

**Our mission: Connect job seekers with Idaho employers,
deliver workforce solutions to Idaho businesses and
support people with career and life transitions.**

The Idaho Department of Labor collaborates with representatives of all segments of the economy to generate quality jobs and maintain an educated, skilled workforce 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, workforce training, career information, communications and research, human rights disputes 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 And Mission	Goals And Objectives	Performance Measures	Benchmark Target	External Factors
<p><u>Administrative Services</u> Provides fiscal, human resources, information technology, purchasing and facility services to all divisions of the department.</p>	<ul style="list-style-type: none"> • Promote responsible management of the department’s financial assets. • Replace old automated systems in unemployment insurance by supporting the iUS project to build a new benefit and tax system. • Increase communication and coordination within information technology cost centers and other divisions, especially the field division. • Update and modernize the department’s information technology system through Cloud Computing, LYNC and other up-to-date products. • Improve and enhance customer service through automation, standardization and innovation. • Improve staff efficiency and work environment. 	<ol style="list-style-type: none"> 1. Maintain business continuity for IT operations. 2. Deposit all tax collections within 24 hours. 3. Rewrite automated call accounting system and accounts payable system. 4. Support unemployment insurance system mod- 	<ol style="list-style-type: none"> 1. Replace end-of-life network switches in local offices; upgrade firewalls; develop comprehensive backup strategy; enable procedures for monitoring systems and network connections. 2. Tax collections always deposited within 24 hours. Implement electronic deposit of unemployment insurance receipts and benefit overpayment receipts by October 2013. 3. Implement call accounting by end of FY2013; accounts payable by end of FY2013. 4.A. Online tax payment and wage re- 	

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	<ul style="list-style-type: none"> • Cooperate with other government agencies through colocation, partnerships and technical expertise. • Maintain accurate, timely unemployment insurance financial records. 	<p>ernization through iUS project.</p> <p>5. Maintain Disaster Recovery/Business Continuity for all mainframe systems.</p> <p>6. Update critical platforms.</p> <p>7. Continue strategic shift to cloud services.</p>	<p>porting has been implemented. Administrative rule requires online reporting for employers of a specific size</p> <p>4.B. Provide all technical staff resources necessary for the iUS project to complete core system by December 2013.</p> <p>5. Install Internet connection in Post Falls for business continuity by October 2014; complete implementation of Disaster Recovery/Business Continuity environment for all mission critical systems by April 2014; perform disaster recovery and business continuity testing by June 2014; implement dynamic network routing to facilitate failover for office connections by April 2014.</p> <p>6. Complete move to virtualized server environment; implement redundant storage systems; upgrade critical systems by July 2014.</p> <p>7. Serve as lead agency in Idaho's test of Microsoft's Office 365, integrating Lync and messaging services into the cloud by June 2014 or as technology permits.</p> <p>8. Implement intrusion protection sys-</p>	

