

*Our mission: Connect job seekers with Idaho employers,
deliver work force solutions to Idaho businesses and
support people with career and life transitions.*

The Idaho Department of Labor collaborates with representatives of 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, human rights disputes 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><u>Administrative Services</u> Provides fiscal, human resources, information technology, purchasing and facility services to all divisions of the department.</p>	<ul style="list-style-type: none"> • Promote responsible management of the department’s financial assets. • Replace old automated systems in unemployment insurance by supporting the AWIN project to build a new benefit and tax system. • Increase communication and coordination within information technology cost centers and other divisions, especially the field division. • Update and modernize the department’s information technology system through Cloud Computing, LYNC and other up-to-date products. • Improve and enhance customer service through automation, standardization and innovation. • Improve staff efficiency and work environment. 	<ol style="list-style-type: none"> 1. Maintain business continuity for IT operations. 2. Deposit all tax collections within 24 hours. 3. Rewrite automated accounting systems: Workforce Investment Act fiscal, cost accounting, time distribution, unemployment insurance accounting. 4. Move Internet application for employers submitting quarterly unemployment insurance tax reports in house. 	<ol style="list-style-type: none"> 1. Complete main-frame transfer to the state Controller’s office by Dec. 31, 2011. 2. Tax collections always deposited within 24 hours. 3. Cost accounting rewrite complete, unemployment insurance fund accounting rewrite in testing, Workforce Investment Act fiscal system and time distribution rewrites in development. Complete rewrites in September 2011. 4. Online tax payment and wage reporting system is in testing and scheduled for release in September 2011. 	

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	<ul style="list-style-type: none"> • Cooperate with other government agencies through colocation, partnerships and technical expertise. • Maintain accurate, timely unemployment insurance financial records. • Find a suitable, cost effective small office location in the Wendell, Shoshone or Gooding area to serve surrounding communities. 	<ol style="list-style-type: none"> 5. Support unemployment insurance system modernization through AWIN consortium. 6. Maintain Disaster Recovery/Business Continuity for all main-frame systems. 7. Update critical database and Internet platforms. 8. Complete unemployment insurance grant funded projects before AWIN development begins. 9. Continue strategic shift to cloud services. 	<ol style="list-style-type: none"> 5. Complete AWIN Technical architecture, proof of technology, proof of concept and proof of process by June 30, 2012. 6. Integrate Disaster Recovery/Business Continuity with move to the controller's main-frame. 7. Complete upgrade of new SQL server hardware in 2011; complete upgrade to new Web server hardware and software in 2011. 8. Complete New Hire rewrite by Sept. 30, 2011; complete MCM rewrite by Nov. 15, 2011. 9. Establish contract for PAAS services in 2011; cloud email proof of concept with the department's transfer of email to Microsoft completed by Oct. 1, 2011; testing cloud VOIP immediately after Oct. 1; identify and implement other opportunities for cloud computing as they arise. 	

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<p><u>Communications & Research</u></p> <p>Statistically and actuarially support the unemployment insurance program.</p> <p>Collect, analyze and deliver a broad range of state and local labor market, economic and demographic data to policymakers, businesses, workers and researchers.</p> <p>Serve as the U.S. Census Bureau's State Data Center.</p> <p>Provide detailed Idaho economic, occupational and career information data to students and adults looking for jobs.</p> <p>Support the department's business and job seeker service initiatives with promotional materials describing the department's programs and services.</p> <p>Make sure the department is meeting its equal opportunity obligations as outlined in the Workforce Investment Act.</p>	<ul style="list-style-type: none"> • Calculate the annual standard unemployment insurance tax rate, the state unemployment insurance tax rate and the maximum and minimum weekly benefits. • Meet federal deadlines and accuracy standards for deliverables from the Quarterly Census of Employment and Wages, Local Area Unemployment, Mass Layoffs, Occupational Employment and Current Employment Statistics programs. • Administer surveys for the Division of Human Resources to determine state employee pay levels and fringe benefits. • Support data needs of the Workforce Development Council and conduct special research projects to help policymakers reach sound decisions based on solid data. • Update and make sure Idaho's career and labor market information is easily and quickly accessible by all. • Increase public awareness and understanding of Idaho's economy, labor market situation and unemployment statistics. • Increase use of the agency's services for businesses and job seekers. • Receive and process all discrimination complaints within a 48 hours and train local office personnel on their responsibilities to make sure the department meets its equal opportunity obligations as outlined in the Workforce Investment Act. 	<ol style="list-style-type: none"> 1. Tax rates and benefit amounts that, based on the three highest-cost years, maintain a trust fund balance that delivers at least 18 months of benefits for unemployed workers. 2. Maintain the smallest possible deviation between initial employment estimates and final labor data. 3. Publish wage and benefit information that industry and the Idaho Legislature can use to establish competitive wages for Idaho workers. 4. Increase public access to and use of the department's economic data, career and labor market information and economic data via the Internet. 5. Advance Idaho's economic recovery and expansion into areas of renewable and efficiency energy and resource use. 6. Increase public understanding of the Idaho economy. 	<ol style="list-style-type: none"> 1. Annually review and update as needed the calculation model for the Unemployment Insurance Trust Fund balance, employer tax rates and worker benefits. 2. Continue funding from the Bureau of Labor Statistics to meet the accuracy standards and other responsibilities under the cooperative agreement. 3. Annually meet deadlines established by the Division of Financial Management and the Division of Human Resources for state employee wage data as requested. 4. Finalize reports that measure industry, employment, occupational growth and skill gaps in advanced manufacturing and power and energy. 5. Finalize and disseminate research on the green economy in Idaho and his potential for growth. 6. Publish labor and economic analyses in the monthly Idaho Employment newsletter and an annual assessment of Idaho's economy and labor force. 	<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 Employment and Training Administration deliverables and maintaining agency services.</p> <p>Changes in information technology.</p>

