

Labor's Reemployment Efforts

Fall 2020

- Local office staff are actively working to help businesses fill job openings and help unemployment insurance claimants and other job seekers find employment and access education and training.
- Our local and central office teams who deliver and support workforce development programs have been collaborating on adapting services to accommodate necessary physical distancing. In addition, the teams have adjusted delivery methods for some traditional offerings and added new programs and technology in response to the Covid-19 pandemic.
- We are expanding our email outreach campaigns to make it easy for job seekers to learn about the variety of ways we can help them get their next job.

COVID-19 Dislocated Worker Grant

- A \$2.7 million grant from the U.S. Department of Labor is helping create temporary employment opportunities for displaced, unemployed or underemployed workers impacted by COVID-19. Participants are placed with not-for-profit employers seeking a temporary expanded workforce as a result of the pandemic crisis.
- This grant funds 100 percent of the wages for eligible workers at a qualified worksite in occupations that can help address the impacts of the pandemic on the community.

Recent Successes:

- An older worker had been working two seasonal bus driver jobs. Neither position was needed by the employers due to COVID-19. The worker met with a Labor career planner and was placed with a food pantry in the Boise area. This opportunity gives her much-needed income and meaningful work while helping a nonprofit that has seen a great increase in demand due to the pandemic as they meet the needs of struggling Idahoans by providing food assistance.
- A Labor career planner learned from the CNA instructor at College of Eastern Idaho that she was concerned about keeping up with COVID-19 regulations for cleaning and sanitizing before, during and after each class and clinical. This requires sanitizing all equipment, supplies, the classroom, the clinical locations, the breakroom and bathroom. The career planner helped CEI apply as a work site funded by the COVID-19



grant and they were approved. A participant from Salmon who was enrolled in CNA training with CEI under the WIOA youth program was placed into the grant-funded job working 35-40 hours per week while continuing in training. The classes will be completed at the end of November and the participant will then pursue a CNA position.

Idaho Launch

- This new program funded by the Workforce Development Council using CARES Act funds is being delivered by Labor staff and will be another valuable tool to help get Idahoans the skills and training they need for in-demand jobs. Idaho Launch provides funds for training identified by a survey of Idaho businesses necessary to bridge skills gaps and provides a new option to assist customers who may not qualify for other programs. Training options include a new virtual platform Labor will be using to connect with job seekers while physical distancing continues to be necessary.



Virtual Services

The pandemic has changed the way we work and the way we interact with our clients. Labor has implemented new tools to help bridge the gaps created by the need for social distancing in the short term and to expand our capacity to deliver quality services in the future.

[Big Interview](#)

Big interview is an online interview preparation system to help job seekers develop and improve their interview skills, build confidence and prepare for the job interview. The platform combines expert video lessons with virtual practice interview tools. Labor career planners recommend training videos and tools to their clients to better prepare them for the interview process. Some of these include:

- Mock interview practice and recording tool
- Automated feedback for recorded responses
- Written and video curriculum covering the entire job search and interview process
- Mechanism for sharing videos externally for feedback
- Resume Builder

[Virtual Job Fairs](#)

Virtual Job Fairs allow employers and job seekers to meet and discuss employment opportunities virtually instead of at a traditional in-person job fair. Like a traditional job fair,



Virtual Job Fairs are live, fully interactive and held at specific times, and job seekers can search for a job and talk with an employer. Employers use their choice of Google Meet, Zoom, Microsoft

Teams etc. for the virtual meetings. Labor will be able to host multiple employer hiring

events through this platform. The first Virtual Job Fair organized by Labor for the Pocatello School District took place in October.

Workshops delivered over Zoom

Labor staff provide resume workshops over Zoom every second and fourth Wednesday. The workshops offer the same content as the previous in-person workshops, including tips to avoid common mistakes, targeting your resume and learning about the employer's perspective. These workshops are open to any interested job seekers around the state who reserve their spot. Plans are to expand the Zoom workshops to other topics, including veteran services for job seekers, and wage and hour and labor market information for employers.

Expanding Outreach

We are working on additional outreach strategies to make sure our customers who primarily access services online are aware of the assistance available through our local offices. New efforts include:

- Sending UI claimants links to specific job listings in their most recent occupation.
- Inserting a link to a form to request local office services in the confirmation email sent to UI claimants.
- Emailing a Welcome and Introduction to Local Office services and link to request services after customers register in IdahoWorks.
- Outreach to claimants who have been denied benefits and those who are close to exhausting benefits to connect to appropriate services and assist with reemployment.

