

# Year in Review

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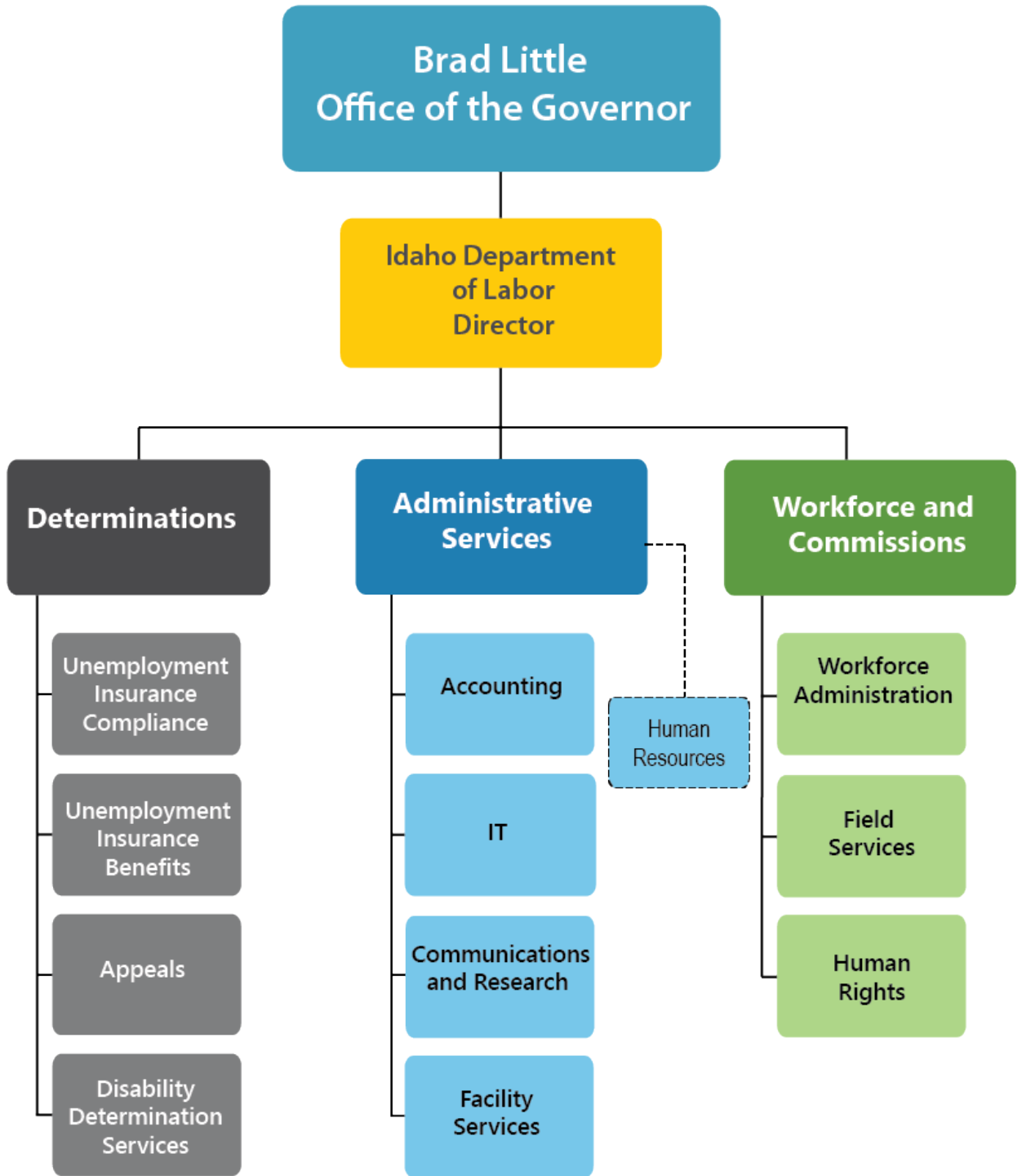
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IDAHO  
DEPARTMENT OF LABOR  
BRAD LITTLE, GOVERNOR  
JANI REVIER, DIRECTOR





# A Message from Director Jani Revier



Our staff's dedication to serving our customers has not wavered. We have employees who have worked at the agency for almost 50 years and employees who are new to the department. All of them share the same vision – helping their customers get the services they need, whether it's filing for unemployment benefits, receiving training to start a new career, finding a volunteer opportunity and so much more.

We've dedicated more time to training in 2023 – both to training staff to improve our processes and services – and training for customers. We've added informational webinars for employers on topics such as labor market information, apprenticeships and tax compliance.

We've added more workshops in our local offices to help job seekers prepare to find their next job or career. We've met one-on-one with customers in rural communities. And we've made it a priority to rewrite some of the unemployment requirements and descriptions in plain language to demystify the processes for customers.

In employment services (from July 2022-June 2023), we served

- 33,082 job seekers
- 748 Workforce Innovation and Opportunity Act youth participants
- 1,343 veterans
- More than 4,937 employers
- And hosted 245,852 job listings in the IdahoWorks application.

Through our unemployment benefits bureau, we

- Held 15,607 appointments with customers one on one in local offices around the state from October 2022 - September 2023.
- Processed UI claims and certifications for 45,652 customers from October 2022 - September 2023.

This publication provides a look into who we are and who we serve and includes an update on Idaho's economy. The success stories give a look at how our programs and services have touched the lives of Idahoans. Thank you for your trust in our staff in 2023. We will continue to work to earn that trust in 2024 and beyond.

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## *Our Mission*

The Idaho Department of Labor **connects** job seekers with employment opportunities, **supports** workers through career and life transitions, and **administers** state labor laws.

## *Our Core Values*

At the Idaho Department of Labor, our strength is found in professionalism, respect, kindness and collaboration. We cultivate a work environment where excellence is upheld in every aspect of our organization, fostering trust and credibility with our co-workers and customers.



## Our commitment

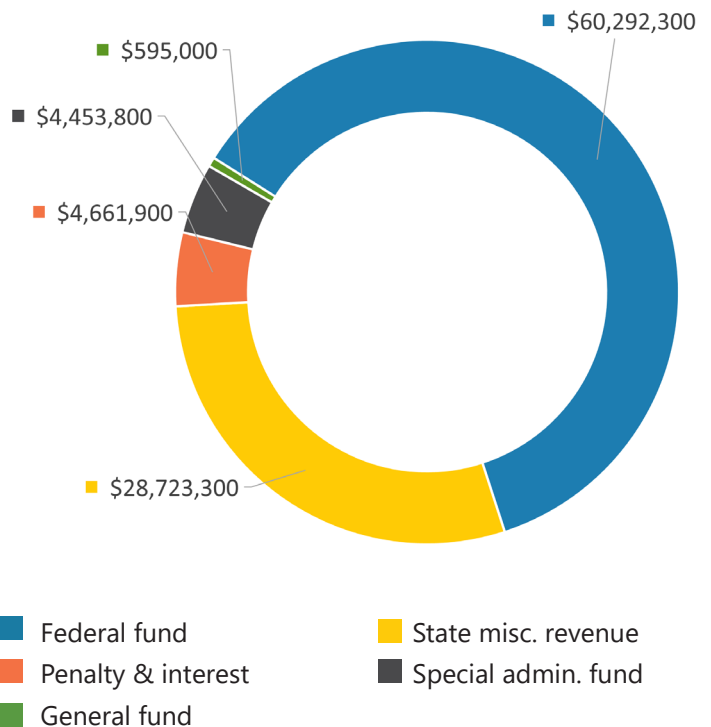
Idaho Department of Labor Director Jani Revier leads a team of 520 employees who work to make a positive difference in the lives of job seekers, employers, government officials and Idaho citizens.

