Prepare local office staff to run the Business Retention Training Program.

Maintain the disability navigator program.

Map resources, establish coordination agreements and engage work force partners in services to address worker and business needs.

Emphasize high-wage, high-skilled jobs in the Workforce Development Training Fund, Workforce Investment Act and Trade Adjustment Assistance.

Finalize statistical report on state nursing shortage.

Place more farmworkers in better jobs under the National Farmworker Jobs Program.

Expand the customer base for Career Information Systems.

Communications & Research

Provides a broad range of state and local labor market, economic and demographic data to businesses, workers and researchers. Develops promotional material to support initiatives informing the business community and the labor force about department programs and services. Serves as the U.S. Census Bureau’s State Data Center.

Meet and exceed federal accuracy standards for labor market data.

Assess labor availability, skill levels and occupational demand.

Expand information user base.

Statistically and actuarially support the unemployment insurance program.

Provide Alien Labor Certification support.

Provide data to the Nursing Workforce Advisory Council.

Support data needs of the Workforce Development Council.

Administer and conduct surveys to determine state employee pay levels and fringe benefits.

Calculate the annual standard unemployment insurance tax rate and the maximum and minimum weekly benefit amounts.

Reduce the difference between estimates and final labor data.

Enhance Internet access to labor market and economic data.

Publish monthly labor and economic analysis in Idaho Employment newsletter.

Provide analysis of monthly unemployment statistics.

Continually update forecast of the Unemployment Insurance Trust Fund balance, employer tax rates and worker benefit rates.

Process all Alien Labor Certification requests within 10 days.

Conduct special research projects to help policymakers reach favorable decisions

Provide report on the nursing shortage to the Nursing Workforce Advisory Council.

Organization	Objective	Measure
--------------	-----------	---------

Communications & Research (continued)

Make labor market information easily and quickly accessible to all.
Market department programs and services to businesses and workers.

Ensure integrity of wage and benefit surveys for use by both public and private employers.
Produce materials promoting services and initiatives and maintain existing outreach material on the Web site.

Disability Determinations Service

Makes determinations on applicant medical eligibility for Social Security disability benefits.

Maintain integrity and accuracy of the determinations issued.
Provide decisions in a cost-efficient and timely manner.

Retain national leadership in timeliness and productivity.
Meet or exceed federal determination accuracy target of 97 percent.
Increase the amount of information submitted electronically.
Provide assistance to other states or components within the Social Security Administration as requested.
Participate in national meetings or conferences to ensure upcoming policies or procedures do not impact Idaho's business process negatively.

Idaho Labor has a long history of innovation that enables the department to maintain program and service levels and keep all 25 local offices open in the face of drastic reductions in its federal funding.



The recent return of Idaho Labor to an independent department, separate from the Department of Commerce, will not affect the coordinated approach the state has taken to economic development, business recruitment and job creation that has been responsible, at least in part, for the dramatic economic expansion Idaho enjoyed during the mid-2000s.

With 25 offices serving as the direct link between businesses and workers and state government, Idaho Labor is perfectly situated, as the state's lead agency in work force development, to continue working closely with the Department of Commerce to maintain Idaho's economic strength.

To get more information on the Idaho Department of Labor's strategic plan, contact Bob Fick at (208) 332-3570 ext 3628 or at bob.fick@labor.idaho.gov.