

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 in part, 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 the U.S. Equal Employment Opportunity Commission.

Despite a continued decrease in federal funding over the past several years, the department's 491 full-time employees (down 8.4 percent from 536 as of June 2017) are determined to help job seekers and businesses meet their workforce needs.

Idaho Gov. C.L. "Butch" Otter appointed former Idaho State Sen. Melinda Smyser to serve as the director for the Idaho Department of Labor in October 2017. Director Smyser's background includes 13 years of serving on the Parma School District Board of Trustees, 30 years of experience as an educator / school counselor and the owner of a small business. Smyser represented Canyon and Gem counties in the Idaho State Senate for two terms, serving on the Health and Welfare and Commerce committees and as vice chair of the Agriculture committee. More recently, Smyser spent five years as U.S. Sen. Jim Risch's Southwest Idaho Regional Director. Smyser has a bachelor's degree from the University of Idaho and a master's degree in Education / Counseling from the College of Idaho.

Four advisory boards - the Governor's Workforce Development Council, the Idaho Commission on Human Rights, STEM Action Center and the Governor's Commission on Service and Volunteerism - provide program guidance and oversight to the department.

The Governor's Workforce Development Council is the advisory board for the state's workforce development programs. The Governor appoints council members for three-year terms and ensures they represent the interests of business, education, government and labor in each region of Idaho.

The Idaho Commission on Human Rights oversees the operations of commission staff and administers discrimination complaints. The Governor appoints commission members 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. The Governor appoints its members for three-year terms and ensures they represent the wide range of interests across Idaho.

Core Functions/Idaho Code

The Idaho Department of Labor is designated in Idaho Code Title 72, Chapter 13.

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 Code of Federal Regulations (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.

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 2015	FY 2016	FY 2017	FY 2018
Unemployment Penalty & Interest	\$0	\$0	\$0	\$5,400
Employment Security Special Administration	\$872,200	\$2,069,400	\$2,562,500	\$4,645,000
Workforce Development Training Fund	(\$34,500)	\$73,900	\$118,300	\$262,400
Federal Grants	\$53,320,500	\$54,110,200	\$50,356,100	\$51,096,500
Misc. Revenue	\$940,400	\$1,415,000	\$3,393,400	\$1,689,100
General Fund	\$313,500	\$320,700	\$389,600	\$341,200
Unemployment Compensation	\$212,058,300	\$190,651,700	\$193,184,500	\$177,124,200
Total	\$267,470,400	\$248,640,900	\$250,004,400	\$235,163,800
Expenditures	FY 2015	FY 2016	FY 2017	FY 2018
Personnel Costs	\$40,370,300	\$39,062,200	\$39,489,000	\$38,003,100
Operating Expenditures	\$63,948,900	\$64,341,100	\$12,702,100	\$12,484,600
Capital Outlay	\$851,100	\$613,200	\$481,400	\$721,300
Trustee/Benefit Payments	\$121,258,000	\$112,014,100	\$115,782,500	\$93,187,300
Total	\$226,428,300	\$216,030,600	\$168,455,000	\$144,396,300

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 2015	FY 2016	FY 2017	FY 2018
1. UI – Number of Initial Claims Made	85,784	69,676	69,946	63,493
2. UI – Number of Weeks Compensated through state program	400,360	349,972	351,249	301,347
3. UI – Number of Employers Covered by Unemployment Insurance Laws	47,930	50,376	52,033	55,214

Cases Managed and/or Key Services Provided	FY 2015	FY 2016	FY 2017	FY 2018
4. ES - Number of individuals registered for employment services	186,647	121,672	84,933*	75,310*
5. ES - Number of job openings received (Full-time permanent)	78,809	279,778	165,004	178,129
6. WIOA - Number of Adult Customers served	890	753	668	629
7. WIOA - Number of Dislocated Worker Customers served	992	568	466	474
8. WIOA - Number of Youth Customers served	934	806	552	476
9. Wage & Hour - Number of contacts (personal & telephone) with employers/employees to provide wage & hour information to prevent future claims	45,355	50,139	46,109	41,321
10. Human Rights Commission - Total administrative cases filed	443	403	485	501
11. Human Rights Commission – Public presentations on human rights issues	17	20	42	61

***ES - Number of individuals registered for employment services.** New federal program standards implemented in FFY 2016 significantly changed the way the department reports Employment Service (ES) job seekers. The department now divides ES job seekers into two groups, those that use self-services (reportable individuals) and those receiving staff assisted services (participants). For FY2017 and FY2018, the count shown above is the assumed total of the two groups.

