

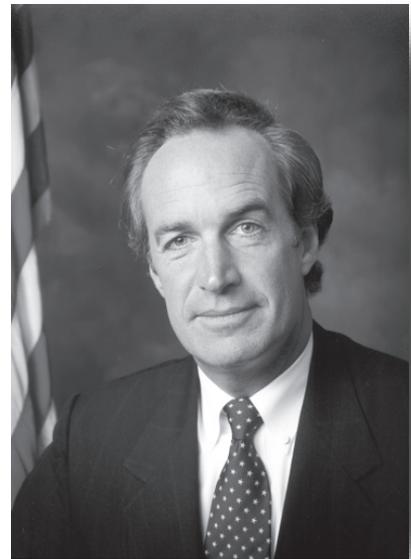
Workforce Investment Act

Annual Report 2003



Introduction

“Idaho’s ability to compete in a global economy depends upon the quality of our workforce. By giving our workers an opportunity to attain the skills needed in the new economy, Idaho will be positioned to lead the country in attracting the jobs that improve wages and quality of life for all Idahoans. I am committed to the creation of new high skill jobs by harnessing the combined energy and resources of employment, education and economic development to achieve success for all of Idaho.



*DIRK KEMPTHORNE
Governor*

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Idaho Workforce Development Council

“The Governor’s Workforce Development Council brings together business, labor, education, and government to develop strategies to build a quality workforce. The Council, working with local IdahoWorks Boards, is committed to creating opportunities for our citizens to gain the high level of skills needed in a globally competitive workplace. Our goal is to ensure development of a demand-driven system that meets the needs of our businesses while providing an improved quality of life for our Idaho workers. We are bringing together the resources of economic development, education, and employment to achieve this goal.



KAREN MCGEE, Council Chair, Pocatello

Council Members

Steve Ahrens
Vice Chair
 Idaho Association of
 Commerce & Industry
Boise

Dr. Janet Aikele
 Idaho Virtual Academy
Boise

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

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

The Workforce Development Council mourns the loss of its former member, Max McClintick, who passed away in September 2003.

Vision, Mission, and 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.

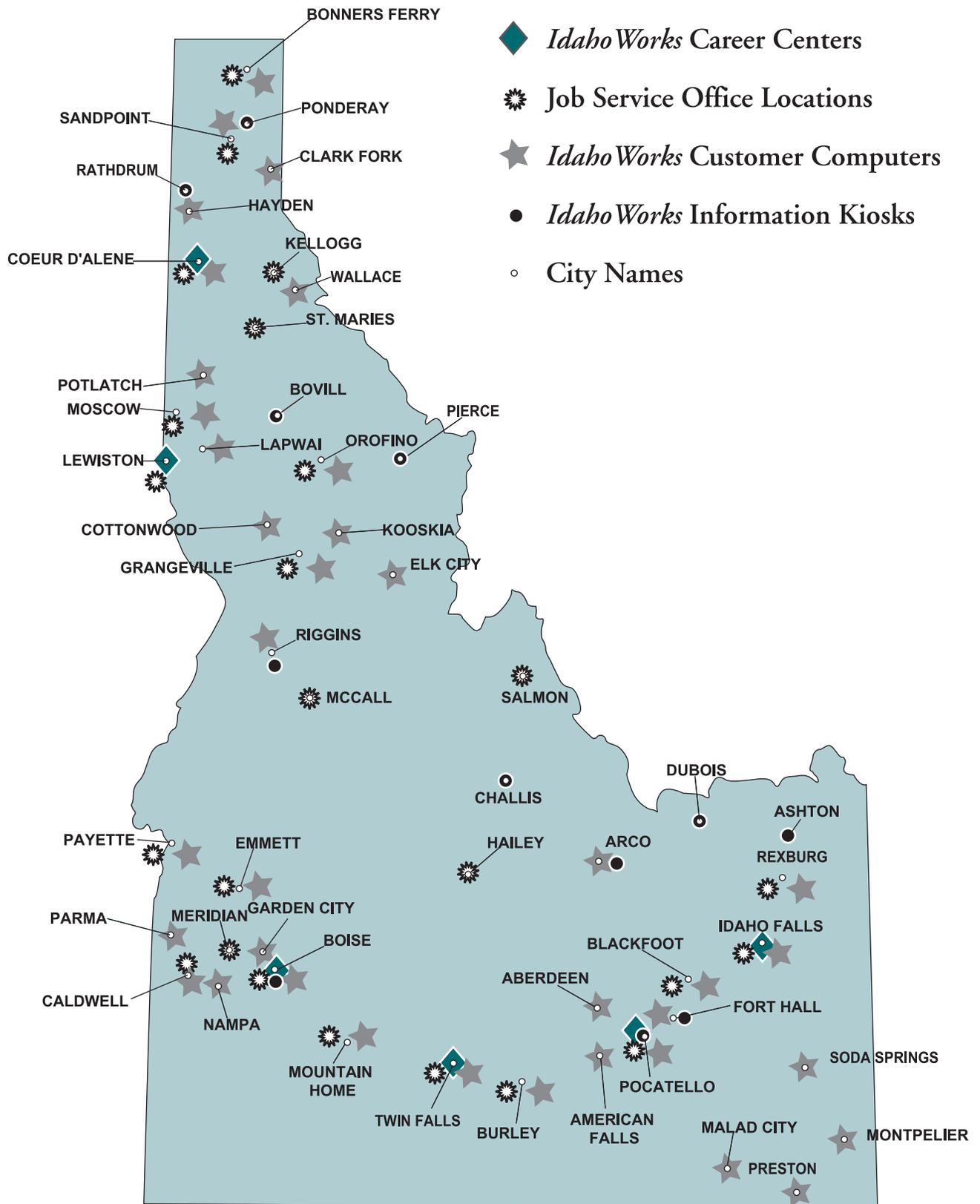
IdahoWorks One Stop Career Centers

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.

