



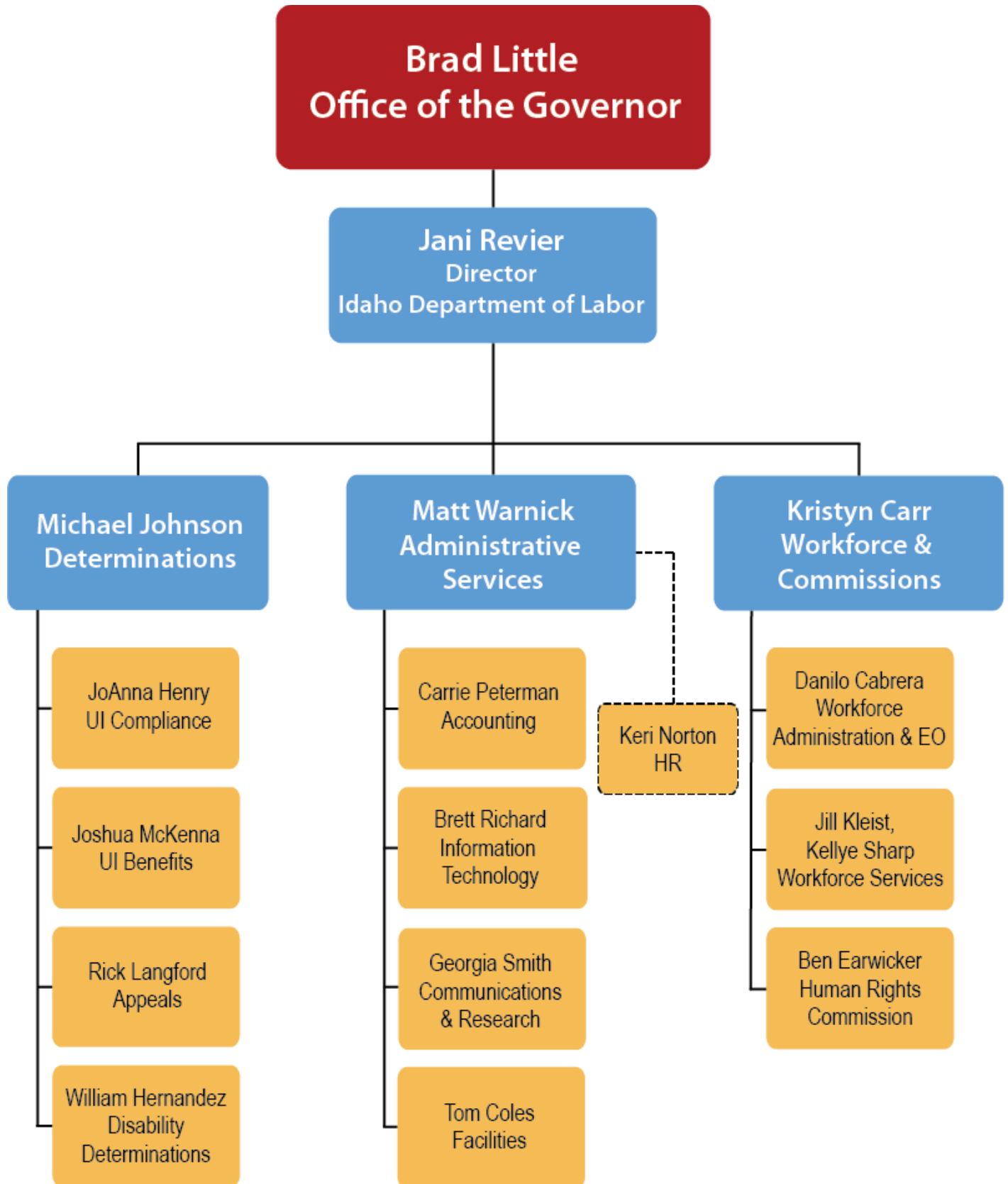
Idaho Department of Labor

**SFY2024-2027 Strategic Plan**

**IDAHO**  
DEPARTMENT OF LABOR  
BRAD LITTLE, GOVERNOR  
JANI REVIER, DIRECTOR

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## OUR MISSION

The Idaho Department of Labor connects job seekers with employment opportunities, supports workers through career and life transitions, and administers state labor laws.

