



IDAHO
DEPARTMENT OF LABOR
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SFY 2026-2029 Strategic Plan

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Mission and vision statements



OUR **MISSION**

Support individuals through career transitions, determine benefit eligibility, connect employers with workers and oversee tax and labor law compliance.

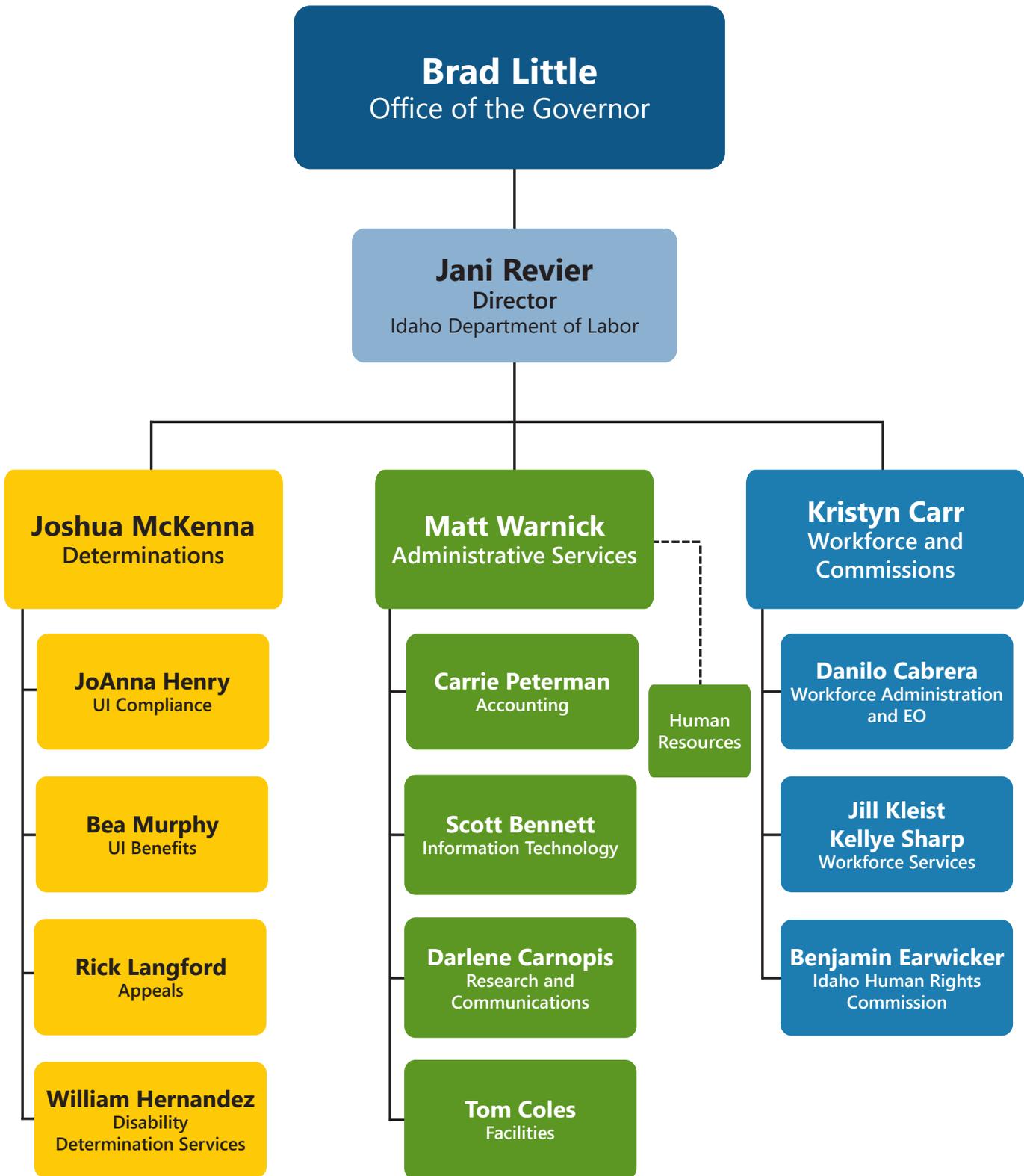
OUR **VISION**

Provide support with dedication, compassion and integrity.