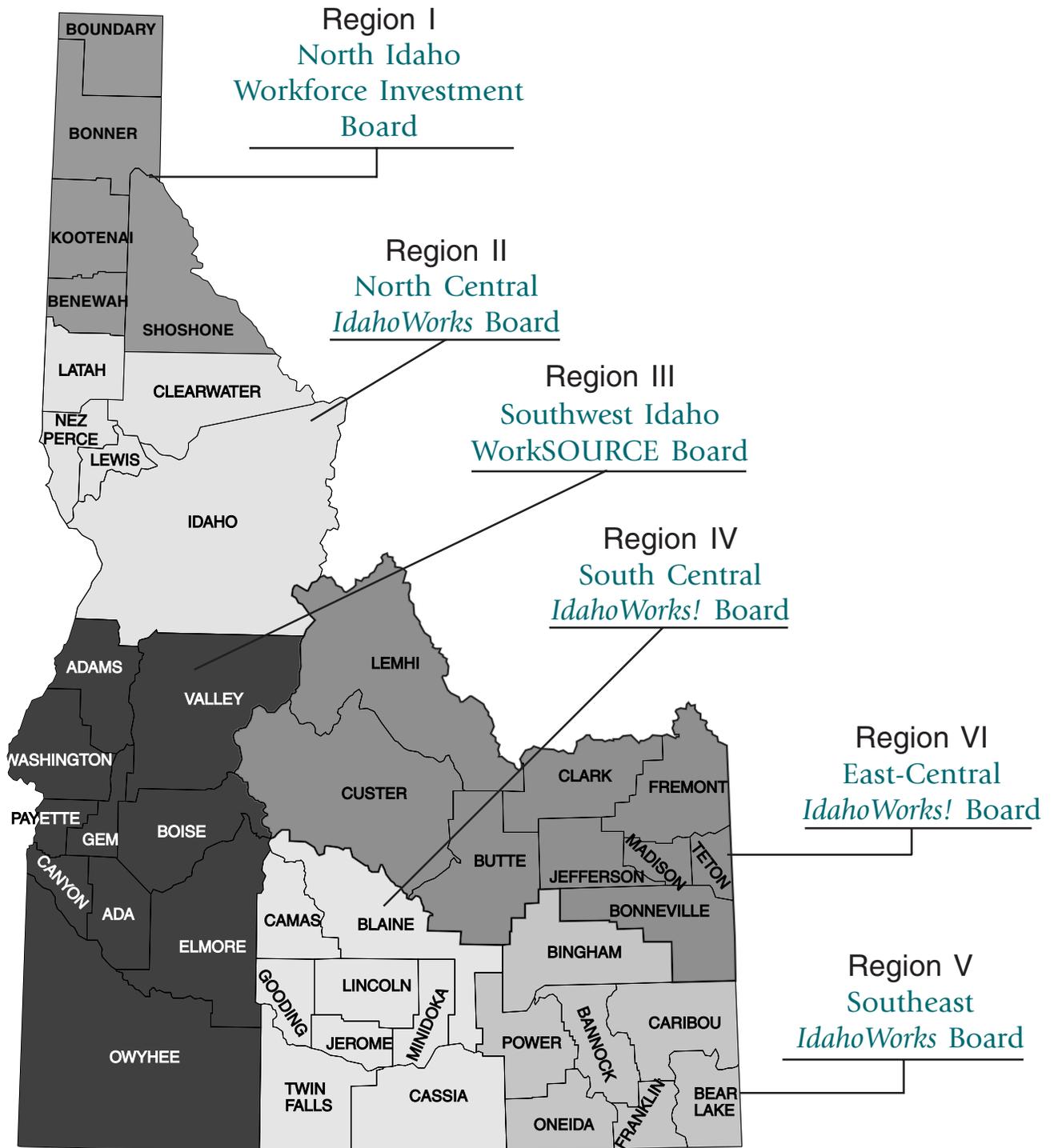
Automated – Internet Connection

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.

IdahoWorks System



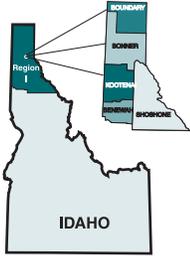
Workforce Investment Areas





WIA Regional & Partner Reports

Region I - North Idaho Workforce Investment Board



Archie McGregor, Board Chair, St. Maries
Jackie Bacon, Youth Council Chair, Bonners Ferry
Kris Suiter, NIWIB Director



Panhandle Area Council

Rick Currie, Coeur d'Alene, Chair • *Jim Deffenbaugh, Executive Director*

Regional Profile

The Region I Workforce Investment Area is comprised of Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties. Census 2002 estimates that the Panhandle has a population of approximately 184,327 residents. The Panhandle, especially Kootenai County, is experiencing population growth three times that of the U.S. population growth.

For the Panhandle, service and retail jobs continue to be the largest employment sectors, providing over 32,200 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. All of these sectors saw a slight decline in the last year. With recent and upcoming layoffs at Center Partners, Stimson Lumber, and Louisiana-Pacific, the Panhandle's unemployment rate is expected to exceed 9.0 percent by the end of the year.

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 continued its efforts to develop a public transportation system for participants of the workforce development system. Staff and several board members attended planning sessions and town hall meetings to garner support for a system that will primarily be used by people with disabilities, the elderly, and North Idaho College students.

Efforts began to market the North Idaho Workforce Investment Board through a monthly newsletter. The newsletter highlights service provider activities, WIA legislative news, transportation developments, regional business trends, and labor market information. The NIWIB also provides an article for the bi-monthly Panhandle Area Council newsletter that features Workforce Investment Act information.

One Stop Center/System

The local IdahoWorksSM System is positioned to serve as the one source for premium business solutions. The Operator, consisting of Job Service, Idaho Commission on Aging, and North Idaho College, enlisted a local marketing firm to develop outreach materials to promote our services to the employer community. These resources, combined with targeted direct outreach, will raise awareness among business and economic development representatives throughout our community.

The Bottom Line

Adult Program

For the period July 1, 2002, through June 30, 2003 (PY 02), our One Stop Operator reported 407 adult enrollments, exceeding the plan by 29 enrollments, or 108 percent of plan. A total of 204 adults exited the program at an average hourly wage at placement of \$9.79.

SUCCESS: Steve had a work history including millwork, welding, and other skilled labor jobs. Having exhausted his unemployment benefits after being laid off from his most recent job, Steve entered the WIA program. In his 50's, Steve felt driving a truck professionally was a solid career choice that would provide him a steady income. Steve passed his initial Department of Transportation (DOT) physical and drug testing requirements. The WIA program provided him training to obtain his Commercial Drivers License (CLD). Upon successfully completing the course, Steve obtained his Idaho State CDL. However, a technical glitch occurred in attempting to obtain his federal certification. Steve was born with a birth defect and his left arm is absent from 2-1/2 inches below the elbow. While Steve is fully capable of operating a truck without a prosthesis, federal Motor Carrier Safety Regulations require that he wear one in order to drive interstate. Over a five-month period, through a coordination of efforts by the driving school, Vocational Rehabilitation, and the WIA service provider, an old prosthesis that Steve had used for welding was adapted for his use and he passed the DOT Skills Test, receiving federal certification. Steve now drives steadily from coast to coast, enjoying the open road and a healthy living.

Dislocated Worker Programs

During the program year, 419 individuals were enrolled in the dislocated worker program through our region's service provider, which is Job Service. A total of 215 clients exited the program with an entered employment rate of 93 percent, and an earnings replacement rate of 95 percent at exit. A credential rate of 60 percent was achieved for these individuals.

SUCCESS: We traditionally think of a dislocated worker as someone who has experienced a layoff as a result of a plant closure or cutback. However, the dislocated worker program also offers services to displaced homemakers. Millie, a single mother of four, is enjoying extraordinary success thanks to her own tenacity and some support from the Coeur d'Alene Job Service. When she enrolled in the WIA program in the summer, she had just been accepted into the community college's RN program beginning that fall. Millie was balancing home, school, and finances to the best of her ability, but needed assistance with tuition and supportive services. She was helped with books, supplies, uniforms, testing, and licensing fees. Her hard work paid off, as she successfully completed the nursing program and obtained employment at over \$18.00 per hour working as a registered nurse.

Youth Programs

Our service providers for youth activities continue to enroll clients with extremely difficult barriers to overcome. Almost 98 percent of WIA youth enrollees were low-income, 66 percent were basic literacy deficient, 26 percent had dropped out of school, 30 percent were individuals with a disability, 28 percent were offenders, and 21 percent were parents.

PY02 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) served 407 youth, with 51 percent of them out of school.

SUCCESS: Alice is a young WIA participant who has evolved from a shy, 14-year old JTPA summer youth participant to a successful high school senior with a future in video production. Alice has overcome incredible personal suffering and loss, including the imprisonment of her father and the death of her sister, leading to depression, truancy, and drug use. Job Service staff worked with Alice over a three-year period to provide her with work experience opportunities, community service opportunities, grief counseling, drug counseling, and supportive services to ensure her success. All the staff shared in her pride and sense of accomplishment when she received her high school diploma, knowing she now has the confidence to continue her success in college and future endeavors. Alice has been accepted into the University of Montana's Video Production Program and received \$7,000 in college scholarships to help her attain her goal.