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		<p>8. Enhance IT security.</p> <p>9. Pursue system improvements throughout the agency – State Longitudinal Database; State Information Data Exchange; America’s Job Link Alliance; Work Opportunity Tax Credit.</p>	<p>tem, update security policies and processes, leverage Microsoft System Center to automate deployment of critical security patches and monitoring of installed software.</p> <p>9. All projects are in various stages of development. Longitudinal database to be completed September 2015; State Information Data Exchange October 2013; America’s Job Link Alliance November 2013; Work Opportunity Tax Credit external interface being rolled out in 2013.</p>	
<p><u>Communications & Research</u></p> <p>Statistically and actuarially support the unemployment insurance program.</p> <p>Administer the state’s cooperative agreement with the U.S. Bureau of Labor Statistics.</p> <p>Serve as the U.S. Census Bureau’s State Data Center.</p> <p>Collect, analyze and deliver a broad range of state and local labor market, economic and demographic data to policymakers, businesses, workers and researchers.</p> <p>Provide detailed Idaho economic, occupational and career information data to students and adults looking for jobs.</p>	<ul style="list-style-type: none"> • Calculate the annual standard unemployment insurance tax rate, the state unemployment insurance tax rate and the maximum and minimum weekly benefits. • Meet federal deadlines and accuracy standards for deliverables from the Quarterly Census of Employment and Wages, Local Area Unemployment, Mass Layoffs, Occupational Employment and Current Employment Statistics programs. • Publish Census Bureau statistics, educate the news media, Idahoans and policymakers on the role the census has in Idaho’s economic future and how the census impacts lives. • Support data needs of the public and the Workforce Development Council and conduct special research projects to help policymakers reach sound decisions based on solid data. 	<ol style="list-style-type: none"> 1. Tax rates and benefit amounts that, based on the three highest-cost years, maintain a trust fund balance that delivers at least 18 months of benefits for unemployed workers. 2. Maintain the smallest possible deviation between initial employment estimates and final labor data. 3. Increase the number of Idahoans responding to the census. 4. Increase public access to and use of department’s economic data and career and labor market information 	<ol style="list-style-type: none"> 1. Annually review and update as needed the calculation model for the Unemployment Insurance Trust Fund balance, employer tax rates and worker benefits. 2. Continued funding from the U.S. Bureau of Labor Statistics to meet the accuracy standards and other responsibilities under the cooperative agreement. 3. Continue designation of Labor as the State Census Data Center. 4. Complete and publish Idaho’s long-term industry and occupation projections. 	<p>Dramatic and unexpected shifts in the national, state and local economies.</p> <p>Federally mandated changes in the methodology for calculating and maintaining all Bureau of Labor Statistics-related deliverables.</p> <p>Funding uncertainty for the Census Bureau’s American Community Survey.</p> <p>Changes in federally funded deliverables.</p> <p>Changes in federal funding levels for meeting Bureau of Labor Statistics and Employment and Training Administration deliv-</p>

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<p>Support the department's business and job seeker service initiatives with promotional materials describing the department's programs and services.</p> <p>Make sure the department is meeting its equal opportunity obligations as outlined in the Workforce Investment Act.</p> <p>Administer the agency's social media pilot grant with the National Association of State Workforce Agencies.</p> <p>Coordinate efforts with the State Board of Education and the state Department of Education to build the State Longitudinal Database System to measure workforce outcomes for educational and training programs.</p> <p>Reprogram unemployment insurance federal and managerial reports.</p> <p>Provide leadership in the fields of career information and career development and participate in related state and national initiatives.</p>	<ul style="list-style-type: none"> • Update and ensure Idaho's career and labor market information is easily and quickly accessible by all. • Increase public awareness and understanding of Idaho's economy, labor market situation and unemployment statistics. • Receive and process all discrimination complaints within 48 hours and train local office personnel on their responsibilities to make sure the department meets its equal opportunity obligations as outlined in the Workforce Investment Act. • Increase the number of unemployment insurance claimants who see themselves as job seekers; raise claimant awareness of department services and their responsibilities; increase, staff, job seeker and business use of social media; increase customer service efficiency department-wide. • Build a longitudinal database for all department data and develop ways of sharing it with partner agencies. • Cooperate with state agencies, educational institutions and other public entities to better meet Idahoans' career development needs. 	<p>via the Internet.</p> <ol style="list-style-type: none"> 5. Generate a marked increase in published articles on Idaho's labor market and increase public understanding of and dialogue about the Idaho economy. 6. Increase use of agency services – with an emphasis on career information – by businesses and job seekers, expand the customer base for Idaho's free career information system product and boost revenues from its pay-for-use products. 7. Facilitate the number and determination status of discrimination-related complaints closed by mediation. 8. Increase use of agency services and agency social media platforms. 9. Secure long-term storage for workforce data, create efficient data transfer to partner agencies and increase public access to workforce outcome data. 10. Maintain pace of reprogramming activities as iUS system matures. 	<ol style="list-style-type: none"> 5. Publish labor and economic analyses in the monthly Idaho Employment newsletter and an annual assessment of Idaho's economy and labor force. 6. Increase average monthly visits to the agency's labor market and Career Information System websites by 10 percent. 7. Increase the number of closed determination complaints resolved by mediation. 8. Prioritize lists of social media channel preferences – traditional and nontraditional - by audience and increase job seekers, businesses and staff following each platform. 9. Satisfy conditions of the longitudinal database grant and follow grant project plan to accomplish outcomes on time. 10. Submit assigned unemployment insurance reports on a weekly, monthly, quarterly and annual basis. 	<p>erables and maintaining agency services.</p> <p>Changes in information technology.</p> <p>Changes in state and federal funding for the Idaho Human Rights Commission and Equal Employment Opportunity Commission.</p> <p>Changes in social media platforms.</p> <p>Changes in availability of grant funding.</p> <p>Changes in federal reporting guidelines and managerial demands for information.</p>

