

Workforce Investment Act



Annual Report ◆ *December 2002*

Introduction

“**D**eveloping a skilled workforce in all areas of our



State is a cornerstone for Idaho’s economic growth. We are committed to being a national leader in workforce and economic development, and we are proud of our successes.”

*DIRK KEMPTHORNE
Governor*

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Idaho Workforce Development Council



“T

he Governor’s Workforce Development Council brings business, labor, education and the public sector to focus on the development and implementation of workforce strategies to advance Idahoans’ skills for success in the workplace, and promote our businesses’ economic growth in a global economy. Together with business-led local IdahoWorks Boards, we continue to improve coordination and access to workforce services across the State. The efforts of the council, the business-led local boards, and workforce partners led to Idaho’s national recognition as one of only 12 states receiving USDOL WIA Incentive Awards for exceeding all levels of performance, including participant and employer customer satisfaction measures.”



KAREN MCGEE, Council Chair, Pocatello



Steve Ahrens
Vice Chair
 Idaho Association of
 Commerce & Industry
Boise

**The Honorable
 Janet Aikele**
 Butte County School
 District # 111
Arco

Lois Bauer
 Commission on Aging
Boise

Dr. Jerry Beck
 College of Southern
 Idaho
Twin Falls

Richard Cortez
 Metalcraft, Inc.
Boise

Coleen Erickson
 PacifiCorp
Rexburg

Millie Flandro
 Idaho Education
 Association
Pocatello

Dr. Emma Gebo
 SuperSave of Idaho
Pocatello

James V. Hawkins
 Highway 12 Ventures, Inc.
Boise

Cindy Hedge
 Idaho State AFL-CIO
Boise

Dr. Marilyn Howard
 Superintendent of
 Public Instruction
Boise

Karl Kurtz
 Department of
 Health & Welfare
Boise

Max McClintick
 Double A Food &
 Sauce Co.
Boise

Roger Madsen
 Department of Labor
Boise

Gary Mahn
 Department of
 Commerce
Boise

Ruth Rathbun
 Rathbun Rentals
St. Maries

Dr. Charles Ruch
 Boise State University
Boise

Jim Soyk
 Retired
Kendrick

Shirley Stensgar
 Coeur d’Alene Tribe
Plummer

Gary Stivers
 State Board of Education
Boise

Dave Whaley
 Idaho State AFL-CIO
Boise

Vision, Mission & Goals



VISION



Idaho will deliver a highly trained, diverse workforce through partnerships among business, labor, education, and government. This integrated workforce development system will meet the productivity needs of a market-driven economy — improving profitability, increasing global competitiveness, and enhancing Idaho’s quality of life.

MISSION



The Governor’s *Workforce Development Council*, understanding the unique needs of business, education, and labor, will develop policy and provide oversight for an integrated Idaho workforce development system, promoted and implemented within established constraints.

GOALS



- ◆ Assess the needs of business and industry to enhance economic development, based on market sensitivity.
- ◆ Establish a comprehensive workforce development delivery system.
- ◆ Support a comprehensive educational system for all students K-16+ that includes rigorous school-based learning and relevant work-based learning.
- ◆ Provide opportunities for and encourage life-long skill development for Idaho’s current and transitional workers.
- ◆ Advance issues related to Idaho’s Workforce Development System by providing recommendations and progress reports to the Governor, State Board of Education, and policymakers.

Idaho's Workforce System



STATE AND LOCAL LEADERSHIP



Idaho's workforce development system is comprised of a statewide Governor's Workforce Development Council, six local Workforce Investment Boards, and numerous state and local employment and training service providers. The local Workforce Investment Boards, known as *IdahoWorks* Boards, are located in six geographic regions throughout the state. The Workforce Development Council and each *IdahoWorks* Board are led by private-sector representatives and are responsible for the oversight and coordination of workforce activities within the state and their individual regions.

A PARTNERSHIP



The *IdahoWorks* system is a collaboration among Idaho's workforce development organizations to improve access to services for Idaho businesses and workers. Whether it's a business looking for qualified workers, a seasoned professional looking for new opportunity, or a student looking for that first job, contact with any partner in the *IdahoWorks* system can connect customers to the wide range of services available, including locating qualified workers, identifying job opportunities, accessing needed skill training, or providing critical labor market information necessary to make good business or career decisions. While each *IdahoWorks* system partner offers a unique set of services, the collective efforts of the partners assure that customers have access to the services they need and want.

IDAHOWORKS ONE STOP CAREER CENTERS



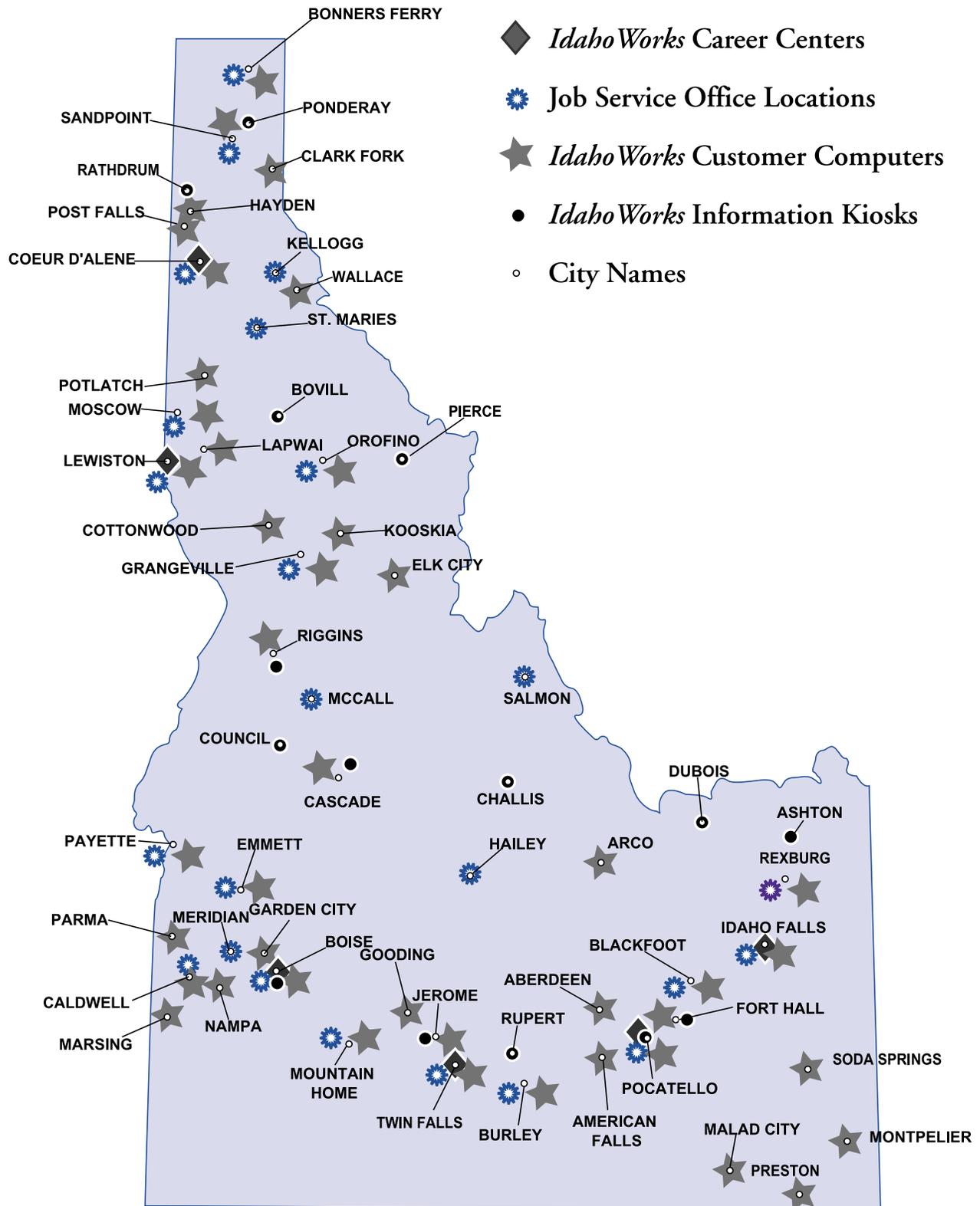
IdahoWorks One Stop Career Centers and Affiliates in each region are primary points of access to the full range of labor market services and information. For a list of *IdahoWorks* One Stop Career Centers, go to the *IdahoWorks* home page at www.idahoworks.org.

