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WORKFORCE INNOVATION AND OPPORTUNITY ACT Annual Report Narrative PY2020



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WORKFORCE DATA PY2020

45,558

Job seekers served by Idaho's workforce system



Job seekers enrolled in workforce training programs

2,025



Job seekers successfully employed through Idaho's workforce system

64%



Individuals successfully employed following training

74.8%



65.3%

Job seekers successfully retained employment



159,851

Total jobs listed in IdahoWorks

68,986

Covered employers in Idaho



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Introduction

Like many states, Idaho experienced significant effects from the COVID-19 pandemic during Program Year 2020. The impact of the pandemic challenged the entire Idaho workforce development system to identify opportunities for agility and rapid adoption of changes to programs and the provision of services. The industries in Idaho most impacted by the pandemic have been leisure and hospitality, professional and business services, and trade, transportation, and utilities.

The State of Idaho has been working for several years on implementing the Workforce Innovation and Opportunity Act (WIOA) under a Combined State Plan to cover its statewide workforce development system. The original plan, its subsequent modifications and upcoming plans, represent the collective planning, resources, and vision of the state's workforce board, the Workforce Development Council (WDC), and core partner programs as follows:

- A. WIOA Title I Youth, Adult, and Dislocated Worker programs, administered by the Idaho Department of Labor (IDOL).
- B. WIOA Title II Adult Education and Family Literacy program, administered by Idaho Career –Technical Education.
- C. WIOA Title III Wagner-Peyser Employment Service, also administered by the Idaho Department of Labor.
- D. WIOA Title IV Vocational Rehabilitation programs, administered by Idaho Division of Vocational Rehabilitation:
 - Idaho Vocational Rehabilitation Program.
 - Idaho Commission for the Blind and Visually Impaired.

In addition to Idaho's core partner programs, other additional partner programs participating in Idaho's Combined State Plan include:

- E. Senior Community Service Employment Program, administered by the Idaho Commission on Aging;
- F. Jobs for Veterans State Grants, administered by the Idaho Department of Labor;
- G. Trade Adjustment Assistance, administered by the Idaho Department of Labor; and
- H. Unemployment Insurance, administered by the Idaho Department of Labor.

This WIOA Annual Narrative Report for the state, the result of a coordinated effort between its WIOA core partners (Titles I, II, III and IV), describes Idaho's progress towards meeting its strategic vision and goals for the state's workforce system.

Goals for Idaho's Workforce Development System

In July 2019, the Idaho Workforce Development Council, the entity that serves as Idaho's state board for the purpose of WIOA compliance, finalized a strategic planning process in which it developed strategies and objectives for the three goals set by the Governor for Idaho's workforce development system. The Council developed this plan over a six-month time period with significant input from partners, employers, and industry associations.

The WIOA State Plan partners (known as the WIOA Advisory Group) further developed the WIOA PY 2020-2023 Combined State Plan between July 2019 and February 2020. The Workforce Development Council's Executive Director launched the plan development process through a series of 16 public listening sessions throughout the state. Following the listening sessions, an all-day strategy session was held on November 12, 2019 to develop the goals and strategies for the WIOA State Plan under the umbrella of the Council's strategic plan. Over 25 representatives of the workforce system partners attended and contributed.

The three goals for the State's workforce system, provided through the Governor's Executive Order, are outlined below. Under each of these goals, the Council identified several strategies that relate more specifically to the populations, services, policies, and priorities within the workforce development system.

Goal 1 – Increase public awareness of and access to career education and training opportunities.

Strategy – Identify, develop, connect, and activate a diverse network of influencers throughout the state that can distribute information and resources in a way appropriate to their locale.

- Utilize personal contact, digital, and traditional media to communicate with target audiences and those who influence and support them.
- Develop and implement an outreach strategy for the one-stop system.
- Implement an outreach strategy to increase awareness and perception of apprenticeships as a pathway to careers for students, parents, teachers, and counselors.
- Collaborate with partners to maximize reach and effectiveness of all outreach efforts; enhance and expand Idahoans' perceptions of, access to, and persistence in pathways to careers.

Goal 2 – Improve the effectiveness, quality, and coordination of programs and services designed to maintain a highly skilled workforce.

Strategy – Create, align, and sustain partnerships with stakeholders to implement workforce development programs.

Strategy – Support development in work-based learning and innovative programs to drive Idaho’s present and future workforce solutions.

Strategy – Leverage existing local employer-focused initiatives to build and support effective pathways to connect Idahoans to careers.

Strategy – Cultivate a high-quality One-Stop Career System that connects employers and workers and facilitates access to workforce services, education services, and information.

Strategy – Champion public policy initiatives that enable dynamic response to evolving industry needs.

Goal 3 – Provide for the most efficient use of federal, state, and local workforce development resources.

Strategy – Be objective, data driven, and accountable.

Strategy – Build trust in decision-making based on an understanding of the resources available and projected outcomes.

Strategy – Identify gaps and opportunities in the workforce system and initiate or support policy and/or allocate resources to meet them.

The economic and activities analysis conducted for state planning identified the following priority focus areas that are of special concern for the purposes of improving Idaho’s workforce system under WIOA. These focus areas, listed below, inform the strategies used to meet the goals listed above. These focus areas also guide the structure of the State Plan and serve as a continuing theme that unites goals, strategies, and operational elements.

- **Improving Public Awareness and Access to the Workforce System** – The sixteen public listening sessions conducted by the Council and partners show several gaps that allow various opportunities for system improvement. This includes actionable messaging of the services and benefits available to both jobseekers and employers. Also, increasing referrals and service coordination among programs will help to improve outcomes for those in need. Specific goals for implementation during this State Plan period include:
 1. Identify gaps and opportunities – conduct a customer flow exercise across the partners.
 2. Develop a consistent referral process across programs.
 3. Implement a communications strategy that is segmented to specific audiences.
 4. Explore technology solutions to increase efficiencies in referrals and intake.

- **Coordinating Business Services across partners to ensure delivery of streamlined and high-quality solutions** – As previously noted, statewide listening sessions brought to light that employers are seeking services and information in a coordinated and targeted fashion. Based on this feedback, the system must clearly identify the services each program has to offer, develop a coordinated approach to visit/serve employers, and utilize a continuous improvement approach to better serve employers. In addition, an information portal needs to be developed to include information on services available from WIOA and non-WIOA partners. Specific goals for implementation during this state plan period include:
 1. Develop value statements for services offered by the partners.
 2. Implement targeted, coordinated business visits through regional teams.
 3. Launch a comprehensive virtual one-stop source of information for employers.

USDOL provided Idaho with technical assistance in this area through Maher and Maher which held a business services training between April and May of 2021 with approximately 80 individuals from partner agencies participating. However, with the scheduled transition of the Adult and Dislocated Worker programs to Equus Workforce Solutions, the team slowed deployment of the business outreach strategies until new staff are integrated in October 2021.