Reemployment Services and Eligibility Assessment (RESEA) Interviews

- More than 4,400 UI claimants have completed RESEA interviews so far in 2020.
- Local office staff around the state conduct interviews with UI claimants to assist them in becoming reemployed, help connect them with available workforce programs and strengthen UI program integrity by checking on their job search efforts.
- Labor market information, resume assistance and individual assistance with the job search are provided one-on-one by local office workforce consultants.

Recent Successes:

- An RESEA customer in the Caldwell office met with a workforce consultant for an initial interview. After the interview, the consultant sent the customer some job leads tailored to her skills and work history. The customer applied and was offered an interview for one of the jobs. She continued to work with the consultant using the JobScope tool to guide her through wage negotiation and was able to start at a higher than average beginning wage for the company.



- An RESEA customer in the Boise office got a job after meeting with a workforce consultant who helped her completely revamp her resume. After working closely with the consultant, she shared the feedback about her new job and her appreciation for the personalized and effective help she received as a part of the RESEA process.

Workforce Innovation and Opportunity Act

- During the past program year, more than 1,800 Idahoans enrolled in WIOA.
- The Workforce Innovation and Opportunity Act is a workforce program that provides intensive reemployment and job training assistance to eligible youth and adults to help them become employed.
- Services can include assistance to complete a high school diploma or GED, on-the-job training, work experience opportunities or workforce training for occupations in demand in Idaho.

Recent Successes:

- A customer in her 40's from Horseshoe Bend was a high school graduate but had no additional schooling or credentials. In the past she had enjoyed working around machinery and driving trucks. Her last job had been quality assurance with a trailer manufacturer, earning \$10.50 per hour, but that job ended. After three years out of the labor market she needed to go back to work and wanted to obtain a CDL Class A license. However, the cost was more than she could afford. With the help of the WIOA program, she enrolled into truck driving school and obtained a CDL Class A license. She went immediately into full-time work with a trucking company earning \$18 per hour.
- A 20-year-old young man came to the Payette office, having never held a job and very shy and unsure of himself. Although he had a high school diploma, his test scores showed him to need help on basic skills in math and English. The WIOA program helped him to start working with College of Western Idaho adult education to raise his math and English scores and placed him in a work experience with a local non-profit to help him develop good work skills. The employer was so pleased with his work they offered him a full-time position at the end of his work experience and he is now earning \$10.50 an hour.

- A 19-year-old young woman from Nampa had her high school diploma but was unsure of what to do with her future or where to start. Her employment history included jobs in fast food and retail, earning \$8.50 an hour. She needed to find employment that was high in demand and paid decent wages as she was helping her single dad raise her three younger siblings and needed to contribute to the family's living expenses. In addition, a medical condition limited her occupational options. After completing the My Next Move assessment, she discovered a good fit would be clerical work. With support from WIOA and her career planner in Caldwell, she completed a Certified Office Specialist course with a local training provider. The training provider liked her tenacity in the classroom, and after she completed the course, they hired her full-time as their office admin, earning \$12 an hour.



Rapid Response

Rapid Response is a layoff-assistance program provided for businesses while they are in the planning or process of a layoff.

- A team of program experts provides information to impacted employees about unemployment insurance, job placement assistance and retraining opportunities. In 2020, Labor has conducted 11 Rapid Response events.
- Rapid Response was recently modernized with the implementation of [online, on-demand presentations](#) in English and Spanish to make information available when in-person presentations are not possible.



Apprenticeships

Labor's apprenticeship team has helped create 49 new Registered Apprenticeship programs over the past year and has served more than 180 registered apprentices.

- These opportunities are creating employment opportunities with good wages and career growth with a portable credential. Apprenticeships help to assure that employers develop highly skilled employees while reducing turnover and lowering cost of recruitment.



Job Listings and Job Search in [IdahoWorks](#)

- Labor's online labor exchange system at [Idahoworks.gov](#) is available around the clock for employers to list job openings and for job seekers to look for work.

- Idaho employers place between 2,000-3,000 job listings directly in the system every month and thousands more Idaho jobs come into the system through a partnership with the National Labor Exchange (NLX) which allows jobs to be automatically loaded from employer websites.

Idaho Job Corps

The Idaho Job Corps program serves Idaho youth, age 16-24 by connecting them to skills training and employment, and providing wrap-around services life skills coaching, service learning, physical fitness, and other support to assure their success. Students can earn a high school diploma or GED while training at College of Western Idaho, College of Southern Idaho, College of Eastern Idaho or North Idaho College to work in a growing industry. Job Corps staff help students engage in extensive career exploration to select a career pathway and engage in work-based learning.