AUTOMATED – INTERNET CONNECTION

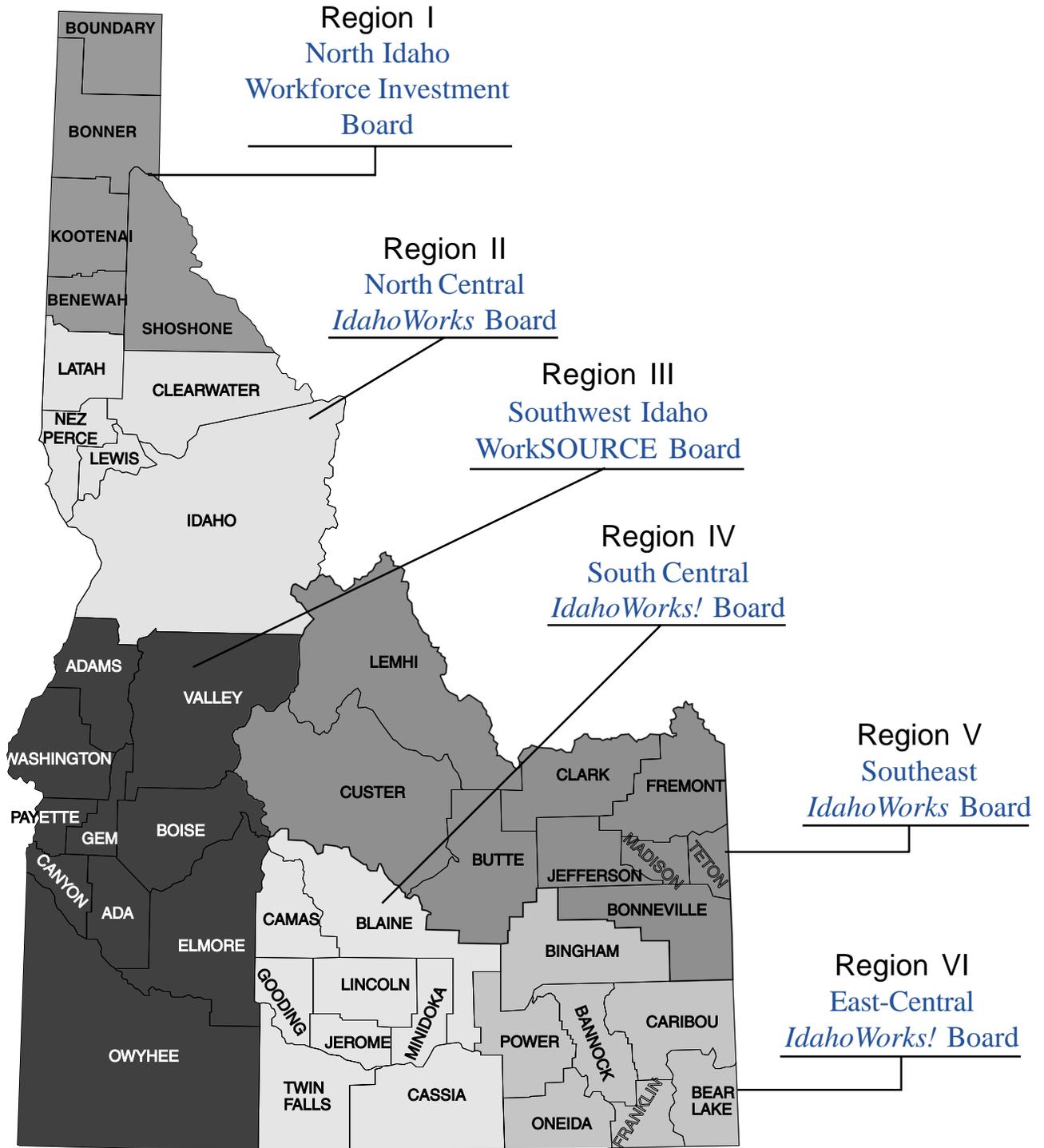


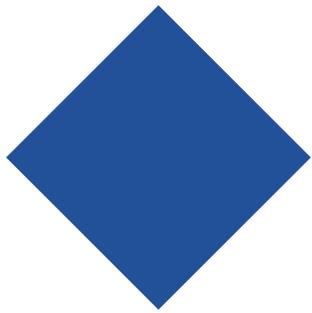
Businesses and job seekers can connect directly to a growing list of workforce services and information through the *IdahoWorks* home page at www.idahoworks.org. Partners in the system are also connected to the *IdahoWorks* automated system allowing them to provide information and refer to services most appropriate to meet customer needs.

Idaho Works System



Workforce Investment Areas

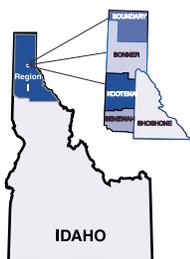




WIA Regional & Partner Reports



Region I - North Idaho Workforce Investment Board



Archie McGregor, Board Chair, St. Maries
Ken Korezyk, Youth Council Chair, Coeur d'Alene
Kris Suiter, NIWIB Director

Panhandle Area Council

Murreleen Skeen, Chair • Jim Deffenbaugh, Executive Director



REGIONAL PROFILE

The Region I Workforce Investment Area is comprised of Benewah, Bonner, Boundary, Kootenai and Shoshone Counties. As of Census 2000, the Panhandle has a population of approximately 178,333 residents. Kootenai County, the most populated county in the region, surpassed 100,000 in population in 1998, and is expected to double this count by the year 2015.

For the Panhandle, service and retail jobs continue to be the largest employment sectors, providing over 33,720 jobs. Government education and administration sectors employed nearly 15,000, followed by manufacturing and construction. The largest employers in the area are represented by the tourism and hospitality industries – two of the lower paying sectors – and manufacturing, which offers some of the better paying jobs in the region. The unemployment rate in the Panhandle rose from 8.0 percent to 8.6 percent because the number of unemployed residents grew nearly 10 percent while the number of employed residents grew much more slowly.

WORKFORCE INVESTMENT BOARD

The North Idaho Workforce Investment Board, Inc. (NIWIB) is a 31-member, business-led, business majority organization that develops workforce investment/job-training programs for North Idaho. The Board meets on a quarterly basis with subcommittees meeting as business dictates.

The Board focused on strategic workforce development planning and identified transportation as a significant barrier to employment. A transportation subcommittee was established to work with the newly designated Metropolitan Planning Area to advocate public transportation for participants of the workforce development system.

The Youth Council continues to be active in developing a workforce development system that meets the needs of area youth. This year the Council adopted a vision of “healthy communities that provide youth with opportunities and support.” In keeping with this vision, their mission has been to “develop and support appropriate and responsive programs that recognize the needs and value of youth.”

ONE STOP CENTER/SYSTEM

Our One Stop System continues to evolve to meet the needs of our customers, both job seeker and employer. During the second half of the year, the Board closed out a longtime provider, Panhandle Area Council. By the completion of the program year, the transition of participants and responsibilities from the Panhandle Area Council to Job Service and North Idaho College was successfully accomplished. The new consortium, consisting of Job Service, Idaho Commission on Aging, and North Idaho College, began working with governmental, non-profit, and private sector partners to ensure quality services are provided to both the public and the business community, and are working toward developing soft-skills training. Listed below is information about the Adult and Dislocated Worker programs as offered through the One Stop System.

The Bottom Line



ADULT PROGRAM

For the period July 1, 2001 through June 30, 2002 (PY01), our One Stop Operator reported 439 adult enrollments, exceeding the plan by 141 enrollments, or 147 percent of plan. A total of 230 adults exited the program at an average hourly wage at placement of \$10.58.

Success: An older worker sought assistance from the WIA Program in October 2001. She had no housing, no driver's license, no source of income, and limited computer skills. She was given a work experience at a governmental agency as a customer service representative, working 30 hours per week. She was referred to supportive services for energy assistance, phone assistance, food stamps and low-income housing. After attending training seminars offered by the employer, she took job specific exams for the agency and scored in the 90th percentile. She was subsequently hired as an office secretary for a local, privately owned real-estate investment company. On her own initiative she has continued to update her computer skills. She has completed classes in Microsoft Access and Excel, and is scheduled to attend a Microsoft Word class in November 2002. She is currently in the process of leasing a home to buy.

DISLOCATED WORKER PROGRAMS

During the program year, 530 individuals were enrolled in the dislocated worker program, 339 more enrollments than expected (277 percent of planned enrollments). The program exited 257 individuals.

Success: A 33-year-old man had worked in the sawmills since he graduated from high school. He is married with four children. After a dislocation, he was looking for work in a new field. After assessments and extensive research on his part, he enrolled at NIC in the Human Services program with a concentration in the criminal justice classes. Despite commuting long distances to attend college, he did very well in his classes—so well that he was invited to join Phi Theta Kappa for his academic achievement. WIA arranged for an eight-week internship for him at a local Juvenile Probation office. He was offered a job at \$11.00 per hour with full benefits as a juvenile probation officer. He is the first person in his family to graduate from college.

YOUTH PROGRAMS

During the spring break session for area youth, the Youth Council hosted a youth symposium focusing on community and youth development issues. The symposium was a reported success with over 200 youth and adults from across the region attending this 2-day conference session. The symposium featured nationally known speakers Julie Evans and Matt Varney, who provided lessons on asset-building, leadership, and community strengthening. Guest speaker, U.S. Senator Larry Craig, encouraged the youth audience to become involved in building their communities. Workshops highlighted youth entrepreneurs, community service projects and volunteer opportunities for youth, scholarship and apprenticeship programs, job readiness training and a youth forum.

PY01 WIA providers (Anchor House, Boundary County School District, Project C.D.A., Idaho Department of Labor-Job Service, St. Maries School District, Silver Valley Economic Development Corporation, Silver Valley Youth Works Consortium, and West Bonner County School District) continue to learn the WIA system and enjoy success. Enrollments were 429, 20 percent greater than planned; 180 youth exited the program. Older youth entered employment with an average hourly wage of \$7.88.

Success: An 18-year-old high school senior applied for a WIA-funded scholarship to North Idaho College. He was a past JTPA summer youth participant who had enjoyed trail work as a Forest Service crewmember. He was very interested in architectural drafting and decided to pursue the drafting program at NIC. During his training, he interned at a Forest Service office, and after receiving his degree in drafting, was offered a permanent drafting position with this agency. He plans to continue his education with a bachelor's and a master's with assistance from his employer. He has been amazing in overcoming his barriers and achieving his dreams. The service provider attests that he has grown into a detail-oriented and ambitious young man.

Region II - North Central *Idaho Works* Board



Chris Loseth, President, Lewiston

Clearwater Economic Development Association

Joe Leitch, President, Lewiston

NCIWB Staff

Ralph Marshall, CEDA—Executive Director

Rachel Stocking, Workforce Development Planner



REGIONAL PROFILE

Idaho's Region II Workforce Investment Area includes five counties—Idaho, Lewis, Latah, Clearwater, and Nez Perce—with the Nez Perce Indian Reservation located in the west central part of the region. The area is abundant with forested land and some of the richest farmland in the United States. The regional population is 100,533, which makes up only 7.7 percent of the state population, while the geographic area of Region II is 14 percent of the state total. Unemployment rates range anywhere from 3.4 percent in Nez Perce County to 13.4 percent in Clearwater County.

The North Central Idaho economy is diverse and relies on a mix of agriculture, natural resources, trade and services, and government. Agriculture and natural resource industries are in rapid decline, while trade and services, and government sectors remain flat.

Regional Projects

- ◆ Construction of an Industrial Park recently began in Clearwater County.
- ◆ This region is gearing up for the upcoming flow of tourists following the Lewis-Clark Core of Discovery.
- ◆ The Nez Perce Tribe plans to begin construction of a permanent casino structure along Highway 95 between Lapwai and Lewiston.
- ◆ Formation of the North Idaho Manufacturers Association.

NORTH CENTRAL *Idaho Works* BOARD

The North Central *Idaho Works* Board (NCIWB) continues to meet on a quarterly basis to set workforce development policy and to address community, economic, and workforce development needs in Region II. The North Central *Idaho Works* Board feels strongly that workforce development and economic development are one in the same; therefore, the group continues to strengthen ties with economic development organizations and continues to attract business organizations to the NCIWB. These connections will enhance workforce development because of the direct involvement of business in defining their workforce needs.

The NCIWB and Youth Council are part of a consortium that was recently awarded a USDOL Community Workforce Audit Grant. The NCIWB intends to use the results of the audit to identify growth sectors, employment trends, and career ladder opportunities. The data will be used to better address community, economic, and workforce needs in our area.