2025 | labor.idaho.gov
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Equal opportunity employer and service provider.

Organization chart



Goal 1: Provide timely, quality unemployment insurance services to unemployed Idahoans and employers.

UI Benefits bureau

Objective 1: Enhance staff understanding of bureau roles, laws and procedures.

This will provide staff with the knowledge and tools to meet the goal of providing timely, quality UI services to customers.

To achieve this objective, the UI technical services supervisor will train staff and ensure that management provide sufficient cross-training by 11/10/2025.

Objective 2: Review unemployment trends and conduct forecasting on a quarterly basis to ensure that management can plan for necessary staffing levels.

To achieve this objective, the UI Benefits bureau chief will review Labor economic data, unemployment insurance data and contact data by 10/1/2025, 1/2/2026 and 4/1/2026.

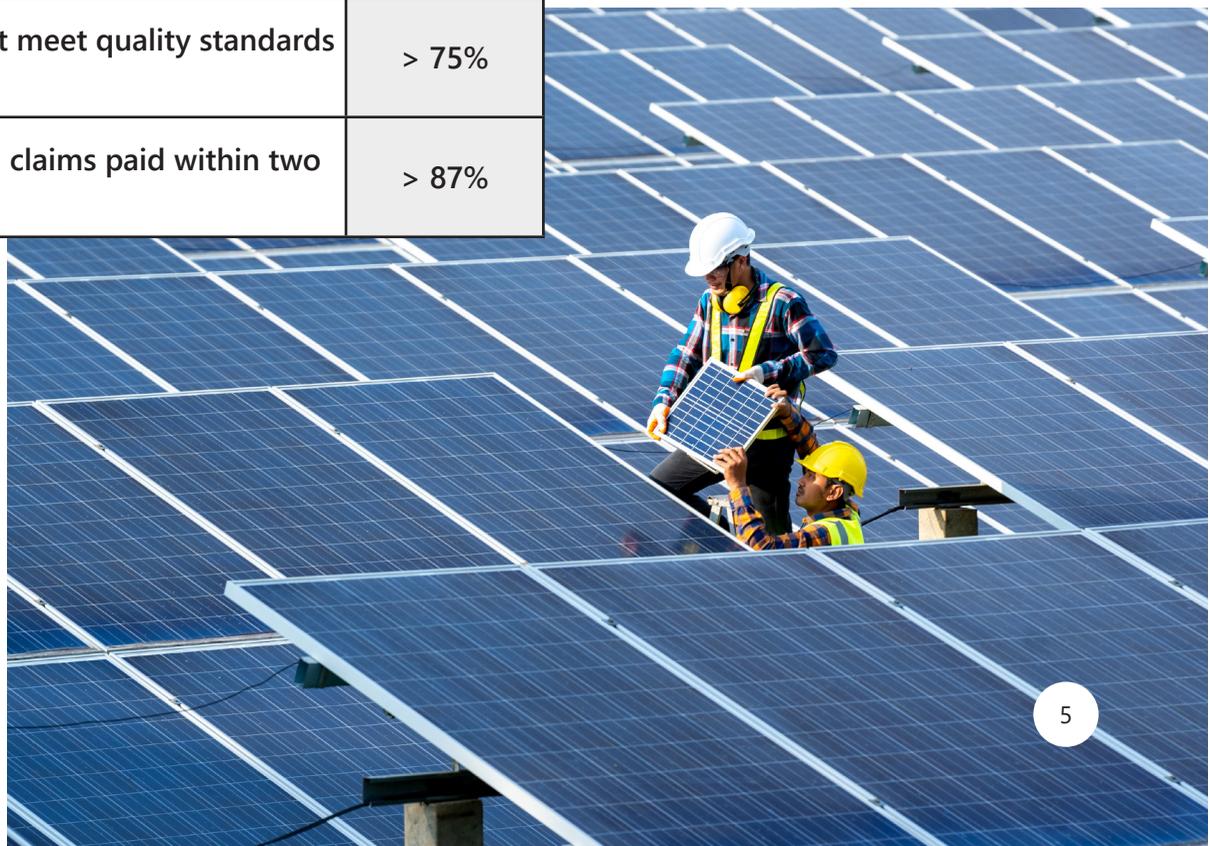
Objective 3: Improve employer education to provide employers with the tools to protect their tax rate and reduce liability.