Labor staff are committed to ensuring Idaho's job seekers and employers have access to a wide array of quality employment-related services and economic information. But our programs include more than that. Each division and bureau has specific roles. One group supports national service and volunteer programs around the state. Another works to prevent and remedy illegal discrimination. Other employees help support Idahoans applying for disability benefits through the Social Security Administration. And we work to prevent unemployment insurance fraud and recover claimant overpayments.

Labor is comprised of three divisions: Administrative, Workforce & Commissions and Determinations.

## Our operating revenue

SFY 2023





# Administrative services

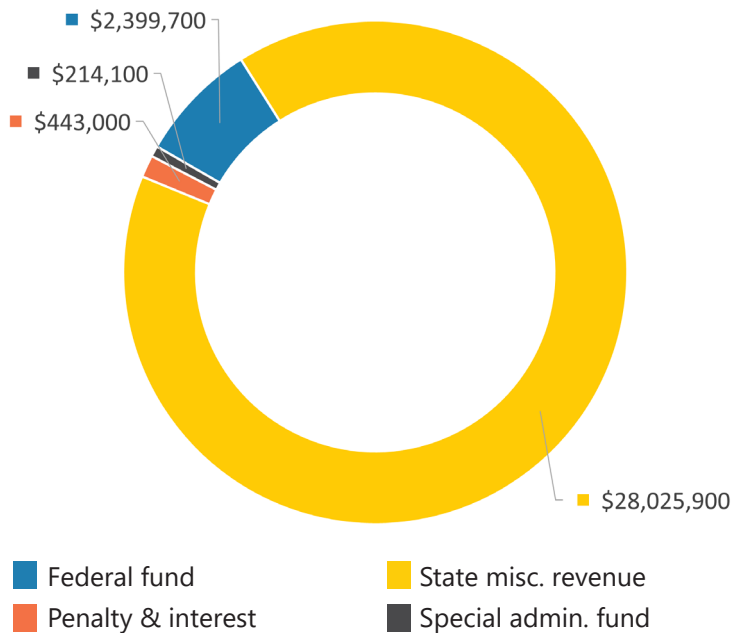
The administrative services division provides support to other programs and fulfills department needs in accounting, information technology, facilities, communications and research.

This year, the agency faced a significant change with the adoption of a new statewide financial and HR system called Luma. Luma replaced legacy systems including finance, procurement and timekeeping. The accounting team provided staff resources to help implement this statewide initiative. The launch during the summer was the culmination of 3 ½ years of planning and preparing.

A new awards program was implemented for Labor employees to spotlight their co-workers for a job well done. Employees can recognize their peers, supervisors can recognize their team members and the director can recognize staff members who go above and beyond.

## Administrative services division

SFY 2023 expenditures by funding source



\* State Miscellaneous Fund expenditures show exception to normal operations for SFY23, as the department administered the Childcare Provider Grant program under a contract with the Department of Health and Welfare, adding an additional \$27.8M in one-time expenditures not typical for IDOL.





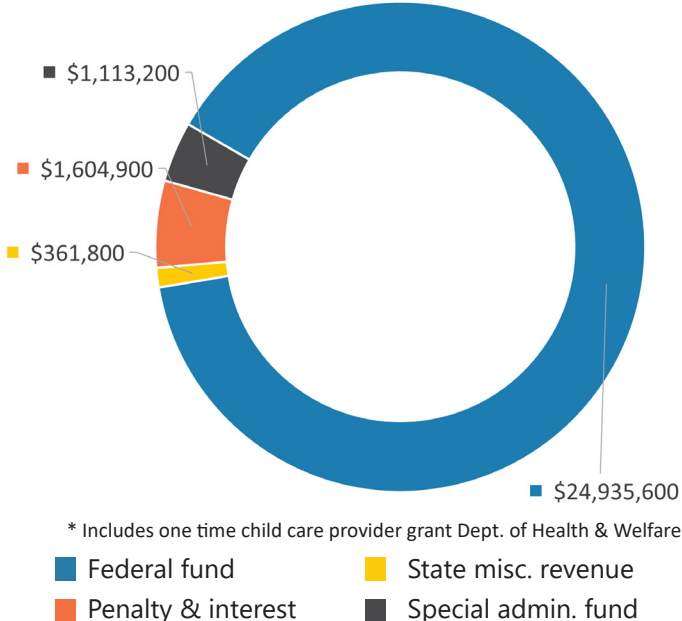
IT staff made significant progress toward modern cloud-hosted solutions for many applications, saving the time and resources of hosting the platform in the agency data center. Agency websites (including Labor.Idaho.Gov) were transitioned to be hosted by the Office of Information Technology Services, providing a secure platform to streamline operations and ensure a secure and consistent platform aligned with enterprise standards.

## Workforce and commissions

Workforce and commissions consists of local offices that provide employment and training services, workforce administration that provides technical assistance and monitoring of all workforce grant programs, Idaho Human Rights Commission and Serve Idaho.

Eight local Labor offices and 30 mobile locations throughout the state deliver a broad range of workforce development services to help connect and prepare workers for Idaho jobs in demand. In 2023, the agency wrapped up a pilot program for Idaho Job Corps which in partnership with community colleges and agencies served youth ages 16-24.

### Workforce and commissions division SFY 2023 expenditures by funding source





The Idaho Human Rights Commission (IHRC) works to prevent and remedy illegal discrimination in employment, housing, education and places of public accommodation.

Through the Serve Idaho program, the Governor's Commission on Service and Volunteerism promotes collaborative efforts among the public and private sectors to advance community service programs and activities throughout the state. Serve Idaho also administers Idaho AmeriCorps grants.

## *Determinations*

The determinations division includes the unemployment insurance (UI) benefits bureau, UI tax, UI compliance and integrity, UI benefits adjudication, appeals, Disability Determination Services (DDS) and wage & hour. UI programs for eligible workers are administered through federal and state cooperation, including unemployment compensation for federal employees or ex-service members, disaster unemployment assistance and Trade Adjustment Assistance.

The UI benefits bureau helps customers file claims, answers questions from customers and determines eligibility under state law and rule for unemployment insurance benefits.

Claimants and employers may file an appeal if they disagree with an unemployment insurance determination issued by the benefits bureau. When an appeal is received by the Labor appeals bureau, a telephone hearing is scheduled, and all interested parties are mailed a notice of the hearing. During the hearings, the parties to an unemployment insurance appeal may present evidence and sworn testimony to a hearing officer and receive a fair and unbiased decision. During state fiscal year 2022, the appeals bureau conducted 2,813 hearings.

The compliance bureau protects the integrity of Idaho's UI trust fund by making sure all Idaho citizens abide by the statutes and rules as set forth by the Idaho Legislature. This encompasses enforcement, education,





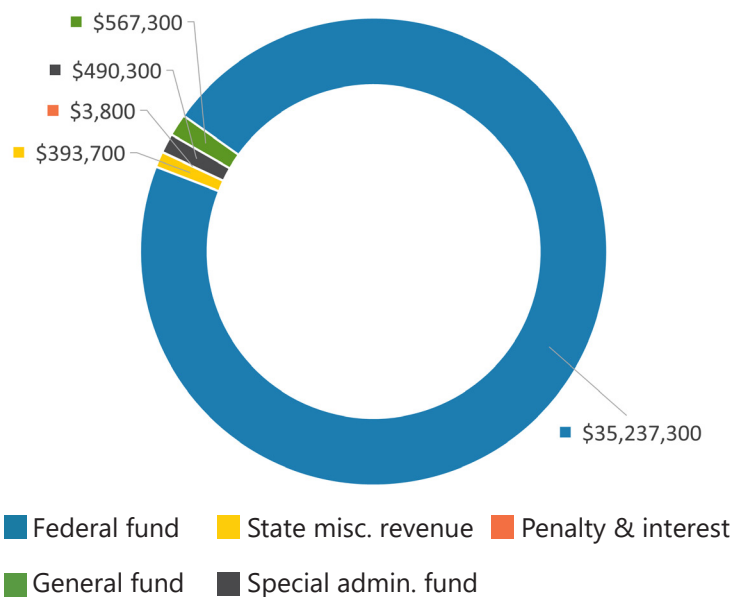
recovery and audit. Staff make every effort to discover and prevent UI fraud, provide resources to businesses and claimants to see that all Idaho citizens are on a level playing field, recover monies owed when an overpayment occurs and audit and educate business to make sure wages are being properly reported and that taxes owed are being paid.