- **Serving Rural and Remote Communities** - In the state's activity analysis, nearly every core and partner program identified service to rural and remote areas as a significant challenge. Idaho is largely a rural state, so the importance of this priority cannot be understated. Some WIOA partners have modified service delivery strategies to better reach rural and remote Idahoans and the system is interested in evaluating the success of the model and expanding it as appropriate. Specific goals for implementation during this State Plan period include:
 1. Analyze the effectiveness of the distributed service delivery model.
 2. Implement best practices among the partners.

The impact of the COVID-19 pandemic created significant challenges in the remote service delivery model, requiring nearly all services to be implemented virtually. The partners are now taking stock of what worked and what did not work well with virtual service delivery models and are adapting changes as necessary. Remote offices have resumed in-person services and the workforce system is still very interested in evaluating the effectiveness of the full implementation of the virtual/remote service delivery model.

- **Career Pathways/Sector Partnerships** - The economic analysis revealed that many of Idaho's in-demand and high-growth occupations are in industries such as manufacturing, construction, health care, technology, and tourism. The Council, in

partnership with the State Board of Education and the state's Chamber of Commerce, is beginning to evaluate skills and certifications that are valued across industries to transform the delivery of workforce training and education. Specific goals for implementation during this State Plan period include:

1. Support implementation of the Talent Pipeline Management (TPM) initiative led by the Idaho Association of Commerce & Industry.
2. Define high-quality industry credentials.
3. Revisit career pathways considering the TPM initiative to ensure system alignment.

The Talent Pipeline Management initiative was also impacted by COVID-19 this year, as the scheduled, in-person, multi-session training had to be converted to a virtual presentation. This proved difficult on both the facilitators and participants. Although the training was completed in December 2020, building the employer collaboratives has been slow.

Workforce Development System Report

The Workforce Development Council is the designated WIOA-compliant state workforce development board, and is specifically responsible for advising the Governor, Legislature and appropriate executive agencies on matters related to developing and implementing a comprehensive workforce development strategy for Idaho.

The 37-member council brings together a well-integrated mix of business and industry, education, labor, community and government representatives to establish the vision and plan for Idaho's workforce development system. Appointed by the Governor, the chair, vice chair and executive committee must represent the private sector, with the council's overall membership including:

- 17 positions representing industry;
- 7 positions representing the workforce;
- 10 positions representing government;
- One member from each chamber of the Idaho Legislature; and
- The Governor or his designee.

The Workforce Development Council performs the majority of its work through a committee structure. The full council meets quarterly; its committees meet monthly. The council empanels standing and ad-hoc committees, appointed by the chair when needed. Committee members may include individuals from the public who have special knowledge and qualifications to be of assistance to the council. The council currently has six standing committees:

- Executive Committee,
- Work-Based Learning Committee,

- Workforce Development Policy Committee,
- Grant Review Committee,
- One-Stop Committee, and
- Outreach Committee.

WIOA Program Updates

PY20's high of 7.0 percent unemployment occurred in July 2020 and dropped to the state's low of 3.0 percent during May and June 2021. Idaho's economic recovery from the pandemic is nothing short of miraculous. However, much like the end of PY19, COVID-19 continued to impact Idaho's labor market during PY20, which tightened the workforce flow to employers across the state. Although employers have reached out to multiple sources to meet their labor needs, most of their efforts have focused on the state's workforce development system and the many programs available to serve job seekers and employers. With the various adaptations in place during PY20 to accommodate a labor force concerned about COVID, Idaho's economy relaunched to reach pre-pandemic levels as many found work available across the state. However, those still needing assistance to secure employment also turned to Idaho's workforce development system, specifically the state's American Job Centers (AJCs), which house its WIOA Title I-B – Adult, Dislocated Worker, and Youth—programs. The hardest to serve, those usually with significant barriers, found the help they needed to enter or re-enter the labor force. Before the arrival of the pandemic, the state's robust economy absorbed most unemployed workers with minimal staff assistance. However, in this current COVID-19 climate, this population has proven vulnerable to an economic downturn, disproportionately affecting low-skill workers, many of whom have turned to WIOA for assistance.

In continuous improvement efforts to enhance job seeker services, Idaho's Title I-B programs sought to maintain high levels of performance through collaboration with other programs, such as the Trade Adjustment Assistance Program (for dislocated workers) and Vocational Rehabilitation (for individuals with disabilities, especially youth), to provide participant-based services utilizing labor market information and to encourage the enrollment of participants in employer-coordinated work-based training, such as On-the-Job Training (OJT) and apprenticeships.

WIOA Title I-B

WIOA Title I-B Adult – Serving Disadvantaged Adults

Who is served: Basic services are available to all adults with minimal eligibility criteria. Basic, individualized, or training services are authorized for adults who face significant barriers to employment. In some cases, these services are available to underemployed workers who need more help to reach self-sufficiency. Priority is given to veterans and eligible spouses, low-income individuals, recipients of public assistance, and individuals living with low incomes. For each customer, the overarching goal is employment or enhancement within their occupation.

Participation: Between July 1, 2020 and June 30, 2021, Idaho WIOA staff provided more in-depth, one-on-one assistance to 975 job seekers, and 402 of those job seekers received training services. Idaho spent \$1,871,804 offering employment and training services during this time.

Program Description: The program prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services. Services are coordinated through the state's workforce development system, facilitated through its American Job Centers found throughout Idaho. Basic services include skill assessment, labor market information, consumer reports on training programs, and job search and placement assistance. Individualized and training services include more intensive assessments, work experiences, and occupational skills training.

WIOA Title I-B Dislocated Worker

Who is served: WIOA prescribes specific eligibility guidelines for dislocated workers under Title I-B. These individuals lost jobs through no fault of their own, usually due to plant closures, company downsizing, or some other significant change in labor market conditions, and are unlikely to return to their occupations because those jobs are no longer economically viable. Other conditions can lead to eligibility for services, such as being a separated military service member, an eligible spouse of a military service member, a displaced homemaker, or a self-employed individual out of work due to general economic conditions.

Participation: 481 participants received career services and 285 received training services through the WIOA Dislocated Worker Program between July 1, 2020, and June 30, 2021. During this time, Idaho spent \$1,411,036 to serve the individuals enrolled in this program.

Program description: This WIOA program tailors employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs, and fosters labor, management, and community partnerships with the government to address worker dislocation. Dislocated workers are also eligible for basic services, including skill assessments, labor market information, training program consumer reports, and job search and placement assistance. Individualized and training include more intensive assessments, work experiences, and occupational skills training.

National Dislocated Worker Grant

Who is served: The National Dislocated Worker Grant was implemented to provide relief to help individuals, families, and communities recover through temporary employment and/or career, training, and supportive services. To receive services through a Disaster Recovery NDWG, Idahoans must be a dislocated worker, long-term unemployed, permanently laid off due to the disaster, or a self-employed individual who was unemployed as a result of the disaster. All dislocated workers can be served, but special emphasis is placed on those impacted by COVID through case management, supportive services, and employment development.

Participation: In PY20, 94 Idaho employers were approved as worksites, for 195 job openings. During this time, \$744,386 was obligated for 88 Idahoans enrolled in the NDWG for temporary employment, training, or supportive service.

