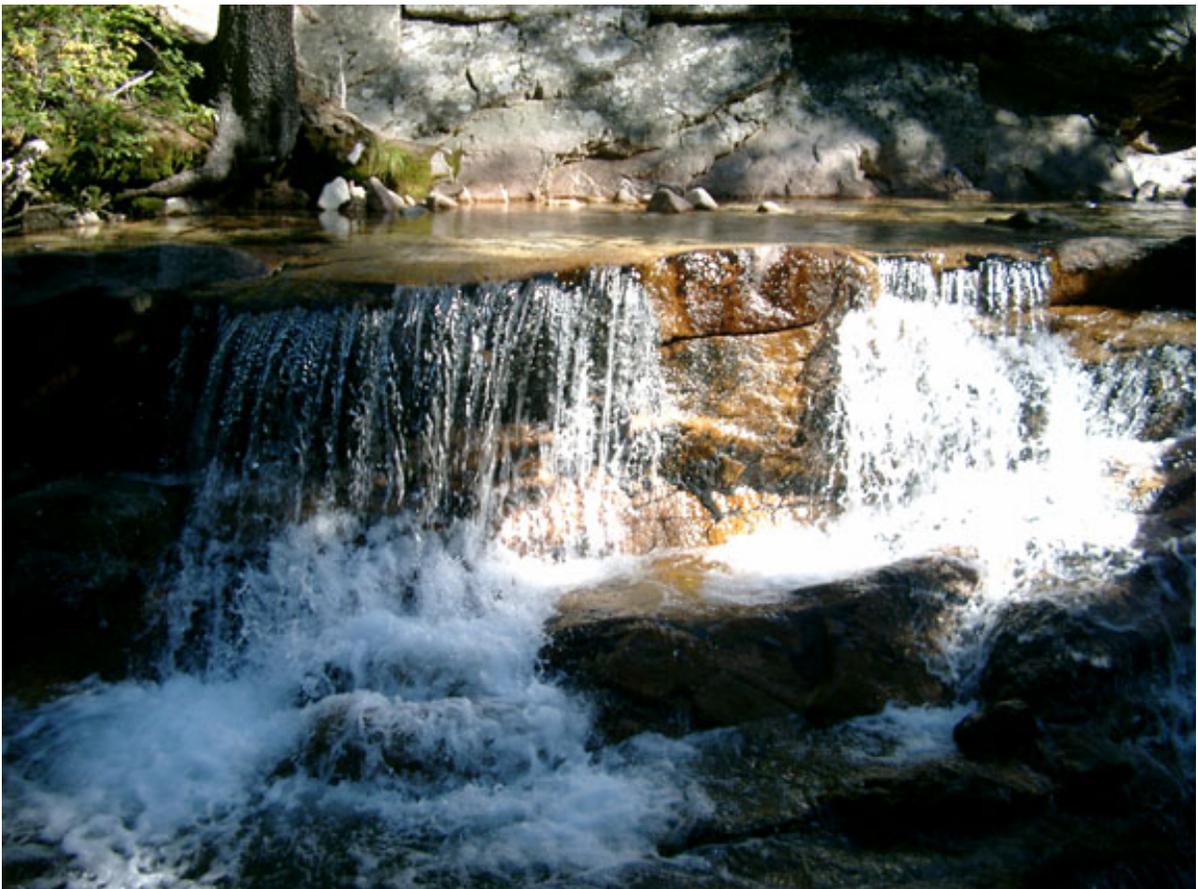


STATE OF
IDAHO

**WORKFORCE INVESTMENT ACT
ANNUAL REPORT - PY 2014**



DECEMBER 2015

WIA Title I Report for the State of Idaho*

Report Narrative

(Return on Investment and Performance Data follows this section)

*The Idaho Department of Labor is the designated administrative entity for the State of Idaho and is responsible for providing this end of year report on the various federally funded programs administered by the US Department of Labor.

This year's annual report reflects the varied accomplishments across the state that are resulting in Idaho's job seekers entering employment, connecting business with the talent they need to further grow and strengthen the state's economy. Idaho's workforce development system partners have worked together to address a variety of issues, creating innovation on a smaller scale with minimal investment. Showing the state's ability to successfully do more with less over the last several program years, this report provides the performance outcome data and other required reporting by the Workforce Investment Act (WIA), covering a multitude of services and programs funded through the U.S. Department of Labor.

In order to address the issue of reductions in federal grants that support employment and training services the Idaho Department of Labor (IDOL) streamlined its service delivery organization by establishing a regional structure of its local office network. Seven regional offices in Post Falls (Kootenai County), Lewiston, Canyon County, Meridian, Magic Valley, Pocatello and Idaho Falls serve as central coordinators for all department activity within their geographic regions. The remaining offices within each region coordinate workforce activities with and report to the regional offices. All offices deliver a full array of workforce services, both electronically and in person, to job seekers and businesses. This deemphasized the management of local offices and increased the focus on serving businesses and identifying priorities to become more effective in the delivery of workforce services.

Idaho's workforce development system coordinates a multitude of activities and resources to ensure a comprehensive array of services reach as many of its residents throughout the state as possible. It works to prepare the public, participants and employers for changes in the labor market, gaps and gains in knowledge and skills, and the impact new technology and others resources will have on local markets and industries. The Idaho Department of Labor and other workforce system partners promote universal access, individual and industry employment solutions and collaboration. The state's workforce development system acts to move individuals and organizations through the process of change, such as providing opportunities after a dislocation or working with employers to identify and furnish individuals with high demand skills.

Idaho's workforce development system has remained steadfast in its mission to help Idahoans enter, remain and advance in the workforce while supporting the state's business climate through a sector-strategy approach. Building momentum to sustain its economic growth, Idaho has focused on further developing its workforce talent to

continue powering its growth. As of July of 2015, economic indicators show the state exceeds the nation's rate of progress.

Guided by key essential principles, including accountability, collaboration, flexibility, and transparency, Idaho's workforce development system is demand-driven, responding to Idaho businesses' and job seekers' employment and training needs, which has demonstrated its success through a strengthened economy. In June of 2014, the state's adjusted unemployment rate was at 4.7 percent; in 2015 during the same month, this rate was at 4.0 percent. Continuously monitoring and analyzing the needs of the state's workforce and businesses helps ensure a solid approach enabling job growth that promotes a well-trained workforce, ensuring Idaho's global competitiveness. US Bureau of Labor Statistics indicate that over the last year, employment in the state has increased about 3.8 percent, with the state seeing the largest percentage of growth in the country with the growth across most industries.

For the state's economy to grow and prosper, employers must convey to job seekers the skills their businesses need and job seekers must recognize and communicate the skills they possess or obtain new skills to meet businesses' needs. A demand-driven workforce development system plays a vital role in this process, acting as a hub for sharing information related to jobs and skills, facilitating connections between businesses and job seekers, and providing assistance with job search and training needs.

The state's workforce investment system, comprised of a network of a multitude of stakeholders that includes Department of Labor's local offices, Adult Basic Education, Professional Technical Education, Department of Commerce, Vocational Rehabilitation and many others, playing a significant role, ensures employers have access to a prepared workforce and that jobseekers have access to services and resources that will enable them to obtain and keep self-sustaining employment.

Idaho's state Workforce Development Council with its membership that includes representatives from business and industry, has a significant role as this network's leader, highlighting its ability to connect and work with other stakeholders and partners. Its guidance of the One Stop system and ability to WIA resources throughout the state help to ensure the success and overall effectiveness of the system.

The state strategic plan, covering WIA and Wagner-Peyser/Employment Services, functions as the overarching guide in the implementation of its successful workforce strategies.

I. PARTICIPANT INFORMATION/ PERFORMANCE MEASURE – CUSTOMER SATISFACTION

In accordance with federal guidance (Training and Employment Guidance Letter, 7-15), the state has submitted the required WIA performance reports for Program Year 2014. The state's performance data, may be seen at the end of this report in the Table Section beginning on page 26.

The department continued a concerted effort to increase customer experience by continually reaching out to the public, increasing the awareness and use of the workforce services offered through the One-Stop Career System and its 25 American Job Centers. Components of this effort include:

- Increasing job seekers' and employers' experience and awareness of department services
- Increasing the positive, personal touch to both customer bases.
- Improving customer service efficiency across the agency.

The department continues making changes to its redesigned labor.idaho.gov Web portal as a means of enhancing customers' experience and improving One-Stop customers' navigation. Launched in PY12, both the business and job seeker portals provide an enhanced environment for each customer group to access online services

The Idaho Department of Labor also continues to work toward a balanced approach of utilizing self-service tools such as IdahoWorks web portal and the new UI claimant web portal and exploring self-service assessment tools and staff assisted services as we continue to have reductions in federal resources impacting the ability to provide one on one personalized services in our local offices.

To determine the impact of the state's efforts to enhance its service delivery, it reviewed the outcomes of several measures from PY14 and compared them to the results from PY13. In PY14, the state noted an almost 27 percent increase in the number of employers active within the labor exchange system over the previous year, leading to an overall increase of more than five percent in the number of job openings during the same period.

The impact to job seekers during the same time frame was also notable. The number of those obtaining employment in PY14 in comparison to those from PY13 increased. This is indicated through the overall number of participants within the state's labor exchange system decreasing 21 percent between PY13 and PY14.

II. RETURN ON INVESTMENT

Idaho's "Return-On-Investment" (ROI) 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) compared to the return on that investment (participant gains in wages, taxes, reduced public assistance) provides a measure of success beyond the required program performance standards.

Each WIA program demonstrates a positive ROI impact for the community resulting from participation in the program. For individuals enrolled in the Adult program, \$5.10 is returned to the community for each dollar spent and the investment is returned by the participant in 6.2 months. For dislocated workers, the investment is returned in 7.7

months with those exiting the program returning \$4.68 to the community for each dollar invested.

