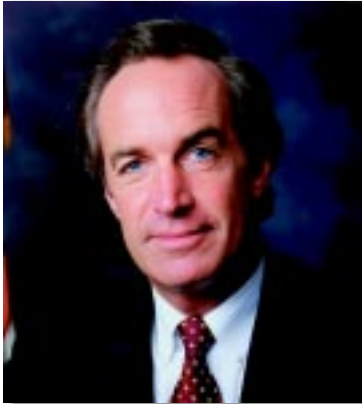


*2001
Annual Report*

*Workforce
Investment
Act*

Introduction

“
A



highly trained and motivated workforce in Idaho is a critical component in building a healthy, vibrant economy. My administration is committed to expanding business and employment opportunities to increase earning potential and enhance Idaho's quality of life.”

DIRK KEMPTHORNE
Governor

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Idaho Workforce Development Council



“The Governor’s Workforce Development Council set out an ambitious agenda for integrating employment and training programs and coordinating and improving workforce services for Idaho’s businesses, job seekers and students. With the full participation of business, labor, education and the public sector on the WDC and new business-led local IdahoWorks Boards, we set the strategic direction for Idaho’s workforce system and are proud of the results. The new IdahoWorks system is a major advancement in Idaho’s workforce development efforts.”

KAREN MCGEE, Council Chair, Pocatello

Congratulations to our Chair Karen McGee for being named as the Business Volunteer of the Year by the National Association of State Workforce Agencies. Ms. McGee was recognized for her numerous contributions to Idaho’s workforce system, serving as chair of Idaho’s Welfare Reform Task Force and chair of the Workforce Development Training Fund Advisory Committee before being appointed as the first chair of the Governor’s Workforce Development Council. Ms. McGee currently chairs the Workforce Development Council, the State Board of Education and the National Association of State Workforce Board Chairs.

Steve Ahrens, Vice Chair

Idaho Association of
Commerce & Industry
Boise

Lois Bauer

Commission on Aging
Boise

Dr. Jerry Beck

College of Southern Idaho
Twin Falls

Mark Briggs

International Brotherhood
of Teamsters
Boise

Richard Cortez

Metalcraft, Inc.
Boise

Coleen Erickson

PacifiCorp
Rexburg

Millie Flandro

Idaho Education Association
Pocatello

Dr. Emma Gebo

SuperSave of Idaho
Pocatello

Dr. Marilyn Howard

Superintendent of
Public Instruction
Boise

Karl Kurtz

Department of Health & Welfare
Boise

Roger Madsen

Department of Labor
Boise

Gary Mahn

Department of Commerce
Boise

Ruth Rathbun

Rathbun Rentals
St. Maries

Dr. Charles Ruch

Boise State University
Boise

Shirley Silver

State Division of
Professional-Technical
Education
Boise

Shirley Stensgar

Coeur d’Alene Tribe
Plummer

Gary Stivers

State Board of Education
Boise

Dave Whaley

Idaho State AFL-CIO
Boise

Vision, Mission & Goals

VISION

Idaho will deliver a highly trained, diverse workforce through partnerships among business, labor, education, and government. This integrated workforce development system will meet the productivity needs of a market-driven economy — improving profitability, increasing global competitiveness, and enhancing Idaho’s quality of life.

MISSION

The Governor’s *Workforce Development Council*, understanding the unique needs of business, education, and labor, will develop policy and provide oversight for an integrated Idaho workforce development system, promoted and implemented within established constraints.

GOALS

- Assess the needs of business and industry to enhance economic development, based on market sensitivity.
- Establish a comprehensive workforce development delivery system.
- Support a comprehensive educational system for all students K-16+ that includes rigorous school-based learning and relevant work-based learning.
- Provide opportunities for and encourage life-long skill development for Idaho’s current and transitional workers.
- Advance issues related to Idaho’s Workforce Development System by providing recommendations and progress reports to the Governor, State Board of Education and policymakers.