The wage and hour group is responsible for administering Idaho’s minimum wage law, wage payment law and farm labor contractor licensing law. This is the only Labor program that receives monetary support from the state’s general fund.

Idaho DDS helps the Social Security Administration process disability claims by determining whether individuals applying for Social Security disability benefits meet the criteria for medical severity and ensuring fair and timely consideration for those individuals.

### Determinations services division

SFY 2023 expenditures by funding source





# Business

Labor supports businesses and their employees through several programs and services.

## Recruiting

With eight local offices and 30 mobile locations, local office staff provide a variety of services to assist Idaho employers with their recruitment efforts. We list jobs on the IdahoWorks website, facilitate hiring events on site and at off-site locations and refer qualified applicants to job openings. In state fiscal year 2023, more than 4,788 employers were assisted by Labor staff, and the IdahoWorks job search program listed 68,894 job postings.

## Employer training

Many employers aren't aware of the variety of programs provided by Labor to help them. Throughout the year, the workforce services division held a series of webinars to provide an overview of programs and services with topics including tax compliance, unemployment insurance, apprenticeships, wage and hour and labor market information. More than 675 employers attended these sessions – more than double the number who attended webinars the previous year.

In addition to its enforcement work, the Idaho Human Rights Commission (IHRC) also provides free employment trainings to businesses, agencies and organizations around the state. IHRC staff have trained a number of small- to medium-sized businesses on the topics of harassment prevention, respectful workplace and disability accommodations. They also provided an ethics and workplace conduct training for the Division of Vocational Rehabilitation's annual conference. At the request of the Idaho Commission on Libraries, IHRC staff offered a joint webinar and training with the Equal Employment Opportunity Commission (EEOC) on employee and patron service animals in public libraries. Commission staff have also presented at the HR Network of North Idaho's employer forum, with more than 50 employers represented. IHRC provides more than 60 of these trainings annually.



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**SFY 2023**

**322,065**

New hires



**14,872**

New business



## Why we serve

“During the spring, the City of Caldwell Economic Development team introduced Federated Ordnance to the Idaho Department of Labor. Federated Ordnance is a new manufacturing company in Idaho that offers cutting-edge manufacturing of firearms ammunition and loading components.

Labor local office staff met with Federated Ordnance’s production manager and HR manager. At the first meeting the discussion focused on the company needs, culture, expectations and timelines for a new warehouse being built in Caldwell. We asked them to join our spring job fair to help them with their hiring needs. They received a lot of interest from the public and the majority of their hires came from the fair.

During the summer and fall, we scheduled and provided office space to support their hiring, orientation and onboarding needs. Labor staff was invited as part of their VIP group to their ribbon cutting in late September. To date, Federated Ordnance is staffed with approximately 74 employees and is working through their first phase.

“IDOL was instrumental in boosting staffing and reaching people within the community,” said Ryan Jacobson, plant operations director.

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## Economic information

The six Labor economists are stationed around the state and provide labor market insight that is used by employers in strategic decision-making around business expansions, job creation and wage increases. During 2023, they shared their expertise in free monthly labor market webinars for Idaho businesses and workforce development professionals. Topics included the state’s economic resilience, trends in housing development, labor force seasonality, the power of apprenticeships and more.

The economists produced the Idaho Business Climate Survey in 2023 to gauge the challenges and opportunities facing businesses in a tight labor market. A total of 2,360 employers participated in the real-time survey, designed to provide a snapshot of Idaho’s labor market and economic outlook. The survey will be sent out annually with the results geared to helping entrepreneurs and corporations navigate an ever-changing economic landscape.

## SIDES

SIDES allows employers to respond to unemployment claims electronically, which saves them time and money. During the year, unemployment claim specialist staff called employers to explain the benefits of the online program. This education campaign helped increase the number of employers participating in the program. In 2023, 620 employers signed up for SIDES – almost double the number who signed up in 2022.

## New hire program

The unemployment insurance bureau worked with Labor’s IT developers to modernize the system for reporting new hires to make the system easier for employers to navigate and understand. Reporting new hires helps businesses keep their tax rate low. It helps the Labor Department identify fraudulent activity more quickly and minimizes fraudulent payments.



## Foreign Labor Certification

Labor manages the Foreign Labor Certification (FLC) program which permits U.S. employers to hire foreign workers on a temporary or permanent basis to fill jobs essential to the U.S. economy. This program includes agricultural (H-2A) and non-agricultural (H-2B) certification where it can be demonstrated that there are insufficient qualified U.S. workers available and willing to perform the work at wages that meet or exceed the prevailing wage paid for that occupation. Labor's role is to refer U.S. workers for these open job opportunities, assist Idaho employers by processing job orders for H-2A and H-2B and conducting housing inspections for H-2A.

We actively work with more than 675 employers. Additionally, we conduct housing inspections to ensure that employers are adhering to federal and state regulations for foreign workers. Over the past 12 months, our focus has been on housing inspections with Labor staff completing 746 inspections. In FY 2023, we prepared a total of 1,109 job orders, marking an increase of 225 from the previous year.

## Apprenticeships

The Apprenticeship Idaho program assists employers in the development and administration of Registered Apprenticeship (RA) Programs. RA is a business investment with associated costs and benefits. An ROI (Return on Investment) calculator is now available for businesses to explore program options. This tool provides common benefits and costs to businesses and guides employers through calculating the potential ROI to their company.

**240**

**apprenticeship program  
sponsors**



**69**

**new training programs  
registered**



**489**

**active employers with  
registered programs  
FFY 2023**





# Determinations

## Unemployment insurance claimants

Unemployment insurance (UI) benefits replace part of the income lost when a person becomes unemployed. It is a benefit for workers who are out of work through no fault of their own.

UI benefits are paid through a tax on employers. Labor places collected taxes in a federal trust fund. Money from that fund can be used for unemployment benefits only. In Idaho, employees don't pay into the unemployment fund, and nothing comes out of employee paychecks to support UI.

One of the requirements for UI claimants to be paid is to do a weekly certification – either online or with a paper form – telling us about their availability for work and work search activities for the past week. In the first seven months of 2021, it took an average of 28 days for claimants to take this step. In the first seven months of 2023, it took only nine days. This means claimants get paid faster and our adjudication team can work on problems preventing payment faster.

This improvement can be attributed to efforts made as part of our U.S. Department of Labor Equity grant. Navigators are stationed in local communities to help claimants understand the filing steps. Thanks to an outreach campaign last winter, more claimants are aware of the navigator service and are reaching out to them for assistance. Other ways we educate claimants about the filing steps include a mailer sent to those who file a claim over the phone and a video available to watch as part of the claims process.

Our navigator team has also been reaching out to employers to alert them that resources are available locally and we have staff available to talk with management and their employees on claims filing processes. Employers have shared their appreciation for our outreach and willingness to help their employees. They said in the past, temporarily out-of-work workers would sometimes not file due to thinking that the

**69,964**

**total number of  
initial claims in FFY 2023**



**\$103,534,312**

**amount paid out to  
unemployment  
insurance claimants  
FFY 2023**





unemployment process was intimidating. The outreach we have done has helped assuage these concerns and more people have filed as a result.

Another focus in 2023 has been to verify claimant work searches. In the first nine months of 2023, we verified 995 claimant work contacts. We have found that 93% of the time, claimants are making reasonable attempts to obtain employment. However, when a claimant demonstrates a lack of effort in obtaining employment, we investigate further and educate the claimants on valid work search contacts. Of the 394 issues we have posted this year, only 36% of these issues warranted a denial of benefits.