Youth, particularly younger youth, are less likely to be directed toward immediate employment upon program 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, the analysis considers future impact resulting from continued participation in education through high school and beyond for younger youth. Impacts for older youth who are employment directed upon program completion are computed in the same manner as adults and dislocated workers. The results of our analysis demonstrate that investments in youth are repaid in approximately 12.9 months and youth are expected to return \$2.67 to the community for each dollar invested in their training.

RETURN ON INVESTMENT BACKGROUND

Each person who applies for WIA services completes an application that supplies information on employment status, cash 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 earnings of those with less than a high school education as reported in the most recent Current Population Survey (CPS.) Post-program information is the mean earnings for high school graduates from the same survey. While this does not report actual earnings, it is used as an indicator of future program impact.

The raw data collected at these points is used to project and compute employment rate, net (take home) pay of the employed, FICA and federal and state income tax contributions and public assistance costs. By comparing pre-program and post-program data, we can reasonably determine the benefit of the program compared to the cost of the program.

METHODOLOGY

Federal and state income taxes paid are calculated by using federal and state tax tables, based on average income, average family size, and the most frequently occurring filing status of participants. Increased tax contributions are derived from subtracting pre-program contributions from post-program contributions.

Annual public assistance costs are calculated by multiplying the number of cash welfare recipients by the maximum monthly welfare grant times twelve; food stamp costs are calculated by multiplying the number of food stamp recipients by the average

monthly food stamp amount times twelve. Decreased public assistance costs were derived by determining whether an individual who was on assistance at intake was working more than 25 hours a week at \$7.25 per hour. If so, she or he would not have qualified for cash assistance, so the maximum monthly benefit as of July 1, 2014, 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
- Public Assistance Grant Amounts
- Employed/Unemployed Status
- 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.

II. A.**IDAHO**

Adult ~ Program Year 2014
 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,985,891
Increased FICA payments	\$1,687,840
Reduced Public Assistance Dependency	\$1,336,752
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,010,483
Monthly Taxpayer Benefit	\$417,540
ADULT PROGRAM COST (Expenditures, PY 2014)	\$2,592,437
Number of months to pay back Taxpayer Investment	6.2

IMPACT OF WIA INVESTMENT

Adult ~ Program Year 2014
 Summary at a Glance

Annual Increased Net Earnings of Participants	\$8,201,820
Annual Increase in FICA Contributions	\$1,687,840
Annual Increase in Federal Income Tax Payments	\$1,326,198
Annual Increase in State Income Tax Payments	\$659,693
Annual Decrease in Public Assistance	\$1,336,752
TOTAL ANNUAL IMPACT	\$13,212,303
ADULT PROGRAM COST (Expenditures, PY 2014)	\$2,592,437

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$5.10

II. B.**IDAHO**

Dislocated Worker ~ Program Year 2014
Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$3,017,992
Increased FICA payments	\$2,475,235
Reduced Public Assistance Dependency	\$465,120
TOTAL ANNUAL TAXPAYER BENEFIT	\$5,958,347
Monthly Taxpayer Benefit	\$496,529
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2014)	\$3,821,359
Number of months to pay back Taxpayer Investment	7.7

IMPACT OF WIA INVESTMENT
Dislocated Worker ~ Program Year 2014
Summary at a Glance

Annual Increased Net Earnings of Participants	\$11,922,400
Annual Increase in FICA Contributions	\$2,475,235
Annual Increase in Federal Income Tax Payments	\$2,034,168
Annual Increase in State Income Tax Payments	\$983,824
Annual Decrease in Public Assistance	\$465,120
TOTAL ANNUAL IMPACT	\$17,880,747
D.W. PROGRAM COST (DW & Rapid Response Expenditures, PY 2014)	\$3,821,359

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$4.68

II. C.

IDAHO
 Youth ~ Program Year 2014
 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$1,580,189
Increased FICA payments	\$1,211,088
Reduced Public Assistance Dependency	\$ 262,404
TOTAL ANNUAL TAXPAYER BENEFIT	\$3,053,681
Monthly Taxpayer Benefit	\$254,473
YOUTH PROGRAM COST (Program Expenditures, PY 2014)	\$3,284,932
Number of months to pay back Taxpayer Investment	12.9

IMPACT OF WIA INVESTMENT
 Youth ~ Program Year 2014
 Summary at a Glance

Annual Increased Net Earnings of Participants	\$5,729,876
Annual Increase in FICA Contributions	\$1,211,088
Annual Increase in Federal Income Tax Payments	\$1,058,918
Annual Increase in State Income Tax Payments	\$521,271
Annual Decrease in Public Assistance	\$262,404
TOTAL ANNUAL IMPACT	\$8,783,557
YOUTH PROGRAM COST (Program Expenditures, PY 2014)	\$3,284,932

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$2.67

III. OTHER STATE ACTIVITIES AND ACCOMPLISHMENTS

A. Services Youth with Disabilities through the Disability Employment Initiative

Collaboration with other state agencies, local support organizations and the business community is the key for the Disability Employment Initiative (DEI) to unlock resources for job seekers with disabilities. In early summer 2014, the team of five disability resource coordinators and a state lead developed a novel approach to service delivery known as the Career Chat Camp. This model focuses on youth ages 14-24 and is a combination of business tours blended into a week of classroom activities in skills identification, career exploration, networking, résumés, applications, job search and interviewing.

Local businesses hosted behind-the-scenes tours highlighting jobs common to their industries, giving participants a sense of what employers value in their workforce. Students discussed soft skills such as teamwork, effective communication, problem solving, being on time, appropriate dress and similar topics. The classroom activities held in American Job Centers across the state helped prepare participants for the business tours and introduced/reinforced knowledge of what is needed to find and keep a job. Participants captured their experiences via Instagram - posting photos and videos at <http://instagram.com/careerchat>.

Some camps were customized for a particular school district's transition program while others were open to any youth with a disability in the community. For economies of scale and to accommodate preferences for a more integrated approach in rural areas, a camp might be heavily marketed to disability support organizations, but open to any youth.

A multitude of partner agencies and community organizations played active roles in the camps and include staff from:

- Idaho Division of Vocational Rehabilitation
- Idaho Commission for the Blind and Visually Impaired
- WIOA career planners
- Wagner-Peyser/Employment Services
- Disability Rights Idaho
- Idaho Educational Services for the Deaf and the Blind (IESDB)
- Disability Employment Initiative
- Many school districts

Wood River Works!, a collaborative partnership between the Disability Employment Initiative, Blaine County School District, Disability Rights Idaho and the Idaho Division of Vocational Rehabilitation, was developed with input from students on IEPs and 504s and the school district's employment transition program. The project combined workplace skills training through job shadowing of local businesses. The project kicked off in October with 34 students participating in workshops on career information, workplace skills and job search

techniques. A WIOA youth case manager, a Vocational Rehabilitation counselor and Disability Rights Idaho WIPA staff helped out through the day, some leading workshops and discussions. In addition, an orientation for participants' parents was held the night before.

Several months later, DEI staff established short-term "internships" for the students to job shadow employers in their career interest area, highlighted by a YouTube video of the event. Developed as a student's internship project, it may be viewed at <https://www.youtube.com/watch?v=h1cyjCR5sc>. Another 16 year-old attendee used the skills he acquired through *Wood River Works!* participation and internship to apply for a job with a local employer. Following the guidance on appearance, application and interviewing skills, he aced the interview, was hired immediately and continues to work for the employer with scheduling flexibility to accommodate the school year.

In April 2015, *Boise High Business Days 2015* also offered 25 students a job shadowing experience with a local business in April 2015. Participating in an interactive job readiness workshop before being paired with more than 20 businesses, students spent a day and a half job shadowing. Event feedback from both employers and students was extremely positive, with several students offered employment from job shadow business. Some of these students still retain these positions!

DEI also helped sponsor the Idaho State Department of Education's first Secondary Special Education College and Career Readiness Institute in November where project staff facilitated discussions between school district staff teams (special education, counselors and principals). In addition, DEI secured Patricia Gill from the National Collaborative on Workforce and Disability as a keynote/breakout session speaker on Guideposts for Success, one of the state's required DEI grant strategies. This helped increase interest in Guideposts among partner agencies, whom will now identify ways to utilize the resource across the state. And at the request of the Governor's office, DEI staff teamed with the Idaho Council on Developmental Disabilities to develop a position paper on employment of individuals with disabilities in Idaho, supporting the efforts of the Idaho Employment First Consortium and the strategic approach outlined in the position paper.

A hugely successful Disability Mentoring Day event took place in the Magic Valley—61 students from 12 different high schools, 35 employers/businesses, 21 educators and three American Sign Language interpreters participated. This annual event has grown to the extent that a cap had to be placed on the number of student participants, a sign of the need that exists.

Since the initial grant award through the end of PY2014, more than 1,040 transition-age youth had attended DEI-sponsored events, including 182 youth with disabilities attending intensive multi-day workplace skills development activities such as career chat camps and mentoring events organized by the initiative. Another 270 youth with disabilities participated in partner events that

would not have taken place without coordination by DEI staff. More than 80 employers/businesses offered site tours or mentored during multi-day job shadows. Next year will prove to be just as successful as this year.

B. Implementation of America's Job Link

In June, Idaho transitioned to a new, comprehensive management information system administered by America's Job Link Alliance. Spearheaded by the state's



Workforce Data Quality Initiative, the transition to newer technology and improvement in the quality of its workforce data were the principal drivers in this evolution. The state is now able to combine data and records from the state's Workforce Innovation and Opportunity Act (WIOA) programs, Wagner-Peyser employment service programs and Trade Adjustment Act (TAA) programs and reemployment

services programs.

The state's use of the product first began with the submission of its PY13's WIA 2nd Quarterly Report (February 2014), which converted data from its legacy management information system to the AJLA process. Successful submission of the Wagner-Peyser quarterly reports followed early the following program year.

