

*Our mission: Providing skilled workers for quality jobs that strengthen communities.*

The Idaho Department of Labor collaborates with all segments of the economy to generate quality jobs and maintain an educated, skilled work force that is the foundation of vibrant, diversified and expanding communities.

Idaho Labor serves the needs of businesses and workers in the areas of employment services, unemployment insurance, wage and hour laws, work force training, communications and research and Social Security disability determinations.

With the Workforce Development Council, which oversees department operations, Idaho Labor focuses on the needs of its customers – businesses and job seekers – by developing and providing innovative policies and programs that can be adapted to specific work environments.

Organization And Mission	Goals And Objectives	Performance Measures	Benchmark Target	External Factors
<p><b><u>Administrative Services</u></b></p> <p>Provides fiscal, human resources, information technology, purchasing and facility services.</p>	<ul style="list-style-type: none"> <li>• Maintain productivity through reliable, secure, efficient and cost-effective services.</li> <li>• Constantly improve, update and modernize the department’s information technology system.</li> <li>• Improve and enhance customer service through automation, standardization and innovation.</li> <li>• Improve staff efficiency and work environment.</li> <li>• Cooperate with other government agencies through co-location, partnerships and technical expertise.</li> <li>• Maintain accurate, timely unemployment insurance financial records.</li> </ul>	<ol style="list-style-type: none"> <li>1. Fully document financial manual and automated procedures.</li> <li>2. Maintain business continuity for IT operations.</li> <li>3. Construct new Kootenai County office.</li> <li>4. Assume management of the central office building at 317 W. Main St.</li> <li>5. Implement new document management system.</li> <li>6. Replace benefit checks with electronic deposits and debit cards.</li> <li>7. Deposit all tax collections within 24 hours.</li> <li>8. Implement acceptance of credit cards for unemployment insurance tax payments.</li> <li>9. Complete update of SQL Server platforms to newest version.</li> <li>10. Upgrade end-of-life mainframe and storage network</li> <li>11. Support employment services system im-</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete automated systems documentation by Dec. 31, 2009.</li> <li>2. Complete functional data storage and minimal operational capabilities offsite by Dec. 31, 2009.</li> <li>3. Build and occupy the new Kootenai County office by Oct. 31, 2010.</li> <li>4. Assume management of the Industrial Administration Building by Dec. 31, 2009.</li> <li>5. Implement workflow capabilities and pilot test by Dec. 31, 2009. Finalize document retention policies by Dec. 31, 2009.</li> <li>6. Statewide implementation of debit cards for unemployment benefits by March 31, 2010.</li> <li>7-8. Tax collections always deposited within 24 hours.</li> </ol>	

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		<p>provements through the partnership with south central Idaho under the Workforce Innovation in Regional Economic Development.</p>	<p>9. Complete migration to SQL Server 2008 by Dec. 31, 2009.            10. Upgrade mainframe by January, 2011; upgrade storage network by October, 2010.            11. Complete WIRED employment services automation project by June 30, 2010.</p>	
<p><b><u>Communications &amp; Research</u></b></p> <p>Provides a broad range of state and local labor market, economic and demographic data to businesses, workers and researchers. Statistically and actuarially supports the unemployment insurance program. Develops promotional material to support initiatives informing the business community and the labor force about department programs and services. Serves as the U.S. Census Bureau's State Data Center.</p> <p><b>Career Information System</b> provides detailed Idaho occupation information and economic data to students and adults looking for jobs.</p>	<ul style="list-style-type: none"> <li>• Calculate the annual standard unemployment insurance tax rate, the state unemployment insurance tax rate and the maximum and minimum weekly benefits.</li> <li>• Meet federal deadlines and accuracy standards for deliverables from the Quarterly Census of Employment and Wages, Local Area Unemployment, Occupational Employment and Current Employment statistical programs.</li> <li>• Administer surveys for the Division of Human Resources to determine state employee pay levels and fringe benefits.</li> <li>• Support data needs of the Workforce Development Council and conduct special research projects to help policymakers make sound decisions based on solid data.</li> <li>• Make labor market information easily and quickly accessible to all.</li> <li>• Increase public awareness and understanding of Idaho's economy, labor market situation and unemployment statistics.</li> <li>• Increase use of the agency's services by businesses and job seekers.</li> </ul>	<ol style="list-style-type: none"> <li>1. Tax rates and benefit amounts that, based on the highest-cost three years, maintain a trust fund balance that delivers at least nine months of benefits for unemployed workers.</li> <li>2. A small margin of error between initial employment estimates and final labor data.</li> <li>3. Publish wage and benefit information that industry and the Idaho Legislature can use to establish competitive wages for Idaho workers.</li> <li>4. Increase public access to and use of the department's labor market and economic data via the Internet.</li> <li>5. Increase use of agency services by businesses and job seekers.</li> <li>6. Expand Career Information System customer base and revenues from products.</li> </ol>	<ol style="list-style-type: none"> <li>1. Annually review and update as needed the calculation model for the Unemployment Insurance Trust Fund balance, employer tax rates and worker benefits.</li> <li>2. Continued funding from the Bureau of Labor Statistics to carry out the state's responsibilities under the cooperative agreement.</li> <li>3. Annually meet deadlines established by the Division of Financial Management and the Division of Human Resources for state employee wage data as requested.</li> <li>4. Begin work to measure industry, employment, occupational growth and skill gaps for the health care, high technology, advanced manufacturing and power and energy sectors.</li> </ol>	<p>Dramatic and unexpected shifts in the national, state and local economies.</p> <p>Federally mandated changes in the methodology for calculating and maintaining all Bureau of Labor Statistics-related deliverables.</p> <p>Changes in federally funded deliverables.</p> <p>Changes in federal funding levels for meeting Bureau of Labor Statistics and Education and Training Administration deliverables and maintaining agency services.</p> <p>Changes in information technology.</p>