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		7. Increase use of agency services by businesses and job seekers and expand the customer base for Idaho's career information system, increasing its revenues from pay-for-use products.	7. Increase average monthly visits to the agency's labor market information Web site by 10 percent.	
<p><u>Disability Determinations Service</u></p> <p>Makes determinations on applicant medical eligibility for Social Security disability benefits.</p>	<ul style="list-style-type: none"> • Maintain integrity and accuracy of the determinations issued. • Provide decisions in a cost-efficient and timely manner. • Participate in national meetings or conferences to ensure upcoming policies and procedures do not adversely impact Idaho's businesses. • Provide assistance to other states or components within the Social Security Administration as requested. 	<ol style="list-style-type: none"> 1. Retain national leadership in timeliness and productivity. 2. Meet or exceed federal determination accuracy target of 97 percent. 3. Reduce response time for consultative examinations reports and medical evidence records. 4. Continued to enroll consultative examination providers for direct deposit payments. 5. Enroll medical evidence record providers for direct deposit payment. 	<ol style="list-style-type: none"> 1. a. Maintain both Title 2 and 16 average processing times to 55 days. b. Meet productivity goal of 315. c. Reduce and maintain the number of 120-day-old cases to 1 percent. d. Reduce average turnaround time on federal quality returns to 35 days. 2. Meet federal accuracy goal of 97 percent. 3. a. Receive signed consultative examination reports within seven days of examination. b. Receive 75 percent of medical evidence reports in eight days from request. 4. Increase participation in direct deposit of consultative exam providers to 100 percent by the end of 2012. 5. Target enrollment of 50 percent of medical evidence record providers for direct deposit by the end of 2012. 	<p>Idaho will beta test new disability case processing system, which may impact productivity.</p> <p>The high number of applications for disability benefits may impact productivity.</p> <p>Restrictions in new and replacement hiring of permanent staff may impact the ability to complete work.</p> <p>Social Security Administration program goals for specific workloads may change due to congressional mandates.</p>