ONE STOP CENTER/SYSTEM

The newly remodeled Lewiston Job Service still houses our One Stop Career Center and continues to offer a full array of services to customers. The updated facility provides space for group meetings, training rooms, and classroom facilities with computers and presentation equipment. Some of our businesses and institutions have used these facilities to interview job seekers, to train staff, and to hold support group meetings.

The Bottom Line



WORKING HARD TO GET AHEAD

Tina, a single mother of a special needs child, was not making ends meet working part-time without benefits at a grocery store in a small rural town. After completing the career facilitation process with WIA staff at the Moscow Job Service, Tina pursued an upper level clerical position where her basic clerical and bookkeeping skills might be used. After a few weeks of interviews and “almost” jobs, Tina’s lack of specific computer skills and clerical work history were identified as barriers. WIA staff and Tina established a full-time receptionist OJT with benefits at a publishing company. After taking computer classes at night for three months, her salary was raised to \$8.50/hr. Tina continues to learn new skills on the job and is looking forward to moving up her chosen career ladder.

INTERACTIVE CAREER FAIRS CATCH ATTENTION OF YOUTH

The Orofino Job Service sponsored a highly interactive “Public & Military Service Career Fair.” Professionals from federal, state, and local services presented hands-on demonstrations that might be done daily on the job. Students from area junior and senior high schools climbed the US Army’s rock wall, identified contraband in a mock cell set up by the Idaho Department of Correction, conducted field sobriety tests with the Clearwater County Sheriff’s Department, tried on gear worn by the US Forest Service’s smokejumpers, did pull-ups with the US Marines, controlled an imitation Mars rover robot presented by NASA (through the University of Idaho Space Grant consortium), and other fun and interesting demonstrations.

With Lewis-Clark State College, Orofino Job Service co-sponsored a second annual career fair for 7th grade students at Orofino Junior High School. Various professions were represented, including chiropractic practice, human resources, psychology, fish and wildlife management, radio broadcasting, law enforcement, and corrections, all with a focus on students’ education and its importance to daily job duties.

DISLOCATED WORKER

Mary Beth was dislocated from a specialized aircraft manufacturer in Grangeville. After intensive career assessment at the Grangeville Job Service, she opted to enter the two-year Medical Technology Program. Shortly after school began, she was diagnosed with breast cancer. At the suggestion of her doctor, Mary Beth withdrew from school. Her intention was to begin again the next semester, however, Mary Beth was still too weak to make the 140-mile drive each day. Mary Beth returned to part-time employment as a waitress until the fall semester when she returned to class, made the Dean’s List, and became a member of the Ambassador Honor Society. To complete her degree as soon as possible, she chose to attend intense summer classes and proudly graduated in May 2002. Mary Beth is now employed full-time with full benefits as a medical coder, where her hourly wage is \$3.00 higher than at the aircraft company.

BUSINESS SERVICES

After accessing services from the local *IdahoWorks* Career Center, the regional manager of Lewiston’s newest grocery store remarked, “the local Job Service office will be our first stop from now on when we open a new store. You folks provided us outstanding support.” Corporate staff received office space for three weeks, five interview spaces, computer access for e-mail and tracking applicants, access to phones, fax machines, and copy machines, and use of the computer lab where store trainers cycled nearly 100 new employees through a computerized orientation/training program.

Region III - Southwest Idaho



Rick Jackson, Chair, Boise
Jim Mowbray, Youth Council Chair, Boise
Bob Barber, Director

Sage Community Resources

Rich Hahn, President, Boise
Kathleen Simko, Executive Director



REGIONAL PROFILE

The ten Southwest Idaho counties: Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington, comprise a mixture of rural and urban demographics. With a population of 535,652, Southwest Idaho maintains approximately 41 percent of Idaho's total population. The key sectors of the economy that are expected to shape the economic environment and skilled labor demand are: computer technology, electronics, construction, health care, manufacturing, education, and services. Since January 2001, more than 3,600 high-tech manufacturing jobs in our region have been lost. Lumber mill closures and an increasing number of layoffs and other business closures have led to a regional unemployment rate which increased from 4.9 percent to 5.7 percent from October 2001 through September 2002.

ONE STOP CENTER/SYSTEM

The Board designated a consortium comprised of members of the regional "One Stop Collaborative Team" to serve as the One Stop Operator. The WorkSOURCE One Stop Career Center is located at 1001 South Orchard Street in Boise. Many of the partners are co-located at the Career Center either full- or part-time. One Stop services are also offered at 14 additional Career Connection locations throughout the ten-county area.

WORKSOURCE, AN IdahoWorks BOARD

The WorkSOURCE Board's vision and mission statements strongly emphasize business services. To better provide this service, WorkSOURCE utilized a Technical Assistance Grant from the U. S. Department of Labor to train board members, partners, providers, and staff regarding the design and delivery of services to employers. The goal was to increase usage by businesses of WorkSOURCE system services and to develop a best practice model with a rural focus, which other workforce areas may emulate. In an effort to benefit and partner with other workforce entities in USDOL Region 6, the training was open to all WIBs in Idaho and Eastern Oregon. Implementation of the training has resulted in an expanding employer database, improved understanding of the needs of our business customers, as well as additional referrals for job seekers.

The WorkSOURCE Accountability Committee developed an easily understood quarterly report that provides current information on the status of the Service Provider's contracts, the Regional Comprehensive Plan, Operational Business, the Board's Strategic Plan, and the State's 17 Performance Measures. The Red Light / Green Light Matrix utilizes colors to indicate progress toward meeting goals. Three quarterly reports have been published, with each one evolving to better meet the needs of the Board in managing the WorkSOURCE system. A copy of the report is available upon request.

The WorkSOURCE Youth Council provides a unique opportunity for Southwest Idaho to create, through a common vision, a system of activities and services enabling youth to be successful in education and the workplace, and to become leaders in our communities. The Council developed a Youth Service Matrix, which can be used to locate services as well as to determine strengths and gaps in services for youth in communities throughout the ten counties. In September, the Council announced the Grand Opening of the Youth Opportunity Center located in the WorkSOURCE Career Center.

The Bottom Line



WIA DISLOCATED WORKER SUCCESS STORY

Cathy was one of many Buyer/Planners dislocated from an electronics firm in Nampa late last year. With help from the WIA Dislocated Worker program, and also by leveraging Trade Act assistance, Cathy was able to attend the American Institute of Health Technology and study Medical Administration. She just completed the training program and was hired to process state Medicaid payments. Cathy states: *“I realize that this would not have been possible if I had not been able to utilize the different dislocated worker and unemployment insurance programs that I qualified for. I am very thankful that these programs exist and that I had a caseworker at Job Service who not only knew how best to help me, but helped guide me through every step of the system. It is because of dedicated people like her that these programs work and help people move forward in their life to succeed.”*

YOUTH SUCCESS STORY

Shawna first came to work with Workforce Essentials staff when she was enrolled at Booth Memorial High School. She was pregnant and in need of guidance. With WIA assistance, Shawna found employment at a veterinary hospital and worked about 30 hours a week while studying to complete her GED. In April Shawna attended the Weekend Computer Camp. She recently completed her GED and is now pursuing her High School Equivalency. Shawna, a new mother, is completing her computer camp modules and plans to return to work and continue pursuing her career pathway.

ONE-STOP CAREER CENTER SUCCESS STORY

Richard, who was referred to WorkSOURCE by the Veterans Administration Center, came into the One-Stop Career Center homeless and hopeless. Richard had hit a dead end in his job search. Although Richard was highly educated, he felt his unemployment was due to age discrimination as well as the downturn in the economy. Upon visiting with Richard, it was quite apparent that he was uncertain about conducting a job search, as he had not done so in years. We equipped Richard with an e-mail account and information on how to conduct computer job searches. In no time, Richard had an interview with a bio-tech firm in Oregon. Richard voiced concern that he did not have the resources necessary to get to his interview. Workforce Essentials staff contacted partnering agencies that provided gasoline, which enabled Richard to drive to the job interview in Oregon. Richard returned from his interview to inform us that he did indeed obtain the Oregon bio-tech job and was offered a salary of \$22.85 per hour. Richard indicated that he could not have done it without us. Congratulations Richard!

OUR BUSINESS CUSTOMERS TELL US . . .

- ◆ I just wanted to send you a note to let you know that your staff at Job Service is great! I have an Executive Assistant position that I just opened this morning and we have already received calls from candidates that are interested. In the past it had been a turn around of at least 2 days. I didn't even know it was possible to get referrals this quickly! THANKS! - *Volt Services Group*
- ◆ The staff at Bogus Basin wants to say thank you (to WorkSOURCE One Stop Career Center staff) for making the job fair a tremendous success. I can't thank you enough for all you did! Our sincere appreciation goes out to each and every one of you for helping make this the best job fair ever. I look forward to working with you again in the future.- *Jan Becker, VP of Human Services, Bogus Basin Recreational Association*
- ◆ Gary, the owner of Service Tech Corporation said, “I have had the best response ever to my job listing; I am really pleased with the caliber of applicants that Job Service has referred to me.”
- ◆ I enjoy recruiting through Job Service. You are professional and prompt. Thanks! - *American Ecology Corporation*



Region IV

South Central *IdahoWorks!* Board

Linda Langer, McCain Foods, Chair

Chuck Byler, Twin Falls Chamber, Youth Council Chair

Region IV Development Association

Brent Jussel, President

Candy McElfresh, Workforce Development Manager



REGIONAL PROFILE

The Region IV Workforce Investment Area is comprised of eight South Central Idaho counties—Blaine, Camas, Casia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls, and covers over 11,500 square miles, an area larger than the state of Maryland. The population is approximately 162,400. The economy is diversifying, although agriculture is still predominant. Manufacturing is changing from almost totally agriculture-based food production to include plastics and ‘widgets.’ Retail and service are growing industries. Small businesses play a huge role in Region IV’s economy. Of nearly 4,000 businesses, only 43 employ more than 50 people.

SOUTH CENTRAL *IdahoWorks!* BOARD

The South Central *IdahoWorks!* Board (SCIW!) is a 30-member, business-led, business majority organization. During the 2001-2002 program year, the Board sought additional workforce development resources. A major accomplishment from this effort was receiving notice that the \$600,000 Young Offender Demonstration Grant they applied for was awarded. It is one of 29 national awards. Partners include Juvenile Corrections, Juvenile Court, Juvenile Probation, the Department of Health & Welfare, and Magic Valley Youth & Adult Services.