To achieve this objective, the UI claims specialist program manager and adjudication program manager will complete the following:

1. Develop methods to identify and prioritize employers who need assistance by 9/15/2025.
2. Conduct navigator outreach by 10/01/2025.
3. Conduct three in-person employer workshops and one virtual workshop by 11/15/2025.

Performance measures	Target
Percentage of determinations resolved in 21 days or fewer ¹	> 80%
Percentage of issues that meet quality standards upon review ²	> 75%
Percentage of qualifying claims paid within two weeks ³	> 87%

¹⁻³ All performance measures for this goal are established by the U.S. Department of Labor (USDOL)/Employment & Training Administration. Targets are USDOL-mandated rates.



Goal 2: Protect the integrity of the Unemployment Insurance Trust Fund and enforce Idaho’s Wage & Hour laws.

UI Compliance bureau

Objective 1: Conduct continuous business process analysis in all areas of UI to improve program performance through technology.

This will reduce the likelihood of errors and improve accuracy and efficiency related to federal core measures. To achieve this objective, the bureau chief and program managers will complete the following:

1. Have responsible parties review current processes by 11/15/2025.
2. Identify opportunities for improvement and gather requirements by 12/31/2025.
3. Prioritize time-intensive processes by 1/31/2026.
4. Submit enhancement priorities for IT development by 6/30/2026.

Objective 2: Enhance training to bridge knowledge gaps.

This will enhance quality of customer service. To achieve this objective, the bureau chief and program managers will complete the following:

1. Identify where knowledge gaps exist by 8/15/2025.
2. Develop a training schedule and plan for onboarding by 9/15/2025.
3. Schedule trainings for seasoned staff based on needs by 12/15/2025.
4. Maintain a training log to document employee completion by 12/15/2025.

Performance measures	Target
Percentage of federal reviews that meet accuracy standards ¹	> 85%
Percentage of determinations issued within established timeframes ²	> 85%

^{1,2} All targets are based on an in-house goal to exceed U.S. Department of Labor requirements.



Goal 3: Provide fair and speedy appeal hearings, ensuring due process for claimants and employers.

UI Appeals bureau

Objective 1: Review and improve instructions for participants to increase transparency and accessibility.

These efforts will improve staff’s ability and skills in assisting participants through the unfamiliar appeals process. To achieve this objective, the bureau chief and unit supervisor will complete the following:

1. Work with hearing officers to identify areas where participants struggle during hearings. Train hearing officers on best practices when explaining hearing procedures by 12/31/2025.
2. Review the Appeals FAQ on the IDOL website by 12/31/2025.
3. Work with Appeals technicians to identify areas where participants struggle with the appeals process. Review best practices for providing information to participants. Train front line staff on best practices by 3/31/2026.

Objective 2: Increase collaboration between units to improve timeliness.

These efforts will ensure participants who appeal receive due process and speedy results, regardless of how their appeals reach the department. To achieve this objective, the bureau chief and unit supervisor will complete the following:

1. Work with hearing officers and appeals technicians to evaluate the process for untimely appeals by 9/30/2025.
2. Evaluate the chargeability process used by Benefits and Appeals, ensuring due process and minimizing the number of emails between the two units by 3/31/2026.