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<p><u>Field Services</u></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><u>North Offices</u> Bonners Ferry, Sandpoint, Post Falls, Lewiston, Silver Valley (Kellogg), Orofino, Grangeville, Moscow and St. Maries.</p> <p><u>Southeast Offices</u> Salmon, Rexburg, Blackfoot, Idaho Falls, Pocatello, Soda Springs, Wood River Valley(Bellevue), Mini-Cassia (Burley) and Magic Valley (Twin Falls).</p> <p><u>Southwest Offices</u> Mountain Home, Boise, Meridian, Canyon County (Caldwell), Payette, McCall and Emmett.</p>	<ol style="list-style-type: none"> 1. Aggressively assist unemployed Idahoans in becoming re-employed by strategically enhancing and expanding services while maintaining efficient service delivery. 2. Direct at least 10 percent of employment services resources to staffing for the Business Solutions initiative. Business Solutions specialists throughout the state will continue focusing on outreach to businesses in targeted sectors. 3. Collaborate with partners including the Division of Vocational Rehabilitation, veteran's groups, the Department of Correction and refugee agencies to enhance awareness of work force services to populations in need. 4. Implement enhanced workload sharing strategies among all 25 local offices to improve customer service with limited staff. 5. Continue services of the Idaho Grow Green Grant in partnership with Professional-Technical Education to "green up" programs and strengthen enrollment in postsecondary programs. 	<ol style="list-style-type: none"> 1. Implement new and enhanced services such as the planning tool for Re-employment Eligibility Assessments, launch new online job search module and expand job clubs and professional networking groups. 2. Concentrate outreach on high wage and high growth sectors including advanced manufacturing, technology, energy and health care. Implement a customer relationship management tool to provide Labor and other groups with data on what is occurring within specific industries so Labor's services and resources can be appropriately targeted and sound policy recommendations can be made. 3. Pursue appropriate grants and other opportunities to increase services and outreach to identified populations. 4. Unemployment Insurance determination workload will be distributed in proportion to staff resources. 5. Work with secondary and postsecondary students enrolled in green curricula at 18 participating high schools and six colleges and with regional Grow Green teams to support 	<ol style="list-style-type: none"> 1. Conduct over 6,000 Re-employment Eligibility Assessment interviews, promote and track usage of the online job search module, increase the number of job clubs across the state. 2. Form three to four industry partnerships in each region to collaboratively solve work force issues. 3. Leverage existing resources and secure new resources to serve targeted populations. 4. Local offices will have comparable levels of productivity and exceed the 80 percent standard for timely determinations. 5. During the next school year approximately 1,000 students will be served through Grow Green-funded programs. Labor staff will provide job 	<p>Extended federal unemployment compensation will be phased out during the next year. This will reduce the unemployment insurance budget and staffing by about 30 full-time positions.</p> <p>Workload remains high in all areas due to high unemployment, job search and job training requests and unemployment benefit claims.</p>

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	<p>6. In each of the work force regions, conduct eight career exploration fairs on high demand occupations such as health care, energy and construction.</p>	<p>positive outcomes and sustainability of the training programs.</p> <p>6. Expose high school students to professional-technical careers. Work with school districts and the Idaho Department of Transportation to hold career fairs in each region of the state.</p>	<p>placement help for students at the college level and encourage secondary students to move on to postsecondary programs.</p> <p>6. Each career fair will have a minimum of 200 students participating.</p>	
<p><u>Unemployment Insurance</u></p> <p>The Benefits Bureau 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 Compliance Bureau ensures program integrity, policing employer tax payments and worker benefit payments.</p> <p>The Wage and Hour Section administers wage laws and farm contractor licensing.</p> <p>Appeals Bureau issues determinations in benefit and wage disputes.</p>	<ul style="list-style-type: none"> • Ensure compliance with state and federal laws. • Meet and exceed benefit performance standards. • Provide quality guidance and program training to field staff. • Make prompt, accurate payment of claimant benefits. • Maintain and enhance communication on program and legal details with both employers and workers. • Maintain IdahoWorks, the claimant online filing system. • Detect benefit fraud, benefit abuse, tax avoidance and worker misclassification. • Ensure taxes are paid and benefit overpayments are recovered. • Collect unpaid employee wages. • Maintain timely processing of claims for unpaid wages despite staff reductions. • Operate within budgetary limits for Wage and Hour as provided by the Legislature. • Monitor compliance of farm labor contractors with licensing law. 	<ol style="list-style-type: none"> 1. Assure Internet portal, Intranet unemployment insurance site and staff have up-to-date information. 2. Provide guidance for accurate delivery of federal unemployment benefit extensions. 3. Ensure availability of basic, intermediate and advanced unemployment insurance training to staff. 4. Meet Acceptable-Level-of- Performance standards. 5. Incorporate case management and issues adjudication in online claims filing systems. 	<ol style="list-style-type: none"> 1-2. Field staff adequately trained in claims processes. 3. In addition to meeting specific standards, Idaho will rank in the top 10 nationally in Benefit Timeliness and Quality scores for separation and non- separation issues at quarterly tripartites. First pay timeliness to exceed 90 percent quarterly. 4. Determination quality continues to meet or exceed federal minimum of 80 percent. 5. Continue study with Arizona, Wyoming and North Dakota for the successful implementation of a new benefits and tax Web-based 	<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> <p>Loss of information technology resources available to Unemployment Insurance Bureau due to four-state tax and benefit program rewrite project known as AWIN.</p>

