

Part I – Agency Profile

As a leader in delivering workforce services, the Idaho Department of Labor's mission is to connect business, education and workforce; link job seekers with Idaho employers and help people with career and life transitions. We strive to reach our vision and accomplish our mission by adhering to core values of honesty and integrity, reliability, teamwork, collaboration and employee empowerment.

Agency staff are committed to ensuring Idaho's job seekers and employers have access to a wide array of quality employment-related services and economic information. The department's funding primarily comes from employer unemployment insurance taxes and federal formula-based grants and resources. Idaho's Wage and Hour Section is partially supported by state general fund revenues, while the Idaho Commission on Human Rights has transitioned off general fund revenues and is supported through subsidies from the Idaho Department of Labor and federal contract monies from U.S. Equal Employment Opportunity Commission.

Kenneth Edmunds, a certified public accountant and Twin Falls businessman, is the department director. Edmunds was as a member of the Idaho State Board of Education from May 2008 to Nov. 2013 and served as board president from April 2012 to April 2013.

Despite a continued decrease in federal funding over the past several years, the department's 517 (as of 05/29/2015) employees (down from 567 at the end of SFY 2014) remain determined to help job seekers and businesses meet their needs.

Three advisory boards - the Governor's Workforce Development Council, the Idaho Commission on Human Rights and the Governor's Commission on Service and Volunteerism - provide program guidance and oversight.

The Governor's Workforce Development Council is the advisory board for the department's workforce development programs. Council members are appointed by the governor for three-year terms and represent the various regions of the state as well as business, education, government and labor.

The Idaho Commission on Human Rights oversees the operations of commission staff and the administration of discrimination complaints. Commission members are appointed by the governor for three-year terms with the advice and consent of the state Senate to ensure representation of a diversity of individuals who make up the population of the state of Idaho.

The Governor's Commission on Service and Volunteerism oversees operations of Serve Idaho. Its members are appointed by the governor for three-year terms and also represent the wide range of interests across Idaho.

Core Functions/Idaho Code

The Idaho Department of Labor is designated under Idaho Code Title 72, Chapter 13. Its various divisions and major functions are listed and authorized as noted.

LABOR-RELATED PROGRAMS

WORKFORCE AND ADMINISTRATIVE SERVICES provide a broad array of automated and personalized labor exchange services to job seekers and businesses. Title 72, Chapter 13; Federal - 29 U.S.C. Chapter 49. Some of these services include lifelong learning opportunities for Idaho's new, current and transitional workers as out lined in the following federal CFRs:

Workforce Innovation and Opportunity Act – Federal – 20 CFR Part 652, 660-671/P.L. 105-220/29 U.S.C. 30 and

Trade Adjustment Assistance Program – Federal – 20 CFR Part 617/P.L. 107-210/19 U.S.C. 12.

UNEMPLOYMENT INSURANCE provides partial replacement of wages to eligible workers who lose their jobs through no fault of their own. Title 72, Chapter 13; Federal - 26 U.S.C. Chapter 23.

WAGE AND HOUR defines the state's responsibilities for administering Idaho's wage and labor laws. Title 72, Chapter 13, Title 44, Chapters 15 & 16, and Title 45, Chapter 6.

COMMUNICATIONS & RESEARCH provides a broad variety of labor market and economic data at the state, regional and local level on past, current and projected labor market conditions, including information on occupations, wages, job openings and skill levels. Several of the federal statutes listed earlier authorize this function, which also includes:

Career Information Systems – Title 72, Chapter 13.

Government Human Resources Recruitment and Data Compilation – Executive Order 2011-04.

IDAHO'S WORKFORCE DEVELOPMENT TRAINING FUND supports economic expansion by funding employee training programs for new and expanding businesses. Title 72, Chapter 13.

IDAHO DISABILITY DETERMINATIONS SERVICE helps the Social Security Administration process disability claims, determining whether individuals applying for Social Security disability benefits meet the criteria for medical severity and ensuring a fair and timely consideration for those individuals. Title 72, Chapter 13; Federal – 20 CFR Part 416/ 42 U.S.C. 421.

SERVE IDAHO and the Governor's Commission on Service and Volunteerism promote collaboration among public, private and nonprofit agencies and organizations to advance community service programs and activities throughout the state. It also administers AmeriCorps grants. Executive Order 2006-14.