Idaho's Workforce System

STATE AND LOCAL LEADERSHIP

Idaho's workforce development system is comprised of a statewide Governor's Workforce Development Council, six local Workforce Investment Boards, and numerous state and local employment and training service providers. The local Workforce Investment Boards, known as *IdahoWorks* Boards, are located in six geographic regions throughout the state. The Workforce Development Council and each *IdahoWorks* Board are led by private-sector representatives and are responsible for the oversight and coordination of workforce activities within the state and their individual regions.

A PARTNERSHIP

The *IdahoWorks* system is a collaboration among Idaho's workforce development organizations to improve access to services for Idaho businesses and workers. Whether it's a business looking for qualified workers, a seasoned professional looking for new opportunity, or a student looking for that first job, contact to any partner in the *IdahoWorks* system can connect customers to the wide range of services available, including locating qualified workers, identifying job opportunities, accessing needed skill training, or providing critical labor market information necessary to make good business or career decisions. While each *IdahoWorks* system partner offers a unique set of services, the collective efforts of the partners assure that customers have access to the services they need and want.

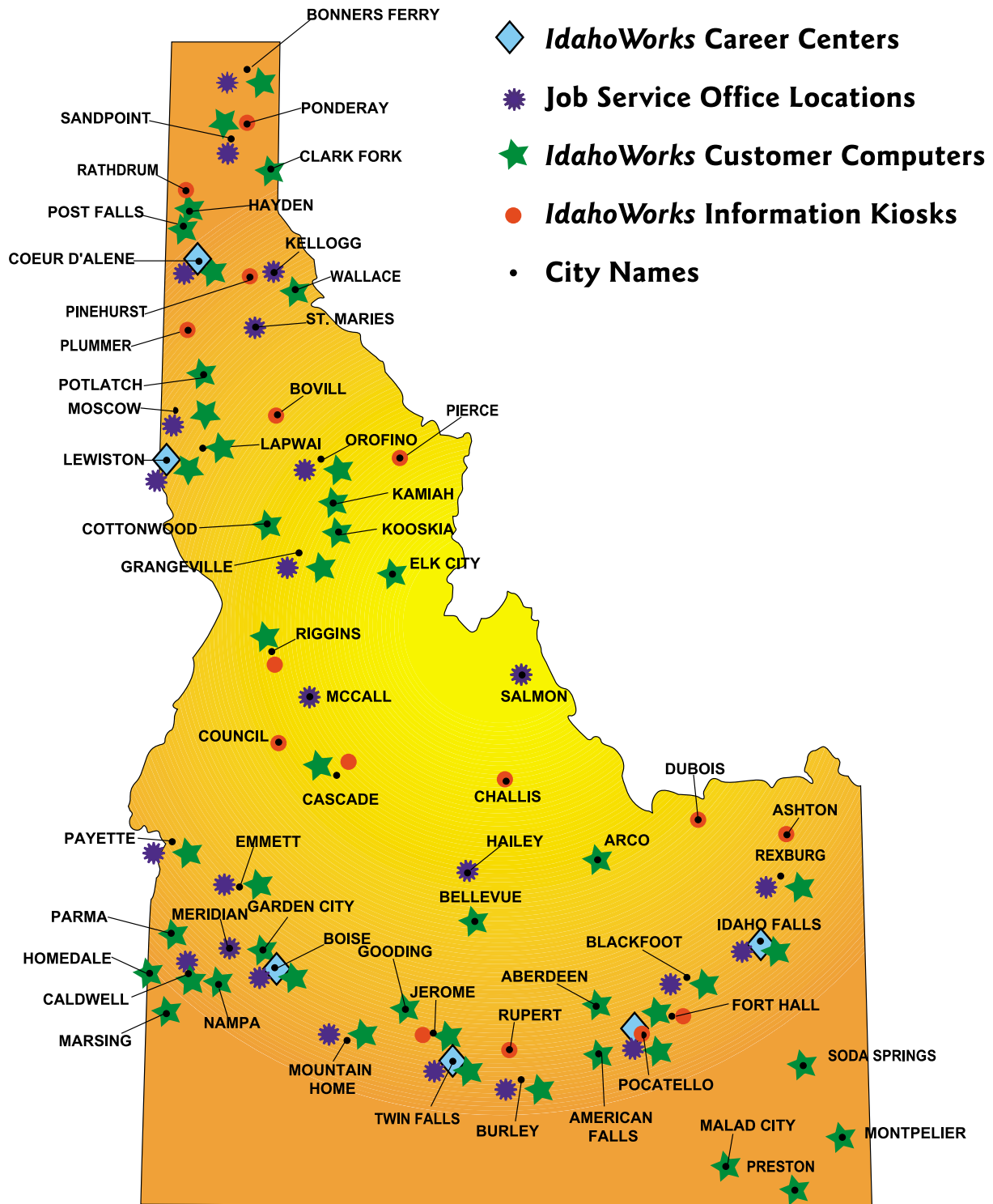
IDAHOWORKS ONE STOP CAREER CENTERS

IdahoWorks One Stop Career Centers and Affiliates in each region are primary points of access to the full range of labor market services and information. For a list of *IdahoWorks* One Stop Career Centers, go to the *IdahoWorks* home page at www.idahoworks.org.