## Idaho Disability Determination Services (DDS)

The Social Security Administration funds the DDS to process disability cases for Idaho citizens. The DDS obtains and reviews claimants' medical, school, vocational and lay information (questionnaires and other information from the claimant, family members, employers, etc.) to determine whether a claimant meets the medical (rather than monetary) eligibility requirements for disability benefits. In federal fiscal year 2023, DDS met 100% of the initial and reconsideration claim determinations and exceeded the continuing disability determination reviews by 117.2%. The bureau has exceeded the overall production goal by 101.6% of case clearances and reduced the pending case per adjudicator from 129 to 113 cases.

## Why we serve

“ Jarrett is a husband and father living in Lewiston. Originally from Bend, Oregon, he worked in multiple grocery stores as a meat cutter over the past 10 years and relocated to Idaho a few years ago.

After working in the same industry for so long, he was ready for a change. Jarrett didn't want just a job. He was looking for a career that would provide him with a good work-life balance, as well as give him the ability to earn a liveable wage and develop new skills.

Jarrett was directed to take an interest assessment in Next Steps Idaho. The workforce consultant also showed him the labor market information for a few of the trades. Jarrett completed his own research, focusing on education requirements and job descriptions and made the decision to pursue plumbing. He was extremely excited about being able to attend training while continuing to work full time, and he accepted a job at a local plumbing company.

Jarrett shared what the services meant to him. "You guys have been so awesome... I received employment services in another state, but they just threw a job at me and told me to move along. You all seem to really care about helping me find a career."

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## *Job seekers*

Our local office staff stationed around the state introduce job seekers to programs and services designed to fit a wide variety of needs.

### **Veterans**

Labor veteran staff meet veterans at events at Gowen Field Air National Guard Base, coffee chats, American Legion meetings and the Veterans of Foreign Wars organizations. They also assist veterans who are in homeless shelters, jails and prisons, and they attend the stand down events where organizations serve homeless veterans. Staff meet veterans in rural areas at libraries, government offices, coffee shops and other public places to help with job-seeking tasks.

This year, the staff enrolled 32 vets into the Homeless Veterans Reintegration Program designed to help homeless vets prepared to go back to work.

### **Career Acceleration Program**

The Career Acceleration Program (CAP) is designed to help those who are ready and willing to go to work but would benefit from ongoing, individual guidance without any additional financial or training assistance. Staff and job seekers both benefit as staff can provide more individualized advice and job seekers have a champion they can trust. For Labor, this is a way to make quality referrals for businesses and enhance accountability for individual outcomes as staff track the job seekers to employment.

### **Apprenticeships**

Registered Apprenticeships are an alternative pathway to a meaningful career. Apprenticeship Idaho has made an effort to serve underrepresented populations and expand access to untapped talent pools. Partnering with the USDOL Women's Bureau for National Women in Apprenticeship Day, Idaho hosted the first statewide Women In Transportation and Trades event that highlighted several women's journeys in creating rewarding careers in non-traditional occupations.



## Workshops

As part of our effort to offer higher quality services to our job seeker customers, all local offices implemented facilitation of four job seeker workshops offered on a rotating basis. These workshops include:

**Maximize Your Job Search.** The workshop covers the labor market, how to look for work and the tools available at Labor to enhance employment opportunities.

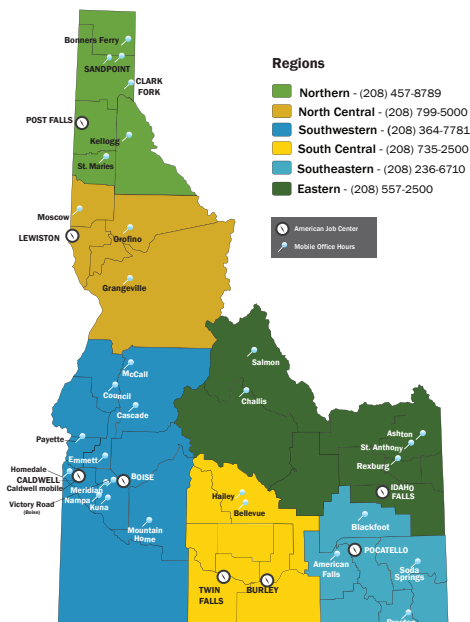
**Resume Workshop.** Attendees learn to write a compelling resume for a competitive edge.

**Practice Interviewing.** Attendees learn how to successfully prepare for an interview and participate in a mock interview.

**Computer Basics for job seekers.** This workshop provides an introduction into computer basics needed to apply for jobs online through websites, create an email account and create word documents.

## Services available at mobile locations

At 30 mobile locations around the state, job seekers can get help from Labor staff with all aspects of their job search and learn about programs to help with job training, and access computers and internet for job search purposes.



**1,336**

job seekers enrolled in  
CAP since SFY 2023



**75%**

exited program as  
employed SFY 2023



Who we serve | 15

## Why we serve

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Nineteen-year-old Rebekah lives in Mountain Home and recently married. Rebekah dropped out of high school during the COVID-19 pandemic but wanted to complete her high school education and pursue a career as an administrative assistant. During Rebekah's enrollment in the Workforce Innovation and Opportunity Act (WIOA) youth program she received GED assistance, help with interviewing and resume building. She also completed financial literacy courses and office skills tutorials.

Rebekah completed her GED and interned as a customer service representative at Labor's Boise office. While there, the executive director of local partner organization, Boise Valley Dress for Success, learned of Rebekah's employment goal and referred Rebekah to a local company that needed an administrative assistant. She interviewed and was hired within a matter of days.

Rebekah was appreciative of the help she received from Labor employees. "Thank you so much for everything. I honestly couldn't have done this without you or the internship. I'm so excited about the opportunities this has opened up for me."

”

Partnerships with local libraries, health districts, chambers of commerce and other groups are instrumental to the success of the mobile model. Access to technology and services can be a challenge for rural Idahoans and Labor is proud to help bridge that gap by bringing the services closer to them.

Regular office hours in these communities allow rural customers to get help in-person and also familiarize staff with the communities they are serving. Understanding the different challenges faced by rural residents allows staff to serve them more effectively.

### Rapid Response services

Our Rapid Response teams provide valuable information about programs and services that will help laid off workers through a difficult transition time, including career counseling and job search assistance, resume preparation and interviewing skills workshops, unemployment insurance, information on the local labor market, education, and training opportunities. From Jan. 1, 2023, to Oct. 31, 2023, Labor Rapid Response teams hosted 13 events and invited 736 affected workers to participate.

### Services for youth

Idaho's youth program under the Workforce Innovation and Opportunity Act (WIOA) serves out-of-school (not attending any school) youth and young adults who are between 16 and 24 years old and have been identified as needing additional assistance to complete an educational program or to secure and hold employment.

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***Between July 1, 2022, and June 30, 2023, the staff provided services to 748 youth.***

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Through individual plans, WIOA prepares these participants for success in education or training and the world of work, by connecting them with the skills and knowledge to be successful members of Idaho's future workforce. Eligible youth have access to many services



that may include career counseling, tutoring, temporary work experience or internship opportunities, assistance with obtaining their GED or on-the-job or classroom training.

## Behind the scenes

Our workforce administration team works behind the scenes to help with program oversight and reporting.

In February, the workforce service administrative division developed a monthly provider call to provide staff with tools, resources and information to help support our customers.

Meetings are developed to encourage creativity, communication and collaboration. Guest speakers were invited from veteran services, the Workforce Development Council, the Work Opportunity tax credit and the Idaho Council for the Deaf and Hard of Hearing to discuss their services and collaboration options.

Guest speakers provide staff with valuable information, resources, and a possible partner to assist with customer support. The group discusses WIOA-specific topics essential to delivering an effective service strategy that inspires staff to discover creative ways to support WIOA customers.