Several product demonstrations via webinars were presented over the quarter to familiarize staff with AJLA's functionality. For most all of staff, the product will be a major shift from what they've been working with over the last several years. We designated an end user group to obtain feedback and develop an ongoing list of system issues and feedback from users in order to determine enhancements or ways to address these issues to improve the customer experience with this tool.

American Job Center staff training took place in PY14, although many had already attended in webinars demonstrating the product so that they'd have some familiarity with AJLA's functionality. Many AJC staff had long anticipated more significant hands on training. Although it was a major shift from the legacy systems they had used, in some cases, for 15 years, staff feedback indicated that many were looking forward to the change. The deployment took place in the latter part of PY14. As means of safeguarding, a policy of dual entry of WIA data with the previous system helped to ensure data-synchronicity with all aspects of Idaho Department of Labor systems (fiscal/accounting, unemployment insurance, etc.) as test results showed positive system linkages.

Prior to flipping the switch on the new management information system, training took place on a weekly basis, formally and informally of both WIA/WIOA and W-P staff. This is also inclusive on non-IDOL service providers that would be utilizing the system to track their program participants. Over 200 individuals across the

state participated in AJL training of the system. Like the previous quarters, many of the trainings were conducted via webinars. However, the state undertook the effort to train select individuals across the state, located in central locations, who would function as local subject matter experts and serve as resource to local staff seeking assistance. Many staff have taken advantage of this structure and used the subject matter experts to the fullest extent possible.

Job-seeking customers and employers were also informed of the change via-email, website notifications and press releases to ensure that the transition was as smooth as possible. A few of these customers had changed emails which made the changeover for them a bit more problematic. However, the department had developed information guides and provided them as requests for assistance arrived at the department. In addition, the department had established a central group dedicated to responding to these groups' requests for help which also helped to facilitate for an easier transition. To date, feedback regarding the new system has been positive.

C. The President Visits Boise State

President Barack Obama visited Boise State University's New Product Development Lab this summer. The lab, which is part of BSU's College of Engineering, places its students together with industry innovators in the design, development and creation of products and components of all types. Helping local industries and entrepreneurs develop new products and bring them to market, the lab has contributed to Idaho's high-tech economy since 2001. Participating students receive hands-on learning in class projects



and also work as technicians for local businesses. The lab can inexpensively build and test ideas using 3-D printers and other rapid prototyping tools. Noting that Boise is one of the country's top cities for tech startup companies, President Obama acknowledged the efforts taking place to make it possible, first by recognizing that at Boise State University “..innovation is a culture that you're building.” And by “..partnering with companies to

do two things — you help students graduate with skills that employers are looking for, and you help employees pick up the skills they need to advance on the job...”, making positive contributions to economic well-being of the community as a whole.

Read more here: <http://www.idahostatesman.com/news/local/education/boise-state-university/article40837995.html#storylink=cpy> Photos courtesy of 3dprint.com.

D. Lean

The Idaho Department of Labor contracted with Boise State University's TechHelp staff to institute a process improvement project using "Lean" techniques that have proven so effective in revitalizing the nation's manufacturing sector. Based on very positive initial results as well as feedback from management and staff involved in a similar project used for the agency's unemployment insurance division, the department sought to implement a similar project for its WIA and partner programs such as Employment Services, Trade Act and others. The department utilized WIA incentive funds awarded to the state for exceeding performance levels from the previous program year.

The overall methodology used by TechHelp to facilitate the project was a just-in-time approach to learning Lean concepts, best practices and examples while integrating them into the improvement assessments and plans. Employees and managers learned-by-doing in each phase of the project to identify and incorporate new efficiencies into their future state.

The methodology employed the following set of project objectives:

1. Learning and integrating Lean Process Improvement theories, concepts and practices, including establishment of internal controls and application of Lean to service providers, into workforce development processes.
2. Applying Lean Process Improvement methods in a pilot phase through reviewing results and applying learning to design and implementation of subsequent project phases. Specific focus was given to the integration of the America's Job Link Alliance (AJLA) management information system which replaced three of the state's legacy management information systems in late PY2014.
3. Analyzing current state work processes for the Workforce Development Division.
4. Developing a transition plan sustaining and improving performance measure results.

With staff buy-in a critical component to this project, the message relayed to program staff to assuage any concerns was that **Lean is not about cutting staff and resources**. Rather, that Lean:

1. Focused people's efforts on creating value for the customer and eliminating waste; and
2. Sped up operations by eliminating idle time created by paperwork and bureaucracy.

The project goal was to maximize efficiency of work being performed while identifying and eliminating wastes specifically in waiting time, redundant activities and service provider processes. In so doing, the team was provided with knowledge, tools and skills, such as design thinking, to meet or exceed performance measure results, especially important in the current environment of constrained resources. More than 250 department staff across the state

participated in Lean activities in an effort to instill the concept as part of its overall staff training

IV. STATE 8.75 PERCENT FUND ACTIVITIES

The formula WIA Governor's Reserve Funds during PY14 continued with the same strategy used the previous program year – funding basic administrative staff, offering additional support for the One-Stop system and providing support for optional activities. In the past, optional activities included providing a portion of support for the Workforce Development Council, funding of additional labor market information and establishing a small outreach budget. The funds also helped to expand labor market information data mining tools developed for statewide use.

In previous years, the state of Idaho typically allocated Governor's Reserve funds to innovative projects designed to add service options or create models that can be sustained with local funds at a pilot project's end. This year, despite the increase from last year's five percent to this year's 8.75 percent allocation, the state's overall allocation in formula program funding negates any potential benefits the state may have seen from an increase percentage in the Governor's Reserve. The funds from this program year, like last year, were applied primarily towards required activities under WIA authorized by USDOL. These activities were prioritized by the state to ensure that critical functions and activities vital to continuing the operation of the state's workforce development system. Under WIOA, the state may seek similar waivers of required activities to prioritize the activities most essential to the functioning of its workforce development system.

V. EMPLOYMENT SERVICES

The Idaho Department of Labor, the state's workforce agency, oversees the implementation of Wagner-Peyser services for job seekers and employers throughout the state in 25 American Job Centers. Idaho's job seekers and employers may receive either electronic or direct-staff services, and are matched by an online automated system (See *AJLA* earlier in the report) using skills, experience requirements, salary preferences and geographic specifications. Utilizing technology to increase its efficiency, email alerts, text messages and social media (Facebook, Twitter, etc.) enhance the department's labor-exchange system to provide job-seekers with information about job listings throughout the day, every day of the week. The federal funding the state receives to administer the Wagner-Peyser Act is approximately \$6 million to support state and local administrative services and provide employment services in 25 American Job Centers throughout the state. The department is committed to continuously enhancing its products and services for job seekers and employers, which is overseen by the Idaho Workforce Development Council.

Please see the top of the following page for a summary of PY14 fourth quarter employment services activity and outcomes for Idaho.

Overview	PY13: 4th QTR	PY14: 1st QTR	2nd QTR	3rd QTR	4th QTR
		Change ^[1]	Change ^[1]	Change ^[1]	Change ^[1] Last 4 qtr
Total Participants	255,891	248,566	238,521	213,929	200,771
Veterans, Eligible Persons, and TSMs	19,659	19,021	18,181	16,161	14,982
MSFW	2,254	2,171	2,129	1,902	1,749
Job Opening Total	101,897	97,767	106,471	108,981	107,353
Employer Total	7,025	7,122	7,296	9,244	8,917

	PY 14 Negotiated Performance	
	Goal	80%
9002-C		
Entered Employment Rate (EER)	64	51.2
Employment Retention Rate at Six Mo. (ERR)	83	66.4
Six Month Average Earnings Rate (AE)	\$ 13,300	\$ 10,640

	Goal
VETS Performance Outcomes	
DVOP Intensive Services[2]	75%
DVOP VET EER - weighted[3]	64%
DVOP VET ERR	75
DVOP VET AE	\$ 15,000
DVOP Disabled Vet EER	52
DVOP Disabled Vet ERR	73
DVOP Disabled AE	\$ 15,000
9002-D	
One Stop VET EER	59
One Stop VET ERR	81
One Stop VET AE	\$ 16,000
One Stop Disabled Vet EER	55
One Stop Disabled Vet ERR	79
One Stop Disabled Vet AE	\$ 16,500

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
ES Results ^[4]	% of Goal	% of Goal	% of Goal
66 Exceeded 103.1%	66 Exceeded 103.1%	65 Exceeded 101.6%	68 Exceeded 106.7%
82 Meets 98.8%	83 Meets 100.0%	84 Exceeded 101.2%	86 Exceeded 103.3%
14,413 Exceeded 108.4%	14,490 Exceeded 108.9%	12,907 Meets 97.0%	13,739 Exceeded 103.3%

Vets Results ^[5]	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
61% Fail 80.7%	61% Fail 81.1%	80% Exceeded 106.6%	77% Exceeded 103.3%	
66% Exceeded 103.0%	69% Exceeded 107.5%	68% Exceeded 106.9%	70% Exceeded 109.2%	
72 Fail 96.0%	77 Exceeded 102.7%	80 Exceeded 106.7%	83 Exceeded 110.3%	
15,317 Exceeded 102.1%	15,152 Exceeded 101.0%	13,983 Fail 93.2%	15,463 Exceeded 103.1%	
56 Exceeded 107.7%	58 Exceeded 111.5%	56 Exceeded 107.7%	54 Exceeded 103.1%	
70 Fail 95.9%	75 Exceeded 102.7%	78 Exceeded 106.8%	81 Exceeded 111.2%	
14,868 Fail 99.1%	15,377 Exceeded 102.5%	13,489 Fail 89.9%	15,657 Exceeded 104.4%	
61 Exceeded 103.4%	62 Exceeded 105.1%	60 Exceeded 101.7%	63 Exceeded 106.4%	
79 Fail 97.5%	80 Fail 98.8%	82 Exceeded 101.2%	85 Exceeded 104.7%	
17,097 Exceeded 106.9%	17,218 Exceeded 107.6%	15,146 Fail 94.7%	16,446 Exceeded 102.8%	
55 Meets 100.0%	57 Exceeded 103.6%	54 Fail 98.2%	57 Exceeded 103.9%	
76 Fail 96.2%	77 Fail 97.5%	81 Exceeded 102.5%	84 Exceeded 105.7%	
18,132 Exceeded 109.9%	18,333 Exceeded 111.1%	14,860 Fail 90.1%	16,859 Exceeded 102.2%	

NOTES

- [1] Change - Indicates percent change from previous Program Quarter
- [2] DVOP Intensive Services | See Vets200(A) Report
- [3] Veteran & Other Eligible Person EER (Weighted) | See Vets200(A) Report

- EER = Entered Employment Rate
- ERR = Employment Retention Rate at Six Months
- AE = Average Earnings

[4] ES Performance Results: Federal Regulations stipulate that acceptable Wagner Peyser performance is 80% of the negotiated level of performance.

