

DATE: March 31, 2023
TO: All WIOA Local Areas
All Title 1 and 3 Staff
FROM: Terry Gammel *Terry Gammel*
Program Manager
SUBJECT: IdahoWorks Demographic Update and Review

WIOAB 08-22

Maintaining current and accurate information in IdahoWorks is essential to ensure a participant's best possible outcome and accurate federal reporting. With up-to-date information, we can:

- 1) match participants with job opportunities that align with their skills and preferences, increasing their chances of securing employment and
- 2) more accurately determine their program eligibility and eventual enrollment.

Additionally, accurate reporting on a participant/jobseeker's outcomes relies on having dependable data in our database, which helps us evaluate the effectiveness of our programs and services. Ultimately, we aim to assist participants in finding meaningful and successful employment.

When accessing a job seeker's account in IdahoWorks, staff must review both the job seeker's demographic as well as contact information to ensure it is up-to-date and complete before proceeding with any other tasks. If any information appears missing or out-of-date, staff should direct the job seeker to update their information or perform the data entry with the job seeker's participation (in person or virtually). When creating an enrollment into any of our programs, job seekers should be asked to complete and attest that the information is correct, job seekers must be involved when demographic information edits are made.

Staff should pay close attention to the following information items, which are vital for both our communication with the job seeker and in determining program eligibility. Any changes in the information may impact their eligibility.

Contact Information:

- Address (Street, City, State, Zip Code)
- Email address – is it confirmed? Users must have a confirmed email address in order to have their username emailed sent to them OR to use the reset-by-email option for passwords.
- Phone number – checkbox must be selected if user wishes to receive text messages for password resets

Demographics Information

- Area/County of Residence
- Area/County of Service
- Social Security Number (if provided)
- Date of Birth
- Ethnicity
- Race
- Language proficiency
- Communication preferences
- Gender
- Household size
- Impairments or disabilities
- School attendance and education level
- Veteran status and service details
- Farmworker status
- Employment status and income information
- Dislocated Worker status
- Low-income
- Recipient of public assistance (TANF only)
- Needs and barriers to employment
- Work Wanted

As part of the assessment process, staff should use demographic information to guide their interactions with job seekers, considering any language, communication, or accessibility needs of the job seeker.

If you have any questions, please contact the IdahoWorks Mailbox.

Terry Gammel
Programs Manager