IDAHO COMMISSION ON HUMAN RIGHTS secures for all individuals within the state freedom from discrimination because of race, color, religion, sex, national origin or disability in connection with employment, public accommodations, and real property transactions, discrimination because of race, color, religion, sex or national origin in connection with education, and discrimination because of age in connection with employment. Title 67, Chapter 59, Idaho Code.

Revenue and Expenditures

Revenue	FY 2013	FY 2014	FY 2015	FY 2016
Labor, Wage & Hour Escrow	\$0	\$0	\$0	\$2,364
Wage & Hour	\$103,229	\$71,654	\$54,264	\$77,088
Unemployment Penalty & Interest	\$0	\$0	\$0	\$0
Employment Security Special Administration	\$2,222,268	\$1,578,958	\$872,238	\$1,202,340
Workforce Development Training Fund	\$75,692	\$41,407	(\$34,534)	\$73,855
Federal Grant	\$54,459,267	\$54,602,419	\$53,320,767	\$54,110,327
Misc. Revenue	\$1,157,521	\$1,189,598	\$971,294	\$1,393,585
General Fund - Wage and Hour	\$298,100	\$302,300	\$313,500	\$320,700
General Fund - Human Rights	\$0	\$0	\$0	\$0
Unemployment Compensation	<u>\$333,121,973</u>	<u>\$321,708,385</u>	<u>\$201,910,908</u>	<u>\$181,148,494</u>
Total	\$391,438,052	\$379,494,721	\$257,408,436	\$238,328,672
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$41,309,220	\$40,153,011	\$40,370,318	\$39,062,194
Operating Expenditures	\$61,984,667	\$63,081,528	\$63,948,847	\$64,341,068
Capital Outlay	\$1,908,290	\$1,237,794	\$851,068	\$613,224
Trustee/Benefit Payments	<u>\$174,337,589</u>	<u>\$140,156,355</u>	<u>\$121,258,003</u>	<u>\$112,014,092</u>
Total	\$279,539,766	\$244,628,688	\$226,428,236	\$216,030,579

Profile of Cases Managed and/or Key Services Provided

All measures from July 1 to June 30

Cases Managed and/or Key Services Provided	FY 2013	FY 2014	FY 2015	FY 2016
1) <i>ES</i> - Number of individuals registered for employment services	224,212	211,892	186,647	121,672
2) <i>ES</i> - Number of job openings received (Full-time permanent)	55,203	62,279	78,809	279,778
3) <i>WIOA</i> - Number of Adult Customers served	991	901	890	753
4) <i>WIOA</i> - Number of Dislocated Worker Customers served	1,304	1,050	992	568
5) <i>WIOA</i> - Number of Youth Customers served	1,270	1,137	934	806
6) <i>Wage & Hour</i> - Number of contacts (personal & telephone) with employers/employees to provide wage & hour information to prevent future claims	61,021	49,478	45,355	50,139
7) <i>Human Rights Commission</i> - Total administrative cases filed	463*	435*	443	403

Part II – Performance Measures

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	SFY 17 Benchmark
Goals can be found in specific sections of SFY15 Idaho Department of Labor Strategic Plan as referenced under each performance measure.						
1. <i>Employment Services</i> – Entered Employment Rate - Sec. II-A., 1-4d	actual	61%	65%	64%	72%	-----
	benchmark	60%	60%	61%	61%	58.1%
2. <i>Employment Services</i> – Retention Rate - Sec. II-A., 1-4d	actual	84%	82%	83%	87%	-----
	benchmark	67%	67%	83%	83%	67.6%
3. <i>UI</i> – Number of Initial Claims Made - Sec. III-A	actual	109,361	95,975	85,784	69,676	-----
	benchmark	123,000	99,489	99,489	99,489	99,489
4. <i>UI</i> – Number of Weeks Compensated through state program - Sec. III-A	actual	957,682	717,207	400,360	349,972	-----
	benchmark	700,000	640,781	640,781	670,781	670,781
5. <i>UI</i> – Number of Employers Covered by Unemployment Insurance Laws - Sec. III-A	actual	45,599	47,444	47,930	50,376	-----
	benchmark	50,500	47,069	47,069	47,069	51,000
6. <i>WIOA</i> – Percentage of adult clients employed as of second quarter after exiting the program - Sec. II-A., 1-4d	actual	83.5%	86.8%	91.6%	81.3%	-----
	benchmark	78.6%	85%	88%	88%	81.5%
7. <i>WIOA</i> – Entered Employment Rate for Dislocated Workers - Sec. II-A., 1-4d	actual	86.1%	88.7%	91.4%	90%	-----
	benchmark	83.8%	88%	89%	89%	81.8%
8. <i>WIOA</i> – Placement in Employment or Education – Youth - Sec. II-A., 1-4d	actual	82%	84.9%	83.5%	76.3%	-----
	benchmark	65.8%	82%	86%	86%	73.1%
9. <i>DDS</i> – Productivity per Work Year (per worker) - Sec. III-B	actual	325.2	323.5	305.1	381.5	-----
	benchmark	328.6	320.6	303.3	303.3	353.1