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		<p>11. Work with the State Board of Education to provide access to low-income schools to Career Information System modules beyond those provided free.</p> <p>12. Pursue projects - Idaho Career Connect, Curriculum Checklist, Course Planner - encouraging use of the Career Information System and emphasize the importance of career development in making informed decisions.</p> <p>13. Develop the Collaborative Counseling Training Initiative.</p>	<p>11. Increase overall College Access Challenge Grant usage of the Career Information System by 10 percent.</p> <p>12. Increase the number of active portfolios and career plans, course plans and checklists.</p> <p>13. Increase usage and knowledge of the Career Information System by new school counselors.</p>	
<p><u>Disability Determinations Service</u></p> <p>Makes determinations on applicant medical eligibility for Social Security disability benefits.</p>	<ul style="list-style-type: none"> • Maintain integrity and accuracy of the determinations issued. • Provide decisions in a cost-efficient and timely manner. • Participate in national meetings or conferences to ensure upcoming policies and procedures do not adversely impact Idaho's business process. • Provide assistance to other states or components within the Social Security Administration as requested. 	<p>1. Retain national leadership in timeliness and productivity.</p> <p>2. Meet or exceed federal determination accuracy target of 97 percent.</p> <p>3. Maintain response time for consultative examinations reports and medical evidence records.</p>	<p>1. a. Maintain both Titles 2 and 16 average processing times at 60 days.</p> <p>b. Meet productivity goal of 320.</p> <p>c. Reduce and maintain the number of 120-day-old cases to less than 1 percent.</p> <p>d. Reduce average turnaround time on federal quality returns to 45 days.</p> <p>2. Meet federal accuracy goal of 97 percent.</p> <p>3. a. Receive signed consultative examination reports within seven days of examination.</p> <p>b. Receive 75 percent of medical ev-</p>	<p>Idaho migrated to a National Vendor File system but continues to work in two systems.</p> <p>Idaho is continuing to test a new disability case processing system during the next two years, which may impact productivity.</p> <p>Idaho is currently assisting Utah with physical case reviews.</p> <p>Restrictions in new and replacement hiring of permanent staff may impact the ability to complete work.</p> <p>Social Security</p>

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			idence reports in eight days from request.	Administration program goals for specific workloads may change due to congressional mandates.
<p><u>Field Services</u></p> <p>Provides a broad array of labor exchange services to job seekers and employers both electronically and through staff at the 25 local offices across the state. These services include unemployment insurance benefits, job referrals, labor market information, Workforce Investment Act training opportunities, career guidance, business job fairs, rapid response services to dislocated workers and services to veterans, farmworkers and individuals with disabilities.</p> <p><u>North Offices</u> Bonners Ferry, Sandpoint, Post Falls, Lewiston, Silver Valley (Kellogg), Orofino, Grangeville, Moscow and St. Maries.</p> <p><u>Southeast Offices</u> Salmon, Rexburg, Blackfoot, Idaho Falls, Pocatello, Soda Springs, Wood River Valley (Bellevue), Mini-Cassia (Burley) and Magic Valley (Twin Falls).</p> <p><u>Southwest Offices</u> Mountain Home, Boise, Meridian, Canyon County (Caldwell), Payette, McCall and Emmett.</p>	<p>Focus on re-employment and getting Idahoans jobs.</p> <p>Reduce staff positions by 65 in the filed division to absorb a federal budget reduction of 10.7 percent.</p> <p>Implement the lean process (TechHelp) for unemployment insurance claims processing and adjudication to reduce inefficiencies and improve productivity to manage workload with fewer staff.</p> <p>Increase business solutions efforts by working with business and education on meeting the goals of the Workforce Development Council sector grant initiative and educational attainment goals.</p> <p>Focus job fairs on high demand occupations such as health care, energy and construction and target employers with specific job opportunities.</p> <p>Move the continued eligibility reporting system for unemployment insurance benefits from telephone to online only to improve accountability of claimants receiving benefits.</p> <p>Provide user training as the department implements a new generation of the labor exchange through the America's Job Link Alliance.</p> <p>Meet or exceed service delivery measures for the Workforce Investment Act, employment services and unemployment insurance programs.</p>	<p>1. Meet Program Year 2013 federal performance measures for employment and training programs:</p> <p>a. Employment Services : Get a Job – 61% Retain Jobs – 83% Avg Wage - \$13,300</p> <p>b. WIA Adults: Get a Job – 85% Retain Jobs – 90% Avg Wage - \$13,700</p> <p>c. WIA Dislocated Worker: Get a Job – 88% Retain Jobs – 93% Avg Wage - \$16,000</p> <p>d. WIA Youth: Get a Job – 82% Retain Jobs – 82% Attain Literacy/Numeracy – 45%</p> <p>2. Assist the Workforce Development Council in meeting its goal to create 40,000 new jobs by 2015.</p> <p>3. Maintain staff knowledge of various department programs at its highest possible level.</p>	<p>1. Conduct over 11,000 Re-employment Eligibility Assessment interviews to assess unemployment insurance claimants and provide them re-employment services to secure jobs and reduce claims.</p> <p>2. Increase the quality of unemployment insurance determinations to exceed the federal desired levels of accuracy and the federal tripartite score on claim determinations.</p> <p>3. Continue to provide on-time training and technical assistance to staff on all programs and grant management oversight.</p>	<p>Federal budget issues like sequestration and an improving economy have already impacted staffing levels and will impact service delivery and the department's ability to handle increased unemployment insurance workloads in the future.</p>