Program description: This project primarily provides temporary employment with approved employers in occupations in demand to help address humanitarian and disaster relief. The project targets Idaho's non-profits to develop work-based opportunities; aligning job seeker work interests with humanitarian/disaster relief industries' needs; responding to both of its customers - employers and participants.

WIOA Title I-B Youth

Who is served: Idaho's Title I-B Youth program serves **100% out-of-school** (not attending any school) youth who are between 16 and 24 years old, and need additional assistance, based on identified barriers, to complete an educational program or to secure and hold employment.

Participation: 577 young people received career services and 162 received training through Idaho's WIOA Youth Program between July 1, 2020, and June 30, 2021, committing \$1,656,476 to serve these youth.

Program Description: The program prepares this population for success in education or training and the world of work. WIOA helps to provide Idaho youth the skills and knowledge to be successful members of the workforce. Eligible youth may receive counseling, tutoring, job training, mentoring, or work experience. Other service options include summer employment, study skills training, and obtaining a GED or equivalent. The additional requirement for spending 20% of youth funding on work-based learning is also more appropriate for out-of-school youth.

Please refer to Appendix A for Titles I-B, II, and IV program success stories.

WIOA Title III Wagner-Peyser Employment Services

Employment Services

During PY20, Employment Services staff provided career services to 13,272 individuals. Idaho's total number of reportable individuals for this period counts 34,687 individuals served by the Wagner-Peyser program, compared to 975 eligible enrolled specifically for WIOA Title I-B Adult participants.

During the year, WIOA partners in Idaho served more than 8,900 employers across the state in several capacities, primarily through recruitment efforts as the state began to recover and the labor market began to tighten.

Virtual Services

The pandemic changed the way we work and the way we interact with our customers, and IDOL implemented new tools that are helping bridge the gaps created by social distancing requirements in the short term and to expand our capacity to continue delivering quality workforce services into the future.

Big Interview is an online, interview preparation system to help job seekers develop and improve their interview techniques, build their confidence, and prepare them for the job interview. The platform combines expert video lessons with virtual practice interview tools. IDOL career planners recommend training videos and other tools to their customers 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
- A Resume Builder.

Virtual Job Fairs and Workshops

IDOL recently expanded its virtual tool offerings by adding Virtual Job Fairs to connect employers to job seekers. This feature allows employers and job seekers to meet and discuss employment opportunities virtually. 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 speak with an employer. Employers use their choice of Google Meet, Zoom, Microsoft Teams, etc. for the virtual meetings. IDOL is also able to host multiple employer hiring events through this platform. The department's first Virtual Job Fair, organized for the Pocatello School District, occurred in October 2020.

Idaho Department of Labor also expanded its virtual tools by offering virtual workshops. These workshops include resume building as well as veteran services.

Migrant and Seasonal Farmworker

In Idaho, Wagner-Peyser funds the state's Migrant Seasonal Farmworker Program (MSFW), which connects migrant farmworkers to agricultural jobs during the growing season. During PY20, there were five American Job Centers with significant MSFW activity in the state. These locations include bilingual staff who conduct outreach activities during the peak time of the season, including scheduling and coordinating outreach efforts with other MSFW service providers. The outreach staff offer farmworkers information and handouts related to rights and protections provided to MSFW under the Migrant Seasonal Farmworker Protection Act. They aid MSFWs with registrations and applications, provide job referrals and inform workers of the other workforce services available for those who qualify. The State Monitor Advocate works with outreach staff to promote the labor exchange system and workforce system services which contain information of importance to both MSFW job seekers and agricultural and non-agricultural employers. This also includes the provision of resource guides that include information, contacts and eligibility information for all agency partners and local community resources.

For the past several years, the state has spearheaded an effort to increase WIOA Title I-B Youth program enrollment of MSFW and Hispanic youth through an infusion of Governor's Reserve funds under the requirement to provide additional assistance to local areas with high concentrations of eligible youth. For PY20, a portion of these funds flowed to areas of the state with agricultural activity to target this population in an enhanced recruitment effort.

During PY2020, the Monitor Advocate donated more than 400 masks and received a donation of more than 3000 masks that were distributed during the pandemic. The Monitor Advocate created and maintained a Facebook page to reach out to farm workers that are monolingual Spanish speakers with the purpose of providing reliable information on verified resources [Trabajadores Agrícolas de Idaho | Facebook](#)

In order to protect Idaho's agricultural labor force from COVID, coordinated efforts with St. Luke's Hospital allowed for the distribution of guidance, posters and other information to agricultural employers and workers across the state. Various health providers in the state aided these efforts by creating awareness and by volunteering during immunization clinics that were organized specifically for Idaho farmworkers.

Foreign Labor Certification

PY2020 saw more than 785 applications for assistance through the federal H-2A temporary labor certification program, allowing 596 Idaho employers the ability to access the more than 6,242 requested foreign laborers to help in the production of the multitude of agricultural crops across the state.

The H-2B nonimmigrant program permits employers to temporarily hire nonimmigrants to perform nonagricultural labor or services in the United States. Like the agricultural job orders in the H-2A program, the Office of Foreign Labor Certifications (OFLC) placed a renewed emphasis on the referral of qualified US workers to all H-2B (non-agricultural) job orders. This came about

from the newly implemented administrative actions for processing H-2B job orders under 20 CFR 655.33. Employers are now required to contact the local American Job Center (AJC) nearest the proposed worksites, provide it a copy of their H-2B job listing with the state, and request the AJC's assistance in recruiting qualified and available U.S. workers.

Veterans

During PY2020, veterans' representatives and other workforce staff registered 1,015 Idaho veterans for assistance with workforce services, administering career services to 751 veterans, and aiding 262 veterans with barriers to employment.

All employment services (ES) staff serve veterans. However, Jobs for Veterans State Grant (JVSG) staff work to provide intensive case management services exclusively to a veteran population which served more than 180 days in active duty and meet one of the defined significant barriers to employment (SBE). JVSG staff participate in annual training sessions which provide them with the most up-to-date information and resources needed so they can deliver the highest quality of services to these veterans.

The Incarcerated Veterans Transition Program (IVTP) ended its three-year run June 30, 2021. Veteran representatives throughout the state served 89 previously incarcerated veterans by providing employment services, funding for short-term training and supportive services such as rent, transportation, and required tools.

Partner Programs within the State Workforce Agency

Trade Adjustment Assistance

Idaho's Trade Adjustment Assistance (TAA) program processed five new eligibility determination requests from job seekers in search of program benefits. Forty-eight enrolled participants received a training service, 8 of which were new enrollees., Reemployment Trade Adjustment Assistance (RTAA) services, which provides wage subsidies to individuals 50 years of age or older who return to work paying less than their trade-impacted employment assisted 21 individuals, three of which were new RTAA participants. The state filed two Trade petitions for approval, one of which certified during this time.

System Wide Initiatives

Rapid Response

Rapid Response promotes economic recovery and vitality by providing ongoing and comprehensive services to workers, businesses, and communities. For impacted workers, Rapid Response provides information on unemployment insurance, employment services, training opportunities available through WIOA and Trade Adjustment Assistance (TAA) programs, and insight into healthcare and other resources they may need. Idaho's state Rapid Response team coordinates with local teams across the state to provide Rapid Response services in their respective areas.