10. IHRC – Cases closed through mediation, settlements, conciliation - Sec. III-C	actual	21%	17%	15%	16%	-----
	benchmark	27%	24%	24%	24%	24%
11. IHRC – Average Number of Cases Closed Per Month by Sr. Investigators - Sec. III-C	actual	7.1	7.5	7.6	6	-----
	benchmark	8	8	8	8	8
12. IHRC – Average Number of Cases Closed Per Month by Investigators - Sec. III-C	actual	3.5	4.2	4.2	4	-----
	benchmark	5	5	5	5	5
13. IHRC – Average Age of Cases for Senior Investigators (Days) - Sec. III-C	actual	113 days	122 days	117 days	90 days	-----
	benchmark	93 days	93 days	93 days	120 days	=/> 110 days
14. IHRC – Average Age of Cases for Investigators (Days) - Sec. III-C	actual	287 days	187 days	169 days	144 days	-----
	benchmark	155 days	155 days	155 days	160 days	=/> 150 days
15. IHRC – Respondents satisfied with case handling - Sec. III-C	actual	94%	95%	95%	91%	-----
	benchmark	85%	85%	85%	90%	90%
16. IHRC – Public presentations on human rights issues - Sec. III-C	actual	22	23	17	20	-----
	benchmark	24	24	24	20	20

Performance Measure Explanatory Notes

- 1) Employment Services – For FY16 and earlier, the rate at which adult participants are employed in the first quarter after exiting the program. New federal program standards implemented in FY 2017. Entered employment rate now defined as rate at which participants are employed in the second quarter after exiting the program.
- 2) Employment Services – For FY16 and earlier, the rate at which adult participants are employed in both the second and third quarters after exiting the program. New federal program standard implemented in FY 2017. Employment retention now defined as rate at which participants are employed in the fourth quarter after exiting the program.
- 3) Unemployment Insurance – Number of first-time claims made for benefits – Determined by department research and projections.
- 4) Unemployment Insurance – Number of weeks compensated with benefits – Determined by department research and projections.
- 5) Unemployment Insurance – Number of employers that are subject to the unemployment insurance wage laws – Determined by department research and projections.
- 6) Workforce Innovation and Opportunity Act (formerly known as WIA) – New federal program year 2016 benchmarks due to the new WIOA rules: Percentage of adults employed during the second quarter after exiting the program – Federal program standard.
- 7) Workforce Innovation and Opportunity Act (formerly known as WIA) – The rate at which dislocated worker participants are employed in the second quarter after exiting the program – New federal program standard implemented in PY 2016.
- 8) Workforce Innovation and Opportunity Act (formerly known as WIA) – The rate at which youth participants are either employed or enrolled in school during the second quarter after exiting a program – New federal program standard implemented in PY 2016.
- 9) Disability Determinations Service – The higher the number in a given year, the greater the productivity per worker in terms of case decisions and processing – Federal program standard.
- 10-16) Idaho Human Rights Commission case closures are measured from July 1 through June 30 (the state fiscal year). Statistics for the average age of cases are measured from the date of the administrative filing of a case. *Numbers revised 08/12/16.

For More Information Contact

Georgia Smith
Idaho Department of Labor
317 W Main St.
Boise, ID 83735-0790
Phone: (208) 332-3570 x 2102
E-mail: geosmith@labor.idaho.gov