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<p><u>Unemployment Insurance</u></p> <p>The Benefits Bureau keeps the unemployment insurance laws up to date, provides technical assistance to field staff and assists in maintaining and upgrading benefit determination and distribution.</p> <p>The Adjudication Bureau, created in mid-2012, completes initial eligibility determinations for unemployment benefit.</p> <p>The Compliance Bureau ensures program integrity, policing employer tax payments and worker benefit payments.</p> <p>The Wage and Hour Section administers wage laws and farm contractor licensing.</p> <p>Appeals Bureau issues determinations in benefit and wage disputes.</p>	<ul style="list-style-type: none"> • Ensure compliance with state and federal laws. • Meet and exceed benefit performance standards. • Provide quality guidance and program training to field staff. • Make prompt, accurate payment of claimant benefits. • Maintain and enhance communication on program and legal details with both employers and workers. • Transition to enhanced IdahoWorks online filing system based in the America’s Job Link Alliance system. • Detect benefit fraud, benefit abuse, tax avoidance and worker misclassification. • Ensure taxes are paid and benefit overpayments are recovered. • Collect unpaid employee wages. • Enhance the online wage claim process to include a Spanish version. • Maintain timely processing of claims for unpaid wages despite staff reductions. • Operate within budgetary limits for Wage and Hour as provided by the Legislature. • Monitor compliance of farm labor contractors with licensing law. • Maintain affordability of appeals process. • Continue redetermination process to help reduce the number of unneeded hearings. • Use LEAN principles to improve quality and timeliness of unemployment insurance claims. • Increase quality of claims by eliminating the Tel-A-Claim system. 	<ol style="list-style-type: none"> 1. Ensure Internet portal, Intranet unemployment insurance site and staff have up-to-date information. 2. Provide guidance for accurate delivery of federal unemployment benefit extensions. 3. Ensure availability of appropriate unemployment insurance training to staff. 4. Meet Acceptable-Level-of- Performance standards. 5. Incorporate case management and issues adjudication in online claims filing systems. 6. Improve required claimant work search and continue administering Reemployment Eligibility Assessment. 7. Build new online unemployment tax quarterly reporting application. 8. Intensify fraud and evasion investigations. Enhance detection using new data 	<ol style="list-style-type: none"> 1-2. Field staff adequately trained in claims processes. 3. In addition to meeting specific standards, Idaho will rank in the top 10 nationally in Benefit Timeliness and Quality scores for separation and non-separation issues at quarterly tripartites. First pay timeliness to exceed 90 percent quarterly. 4. Determination quality continues to meet or exceed federal minimum of 80 percent. 5. Continue building a new benefits and tax Web-based system, iUS. 6. Thirty percent of job-seekers will be required to provide their work search, 10 percent of these contacts will be verified. 7. Complete design stage for implement new online quarterly tax reporting application. 8. Implement new audit procedures and goals to achieve the new 	<p>Volatility in the amount of annual federal operating grants. Grants are based on workload so as the economy improves, funding decreases.</p> <p>Unforeseen use of the unemployment insurance system for delivery of benefits or information.</p> <p>Willingness of workers to file a wage claim or contact the department for assistance in filing a claim.</p>