The teams at both the state and local levels provide collaborative leadership to meet USDOL's Rapid Response mandate. By delivering quality Rapid Response services these teams work to enhance partnerships across Idaho's workforce development system so employers and impacted workers have access to the services for which they are eligible.

Unlike PY2019, PY2020 saw a decrease in Rapid Response activity across Idaho. As described earlier in the WIOA Update section, the economy had begun to improve prior to the start of the program year. Despite this, the state continued to provide information to workers affected by layoffs or plant closures at different events across the state. Three of these events were associated with WARN announcements, which accounted for 774 workers impacted in the layoffs. The remaining six Rapid Response events and their related layoffs affected 88 employees throughout Idaho. The total number of impacted workers constituted approximately 76% of these businesses' workforce.

In response to the COVID-19 crisis and in anticipation of any potential new crises, the state completed its virtual Rapid Response presentation. This video, available on the Idaho Department of Labor's YouTube channel, consolidated the information provided during its in-person presentations into a high-level overview of services available to the impacted workers. Following traditional Rapid Response information delivery, employers may request a Rapid Response team host the viewing with impacted workers participating via Zoom, Microsoft Teams, Skype, etc., with a Q & A session to follow. If this is not ideal for the company and its workers, the employer may receive the video link so it can distribute the information to the impacted workers, who are then directed to contact the agency at their convenience to discuss any questions about any of the services or begin their program enrollment.

Sector Strategies

Idaho's current WIOA state plan was developed prior to the COVID-19 Pandemic and contains sector strategies aimed at meeting the needs of individuals facing barriers to employment in an economic climate where unemployment rates had been below 3% for nearly two years. Our economic analysis at that time revealed that much of Idaho's job demand and job growth lay in health care, retail trade, manufacturing, accommodation & food service, construction, and professional, scientific & technical services. While jobs in retail trade and accommodation & food service lean towards lower wages, they play an important role in the development of

workplace skills for Idahoans with the highest barriers to employment. Establishing career pathways leading to higher skilled jobs or leveraging entry-level employment in these industries lead to development of workplace skills necessary for continued sector growth. Additionally, jobs in education are increasingly appearing on state and regional “in-demand” occupation lists, signifying the need to invest in strategies that grow the talent needed and develop the workforce of the future.

As noted earlier, the Idaho Workforce Development Council, in partnership with the Idaho Association of Commerce & Industry, launched the Talent Pipeline Management Initiative (TPM), and awarded state Workforce Development Training Fund dollars to train an initial cohort of 30 individuals in the methodology. These individuals will then work with local industry cohorts (initial collaboratives include construction, healthcare, natural resources, food processing and welding) and education providers (K-career) to align the talent pipeline through the following steps:

1. Organize Employer Collaboratives
2. Engage in Demand Planning
3. Communicate Competency and Credential Requirements
4. Analyze Talent Flows
5. Build Talent Supply Chains
6. Continuous Improvement

The state’s Workforce Development Training Fund has also supported sector strategies by providing state-funded grants to partnerships of industry and education groups to develop or promote training in high-demand occupations. Over the past few years, the Workforce Development Council has shifted its investment strategy by investing nearly \$2.5 m during PY20 to emphasize sector grants and direct training to individuals through Idaho Launch, an online career and training research hub, administered by the Idaho Department of Labor, which offers training funds for Idahoans who intend to work in Idaho, covering roughly 75-100% of training costs.

Career Pathways

Through the State’s work-based learning initiative, Idaho LEADER (Learn.Do.Earn), all of the core partners, along with the State Board of Education, State Department of Education, Department of Commerce, Department of Health & Welfare, STEM Action Center, Department of Corrections, Department of Juvenile Corrections, and Idaho Public Television are working to increase the line of sight between our youth, transitioning adults, and career opportunities. The group has adopted a work-based learning continuum that categorizes opportunities for employers to engage with education and the workforce system under Learning About Work, Learning Through Work, and Learning At Work. Scaling apprenticeship is a high priority under LEADER, and the investments made through the State Apprenticeship Expansion and American Apprenticeship Initiative grants in *Apprenticeship Idaho* have moved the state forward significantly. In early PY20, USDOL announced a Youth Apprenticeship Readiness Grant (YARG)

award to the Idaho Workforce Development Council that has provided resources via a public-private partnership with Idaho Business for Education. With this award, it became imperative to connect IDOL's apprenticeship grants, the WDC's YARG grant and the State Board of Education's Closing the Skills Gap grant through the Idaho Apprenticeship Coalition to ensure that employers and apprentices experience a seamless approach to services.

The LEADER group continues to work on the following priorities in support of career pathways:

- Develop a list of high-quality degree and non-degree credentials. Processes used by Education Strategy Group, Texas CTE and Ohio's TechCred programs are informing our approach.
- Launch a more robust Next Steps website to include college and career information for high school students, transitioning adults and influencers (i.e., parents, teachers, counselors, one-stop partners, etc.)
- Develop career pathways specific to rural Idaho to be housed in the Next Steps website.

Business-Educator Exchange

Beginning in late PY18/early PY19, the Idaho Workforce Development Council and STEM Action Center piloted a teacher externship program with 16 educators and employers. Teachers were paired with an employer worksite for a minimum of 200 hours during the summer to not only gain practical experience in an occupation, but to also learn about the greater workforce needs of the organization. The results are very promising – with teachers taking real-world experiences back to the classroom and expanding the conversations they have with their students about careers. PY20 saw 26 externs placed with Idaho employers even amid the pandemic.

Workforce Data Quality Initiative (WDQI)

Idaho's WDQI project seeks to create a secure, web-based interface, which ties together individual program participant data between Idaho's WIOA Core Partners. WDQI also aids in the facilitation of sharing of Core Partner co-enrollment and wage data.

Once completed, the interface will enable partners to 1) merge multiple data sets to fulfill WIOA joint performance reporting requirements; 2) link workforce and Eligible Training Provider (ETP) data to strengthen workforce program data outcomes; and 3) enhance the ability to evaluate both workforce and education programs across the state, including laying the foundation to incorporate additional Idaho-based WIOA partner programs via automated, electronic means.

Work-Based Learning Opportunities – Including Registered Apprenticeships

Idaho made significant headway in developing its Registered Apprenticeship (RA) program as a workforce solution for employers throughout the state in PY20. In concert with the Workforce Development Council's standing Work-Based Learning Committee, Idaho Department of Labor

staff worked with employers under two USDOL grants – the State Apprenticeship Expansion Grant (SAE) which concluded October 30, 2020, and the Apprenticeship State Expansion grant (ASE). Under the SAE grant, Idaho Department of Labor staff enrolled 552 apprentices and 88 new sponsors and developed 145 programs. PY20 marked the second year of the ASE Grant, during which Idaho registered 482 apprentices and 47 sponsors and developed 95 apprenticeship programs. The apprenticeship team has engaged approximately 5,806 times with employers since the ASE grant’s inception.