YOUTH COUNCIL

The Youth Council produced a ‘Youth Yellow Pages’ booklet. It is a resource guide for youth designed to fit in the back pocket of a pair of jeans. It is available throughout the 8 counties from schools, youth programs such as Magic Valley Youth & Adult Services and Job Corps, the GED program, the Health District, Juvenile Probation, Safe Houses, and Department of Health & Welfare Family and Children’s Services. While designed for the use of youth, we have had requests for the information to be available for teachers, social workers, and parents.

ONE STOP CENTER/SYSTEM

The One Stop Operator is a Consortium of seven organizations—Idaho Department of Labor, Idaho Commission on Aging, College of Southern Idaho, Idaho Migrant Council, Magic Valley Youth & Adult Services, Magic Valley Rehabilitation Services, and The Work Place, Inc. They are called the South Central Idaho One Stop Consortium. The One Stop Center is the Magic Valley Job Service Office in Twin Falls. The seven partners offer services through the One Stop Center and at 16 affiliate sites throughout the eight counties.

During the last year, the One Stop Center has experienced an increased volume of employer usage and it continues to grow as the word-of-mouth advertising from satisfied employers increases. In addition, the Center has broadened its accessibility to the public with such electronic advances as providing on-line work registration, viewing of job orders, and on-line unemployment claims filing and weekly reporting. These services are always available—24 hours a day, seven days a week.

The Bottom Line



TRAINING PAYS OFF

Joe was a 20-year-old man supporting a wife and child at a \$7.00 an hour job washing trucks. Though he'd been out of school for several years, he had a desire to gain more skills so he could better support his family. After some career exploration he determined that becoming a Surgical Tech would fit his desires and his family's needs. He worked part-time and attended school to complete his certification. After graduation, he accepted a job with a beginning salary of \$12.63. Currently he is making \$13.77 an hour. He is excited that his training allowed him to double his salary AND provide him with benefits such as health insurance, vacation, sick leave, and retirement.

A JOB LOSS, BUT THEN A DREAM COME TRUE

Don lost his \$10.00 an hour woodworking job of 14 years when the company was bought out. His attempts to find another job at that wage were unsuccessful. Don's dream was to work with computers. After career counseling and exploration, his dream was to come true. He enrolled in the Computer Support Technician program. The skills he learned in the first semester of the program enabled him to find work with DELL when they opened in Twin Falls. He started with a wage of \$8.75 an hour with full benefits, which was equivalent to over \$10.00 an hour. He is now earning \$10.00 an hour with full benefits. He has received a Top Performance Award and is continuing his training toward becoming a Mentor Trainer. His wife has also completed school and for the first time in more than ten years, they are both employed full-time.

WAGES AND BENEFITS REDUCE NEED FOR PUBLIC ASSISTANCE

Cristil is a 24-year-old single Hispanic mother of two young children. At the time of enrollment she was receiving food stamps, WIC, and Medicaid assistance. Cristil worked as a waitress, cook, fast-food worker, bartender, telemarketer, and a convenience store clerk. With the assistance of WIA, she completed communication and computer courses at the College of Southern Idaho. These courses helped prepare her for her current job as a Customer Service Representative making \$11.00 per hour with full benefits.

BUSINESS RELATIONS

The Magic Valley One Stop Center continues to focus a great deal of energy on business services. In recent months, Magic Valley Job Service has coordinated customized hiring campaigns for both large and small employers as well as maintaining recruitment and interviewing services for on-going business relationships. Employers who choose to conduct interviews at the One Stop facility use the Center heavily. The office frequently receives letters of appreciation. For example . . .

- ◆ The Vice President of US Consumer Technical Support for the Dell Computer Corporation wrote, ". . . This organization's commitment of resources has included personnel who have screened candidates, provided logistics support during weeks of interviewing, supporting our efforts at numerous job overviews and job fairs on both evenings and weekends, and making their facilities available to us for a host of reasons . . . needless to say our early success in opening this call center is a direct result of their efforts."
- ◆ WOW Logistics, a Wisconsin-based company who recently located a facility in Jerome, Idaho, used the Magic Valley One Stop Center to interview and hire staff for their new warehouse. The Human Resource Director for WOW wrote to say, "Thanks again for the hospitality last week while in Idaho. Everyone was very nice."
- ◆ Techna-Glass, a company from Sandy, Utah, which is locating a facility in Twin Falls wrote, "A quick note to thank you and your staff for the assistance you so generously provided myself and Techna-Glass. You are truly appreciated."

These are just a few of our successes, and we are in the midst of creating more!



Region V - Southeast Idaho Works Board

Ivan Leonhardt, Chair, Montpelier

Millie Flandro, Youth Council Chair, Pocatello

Southeast Idaho Council of Governments

Jay Heusser, Chair, Preston

Bob Perky, Workforce Director



REGIONAL PROFILE

The seven Southeast Idaho counties of Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power comprise this wild, mountain desert region. The area is bordered by Wyoming to the east and Utah to the south, and is partially encircled by the Idaho counties of Cassia, Blaine, Butte, Jefferson, and Bonneville. With a population of just over 154,000, the area comprises 11 percent of the geographic area of Idaho and 12 percent of its population. The economy of Southeast Idaho is diverse. The mix is in flux, with agriculture and manufacturing in decline, government remaining steady, and service industries and e-commerce increasing. Population in five of the seven counties has increased since 1990. Until recently, employment kept pace with growth. Several major plant closures and layoffs in 2002 have negatively impacted the economic health as well as the workforce requirements of the area.

SOUTHEAST *Idaho Works* BOARD

Since its first meeting in October 1999, the Southeast *Idaho Works* Board has been setting workforce policy to meet the goals of the Workforce Investment Act and the needs of Southeast Idaho. Board members are community leaders from throughout our geographically large, yet sparsely populated Workforce Investment Area. A cadre of committed, successful individuals from the private and public sectors attends the Southeast *Idaho Works* Board's bimonthly meetings. A strong backbone of private sector members assures that the Board maintains a high level of employer input into its goals, activities, and oversight responsibilities. Board Chair Ivan Leonhardt, president of Leonhardt Distributing in Montpelier, brings many years of business, political and public service experience to the Board. After a lengthy review process, the Board was recertified in 2002. The Board is involved with Partners for Prosperity: New Beginnings for Eastern Idaho, a pilot planning program that could result in a \$10 million grant to alleviate poverty in Eastern Idaho. The Board is also working closely with healthcare and education organizations to address rural healthcare workforce shortages.

YOUTH COUNCIL

The Youth Council is a vital subgroup of the Southeast *Idaho Works* Board. Chair Millie Flandro is the principal of Kinport Academy, a Pocatello alternative school, and also is a member of the Idaho Workforce Development Council and the Idaho Commission on Aging. The Youth Council is actively developing goals and objectives to meet the needs of youth in our region.

One of the most successful youth programs in Region V is SWEET (Senior Women Experience Educational Transition). This model program is aimed at helping pregnant and parenting teens become self-sufficient. The Youth Council serves as the advisory body for the pilot project Jobs for America's Graduates / Jobs for Idaho's Graduates in Pocatello School District 25. The Idaho Department of Health and Welfare was able to provide an additional year of funding for the project.

ONE STOP CENTER/SYSTEM

In December 1999, the Board designated the area Job Service to serve as the regional One Stop Center. One Stop Centers currently operate at the Job Service offices in Pocatello and Blackfoot. These two locations serve adults, youth, and dislocated workers throughout the entire Southeast Idaho region. Partnering with other service providers is one way the region is able to reduce duplication of services. One Stop partners offer services in the One Stop Center, at kiosks, and via the Internet throughout the seven-county area. Pocatello and Blackfoot Job Service offices continue to meet and exceed performance goals, and to develop and promote partnerships. A new addition to the Pocatello Job Service building helps meet the needs of partners, including providing space for representatives of ISU and the Department of Health and Welfare. The Open House was held June 25, 2002.

The Bottom Line



A DISPLACED ASTARIS WORKER TELLS HIS STORY

Up until the closure of Astaris (formerly FMC) at Pocatello in December of 2001, I was employed by that facility. With Astaris, I held a position that provided me with job satisfaction plus a good income. Prior to the plant closure, people from Job Service began to provide seminars at the plant to explain to employees the various options available to them such as unemployment insurance, job search assistance, and educational opportunities.

I chose to utilize the WIA / Trade Act opportunity to return to school to update and improve my skills with the goal of teaching my vocation in a corporate or technical institution setting. By making the decision to go to school under the WIA / Trade Act, I was spared much of the emotional stress of wondering what I was going to do with myself. With the assistance of Job Service and Idaho State University personnel, I created an action plan and a course of study. I was able to transfer my job commitment to a school commitment, which allowed me to maintain my sense of worth.

As of this writing, I have successfully completed one semester and a summer session. While school requires as much effort on my part as the job did, I will be well positioned to obtain employment upon completion of my course of study. Thanks to you for your support and to everyone who was instrumental in providing this wonderful opportunity.

A SINGLE MOTHER FINDS SUCCESS

At 19, Mary was a single mother of two sons. The first was born while she was attending her final year of high school. Since graduation, she maintained her family on her own, asking for minimal help from community supportive services or her parents. Although fiercely independent and determined to succeed on her own, Mary's mother convinced her that supportive services would be necessary for Mary to reach her educational and employment goals. WIA assisted with occupational skills training and supportive services. Mary graduated with her dental assistant certificate. She is working as an assistant at a pediatric orthodontic dentist's office and assists him one day a week at the hospital with surgical procedures. She is earning 25 percent more than she had been as a call center consultant, and started dental hygiene school in the fall.

DISLOCATED WORKER FINDS NEW CAREER

Jane was dislocated from Gottschalks Department Store when the business closed. She had been employed there for four years as the shipping/receiving manager. She has a family of four and her income, combined with her husband's, was necessary to meet the needs of the family. She chose to go into the Licensed Practical Nursing program at Idaho State University and started August 27, 2001. She made the Dean's list fall semester. She is excited about going to school and set a goal to remain on the Dean's list.

WHAT OUR BUSINESS CUSTOMERS ARE SAYING

- ◆ "Monte—thank you for taking time away from your weekend to participate in our TRIO Career Day. The information you presented on the myths of the "unemployment office" of old and the services provided by the Pocatello Job Service of today was enlightening to all present."
- ◆ *Comments that appeared in the Idaho State Journal on December 23, 2001 concerning the closure of Astaris, by Arlen Wittrock:* "I know firsthand that this is a time of sadness and difficulty for many in our community with the closure of the Astaris-Pocatello plant. On behalf of Astaris and FMC, I want to thank all of the agencies and people who have been working with and helping the displaced Astaris employees. I especially want to thank the Idaho Department of Labor, the Pocatello Job Service office and Idaho State University. And thanks to those businesses and employers in the community who are considering hiring these great workers."
- ◆ An employer who attended a workshop writes: "Artie and staff went out of their way to make sure I had all that I needed to accomplish my job. Please keep up the excellent customer/client services. I will certainly recommend Job Service to all!"