At the annual One-Stop service provider meeting in April, Labor and Idaho Division of Vocational Rehabilitation staff discussed the benefits of using work experience, internship, on-the-job training and apprenticeship opportunities with youth participants.

A panel shared program design information, best practices on engaging youth and worksites or employers and success stories to illustrate how work-based learning activities for young adults can be a powerful activity, regardless of where they are in their occupational journey.



**1,230**

**new apprentices  
enrolled  
in 2023**



**2,282**

**active apprentices**







# Community

## Serve Idaho

Serve Idaho promotes collaborative efforts among private and nonprofit organizations, schools and state and local government agencies to advance national service programs and volunteerism throughout the state.

Serve Idaho staff and commissioners joined Gov. Brad Little on Oct. 19 to celebrate 30 years of AmeriCorps service in Idaho with the signing of Serve Idaho's Executive Order. The executive order establishes Serve Idaho and outlines the requirements for the organization.

The first executive order was signed by Gov. Cecil D. Andrus in 1994 as a result of the National and Community Service Trust Act of 1993 and the creation of AmeriCorps. At that time Serve Idaho resided in the governor's office. Since that time Serve Idaho has been housed with the Idaho State Board of Education and the Idaho Department of Correction. In July 2009, Serve Idaho joined the Idaho Department of Labor. The Department of Labor serves as the host agency for the administration of the Serve Idaho Commission.

In 2023 the program:

- Expanded the AmeriCorps VISTA program that will place AmeriCorps members in Idaho working on employment, housing and financial literacy.
- Partnered with Gov. Brad Little and the Idaho Nonprofit Center to recognize Idaho's outstanding volunteers at the Idaho Capital for a Day events.
- Worked with the governor's office to appoint eight new commissioners from across Idaho who will help expand volunteerism and national service.

**\$4.3 million**

**AmeriCorps funds used for programs across Idaho in 2023**



**367**

**AmeriCorps members served in programs across Idaho in 2023**



## Idaho Human Rights Commission

The Idaho Human Rights Commission (IHRC) received and processed 400 filings of discrimination and retaliation in Fiscal Year 2023 and reduced the average length of investigations from nine months to less than six months per case. Cases before the commission are investigated and adjudicated through a process of fact-finding by investigative staff and final determination by the nine commissioners appointed by the governor.

This year, the commission concluded more than 15% of all cases through mediation and conciliation between the parties. Staff trained in mediation facilitated numerous settlement negotiations, resulting in the settlement of more than 50 cases before the commission. This process saved businesses, organizations and individuals the high costs associated with protracted legal disputes in the courts and resolved many complaints through the commission's administrative processes.

IHRC simplified and streamlined the initial inquiry and intake processes for individuals filing a claim with the commission. Commission staff reduced the processing time from more than two weeks on average to less than five business days from initial inquiry through the preparation of legal documents for a complainant's signature and filing. The commission also instituted several technological tools to reduce barriers in the filing process, such as an electronic signature service. This process improvement has reduced waiting times, expedited service provision and further reduced the average length of cases before the commission.

## Why we serve

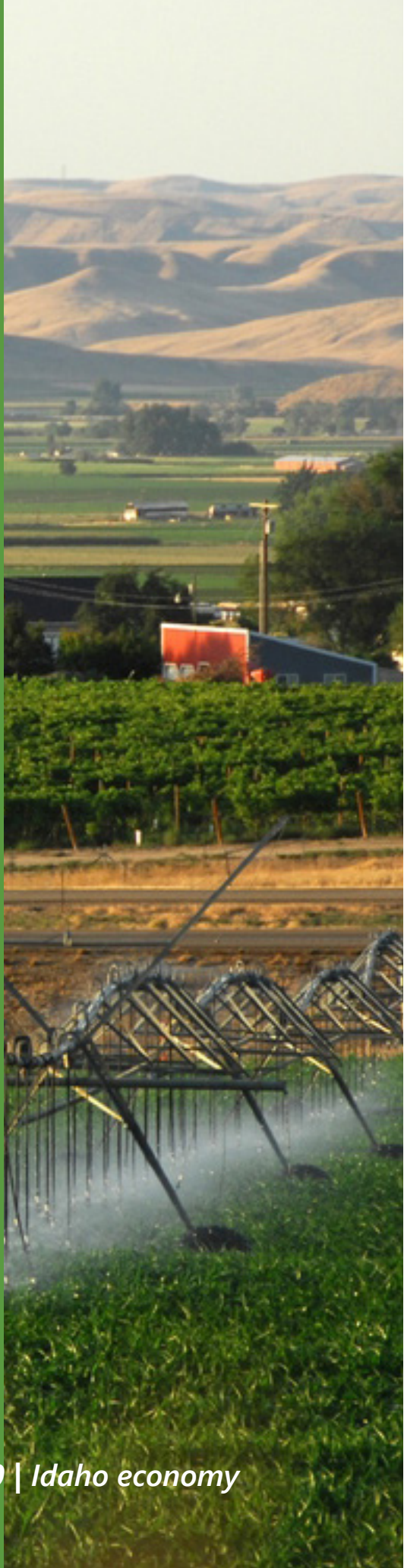
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Raven moved to Coeur d'Alene in March 2022 after graduating from high school and was looking for an opportunity to serve her community. She was looking for a sense of purpose when a relative came across the Housing and Talent Associate AmeriCorps VISTA position with the Coeur d'Alene Area Economic Development Corporation (CDAEDC) and recommended Raven apply.

Raven began her AmeriCorps service in November 2022. Raven's AmeriCorps service focuses on updating the Affordable and Available Housing Study, researching housing initiatives and helping coordinate the Talent Management Pipeline program.

Through this work, Raven has an opportunity to work with experts in the field and glean best practices around research, data analysis and reporting. She says she has gained confidence in her communication skills, especially in a professional environment. This work has provided her with a variety of experiences and opportunities that have, ultimately, connected her to the community and has given her the sense of purpose she was seeking.

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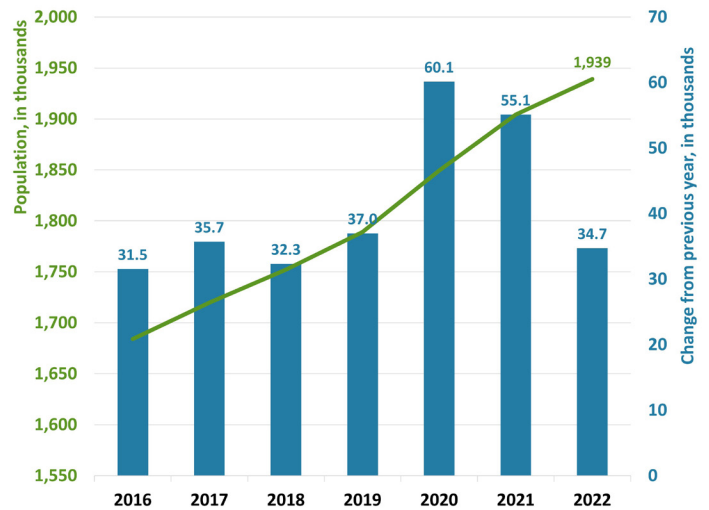
## Statewide

In 2023, Idaho is on its way to completing another year with one of the strongest economies in the nation.



Fueling Idaho’s nation-leading job growth is its nation-leading population growth. In 2022, Idaho added 34,700 (1.8%) new residents ranking second highest in terms of percentage change. This is the first year since 2016 Idaho ranked lower than first in this measure. The U.S. Census Bureau estimates Idaho’s population has increased by 219,288 (7.4%) in the five years from 2018 to 2022.

**Idaho population 2016-2022**



Source: U.S. Census Bureau

The state’s seasonally adjusted unemployment rate has averaged 2.7% from January to September this year. It began to steadily rise in June from the 2.6% low it held from February through May and slowly climbed to 3.1% in September with 30,266 unemployed people looking for work - the highest unemployment total Idaho has witnessed in two years. However, 3.1% is still an incredibly low unemployment rate, and this increase is evidence of some pressure being taken off of employers and their challenge in hiring and retaining workers.