Region II - North Central *IdahoWorks* Board



Brenda Forge, President, Lewiston

Clearwater Economic Development Association

Joe Leitch, President, Lewiston

NCIWB Staff

Wanda Keefer, CEDA—Executive Director

Tim Rubio, Workforce Development Planner

Regional Profile

Idaho's Region II Workforce Investment Area includes five counties—Idaho, Lewis, Latah, Clearwater, and Nez Perce—along 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 Orofino Industrial Park was completed this year.
- Preparations are being made for the influx of tourists coming to celebrate the Lewis-Clark Bicentennial.
- The Nez Perce Tribe is moving forward with plans for a permanent casino structure.
- North Idaho Manufacturers Association has been formed.
- Region II & Southeast Washington completed a successful regional economic summit.

North Central *IdahoWorks* Board

The North Central *IdahoWorks* 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 *IdahoWorks* Board feels strongly that workforce development and economic development are 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.

One Stop Center/System

The One Stop Career Center continues to offer a full array of services to customers, through the Job Service offices. Businesses and institutions use the facilities to interview job seekers, to train staff, and to hold support group meetings.

The Bottom Line

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 of tasks that might be performed daily on the job. Students from area junior and senior high schools climbed the U.S. 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 U.S. Forest Service’s smokejumpers, did pull-ups with the U.S. 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.

Two Satisfied Customers

A young man enrolled in WIA seeking assistance in finding local employment that would provide enough income to support himself and his nephew, to whom he was now a legal guardian. He managed to find a part-time job with an employer who saw the young man’s potential, but realized that he would require additional training before he could rise to a supervisory position in the company, which is what the employer needed to fill. WIA arranged for an On-The-Job Training (OJT) position with the employer, which helped to meet the young man’s training needs as well as fill the employer’s position. Both are very satisfied with the program, which will result in the young man’s promotion to shop foreman upon completion.

One Stop Center Offers New Path After Divorce

A woman’s visit to the One Stop Center to look for work led to a conversation with a consultant who directed her to fill out an application for WIA. She was going through a divorce after 20 years of marriage and had only worked sporadically during that time. She found herself needing to support herself and her teenage son. After enrollment in the program, she began an intensive job search where she was given resume assistance and extensive amounts of work on the Internet. She obtained an interview with a local bank for a teller position, but she was nervous because she did not have appropriate clothing for the job. Her WIA case manager provided her supportive services to address the problem and she was later hired by the bank to fill the position. She enjoys her job and her employer is thrilled with her work.

As is evidenced by these real life stories, the WIA program has real value and impact on human lives. The participants, employers, and the communities benefit from the success of this program.

Region III - Southwest Idaho



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

Sage Community Resources

Dave Jett, President, Boise
Kathleen Simko, Executive Director

Regional Profile

Southwest Idaho is comprised of ten counties—Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington. With a population of 569,480, approximately 43 percent of the state's citizens, it is the most densely populated area in Idaho and comprises a mixture of rural and urban areas. The Boise Metropolitan Statistical Area has not fared well during the past year where non-agriculture employment was off by seven-tenths of a percent or 1,600 jobs, from third quarter 2002 levels. This compares with the state of Idaho drop of two-tenths of a percent during the same quarter. Major layoffs and plant closures include Micron, Jabil, and Simplot Meats. Since January 2001, more than 5,000 high-tech manufacturing jobs have been lost, although growth in lower-paying service jobs have increased. The regional unemployment rate is 5.6 percent as of October 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, Suite 100, 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 continues to emphasize the importance of serving the business community. To continue with last year's efforts on the delivery of services to employers, the Board took advantage of the opportunity for incentive grant funds from IDOL to improve services to business. The Employer's Training Consortium (ETC) of the Board is in charge of project oversight. The ETC identified *Health Care* as the pilot industry to serve with this grant and plans to replicate the process with other in demand industries.

The Board acknowledges the challenge of the system to involve the business customer. As a result, they have participated in outreach efforts to help promote the system and its benefits to the business community. Earlier in the year the Board partnered with the *Idaho Business Review* in support of Idaho's Top 40 Individuals Under the Age of 40. The Board recently got involved with the Boise Metro Chamber of Commerce Education and Workforce Committee, which allowed the opportunity for our Chair, Rick Jackson, to speak to an audience of local businesses. The Communications and Outreach Committee of the Board is furthering these efforts by developing a presentation that will be shared with regional service organizations and businesses.

The WorkSOURCE Youth Council built partnerships and brought many community agencies and local businesses together to enable youth projects. The most visible of those projects is the Rhodes Park Mural Project which was an effort undertaken by the WorkSOURCE Youth Council, Workforce-e, The VOICE, young people from the community, and other partners. Under direction from artists Ward Hooper and John Collins, young people converted parts of downtown Boise from bare walls to brilliant "Wheels," as the project was themed. The entire project took approximately one year to complete. The Council is also improving their online Youth Matrix that lists youth providers and services available throughout 10 county regions. The Matrix can be found at <http://www.worksourceidaho.com/jobseekers/youthservices.php>.

The Bottom Line

Business Success Story

Last spring, Krispy Kreme contacted the Idaho Department of Labor (IDOL) to inquire about assistance with staffing its first Idaho store. Krispy Kreme planned to have a grand opening for the Meridian store on October 7, 2003. IDOL and local Job Service staff responded with a well-organized plan, resulting in a very successful partnership between Job Service and Krispy Kreme.

The Krispy Kreme recruitment began with filling management positions during July and August. In September the company hired an additional 102 employees in just three days as a result of interviews held at the Meridian office. Job Service aggressively marketed job openings for production, retail, delivery, training, and supervisory positions. Job Service staff also arranged for seven WIA On-the-Job Training (OJT) positions with Krispy Kreme. These employees will be learning new skills related to bakery production, and Krispy Kreme is thrilled to have WIA assistance during the training period. Krispy Kreme's Director of Recruitment expressed her appreciation, saying, "If it wasn't for Job Service, we never would have made it!"

On the day of the Grand Opening, a Krispy Kreme executive remarked that the Meridian store had experienced a record-setting retention rate during the training period prior to the store's opening.

Partnering for Improved Customer Service

WorkSOURCE has developed a formal partnership with Manpower/Manpower Professional and Adecco Technical national staffing firms who both have branches located in the Boise Metro Area. WorkSOURCE provider Workforce-e has developed a referral system that helps each company identify job seekers who could benefit from the services provided by each.

Due to the large amount of online training services that Manpower/Manpower Professional offers, WIA clients who register with the firm can upgrade their skills or acquire new ones that will help make them more marketable. Adecco has sent a recruiter to the Career Center to recruit candidates for open positions. These organizations consistently post their open positions on the job board at the center. This partnership is a win-win situation for the staffing firms, the One Stop System, and job seekers.

System Success Story

John was laid off from Micron where he worked as an HVAC Mechanical Maintenance worker for 11 years. He holds a bachelor's degree in Applied Science and an associate's degree in Machine Shop, and has 20 years Repair Machinist experience. However, he's also had a neck injury and a history of surgery. He sought assistance at Meridian Job Service after his layoff. In light of John's education level, past work history, wage earnings, and neck disability, staff discussed the option of training in Supervision of Maintenance Workers. This allowed him to utilize transferable technical skills, maximize his wage earning capacity, and provided him with the ability to work in a position where his injury was not a barrier to employment. John attended management skills and basic computer skills training through Executrain. He was provided case management, out-of-area job search, and relocation assistance through WIA and the Trade Act. John obtained employment with St. Luke's Wood River Hospital as Director of Facilities with a wage increase of about 41 percent.