## 2024 - 2027 GOALS

1. Connect Job Seekers with Employment Opportunities
2. Provide Effective and Efficient Program Administration
3. Provide Opportunities for Employee Development
4. Deliver Technology Solutions for Department Challenges

## OUR CORE VALUES

- **Integrity** – Acting with high ethical standards and consistency in how we treat others and deliver services.
- **Productivity** – Effective and efficient program administration achieved through an ongoing focus on process improvement.
- **Teamwork** – Working smarter through collaboration that seeks the valued contributions of all employees.

6/7/2023  
CT/AW/SP/2021

## Goal I: Prepare job seekers to meet current and future workforce needs of employers in Idaho.

### Workforce and Commissions: Workforce

#### A. Objective / Desired Outcome

Contribute to the success of Idaho's workforce development system by providing targeted employment services to help eligible job seekers find employment.



#### 1. Strategies & Tactics

##### a. Apprenticeship Idaho

- Support the development and expansion of new Registered Apprenticeship programs (RAPs) by reinforcing standards through the U.S. Department of Labor registration system and providing technical assistance to sponsors to ensure program compliance and high-quality jobs.
- Partner with federal, state and local entities as well as the private sector to coordinate and maximize resources.
- Improve data collection, data sharing and data integrity, and diversify RAPs.
- Coordinate unified messaging, outreach and engagement among all apprenticeship grantees.

##### b. Support and promote the Governor's workforce development goals by developing policies and leveraging workforce training resources under the Workforce Innovation and Opportunity Act to:

- Promote work-based learning, on-the-job training, and other tools and resources to Idaho employers so their workers can obtain the education and skills businesses need.

#### B. Objective / Desired Outcome

Connect job seekers with quality jobs and careers.

#### 1. Strategies & Tactics

- Provide timely labor market research to Idaho businesses, job seekers and education providers so they can make informed decisions about employee training needs, finding a job and developing workforce training programs.
  - Share Idaho's 2022-2032 Occupational and Employment Projections with the public, business, education and government stakeholders.
- Use funds from the Employment and Training Administration, the Wagner-Peyser Act, the Workforce Innovation and Opportunity Act, National Emergency Grants and Trade

Adjustment Assistance to connect job seekers with potential employers, training opportunities and meaningful careers.

- Assess job seeker skills and abilities;
- Enroll program participants in the appropriate training programs; and
- Help job seekers learn about and develop the skills they need to meet current employer demands.

c. Connect youth to education and employment.

- Provide work-readiness training to youth from low-income households as well as youth who are at risk of dropping out of school.
- Prepare youth for high school graduation, postsecondary education and, ultimately, a career.



d. Serve as ambassadors for the department and its services through participation in local community and partner events.

Goal I: Connect Job Seekers with Employment Opportunities Performance Measures / SFY24 Benchmarks			
Type	Measure	Benchmarks	
Quantitative		Youth	Wagner-Peyser
	1. Participant employment rate (2nd QTR after exit).	75%	65.7%
	2. Participant employment retention rate (4th QTR after exit).	78.6%	66.2%
	3. Increase in Registered Apprenticeship programs over SFY23.	+30 programs	
	4. Increase in Registered Apprentices over SFY23.	+187 apprentices	
All performance measures are established by the U.S. Department of Labor / Employment & Training Administration. 1-2: Benchmarks are targets negotiated with the U.S. Department of Labor for the WIOA Youth and WIOA Title III Wagner Peyser programs. 3-4: Benchmarks are based on an in-house goal to exceed grant requirements.			

## Goal II: Provide Effective and Efficient Program Administration.

### Determinations: Idaho’s Unemployment Insurance (UI) Program

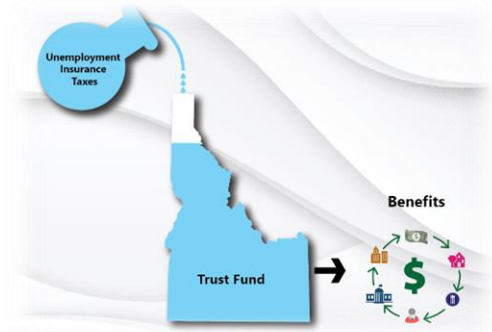
#### A. Objective / Desired Outcome

Meet all U.S. Department of Labor (USDOL) core measures in age, quality, accessibility and timeliness of the unemployment insurance program.

#### 1. Strategies & Tactics

a. Ensure the solvency and integrity of Idaho’s UI trust fund.