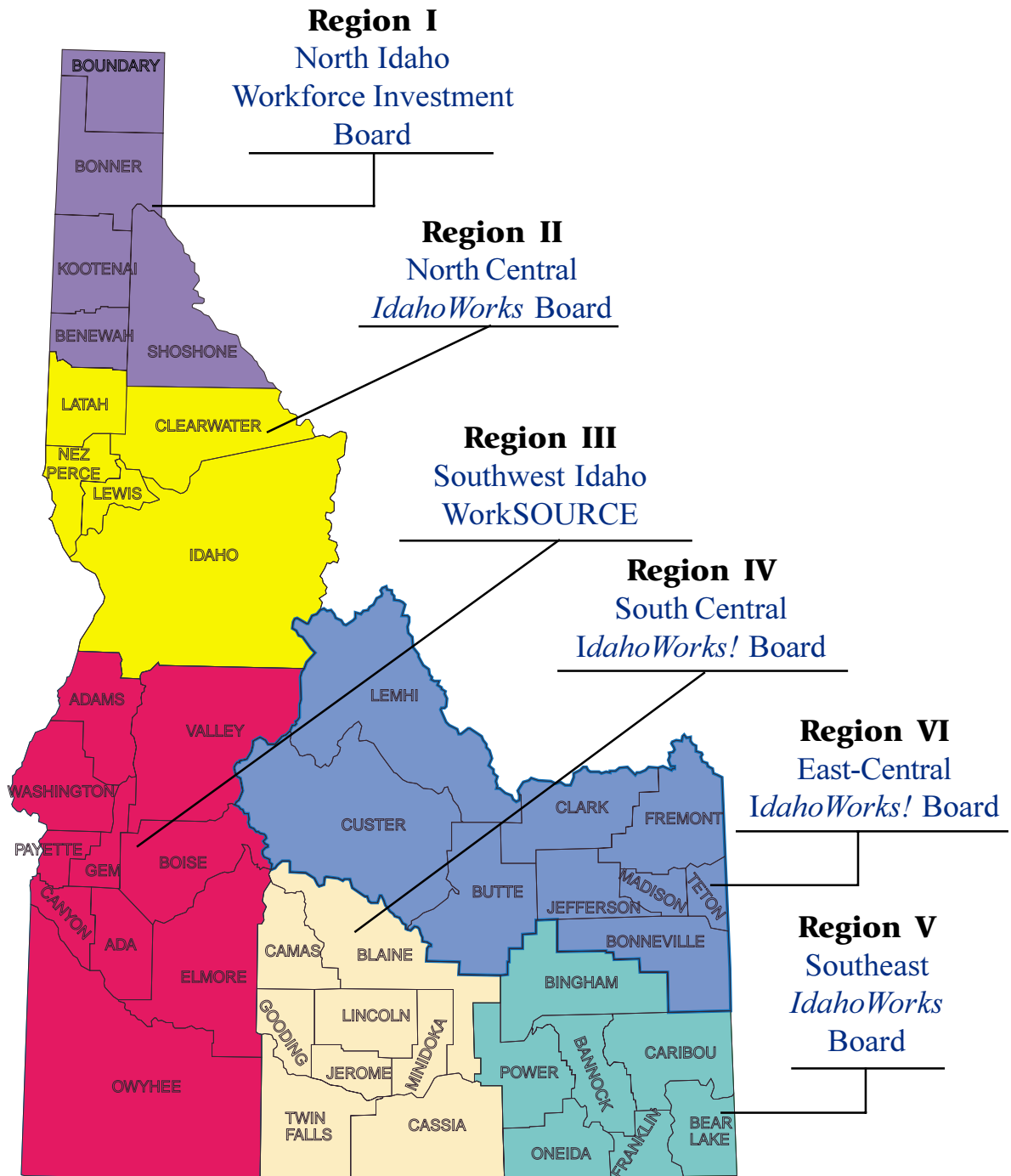
AUTOMATED – INTERNET CONNECTION

Businesses and job seekers can connect directly to a growing list of workforce services and information through the *IdahoWorks* home page at www.idahoworks.org. Partners in the system are also connected to the *IdahoWorks* automated system allowing them to provide information and refer to services most appropriate to meet customer needs.

IdahoWorks System



Workforce Investment Areas



Customers Who Inspire



Frank Gregory first came to the Mini-Cassia Job Service “to obtain a job with a future that pays a fair wage for a fair days work.” At 57 years old, married with seven grown children, he had been laid off from a 35-year career in the automobile industry. Although Frank had many years of experience in service and management, he did not have a high school diploma or GED. This kept him from being considered for many jobs. Destinee Schuster, his employment representative, believed he was an excellent candidate for the Workforce Investment Act (WIA) program sponsored by the South Central IdahoWorks! Board.

WIA helped Frank overcome his barriers in numerous ways, teaching him job search skills and assisting him in preparing for a new position. WIA partnered with the College of Southern Idaho’s Adult Basic Education program to assist Frank in obtain-

ing his GED. Frank was so successful in this endeavor that he was asked to speak at his graduation.

Frank was successful in his job search and is now working 40 plus hours per week as an electrician apprentice. He is considering further education to become a licensed electrician. Frank said, “WIA has given me the opportunity to further my education and look towards a new career in a field that I was always interested in, but I never had the chance to pursue.”

We were inspired by Frank’s words to his graduating class. We think you will be too.

G.E.D. GRADUATION SPEECH, CLASS 2001

Francis A. Gregory

“Good evening fellow graduates, faculty and guests.

My name is Frank Gregory and I have been asked to speak this evening to express what receiving my General Education Diploma means to me.

Well to start, I have put off completing my high school graduation for 42 years. With the encouragement from a concerned employee at Job Service and a little extra time on my hands I felt that this would be a great time to do something about it.

My wife and seven children are very proud that I spent the time and effort to accomplish this task that was put off for so long, but to me it is a sign that at this age I still have the desire and courage to buckle down and succeed in accomplishing what some people might think is a waste of effort at my age.

But to me the very act of sitting down and studying and meeting the deadlines was a shot in the arm. It started my mind working; it involved my whole family as I asked all kinds of questions and we had a lot of conversations about what we forgot over the years.

What education means to me is not the ability to pass the test but the character and the desire to put your mind to work and to learn that you are learning to think not just to remember what is in a book or what a teacher has told you.

There are many benefits to finishing school, but the greatest asset is the asset of self accomplishment and self worth in doing the unexpected and reaching your goals, for once you find that you have the stuff it takes to complete this task of learning, you will find that future tasks seem small in comparison.