Exceeds = actual performance achieved is in excess of 100% of the negotiated performance level for the measure

Meets = actual performance achieved is within 80 to 100% of the negotiated performance level for the measure

Fails = actual performance achieved is less than 80% of the negotiated performance level for the measure

[5] Veterans Performance Results: Federal Regulations stipulate that acceptable Veterans Program performance must match or exceed the negotiated level of performance.

Exceeds = actual performance achieved is in excess of 100% of the negotiated performance level for the measure

Meets = actual performance achieved matches the negotiated performance level for the measure

Fails = actual performance achieved is less than 100% of the negotiated performance level for the measure

During Program Year 2014, the department served over 200,000 job seekers, students and others for work. Of these, over 147,000 received workforce services. On the employer side, the agency received over 107,313 job openings and referred qualified candidates for those openings. The reduction in the number of job seekers and increase in number of job listings indicate the improvement in the economy and a “tightening” of the labor market overall, proving difficult for employers looking to fill their vacancies.

VIII. DEMAND-DRIVEN BUSINESS SOLUTIONS EFFORTS

One of the primary ways the state has maintained its principal objective of sustaining a demand-driven model with employers as customers is through funding its “Business Services” initiative with the Governor’s discretionary Wagner-Peyser (ES 10%) funds. For more than five years, regional business specialists, designated from select staff across the state, have followed the state Workforce Development Council’s directive and focused on specific industry sectors, which the council prioritized.

Serving both employers and workers, the state's sector strategy-based business initiative meets employers' skill, recruitment, and retention needs while also addressing workers' training, employment, and career advancement needs. Internally, the Idaho Department of Labor's workforce development divisions overall objective is to build a demand-driven model with employers as customers.

In addition, the four major goals to meet this overall objective will be to:

- 1) Structure services to meet needs of businesses so that employers are connected to a qualified workforce;
- 2) Develop and deliver demand-driven workforce solutions partnerships among business, education, economic development and other government agencies;
- 3) Deliver structured services to meet the needs of job seekers so Labor can connect job seekers to appropriate, quality jobs and careers; and,
- 4) Enhance effectiveness of staff to fulfill these goals.

The next step is to continue with strategic goal deployment, develop a road map for staff to help achieve these goals and establish metrics to measure the progress made. Currently in the process, existing state efforts that support the strategic plan are being identified, as are any impediments to the implementation of the strategic plan.

A. Demand Driven University

Reaching out to a technology and consulting company "Launchpad" helped One Stop staff improve several their processes: finding qualified talent for employers; ability to create or use existing forums to bring education, industry and economic development to secure a qualified workforce; and meet the demands of its customers. Through its Demand Driven University series, 12 sessions were held and presented to One Stop staff across the state and the state's workforce division staff on topics such as;

- The demand driven process;
- How to generate employer leads;
- Business speak vs. government speak;
- Understanding employer personas; and
- How to talk to business people.

In support of the demand driven model, the state has realigned its service delivery approach through a variety of means. As noted earlier, staff continues to evaluate service delivery processes as needed utilizing the Lean processes, tools and techniques learned throughout the program year. In addition, the coordination of staff resources to support department's strategic goals will help to cement relations with specific industry-sectors.

B. Industry Sector Activity

The following pages contain a summary of some of the work done throughout the state with the targeted industry sectors through the state's business initiative strategies noted earlier:

1. Technology Industry Sector

Regional business service staff play key roles in the state's interaction with industry sector representatives. It is their efforts that ensure workforce programs are at the forefront of the developments taking place across the state in this arena.

- a) A business service representative teamed up with Boise State University and the Idaho Technology Council (ITC) to connect with Brigham Young University-Idaho's Computer Science and Engineering students. This team provided an information session to all interested students to discuss BSU's Master's Degree program and the technology opportunities available. The events focus was to provide awareness to students of the opportunities available to them in the state. The Computer Science Department Chairs and Career Services Department staff from each institution were also included in the discussion to enhance awareness of these programs. This was expanded to include Idaho State University, University of Idaho, Department of Commerce and City of Boise.

With their background typically paralleling that of the technology industry, outreach to veterans also increased in this effort. Local Veteran Employment Representatives (LVERs) joined forces with the business service representatives; both attended meetings with representatives from several schools to strengthen relationships and expand awareness of this industry and its workforce need.

- b) Participated in HackFort Boise, a 3 day event focusing in technology and innovation, facilitating tech recruits to the event including company tours of Metageek, Baliboo and WhiteCould Analytics.
- c) Partnered with more companies to conduct staff training to review their company's culture and specific position needs in their workplace. Balsm Brands and Healthwise conducted training to workforce staff and presented at the Professional Networking Groups hosted within the various American Job Centers across the state to connect directly with job seekers.
- d) Invited to sit on the Nampa Entrepreneur Organization (NEO) which has been the first attempt to cultivate environment/resources for entrepreneurs in the city, similar to other efforts already in place across the state.
- e) Coordinated roundtables with representatives from industry and training/education to discuss workforce development issues specific to technical certification classes.
- f) Engaged in garnering support for the establishment of a contract between the state's education department and Code.Org, which would be used as the infrastructure to deliver computer science topics and studies for grades K-12 through the Idaho Digital Learning Academy.

According to state labor market information at the end of Program Year 2015, Idaho had:

- 1,506 in-state job postings in a computer or math occupation, 1,039 of them in the state's southwest region alone;
- 833 job postings in engineering occupations, with 549 of these located in the southwest region.

2. Advanced Manufacturing Sector

a) Food -Food production and processing in South Central Idaho is vital focus on manufacturing in the region. This area of the state makes up one of the nation's most diverse regions of agricultural activity. Home to a multitude of well-known and not so well-known food producers and processors, it is a hotbed of agricultural production and processing.

This year, workforce staff from South Central Idaho -a regional labor economist, regional business representative and Wagner-Peyser staff – and a multitude of other regional partners from industry/government and public institutions/education helped develop an application submitted to the U.S. Economic Development Administration to receive designation as one of 12 regional manufacturing communities throughout the country. The region was successful in obtaining the designation as a community focused on the manufacturing and production of "All Things Food". With workforce development as one of this initiative's key areas of focus, it looks to improve the employment outlook in the industry through strategic initiatives including:

- Implementing career awareness by targeting middle school and high school students and their school counselors,
- Developing additional industry certification programs,
- Establishing a Western Institute for Food Innovation and related talent development and talent pool attraction activities.

The implementation of these innovative strategies will begin in the coming program year.

b) Bridge Concept Partnership - This group was brought together at the end of PY14 to address workforce issues related to the talent shortfall the manufacturing industry in SW Idaho was encountering, specifically in Canyon County where manufacturing is heaviest. This group will focus its efforts towards developing strategies to market and recruit a new talent pool, directed at secondary and postsecondary education students that will be the industry's new workforce.

Several of the potential strategies it has identified as a means of addressing the groups' concerns include:

- Addressing the lack of awareness of opportunities in manufacturing in SW Idaho;
- Establishing an education pipeline via secondary or post-secondary education;
- Developing a magnet school concept with manufacturing as its core;
- Creating cross-site tours of partner members' facilities to allow for the identification of transferable skill sets amongst the members.

The partnership has made significant strides since it first began meeting. Current activities established under the strategies it laid out are listed below:

- Created the foundation of a marketing video campaign that can be tailored to the local community and then disseminated to the local educational institutions for increasing awareness amongst youth about local manufacturing employment opportunities.
- Scheduled cross-site partner tours beginning Sept. 2015 to familiarize themselves with their partners' capabilities.
- Reviewed several grant opportunities that may be utilized to focus on developing four specific areas to improve current workforce capacity - skills trades, soft skills, manufacturing mathematics and industrial maintenance.

The partnership is currently comprised of eight manufacturers, many globally recognized like Materne, Simplot and Sorrento Lactalis. Two local school districts and the College of Western Idaho make up the partnership's education component, while staff from three state agencies represent the role of government in the effort. The partnership considers itself still in its infancy, yet successful in what it has accomplished to date. It hopes to continue achieving these successes and develop even further.

3. *Energy Industry Sector*

Over the last year, the energy and power sector has been identified as a crucial industry sector for the state in which the workforce development system has placed a high emphasis to help address the current and future workforce needs of Idaho's energy employers.

In September 2014, a Workforce Development Summit took place in Boise, Idaho. During a large breakout session, industry leaders, education, and other stakeholders came together to discuss potential partnerships in the energy and power sector. From this discussion, a group was formed called Team Idaho Energy/Power. Chaired by Idaho Department of Labor staff, the group meets regularly to address workforce barriers, opportunities, talent pipelines, educational connections and more. Many sub-groups have been formed to address specific industry needs, such as: cyber security, secondary education (K-Career), linemen, maintenance mechanics, and smart grid training, all based on the topics emanating from these meetings.