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			5. Publish labor and economic analyses in the monthly Idaho Employment newsletter and an annual assessment of Idaho's economy and labor force.  6. Increase average monthly visits to the agency's labor market information Web site by 10 percent.	
<p><b><u>Disability Determinations Service</u></b></p> <p>Makes determinations on applicant medical eligibility for Social Security disability benefits.</p>	<ul style="list-style-type: none"> <li>• Maintain integrity and accuracy of the determinations issued.</li> <li>• Provide decisions in a cost-efficient and timely manner.</li> <li>• Participate in national meetings or conferences to ensure upcoming policies or procedures do not impact Idaho's business process negatively.</li> </ul>	<ol style="list-style-type: none"> <li>1. Retain national leadership in timeliness and productivity.</li> <li>2. Meet or exceed federal determination accuracy target of 97 percent.</li> <li>3. Increase the amount of information submitted electronically.</li> <li>4. Enroll consultative examination providers for direct deposit payments.</li> <li>5. Provide assistance to other states or components within the Social Security Administration as requested.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reduce both Title 2 and 16 average processing times to 50 days with a productivity goal of 310.</li> <li>2. Meet federal accuracy goal of 97 percent.</li> <li>3. Increase electronic medical record submission to 80 percent and consultative exams to 99 percent.</li> <li>4. 100 percent participation in direct deposit of consultative exam providers by the end of 2010.</li> <li>5. Process 90 percent of initial claims within 55 days of receipt.</li> </ol>	<p>Development of Common Case Processing System may affect productivity as new system is rolled out to states.</p>
<p><b><u>Work Force Development</u></b></p> <p>Provides work force development services to drive Idaho's economic future by administering:</p> <p><b>Employment &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Employment Service</li> <li>• IdahoWorks, the automated labor exchange</li> <li>• Workforce Invest-</li> </ul>	<ul style="list-style-type: none"> <li>• Help existing and new businesses maintain their competitive edge in today's global economy by preparing Idaho's work force for high-skilled, high-wage career opportunities.</li> <li>• Promote the awareness of Labor offices as the community center for business and work force services.</li> <li>• Develop quality partnerships among business, education and work force leaders to expand the quality of</li> </ul>	<ol style="list-style-type: none"> <li>1. Use Employment Services, Workforce Development Training Fund, Workforce Investment Act, Trade Adjustment Assistance, Navigator program and the Work Opportunity Tax Credit to support job creation and increased earnings in high-wage, high-skill jobs.</li> <li>2. Market and promote department services</li> </ol>	<ol style="list-style-type: none"> <li>1. WORK FORCE PROGRAMS:             <ol style="list-style-type: none"> <li>a. Expand access to automated services to 140 libraries statewide with stimulus money, enhance the Idaho Business Directory, match the federal grant to continue services to those with</li> </ol> </li> </ol>	<p>The American Recovery and Reinvestment Act of 2009 includes an additional \$3.5 million in one-time funding for employment services as well as an additional \$6.98 million in one-time funding for Workforce Investment Act programs. This al-</p>