Region IV

South Central *IdahoWorks!* Board

Linda Barnes, Magic Valley Regional Medical Center, Chair

Chuck Byler, Twin Falls Chamber, Youth Council Chair

Alejandro Castañeda, Hispanic Business Association, 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, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls—and covers over 11,500 square miles. The population is approximately 162,400. The economy is diversifying, although agriculture is still the predominant industry. 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 the nearly 4,000 businesses, only 43 employ more than 50 people. While the Twin Falls/Jerome area is developing jobs, the Mini-Cassia area is struggling with the loss of 600+ jobs from the closure of J.R. Simplot Co. and the additional secondary and tertiary job losses from its closure.

South Central *IdahoWorks!* Board

The South Central *IdahoWorks!* Board (SCIW!) is a 30-member, business-led, business-majority organization. The Board received a \$600,000 Young Offender Demonstration Grant, which is one of 29 grants awarded nationally. Partners include Juvenile Corrections, Juvenile Court, Juvenile Probation, the Department of Health & Welfare, and Magic Valley Youth & Adult Services. This project is connecting the WIA youth program with juvenile corrections programs and assisting with the establishment of a Youth Transition House.

Youth Council

The Youth Council produced a ‘Youth Yellow Pages’ booklet—a resource guide for youth designed to fit in the back pocket of a pair of jeans. With 18,000 copies distributed, it is available throughout the eight counties in schools, youth programs such as Magic Valley Youth & Adult Services, 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 youth to use, the Youth Council has had requests for the information to be available for teachers, social workers, and parents. The Council is preparing a second printing.

One Stop Center/System

The One Stop Operator is a consortium of organizations—Idaho Department of Labor, Idaho Commission on Aging, College of Southern Idaho, Idaho Migrant Council, Magic Valley Youth & Adult Services, and Magic Valley Rehabilitation Services. It is called the South Central Idaho One Stop Consortium. The One Stop Center is the Magic Valley Job Service Office in Twin Falls where the partners offer services through the One Stop Center and the 16 affiliate sites throughout the eight-county region.

The One Stop Center has experienced an increased volume of employer usage, which continues to grow as 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 online work registration, viewing of job orders, and online unemployment claims submissions and weekly reporting. These services are virtually available 24 hours a day, seven days a week, with a new workstation for the sight impaired recently added.

The Bottom Line

Fear Transformed

“When I found out I was going to become a father, I thought my dreams were going to be pushed aside,” was the statement Vincent wrote on his WIA application. After Vincent attended the Mini-Cassia Youth Training Program, he learned that with hard work and perseverance his goals could still be achieved. Vincent graduated from high school and is currently attending a local community college. He would like to secure a degree in Business Management. Meanwhile, his love of working on cars has led him to a dream job of working at an auto parts store. It is part of a nationwide chain (AutoZone), which is grooming Vincent to become a store manager. Vincent says that now he knows that without proper training and education, he would never become the kind of father and provider he desires to be. Vincent told the local WIA staff that having someone believe in him and provide him with the tools to become successful has made all the difference in the world, getting him on track to a better life.

Moving Toward Self-Sufficiency

Jane, a certified nurse assistant, was not able to make a living on \$6.00 an hour as the sole support for three daughters and a disabled husband. Her goal was to continue with school and become a practical nurse, but with money tight, her education seemed out of reach. In addition, one of her daughters developed a physical condition that added to the already mounting family medical expenses. The 70-mile round-trip to attend school didn't help, either. She seriously considered quitting school to concentrate on working and paying bills. However, after enrolling in WIA, Jane was able to get sufficient assistance with counseling and referrals to get through a couple of particularly difficult months. She stayed in school, eventually making the President's list. In December 2002, Jane graduated from the Practical Nursing program and was employed immediately at nearly \$14.00 an hour—more than twice her CNA wage. While working under a provisional/temporary license, she studied for her licensing exam, which she passed with flying colors. She loves her full-time job, and is continuing her training to become a Registered Nurse, which she anticipates completing in May 2005.

Business Relations

The Magic Valley One Stop Career Center continues to focus a great deal of effort on providing business services to established, expanding, and new businesses. Center staff help manage the resume and job application process, match and refer qualified job applicants, tour company work sites to better understand job requirements and duties, provide a full range of critical labor market information to assist business with better decision-making, arrange interview appointments, and offer center office space for on-site interviews and recruitment activities. An important focal point is the staffs' involvement in regional economic development activities and customized business services to companies considering locating in our area or state.

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



Region V - Southeast *IdahoWorks* Board

Ivan Leonhardt, Chair, Montpelier
Brett Nelson, Youth Council Chair, Sterling
Bob Perky, Workforce Development Director

Southeast Idaho Council of Governments

Gene Caldwell, President, Malad
Kathleen Lewis, Executive Director

Regional Profile

Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power Counties comprise Region V, an area of 9,200 square miles with a population of 152,550, bordered by Wyoming to the east and Utah to the south. The Southeast Idaho economy is diverse, with agriculture, manufacturing, mining, government, high-tech, service, and increasing e-commerce contributing to the mix. The region continues to be plagued by layoffs, especially in transportation, mining, and related manufacturing and these tend to hit the smaller communities hard. Downsizing at the Idaho National Engineering and Environmental Laboratory (INEEL) also has an effect. There are new business openings and expansions in retail and services. AMI Semiconductor had an introductory public offering recently, and has opened a new engineering/research and development facility. While there are bright spots, the regional economy is not as vibrant as could be wished, and the loss of high-paying jobs remains a concern.

Southeast *IdahoWorks* Board

The Southeast *IdahoWorks* Board is the business-led organization that sets regional workforce policy to meet the goals of the Workforce Investment Act and the needs of Southeast Idaho. Board members are community leaders in their fields from throughout our Workforce Investment Area. Major accomplishments during the 2002-2003 Program Year include:

- Using \$1,276,000 in Workforce Investment Act funds to furnish, through our service provider, employment and training services to 531 adults, dislocated workers, and youth in our region. Pocatello-Blackfoot Job Service serves as the provider and One Stop Operator for Region V.
- Working with Idaho State University College of Technology to use \$55,000, our share of a national WIA incentive grant, to create online distance learning courses for development of an associate's degree program in Nursing that addresses the nursing shortage in rural Idaho. The grant was matched by Idaho State University (ISU).
- Providing board member and staff service on the Steering Committee of Partners for Prosperity—New Beginnings for Eastern Idaho.
- Providing service on a Rapid Response Committee helping those laid off at INEEL.
- Co-sponsoring the rural Healthcare Workforce Summit at ISU October 2002 that was convened to address rural health care needs and worker shortages.
- Sponsoring a workshop for more than 60 case managers to enhance their effectiveness and improve interactions with job seekers.

Youth Council

The Southeast *IdahoWorks* Board Youth Council, chaired by Brett Nelson, is working to strengthen partnerships and unification among regional organizations, and create initiatives concerned with youth issues. Efforts are underway to develop a website for and by regional youth, as well as to identify underserved groups in order to make recommendations to the Board as the next strategic plan is developed.

The Bottom Line

Dislocated Worker Finds Success

Charlene had a physical career with experience as a firefighter, EMT, and massage therapist. In 1994 she had an accident that required back surgery. Three years later, she had another accident that caused temporary paralysis, making her wheelchair bound.

Charlene decided she could not pursue these career interests any more and returned to school at Idaho State University (ISU). She started working on a double major in Computer Information Systems and Management. While attending ISU, she was hired by J.R. Simplot and continued her physical therapy to regain her mobility.