During PY20, the team developed or contributed to the development of new and innovative RA opportunities here in the state including Cyber Security Technician, Health Information Analyst, Teacher’s Aide, Certified Nursing Assistant, and Aerospace Electromechanical Technician. A variety of employers and industry groups sponsored RA opportunities in the state with plans to recruit apprentices through a School-to-Registered Apprenticeship Program (STRAP). Coordination among all WIOA partners helps to ensure that local job seeker pipeline(s) are in place, with partners eagerly willing to participate.

As mentioned previously, the state grantees receiving USDOL funding to expand apprenticeship formalized a partnership called the Idaho Apprenticeship Coalition to ensure collaboration and seamless service delivery to employers and apprentices. Agency leadership have decided to have all three grants come under the umbrella of Apprenticeship Idaho and are working on setting a common goal for the expansion of Registered Apprenticeship in Idaho.

Performance Accountability – Data Tables

Effectiveness in Serving Employers

After multiple discussions among core and One-Stop partner agencies, the state of Idaho selected two of the three approaches offered by USDOL to serve as its pilot effort for measuring Effectiveness in Serving Employers under WIOA:

1. Employer Penetration- the total number of businesses that received a service or assistance during the reporting period; and
2. Retention with the Same Employer - the programs’ efforts to provide employers with skilled workers who remain employed with the same employer for at least 12 months.

The state noted that its reported results for PY20 were quite positive. The rate for *Retention with Same Employer at 2nd and 4th Quarters after Exit* was 67.5 percent. Idaho has seen its unemployment rate drop from 7.0% in July 2020 to 3.0% in June of 2021, which has challenged employers as they search for employees, making this retention rate even more impressive.

For the other measure, *Employer Penetration Rate*, the state’s workforce development system and its partners provided a service to or assisted 8,926 businesses, or 13.0% percent of all employers in Idaho. We continue to maintain a very strong relationship with Idaho employers as

a significant number of businesses are using WIOA-partner agencies to fill job openings, elicit information on various programs, utilize training services, etc.

Performance measures shown below in Table 1 are measured in percentages.

Table 1. Effectiveness in Serving Employers PY2020

Measures	PY 2019 Outcomes	PY 2020 Outcomes
Employer Penetration Rate	11.3	13
Retention with the Same Employer in the 2nd and 4th Quarters After Exit Rate	64	67.5

Negotiated Performance and Outcomes

Tables 2, 3, 4, 5, and 6, below, highlight Idaho’s PY19 and PY20 negotiated levels of performance and available outcomes for Title I-B (Adult, Dislocated Workers and Youth) and Title III (Wagner-Peyser/Employment Services). The U.S. Department of Labor only requires states to provide information on these two WIOA titles. However, the state has chosen to include outcomes from its WIOA Title II Adult Education and Family Literacy Act and Title IV Vocational Rehabilitation programs to feature all its WIOA core programs.

PY20 was the fifth year of implementation under the Workforce Innovation and Opportunity Act. WIOA performance reports are based on the federal Program Year (FPY), which runs from July 1 through June 30. Performance levels shown below are measured in terms of percentages.

Table 2. Employment Rate (Second Quarter Post-Exit)

Program	PY2 019 Negotiated Performance Level	PY 2019 Outcomes	PY 2020 Negotiated Performance Level	PY 2020 Outcomes
Adults	78	85.03	81.5	73.6
Dislocated Workers	86.9	81.8	80.3	81.2
Youth	70.5	80.8	76.5	72.2
Adult Education	Baseline	39.1	55	4
Wagner-Peyser	66.6	69.6	70.1	64.4
Vocational Rehabilitation	Baseline	59.3	Baseline	58.9

Table 3. Employment Rate (Fourth Quarter Post-Exit)

Program	PY 2019 Negotiated Performance Level	PY 2019 Outcomes	PY 2020 Negotiated Performance Level	PY 2020 Outcomes
Adults	49	85.6	82	76.9
Dislocated Workers	53	83.9	81	76.2
Youth	52	83	78	77.6
Adult Education	Baseline	39.1	40	21
Wagner-Peyser	51	70.2	70	65.3
Vocational Rehabilitation	Baseline	54.6	Baseline	57.3

Table 4. Median Earnings (Second Quarter Post-Exit) *See table at top of next page*

Program	PY 2019 Negotiated Performance Level	PY 2019 Outcomes	PY 2020 Negotiated Performance Level	PY 2020 Outcomes
Adults	\$6,100	\$6,596	\$6,900	\$6,716
Dislocated Workers	\$7,400	\$7,923	\$8,016	\$7,876
Youth	Baseline	\$4,485	\$3,991	\$4,274
Adult Education	Baseline	\$4,570	\$4,500	\$3,900
Wagner-Peyser	\$5,110	\$5,912	\$5,800	\$6,135
Vocational Rehabilitation	Baseline	\$4,055	Baseline	\$4,259

Table 5. Credential Attainment Rate

Program	PY 2019 Negotiated Performance Level	PY 2019 Outcomes	PY 2020 Negotiated Performance Level	PY 2020 Outcomes
Adults	53	74.7	70	73.3
Dislocated Workers	50	77.2	65.5	73.8
Youth	55	53.8	58	46.9
Adult Education	Baseline	53.4	35	100
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	Baseline	NA	Baseline	40.3

Table 6. Measurable Skills Gains

Program	PY 2019 Negotiated Performance Level	PY 2019 Outcomes	PY 2020 Negotiated Performance Level	PY 2020 Outcomes
Adults	Baseline	30.5	50	64.3
Dislocated Workers	Baseline	22.8	50	61.2
Youth	Baseline	24	50	49.6
Adult Education	Baseline	NA	40	27
Wagner-Peyser	NA	NA	NA	NA
Vocational Rehabilitation	Baseline	NA	38.5	52.6

Data Validation Policy/Process

As a recipient of USDOL Employment and Training Administration (ETA) program funding, the Idaho Department of Labor is required to maintain and report accurate and reliable program and financial information. USDOL data validation standards, which consists of two separate functions: report validation (RV) and data element validation (DEV), require the state to ascertain the validity, accuracy and reliability of report and participant record data submitted to ETA.

The state conducted its DEV for PY20 under the data validation policy it developed with WIOA guidelines in mind. The department's Workforce Administration staff completed its data validation efforts using selected samples from: WIOA Title I-B core programs, including Adult, Dislocated Workers, and Youth programs; the National Dislocated Worker Grant, Wagner-Peyser; Jobs for Veterans State Grant; and Trade Act programs. Participant data reported in the

Participant Individual Record Layout (PIRL) were reviewed for accuracy and verified the presence of required source documentation. Please refer to Appendix B to review the state's DEV policy.

Common Exits

Soon after the passage of WIOA, the Idaho Department of Labor secured a management information system (MIS), *IdahoWorks*, that serves as a repository for not only all of its WIOA Title IB formula programs, but also for Wagner-Peyser/Employment-Services, Trade Adjustment Assistance, and discretionary grant programs. Provided by America's Job Link Alliance, *IdahoWorks*, integrates labor exchange, case management, and reporting functions. The system recognizes and implements the state's common exit policy for individuals in the WIOA Title I-B and III programs. As outlined under WIOA, participants co-enrolled in more than one program will be considered exited from the state's workforce development system once they have been exited from all programs and received no services for at least 90 days prior to exit. A copy of Idaho's Common Exit policy can be found in Appendix C.