- Actively administer the UI trust fund to ensure oversight and administration are conducted as defined by statute; and
- Ensure that USDOL core measures for administering the unemployment insurance program are being achieved or exceeded.



b. Increase the number of employers and claimants who report and respond electronically to department requests for unemployment insurance information.

c. Maintain and enhance communication with Idaho employers and workers about the UI program and its benefits.

d. Reduce benefit fraud and overpayments, UI tax avoidance and worker misclassification, and prevent payment to fraudulent claims filed by international fraud syndicates.

e. Collect unpaid UI overpayments, taxes and wages.

Goal II: Unemployment Insurance Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Percentage of first pay benefit timeliness.	87% or greater
	2. Percentage of non-monetary eligibility determinations timeliness.	80% or greater within 21 days or less
	3. Percentage of non-monetary eligibility determinations quality.	75% of cases pass federal quality standards
All performance measures for this goal are established by the U.S. Department of Labor / Employment & Training Administration. 1-3. Benchmarks are USDOL-mandated rates. Failure to meet these thresholds trigger a mandate for a corrective action plan from USDOL.		

## Determinations: Disability Determinations

### A. Objective / Desired Outcome

**Maintain integrity and accuracy of the disability determinations issued by Idaho’s Disability Determinations Services.**

#### 1. Strategies & Tactics

- a. Deliver disability decisions in a cost-efficient and timely manner.
- b. Work with Idaho's medical community to expedite the response time on medical evidence.
- c. Increase the number of consultative exam providers around the state.
- d. Provide assistance to other states or units within the U.S. Social Security Administration upon request.



Goal II: Disability Determinations Services Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Percentage of the federal threshold for integrity and accuracy for all claims.	91.7% or greater
	2. Average number of claim processing time.	125 days or less
	3. Number of individual case productivity goal.	255.8 cases per worker
	4. Number of 120-day cases.	Fewer than 8.5
	5. Percentage of signed consultative exams.	95% received within 10 days of exam
	6. Percentage of medical evidence reports.	95% received in 10 days
All performance measures for this goal and program are established by the U.S. Social Security Administration. 1. Federal accuracy minimum benchmark is 90.6%, Idaho Disability Determination Services (DDS) has established a higher internal benchmark. 3. Federal productivity goal is established by Social Security Administration for each office depending on staffing and workload. 2, 4, 5 & 6. Internal benchmarks established by the Idaho office to facilitate a high level of customer service by minimizing lost time and overall processing time.		



## Workforce and Commissions: Idaho Human Rights Commission

### A. Objective / Desired Outcome

**Administer, investigate and resolve complaints of human rights violations in Idaho.**

#### 1. Strategies & Tactics

- a. Encourage peaceful resolution of conflicts through the Human Rights Commission’s voluntary mediation program.
- b. Conduct impartial, fair, thorough, accurate and respectful civil and human rights investigations.
- c. Develop and use a case-screening process that promptly identifies cases that may be appropriate for litigation.
- d. Advocate for the value and dignity of all Idahoans and increase public awareness of the commission’s efforts by:
  - Promoting voluntary compliance with anti-discrimination laws by informing the public about the social and economic benefits to the state in protecting human rights; and
  - Providing training and presentations to businesses, stakeholders, the public and lawmakers.

Goal II: Idaho Human Rights Commission Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Number of administrative cases resolved.	350 or more
	2. Number of educational outreach and training presentations annually.	30 or more
1. Benchmark is set by the Equal Employment Opportunity Commission. 2. Benchmark is based on an internal goal for presentations.		

## Workforce and Commissions: Serve Idaho

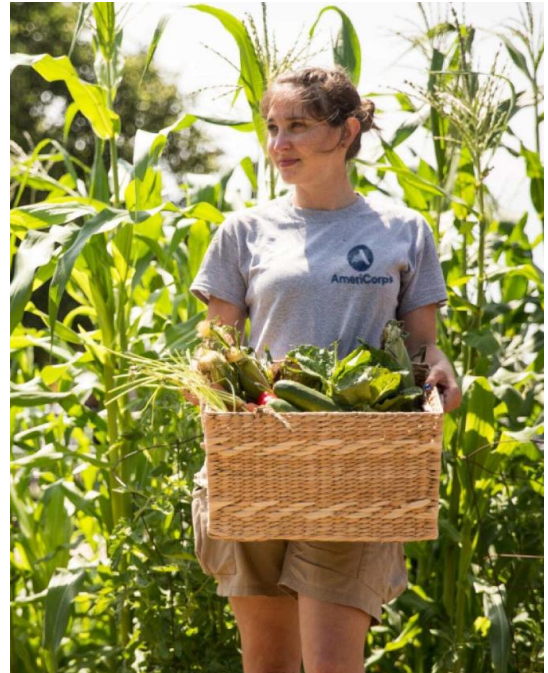


### A. Objective / Desired Outcome

**To inspire and recognize volunteers and empower communities through service and AmeriCorps to address Idaho’s unmet needs.**