So no matter why you took this step or for what reason you took this step you are on your way to a bigger and a better life because you are willing to try. And trying is what keeps you in the game and makes you a winner in your own eyes.

Thank you and the best future to all of you.”



Region I - North Idaho Workforce Investment Board



Archie McGregor, Board Chair, St. Maries
Ken Korczyk, Youth Council Chair, Coeur d'Alene

Panhandle Area Council

Murreleen Skeen, Chair • Kris Suiter, NIWIB Administrator

REGIONAL PROFILE

The Region I Workforce Investment Area is comprised of Benewah, Bonner, Boundary, Kootenai, and Shoshone counties. The Panhandle is bordered to the north by British Columbia, Canada; to the east by Montana; to the west by Washington; and to the south by Idaho's Latah County. The Panhandle encompasses approximately 4,903,424 acres. As of Census 2000, the Panhandle has a population of approximately 178,333 residents. Kootenai County, the most populated county in the region, surpassed 100,000 in population in 1998, and is expected to double this count by the year 2015.

For the Panhandle, the largest employment sectors are services and retail trade (with about 48,000 jobs), followed by manufacturing, state & local government, and construction. Unemployment rates range from 8 percent in Kootenai County to 13 percent in Shoshone County. Relatively low wages in the hospitality and retail trade sectors in the Panhandle are offset in part by higher wage levels in the government and construction sectors. The largest employers in the area are represented by the tourism and hospitality industries—two of the lower paying sectors—and manufacturing, which offers some of the better paying jobs in the region.

WORKFORCE INVESTMENT BOARD

The North Idaho Workforce Investment Board, Inc. (NIWIB) is a 31-member, business-led, business majority organization that develops workforce investment/job-training programs for North Idaho. The Board meets on a quarterly basis with subcommittees meeting as business dictates.

The North Idaho Workforce Investment Board has enjoyed and continues to develop collaborative partnerships with local economic development agencies. The Board, in cooperation with these agencies, is seeking ways to improve economic opportunities for area residents by providing access to and developing high quality training programs. The Board has been working with area employers to identify skill shortages and recruitment needs to develop programs that meet those needs.

ONE STOP CENTER/SYSTEM

Our One Stop system is up and running well with a consortium of the Idaho Department of Labor, the Idaho Commission on Aging, and the Panhandle Area Council serving as the One Stop Operator. This consortium works with other partner agencies such as Vocational Rehabilitation, the Industrial Commission, the Coeur d'Alene Tribe, Goodwill, the Commission for the Blind, and other governmental, non-profit, and private sector groups to ensure quality services are provided to both the public and the business community.

The Board designated one physical One Stop Center for the region. This center is located in Coeur d'Alene, Kootenai County, at the local Job Service office and is connected with Job Services offices in each of the other four counties of the region.

The Board successfully executed a single Memorandum of Understanding (MOU) with all required and affiliate partners of the One Stop System. All required partners have agreed to provide access to their core services at the Center on a full-time, part-time, or itinerant basis.

The Bottom Line

BUSINESSES SHARE THEIR VIEW OF THE NORTH IDAHO ONE STOP CENTER

- “Wow! That was my first impression of Job Service. What a nice place to find great employees. You have a beautiful facility. Your professional staff presented the first image of our company to prospective employees. You saved us time and money and connected us with the best-qualified people for our company. Thank you Job Service!”
- “We are so impressed with your professionalism and the quality of applicants that you have supplied us. We are going to have a tough selection process because all of the applicants you selected for us are so outstanding. Thank you.”
- “We were so impressed with the friendly and professional service we received at your office. The applicants you send us are great. We have made two hires!”

ADULT PROGRAM

For the period July 1, 2000 through June 30, 2001 our One Stop Operator reported 426 adult enrollments, which was 25 percent above plan. A total of 164 (out of 187 exits) adults have been placed in jobs, exceeding the regional WIA performance standard by 25 percent.