Region VI — East-Central *Idaho Works!* Board

Kim Chesnovar, Chair, Idaho Falls

Linda Reiley, Youth Council Chair, St. Anthony

East-Central Idaho Planning and Development Association

Bruce Sutherland, Chair

Terry Butikofer, Workforce Development Director



REGIONAL PROFILE

The nine counties of East-Central Idaho make up this beautiful and diverse region. The area is bordered by Montana to the north and Wyoming to the east. With a population of just over 159,000, the economy of East-Central Idaho remains dependent upon basic industries including manufacturing, agriculture, processing of agricultural products, nuclear and high tech research, and tourism. Employment has increased along the I-20 corridor, and has decreased among the outlying areas.

In Eastern Idaho we have been working with our Economic Development Partners to develop and market what we are calling a technology corridor that extends from St. Anthony in Fremont County down Highway 20 to Idaho Falls then down I-15 to Pocatello and beyond. Through our efforts, we are hoping to attract high tech business to the corridor. ML Technologies is an example of a high tech company that has recently used economic development assistance to expand their call center operations to St. Anthony, and will soon open a division in Salmon. The Workforce System has worked with ML to help them obtain training funds from the Governor's Workforce Development Training Fund. The East-Central Idaho Workforce Investment Board's partner East-Central Idaho Planning and Development Association (ECIPDA) has assisted ML Technologies in building suitable facilities in both St. Anthony and Salmon.

The announcement that Ricks College would soon be transitioning to a four year university—Brigham Young University-Idaho (BYU-I) has created a lot of interest with companies wishing to locate in a university town. Recently, Collaborative Genetics has announced plans to open a bio-technology company in the Rexburg area. Another small bio-tech company, Caisson Laboratories, has already opened their doors in Sugar City, which is located in Madison County. They produce a medium that grows plant and tissue cultures. This fits our vision of a high tech corridor. Gordon Reese is a new member of our Workforce Development Board. Gordon indicates that he can use help in training his employees and with his personnel operation. He is working closely with our partners from ECIPDA and Medco with financing and infrastructure as he prepares to grow.

THE EAST-CENTRAL *Idaho Works!* BOARD

The East-Central *Idaho Works!* Board is a 28-member, business-led organization that oversees and coordinates workforce investment activities in East-Central Idaho. We have engaged in strategic planning and getting out among the counties and communities to let people know about our new scope of work. This year our board is concentrating on making business our customer by identifying business needs and skill shortages. Our one-stop consortium continues to work closely with our workforce development partners to provide excellent service to our business sector and individual job seekers. The majority of our partners provide itinerant services physically in the One Stop Center.

The Bottom Line



DISLOCATED WORKER

Mark was a dislocated worker from a heavy equipment operation at a mine, and prior to that he worked seasonally as a ranch hand and an outfitter. Mark chose the electrician apprentice program and began correspondence courses through BSU in 1999. He started the course while he was still employed at the mine. Mark expressed his desire to pursue this career: "I am fully aware of the difficulties involved due to the nature of a correspondence course and fully accept the risk inherent both financially and timewise. I will not be undertaking this endeavor completely unaided, though. Gary Godfrey, journeyman electrician and electrical contractor, had agreed to be my mentor and assist when necessary with the anticipation of employing me at a later date." With WIA assistance for tuition, tools and books, Mark has completed three of his four years of the correspondence course with high grades, and has worked part time with Gary Godfrey throughout this period. As the economy slowed in Salmon, Mark found employment in Napavine, Washington as an electrician apprentice, where he can also complete his coursework. WIA assisted Mark and his family with his relocation. Mark started his job at \$16.00 an hour and has full benefits. He loves his job and is very thankful for the assistance that WIA provided him.

YOUTH

The WIA program enrolled a 15-year-old girl determined to be the very first high school graduate in her extended family with a goal to obtain enough education to work at the courthouse. When she was 16 years old, she contacted the WIA case manager with the news that she was pregnant. With encouragement and reassurance from the case manager she continued to go to school, had the baby, and even obtained full time employment to support herself, the child, and the child's father. She graduated in May, 2002 and has maintained full-time employment since. She continued to pursue potential jobs, spent time with the WIA case manager, updating her resume and working on her interviewing skills. On November 15, 2002 she was offered a position as a Court Clerk at the County Courthouse, with a starting salary of \$10.25 per hour, a full benefit package, and excellent opportunity for advancement. She began her new job in December 2002 and, needless to say, she is ecstatic.

ADULT

A 26-year-old single mother of two started school in January 2000 at Eastern Idaho Technical College in the Accounting Paraprofessional program. She stated on her initial application that she had visions of the life she would some day be able to give herself and her children with a higher education. She worked diligently and graduated in May 2002, receiving an Associate of Applied Science degree with the added honor of wearing a gold cord during graduation ceremonies signifying a GPA of 3.5 or above. This individual immediately went to work as a bookkeeper upon graduation. In August she stopped by to share the news that she had just received her first paycheck of over \$600 for two weeks. She reported that she would soon be taken off of Idaho Housing assistance and was no longer receiving food stamps. At our last visit in November, she was earning \$10.00 an hour and absolutely loves the job.

Statewide Service Partners

- *Adult Basic Education*
- *Commission on Aging*
- *Commission for the Blind & Visually Impaired*
- *Department of Commerce*
- *Department of Health & Welfare*
- *Department of Labor*
- *Division of Professional – Technical Education*
- *Division of Vocational Rehabilitation*



Department of Education, Adult Basic



Dr. Marilyn Howard, Superintendent
Dr. Shirley Spencer, ABE Director

MISSION

The purpose of Title II of the Workforce Investment Act, Adult Education and Family Literacy, is to improve educational opportunities for adults who lack the level of literacy skills requisite to effective citizenship and productive employment . . . and to encourage the establishment of adult education programs that will (1) enable these adults to acquire the educational skills necessary for literate functioning; (2) provide these adults with sufficient basic education to enable them to benefit from job training and retraining programs, and obtain and retain productive employment so that they might more fully enjoy the benefits and responsibilities of citizenship; and (3) enable adults who so desire to continue their education to at least the level of completion of secondary school.

WHAT DO WE DO?

The statewide Adult Basic Education services are delivered through a system of regional programs hosted by six post-secondary institutions, the Department of Correction (DOC), and the Idaho Migrant Council. These services cover a broad range of levels because the target population varies from immigrants who are not literate in their own languages to immigrants who hold degrees in their native countries and American-born youth and adults who range from very limited basic skills in reading, writing, and/or math, to those who simply need to brush up one skill area before taking the GED or being able to meet the required score on entering postsecondary academic or technical programs. Most programs have a combination of structured classes and open and/or directed labs. All the regional programs and DOC have computer assisted instruction, as well as computer literacy. In addition to the main centers located on the six campuses, each regional program is responsible for services to its rural communities.

For several years the regional programs have worked with regional Health and Welfare offices in delivering instruction to Temporary Assistance for Needy Families (TANF) recipients and other low-income adults and families. These services have included family literacy approaches and computer literacy classes. Several programs partner with local school districts. Partnerships range from simply using a school facility for ABE classes to real cooperative efforts in family literacy projects. Most programs have had some partnerships with private business. There is a high level of collaboration between ABE and Centers for New Directions. In Southwest Idaho, ABE offers classes in the One Stop facility. All regional ABE programs participate in numerous capacities with the WIB partners in their regions.

HOW WELL HAVE WE DONE?

The ABE system served 9,678 students in 2001-2002, a sizeable drop from prior years. Most of this decrease can be attributed to the Department of Correction reporting 600 fewer ABE students than last year. Although all data analysis is not yet complete, it appears that statewide ABE's impact performance in postsecondary enrollment, employment, and GED attainment will exceed projections while academic progress in the 12 skill levels may be somewhat lower than last year explained in part by limiting progress confirmation to a standardized post-test.

Commission on Aging



Lois Bauer, Director

MISSION

The mission of the Idaho Commission on Aging (ICOA) is to enhance the quality of life, dignity, and independence of Idaho’s seniors. To that end, Idaho’s Older Worker initiatives support equitable access to employment and retraining services for low-income older persons; economic self-sufficiency is the goal.

WHAT DO WE DO?

ICOA administers the Workforce Investment Act (WIA), Older Worker Demonstration Project, and the state’s Senior Community Service Employment Program.

The WIA Older Worker Demonstration Project, in its second and final year, is funded by Idaho’s State Workforce Development Council as a pilot aimed at providing high quality services to unemployed, older individuals through the new WIA One Stop framework.

The Senior Community Service Employment Program is a critical part of the Older Americans Act, balancing the dual goals of community service, and employment and training for low-income seniors.

HOW WELL HAVE WE DONE?

The WIA Older Worker Demonstration Project attained an average wage rate of \$8.94 per hour and a job placement rate of 75 percent; 86 individuals were enrolled.

This past year, the Senior Community Service Employment Program contributed valuable public service throughout Idaho communities (55,412 hours) while more than doubling the national placement goal established by the U. S. Department of Labor. Idaho attained a 55 percent placement rate.

117 Low-income seniors were enrolled in the Senior Community Service Employment Program. Of those placed in unsubsidized employment (32), 50 percent received employer paid benefits. Seniors were placed in jobs at an average wage of \$8.15 per hour, an increase over last year’s \$7.64 average wage per hour.

The U. S. Department of Labor has selected Idaho as a “Best Practice” example in two areas:

- ◆ serving older workers through the Workforce Investment Act’s state and local One Stop framework; and
- ◆ forming successful partnerships between One Stop Centers and the Senior Community Service Employment Program.

Commission for the Blind & Visually Impaired



Michael Graham, Director

MISSION

It is the mission of the Idaho Commission for the Blind and Visually Impaired (ICBVI) to promote choices and empowerment for people who are legally blind, functionally blind, or in danger of legal blindness, and to assist them to achieve employment, independence, and integration into the work place and the community.

WHAT DO WE DO?