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<p>ment Act</p> <ul style="list-style-type: none"> <li>• Trade Adjustment Assistance</li> <li>• Migrant Seasonal Farm Workers</li> <li>• Alien Labor Certification</li> <li>• Veterans</li> <li>• Work Opportunity Tax Credit</li> <li>• Navigator Program for job seekers with disabilities.</li> <li>• Department staff training</li> </ul> <p><b>Business Services</b></p> <ul style="list-style-type: none"> <li>• Workforce Development Training Fund</li> </ul> <p><b>Work Force Policy</b></p> <ul style="list-style-type: none"> <li>• The Workforce Development Council</li> <li>• Nursing Workforce Advisory Council</li> </ul>	<p>and capacity for worker preparation and continuing education.</p> <ul style="list-style-type: none"> <li>• Provide quality training programs that increase the skills of Labor staff and improve service delivery.</li> <li>• Maintain competitive pricing for the Career Information System, tailoring information to customer needs and developing new products to expand customer base and customer use.</li> <li>• Assist low-income, veterans, disabled, farm workers and others facing barriers in negotiating unemployment and employment services.</li> <li>• Streamline service delivery systems and services across education, work force and employment services providers.</li> </ul>	<p>among business customers.</p> <ol style="list-style-type: none"> <li>3. Increase regional work force partnerships using “sector strategies” that address supply-demand projections for industries with higher-than-average wage and job growth potential.</li> <li>4. Develop and implement staff training programs addressing new employee orientation, Career Development Facilitator, business services and programs other than unemployment insurance.</li> </ol>	<p>disabilities, expand one-on-one re-employment services to idle workers, especially veterans, and expand job fairs and job search workshops.</p> <ol style="list-style-type: none"> <li>b. Upgrade IdahoWorks with enhanced job notification, Web accessibility, integrated automated services, virtual job fairs, labor market information tools, Career Information System services and targeted use of social networking sites.</li> <li>c. Use Workforce Development Training Funds for 25 companies to create 800 new jobs.</li> <li>d. Enroll 4,900 in Workforce Investment Act programs – 2,150 with stimulus funds – including 1,250 adults, 1,600 youth and 2,050 dislocated workers and enroll 1,100 in Trade Adjustment Assistance programs.</li> <li>e. Certify 1,750 Workforce Opportunity Tax Credits.</li> </ol> <p>2. <b>MARKETING</b></p> <p>Develop tools to track business use of and satisfaction with department services.</p>	<p>lows the department to significantly increase employment and training services to Idahoans during this economic downturn.</p> <p>The economic slowdown will continue to soften the demand for new workers and expand the need for dislocated worker services. This may slow the effort to implement sector strategy planning as demand outpaces capacity.</p> <p>The Obama Administration has announced it will propose significant legislative changes to the nation’s employment and training system including the reauthorization of the Workforce Investment and Wagner-Peyser acts. These unknown changes will most likely result in a reprioritization of activities.</p> <p>Changing federal reporting requirements, if adopted as proposed, could overwhelm information technology capacity.</p>

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			<ul style="list-style-type: none"> <li>3. PARTNERSHIPS               <ul style="list-style-type: none"> <li>a. Help local offices establish specific “sector strategy” plans and goals for business outreach.</li> <li>b. Promote best practices and tools for effective business outreach.</li> </ul> </li> <li>4. STAFF TRAINING               <ul style="list-style-type: none"> <li>a. Twenty-five staff complete Career Development Facilitator training.</li> <li>b. Implement Workforce Investment Act adult and dislocated worker basic training.</li> <li>c. Implement employment service and re-employment service basic training.</li> <li>d. Develop staff training for sector strategy business services.</li> </ul> </li> <li>5. POLICY               <ul style="list-style-type: none"> <li>a. Develop a new Workforce Investment Act subgrant monitoring policy and process to reduce costs.</li> <li>b. Develop a document retention policy allowing for scanned documents to replace hard copy originals.</li> </ul> </li> </ul>	