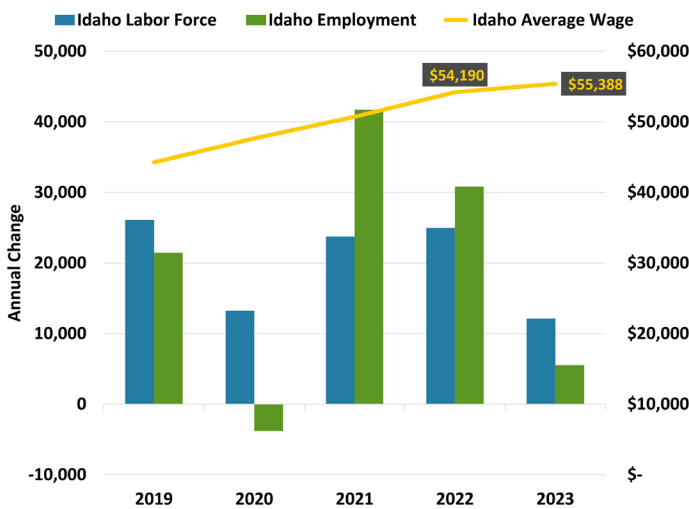
Idaho’s labor force continued to see increases in 2023. In the 12 months since September 2022, 14,775 additional people joined Idaho’s economy for a new historic high of 969,376. Employment increased 11,300 to a new historic high of 939,100.

Filed near Fruitland, Idaho



On the jobs side of the labor market equation, Idaho employers continued to lead the nation in post-pandemic job growth with 11.3% more jobs as of September from the previous peak in February 2020. In the past 12 months, Idaho has added 24,900 jobs over the year to September 2023 for a robust increase of 3%. The industry sectors contributing to this increase include total government adding 7,800 (6.1%), education and health services 6,000 (4.8%), leisure and hospitality 3,900 (4.4%), professional and business services 3,300 (3.0%).

### State of Idaho



## Idaho Department of Labor, 2023 Business Climate Survey

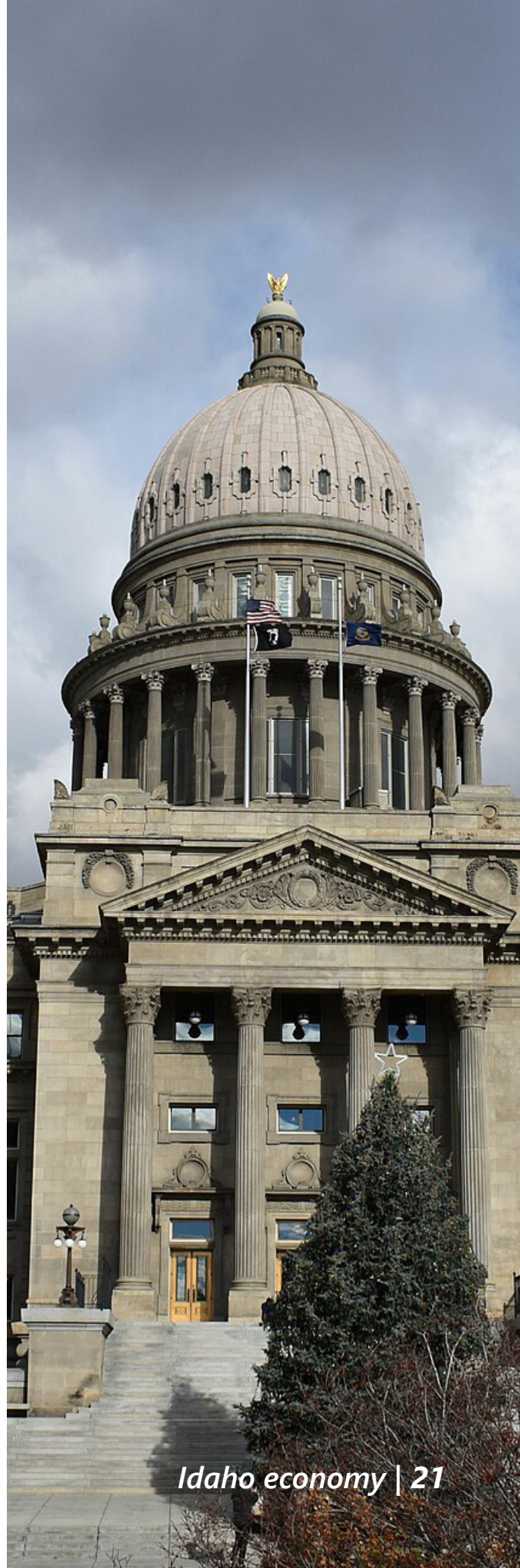
Last year, the Idaho Department of Labor conducted the first survey of businesses to get real time information on employers concerns and outlook on the economy. For the 2023 survey, 53.5% of Idaho employers reported challenges with labor cost, supply and turnover were their top concerns two concerns. In addition, 43.6% reported that the top two reasons for worker turnover were to take a position with another employer in the same or different job.

*Data notes: \*The source for all the charts on pages 20-27 is the Idaho Department of Labor.*

*\*\*2023 labor force data is averaged from Jan-Sep data.*

*\*\*\*2023 wage/employee is extrapolated from 2023 Q1/Q2 Employer Wage Data, dividing total wages by the total number of workers.*

Idaho State Capitol







# Region 1

Northern - Benewah, Bonner, Boundary, Kootenai & Shoshone counties

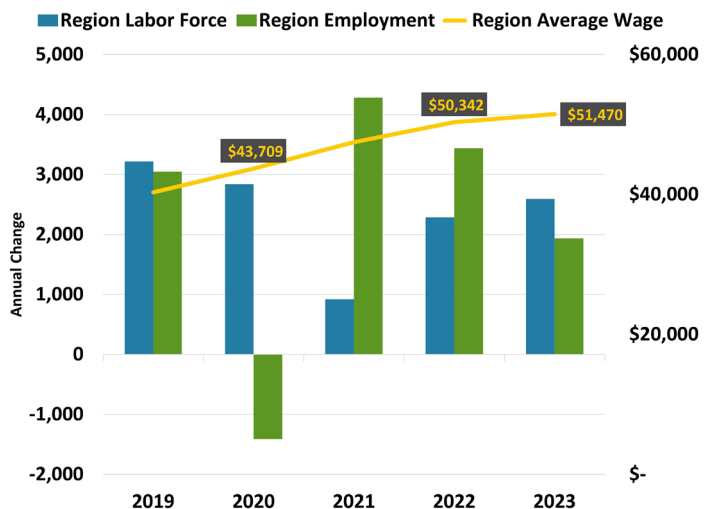


Northern Idaho continued its strong growth trajectory in 2022. New residents continue to move to the region in large numbers, with the population growing by 3.9% overall, and all five counties growing by at least 2%. Employment continued a stable growth trend of increasing 1% year over year.

This growth has been buoyed by strong activity and continued growth in consumer services like health care and social assistance and leisure and hospitality, as well as goods producing in manufacturing.

Northern Idaho enjoyed a variety of developments which will help alleviate the region's two primary imbalances – shortages of housing and health care services. A variety of new subdivisions and multifamily complexes were approved in Kootenai County which will, in total, add over 2,500 new housing units to the area, while Bonner County is experiencing a similarly scaled supply boost of new apartment complexes.

Meanwhile, the region's health care industry is expanding to service the growing population. Highlights include a new surgical center being built for Northwest Specialty Hospital, the new construction Hayden Surgery Center, improvements and expansions to Kootenai Health Hospital and new urgent care clinics.