Evaluation Update

Evaluation Peer Learning Cohort (Spring 2021)

In the spring of 2021, several WIOA core partners participated in the Evaluation Peer Learning Cohort 4 (EvalPLC). This project served as an interactive technical assistance forum, comprised of cross-agency representatives from up to six state teams representing core WIOA programs, which collaborated and developed capstone projects (e.g., research design for a specific project, statement of work for a request for proposal for an evaluation, state evaluation action plan) to support the development and implementation of their state and/or local research and evaluations.

As a result of this project, Idaho WIOA Titles I, III, and IV examined and analyzed current evaluation processes and research conducted within each program. With guidance from the EvalPLC project, the team developed research questions related to improving the enrollment process within each agency and identifying next steps for creating a standardization of the enrollment process to inform best practice and training for career planners and frontline staff to ensure comprehensive services for all WIOA participants.

In addition to the EvalPLC project, the Idaho Department of Labor developed and administered an evaluation to gain insight and inform effective training for career planners that included a two-fold process: 1) an Annual Customer Satisfaction Assessment; and 2) a WIOA Career Planner Survey.

1. Annual Customer Satisfaction Assessment - Completed

As part of the One-Stop certification process, Idaho has implemented an ongoing survey process which combines Equal Employment Opportunity (EEO) and Customer Satisfaction.

Methodology

Upon exit from WIOA, participants receive a link to an online survey (SurveyMonkey) from their WIOA career planners. Participation in the survey is voluntary and is designed to gather information about One-Stop center accessibility and customer satisfaction. The form provides for and encourages feedback about programs and services.

Findings

146 WIOA exiters responded to the EEO survey in PY20.

Of 146 responses to the question, "Did you leave satisfied that you received the answers or services you were looking for?" 138 responded "yes" and 5 responded "No."

Recommendations/Next Steps

See 2. WIOA Career Planner Survey

2. WIOA Career Planner Survey - Ongoing

Two of the six goals listed in Idaho Department of Labor's 2020-2024 Strategic Plan are 1) Increase Customer Service Focus and 2) Employee Investment, Development and Retention. Those goals, coupled with the state's desire to continuously improve upon its delivery of services to Idahoans, prompted the state to begin the task of assessing ways to improve WIOA Career Planner staff training.

During the COVID-19 Pandemic Idaho was forced to quickly shift away from its standard model of onboarding and training WIOA career planners to a virtual/remote model. Idaho initially sought to understand the effectiveness of training new career planners during the Pandemic and use that information to identify and close gaps in knowledge or technical abilities. However, it was later determined that assessing all WIOA staff, regardless of tenure, would provide a more robust pool of responses, and would highlight areas where even seasoned career planners might benefit from additional program training.

The following research question was posed:

What is needed for Idaho Department of Labor, as the Administrative Entity for Workforce Innovation and Opportunity Act (WIOA) Title 1 Adult, Dislocated Worker, and Youth services, to enhance, implement and present quality and consistent program training to providers to improve performance, outcomes, and the customer experience?

Methodology

The project began in May 2021 by reviewing anecdotal interview responses provided by nine career planners with less than two years of experience in 2019, with a focus on highlighting the effectiveness of current training methods and identifying similar skill gaps.

Then, the Administrative Entity (AE) collaborated with Idaho Department of Labor's Research and Analysis division to conduct a confidential survey, using a combination of Likert Scale, open-

ended, and simple “yes/no” questions. The R & A division formalized the survey into an online survey tool.

The planned distribution of this survey to career planners is the fall of 2021.

Findings

This evaluation and research project is ongoing and continues into PY21. The responses to the confidential survey are in the process of being reviewed and tabulated. Final costs, including expenditures applied to State Governor’s Reserve funds will be determined at that time.

Recommendations/Next Steps

1. Identify common themes.
2. Identify training priorities
 - a. Based on responses to knowledge questions
 - b. Based on Career Planner’s self-identified priority training needs

The evaluation results will be used to assess training needs and develop a plan for delivery.

In addition, Idaho Department of Labor will cooperate in providing data, responding to surveys, and allowing timely site visits, at the state and local level, as requested for evaluations conducted by the United States Department of Labor (US DOL) and/or for continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

Waiver Update

Waiver Update – To Allow the State Board to Act as the Local Board

The state of Idaho has one waiver currently in effect as part of the 2020-2023 WIOA Combined State Plan.

Waiver to allow the State Board to act as the Local Board - WIOA Section 107(b). This waiver has been in effect since PY05, when the Governor of the state consolidated the six workforce development areas at the time into two local areas. These two areas entered into an agreement, which is still in place, to have the state function as a single statewide planning area. By requesting the waiver to have the State Workforce Development Council (the WIOA State Board) conduct the functions of the local board, Idaho has been able to reduce its overall state and local administrative costs, which its governors have supported since the waiver’s initial implementation. This move has become even more important since WIOA imposed increased reporting and administrative requirements upon states considering the significant funding reductions the state has faced since 2012.

The primary goal sought by this waiver is to reduce administrative costs and maximize the available money directed to career and training services, including work-based learning, and services to business and job seekers. The eventual programmatic outcome results in service to a larger number of participants than would otherwise be served due to higher administrative costs. To maximize resources available for service delivery, the state continues to use the

flexibility of this waiver to allow the Workforce Development Council to serve as the local workforce board. When initially implemented, this move saved the state WIA program \$1,482,788 by removing the required maintenance of six local areas throughout the state. These former administrative funds have been utilized as program funds, allowing for more participants to be served which permits the state to maintain service levels despite funding cuts over the years. In today's dollars, the costs easily translate to a programmatic infusion of \$2,099,963 which, in 2021, amounts to just over 33.1 percent of the state's total WIOA Title IB allotment from USDOL for PY20.

The single statewide planning structure helps reduce annual overhead, emphasizing spending program funds towards direct training and support of businesses and participants. By strengthening administrative oversight and accountability processes, it has helped significantly in eliminating administrative deficiencies over the years that may have resulted in disallowed costs.

As state education policy aligns with the state's workforce development goals, Idaho's statewide structure enhances efforts to transform its workforce development system into a demand driven system. Having the State Board provide the functions of both the state and local board provides an additional benefit to board members, as they are able to gain a full perspective of WIOA activities throughout the state and recognize that all areas of the state face similar challenges.

Appendices

Appendix A – Idaho PY20 Success Stories

Title I-B	Adult
Title I-B	Dislocated Worker
Title I-B	Youth
Title II	Adult Education and Family Literacy Act
Title IV	Vocational Rehabilitation

Appendix B – Idaho State WIOA Data Validation Policy

Appendix C – Idaho State Common Exit Policy

WIOA Adult Program Success Stories

John - John is a 27-year-old single male. He was enrolled in the Adult program as a low income, food-stamp recipient, ex-offender with diagnosed disabilities. John had received his high school diploma and attended less than one year of post-secondary education. He was interested in pursuing the electrical trade through on-the-job training and apprenticeship. His WIOA career planner contacted a local electrical contractor to set up a meeting between them. After meeting, both agreed it would be a good fit. John was hired and began working as an electrical apprentice. His mid-point and final evaluations were very positive, and John continues working for the same electrical contractor. The employer wrote on the final evaluation that John "continues to exceed expectations in work quality and timelines . . . has a future as an Electrician."