Performance measures	Target
Percentage of appeals completed within 30 days ¹	> 90%
Average quality score for appeal reviews ²	> 90%

^{1,2} All targets are based on an in-house goal to exceed U.S. Department of Labor requirements.

Goal 4: Accurately and efficiently determine eligibility for Social Security disability benefits on behalf of Idahoans.

DDS bureau

Objective 1: Improve internal communication and training.

This will increase the accuracy and efficiency of staff by providing easily accessible policy information. To achieve this objective, the program manager, program supervisor and program specialist will complete the following:

1. Clean up outdated SharePoint site materials by 9/30/2025.
2. Reformat site for improved navigation/functionality by 9/30/2025.
3. Ensure documents are current and policy compliant by 12/31/2025.
4. Develop an ongoing plan to review and update materials by 12/31/2025.

Objective 2: Conduct regular business process reviews.

This will increase the accuracy and efficiency of staff by providing streamlined business process documentation. To achieve this objective, the program specialist, administrative services manager and administrative support manager will complete the following:

1. Document current processes by 12/31/2025.
2. Evaluate opportunities for improvement by 3/31/2026.
3. Update business processes and communicate changes to staff by 5/31/2026.

Performance measures	Target
Percentage of cases that pass federal quality review ¹	> 90.6%
Number of cases determined per employee per year (productivity per work year) ²	> 223

¹ Target established by the U.S. Social Security Administration.

² Federal productivity measure is established by Social Security Administration for each office depending on staffing and workload.



Goal 5: Help Idaho employees and employers prevent or remedy unlawful discrimination and retaliation through education, enforcement and mediation.

Idaho Human Rights Commission (IHRC)

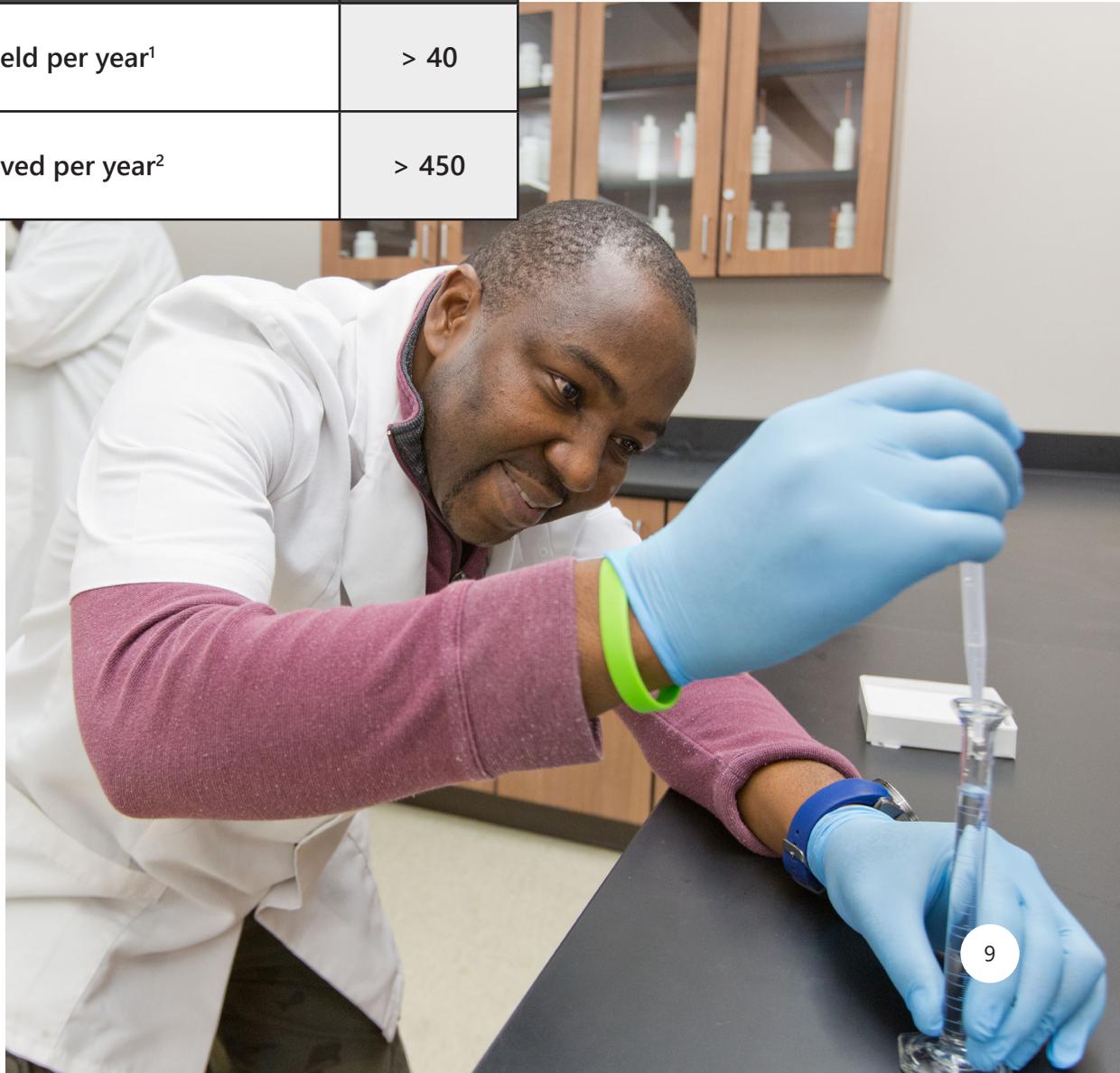
Objective: Increase staff training to maximize employee skills and administrative legal knowledge.