Hiawatha Trail - Idaho Tourism



# Region 2

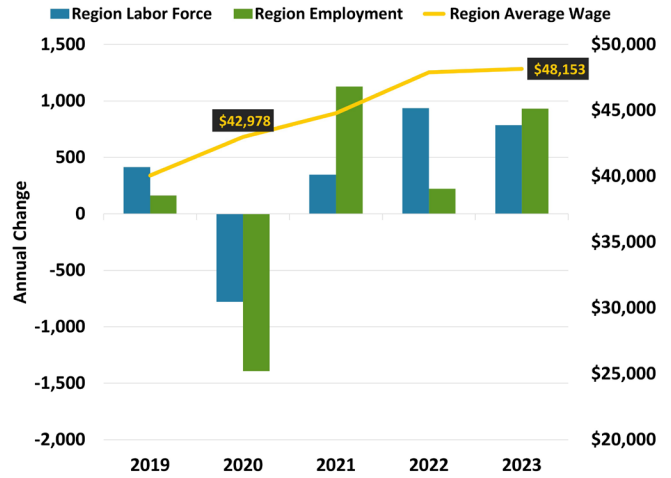
North Central – Clearwater, Idaho, Latah, Lewis and Nez Perce counties



North Central’s population as of 2022 is estimated at 114,000 residents. For the second consecutive year, North Central Idaho’s resident population increased by more than 1.5%, which is three times higher than the average annual regional growth rate of 0.5% for the five years from 2015-2019. Total population growth of over 1,700 residents in 2022 was entirely due to net migration of 1,900 new residents offset by a decline in natural growth of 200 more regional deaths than births. The one-year net migration of 1,976 residents between July 1, 2021, and July 1, 2022, was approximately 4 times higher than the 474 net residents who migrated to the area in 2019.

While most industries realized employment growth compared with last year as total employment increased 2.2%, notable exceptions include employment declines for transportation and warehousing, natural resources, and leisure and hospitality. Average wages per employee increased 5% to over \$48,000 with the highest year-over-year increases driven by the sectors of information +12%, construction +9%, and financial activities +8%.

Recent developments for the region include Schweitzer Engineering Labs (SEL) which opened its printed circuit board facility in Moscow near the end of first quarter 2023. At full capacity, it is expected to add about 60 new jobs to the region. In addition, the Port of Lewiston has entered into a public-private partnership to develop a cruise ship dock that will be operational for the 2025 cruise ship season. An estimated 23,000 visitors were expected to arrive in the Lewis-Clark Valley via cruise ship for the most recent 2023 cruise season. Cruise ships currently dock at the Port of Clarkston which is directly across the river from the Port of Lewiston.



Canola field - Idaho Tourism

# Region 3

Southwestern – Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley & Washington counties

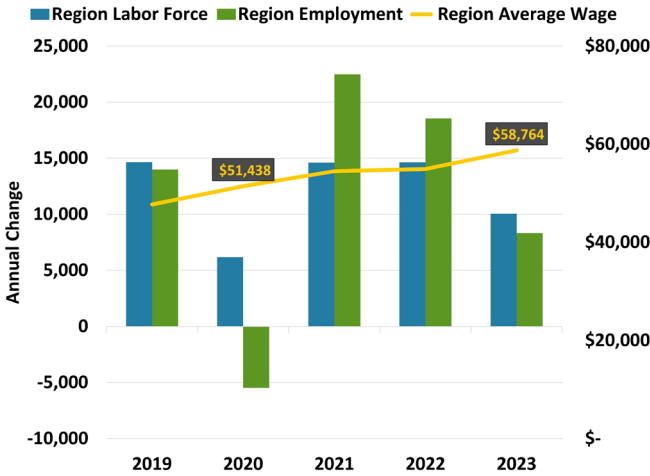


Southwestern Idaho grew by 1.8% or almost 16,000 people — a drop from the growth rate during the pandemic of 6.4% over the two years, adding over 50,000 new residents. All counties grew with Ada County experiencing the lowest growth rate of 1.2%, yet increasing almost 6,000 people, while Canyon County led the state in numerical growth with an increase of 7,300 and a growth rate of 3%. The fastest growth rate among the southwestern counties was Adams County at 4%, adding 185 new residents — the third fastest growth rate in Idaho.

The civilian labor force, comprised of those actively seeking work or already working, rose rapidly in 2023 up 3.4% from the previous year indicating a significant share of those in-migrating to southwestern Idaho are relocating for working. The southwestern region is the largest in the state comprising 46% of Idaho’s population and civilian labor force.

Southwestern Idaho’s largest industries in 2023 ranked by growth rate were information (9%), utilities (7%) and mining (6%).

Southwestern Idaho’s housing costs fell about \$100,000 from its peak in 2021 due to mortgage interest rates escalating starting in mid-2022. Housing prices surged by 40% during the pandemic, so the drop is normalizing. The gap in housing is being addressed by private and public investment contributing to the building of multifamily housing complexes across the region. Public funds are helping address some of the affordability issues for those categorized at 60% to 120% of poverty, based on the median household income.



Rainbow Bridge - Idaho Tourism



# Region 4

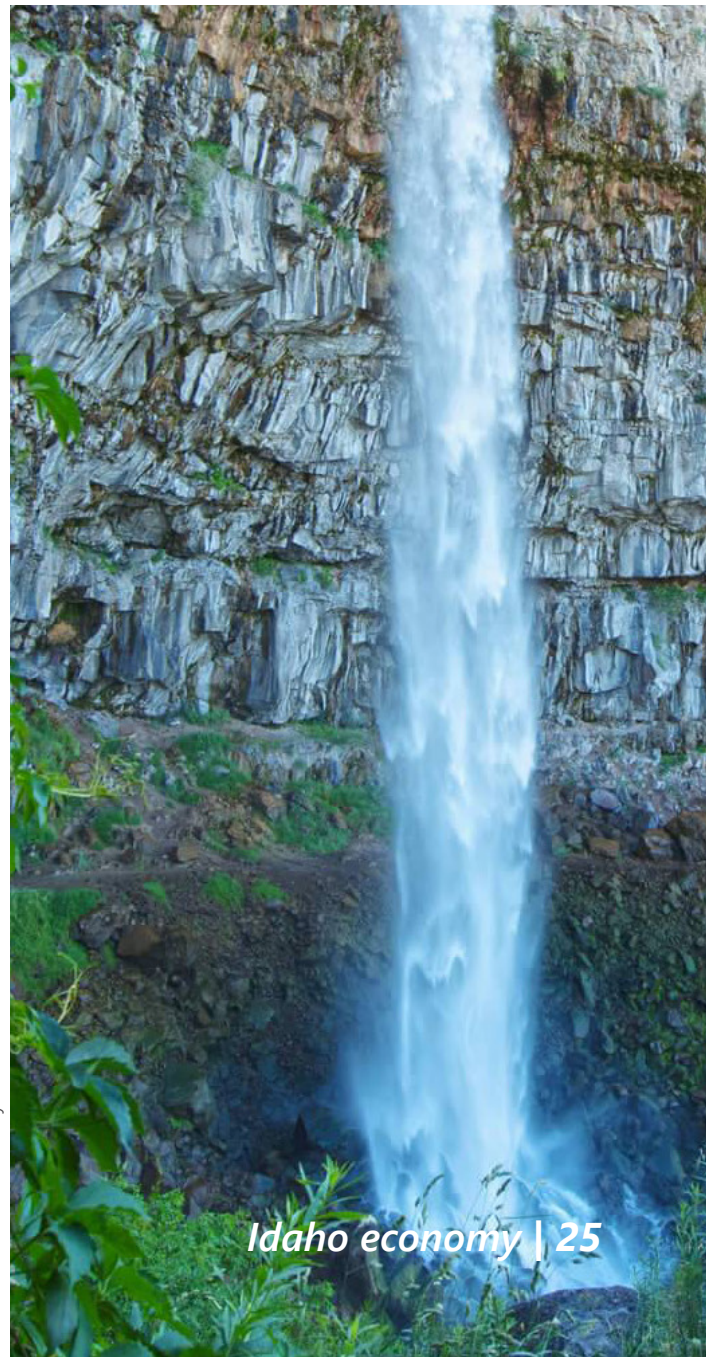
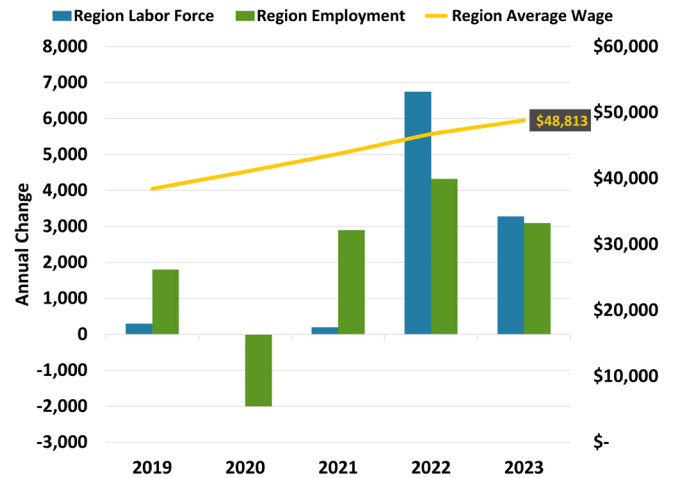
South Central – Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka & Twin Falls counties