Stella – As a low income, food stamp recipient attending college, Stella was a 22-year-old single female majoring in Criminal Justice. Referred to WIOA, she sought an internship with the Idaho State Police (ISP). Her career planner made the connection and placed her at the ISP Headquarters, working background check investigations along with extensive clerical and record keeping. Her supervisor gave her high marks at both her mid-point and final evaluations. ISP valued her so that after the internship period, they created a temporary, part-time position for her at \$14.00/hr., allowing her to finish her college studies. Completing this WIOA internship provides her the necessary work experience related to her degree, making her more employable after she graduates in Spring 2022.

WIOA Dislocated Worker Program Success Stories

Frank- Before coming to WIOA, Frank, a 51-year-old married man from Teton County, found himself as a Dislocated Worker, unemployed for more than six months. Six years in at a local ski resort, he lost his \$18.00/hr. job as a warehouse processing lead with the onset of COVID and its impact on tourism. Prior to moving to Teton County, he earned \$41.00/hr. as a Radiation Therapist. Unfortunately, he wasn't licensed in Idaho, and did not feel comfortable commuting over mountain passes on a daily basis. He heard about the Idaho Department of Labor's COVID NEG opportunities through the local community resource center he visited frequently for help. Once assessed and enrolled, his career planner helped him find two part-time openings in the area. He was placed at the community resource center and a local food pantry, which allowed him to average 35-40 hours per week. Through these opportunities he's learned how to use an Apple computer and assist customers with various programs. The community resource center received its board's approval to hire Frank full-time at \$18.00/hr., exclaiming that he is not replaceable.

Gabby – A single, 53-year-old female veteran, job-seeking Gabby was unemployed when she applied for WIOA assistance. She qualified as a dislocated worker due to the reduction in force her employer implemented as a result of the pandemic. Because of her age, she preferred a less physically demanding job. Her truck-driving boyfriend told her that if she obtained her Class A CDL, his employer would offer her a job alongside him. The WIOA program placed Gabby in a training program which she completed. Within a matter of days after obtaining her Class A CDL, she began full-time team driving with her boyfriend, earning .60 cents/mile between them. She reported back to the program that she likes being a truck driver.

WIOA Youth Program Success Stories

Michael – 21-year-old youth, Michael, approached the WIOA program in April 2021, to obtain his CDL. Because of his income and barriers to employment, he was found eligible and began his CDL training in early May. As an immigrant, Michael's U.S. education and work experience were very limited. Despite this, he excelled in his truck driving classes and received his CDL after graduating in early June 2021. Shortly after, he secured employment with a transportation company, earning \$500 per week while in training and will eventually earn \$.60 cents per mile upon completion. As a full-time employee, he will have access to many benefits he didn't have before.

Steven – Unemployed high-school dropout Steven first applied to the WIOA program at 17. As a juvenile offender with diagnosed disabilities, he attended high school as resident at the Idaho Department of Juvenile Corrections (IDJC) facility. Lacking a driver's license and basic job-keeping skills limited his work-experience to a regular wage-paying job for his grandfather he had six months earlier. Being incarcerated hindered his job-search ability, but he wanted to earn his GED, obtain his driver's license, train to become a Video Game Designer/Programmer, or simply find a job. Before WIOA enrollment, he passed one GED test. Once enrolled, and spurred on by the \$300 GED incentive bonus the program offered, he passed the three remaining GED tests, earning his GED while still at the IDJC facility. After his release, he obtained his driver's license and resumed working for his grandfather. The WIOA career planner notes that Steven accomplished his goal of obtaining his driver's license and finding employment. He plans to audit classes in an Idaho university's Gaming Interactive Mobile Media program so he can gain some classroom knowledge before beginning his college career.

Idaho Division of Vocational Rehabilitation (IDVR) Success Story

Jason applied for IDVR Services after being referred by his Probation Officer at the Idaho Department of Corrections due to his struggles with maintaining consistent long-term employment and being separated from his most recent employment as a stucco laborer. Jason knew he enjoyed working in the construction field but also knew he needed support to find a position within the industry that would meet his economic needs and have long-term potential. Jason obtained employment at Snap Tight Products, LLC. They specialize in pre-finished stucco to be installed on panels which aligned with skills Jason had obtained previously while working in other construction positions.

IDVR partnered with Idaho Department of Labor's WIOA program to be able to assist Jason with additional skill obtainment. Through the partnership with Department of Labor and Vocational Rehabilitation Jason was assisted to maintain his new employment position and to obtain additional skills necessary to be promoted to a Designer with Snap Tight Products, LLC. Vocational Rehabilitation assisted with an on On-the-Job Training with the employer for hands-on skill development during his training supported by Idaho Department of Labor. In addition, Jason's employer invested in him and assisted him with purchasing software necessary to complete the work with his new skills.

At the start of his time working with IDVR Jason was struggling with sobriety, was making \$10.00/hour, and was living in a halfway house. Through his effort and perseverance, Jason is now happily married, sober, a proud homeowner, and extremely happy in all aspects of his life.

"Voc Rehab has made it possible for me to become very successful."

Jason Millett, VR Customer

Adult Education and Family Literacy Act/Career and Technical Education (CTE) Success Stories

CWI: Our student, Esther, lived in Rwanda for 21 years as a refugee. She was on track to complete her bachelor's degree there when she had the chance to come to the U.S. in 2019. She only spoke minimal English when she first arrived.

Upon arrival to the U.S., Esther enrolled in Adult Education where she completed both EVS Pre-apprenticeship and MCNA classes. These classes helped her with employment, created needed stability, and helped prepare her for enrollment for CWI academic coursework as a Health Science Major.

CSI: One of our Integrated CNA students is an example of determination. Our Integrated CNA class is designed to provide English language support for non-native English speakers, in a nursing assistant course. This particular student paid for the nursing assistant course on her own and successfully passed her exams. With support from the Department of Labor, she is currently enrolled in Phlebotomy so that can continue to upskill in the nursing field. She will finish the Phlebotomy course in December. In September, she was hired by St. Luke's Magic Valley Hospital as a CNA.

IDOL Data Validation Policy

Date: Aug 27, 2021

Purpose:

Data validation is a series of internal controls or quality assurance techniques to verify the accuracy, validity, and reliability of data. Data validation framework requires a consistent review across programs to ensure that all data consistently and accurately reflect the performance of each grant recipient. Data validation procedures:

- Verify that the performance data reported by grant recipients to the United States Department of Labor (USDOL) are valid, accurate, reliable, and comparable across programs;
- Outline source documentation required for common data elements; and
- Improve program performance accountability through the results of data validation efforts.
- Discover and expeditiously resolve any irregularities or issues that may cause inaccurate reporting.
- Identify and implement front-line staff training needs or clarification of statewide technical guidance.