Part II – Performance Measures

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
1. <i>Employment Services – Entered Employment Rate – Pages 4-5, Objective I, Strategy #1</i>	actual	64%	72%	73.7%	73.8%	-----
	target	61%	61%	58.1%	60.1%	65.6%
2. <i>Employment Services – Retention Rate - Pages 4-5, Objective I, Strategy #1</i>	actual	83%	87%	73.9%	73.3%	-----
	target	83%	83%	67.6%	69.6%	49.0%
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	91.6%	81.3%	80.8%	80.0%	-----
	target	88%	88%	81.5%	83.5%	77.0%
4. <i>WIOA – Entered Employment Rate for Dislocated Workers – Pages 4-5, Objective I, Strategy #1</i>	actual	91.4%	90%	82.4%	84.0%	-----
	target	89%	89%	81.8%	83.8%	85.9%
5. <i>WIOA – Placement in Employment or Education – Youth - Pages 4-5, Objective I, Strategy #1</i>	actual	83.5%	76.3%	78.0%	77.2%	-----
	target	86%	73.1%	75.1%	75.1%	69.5%
6. <i>UI - First Pay Benefit Timeliness to exceed federal standard at 90% quarterly. Page 18, Objective II, Strategy #1</i>	actual	94.3%	96.6%	97.1%	96.9%	-----
	target	>=87.0%	>=87.0%	>=87.0%	>=90.0%	>=90.0%
7. <i>UI-Non-Monetary Determination quality meets or exceeds federal minimum of 80%. Page 18, Objective II, Strategy #1</i>	actual	70.6%	80.1%	80.4%	79.7%	-----
	target	>=80.0%	>=80.0%	>=80.0%	>=80.0%	>=80.0%

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
8. <i>DDS – Productivity per Work Year (per worker) Page 14, Strategy #2</i>	actual	305.1	381.5	344.5	347.8	-----
	target	303.3	303.3	353.1	315.4	315.4
9. <i>IHRC – Cases Closed through Mediation, Settlements, Conciliation Page 15, Strategy #2</i>	actual	15%	16%	22%	17%	-----
	target	24%	24%	24%	24%	24%
10. <i>IHRC – Average Age of Cases Investigations (Days) Page 15, Strategy #3</i>	actual	169 days	144 days	159 days	142 days	-----
	target	155 days	160 days	=/> 150 days	=/> 160 days	=/> 150 days

Performance Measure Explanatory Notes

- 1) Employment Services** – For SFY17 and earlier, the “entered employment rate” reflects the percentage of adult participants employed during the first quarter after exiting the program. Under new program standards beginning Federal Program Year (FPY) 2016, the measure is the percentage of participants employed in the second quarter after exiting the program. Reported Employment Service Metrics for the Federal Program Year (July 1 – June 30) and the counts shown reflect that timeframe. Due to changes in the Workforce Innovation Opportunity Act (WIOA) reporting measures and the lag time before wage data is available, the number shown for SFY18 is not included on the department’s federal WIOA FPY2017 report. The count for SFY17 now reflects the federal FPY2017 PIRL report (reporting period 7/1/2016-6/30/2017).
- 2) Adult Job Seeker Success - Employment Services:** For SFY17 and earlier, the “employment retention” measure is the percentage of adult participants employed in both the second and third quarters after exiting the program. Under new federal program standards beginning FPY 2016, the measure is the percentage of participants employed in the fourth quarter after exiting the program. Employment Service Metrics are based on the Federal Program Year (July 1 – June 30). The counts shown reflect that timeframe. Due to the changes in WIOA, 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 numbers shown for SFY17 and SFY18 are not in 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 based on the Federal Program Year (July 1 – June 30) and the counts reflect that timeframe. Due to changes in WIOA law regarding reporting measures and the lag time before wage data is available, the numbers shown for SFY18 are not included in the department’s federal WIOA FPY2017 report. The count for SFY17 reflects the reported number from the federal FPY2017 PIRL report (reporting period 7/1/2016-6/30/2017) as that data is now available.
- 4) Dislocated Workers - Workforce Innovation and Opportunity Act:** The percentage of dislocated worker participants employed in the second quarter after exiting WIOA training the program. WIOA metrics are reported based on Federal Program Year (July 1 – June 30) and the counts shown reflect that timeframe. Due to changes in WIOA law regarding reporting measures and the lag time before wage data is available, the number shown for SFY18 is not included on the department’s federal WIOA FPY2017 report. The count for SFY17 reflects the reported number from the federal PY2017 PIRL report (reporting period 7/1/2016-6/30/2017) as that data is now available.
- 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 (July 1 – June 30) and the counts shown reflect that timeframe. Due to changes in WIOA law regarding reporting measures and the lag time before wage data is available, the number shown for SFY18 is not included in the department’s federal WIOA FPY2017 report. The count for SFY17 reflects the reported number from the federal FPY2017 PIRL report (reporting period 7/1/2016-6/30/2017) as that data is now available.

- 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 nonseparations) 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: SFY2015 (72.6%), SFY2016 (73.0%), SFY2017 (72.4%) and SFY2018 (79.7%).
- 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 from the date of the administrative filing of a case.

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