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	<ul style="list-style-type: none"> • Maintain affordability of appeals process. • Continue redetermination process to help reduce the number of unneeded hearings. 	<ol style="list-style-type: none"> 6. Improve required claimant work search and continue administering Reemployment Eligibility Assessment. 7. Build new online unemployment tax quarterly reporting application. 8. Intensify fraud and evasion investigations. Enhance detection using new data mining tools 9. Provide safety training to all field staff. 10. Successfully process all wage claims filed. 11. Continue to monitor potential cases against unlicensed farm labor contractors. 12. Reduce the amount of paper being mailed out by using employer and claimant Web sites. 	<p>system.</p> <ol style="list-style-type: none"> 6. 30 percent of job-seekers will be required to provide their work search, 10 percent of these contacts will be verified. 7. Complete design stage for new on-line quarterly tax reporting application by July 31, 2011. Complete and implement application by Sept. 30, 2011. 8. Implement new audit procedures and goals to achieve the new core measures regarding tax auditing as federally defined. 9. Provide safety and investigation training by December 2011. 10. Collect \$500,000 in unpaid wages in FY2011. Conduct 60 presentations to constituent groups about labor law. Process 80 percent of wage claims within 30 days. 11. Bring farm labor contractor violations to county prosecutors for trial. 12. Continue to keep Idaho in the top 10 states nationally in average age of cases and the timeliness. 13. Schedule appeals hearings that will 	

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		<p>13. Create forms to speed up the decision writing process.</p>	<p>continue to meet the federally set timeliness, case aging and quality goals.</p> <p>14. Appeals processing and conference management application is currently being developed and tested and should be in full use by December 2011.</p>	
<p><u>Work Force Development</u></p> <p>Support and coordinate the state’s “One Stop” workforce development system to produce an innovative and skilled workforce that allows business to thrive and provides economic opportunity to Idaho workers and their families.</p>	<p>The Workforce Development Council has set as goals for the workforce system in Idaho:</p> <ul style="list-style-type: none"> • Creation of jobs that sustain Idaho workers and expand the economy. • Development of an Idaho workforce that is highly skilled, committed to continuous learning and aware of opportunities available in the marketplace. • Support of comprehensive education and workforce delivery system. • Improvement in the awareness of the workforce system among workers, partners and policy makers and expansion of its use and effectiveness. 	<p>The department will use:</p> <ul style="list-style-type: none"> • Employment Services • Workforce Investment Act • Trade Adjustment Assistance • Workforce Development Training Fund • Business Solutions • Hire One Act outreach <p>to:</p> <ol style="list-style-type: none"> 1. Reduce Idaho’s unemployment rate by 40 percent by 2015. 2. Reduce Idaho’s underemployment by 40 percent by 2015. 	<ol style="list-style-type: none"> 1. 2010 annual average unemployment rate 9.3 percent. Workforce Investment Act participant employment entry rate at 62 percent, retention rate at 75percent and average six-month earnings at \$11,000. 2. 2010 annual avg. underemployment rate at 16.4 percent. Workforce Investment Act adult enrollment at 767 with 78 percent entering em- 	<p>Congress is considering proposals to reauthorize the Workforce Investment Act and and the employment services program that could alter priorities. With the significant differences between the House and Senate and the potential for extreme budget cuts to agency workforce programs, it is difficult to predict the extent of the changes that may be necessary.</p> <p>High unemployment rates demand a focus on employers to generate job opportunities.</p>

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		<p>3. Create 40,000 jobs with at least two-thirds paying \$12 or better with health benefits by 2015.</p> <p>4. Increase Idaho’s “go-to-college” rate including all postsecondary education by 30 percent by 2018.</p> <p>5. Reduce the need for remediation for new college entrants by 50 percent by 2020.</p>	<p>ployment, 82 percent retention rate and \$10,000 in average six-month earnings; dislocated worker enrollment at 951 with 80 percent entering employment, 85 percent retention rate and \$12,000 average six-month earnings; Trade Adjustment Assistance enrollment at 480 with 65 percent entering employment, 83 percent retention rate and \$13,172 average six-month earnings.</p> <p>3. 2010 annual average number of jobs was 602,100. Workforce Development Training Fund resources for 25 companies to create 800 new jobs.</p> <p>4. Currently 49 percent of Idaho’s secondary students go to postsecondary education. Workforce Investment Act dislocated worker enrollment at 905 with 70 percent entering employment or education and 60 percent attaining a degree or certificate.</p> <p>5. In FY2010 40.3 percent of new full-time college students out of high school less than a year needed remediation. 25 percent of Work-</p>	