References:

- [TEGL 7-18](#) - Joint guidance for common data elements in Titles I – IV of WIOA
- [TEGL 23-19](#) - DOL-only guidance for required ETA program-specific data elements
- [TEGL 5-18](#) - DV policy summary in the state annual narrative formula report
- [TEGL 26-16](#) - Collecting and documenting supplemental information

Background

The State as a grantee receiving funding under the US Department of Labor requires WIOA programs to maintain and report accurate and reliable program and financial information. Data validation requires that the State ascertain the validity, accuracy, and reliability of report and participant record data submitted to DOL, as outlined in section 116 of WIOA.

Policy

It is the state policy to ensure, to the maximum extent feasible, the accuracy of the data entered into the Idaho Department of Labor case management system, IdahoWorks, for state performance reporting. The programs administered by IDOL and which are included in this Data Validation policy include:

- WIOA Title I-b (Adult, Dislocated Worker, Youth)
- National Dislocated Worker Grants (DWG)

- WIOA Title III (Wagner Peyser-Employment Services)
- JVSG (Jobs for Veterans State Grant)
- TAA (Trade Adjustment Assistance) (fine)

The Idaho Department of Labor’s Workforce Administration Division holds primary responsibility for executing the data validation procedures for the above listed programs.

Participant Data Sources

All participant records are contained in the IdahoWorks MIS system which was developed and is maintained by America’s Job Link Alliance (AJLA). Upon enrollment into any of the programs listed above, the system automatically takes a snapshot of the participant’s demographic information, which is then used for federal reporting and data validation purposes.

Source documents for participant records are stored electronically in the IDOL SharePoint environment or the IdahoWorks MIS system. NOTE: Effective in PY20-21, IDOL is in the process of transitioning document storage for WIOA Title I and III records from the SharePoint site to IdahoWorks.

Allowable source documentation is that as listed in the WIOA Source Documentation column found in Attachment II of TEGL 23-19. This list of source documents is also included in the DV Source Documentation spreadsheet as well as in the individual spreadsheets used to record data validation results.

Since all participant records and associated source documentation are stored electronically, Data Validation will be conducted virtually.

Participant Sample Creation

Sampling is conducted by determining the proportionate number of enrollments per program to the total number of enrollments in each program state-wide. Participant samples are created using a PostgreSQL process developed with AJLA and the AJLA consortium states, which is then used on the IdahoWorks database to select both open and exited participants from the following funding streams: Adult, Dislocated Worker, Youth, Wagner Peyser (including JVSG), and TAA. The sample records will not include ‘reportable individuals’ enrollments. The code: *order by random()* is included in the PostgreSQL query to randomly select participant records from the results.

- For data validation purposes, any grant/funding stream with 250 participants or less during the PY will have a randomized participant sample size of a maximum of 10 percent of its enrollments.

Each year the time spent validating each record will be recorded; future sample sizes will be based in part upon the time needed to verify records and staff availability.

Frequency

Beginning in PY21, participant record samples will be generated after the end of each quarter of the program year allowing for both exiter as well as active participant records from the current program year to be used. Staff will then conduct validation quarterly throughout the year.

Data Validation for the Title I and Title III records will be completed before the submission of the WIOA Annual reports due on Oct 1st of each year.

Recording Validation Results

Excel spreadsheets are used to track the data validation results for the sampled participant records. One Excel file for each enrollment type (Title I: Adult, DW, Youth, Title III: Wagner Peyser, NDWG, JVSG, TAA) and a separate tab within the file for each sampled record is created. Each tab contains the corresponding PIRL elements for that program enrollment, the data validation audit outcome, the documentation source type used for validation, and any reviewer comments.

For each data validation record, all required data elements for the associated program enrollment are reviewed. Based on TEGL 23-19, the count of data elements for each enrollment type is:

- Adult: 100 elements
- Dislocated Worker: 101
- Youth: 66
- National Dislocated Worker Grant: 101
- Wagner Peyser: 58
- JVSG: 69
- TAA: 29

Scoring Validation Results

A pass, fail, or not applicable scoring value is assigned to each data element and tallied for the participant record. An error rate is calculated based on the total number of data elements, minus non-applicable elements, with a percentage based on the passing ratio. Example, 100 data elements minus 25 marked as n/a, and 70 marked as ‘pass’, and 5 marked as ‘fail’ = $70/(100-25)$ = 93% pass rate.

A passing threshold of 90% will be established for PY20 and then evaluated on an annual basis.

Error Correction:

If any missing or erroneous data is discovered through the validation process, validation staff will take appropriate actions to correct it. These corrective actions may include, but is not limited to:

- Providing a copy of the incorrect data to case management staff for them to correct.
(Note: case management staff cannot update demographics snapshot information but will update the live demographic record)
- Collecting missing documentation to verify required data elements;
- Providing additional training or technical assistance to workforce staff responsible for the erroneous data entry, if applicable;

Upon notification from validation staff, Case Management staff will have 30 days to submit corrections or obtain the missing data or source documentation for the reported failed data element.

Training

Training will be provided to workforce staff annually to showcase the results from the previous year's validation results, emphasize the importance of correct data entry, and review the allowable source documentation requirements.

Each program year during the quarter following submission of the Annual Report, Data Validation staff will review and receive training on the Data Validation process to ensure uniform application of all policies and procedures.

Process Assessment

The Workforce Administration Division will meet during the second quarter of each program year to assess the effectiveness of the current Data Validation procedures and determine whether revisions to the policy and process are necessary. Any updates or changes will be released as a formal update to this Data Validation Policy.

Records Retention

All Data Validation records will be retained electronically, and documentation will be maintained in accordance with Federal records retention requirements, as given in 2 CFR 200.333:

Financial records, supporting documents, statistical records, and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient.

This includes:

- Copies of the Excel Worksheets used to record data element outcomes and notes;
- IdahoWorks demographic snapshot information;
- Screenshots of quarterly wage records for wage record matching used for reporting outcomes;
- Trends in common data accuracy issues and error rates; and
- Corrective action efforts made after data validation reviews.



WIOAP 02-20

DATE: April 29, 2021
TO: All WIOA Subrecipients
FROM: Danilo Cabrera *Danilo Cabrera*
SUBJECT: WIOA/TAA Common Exit Policy

REFERENCE:

WIOA 677.150(c)(3)(1), TEGL 10-16 Change 1, TEGL 14-18

POLICY:

Idaho has a common exit policy for specific programs administered by the Idaho Department of Labor. This process will exit program participants on a common date when a participant has not received any qualifying participant services for 90 consecutive days, and there are no future services scheduled in the IdahoWorks MIS system from any of the included programs. These exits occur automatically and are retroactive back to the date of the last qualifying participant service. This definition does not include self-service, information-only, follow-up/supportive services (other than for the youth program), or partner programs services. The programs that are part of the common exit policy are listed below.

- WIOA Title I-b (Adult, Dislocated Worker, Youth)
- National Dislocated Worker Grants (DWG)
- WIOA Title III (Wagner Peyser-Employment Services)
- JVSG (Jobs for Veterans State Grant)
- ASE Registered Apprenticeship
- TAA (Trade Adjustment Assistance)

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