South central Idaho’s population has increased 1.3% (or 2,742 persons) to 213,919 in 2022. The region’s population growth has slowed compared with the 1.9% (3,925) we saw in 2020-2021 as the pandemic brought a large influx on in-migration to Idaho. All counties except for Gooding County grew from 2021-2022. The county with the largest growth over the year was Jerome at 2.29%.

Labor force and employment have both been fairly flat throughout the year as population has grown slower than during the pandemic. Those moving into the region are disproportionately older, meaning they spend less or no time in the labor force. Wages have been growing rapidly as the shortage of labor has driven employers to offer higher pay rates to attract workers. It is important to note as unemployment has been slowly increasing unemployment is still low in the region and the labor market is still strong, just slowing marginally as the economy starts to ease with high interest rates taming spending and cooling inflation.

The industries with the largest growth in jobs this year were mining, quarrying, and oil and gas extraction (7%), educational services (7%), and information (5%). Twin Falls launched “Ride TFT” a public transit system that operates as an on-demand service like Uber or Lyft. The service has seen rapid growth from 4,500 riders in June, the first month of the program, to 7,000 riders in August. Increasing affordable commuting options can help attract increased labor force participation especially with populations that may struggle with transportation like youth, the physically disabled and the elderly.



Snake River Canyon - Visit Idaho

# Region 5

## Southeastern – Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida & Power counties

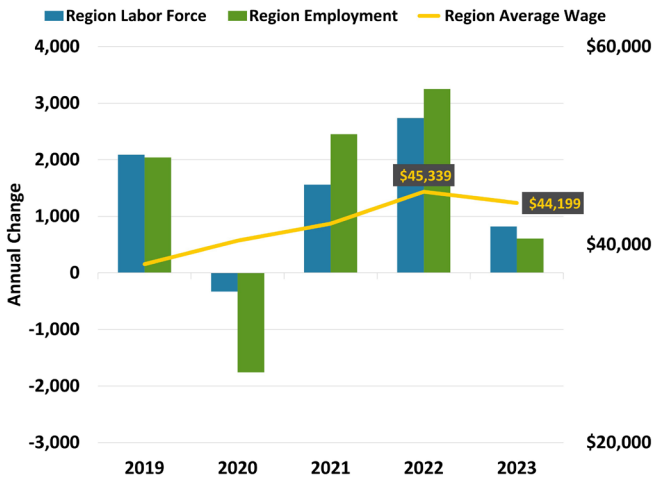


The population of Southeastern Idaho stood at 181,321 in 2022, up 1.9% year-over-year and 8.7% since 2015 (1.2% annualized). The accelerated population growth in the region the past couple years has followed statewide trends, if less pronounced than other regions such as the Treasure Valley. Like most of the state, this population growth is largely due to in-migration with southeastern Idaho becoming an attractive destination for residents from other Mountain West states as well as the West Coast.

Despite the population growth trends, the local civilian labor force and employed population have largely been flat this year with around 91,900 labor force participants and around 89,300 employed persons. Unemployment meanwhile has hovered around 2,600 people this year.

Recent job growth has been concentrated in education and health services, leisure and hospitality, and construction with the last of the three seeing the largest relative employment gains of 10.4% from 2021 to 2022. By contrast, professional and business services led declines among sectors in the region by losing over 200 jobs last year.

Construction job growth in southeastern Idaho has been strong, owing to many infrastructure projects and housing developments in the area. The multiyear I-15/I-86 “Flying Y” interchange project continues to make progress. New fiber optic cable has been laid in areas with otherwise poor internet connectivity, and municipalities have been working to upgrade local utilities to accommodate growing populations. New residential construction in urban areas continues to grow spurred by a tight housing market. Residential construction increasingly moves towards higher density, lower cost multifamily structures at the expense of single-family houses, reflecting household incomes and growing scarcity of developable land in some areas.



Rock Climbing near Pocatello - Idaho Tourism



# Region 6

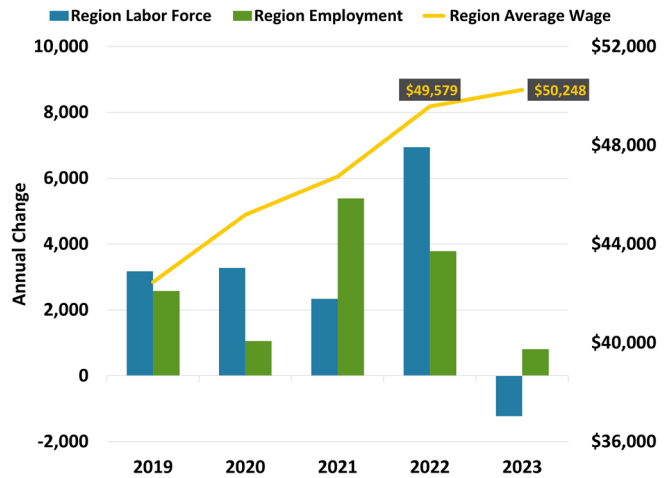
Eastern – Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison & Teton counties



Eastern Idaho’s population has increased by 4,750 people (1.2%) to 260,658 in 2022. As compared with the 2.1% regional population growth from 2020 to 2021, there is now apparent normalizing to pre-pandemic population levels. All nine counties in the eastern region realized population growth since 2020. The counties with the largest growth were Fremont (6%), Teton (7.8%) and Jefferson (8.2%).

The average employment growth rate in the eastern Idaho region between 2022 and 2023 began to level off to 809 workers (0.8%). Employment slowing began between 2021 and 2022 with a modest 2.1% increase. The average yearly wage from 2022 to 2023 saw a small increase to \$50,248 (1.3%), but a percentage point higher than the 0.3% wage increase observed between 2021 and 2022 to make up some ground for inflation. Both average yearly wages and average employment continue on an upward trajectory, albeit a slower climb, into next year.

The industries with the largest job growth this year in the eastern region were information (5.7%) and educational & health services (4.2%). Consistent with targeted industry growth, local researchers will receive part of a \$24 million grant for new research projects toward the impact of changes in climate, population and technology with energy and water use. The funding comes through a \$20 million five-year award from the National Science Foundation (NSF) and Established Program to Stimulate Competitive Research (EPSCoR), with the state contributing an additional \$4 million. Partnerships are also planned with state and federal agencies, the local Center for Advanced Energy Studies and Idaho National Laboratory, as well as public and private utilities.



Teton Scenic Highway - Idaho Tourism



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*supports* workers through career  
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