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		<p>6. Ensure that 60 percent of Idaho workers obtain a certificate, industry recognized credential, apprenticeship or degree beyond high school by 2020.</p> <p>7. Idaho's Workforce Development System will meet or exceed program performance measures.</p> <p>8. Establish sector partnership for each of the targeted industries – health care, technology, energy and advance manufacturing – by 2012.</p> <p>9. Establish a measure of Idahoans who are aware of the resources available through the workforce system.</p> <p>10. Increase the use of the IdahoWorks labor exchange system to list jobs by employers as a percentage of all new hires by 10 percent by 2015.</p>	<p>force Investment Act youth will make literacy and numeracy gains.</p> <p>6. 50 percent of Workforce Investment Act and Trade Adjustment Assistance program completers attain degree or certificate.</p> <p>7. All Workforce Investment Act, Trade Adjustment Assistance and employment services program performance goals will be met.</p> <p>8. Benchmark will be established with new Business Solutions initiative</p> <p>9. A 2011 survey will establish awareness benchmark</p> <p>10. During 2010, 68,853 job opening were listed in IdahoWorks and 141,108 new hires were reported for a 49 percent penetration rate. In 2011 the penetration rate will increase to 50 percent.</p>	

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<p><u>Human Rights Commission</u></p> <p>Administers state and federal anti-discrimination laws in a manner that is fair, accurate and timely, and works toward ensuring that all people within the state are treated with dignity and respect in their places of employment, housing, education and public accommodation.</p>	<ul style="list-style-type: none"> • In administering state and federal anti-discrimination laws, act to increase public awareness, ensure administrative efficiency and effectiveness, encourage peaceful resolution of conflicts, conduct impartial, fair and respectful investigations, target litigation resources at the most significant discrimination issues and maintain a positive working relationship with the Equal Employment Opportunity Commission. • Promote voluntary compliance with anti-discrimination laws through education, maintaining a library of resource materials, posting information on the commission Web site and participating in organizations promoting equal opportunity, diversity and human rights. • Advocate for the worth of all the people by speaking out publicly on human rights issues, supporting changes in the law where necessary and informing the public about the social and economic benefits to the state in protecting human rights. • Use all commission resources to maintain a professional, skilled, well-trained staff with access to technology that will increase their effectiveness and to partnerships that will maximize their impact. 	<ol style="list-style-type: none"> 1. Make mediation available to all parties, but identify at time of filing those cases which are unlikely to resolve through mediation and direct them immediately into investigation so they can be handled more quickly. 2. Senior investigators will maintain caseloads so that the average age of cases is three months or less. 3. Investigators will maintain caseloads so that the average staff age of cases is five months or less. 4. Publicize the appointment of persons as Human Rights commissioners in their home communities to emphasize a local commission presence. 5. Increase commission interaction with communities throughout Idaho. 6. Advocate for the value and worth of all the people of Idaho. 	<ol style="list-style-type: none"> 1. The administrator will use her administrative authority for early dismissal of cases filed solely to obtain a Notice of Right to Sue or cases where it appears that further administrative processing would not be productive. All open cases will be in active mediation, investigation or conciliation. 2. Senior investigators will complete an average of at least eight cases per month. 3. Investigators will complete an average of at least five cases per month. 4. Develop and practice outreach strategies as resources permit including the distribution of public service announcements about human rights and diversity. 5. Hold at least one quarterly commission meeting outside of Boise. The commission will respond to as many invitations to speak publicly on human rights issues as possible, averaging at least two presentations per month. 6. The commission will partner with others interested in human rights to provide accurate information to the 	<p>Population growth and demographic changes that impact revenue, the employee base and Idaho's changing economy.</p> <p>Increasing realization and emphasis by business leaders on Idaho's ability to compete in a global economy.</p> <p>Idaho's reputation regarding human rights issues.</p> <p>Pressure from advocacy groups, businesses and persons in positions of power to force commission decisions based on interests other than impartial fact-gathering and legal analysis.</p> <p>Limited financial resources.</p> <p>Changes in federal laws, EEOC contracting principles or new court decisions.</p> <p>Statutory and regulatory restrictions on the commission's ability to obtain evidence and to facilitate timely cooperation from the parties. One specific restriction is the commission's inability to compel the production of evidence. State law is not substantially equivalent to the Federal Fair Housing Act, and the commission is</p>

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		7. Hire and retain a professional staff committed to civil rights work.	<p>public on human rights issues and on proposed legislation.</p> <p>7. The commission will work with the Department of Labor and the Division of Human Resources to ensure that all staff positions are accurately classified and compensated and will provide all employees and commissioners with training sufficient to allow them to fully perform their jobs.</p>	unable to contract with HUD to handle housing discrimination cases under federal law.



The Idaho Department of Labor has a long history of innovation that enables it to maintain program and service levels and a local office presence in 25 communities throughout the state, soon to be 26 with the addition of another south central office.

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 19-month national recession that ended in June 2009.

The department's local offices are 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.