### 1. Strategies & Tactics

- a. Serve as the lead for Idaho’s National Days of Service.
- b. Administer Idaho’s AmeriCorps grants to address critical community needs through a year of service.
- c. Host the annual Serve Idaho Conference on Service and Volunteerism to provide training to Idaho’s AmeriCorps members.
- d. Partner with the Idaho Nonprofit Center to provide professional development for volunteer administrators.
- e. Partner with Gov. Brad Little and the Idaho Nonprofit Center to recognize Idaho’s outstanding volunteers.



Goal II: Serve Idaho Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Number of AmeriCorps members.	325
Performance measure is established by the federal agency AmeriCorps. 1. Benchmark is based on funding formula that determines number of positions available and a five percent annual increase established by the Serve Idaho Commission.		

## Goal III: Provide Opportunities for Employee Development.

### Administrative Services: Human Resources

#### A. Objective / Desired Outcome

Improve customer service and increase employee engagement and retention by investing in employee training and skill development.

#### 1. Strategies & Tactics

- a. Provide ongoing on-the-job training to continuously improve external and internal customer service. Identify position-specific training needs and training courses to enhance employee interaction and communication skills.
- b. Provide supervisory training to increase management skills and strengthen employee relations.
- c. Create a training plan to help all employees understand respectful workplace standards, performance expectations and other department policies.

Goal III: Employee Development Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Employee participation rate.	100%
Internal goal established by the Idaho Department of Labor’s Human Resources Bureau. 1. Benchmark is based on an internal goal to have 100 percent of all Department employees participate in required employee training.		



## Goal IV: Deliver Technology Solutions for Department Challenges.

### Administrative Services: Information Technology

#### A. Objective / Desired Outcome

Improve department efficiency and effectiveness through technology.

#### 1. Strategies & Tactics

- a. Provide a robust computing environment with capacity to support sudden increases in use.
- b. Work collaboratively with Idaho Information Technology Services to support IT modernization, and implement standard technology solutions.
- c. Support the department’s continuity of operations plan by providing a computing backup site capable of performing critical functions.
- d. Continue enhancement of security incident detection through monitoring and analysis of data activity across the organization’s networks, endpoints, servers and databases.
- e. Maintain and upgrade current hardware infrastructure and application software to ensure vendor support, security compliance and availability.
- f. Continue upgrading and modernizing unemployment insurance automated systems.

Goal IV: Deliver Technology Solutions for Department Challenges Performance Measures / SFY24 Benchmarks		
Type	Measure	Benchmark
Quantitative	1. Uptime percentage for public servers and websites.	99.5%
	2. Percent of new, major technology implementations reviewed by ITS technology architecture team.	100%
Internal goals established by the Idaho Department of Labor’s Information Technology Bureau. 1. Benchmark is based on an internal goal to have public systems available to customers 24x7, excluding planned outages. Measured by system monitoring service. 2. All technology initiatives should be reviewed by ITS, reflecting the commitment to engage with their architecture team and implement solutions which support enterprise standards.		

## External Factors

External factors that have an impact and may affect agency operations include:

### Federal Budget and Oversight

- a. Congressional budget processes and their impact on USDOL and eventually the Department's federal funding.
- b. Responding quickly to sudden changes in funding and the challenges of altering workforce structure accordingly.
- c. Timely distribution of funds by USDOL so programs are not disrupted.
- d. Idaho state government spending authority as provided by the Idaho Legislature.
- e. Statewide support for career development.
- f. Idaho human rights issues.
- g. Federal guidance requires us to implement changes within our system to comply with federal law.

### Economic

- a. Reduced federal funding available to Idaho Department of Labor during good economic conditions compared with increased funding during tough economic times or times of recession.
- b. Unexpected price increases of third-party data resources such as America's Job Link Alliance.
- c. Job market competition for talented workers.



### Technological

- a. Threats to electronic and data security continue at an alarming rate worldwide with sophisticated attacks impacting government and commercial entities throughout the U.S. Further security enhancements may be needed, possibly decreasing ease-of-use for staff and customers in the tradeoff for higher security.