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<p><b><u>Field Services</u></b></p> <p>Provides a broad array of labor exchange services to job seekers and employers both electronically and through staff at the 25 local offices across the state. These services include unemployment insurance benefits, job referrals, labor market information, Workforce Investment Act training opportunities, career guidance, business job fairs, rapid response services to dislocated workers and services to veterans, farmworkers and individuals with disabilities.</p> <p><b><u>Area I Offices</u></b> Bonners Ferry, Sandpoint, Coeur d'Alene, Lewiston, Silver Valley (Kellogg), Orofino, Grangeville, Moscow, St. Maries, Salmon, Rexburg, Blackfoot, Idaho Falls, Pocatello and Soda Springs.</p> <p><b><u>Area II Offices</u></b> Blaine County (Hailey), Mini-Cassia (Burley), Magic Valley (Twin Falls), Mountain Home, Boise, Meridian, Canyon County (Caldwell), Payette, McCall and Emmett.</p>	<ul style="list-style-type: none"> <li>• Implement Summer Youth Employment Program from June through September.</li> <li>• Provide enhanced reemployment services to those most likely to exhaust their unemployment insurance benefits.</li> <li>• Enhance the Business Services initiative to focus on assisting youth with career exploration and awareness of occupations Idaho employers will need in the future and develop Business Services specialists throughout the state who will concentrate on job search, employment opportunities and assisting businesses.</li> <li>• Maintain and expand initiatives targeting workers with disabilities, veterans, ex-offenders, refugees, dislocated workers and out-of-work professionals, using social media and online networking.</li> <li>• Strengthen the workload sharing strategy among all 25 local offices to improve customer service with limited staff.</li> </ul>	<ol style="list-style-type: none"> <li>1. Provide young people 14 to 21, mainly disadvantaged and those with barriers, with work readiness and work experience opportunities.</li> <li>2. Provide enhanced reemployment services to both skilled and displaced workers as quickly as possible so they can move seamlessly from work to further education and training and on to higher paying jobs. Expand one-on-one services and case management for veterans.</li> <li>3. Conduct youth exploration events such as Hard Hats, Hammers, and Hot Dogs and business seminars, and plan and train 12 designated business service specialists in the local offices to identify critical work force issues and develop solutions to help businesses in those key industries meet their work force needs.</li> <li>4. Increase the capacity of local offices to deliver more and expanded job search workshops, targeted seminars and other events.</li> <li>5. Develop procedures and training to maximize service delivery through the virtual call-center technology.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enroll over 700 youth statewide to work up to eight weeks this summer at public and non-profit sites.</li> <li>2. Hire 24 more staff to increase re-employment service delivery. Track those served so the impact of the program can be assessed. Train frontline staff. Focus on job search for veterans, those with disabilities and others facing work barriers.</li> <li>3. Use \$1.3 million in stimulus funds to hire training experts in the area of business services. Incorporate effective outreach to businesses into regional work force planning strategies.</li> <li>4. Expand pilot projects on networking, refugees, disabled workers and others special groups to all six regions of the state.</li> <li>5. Handle 400,000 calls a month and increased unemployment insurance workload without disrupting customer satisfaction.</li> </ol>	<p>Increased federal funding under the American Recovery and Reinvestment Act of 2009.</p> <p>Significantly increased workload in all areas due to escalating unemployment, job search and job training requests and unemployment benefit claims. Late enactment of the stimulus bill required rapid development and implementation of the Summer Youth Employment Program.</p>