Team Energy/Power industry partner, Idaho Power, provided more than \$94,000 to support a new program at the University of Idaho focusing on cybersecurity and technical education training. These funds, along with other partner funding, helped to secure an Industry Sector Grant, awarded by the Idaho Department of Labor in April of 2015.

In May 2015, the Idaho Department of Labor, in partnership with local high schools, sponsored the first annual Career Fair and Hiring Event to promote career awareness and occupational opportunities to the community, parents, and youth. Employers were encouraged to bring out engaging demonstrations and activities. The Idaho National Lab and Center for Advanced Energy Studies brought out hands on demonstrations and activities such as an earthquake

stimulator and a 3D computer assisted virtual environment (CAVE) so that attendees could see the impact that the sector has in a multitude of arenas.

C. Sector Grants and National Emergency Grants

As the state's unemployment rate nears the record lows seen prior to the recession, Idaho's labor market is tightening and the need for skilled employees continues to grow. The state realigned the Idaho Workforce Development Training Fund so it fosters talent pipelines based on industry demand for specific skills. For instance, this year partnerships were created with the health care, high tech and wood products manufacturing industries to fund demand-driven, industry-based training programs at several of our institutions of higher education with over \$900,000 awarded to the University of Idaho, the College of Western Idaho and North Idaho College. As a result, the employees, students and job seekers enrolled in these training programs will walk away with the skills employers need in cybersecurity, computer science, nursing, wood products manufacturing and more. And the state will continue to proactively pursue more opportunities to assist Idaho businesses in meeting their workforce training needs.

To learn more about these programs and other training resources designed to benefit Idaho employers, visit us at www.labor.idaho.gov/businesses

In efforts to broaden partnerships with Idaho employers and improve in-demand skill levels of workers across the state, the state also received several grants, book-ending the program year that allowed this to occur. The first grant, received in July 2014, the state was awarded approximately \$3.5 million from the U.S. Department of Labor to expand partnerships for on-the-job training, apprenticeships and other training that result in industry recognized credentials for the long-term unemployed. Titled *Job-Driven National Emergency Grant*, the grant program helps to provide additional career counseling, coaching and job place assistance for laid-off workers including foreign-trained immigrants, who qualify as dislocated workers and face barriers to obtaining employment in their trained field or profession. The funding will also be used to enhance the availability of real time labor market information for both job seekers and employers. The Idaho Department of Labor, the state's grantee, focused on work-based learning opportunities such as on-the-job training, internships and apprenticeships to help meet the needs of employers around that state that may benefit from employing program participants.

The second grant, a \$6 million *Sector Partnership National Emergency Grant* also from the U.S. Department of Labor, came at program year's end, to compliment the Job-Driven grant awarded earlier. This grant further develops internships and apprenticeships with industry focused approaches that align job-training programs to meet the needs of a local or regional labor market. As one of 27 states receiving funding, it will use the monies to engage in greater regional collaborations between employers, educational institutions and the local workforce system.

IX. SERVICES TO VETERANS

The Idaho Department of Labor has veterans' representative staff located throughout the state to reach out to veterans, providing a comprehensive and integrated approach to address their unique challenges. Operating within the state's workforce development system in several of the American Job Centers (AJC's) across Idaho, they work closely with other AJC staff and partner programs, providing veterans with the one-on-one attention they need.

With many soldiers exiting recent military service, the need for trained capable veteran representatives is as important as ever to help them navigate today's labor market. The U. S. Department of Labor-Veterans Employment and Training Service (USDOL/VETS) has continually stressed to states that DVOPs are to only see and provide intensive services to disabled and specially disabled veterans that have significant barriers to employment. All other veterans may be served by WIA and/or Wagner Peyser staff who can serve non-disabled veterans that are not work ready and that may need specialized one-on-one services, including case management. The Local Veterans Employment Representative (LVER) is to only work with employers providing job developments and outreach to place work-ready veterans into stable working environments. Idaho has one FTE dedicated to the lone LVER in the state, the LVER is placed in the Treasure Valley, the area most populated with veterans.

Idaho's statewide VET-NET has been meeting quarterly for more than 20 years to address veterans' issues in the Gem state through project collaboration and networking to learn about new or traditional resources available for veterans. Comprised of multiple state agencies, postsecondary institutions and community agencies, this state network of service providers discuss the various means of meeting veteran's needs throughout the state. Returning veterans are the group's priority, working as a resource and referral network to assist them in their transition from the military.

On the following page are several projects and activities that were in place, specifically for Idaho veterans, during the program year.

A. Veterans Serving Veterans AmeriCorps Program

The Idaho Department of Labor will be starting its sixth year of its AmeriCorps grant in October 2016. The grant is designed to enhance veteran's support and services in 13 American Job Centers throughout the state. Through this program, a total of 58 military veterans in those locations have been trained to navigate the extensive One-Stop system sources available to veterans. Since its inception, over 12,100 of Idaho's veterans have been contacted by the program, with more than 20 percent of these individuals receiving services and referrals to other service agencies. AmeriCorps members received guidance from existing veteran staff on most One-Stop programs and services available through the AJCs, including job readiness skills assessment. The first two years of the grant led to the creation and continual updating of a veterans' service directory targeting the

multitude of resources available to veterans which has been updated annually since then. The directory has been made available to all AJC staff. Having expanded the program to offices in the northern and southern part of the state, the department has been able to provide additional services to veterans, allowing DVOPs time to case manage and provide intensive services to veterans with significant barriers to employment.

B. Veterans Workforce Investment Program (VWIP)

In July 2012, the state received a total of \$750,000 to implement the Veterans Work Force Investment Program (VWIP) grant over three years, ending in June of 2015. The grant's objective was to increase employment of honorably discharged eligible military veterans by providing training opportunities to receive industry recognized training and credentials in high growth and emerging sectors such as energy, environment, health care and information technology. Credential achievements can be obtained through a variety of means, including on-the-job training (OJT), customized training, apprenticeships and post-secondary education/training. The state's initial plan was to serve 250 eligible veterans over the life of the three-year grant. Two-hundred of these enrollments were to be enrolled in classroom training. As the state completed its third year, the Idaho VWIP program enrolled 301 veterans out of 709 assessments completed, surpassing the state's goal of 250. Approximately 86% of the awarded funds were spent to support veterans in the form of tuition and/or tools to gain employment. Of the 301 enrollments, 253 individuals or 84% have gained employment at an average wage of \$15.06 an hour and over 90% participated in credentialed training.

C. Priority of Service

In an effort to strengthen its commitment to veterans, the state continues to provide annual statewide training on priority of service to veterans during the month of August. IDOL staff in attendance included: Top management staff, area managers, local office managers, DVOPs and the state's only LVER. Pam Langely and Brent Ferro, USDOL/VETS representatives, also attended. In addition, it was mandated that all managers with a veterans' representative located in their AJC attend the annual state veterans training also held that same month, in which a significant amount of time was spent discussing priority of service for veterans and eligible spouses.

In an effort to ensure all staff understand veterans' priority of service, the state developed an online training module on the topic, which was required for all Idaho American Job Center staff. Training was completed by January 2014 with 318 AJC staff throughout the state participating. This module has since been included in the department's New Employee Orientation, to include most administrative staff in addition to AJC staff.

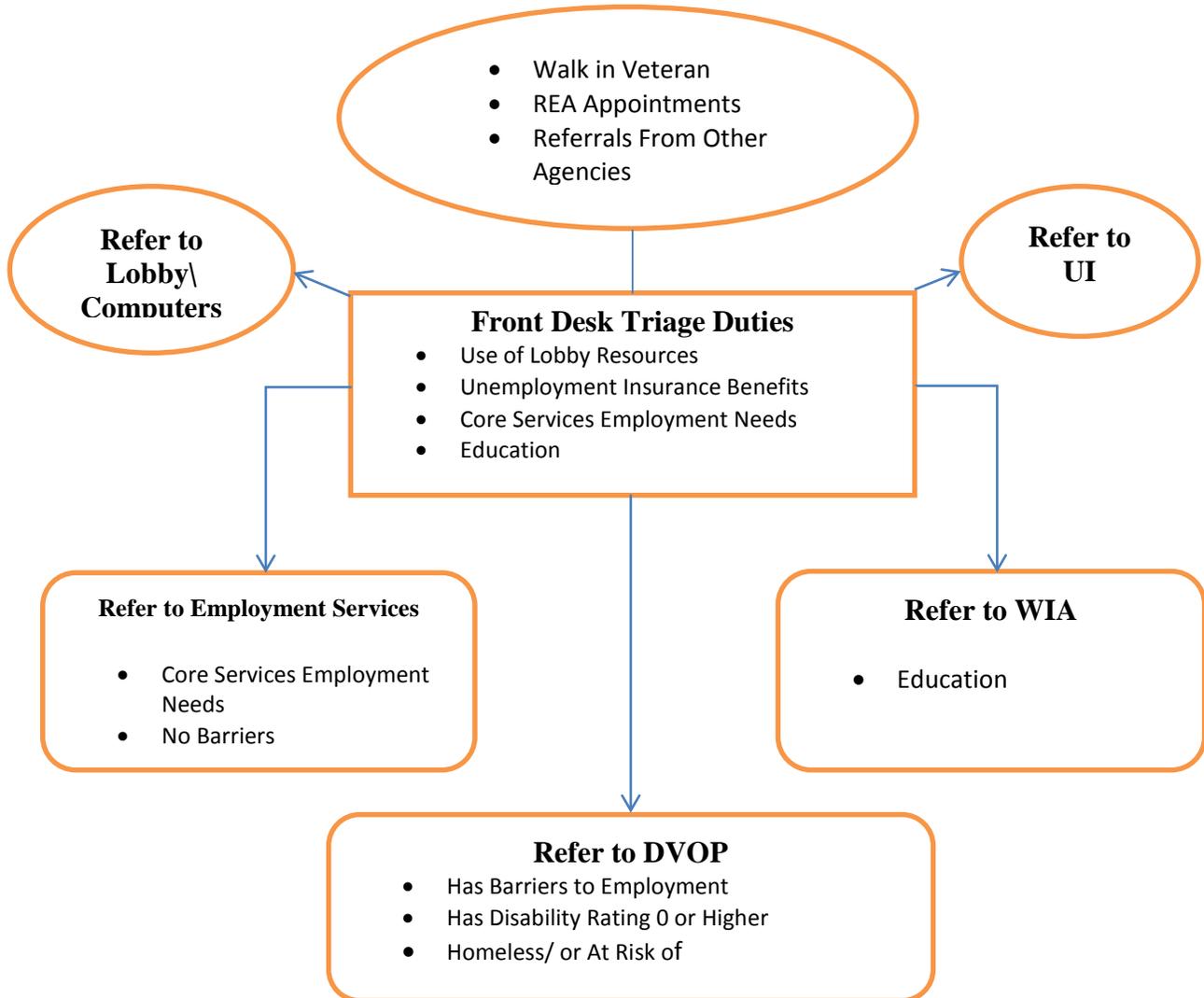
In addition to the items listed above, the state has conducted the following:

1. Designated all veteran representatives to provide Priority of Service training in their local American Job Centers as often as needed. Local Veteran

Employment Representatives (LVERs) will provide training to smaller offices that do not have a Jobs for Veterans State Grant (JVSG)-funded staff member.

2. Signage is posted in all American Job Centers asking veterans to identify themselves to *any* local office staff.
3. All AJC staff are instructed to review customer registrations and if he or she is a qualified veteran or spouse of a veteran, staff must contact the customer to offer and provide services. If the customer is not registered, staff are instructed to provide them “first in line services”.
4. All American Job Centers have pamphlets outlining the department’s promise to veterans, including veteran’s Priority of Service, how the state administers veterans’ preference and other useful information for its veterans.
5. Providing Gold Card services to ensure that priority is fully implemented for those veterans most in need of employment and training services. Under the Gold Card Initiative, post 9/11 era veterans receive enhanced intensive services. These veterans can be identified via their Gold Card and through verification procedures adopted at the front desk. Eligible veterans can present their Gold Card to receive enhanced services including six months of follow-up. Gold Card services include a combination of intensive and staff assisted services, including skills assessment, career coaching, and job search assistance over a six-month period to jump-start the veterans’ job search process and reconnect them to the civilian labor force in high-demand occupations. Such services are designed to help veterans navigate a complex and challenging job market and can do so by helping veterans identify transferable skills, career goals and job search strategies. All veterans have access to a suite of in-person and on-line services. See Veteran’s Services flow chart on the following page.
6. Idaho has also recently introduced a new process in each of the state’s AJCs. As customers are identified as a veteran or Transitioning Service Member (TSM) they are asked to complete a short questionnaire that asks for identifying information as well as service dates, if the veteran has an established disability, if the veteran is homeless, if they have been recently incarcerated. This will enable staff to determine if the veteran is eligible to meet with a DVOP or a Wagner Peyser staff member. Staff also use the completed questionnaire for follow-up and documenting services.

VETERANS' SERVICES FLOW CHART



NOTE: Emphasis is on Service Connected and Post 9/11 Era Veterans

Overall during this program year, the Idaho Department of Labor and its many partners have worked to sustain the workforce development system's priority to further job creation and retention, as directed by the Workforce Development Council. The state continues to improve collaboration, efficiency and effectiveness amongst its partners to ensure that Idaho's workforce development system is recognized as a critical component towards achieving a stronger economic future for Idaho and meets the critical workforce demands of Idaho's businesses and citizens.

Table Section

The following tables are not applicable to the state of Idaho and are excluded from this report:

- Table A - Workforce Investment Act Customer Satisfaction Results;
 Table H.2 – Older Youth (19-21) Program Results;
 Table I – Outcomes for Older Youth Special Populations;
 Table J – Younger Youth (14-18) Results; and
 Table K – Outcomes for Younger Youth Special Populations

Table B – Adult Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	88%	91.6%	307 335
Employment Retention Rate	87.5%	87.3%	316 362
Six Month Average Earnings	\$14,500	\$16,674	\$4,902,013 294

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	92.3%	216 234	92.9%	26 28	93.9%	31 33	85.7%	18 21
Employment Retention	84.7%	211 249	90%	18 20	89.7%	26 29	85%	17 20
Six Month Average Earnings	\$15,725	\$3,066,345 195	\$22,106	\$353,694 16	\$17,939	\$412,602 23	\$9,482	\$132,754 14

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	91.8%	$\frac{236}{257}$	88.6%
Employment Retention Rate	88.4%	$\frac{282}{319}$	85%	$\frac{17}{20}$
Six Month Average Earnings Rate	\$16,448	$\frac{\$4,325,928}{263}$	\$12,463	$\frac{\$199,405}{16}$

Table E – Dislocated Worker Program Results

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	89%	91.4%	$\frac{383}{419}$
Employment Retention Rate	91%	92.5%	$\frac{505}{546}$	
Six Month Average Earnings	\$18,500	\$18,887	$\frac{\$9,009,209}{477}$	

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	88.9%	$\frac{24}{27}$	73.3%	$\frac{11}{15}$	86.5%	$\frac{64}{74}$	80%
Employment Retention Rate	94.2%	$\frac{49}{52}$	77.4%	$\frac{24}{31}$	88.8%	$\frac{71}{80}$	81.8%	$\frac{27}{33}$
Six-Month Average Earnings Rate	\$16,347	$\frac{\$768,285}{47}$	\$14,003	$\frac{\$322,059}{23}$	\$18,413	$\frac{\$1,288,908}{70}$	\$13,205	$\frac{\$356,535}{27}$

Table G – Other Outcome Information by Service Level for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	90.9%	278	92.7%	38
		306		41
Employment Retention Rate	93.1%	404	88.7%	47
		434		53
Six Months Average Earnings	\$18,430	\$7,040,288	\$14,780	\$665,117
		382		45

Table H.1 – Youth (14-21) Program Results

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	86%	83.5%	313
			375
Attainment of Degree or Certificate	82%	85.3%	371
			435
Literacy and Numeracy Gains	43%	43.2%	35
			81

Table H.1.A – Outcomes for Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Placement in Employment or Education Rate	82.3%	172 209	0	0 0	83.5%	66 79	81.4%	197 242
Attainment of Degree or Certificate	84.4%	200 237	0	0 0	87.4%	76 87	82.8%	188 227
Literacy and Numeracy Gains	40%	20 50	0	0 0	60%	9 15	43.2%	35 81

Table L – Other Reported Information

	12-Month Retention Rate		12-Month Earnings (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry in Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	88.4%	364 412	\$9,071	\$3,374,471 465	19.2%	59 307	\$8,429	\$2,520,339 299	72.9%	172 236
Dislocated Workers	90.9%	576 634	\$143	\$10,050,075 \$7,003,839	20.9%	80 383	\$11,118	\$4,135,762 372	70.9%	197 278

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	150,781	123,727
Total Adult Self-Service Only	149,087	122,672
WIA Adult	149,914	123,201
WIA Dislocated Worker	891	544
Total Youth (14-21)	920	443
Younger Youth (14-18)		
Older Youth (19-21)		
Out-of-School Youth	523	254
In-School Youth	397	189

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,592,437
Local Dislocated Workers		\$ 3,349,751
Local Youth		\$ 3,284,932
Rapid Response (up to 25%) WIA134 (a) (2) (A)		\$ 471,608
Statewide Required Activities (Up to 15%) WIA134 (a) (2) (B)		\$ 589,101
Statewide Allowable Activities §134(a)(3)	Program Activity Description	
	Workforce Development Council	\$ 2,806
	Workforce Development Council Strategic Planning	\$ 5,109
	Virtual Business Tour – American Mfg. Network	\$ 2,000
	Total of All Federal Spending Listed Above	\$ 10,297,744

Table O: Local Performance

Local Area Name Region I – Idaho Balance of State	A. B. Total Participants Served	Adults	135,740
		Dislocated Workers	773
		Older Youth	294
		Younger Youth	535
ETA Assigned # 16005	C. D. E. Total Exiters	Adults	111,822
		Dislocated Workers	478
		Older Youth	146
		Younger Youth	240

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	88%	91%
	Dislocated Workers	89%	91%
	Older Youth		
Retention Rate	Adults	87.5%	86%
	Dislocated Workers	91%	92%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$14,500	\$16,401
	Dislocated Workers	\$18,500	\$18,595
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	86%	83%
Attainment of Degree or Certificate	Youth (14-21)	82%	85%
Literacy or Numeracy Gains	Youth (14-21)	43%	45%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			YES
			Exceeded

Table O: Local Performance

Local Area Name Region II – East Central Idaho	F. G. Total Participants Served	Adults	14,174
		Dislocated Workers	118
		Older Youth	23
		Younger Youth	68
ETA Assigned # 16010	H. I. Total J. Exitters	Adults	11,379
		Dislocated Workers	66
		Older Youth	13
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults	88%	100%
	Dislocated Workers	89%	100%
	Older Youth		
Retention Rate	Adults	87.5%	97%
	Dislocated Workers	91%	94%
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$14,500	\$19,166
	Dislocated Workers	\$16,500	\$21,129
	Older Youth		
Credential/ Diploma Rate	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment/Education	Youth (14-21)	86%	88%
Attainment of Degree or Certificate	Youth (14-21)	82%	93%
Literacy or Numeracy Gains	Youth (14-21)	43%	17%
Skill Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Yes

Table P – Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	8,518	
Covered Entrants Who Received a Service During the Entry Period	8,518	100%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	102	1.2%

Table Q – Veterans’ Outcomes by Special Populations

	Post 9/11 Era Veterans	Post 9/11 Era Veterans who Received at least Intensive Services	TAP Veterans	Workshop
Entered Employment Rate	95% <u>19</u> 20	95% <u>19</u> 20	0	0
Employment Retention Rate	87% <u>20</u> 23	87% <u>20</u> 23	0	0
Six Months Average Earnings	\$25,614 <u>\$486,668</u> 19	\$25,614 <u>\$486,668</u> 19	0	0

APPENDIX

- A) State Evaluation and Waivers**
- B) Success Stories**

STATE EVALUATION ACTIVITIES

Because the PY14 WIA funding level for Idaho was even lower than the reduced amount it received in PY13, no program evaluation occurred. The state of Idaho requested and received a waiver of the following two sections of the Workforce Investment Act - WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the completion of evaluations on workforce investment activities for adults, dislocated workers and youth programs. Even though the Governor's Reserve funds for states was increased from the previous program year, the costs of operating the state's workforce development/One-Stop system and the other mandatory WIA activities continuing to rise skyward, further restricting Idaho's ability to effectively fund and carry-out all of the required statewide workforce investment activities.