On March 1, 2000, Charlene was laid off due to reorganization. She had already completed half of her education at ISU. However, she was unable to find work that provided a self-sufficient income. She had to sell her house and move in with her mother. Charlene received assistance from Voc-Rehab and started working with the WIA program at the end of March. Voc-Rehab and WIA coordinated their resources, which allowed her to continue her schoolwork.

Over the past two and a half years, Charlene has maintained almost perfect attendance and grades ranging in the A's and B's. In the fall semester of 2002, Charlene struggled and failed in one of her computer classes. She contemplated dropping her Computer Information Systems major to concentrate on her management degree. But through joint advising between Voc-Rehab and WIA, she decided to finish both majors as she was within one year of completing both degrees.

Prior to the start of the 2003 spring semester, Dr. Schow, CIS professor at ISU, asked Charlene to join a group he had put together to work on a new government grant called the Information Security Task Force, which she accepted.

She graduated on May 16, 2003, with a bachelor's degree in Computer Information Systems, with an emphasis on Information Security and a bachelor's degree in Management, with an emphasis on Human Resources. She is currently interning for Dr. Schow, continuing her work on the Information Security Task Force. In June 2003, some of Charlene's work was presented to the Homeland Security Department in Washington, D.C.

Former Astaris Worker Gets Back on Track

Just a few months ago, Chris was a student. Now the former Astaris safety inspector works 12-hour shifts overseeing a \$3 million expansion project. After the Astaris phosphorus plant closed in December 2001, Chris, like many other longtime workers at the plant, went back to school. Chris graduated from the University of California at San Diego with specialty licenses to conduct safety training, certifications, and inspections for general industry and construction. The Fort Hall Indian Reservation put Chris to work in charge of the expansion of a bingo hall. The job at Fort Hall allowed him to stay in the area. If he does take a job out of the area in the future, Chris is prepared to move. He sold his rural home in Fort Hall and moved into a two-bedroom townhouse with his daughter. "I promised Andree (his daughter) I'd stick around here for her first year in school," Chris said.

Region VI — East-Central *IdahoWorks!* Board

Wally DeBoard, Chair, Salmon
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 East Idaho we continue to work with our economic development partners to promote our region through all forms of economic development. One of our partners, Madison Economic Development Corporation, recently recruited a firm to Rexburg called *Pro-fusion*, which specializes in welding technologies. The East-Central Idaho Workforce Investment Board's partner, East-Central Idaho Planning and Development Association (ECIPDA), is assisting *Pro-fusion* with loan opportunities. ECIPDA is also working to build an outreach center that will serve local business in the upper valley and will be used by Eastern Idaho Technical College in providing training opportunities in St. Anthony and beyond. Recently, a small business center in Salmon, which ECIPDA helped develop and obtain funding for, held its grand opening. The ECIPDA has been instrumental in assisting in the construction of these centers and in assisting other cities and counties in developing their infrastructure in preparation for their economic development efforts.

Madison County and the Rexburg area continue to make progress in their transition to a University locale and increase the number of students attending BYU-Idaho, formerly Ricks College. One of EDIPDA's partners, Madison Economic Development Corporation, is working to help the transition take place as smoothly and efficiently as possible.

The East-Central *IdahoWorks!* Board

The East-Central *IdahoWorks!* Board is a 28-member, business-led organization that oversees and coordinates workforce investment activities in East-Central Idaho. The board 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. The Region VI 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

Terry was a dislocated worker from the Meridian Goldmine in Salmon. She was laid off from her job as a crusher operator at the mine in April 2000. The 40-year old single parent with a daughter at home realized that there were limited opportunities in the mining industry for her, and she decided to pursue a career in a new field. She was interested in obtaining a bachelor's degree in Communications/Journalism, which she could accomplish in two years since she already had several college credits. She enrolled at Boise State University in the fall of 2000 and graduated with a 3.7 GPA after completing her senior seminar in August 2002. Both WIA and Trade Act Assistance programs assisted her with school expenses. While in school, she interned at a Treasure Valley television station. After graduation, she continued to work at the station and later became its station manager. She loves the new career and appreciates the assistance from WIA in helping her achieve her goal!

Youth

Victor was a 16-year-old high school dropout who had left school to help support his mother. Soon after he dropped out, his mother left the area to live in Mexico, leaving Victor alone with his 18-year old sister. His sister was the one who encouraged him to return to high school, which is the reason he came to the Idaho Falls Job Service *IdahoWorks* Career Center in spring of 2002.

His WIA case manager assisted him in obtaining school information and provided him with options on how to complete his education. He very much wanted to graduate with his classmates in 2003, even though it seemed he would need at least two more years of school. Nonetheless, Victor entered a local high school on April 1, 2002, intent on graduating the following year.

Every day he attended one high school from 8:00 a.m. to 1:30 p.m. and then trekked across town to attend another local high school from 4:00 to 9:30 p.m. In addition, he took several classes via the Internet when they were available. Despite the hour commute each way from home, he did this without any absences. Because of his perseverance, Victor graduated with his original class in June 2003. He is now an electrician apprentice, working full-time in Idaho Falls.

Adult

Megan had completed two years of the Registered Nursing (RN) program at ISU when she came to the WIA program for assistance. She was a very proud woman and embarrassed by her request, but she knew she needed assistance to complete her education in order to meet her obligations. She is a single mother of two boys and also cares for her elderly parents who suffer from the beginnings of dementia and the end stages of Parkinson's disease, respectively. Her only means of income was the sporadic child support she was receiving, making her years in school a financial struggle. WIA covered the one-and-a-half years remaining of the RN schooling she needed. The program provided for an operating room class as well as prescription glasses, which helped improve her studies immensely. Finding time to study and maintain the household was very difficult. However, throughout the time she was in the program, she always managed to earn excellent grades due to her commitment to succeed. Megan received her RN degree in May 2003 and is now employed at an area medical center, earning \$21.00 an hour. She is doing well and thoroughly enjoys her new career, stating that she learns something new every day.

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 Education

*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 postsecondary 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 on 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 the 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 providing 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 state ABE system served 8,780 students 2002-2003. Although our data analysis and data matching is not complete at this time, 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 less than projected explained, in part, by continuing to increase the rigor of the progress measurement and the loss of data at one of the larger programs. A full detailed report on educational level progress and GED attainment is now available. Employment and postsecondary enrollment data matching will be completed soon.

Commission on Aging

Lois Bauer, Administrator

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 state's Senior Community Service Employment Program (SCSEP), and provides technical assistance to the statewide WIA system regarding coordination and service to older workers.

The SCSEP is a critical part of the Older Americans Act, balancing the dual goals of community service, and employment and training for low-income seniors. The program provides employment planning, skill training, work experience, and placement services.

How well have we done?

At year's end, the SCSEP program served 138 older individuals and placed 41 in jobs at an average wage of \$7.58 per hour. Thirty-six percent of those placed received employer-paid health benefits. Idaho's WIA Adult Program, which is closely coordinated with the SCSEP, served 89 older workers.

Each year, the U. S. Department of Labor recognizes successful SCSEP that exceed their placement and enrollment goals. Programs are ranked based on their comparative success in transitioning older individuals into employment off the program as well as the number of older individuals they served with the available funds. This year, Idaho's SCSEP program ranked second in the nation with a 61 percent placement rate and sixth in the nation with a 206 percent service rate.

The SCSEP also delivered valuable public service throughout Idaho communities, measured at 60,916 hours; 23,000 of those hours supported the elderly community through cooking and delivering meals to home-bound, frail elderly and providing office support to local aging and adult protective service programs. And 37,000 hours supported activities in One Stop Career Centers, libraries, schools, parks, and non-profit organizations.