ICBVI provides information and outreach regarding visual impairment and blindness, and the capabilities of individuals who are blind and visually impaired. Some of the more common causes of visual impairment and blindness are macular degeneration, diabetes, and cataracts. The Commission offers basically three programs. First, the Vocational Rehabilitation Program enables individuals to prepare for or retain employment. Second, the Independent Living Program's focus is to ensure that the individual remains independent in his or her home, family and community. Third, for individuals where a medical procedure can prevent the onset of visual impairment and blindness, the Commission has a Sight Restoration or Prevention of Blindness Program. In each of these programs, our staff's purpose is to assist the individual to develop a plan to achieve employment and independence.

HOW WELL HAVE WE DONE?

We estimate that 91,000 individuals are eligible for services in the State of Idaho. This past year the Commission was able to serve 969 individuals. Of those individuals, 101 were able to return to work as a result of our services with average weekly earnings of \$115.78 (part-time and full-time). In the Vocational Rehabilitation (VR) Program, for every dollar of VR services, the government receives a return of \$11 in taxes. The average cost of Vocational Rehabilitation plans is paid back in taxes in two to four years.

Department of Commerce



Gary Mahn, Director

MISSION

The mission of the Idaho Department of Commerce is to enhance the quality of life of all Idahoans by promoting economic opportunity consistent with Idaho's heritage and values.

WHAT DO WE DO?

In cooperation with the Idaho Department of Labor, the Idaho Department of Commerce coordinates and promotes the utilization of the Workforce Development Training Fund (WDTF). The fund has two primary objectives: provide funding to companies to assist them in the training of new employees, and allow for training to upgrade the skills of current workers at risk of being permanently laid off.

Through its web page and information packages sent to expanding businesses, the Department of Commerce, in conjunction with the Department of Labor, markets the WDTF Program to eligible businesses statewide.

The WDTF is a key component of the department's business recruitment and expansion efforts. Commitment letters are sent to those companies considering Idaho for business expansion. In addition, the WDTF program is used to advocate for the development and promotion of enhancements in professional and technical educational programs throughout the state.

A 'Rural Component' was created in 2001 as part of Governor Kempthorne's Rural Initiative, targeting rural counties experiencing high unemployment and/or low per capita personal income. Besides simplifying the application process and eliminating the required match, the training program for rural areas increased the dollar amount per employee for training while lowering the required number of jobs created.

HOW WELL HAVE WE DONE?

Workforce development is crucial to Idaho's economic future. Since the program's inception in 1996, 11,226 employees have been trained for 61 employers with an average wage per employee of \$10.31 plus benefits. The average training cost per employee is \$1,506.

Companies using the program include Center Partners, Dell, ML Technologies, Regence Blue Shield, Sears and Qwest. Over the course of the past year, nine contracts have been awarded to companies in rural areas, training 207 employees.

Department of Health & Welfare



Karl Kurtz, Director

MISSION

Our mission is to actively promote and protect the social, economic, mental and physical health as well as safety of all Idahoans.

WHAT DO WE DO?

The Department provides employment-related services to qualified individuals. All adult participants in the Temporary Assistance for Families in Idaho (TAFI) and some adults in the Food Stamp Program are required to take part in these employment services or work preparation activities to receive benefits. The Department contracts with agencies and vendors to help families search for, gain, and keep employment.

Employment-related services reach beyond job search activities, and include training and counseling. In some cases, participants can receive products or services, such as clothing or car repairs, to help them find and keep jobs.

The Food Stamp Program includes the Job Search and Assistance Program (JSAP), which was expanded throughout the state in 1998. The goal is to provide Food Stamp recipients with employment tools that they can use to become self-reliant. JSAP can help in job search and referrals, unpaid work-experience opportunities, job skills training, and education.

There is a 24 month lifetime limit for adult participants to receive TAFI (cash assistance). TAFI participants, people at risk of needing cash assistance, and non-custodial parents responsible for providing child support, are able to receive training, guidance, and other services intended to increase their self-reliance.

Using funds from the Temporary Assistance for Needy Families (TANF) grant, the Department has partnered with several workforce development partner agencies. An example of such collaborative efforts is Jobs for America's Graduates. This is a result of a team effort between the Department of Education and the Department of Health and Welfare.

The Community Action Agency of Lewiston and the El-Ada Community Action Agency of Boise provide work-related programs as part of the Community Services Block Grant (CSBG). Casual labor, remediation for homeless, unpaid work experience, and basic job readiness provide needed skills enabling our most vulnerable populations entry into the workforce.

HOW WELL HAVE WE DONE?

Since the inception of Welfare Reform in SFY1998, the TAFI case load of participants required to take part in employment services or work preparation activities has been significantly reduced from 2,400 to 400 participants.

To increase a family's ability to contribute to their own success through employment, the Department has implemented the Enhanced Work Services (EWS) program. The individuals served by this program are adults who find themselves unable to meet the basic needs of their family or the children they support. Additionally, some adults who are served are "at risk" of becoming unable to meet the basic needs of their family or the children they support. EWS is a comprehensive set of services that assist adults in finding employment, maintaining employment, and improving their employment situation. Services provided include job search skills, family counseling, budgeting, time management training, short-term skills training, vocational rehabilitation, GED/English as a second language, remedial education, work skills, parenting training, mediation services, post-employment services and assistance in obtaining and retaining child care and transportation. The program involves a collaborative effort between individuals, families, and communities.

Department of Labor



Roger Madsen, Director

MISSION

We assist business in solving employment and training related challenges, and we help people with career transitions.

WHAT DO WE DO?

We serve businesses by helping them recruit workers, providing labor market information to make sound business decisions, offering resources for employee training to qualifying companies who are creating new jobs, facilitating incentives and tax credits for training workers, and offering unemployment insurance benefits to assist in retaining workers during periods of temporary layoffs.

We assist job seekers in finding employment locally, statewide, and nationally. Services are available through our network of 24 Job Service offices throughout the state, through our *IdahoWorks* electronic self-service delivery system available in our offices and in partner sites, and through the Internet at: www.idahoworks.org. Job seeking services include access to job listings posted by businesses, job search seminars, labor market information, guidance for making career decisions, and awareness of options for training. For workers dislocated by closures or long-term layoffs, we provide dislocated worker intervention services including retraining and relocation to assist them in becoming reemployed.

We help communities grow by participating with state and local partners in economic development activities to recruit new business or to expand existing businesses through specialized training incentives, recruitment of workers, and labor market information. The Workforce Development Training Fund, which serves as a key business recruitment tool, was amended to encourage greater job growth in rural communities.

We provide unemployment insurance benefits to eligible unemployed workers. Unemployment benefits allow unemployed individuals and their families to continue to meet their financial obligations until becoming reemployed, and help maintain the income of the retailers, landlords, banks, and service providers in the community.

HOW WELL HAVE WE DONE?

Last program year, businesses seeking workers listed 67,383 job openings through the *IdahoWorks* labor exchange system. Through our direct recruitment efforts, we helped fill 28,803 positions. We certified 1,027 business applications for employment tax credits. We helped maintain the stability of their workforce and local economies through regular unemployment insurance payments to 61,084 individuals who received nearly \$181.3 million in benefits.

Customer satisfaction surveys of WIA business customers reported American Customer Satisfaction Index (ACSI) score of 81.60, which is well above the 67 percent federal performance standard.

For our 174,236 customers who registered for help in finding jobs or making career decisions, we provided at least one reportable service to 114,490 individuals. For those who needed more help and were eligible for service under the Workforce Investment Act, we served 1,179 adults, 1,275 youth, and 1,992 dislocated workers. During program year 2001, the WIA program tallied a customer satisfaction ACSI score of 83.80 from program exiters.

Division of Professional-Technical Education



Dr. Mike Rush, Director

MISSION

The mission of Professional-Technical Education is to provide Idaho's youth and adults with technical skills, knowledge, and attitudes necessary for successful performance in a highly effective workplace.

WHAT DO WE DO?

Technical Education is the state's primary educational system for preparing Idaho's workforce. Professional-Technical Education programs provide individuals with the technical knowledge and skills needed to prepare for employment in current or emerging fields, or to continue their education. The scope of the Professional-Technical Education system ranges from career awareness and pre-vocational skill development at the junior high/middle school level to highly specialized, customized training for Idaho industry at the postsecondary level.

Secondary level Professional-Technical Education programs and services are provided through junior high/middle schools, comprehensive high schools, professional-technical schools, and through some cooperative programs with the technical colleges.

Postsecondary Professional-Technical Education programs and services are delivered through the state's technical college system. Technical colleges deliver approximately 151 approved occupational programs on a full- or part-time basis. Additionally, they deliver adult upgrading and retraining, customized training, related instruction for apprentices, emergency services training including fire service, hazardous materials, and emergency medical services, and services through outreach centers and at industry locations.

HOW WELL HAVE WE DONE?

- ◆ More than 95 percent of technical college and 93 percent of high school professional-technical education completers in Idaho successfully found jobs or continued their education.
- ◆ Idaho's secondary technical education delivery system is reaching more than 75,000 high school students with 746 professional-technical programs offered in 109 Idaho districts. This represents a 41 percent increase in the number of programs offered over 1995.
- ◆ During FY2002, 8,111 full- and part-time students enrolled in 151 AAS degree or certificate programs reflecting a 10 percent increase from FY01.
- ◆ In 2002, Idaho technical colleges assisted 32,600 adult Idahoans in improving their job skills through 2,517 short-term training classes. This includes 5,000 Emergency First Responders enrolled in 284 Fire Service, Hazardous Materials and Anti-Terrorism training classes.

Division of Vocational Rehabilitation



Barry Thompson, Director

MISSION

We believe that independence and self-worth are enhanced through employment. We are committed to empowering people with disabilities with appropriate resources to make informed choices about their futures. We are dedicated to being a strong voice for people with disabilities. We strive to promote cooperation and coordination between all entities to insure the provision of appropriate services to people with disabilities in Idaho.

WHAT DO WE DO?

Vocational Rehabilitation's (VR) primary goal is employment. VR provides individualized vocational guidance and counseling, training, as well as other services to assist people with disabilities to make informed choices concerning their careers so that they can become successfully employed.

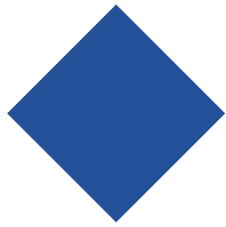
Individuals with a disability that prevents them from working may apply for VR services. However, a person is only eligible for services if they: (1) have a physical or mental impairment which constitutes or results in a substantial impediment to employment and requires VR services to prepare for, secure, retain, or regain employment, **AND** (2) can benefit in terms of an employment outcome or SSI or SSDI recipients who intend to achieve an employment outcome.