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		<p>mining tools</p> <p>9. Provide safety training to all field staff.</p> <p>10. Successfully process all wage claims filed.</p> <p>11. Continue to monitor potential cases against unlicensed farm labor contractors.</p> <p>12. Reduce the amount of paper being mailed out by using employer and claimant Web sites.</p> <p>13. Create forms to speed up the decision writing process.</p>	<p>core measures regarding tax auditing as federally defined.</p> <p>9. Provide safety and investigation training by December 2013.</p> <p>10. Collect \$500,000 in unpaid wages in FY2013. Conduct 60 presentations to constituent groups about labor law. Process 80 percent of wage claims within 45 days.</p> <p>11. Bring farm labor contractor violations to county prosecutors for trial.</p> <p>12. Continue to keep Idaho in the top 10 states nationally in average age of cases and the timeliness.</p> <p>13. Schedule appeals hearings that will continue to meet the federally set timeliness, case aging and quality goals. Appeals processing and conference management application is currently being developed and tested and should be in full use by October 2013.</p>	

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<p><u>Workforce Development</u></p> <p>Support and coordinate the state’s “One-Stop” workforce development system to produce an innovative and skilled workforce that allows business to thrive and provides economic opportunity to Idaho workers and their families.</p>	<p>The Workforce Development Council has set as goals for the workforce system in Idaho:</p> <ul style="list-style-type: none"> • Creation of jobs that sustain Idaho workers and expand the economy. • Development of an Idaho workforce that is highly skilled, committed to continuous learning and aware of opportunities available in the marketplace. • Support of a comprehensive education and workforce delivery system. • Improvement in the awareness of the workforce system among workers, partners and policymakers and expansion of its use and effectiveness. 	<p>The department will use:</p> <ul style="list-style-type: none"> • Wagner-Peyser Act employment services • Workforce Investment Act • Trade Adjustment Assistance • Workforce Development Training Fund • Business Solutions • Hire One Act outreach <p>to:</p> <ol style="list-style-type: none"> 1. Meet or exceed Idaho Workforce Development System program performance standards. 2. Ensure 60 percent of Idaho workers obtain a certificate, industry credential, apprenticeship or degree beyond high school by 2020. 3. Implement an enhanced labor exchange system based on the America’s Job Link Alliance. 4. Increase the employer use of the IdahoWorks labor exchange system by 10 percent. 5. Improve the Workforce Investment Act 	<ol style="list-style-type: none"> 1. Meet all Workforce Investment Act and Trade Adjustment Assistance and employment services program performance goals. 2. Fifty-five percent of Workforce Investment Act and Trade Adjustment Assistance program completers will attain a post-secondary degree or certificate. 3. Have the enhanced labor exchange system operational by the end of 2013. This system will replace the existing IdahoWorks labor exchange as well as the Workforce Investment Act and Trade Assistance management information systems. 4. Transition employer use of IdahoWorks to system based on America’s Job Link Alliance. 5. Eligible Training Provider list will 	<p>Congress is considering proposals to reauthorize the Workforce Investment Act and the employment services program that could alter priorities. With the significant differences between the House and Senate and the potential for extreme budget cuts to agency workforce programs, it is difficult to predict the extent of the changes that may be necessary.</p> <p>Still high unemployment rates demand a focus on employers to generate job opportunities.</p> <p>Demands on the labor exchange system based on the America’s Job Link Alliance will determine the extent of savings through increased efficiency offered by the enhanced system.</p>