Commission for the Blind & Visually Impaired

Dr. Michael Graham, Administrator

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 about 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 our services in the State of Idaho. This past year the Commission was able to serve 985 individuals. Of those individuals, 106 were able to return to work as a result of our services with average weekly earnings of \$105.81 (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 recovered 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 monetary 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, 11,366 employees have been trained for 85 employers with an average wage per employee of \$10.35 plus benefits. The average training cost per employee is \$1,523.

Companies using the program include Center Partners, Dell, ML Technologies, Regence Blue Shield, Sears, and Qwest. In 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 the 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.

With a 24-month lifetime limit for adult participants to receive TAFI (cash assistance), 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 through Department contracts with agencies and vendors.

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.

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 the homeless, unpaid work experience, and basic job readiness provide needed skills enabling our most vulnerable populations to enter the workforce.

How well have we done?

Since welfare reform began in state fiscal year (SFY) 1998, the number of TAFI participants dramatically declined. Adult TAFI participants are required to take part in employment services or work preparation activities. To increase an individual's ability to contribute to their own success through employment, the Department implemented the Enhanced Work Services (EWS) program. There were 15,000 individuals served by this program in SFY 2003. These individuals are adults who find themselves unable to meet the basic needs of their family or the children they support. There were 3,000 individuals placed in permanent employment with an average hourly wage of \$7.47. In March of 2003 enhanced services were opened to non-custodial parents that found themselves unable to meet the needs of the children they desired to support. A total of 650 individuals were served in the first quarter with an initial 15 percent placement rate of which 58 percent are now paying child 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.

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 56,802 job openings through the *IdahoWorks* labor exchange system. Through our direct recruitment efforts, we helped fill 20,915 positions. We certified 1,034 business applications for employment tax credits. We helped maintain the stability of their workforce and local economies through regular unemployment insurance payments to 60,799 individuals who received nearly \$215.3 million in benefits.

Customer satisfaction surveys of WIA business customers reported an American Customer Satisfaction Index (ACSI) score of 84.4, which is well above the 68 percent federal performance standard. Idaho's Wagner-Peyser Labor Exchange program reported a national score of 77 for business customers during the fourth quarter reporting period.

For our 192,121 customers who registered for help in finding jobs or making career decisions, we provided at least one reportable service to 113,769 individuals and achieved an ACSI score of 65. Sixty-eight percent of Idaho job seekers registered for work during the program year entered employment, the highest in the western region and well above the national goal of 55 percent. For those who needed more help and were eligible for service under the Workforce Investment Act, we served 1,111 adults, 1,295 youth, and 2,087 dislocated workers. During program year 2002, the WIA program tallied a customer satisfaction ACSI score of 84.2 from program exiters.

Division of Professional-Technical Education

Dr. Mike Rush, State Administrator

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 almost 750 professional-technical programs offered throughout 109 Idaho districts. This represents a 41 percent increase in the number of programs offered over 1995.
- During FY2002, over 8,100 full- and part-time students enrolled in 151 AAS degree or certificate programs, reflecting a 10 percent increase from FY2001.
- In 2002, Idaho technical colleges assisted more than 32,500 adult Idahoans in improving their job skills via 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

Dr. Michael Graham, Administrator

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 primary goal is **employment**. Vocational Rehabilitation 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, individuals are only eligible for services if they: (1) have physical or mental impairments which constitute or result in a substantial impediment to employment and require Vocational Rehabilitation 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 Farm Workers, public offenders, or individuals with severe and persistent mental illnesses.

How well have we done?

In federal fiscal year (FFY) 2003, we served 12,959 clients. Of these, 1,799 were successfully rehabilitated. The average wage for clients who were rehabilitated into competitive or self-employment, earning at least minimum wage, is \$9.49 per hour. Other special populations that were served by IDVR in FFY 2003 were the Severely Disabled of which 11,084 were served and 1,598 rehabilitated, and 6,743 Most Severely Disabled individuals were served with 1,002 of these individuals rehabilitated. Included in these numbers are 1,953 students—258 of whom were transitioned successfully into employment. VR served 1,990 Adult Public Offenders and assisted 288 to become employed in FFY 2003. VR also served 366 Juvenile Offender Corrections clients with 34 rehabilitated.



WIA Title I Report

for the State of
Idaho

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, \$2.59 is returned to the community for each dollar spent and the investment is returned by the participant within twelve months. For dislocated workers, the investment is returned in ten months with those leaving the program returning \$3.51 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 21.5 months and youth are expected to return \$1.62 to the community for each dollar invested in their training.

Return on Investment - Adult

IDAHO
Adult ~ Program Year 2002
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,301,392
Increased FICA payments	\$1,091,583
Reduced Public Assistance Dependency	\$813,216
TOTAL ANNUAL TAXPAYER BENEFIT	\$3,206,191
Monthly Taxpayer Benefit	\$267,183
ADULT PROGRAM COST (Expenditures, PY 2002)	\$3,275,669
Number of months to pay back Taxpayer Investment	12

IMPACT OF WIA INVESTMENT
Adult ~ Program Year 2002
Summary at a Glance

Annual Increased Net Earnings of Participants	\$5,287,341
Annual Increase in FICA Contributions	\$1,091,583
Annual Increase in Federal Income Tax Payments	\$897,180
Annual Increase in State Income Tax Payments	\$404,212
Annual Decrease in Public Assistance	\$813,216
TOTAL ANNUAL IMPACT	\$8,493,532
ADULT PROGRAM COST (Expenditures, PY 2002)	\$3,275,669

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$2.59

Return on Investment - Dislocated Worker

IDAHO
Dislocated Worker ~ Program Year 2002
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$3,097,760
Increased FICA payments	\$2,541,008
Reduced Public Assistance Dependency	\$261,924
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,900,692
Monthly Taxpayer Benefit	\$491,724
D.W. PROGRAM COST (DW, Rapid Response, State 15% Expenditures, PY 2002)	\$5,154,286
Number of months to pay back Taxpayer Investment	10.48

IMPACT OF WIA INVESTMENT
Dislocated Worker ~ Program Year 2002
Summary at a Glance

Annual Increased Net Earnings of Participants	\$12,239,637
Annual Increase in FICA Contributions	\$2,541,008
Annual Increase in Federal Income Tax Payments	\$2,135,307
Annual Increase in State Income Tax Payments	\$962,453
Annual Decrease in Public Assistance	\$261,924
TOTAL ANNUAL IMPACT	\$18,140,329
D.W. PROGRAM COST (DW, Rapid Response, State 15% Expenditures, PY 2002)	\$5,154,286

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$3.51

Return on Investment - Youth

IDAHO
Youth ~ Program Year 2002
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,125,063
Increased FICA payments	\$849,860
Reduced Public Assistance Dependency	\$108,348
TOTAL ANNUAL TAXPAYER BENEFIT	\$2,083,271
Monthly Taxpayer Benefit	\$173,813
YOUTH PROGRAM COST (Expenditures, PY 2002)	\$3,746,722
Number of months to pay back Taxpayer Investment	21.5

IMPACT OF WIA INVESTMENT
Youth ~ Program Year 2002
Summary at a Glance

Annual Increased Net Earnings of Participants	\$4,004,646
Annual Increase in FICA Contributions	\$849,860
Annual Increase in Federal Income Tax Payments	\$757,741
Annual Increase in State Income Tax Payments	\$367,322
Annual Decrease in Public Assistance	\$108,348
TOTAL ANNUAL IMPACT	\$6,087,917
YOUTH PROGRAM COST (Expenditures, PY 2002)	\$3,746,722

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$1.62

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 population survey (CPS). 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 (social security), 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 \$6.00 an hour. If so, s/he would not have qualified for cash assistance, so the maximum monthly benefit as of July 1, 2003, for both cash assistance and food stamp assistance was counted as savings.