Most VR Counselors handle general caseloads including all disabilities. Certain counselors specialize in a specific project such as Migrant & Seasonal Farmworkers, public offenders or individuals with a severe and persistent mental illness. VR also assists students with disabilities who require assistance with the transition from school to employment.

HOW WELL HAVE WE DONE?

In FFY 2002, we served a total of 12,090 clients. Of these, 171 were successfully rehabilitated. The average wage for clients who were rehabilitated into competitive or self-employment earning at least the minimum wage is \$8.22 per hour. Special populations that were served by Idaho Division of Vocational Rehabilitation in FFY 2002 were the Severely Disabled of which 10,080 were served and 1,598 rehabilitated, and 6,206 Most Severely Disabled individuals, of whom 999 were rehabilitated. Included in these numbers are 1,919 students—244 were transitioned successfully into employment. VR served 1,691 Adult Public Offenders and assisted 246 to become successfully employed in FFY 2002. VR also served 388 Juvenile Offender Corrections clients and 35 were rehabilitated.

For further information on clients and services, please see the Idaho Division of Vocational Rehabilitation Annual Report.



WIA Title I Report



Part A. Return on Investment



Idaho’s “Return on Investment” 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) vs. the return on that investment (participant gains in wages, taxes, reduced public assistance) provides another look at the success of the programs beyond the required performance standards.

For each of our major programs, these demonstrate a positive impact on the community resulting from participation in the program. For individuals enrolled in the Adult program, \$2.75 is returned to the community for each dollar spent and the investment is returned by the participant within eleven months. For dislocated workers, the investment is returned in nine months with those leaving the program returning \$4.00 to the community for each dollar invested.

Youth, particularly younger youth, are less likely to be directed toward immediate employment upon 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, we have considered future impact resulting from continued participation in education through high school and beyond for younger youth. Impact for older youth who are employment directed is computed in the same manner as adults and dislocated workers. The results of our analysis demonstrate that investments in youth are repaid within 30 months and youth are expected to return \$1.15 to the community for each dollar invested in their training.

Return on Investment



Adult ~ Program Year 2001
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,632,306
Increased FICA payments	\$1,198,395
Reduced Public Assistance Dependency	\$861,744
TOTAL ANNUAL TAXPAYER BENEFIT	\$3,692,445
Monthly Taxpayer Benefit	\$307,704
ADULT PROGRAM COST (Program Expenditures, PY 2001)	\$3,375,882
Number of months to pay back Taxpayer Investment	11

IMPACT OF WIA INVESTMENT
Adult ~ Program Year 2001
Summary at a Glance

Annual Increased Net Earnings of Participants	\$5,601,105
Annual Increase in FICA Contributions	\$1,198,395
Annual Increase in Federal Income Tax Payments	\$1,174,117
Annual Increase in State Income Tax Payments	\$458,189
Annual Decrease in Public Assistance	\$861,744
TOTAL ANNUAL IMPACT	\$9,293,550
ADULT PROGRAM COST (Program Expenditures, PY 2001)	\$3,375,882

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$2.75

Return on Investment



Dislocated Worker ~ Program Year 2001 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$3,010,080
Increased FICA payments	\$2,399,721
Reduced Public Assistance Dependency	\$206,436
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,616,537
Monthly Taxpayer Benefit	\$468,045
D.W. PROGRAM COST DW & Rapid Response Expenditures	\$4,196,255
Number of months to pay back Taxpayer Investment	9

IMPACT OF WIA INVESTMENT Dislocated Worker ~ Program Year 2001 Summary at a Glance

Annual Increased Net Earnings of Participants	\$11,192,659
Annual Increase in FICA Contributions	\$2,399,721
Annual Increase in Federal Income Tax Payments	\$2,072,796
Annual Increase in State Income Tax Payments	\$937,284
Annual Decrease in Public Assistance	\$206,439
TOTAL ANNUAL IMPACT	\$16,808,896
D.W. PROGRAM COST DW & Rapid Response Expenditures	\$4,196,255

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$4.00

Return on Investment



Youth ~ Program Year 2001 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$856,310
Increased FICA payments	621,374
Reduced Public Assistance Dependency	\$104,076
TOTAL ANNUAL TAXPAYER BENEFIT	\$1,581,760
Monthly Taxpayer Benefit	\$131,813
YOUTH PROGRAM COST (Program Expenditures, PY 2001)	\$3,922,320
Number of months to pay back Taxpayer Investment	30

IMPACT OF WIA INVESTMENT Youth ~ Program Year 2001 Summary at a Glance

Annual Increased Net Earnings of Participants	\$2,943,666
Annual Increase in FICA Contributions	\$621,374
Annual Increase in Federal Income Tax Payments	\$614,016
Annual Increase in State Income Tax Payments	\$242,294
Annual Decrease in Public Assistance	\$104,076
TOTAL ANNUAL IMPACT	\$4,525,426
YOUTH PROGRAM COST (Program Expenditures, PY 2001)	\$3,922,320

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$1.15

Return on Investment



BACKGROUND

Each person who applies for WIA services completes an application which supplies information on employment status, case 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 income of those with less than a high school education as reported in the most current CPS survey. Post-program information is the mean income for high school graduates from the same survey. While this does not report actual income, 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 \$6 per hour. If so, s/he would not have qualified for cash assistance, so the maximum monthly benefit as of July 1, 2001, 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 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 at program intake, from unemployment wage records, and at the time of program exit, 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.

Part B. Evaluation of Activities



IDAHO'S FOCUS FOR WIA

The Workforce Development Council and local *IdahoWorks* Boards have provided the necessary direction to implement WIA. Thanks in large part to this leadership, Idaho was one of only 12 states to receive WIA Incentive Funds, awarded for exceeding all WIA program performance standards. Idaho received these funds in July 2002. The Workforce Development Council targeted the funds toward four priority areas to bolster workforce training systems: improving services for business, building staff capacity, enhancing system capacity and improving customer access.

CHALLENGES

Features that make Idaho special also bring challenges, and for WIA there is no exception. Idaho is predominantly rural, with a large geographical area and a population nearing the 1.3 million mark. By its very nature, stretching programs with limited funding is always difficult. Three issues impacting WIA include:

Eligible Training Providers - The State's major objective for the implementation of EPL was, and continues to be, maximizing training options for customers who need training to gain employment and/or become reemployed. Because of the costs to gather data for all students, training institutions are reluctant to provide information necessary for making application for subsequent eligibility, particularly when considering the limited number of enrollments by WIA students. Current economic conditions are resulting in further erosion of state resources as the State is cutting budgets for a second fiscal year with anticipation of more cuts for next year that begins July 1, 2003.

Idaho's Workforce Development Council asked that the State submit a waiver request to the U.S. Department of Labor (USDOL) regarding EPL requirements. This waiver request was submitted due to concerns with implementing the subsequent eligibility requirements outlined in the WIA legislation. Idaho concluded that the WIA subsequent eligibility requirements could not be effectively implemented and that pursuing this course would result in a dramatic reduction in the number of training providers willing to participate in the WIA system. The USDOL rejected the proposed alternative process for determining subsequent eligibility, but provided temporary relief by waiving the 18-month time limit on initial eligibility and extending this period until June 30, 2004. We would encourage that these provisions be eliminated or significantly changed during reauthorization by granting governors greater authority to determine processes for establishing eligibility and reporting information to the public.

One Stop – Financial constraints have continued to adversely impact partners mandated to participate in the One Stop Centers. Partners have actively participated in the One Stop System by their contributions to the development and exposure of their programs and services made available through *IdahoWorks*. However, reviews found that limited resources continue to affect the ability of partners to support an active presence in several One Stop Centers.

A portion of Idaho's WIA Incentive funds, awarded for excelling in all performance standards, has been earmarked for "One Stop Scholarships." Local Workforce Investment Areas may apply for scholarships to defray the cost of partner programs wishing to co-locate in the One Stop



Center. Idaho is hopeful that this temporary assistance may lead to permanently improving efficiency and better integration of services.

During reviews, we also determined that cost allocation plans for programs residing full time in the Centers were adequate. For part-time or itinerant partners, cost allocation plans were found to be absent or inadequate. To address the issue, state and local agencies agreed upon models that would meet standards for delivery of core services by partners who are not co-located in the centers on a full-time basis. All One Stop Centers are currently piloting one of two cost allocation models. The first system relies on a cross match of participant files with files of participants in the One Stop Center. The second is modeled on a share of space occupied. In the first case, we are continuing to find difficulties with data sharing among partner programs due to privacy concerns even though no individual data is reported. It is unlikely that this will be a successful option unless states are granted additional authority to share relevant data among One Stop partners.

Although the six *IdahoWorks* Career Centers currently meet section 188 requirements, it is our plan to improve access to automated systems in our One Stop Centers. We are in the process of adapting one workstation in each center to be more fully accessible to those with mobility and sight impairments. This will allow more independent access to information and services by those who are disabled. Improved access to our *IdahoWorks* information system will improve access to all partner programs and services.

Dislocated Worker Funding – In April of 2002, Idaho was notified that our funding request for Trade Adjustment Act (TAA) training dollars of \$2,595,800 would be funded at \$500,000, forcing TAA to suspend new training enrollments and to notify previously approved individuals that their training would not be available. Impacted individuals were given priority for enrollment in the Dislocated Worker program, and Idaho submitted a modification to a WIA National Emergency Grant to assist those impacted by the TAA shortfall. Because of increased business closures and layoffs, this is an ongoing funding issue. In the absence of adequate TAA funding, additional pressure and demands are placed on Idaho’s WIA Dislocated Worker funding.

Regardless of TAA funding pressures, PY2002 already has shown a high demand for Dislocated Worker funds due to the current economic slump, large-scale layoffs and business closures. The majority of Rapid Response funds were allocated in October. State 15 percent funds were also redirected to supplement Dislocated Worker services at that time. We are concerned that proposed reductions in funding for PY2003 may result in inadequate funds to meet the needs of dislocated workers enrolled during the current program year. We would encourage Congress to consider extending the hold-harmless provisions contained in the adult program to dislocated worker services ensuring an adequate funding base. In the interim, we recommend that the USDOL allocate funds to states as early as possible to allow state and local entities to plan for shifts in funding.

Future Evaluations - During PY2002 and 2003, the State is planning to gather additional information on employer demands for Workforce Development Services. The State plans to coordinate with the university system to design and implement this study.