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		<p>Eligible Training Provider list by collecting the number of students, completers entered employment and average earnings.</p> <p>6. Increase employer outreach and resources for jobs paying \$12 an hour or more with health benefits by 2015.</p>	<p>be enhanced by the new labor exchange system based on America's Job Link Alliance and will include a tracking report.</p> <p>6. Establish 26 Workforce Development Training Fund contracts creating 1,600 jobs.</p>	
<p><u>Human Rights Commission</u></p> <p>Administers state and federal antidiscrimination laws in a manner that is fair, accurate and timely, and works toward ensuring that all people in the state are treated with dignity and respect in their places of employment, housing, education and public accommodation.</p>	<ul style="list-style-type: none"> In administering state and federal anti-discrimination laws, act to increase public awareness, ensure administrative efficiency and effectiveness, encourage peaceful resolution of conflicts, conduct impartial, fair and respectful investigations, target litigation resources at the most significant discrimination issues and maintain a positive working relationship with the Equal Employment Opportunity Commission. Promote voluntary compliance with anti-discrimination laws through education, maintaining a library of resource materials, posting information on the commission Web site and participating in organizations promoting equal opportunity, diversity and human rights. Advocate for the worth of all the people by speaking out publicly on human rights issues, supporting changes in the law where necessary and informing the public about the social and economic benefits to the state in protecting human rights. Use all commission resources to maintain a professional, skilled, well-trained 	<ol style="list-style-type: none"> Make mediation available to all parties, but identify at time of filing those cases which are unlikely to resolve through mediation and direct them immediately into investigation so they can be handled more quickly. Senior investigators will maintain caseloads so that the average age of cases is three months or less. Investigators will maintain caseloads so that the average staff age of cases is five months or less. Publicize the appointment of persons as Human Rights commissioners in their home communities to emphasize a local commission presence. Increase commission interaction with communities throughout 	<ol style="list-style-type: none"> The administrator will use her administrative authority for early dismissal of cases filed solely to obtain a Notice of Right to Sue or cases where it appears that further administrative processing would not be productive. All open cases will be in active mediation, investigation or conciliation. Senior investigators will complete an average of at least eight cases per month. Investigators will complete an average of at least five cases per month. Develop and practice outreach strategies as resources permit including the distribution of public service announcements about human rights and diversity. Hold at least one quarterly commission meeting out- 	<p>Population growth and demographic changes that impact revenue, the employee base and Idaho's changing economy.</p> <p>Increasing realization and emphasis by business leaders on Idaho's ability to compete in a global economy.</p> <p>Idaho's reputation regarding human rights issues.</p> <p>Pressure from advocacy groups, businesses and persons in positions of power to force commission decisions based on interests other than impartial fact-gathering and legal analysis.</p> <p>Limited financial resources.</p> <p>Changes in federal laws, EEOC contracting principles or new court decisions.</p> <p>Statutory and regulatory restrictions on the commis-</p>

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	<p>staff with access to technology that will increase their effectiveness and to partnerships that will maximize their impact.</p>	<p>Idaho.</p> <p>6. Advocate for the value and worth of all the people of Idaho.</p> <p>7. Hire and retain a professional staff committed to civil rights work.</p>	<p>side Boise. The commission will respond to as many invitations to speak publicly on human rights issues as possible, averaging at least two presentations per month.</p> <p>6. The commission will partner with others interested in human rights to provide accurate information to the public on human rights issues and on proposed legislation.</p> <p>7. The commission will work with the Department of Labor and the Division of Human Resources to ensure that all staff positions are accurately classified and compensated and will provide all employees and commissioners with training sufficient to allow them to fully perform their jobs.</p>	<p>sion's ability to obtain evidence and to facilitate timely cooperation from the parties. One specific restriction is the commission's inability to compel the production of evidence. State law is not substantially equivalent to the Federal Fair Housing Act, and the commission is unable to contract with HUD to handle housing discrimination cases under federal law.</p>



The Idaho Department of Labor has a long history of innovation that enables it to maintain program and service levels and a local office presence in 25 communities throughout the state.

The department continues to work with the Department of Commerce in a coordinated fashion to foster economic development, business recruitment and job creation that was at least partly responsible for the dramatic economic expansion Idaho enjoyed during the mid-2000s and delayed the onset of the recession in Idaho for a year after it began nationally.

The department's local offices are a direct link between businesses and their employees and state government, perfectly situating the Department of Labor as the state's lead agency in workforce development. Working closely with the Department of Commerce, the Department of Labor is helping to regain 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.