FICA contributions are calculated to be 15.3 percent of gross earnings.

Net (take home) earnings of the employed are calculated by computing the annual gross income and subtracting employee FICA and income taxes. Pre-program earnings are based on earnings reported in unemployment insurance records; post-program earnings are based on employment data collected at program exit.

Taxpayer Return on Investment

The Taxpayer Return on Investment represents the rate of return of taxpayer dollars, through increased tax contributions and decreased welfare costs.

To calculate the Taxpayer Return on Investment, the Total Annual Benefit is divided by twelve to produce a Monthly Taxpayer Benefit. The Program Cost is then divided by the Monthly Taxpayer Benefit to calculate the number of months it takes to pay back the taxpayer investment in WIA for the year in question.

Impact of Investment

This is a measure of the program's overall benefit to the community.

When calculating the Impact of Investment, net earnings of the participants are included, as well as the increased tax contributions and decreased welfare costs. Even though these earnings are not directly returned to the taxpayer, they represent a measure of increased productivity.

Assumptions

The ideal calculation of the return on WIA investments would contain raw data on individual participants for an entire year prior and subsequent to participation in WIA. The cost of collecting such data, however, would far outweigh the benefit of doing so. As such, these calculations rely on a number of assumptions about the data and about pre- and post-program conditions of participants. These are identified below:

In general, it is assumed that the following data, collected during program intake and exit as well as from unemployment wage records, remained constant for the entire year prior and subsequent to program participation, respectively:

Earnings

Employed/Unemployed Status

Public Assistance Grant Amounts

Family Size

Other Assumptions

Using the average income, average family size, and most frequently occurring filing status to calculate tax contributions will yield a representative, yet conservative, estimate for the individuals being counted.

Individuals are receiving all public assistance benefits for which they are eligible both prior and subsequent to program participation.

Other Taxpayer Benefits

The benefits reflected in these calculations include only a portion of those actually accruing to the taxpayer for these programs. Other welfare costs associated with Medicaid, subsidized housing, and Supplemental Security Income, for example, will generate significant savings if no longer received by program completers. Reduced Unemployment Insurance costs may generate additional savings. These measures also reflect increased tax contributions only for state and federal income taxes, without the inclusion of local and sales taxes. Information needed to calculate these related savings, however, is either not available or cost-prohibitive to produce.

Part B. Evaluation of Activities

Idaho's Focus for WIA

The Workforce Development Council and local *IdahoWorks* Boards have provided the necessary direction to successfully implement the WIA throughout the state. Thanks in large part to this leadership, Idaho met all but one of its federally established statewide performance goals for WIA during the last program year.

The Dislocated Worker earnings replacement was slightly below the negotiated rate (90.62 percent/94 percent) as a result of the tight labor market. The overall rate of accomplishment was well within range to be considered for incentives.

Challenge

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 of 1.3 million. By its very nature, stretching programs with limited funding is always difficult.

An issue impacting WIA in Idaho is cost allocation among One Stop partners. During PY 2002, five One Stop centers piloted a cost sharing methodology based on the relative share of customers using the centers. With only one exception, partners were unable to provide data to allow a cross match of files with programs operating full time in the centers. The data indicated, however, that participation in the centers by partners who did not maintain a full time presence was so limited as to be considered immaterial for cost allocation purposes. A sixth center allocated a percentage of space in the center and shared costs among the 11 partners who visited on a part-time or rotating basis. This is a model that will be considered for use in the five centers that will need to develop an alternative model. We believe the initial methodology is sound and could be workable if data sharing, controlled to protect customer privacy, could be authorized among One Stop partner agencies.

While partners other than "Labor" programs have a minimal physical presence in the centers, customer service continues to be provided through referrals. Full-time staff at the One Stop center provide orientations on available services and all partner programs to all customers to ensure service access throughout the region.

Future Evaluations

During the last program year, the Idaho Department of Labor performed a survey to assess the availability of workforce development services. The state coordinated with the university system to design and implement this study. The survey work is nearing completion and will be available for analysis during PY 2004.

Using WIA Incentive Funds, the state funded pilots in each of the six Workforce Investment Areas to improve services to our business customers. Pilots will be evaluated during PY 2003 to identify those practices that prove most effective in improving services to business.

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	70%	84.2	1,482	1,908
Employers	68%	84.4	25	27

Table B — Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72%	88.99%	307
			345
Employment Retention Rate	81%	88.66%	430
			485
Earnings Replacement in Six Months	\$3,700	\$3,877.71	\$1,667,417
			430
Employment And Credential Rate	47%	67.62%	284
			420

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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	91.67%	22 24	91.49%	43 47	85.94%	55 64	80.43%
Employment Retention Rate	83.33%	20 24	88.46%	46 52	89.04%	65 73	81.82%	36 44
Earnings Change in Six Months	\$4,920.53	\$103,331 21	\$2,231.80	\$104,895 47	\$3,685.47	\$224,814 61	\$608.29	\$22,507 37
Employment And Credential Rate	66.67%	14 21	68.83%	30 47	58.06%	36 62	44.83%	13 29

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	89.53%	231 258	87.36%
Employment Retention Rate	88.63%	343 387	88.78%	87 98
Earnings Change in Six Months	\$4,163.79	\$1,428,178 343	\$2,749.87	\$239,239 87

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77%	93.07%	806
			866
Employment Retention Rate	88%	91.56%	738
			806
Earnings Replacement in Six Months	94%	90.62%	\$8,610,490
			\$9,502,197
Employment And Credential Rate	47%	69.91%	395
			565

Table F — Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	90.6%	135 149	91.8%	56 61	84.44%	76 90	100%
Employment Retention Rate	88.15%	119 135	89.29%	50 56	90.79%	69 76	76.32%	29 38
Earnings Replacement Rate	94.35%	\$1,519,746 \$1,610,800	92.08%	\$461,626 \$501,350	76.69%	\$620,667 \$809,309	305.88%	\$239,419 \$78,272
Employment And Credential Rate	67.44%	58 86	63.04%	29 46	68.42%	39 57	90.91%	30 33

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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	93.27%	527	92.69%	279
		565		301
Employment Retention Rate	92.98%	490	88.89%	248
		527		279
Earnings Replacement Rate	89.82%	\$5,296,278	91.92%	\$3,314,212
		\$5,896,558		\$3,605,639

Table H — Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	86.84%	66
			76
Employment Retention Rate	81%	86.17%	81
			94
Earnings Change in Six Months	\$2,800	\$2,910.35	\$221,186
			76
Employment And Credential Rate	37%	55.56%	60
			108

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Table I — Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	100%	6	0 %	0	92.86%	13	85.48%
	6		0		14		62	
Employment Retention Rate	71.43%	5	0 %	0	94.74%	18	85.33%	64
		7		0		19		75
Earnings Change in Six Months	\$2,569.15	\$12,846	\$0.00	\$0.00	\$2,815.18	\$36,597	\$1,991.89	\$115,530
		5		0		13		58
Credential Rate	55.56%	5	0 %	0	52.17%	12	47.73%	42
		9		0		23		88

Table J — Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	74%	87.18%	891
			1,022
Diploma or Equivalent Attainment Rate	55%	74.55%	208
			279
Retention Rate	56%	79.91%	187
			234