STATE WAIVERS

Federal planning guidelines stress that states should take advantage of flexibility provisions under current legislative authority to tailor service delivery and program design to fit the unique characteristics of their work force. This is done by submitting a request for a waiver of compliance to administrative rules or program requirements. As part of the planning process, the Workforce Development Council is required to review the state's currently approved waivers and request extensions if desired.

A. EXTEND THE WAIVER OF THE TIME LIMIT ON PERIOD OF INITIAL ELIGIBILITY FOR TRAINING PROVIDERS

The State of Idaho requested and received an extension of an existing waiver regarding the Workforce Investment Act's time limit on the period of initial eligibility of training providers under 20 CFR 663.530. This waiver has allowed the state's training providers to continue to participate in the WIA program, alleviating providers strong concerns with the implementation of subsequent eligibility requirements such as confidentiality and excessive administrative burden and costs associated with tracking all students. Had this waiver not been approved, many providers would have felt compelled to remove themselves from participating in WIA, essentially denying the state the ability to continue to provide the broadest range of training options for its WIA participants.

B. STATEWIDE REGIONAL PLANNING AREA—SINGLE STATEWIDE COUNCIL

In the PY2005, the State of Idaho sought a waiver to apply 20 CFR 661.300(f), which permits a state board to carry out the roles of a local board in a single local area to a statewide regional planning area. The waiver allowed the state to address ETA's strategic priorities and to further reforms envisioned in the Workforce Investment Act. To maximize resources available for service delivery, the state continued to use the Workforce Development Council as the local workforce board throughout the state. This saved the WIA program in the state approximately \$1.5 million dollars by removing the administrative overhead of maintaining six regions throughout the state. Since then, these former administrative funds have been utilized as program funds allowing for more participants to be served.

C. UTILIZATION OF COMMON MEASURES

Since its availability, the state has sought a waiver to use the U.S. Department of Labor's six common measures for reporting and performance purposes in lieu of

the 17 WIA performance measures. By using these six common measures, Idaho has been able to eliminate duplicative administrative systems, reduce paperwork and labor costs associated with redundant data collection, and establish a simplified and streamlined performance measurement system that has saved the state significant amounts of time and money. This has allowed program resources to target a single set of goals rather than competing goals and costly processes.

D. AN EXEMPTION FROM THE COMPETITION REQUIREMENT FOR THE FOLLOW-UP, SUPPORT SERVICES AND WORK EXPERIENCE COMPONENTS, TO INCLUDE INTERNSHIP AND SUMMER WORK EXPERIENCE, AND HAVING THOSE SERVICES CATEGORIZED AS PART OF THE DESIGN FRAMEWORK, WIA Section 123, Section 117(h)(4)(B)(i), and 20 CFR Part 664.400

The State of Idaho requested and received a waiver to integrate the coordination and provision of these youth activities with the elements of the state's youth program design framework delivered through Idaho's One-Stop system and its 25 American Job Centers, all operated by the WIA fiscal agent, the Idaho Department of Labor. Integration of these services has increased customer choice and flexibility in the customer's service strategy with greater access to WIA as well as partner program services accessed through the One-Stop system. The waiver has helped to ensure an efficient, cost-effective delivery system by eliminating duplicate processes among providers for work experiences; the waiver has also allowed for a smoother flow of data that documents the delivery of youth services and the outcomes that result from youth participation.

E. AN EXEMPTION FROM THE PROHIBITION ON USING WIA YOUTH DOLLARS TO FUND INDIVIDUAL TRAINING ACCOUNTS (ITAS) FOR OLDER YOUTH WIA Section 129 and WIA Regulations 29 CFR 664.510

The State of Idaho received a waiver to allow WIA Youth service providers to employ the use of **Individual Training Accounts** (ITAs) for out-of-school youth. An ITA allows youth to receive individual training in accordance with systems established for WIA Adult and Dislocated Worker programs. The ITA is applicable to older youth who lack the occupational skills to be successful in employment and whose individual service strategy reflects that skill training is appropriate and necessary to attain self-sufficiency. It offers service provider options for youth, maximizing efficiency and customer choice. The waiver was established to help increase the: 1) number of youth entering into employment; 2) percentage of youth receiving credentials; and, 3) number of youth being retained in employment.

F. AN EXEMPTION TO ALLOW FOR AN INCREASE IN THE EMPLOYER REIMBURSEMENT FOR ON-THE-JOB TRAINING FOR SMALL- AND MEDIUM-SIZED BUSINESSES

Pursuant to WIA Section 189 (i)(4)(B) and the WIA Federal regulations at 20 CFR 661.420, the State of Idaho requested and received waiver to increase the employer reimbursement rates for costs associated with on-the-job training under the requirements found in WIA Section 101(31)(B) and 20 CFR 663.710, from 50 percent of the OJT participant's wage rate to up to 90 percent of the participant's wage. The state has established the on-the-job training reimbursement costs based on a sliding reimbursement scale for employers, depending upon their size.

G. WAIVER TO THE PROVISION OF ADDITIONAL ASSISTANCE TO AREAS WITH HIGH CONCENTRATION OF YOUTH

The state of Idaho requested and received a waiver of the Workforce Investment Act sections §129(b)(2)(C) and 20 CFR §665.200(h), which require the provision of additional assistance to workforce areas that have high concentrations of eligible youth. Even though the PY14 Governor's Reserve funding level increased this program year, actual funds remained at the same level of that of h PY13. This restricted the state's ability to effectively fund and carry out all of the required statewide WIA activities, which was insufficient to cover the cost of providing additional assistance to workforce areas that have high concentrations of eligible youth.

H. WAIVER TO REQUIRE EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES AND PROVISION OF INCENTIVE GRANTS TO LOCAL AREAS

The state of Idaho requested and received a waiver of the following two sections of the Workforce Investment Act - WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the completion of evaluations on workforce investment activities for adults, dislocated workers, and youth and WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) requiring provision of incentive grants to local areas. With funding becoming severely limited, the costs of operating the state's workforce development/One-Stop system and the other mandatory WIA activities have continued to rise, further restricting Idaho's ability to effectively fund and carry-out all of the required statewide workforce investment activities. PY14's funding level and anticipated funding levels for future program years are projected to be insufficient to cover the costs of providing incentive grants and performance awards. As a result, the state was not unable to provide meaningful incentives or to establish meaningful evaluation activities. The state has prioritized usage of these funds to: 1) ensure that the state remains compliant with required WIA administrative functions; 2) maintain activities necessary for federal reporting through the management information systems for the programs in Idaho's workforce development system; and 3) promote and expand the services available through the 25 American Job Centers to business and individuals throughout the state.

I. WAIVER OF THE LIMITATION ON TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS

The state requested and received a waiver to the Workforce Investment Act's (WIA) Section 133(b)(4) and WIA Final Rules at 20 CFR Section 667.140 - the provision to limit Workforce Investment Boards (LWIBs) ability to transfer up to 20 percent of a program year allocation for adult employment and training activities, and up to 20 percent of a program year allocation for dislocated worker employment and training activities between the two programs, with the approval of the governor. Under this waiver, the state proposed to increase the limit of transfer authority up to 50 percent which provides flexibility while ensuring consistency with congressional intent regarding the level of funding appropriate for the WIA adult and dislocated worker programs. The challenges that dislocated worker program participants and adult program participants face each year vary throughout the state and over the course of the program year. The waiver permits the state to lessen these challenges by transferring funding to more effectively serve its customers.

WIA SUCCESS STORIES

Below are several examples of the impact that Workforce Investment Act has had in the state of Idaho, positively affecting the lives of many of its residents who had the opportunity to participate in the program. The stories represent participants from all three formula grants and also include National Emergency Grant participants.

Rob, a 41 year-old with congenital hearing loss, lived with his parents and was financially and socially dependent upon his father and mother due to his disability. His father approached a WIA career planner, noting his son communicated only through sign language and spoke few words, adding that no employer has been willing to give his son a chance.

After being interviewed, Rob was enrolled and assessed under WIA. A local employer, Potlatch Mill has an aging workforce and a strong need to train people for these positions coming vacant. The plant manager was contacted about Rob's availability. The WIA program partnered with Vocational Rehabilitation to provide a local job coach. Several meetings took place with Potlatch, including a mill tour to work out any details and address any concerns. Rob, with job coach by his side, was enrolled into a forklift certification class offered by North Idaho College's Workforce Development program. Potlatch initially hired Rob through a temp agency, but within 6 months he was offered permanent employment at \$19/hr. with full benefits and retirement.