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<p><b><u>Unemployment Insurance</u></b></p> <p>The <b>Benefits Bureau</b> keeps the unemployment insurance laws up to date, provides technical assistance to field staff and assists in maintaining and upgrading benefit determination and distribution.</p> <p>The <b>Compliance Bureau</b> ensures program integrity, policing employer tax payments and worker benefit payments.</p> <p>The <b>Wage and Hour Section</b> administers wage laws and farm contractor licensing.</p> <p><b>Appeals Bureau</b> issues determinations in benefit and wage disputes.</p>	<ul style="list-style-type: none"> <li>• Ensure compliance with state and federal laws.</li> <li>• Meet and exceed benefit performance standards.</li> <li>• Provide quality guidance and program training to field staff.</li> <li>• Make prompt, accurate payment of claimant benefits.</li> <li>• Maintain and enhance communication on program and legal details with both employers and workers.</li> <li>• Modernize IdahoWorks, the claimant online filing system.</li> <li>• Detect benefit fraud, benefit abuse, tax avoidance and worker misclassification.</li> <li>• Ensure taxes are paid and benefit overpayments are recovered.</li> <li>• Collect unpaid employee wages.</li> <li>• Maintain timely processing of claims for unpaid wages despite staff reductions.</li> <li>• Operate within budgetary limits for Wage and Hour as provided by the legislature.</li> <li>• Monitor compliance of farm labor contractors with licensing law.</li> <li>• Maintain affordability of appeals process.</li> <li>• Accelerate the number of hearing being schedule to lower the time between protest and hearing until Idaho can meet the federal goals for timeliness and the time cases have been pending.</li> <li>• Continue redetermination process to help reduce number of unneeded hearings.</li> </ul>	<ol style="list-style-type: none"> <li>1. Assure Internet portal, Intranet unemployment insurance site and staff have up-to-date information.</li> <li>2. Provide guidance for accurate delivery of federal unemployment benefit extensions.</li> <li>3. Ensure availability of basic, intermediate and advanced unemployment insurance training to staff.</li> <li>4. Meet Acceptable-Level-of- Performance standards despite severe federal budget cuts.</li> <li>5. Provide direct deposit or debit cards for timely benefit payments.</li> <li>6. Incorporate case management and issues adjudication in rewritten online claims filing systems.</li> <li>7. Improve required claimant work search and continue administering Reemployment Eligibility Assessment.</li> <li>8. Build new online unemployment tax quarterly reporting application.</li> <li>9. Intensify fraud and evasion investigations.</li> <li>10. Provide safety training to all field staff.</li> <li>11. Continue pressing cases against unlicensed farm labor contractors.</li> <li>12. Paperless processing of all wage claim investigations.</li> <li>13. Use CDs and reduce</li> </ol>	<ol style="list-style-type: none"> <li>1-2. Field staff adequately trained in claims processes.</li> <li>3. In addition to meeting specific standards, Idaho will rank in the top 10 in Benefit Timeliness and Quality scores for separation and non- separation issues at quarterly tripartite. First pay timeliness to exceed 90 percent quarterly.</li> <li>4. Eliminate paper checks for UI payments by October 2009; direct deposit and/or debit cards will be used for benefit payments.</li> <li>5. Determination quality continues to meet or exceed federal minimum of 80 percent.</li> <li>6. Idaho Works rewrite completed by December 2010 &amp; deployed by second quarter 2011.</li> <li>7. Convert BASIS data storage to DB2 by the end of the third quarter 2010.</li> <li>8. Verification of work-seeking activity continues at 10 percent of claimants.</li> <li>9. Complete design stage for new online quarterly UI tax reporting application by Dec. 2009. Complete application by</li> </ol>	<p>Volatility in the amount of annual federal operating grants.</p> <p>Safety and investigations training depends on availability of funds and legislative approval.</p> <p>Unforeseen use of the unemployment insurance system for delivery of benefits or information.</p>

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		<p>documents that need to be mailed.</p> <p>14. Reduce the amount of paper being mailed out by using employer and claimant websites.</p> <p>15. Create forms to speed up the decision writing process.</p>	<p>Dec. 2010.</p> <p>10. Seventy-five joint investigations completed annually. One percent tax audit penetration completed annually. Maintain better than minimum expectations for overpayment establishments and recovery.</p> <p>11. Provide safety and investigation training by December 2010.</p> <p>12. Collect \$500,000 in unpaid wages in FY2010. Conduct 80 presentations to constituent groups about labor law. Process 80 percent of wage claims within 30 days.</p> <p>13. Bring farm labor contractor violations to county prosecutors for trial.</p> <p>14. Get Idaho back into the top 10 states nationally in average age of cases and the time to complete cases during fiscal year 2010.</p> <p>15. Finish Appeals Processing and Conference Management application and begin testing.</p>	

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The Idaho Department of Labor has a long history of innovation that enables it to maintain program and service levels and keep all 25 local offices open despite reduced federal funding.

The department continues to work with the Department of Commerce in a coordinated fashion to foster economic development, business recruitment and job creation that was at least partly responsible for the dramatic economic expansion Idaho enjoyed during the mid-2000s and a less traumatic impact than many other states have felt from the national recession that began in December 2007.

The department’s 25 offices serve as a direct link between businesses and their employees and state government, perfectly situating the Department of Labor as the state’s lead agency in work force development. Working closely with the Department of Commerce, the Department of Labor is helping to maintain Idaho’s economic strength.

To get more information on the Idaho Department of Labor’s strategic plan, contact Bob Fick at (208) 332-3570 ext 3628 or at [bob.fick@labor.idaho.gov](mailto:bob.fick@labor.idaho.gov).