Table K — Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	77.22%	61	92.94%	329	75.82%
	79		354		273	
Diploma or Equivalent Attainment Rate	57.14%	12	89.16%	74	50%	42
		21		83		84
Retention Rate	54.55%	6	85.29%	58	74.29%	78
		11		68		105

Tables

Table L — Other Reported Information, Part A

	12-Month Retention Rate		12-Month Earnings		Nontraditional Employment	
Adults	83.37%	341	\$4,356.26	\$1,476,772	10.42%	32
		409		339		307
Dislocated Workers	92.27%	752	98.58%	\$8,005,703	7.3%	56
		815		\$8,120,944		767
Older Youth	89.33%	67	\$4,489.86	\$278,372	13.64%	9
		75		62		66

Table L — Other Reported Information, Part B

	Wages at Entry		Training Related Employment	
Adults	\$3,913.47	\$1,072,292	84.18%	165
		274		196
Dislocated Workers	\$6,072.67	\$4,420,904	78.28%	382
		728		488
Older Youth	\$2,349.82	\$133,940		
		57		

Table M — Participation Levels

	Total Participants Served	Total Exiters
Adults	1,111	537
Dislocated Workers	2,087	935
Older Youth	292	147
Younger Youth	1,003	453

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Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,275,669
Local Dislocated Workers		\$2,545,539
Local Youth		\$3,746,722
Rapid Response (up to 25%) §134(a)(2)(A)		\$1,285,590
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		\$1,480,234
Statewide Allowable Activities §134(a)(3)	Statewide Miscellaneous Activities (older worker pilot, LMI, additional dislocated worker services, marketing, JobLine).	\$ 521,090
Total of All Federal Spending Listed Above		\$13,854,844

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Table O – Local Performance

Local Area ONE	Total Participants Served	Adults	407
		Dislocated Workers	419
		Older Youth	85
		Younger Youth	322
ETA Assigned # 16040	Total Exiters	Adults	204
		Dislocated Workers	215
		Older Youth	39
		Younger Youth	140
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	84.2%
	Employers	68%	87.7%
Entered Employment Rate	Adults	72%	84.4%
	Dislocated Workers	77%	93.2%
	Older Youth	70%	78.3%
Retention Rate	Adults	81%	88.3%
	Dislocated Workers	88%	90.9%
	Older Youth	81%	93.1%
	Younger Youth	56%	72.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$3,147.79
	Dislocated Workers	94%	95.33%
	Older Youth	\$2,800	\$3,220
Credential/Diploma Rate	Adults	47%	59.0%
	Dislocated Workers	47%	59.6%
	Older Youth	37%	47.2%
	Younger Youth	55%	63.1%
Skill Attainment Rate	Younger Youth	74%	85.2%
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

Tables

Table O – Local Performance

Local Area TWO	Total Participants Served	Adults	110
		Dislocated Workers	156
		Older Youth	37
		Younger Youth	89
ETA Assigned # 16045	Total Exiters	Adults	56
		Dislocated Workers	94
		Older Youth	16
		Younger Youth	52
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	82.4%
	Employers	68%	85.4%
Entered Employment Rate	Adults	72%	86.4%
	Dislocated Workers	77%	93.8%
	Older Youth	70%	83.3%
Retention Rate	Adults	81%	93.4%
	Dislocated Workers	88%	88.3%
	Older Youth	81%	81.0%
	Younger Youth	56%	87.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,095
	Dislocated Workers	94%	86.8%
	Older Youth	\$2,800	\$2,344
Credential/Diploma Rate	Adults	47%	56.8%
	Dislocated Workers	47%	64.9%
	Older Youth	37%	33.3%
	Younger Youth	55%	77.8%
Skill Attainment Rate	Younger Youth	74%	83.5%
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

Tables

Table O – Local Performance

Local Area THREE	Total Participants Served	Adults	296	
		Dislocated Workers	949	
		Older Youth	87	
		Younger Youth	259	
ETA Assigned # 16015	Total Exiters	Adults	153	
		Dislocated Workers	406	
		Older Youth	56	
		Younger Youth	142	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70%	76.2%	
	Employers	68%	83.3%	
Entered Employment Rate	Adults	72%	97.8%	
	Dislocated Workers	77%	91.5%	
	Older Youth	70%	90.5%	
Retention Rate	Adults	81%	84.4%	
	Dislocated Workers	88%	93.5%	
	Older Youth	81%	81.8%	
	Younger Youth	56%	82.4%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$3,665	
	Dislocated Workers	94%	83.7%	
	Older Youth	\$2,800	\$2,534	
Credential/Diploma Rate	Adults	47%	75.4%	
	Dislocated Workers	47%	76.2%	
	Older Youth	37%	70.8%	
	Younger Youth	55%	78.5%	
Skill Attainment Rate	Younger Youth	74%	85.0%	
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	123	
		Dislocated Workers	179	
		Older Youth	21	
		Younger Youth	144	
ETA Assigned # 16050	Total Exiters	Adults	56	
		Dislocated Workers	74	
		Older Youth	11	
		Younger Youth	37	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70%	91.4%	
	Employers	68%	81.9%	
Entered Employment Rate	Adults	72%	93.1%	
	Dislocated Workers	77%	96.8%	
	Older Youth	70%	100%	
Retention Rate	Adults	81%	94.2%	
	Dislocated Workers	88%	86.9%	
	Older Youth	81%	100%	
	Younger Youth	56%	93.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,553	
	Dislocated Workers	94%	99.1%	
	Older Youth	\$2,800	\$6,804	
Credential/Diploma Rate	Adults	47%	68.2%	
	Dislocated Workers	47%	59.1%	
	Older Youth	37%	100%	
	Younger Youth	55%	62.5%	
Skill Attainment Rate	Younger Youth	74%	93.5%	
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	82
		Dislocated Workers	289
		Older Youth	39
		Younger Youth	99
ETA Assigned # 16055	Total Exiters	Adults	35
		Dislocated Workers	101
		Older Youth	13
		Younger Youth	47
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81.6%
	Employers	68%	0%
Entered Employment Rate	Adults	72%	93.3%
	Dislocated Workers	77%	97.1%
	Older Youth	70%	100%
Retention Rate	Adults	81%	83.3%
	Dislocated Workers	88%	92.5%
	Older Youth	81%	100%
	Younger Youth	56%	89.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,909
	Dislocated Workers	94%	107.5%
	Older Youth	\$2,800	\$5,081
Credential/Diploma Rate	Adults	47%	86.2%
	Dislocated Workers	47%	79.6%
	Older Youth	37%	66.7%
	Younger Youth	55%	94.9%
Skill Attainment Rate	Younger Youth	74%	94.2%
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

Tables

Table O – Local Performance

Local Area SIX	Total Participants Served	Adults	93	
		Dislocated Workers	95	
		Older Youth	23	
		Younger Youth	90	
ETA Assigned # 16060	Total Exiters	Adults	33	
		Dislocated Workers	45	
		Older Youth	12	
		Younger Youth	35	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70%	85.6%	
	Employers	68%	N/A	
Entered Employment Rate	Adults	72%	81%	
	Dislocated Workers	77%	92.7%	
	Older Youth	70%	100%	
Retention Rate	Adults	81%	94.1%	
	Dislocated Workers	88%	90.5%	
	Older Youth	81%	70%	
	Younger Youth	56%	81.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,742	
	Dislocated Workers	94%	93.4%	
	Older Youth	\$2,800	\$1,118	
Credential/Diploma Rate	Adults	47%	79.3%	
	Dislocated Workers	47%	70.3%	
	Older Youth	37%	58.3%	
	Younger Youth	55%	70%	
Skill Attainment Rate	Younger Youth	74%	88%	
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	

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