

Part I – Agency Profile

Agency Overview

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.

Paul J. Spannkebel is serving as the department's interim director. Spannkebel began his state government career in September 2007, first as the Human Resources Administrator for the Department of Health & Welfare followed by Administrator of Operational Services, where he oversaw Human Resources, Contracts & Procurement, Facilities & Fleet Management, Administrative Hearings and Director Office Support. Prior to working for the state of Idaho, Spannkebel served 11 years in the U.S. Nuclear Navy (USS Nimitz & USS George Washington), and was in HR management for the public utilities and high-tech manufacturing in both Sioux Falls, SD and Milwaukee, WI.

Despite a continued decrease in federal funding over the past several years, the department's 536 employees (down 41 from 577 as of June 7, 2016) remain determined to help job seekers and businesses meet their workforce 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 outlined 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
- **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 2014	FY 2015	FY 2016	FY 2017
Labor, Wage & Hour Escrow	\$0	\$0	\$2,400	\$600
Wage & Hour	\$71,700	\$54,300	\$77,100	\$78,000
Unemployment Penalty & Interest	\$0	\$0	\$0	\$0
Employment Security Special Administration	\$1,579,000	\$872,200	\$2,069,400	\$2,562,500
Workforce Development Training Fund	\$41,400	(\$34,500)	\$73,900	\$118,300
Federal Grant	\$54,600,900	\$53,320,500	\$54,110,200	\$50,356,100
Misc. Revenue	\$1,078,200	\$940,400	\$1,415,000	\$3,393,400
General Fund - Wage and Hour	\$302,300	\$313,500	\$320,700	\$339,600
General Fund – Employment Services	\$0	\$0	\$0	\$50,000
Unemployment Compensation	\$282,329,400	\$212,058,300	\$190,651,700	\$193,184,500
Total	\$340,002,900	\$267,524,700	\$248,720,400	\$250,083,000
Expenditures	FY 2014	FY 2015	FY 2016	FY 2017
Personnel Costs	\$40,153,011	\$40,370,318	\$39,062,194	\$39,488,947
Operating Expenditures	\$63,081,528	\$63,948,847	\$64,341,068	\$12,702,046
Capital Outlay	\$1,237,794	\$851,068	\$613,224	\$481,431
Trustee/Benefit Payments	\$140,156,355	\$121,258,003	\$112,014,092	\$115,782,468
Total	\$244,628,688	\$226,428,236	\$216,030,579	\$168,454,892

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 2014	FY 2015	FY 2016	FY 2017
1. UI – Number of Initial Claims Made	N/A	85,784	69,676	69,946
2. UI – Number of Weeks Compensated through state program	N/A	400,360	349,972	351,249
3. UI – Number of Employers Covered by Unemployment Insurance Laws	N/A	47,930	50,376	52,033
4. ES - Number of individuals registered for employment services	211,892	186,647	121,672	84,933*
5. ES - Number of job openings received (Full-time permanent)	62,279	78,809	279,778	165,004
6. WIOA - Number of Adult Customers served	901	890	753	668
7. WIOA - Number of Dislocated Worker Customers served	1,050	992	568	466
8. WIOA - Number of Youth Customers served	1,137	934	806	552
9. Wage & Hour - Number of contacts (personal & telephone) with employers/employees to provide wage & hour information to prevent future claims	49,478	45,355	50,139	46,109
10. Human Rights Commission - Total administrative cases filed	435	443	403	485
11. Human Rights Commission – Public presentations on human rights issues	NA	17	20	42

***ES-Number of individuals registered for employment services.** New federal program standards implemented in SFY 2016 significantly changed the way Employment Service (ES) job seekers are counted. ES job seekers are now divided into two groups, those that use only self-services (reportable individuals) and those receiving staff assisted services (participants). For FY2017, the count shown above is the assumed total of these two counts.

Part II – Performance Measures

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
1. <i>Employment Services – Entered Employment Rate – Pages 4-5, Objective I, Strategy #1</i>	actual	65%	64%	72%	69.1	-----
	target	60%	61%	61%	58.1%	60.1%
2. <i>Employment Services – Retention Rate - Pages 4-5, Objective I, Strategy #1</i>	actual	82%	83%	87%	61.4	-----
	target	67%	83%	83%	67.6%	69.6%
3. <i>WIOA – Percentage of adult clients employed as of second quarter after exiting the program – Pages 4-5, Objective I, Strategy #1</i>	actual	86.8%	91.6%	81.3%	81.1%	-----
	target	85%	88%	88%	81.5%	83.5%
4. <i>WIOA – Entered Employment Rate for Dislocated Workers – Pages 4-5, Objective I, Strategy #1</i>	actual	88.7%	91.4%	90%	87.9%	-----
	target	88%	89%	89%	81.8%	83.8%
5. <i>WIOA – Placement in Employment or Education – Youth - Pages 4-5, Objective I, Strategy #1</i>	actual	84.9%	83.5%	76.3%	80.8%	-----
	target	82%	86%	86%	73.1%	75.1%