A week after being released from serving a 2½ year prison sentence, **Nathaniel**, a 35 year-old service-connected disabled USAF veteran, visited his local AJC in September 2014. The Disabled Veterans Outreach Program (DVOP) specialist, along with the AmeriCorps liaison and other staff members, provided him a variety of services on numerous occasions. Despite these efforts, he was unable to gain employment and lost his temporary housing in December. Having violated his probation before this occurred, he was again incarcerated. Upon his release, he contacted the DVOP, who referred Nathaniel to WIA under the Dislocated Worker Training NEG, which targeted the long-term unemployed. His WIA case manager discussed the possibility of an internship opportunity with a local property company. Soon after, he met with Silver Leaf Property Development to see about the internship opportunity. The company's owner was intrigued with his persistence and likability, despite his criminal record. After meeting with his case manager, Nathaniel was hired as an intern at \$15.00/hr. Excelling in this opportunity, he was offered a full-time, permanent position with the company several months later. Now earning a sustainable wage, he no longer needs assistance. This turn-around even led him to pick up a part-time weekend position servicing aircraft – related to his former occupation in the USAF.

Garrett, Nick and Chris's summer was anything but routine for them. As participants in the WIA Youth Work Experience Program, the three youth worked on various projects with the Cascade Ranger District of the Boise National Forest, spending time working the highly-traveled recreation areas and toiling in remote, pristine locations. A combination of physical labor, forestry chores and eye-

opening educational experiences all contributed to improvements of the Cascade Ranger District and the enjoyment of the visiting public. This opportunity helped to build the futures of the three young men who learned new skills and strong work habits. Projects included constructing and painting picnic tables, placing screens on 48 bathroom vents, working with wildlife biologists, repairing water-damaged roads and pot holes, interacting with the public, posting signs, building and clearing trails, removing trees using axes and bow saws, landscaping, ditching, repairing boat ramps, and much more. The crew did such an awesome job that the Ranger District kept them on longer than initially anticipated. The young men continued to work with Hydrologists and Fisheries Biologists. Here they learned core sampling in rivers, fish species identification and understanding the ecosystem. The two younger participants returned to classes at Cascade High School but the oldest, Chris, was able to convey this opportunity into an internship, extending his experience into late October or November. Having passed the U.S. Forest Service training and testing, he has a career interest in forestry work which has been bolstered by this activity, providing a valuable foundation for him to compete for future job openings with the Forest Service and similar organizations.

When he was 29 years old, **Agustin** was laid off from his job with the closure of Dutchman Manufacturing in Twin Falls, where he earned \$16/hr. after working there seven years. Being out of school for 11 years, he felt the need to seek help through WIA. Although he had work experience in the both the agriculture and trailer manufacturing industry, he was unable to find sustainable employment in the area along with the other 160 people that had also been laid off with him. Researching his possibilities, he was interested diesel mechanics. This fell in line with his previous work experience from both industries which he enjoyed immensely. Even his career assessment interest indicator noted he was a good fit for this high-demand occupation. Federal financial aid for school was not available to him, even though he and his family were living with his in-laws. Through WIA, he enrolled in the College of Southern Idaho (CSI) where he received all A's and excellent reviews in his 1st semester of pre-requisite classes. Being an ambitious person, he attended summer semester to move forward, which then led to his achievements of being named to the President's List for both the fall and spring semesters. With his 4.0 GPA, Agustin completed his clinical for the diesel mechanic program at the Peterbuilt facility in Heyburn, Idaho. He received a Diesel Mechanic Technical Certificate in April, but looks forward to obtaining his Associates Degree in Diesel Mechanics at the end of the 2015 fall semester. Both he and instructor at CSI have spoken to several prospective employers in the area that are very interested in his abilities once he completes training.

Derik is a married 37 year-old with four children, ranging from 6 to 10 years of age. Three of his four kids are autistic. His 10-year-old twin girls attend public school and require additional one-on-one therapy several times a week. His 6-year-old son, however, is more severely affected and cannot function without full-time attention and adult supervision, which has placed much emotional and financial stress on the family over the years. For the last seven years, Derik was a stay-at-home father providing the necessary care for his children while his wife completed her LPN training and then began her nursing career. Although this

provided them with an income and health benefits, they still fell under low income guidelines for a family of 6 and continued to struggle.

Derik was assessed by WIA staff and enrolled into a 4-week truck driving program where graduated with his Class A CDL and all endorsements including hazardous materials. He was hired by Jim Palmer Trucking at a starting wage of \$21.82 per hour with full benefits. This change in the family allowed them to hire the necessary childcare for both Derik and his wife to work full-time and better provide for their family and possibly even own their own home.

A Desert Storm Army veteran and a single mother with a four year-old daughter, 46 year-old **Theresa** lived with her mother after being laid off her job three months earlier with no job prospects and diminishing unemployment benefits. After visiting with WIA staff, she registered for summer classes at the College of Southern Idaho to enter the radiology technologist program. The WIA program helped with tuition, books, supplies, testing and certification fees along with transportation assistance to get to and from her clinical training facilities in other cities. She graduated with a 3.84 cumulative GPA, earning her Rad Tech certification. She is working full-time as a registered radiological technician in the Sun Valley area, at a starting wage of \$23.50/hr. with an excellent benefit package. Since her exit from WIA, she was accepted into a very competitive and limited enrollment program at Weber State University in Ogden, UT where she receives additional training as a radiation therapy technician working with cancer patients. The program provides on-site housing, allowing her to continue her present job and make the three-hour drive to Ogden several days a week to participate in the training. She will complete this program in nine months and double her wage soon after.

Brittany, an out-of-school parenting youth, participated in a paid Internship through WIOA with Idaho Power. She was able to work hands on with Relay Technicians, Communication Technicians and Protection Engineers to commission a new transmission substation, help install protection and control schemes. She received a great evaluation from her instructors. She is currently enrolled at Idaho State University in the Energy Systems Instrumentation Engineering Technology program. Graduating December of 2015, she was an early hire by JT3 in Las Vegas, NV and will earn approximately \$26/hr.

Luis came to the WIA program after a mass layoff from a local manufacturing plant where he worked more than 10 years. Prior to this he struggled immensely finding employment since he is deaf and his only means of communication is limited American Sign Language (ASL). Though he has a HS diploma, he still struggles with reading and writing. Co-enrolled with Vocational Rehabilitation, Luis received help complete multiple job applications, a cover letter and a résumé. With a résumé and cover letter in hand, WIA staff were able to set up an interview with another manufacturing plant near his home. The program provided Luis with ASL interpreters for the interview and orientation once he was hired. He has been employed with the same company for over a year.

Thompson Creek Molybdenum Mine in Challis, Idaho was the largest employer in Custer County, employing over 200 people in 2014. Unfortunately due to a decline

in the price of molybdenum, the mine made the decision to permanently lay off 117 employees later in December of that year. The closure not only affected the workers, but it also had a devastating impact on the community of Challis, proving to be very challenging and emotional for many. Providing the employees advance notice of the lay-off, the mine hosted job fairs for the employees, inviting other mining operations and interested employers from Idaho and surrounding states to participate. The Idaho Department of Labor, in addition to providing Rapid Response services, also participated in job fairs by providing information regarding the WIA program and UI benefits. WIA staff worked with several of these individuals assisting with job search, resumes, and labor market information, leading many to employment through these services. However, 26 individuals were enrolled in WIA to improve their opportunity to secure employment. All were hired upon exit, ranging in jobs from the medical field to electrical lineman. The average exit wage for these former Thompson Creek Mine employees was \$27.20/hr. with full benefits.

Brienna was 16 when she dropped out of high school, but had obtained her GED when she had approached the WIA program to seek enrollment as an out-of-school youth. Although interested in attending college, she chose not to at the time. After her parents divorced, she and her mother moved from another state to Idaho, with the aunt she moved in with being her only support. Being only 16, she was intimidated not having any work experience. Although a prime candidate for work experience, WIA youth staff found her an excellent On-the-Job training (OJT) opportunity. A local orthodontics facility was willing to hire Brienna as their full-time, front desk Office Assistant at \$10.00/hr. Successfully completing her OJT, she continues at her work where she has surrounded herself with supportive people and created her own positive peer group. The ability to save money motivated her to continue her career training as she looks to enroll in the dental hygiene program at Idaho State University fall.

Chris, a single 52 year-old, earned \$10/hr. as maintenance person in a job he held for five years before being laid off. Unemployed for nine months and having exhausted his UI benefits, he was enrolled in the WIA Program to help him obtain full time employment. With a traumatic head injury and epilepsy, he struggled during interviews as he would take some time to process questions and stare straight ahead without blinking. This made some interviewers uncomfortable, despite his intelligent and cogent responses. Placing him was difficult even though he had great skills and a good work history. For a short time he repaired small engines part time at \$9/hr., but commuted almost 50 miles a day. He applied for a position with the local bus system to work as a mechanic and was hired for the position. However, when completing new employee orientation paperwork, the human resources department told him that he could not hire him since epilepsy prevented his obtaining a class B CDL. WIA staff contacted the HR department but was told was an essential function of the job. Chris was devastated as he really wanted this position and tried to challenge the CDL requirements but could not succeed. He continued with his job search for several more months, when the bus company contacted the WIA career planner to see if Chris was still interested in working for them. With a change in the bus company's management, she wanted

to offer him the position again. Chris was very excited about the opportunity and is now working there as a full-time mechanic, earning \$14/hr. an hour with benefits, which is more than he has ever earned before.

Published by

IDAHO

DEPARTMENT OF LABOR

Workforce Development Division
317 West Main Street
Boise, Idaho 83735
(208) 332-3570, Ext. 3228

C.L. "BUTCH" OTTER, GOVERNOR
KENNETH D. EDMUNDS, DIRECTOR

Costs associated with this publication (or program) are available by contacting the Idaho Department of Labor, which is funded in part by federal grants from the U.S. Department of Labor. The Idaho Department of Labor is an equal opportunity employer. Preference may be given to veterans who qualify under state and federal laws and regulations. Auxiliary aids and services are available upon request to individuals with disabilities. Dial 711 for TTY Idaho Relay Service.