This objective will ensure that staff will provide exceptional enforcement and high-quality mediation. To achieve this objective, the IHRC administrator will complete the following:

1. Provide consistent legal training to staff at least quarterly by 6/30/2026.
2. Develop and implement a professional development training plan for staff based on individual needs by 6/30/2026.
3. Conduct training needs assessment by 9/30/2026.

Performance measures	Target
Number of trainings held per year ¹	> 40
Number of cases resolved per year ²	> 450

^{1,2} Targets are based on internal goals.



Goal 6: Provide comprehensive support and access to services that enhance job seeker employability and meet employer workforce needs.

Workforce Services bureau

Objective 1: Develop and implement an outreach plan for job seekers.

This plan will lead to better event attendance and increased utilization of employment services by job seekers. To achieve this objective by 10/1/2025, the area managers will complete the following:

1. Meet with the communications team to discuss current job seeker outreach efforts.
2. Implement follow-up emails offering additional services to new and returning job seekers within 30 days of their registration.
3. Determine which reports to use to gather data related to these efforts.

Objective 2: Increase employer engagement in business services.

This objective will increase the number of employers receiving department services. To achieve this objective by 6/30/2026, area managers will complete the following:

1. Develop staff training on available resources and services for businesses offered by IDOL.
2. Develop and implement increased outreach efforts to new and returning businesses.

Performance measures	Target
Number of job seekers enrolled in Employment Services ¹	> 18,000
Number of active job seekers in IdahoWorks ²	> 45,000
Number of employers at hiring events/webinars/workshops ³	> 2,500

¹⁻³ Targets are based on internal goals.



External factors

The following are external factors that could significantly affect the achievement of the strategic plan goals and objectives.

Federal budget and oversight

1. Congressional budget decisions and their impact on USDOL and the Department's federal funding.
2. Timely distribution of funds by USDOL.
3. Changes in appropriation by the Idaho Legislature.
4. Changes in Idaho code.
5. Federal guidance that requires system or program changes to comply with federal law.

Economic

1. Reduced federal funding available to IDOL during good economic conditions compared with increased funding during tough economic times or times of recession.
2. Unexpected price increases of third-party data resources.
3. Job market competition for qualified workers.

Technological

1. Threats to electronic and data security that require security enhancements that reduce staff productivity.