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
6. <i>UI</i> - First Pay Benefit Timeliness to exceed federal standard at 90% quarterly. Page 18, Objective II, Strategy #1	actual	NA	94.3%	96.6%	97.1%	-----
	target	NA	>=87.0%	>=87.0%	>=87.0%	>=87.0%
7. <i>UI</i> -Non-Monetary Determination quality meets or exceeds federal minimum of 80%. Page 18, Objective II, Strategy #1	actual	NA	70.6%	80.1%	80.4%	-----
	target	NA	>=80.0%	>=80.0%	>=80.0%	>=80.0%
8. <i>DDS</i> – Productivity per Work Year (per worker) Page 14, Strategy #2	actual	323.5	305.1	381.5	344.5	-----
	target	320.6	303.3	303.3	353.1	315.4
9. <i>IHRC</i> – Cases Closed through Mediation, Settlements, Conciliation Page 15, Strategy #2	actual	17%	15%	16%	22%	-----
	target	24%	24%	24%	24%	24%
10. <i>IHRC</i> – Average Age of Cases Investigations (Days) Page 15, Strategy #3	actual	187 days	169 days	144 days	159 days	-----
	target	155 days	155 days	160 days	=/>150 days	=/>160 days

Performance Measure Explanatory Notes

- 1) **Employment Services** – For SFY17 and earlier, the rate at which adult participants are employed in the first quarter after exiting the program. New federal program standards were implemented in SFY 2016 and “entered employment rate” is now defined as the rate at which participants are employed in the second quarter after exiting the program. While the Employment Service Metrics are reported based on Federal Program Year (FPY) which runs from July 1 – June 30, due to the changes in the Workforce Innovation Opportunity Act (WIOA) law the reporting measures and the lag time before wage data is available, federally reported performance numbers for the entered employment rate will not be available until Sept. 2018. The number shown for SFY17 is based off of the cohort exited 7/1/2015 through 6/30/2016 and is not reflected on department’s federal WIOA reports.
- 2) **Adult Job Seeker Success - Employment Services:** For SFY17 and earlier, the rate at which adult participants are employed in both the second and third quarters after exiting the program. New federal program standards were implemented in SFY 2016 and “employment retention is now defined as the rate at which participants are employed in the fourth quarter after exiting the program.” Metrics are reported based on Federal Program Year which runs from July 1 – June 30. Due to the changes in WIOA law and the reporting measures and lag time before wage data is available, federally reported performance numbers for the entered employment rate will not be available until Oct 2019. The number shown for FY17 is based off the cohort exited 7/1/2015 through 6/30/2016 and is not reflected on the department’s federal WIOA reports.
- 3) **Employed Adults - Workforce Innovation and Opportunity Act:** Percentage of adults employed during the second quarter after exiting WIOA training programs which is a federal program standard. WIOA metrics are reported based on Federal Program Year which runs from July 1 – June 30, however due to changes in WIOA law, the reporting measures and the time lag before wage data is available, federally reported performance measures for the SFY 17 entered employment rate will not be available until Oct. 2019. The number shown for SFY17 is based off of the cohort exited 7/1/2015 through 6/30/2016 and is not reflected on the department’s federal WIOA reports.
- 4) **Dislocated Workers - Workforce Innovation and Opportunity Act:** The rate at which dislocated worker participants are employed in the second quarter after exiting the program. WIOA metrics are reported based on Federal Program Year which runs from July 1 – June 30. However due to changes in WIOA law, the reporting measures and the time lag before wage data is available, federally reported performance measures for the SFY 17 as entered employment rate will not be available until Oct. 2019.

The number shown for SFY17 is based off of the cohort exited 7/1/2015 through 6/30/2016 and is not reflected on the department's federal WIOA reports.

- 5) **Youth Participant Employment - Workforce Innovation and Opportunity Act:** The rate at which youth participants are either employed or enrolled in school during the second quarter after exiting a program. WIOA metrics are reported based on Federal Program Year which runs from July 1 – June 30, however due to changes in WIOA law, the reporting measures and the time lag before wage data is available, federally reported performance measures for the SFY 17 entered employment rate will not be available until Oct. 2019. The number shown for SFY17 is based off of the cohort exited 7/1/2015 through 6/30/2016 and is not reflected on the department's federal WIOA reports.
- 6) **UI- First Payment Promptness:** Percent of all first payments made within 14 days after the week ending date of the first compensable week in the benefit year. Idaho has ranked first or second nationwide in this category since SFY2015.
- 7) **UI- Nonmonetary Determination Time Lapse:** Percent of all nonmonetary determinations (separations and nonseparation's) made within 21 days of the date of detection of any nonmonetary issue that would affect the claimants right to unemployment compensation. The national average for all states is: SFY 2015 (72.6%), SFY 2016 (73.0%) and SFY 2017 (72.4%).
- 8) **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.
- 9) – 10) **Idaho Human Rights Commission** case closures, respondent satisfaction and mediation percentages 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.

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