Tables



Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey
Program Participants	69	83.8	1,321	1,745
Employers	67	81.6	23	32

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71%	91.3%	263
			288
Employment Retention Rate	80%	88.8%	365
			411
Earnings Replacement in Six Months	\$3,600	\$3,746	\$1,082,479
			289
Employment And Credential Rate	46%	65.2%	210
			322

Tables



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 Rate	90%	9 10	89.7%	26 29	87.3%	48 55	87.8%
Employment Retention Rate	89.9%	8 9	94.1%	32 34	84.5%	60 71	80.4%	37 46
Earnings Change in Six Months	\$3,093	\$24,740 8	\$4,773	\$90,679 19	\$3,937	\$196,869 50	\$2,072	\$70,449 34
Employment And Credential Rate	50%	4 8	73.1%	19 26	58.3%	35 60	60.9%	14 23

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	92.5%	186 201	88.5%
Employment Retention Rate	90.3%	270 299	84.8%	95 112
Earnings Change in Six Months	\$4,209	\$862,897 205	\$2,614	\$219,582 84

Tables



Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	94%	813 865
Employment Retention Rate	88%	91.8%	746 813
Earnings Replacement in Six Months	93%	88.5%	\$6,005,734 \$6,787,883
Employment And Credential Rate	46%	60.1%	360 599

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate			91.3%	116	94.8%	55	86.7%	85	83.9%	26
				127		58		98		31
Employment Retention Rate			88.9%	103	85.5%	47	87.1%	74	80.8%	21
				116		55		85		26
Earnings Replacement Rate			80.4%	\$901,108	79%	\$347,738	71.7%	\$556,494	460.1%	\$144,927
				\$1,120,188		\$437,806		\$779,309		\$31,500
Employment And Credential Rate			63.4%	52	70%	28	51.5%	34	65%	13
				82		40		66		20

Tables



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	93.8%	562	94.4%	251
		599		266
Employment Retention Rate	92.2%	518	90.8%	228
		562		251
Earnings Replacement Rate	94.8%	\$4,462,896	74.2%	\$1,542,838
		\$4,707,289		\$2,080,594

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69%	89.6%	43
			48
Employment Retention Rate	81%	90.7%	68
			75
Earnings Change in Six Months	\$2,500	\$3,850	\$234,846
			61
Employment And Credential Rate	36%	60%	51
			85

Tables



Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	0%	0 1	100%	2 2	83.3%	5 6	90%
Employment Retention Rate	0%	0 1	100%	2 2	92.9%	13 14	89.1%	57 64
Earnings Change in Six Months	-\$1,870	-\$1,870 1	\$972	\$1,943 2	\$4,556	\$54,672 12	\$3,678	\$191,252 52
Credential Rate	33.3%	1 3	100%	2 2	70.6%	12 17	61.1%	44 72

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	72%	87.6%	802 916
Diploma or Equivalent Attainment Rate	55%	71.2%	141 198
Retention Rate	55%	74.9%	137 183

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	87.5%	56 64	86.9%	278 320	82.6%
Diploma or Equivalent Attainment Rate	45.5%	5 11	80.3%	49 61	54.7%	35 64
Retention Rate	90%	9 10	68.8%	33 48	69.7%	46 66

Tables



Table L - Other Reported Information, Part A

	12-Month Retention Rate		12-Month Earnings		Nontraditional Employment	
Adults	90.4%	66	\$4,727	\$245,823	12.24%	48
		73		52		263
Dislocated Workers	90%	153	95.9%	\$1,274,410	9.31%	73
		170		\$1,328,994		784
Older Youth	96%	24	\$4,560	\$100,328	4.76%	3
		25		22		43

Table L - Other Reported Information, Part B

	Wages at Entry		Training Related Employment	
Adults	\$3,612	\$718,753	86.57%	232
		199		263
Dislocated Workers	\$5,542	\$3,447,059	85.91%	433
		622		504
Older Youth	\$2,847	\$108,195		
		38		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	1,190	612
Dislocated Workers	1,997	884
Older Youth	283	120
Younger Youth	997	326

Tables



Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,375,882
Local Dislocated Workers		\$2,440,500
Local Youth		\$3,922,320
Rapid Response (up to 25%) §134(a)(2)(A)		\$1,755,755
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		\$1,512,509
Statewide Allowable Activities §134(a)(3)	Statewide Miscellaneous Activities (older worker pilot, LMI, additional dislocated worker services, marketing, JobLine).	\$ 537,161
Total of All Federal Spending Listed Above		\$13,544,127

Tables



Table O – Local Performance

Local Area ONE	Total Participants Served	Adults	442	
		Dislocated Workers	530	
		Older Youth	86	
		Younger Youth	341	
ETA Assigned # 16040	Total Exiters	Adults	241	
		Dislocated Workers	261	
		Older Youth	44	
		Younger Youth	138	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69%	73.5%	
	Employers	67%	85.7%	
Entered Employment Rate	Adults	71%	91.5%	
	Dislocated Workers	75%	93.8%	
	Older Youth	69%	82.6%	
Retention Rate	Adults	80%	84%	
	Dislocated Workers	88%	91.5%	
	Older Youth	81%	96.7%	
	Younger Youth	55%	72.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$3,112	
	Dislocated Workers	93%	96.2%	
	Older Youth	\$2,500	\$3,720	
Credential/Diploma Rate	Adults	46%	58.1%	
	Dislocated Workers	46%	59.8%	
	Older Youth	36%	43.2%	
	Younger Youth	55%	57.5%	
Skill Attainment Rate	Younger Youth	72%	85.7%	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Tables



Table O – Local Performance

Local Area TWO	Total Participants Served	Adults	116
		Dislocated Workers	159
		Older Youth	37
		Younger Youth	91
ETA Assigned # 16045	Total Exitters	Adults	77
		Dislocated Workers	75
		Older Youth	26
		Younger Youth	32
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69%	72.7%
	Employers	67%	62.5%
Entered Employment Rate	Adults	71%	88.6%
	Dislocated Workers	75%	96.0%
	Older Youth	69%	100%
Retention Rate	Adults	80%	98%
	Dislocated Workers	88%	93.3%
	Older Youth	81%	70%
	Younger Youth	55%	88.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,328
	Dislocated Workers	93%	73.2%
	Older Youth	\$2,500	-\$160
Credential/Diploma Rate	Adults	46%	55.2%
	Dislocated Workers	46%	57.7%
	Older Youth	36%	54.5%
	Younger Youth	55%	50%
Skill Attainment Rate	Younger Youth	72%	65.7%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

Tables

Table O – Local Performance

Local Area THREE	Total Participants Served	Adults	295	
		Dislocated Workers	760	
		Older Youth	82	
		Younger Youth	225	
ETA Assigned # 16015	Total Exiters	Adults	159	
		Dislocated Workers	348	
		Older Youth	29	
		Younger Youth	76	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69%	72.5%	
	Employers	67%	50%	
Entered Employment Rate	Adults	71%	94.2%	
	Dislocated Workers	75%	92.1%	
	Older Youth	69%	75%	
Retention Rate	Adults	80%	90.7%	
	Dislocated Workers	88%	91.8%	
	Older Youth	81%	83.3%	
	Younger Youth	55%	60%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$3,914	
	Dislocated Workers	93%	85.9%	
	Older Youth	\$2,500	\$5,518	
Credential/Diploma Rate	Adults	46%	70.8%	
	Dislocated Workers	46%	56.2%	
	Older Youth	36%	57.1%	
	Younger Youth	55%	92.2%	
Skill Attainment Rate	Younger Youth	72%	88.7%	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”)				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Tables



Table O – Local Performance

Local Area FOUR	Total Participants Served	Adults	143	
		Dislocated Workers	149	
		Older Youth	17	
		Younger Youth	133	
ETA Assigned # 16050	Total Exiters	Adults	53	
		Dislocated Workers	69	
		Older Youth	5	
		Younger Youth	9	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69%	82.1%	
	Employers	67%	N/A	
Entered Employment Rate	Adults	71%	90.9%	
	Dislocated Workers	75%	93.2%	
	Older Youth	69%	100%	
Retention Rate	Adults	80%	91.2%	
	Dislocated Workers	88%	92.8%	
	Older Youth	81%	100%	
	Younger Youth	55%	100%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$4,192	
	Dislocated Workers	93%	132.6%	
	Older Youth	\$2,500	\$4,923	
Credential/Diploma Rate	Adults	46%	64.4%	
	Dislocated Workers	46%	46.9%	
	Older Youth	36%	88.9%	
	Younger Youth	55%	100%	
Skill Attainment Rate	Younger Youth	72%	100%	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Tables



Table O – Local Performance

Local Area FIVE	Total Participants Served	Adults	92
		Dislocated Workers	268
		Older Youth	32
		Younger Youth	91
ETA Assigned # 16055	Total Exiters	Adults	41
		Dislocated Workers	65
		Older Youth	5
		Younger Youth	27
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69%	87.4%
	Employers	67%	100%
Entered Employment Rate	Adults	71%	90%
	Dislocated Workers	75%	95.2%
	Older Youth	69%	100%
Retention Rate	Adults	80%	91.4%
	Dislocated Workers	88%	90%
	Older Youth	81%	90.9%
	Younger Youth	55%	96.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$7,155
	Dislocated Workers	93%	154%
	Older Youth	\$2,500	\$3,623
Credential/Diploma Rate	Adults	46%	87.5%
	Dislocated Workers	46%	85.7%
	Older Youth	36%	81.8%
	Younger Youth	55%	90.5%
Skill Attainment Rate	Younger Youth	72%	86.8%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	
		Met	X
		Exceeded	

Tables

Table O – Local Performance

Local Area SIX	Total Participants Served	Adults	102
		Dislocated Workers	131
		Older Youth	29
		Younger Youth	116
ETA Assigned # 16060	Total Exiters	Adults	41
		Dislocated Workers	66
		Older Youth	11
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69%	83.8%
	Employers	67%	N/A
Entered Employment Rate	Adults	71%	88.9%
	Dislocated Workers	75%	98.8%
	Older Youth	69%	100%
Retention Rate	Adults	80%	88.5%
	Dislocated Workers	88%	90.1%
	Older Youth	81%	90%
	Younger Youth	55%	76.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$4,467
	Dislocated Workers	93%	75.8%
	Older Youth	\$2,500	\$7,089
Credential/Diploma Rate	Adults	46%	72.7%
	Dislocated Workers	46%	90%
	Older Youth	36%	80%
	Younger Youth	55%	76.2%
Skill Attainment Rate	Younger Youth	72%	80.9%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	Met
			X

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