Single mother finds success as an RN

Our Sandpoint (Bonner County) Job Service office reported one of the many success stories from the Adult Program. A 45-year-old single mother of two children is finishing her RN program through North Idaho College. She is graduating at the top of her class with a 3.96 GPA. She has her choice of medical employers in the area and will enter the workforce at \$16.88 per hour.

DISLOCATED WORKER PROGRAM

Our One Stop Operator reports a total of 446 enrollments in the Dislocated Worker Program. This is 58 percent above plan. There have been 186 job placements out of 201 exits.

Retraining leads to success

The St. Maries Job Service in Benewah County, an area with a high unemployment rate, reported on the success of a worker laid off from the Rayonier Plant in Plummer in late 1998. This married father of a young child worked part-time while attending a demanding electronic technician program. He graduated with an AAS degree and a 3.9 GPA. He is now employed at Inland Wood Specialties at \$17.00 per hour.

YOUTH COUNCIL

Our Youth Council was active in this transition period to the Workforce Investment Act. The Council reviewed proposals and selected seven service providers to operate programs during the 2000-2001 year. The service providers were Anchor House, Boundary County School District, Job Service, Project CDA, the Silver Valley Economic Development Corporation, St. Maries School District, and the West Bonner County School District. Our youth service providers report that we enrolled a total of 391 youth, which was 15 percent over plan. We had 222 youth exit the program.

Success in partnering

- A great example of multi-agency involvement in the needs of one youth centers on a visually impaired youth. She was falling behind in her schoolwork and was in danger of dropping out of school. Through the combined efforts of the Commission for the Blind and Visually Impaired, Project CDA Alternative School, and Job Service the young lady now has the adaptive equipment necessary to do her schoolwork backed up by a strong case management team.
- In-school service providers such as Anchor House, St. Maries School District, and Project CDA coordinate with the Silver Valley Economic Development Corporation’s Career Award Program to ensure graduating seniors have the opportunity to receive awards to attend North Idaho College.
- In-school youth service provider agencies collaborate with Job Service on summer work experiences.
- All service providers coordinate with the Juvenile Justice system in dealing with youthful offenders.



Region II - North Central *IdahoWorks* Board

Dr. Ray Sanders, Vice Chair, Lewiston
Kathy Buswell, Youth Council Chair, Lewiston

Clearwater Economic Development Association

J.R. Van Tassell, President, Lewiston
NCIWB Staff

Ralph Marshall, Executive Director • Rachel Stocking, Assistant Director

REGIONAL PROFILE

Idaho's Region II workforce investment area includes five counties—Idaho, Lewis, Latah, Clearwater, and Nez Perce—with the Nez Perce Indian Reservation located in the west central part of the region. The area is abundant with forested land and some of the richest farmland in the United States. Montana, Oregon, and Washington border the area. The regional population is nearly 98,000, which makes up only 7.5 percent of the state population, while the geographic area of Region II is 14 percent of the state total.

The North Central Idaho economy is diverse and relies on a mix of agriculture, natural resources, trade and services, and government. Agriculture and natural resource industries are in rapid decline, while trade and services, and government sectors are experiencing growth.

NORTH CENTRAL *IDAHOWORKS* BOARD

The North Central *IdahoWorks* Board (NCIWB) began meeting in October 1999 to set workforce development policy and continues to meet regularly to address community, economic, and workforce development needs in Region II. The Board designated the Lewiston Job Service as the One Stop Operator/Center for Region II. The Center offers a full array of services to all customers (regardless of WIA eligibility) with the One Stop partners working together to make their applicable core services available in the Center. Region II WIA eligible adults, dislocated workers, and youth can access a multitude of services at not only the One Stop Career Center, but also our affiliate sites throughout the region. The Region II One Stop System works diligently to ensure access to all.

The North Central *IdahoWorks* Board believes that workforce development and economic development are one and the same. The group has, therefore, strengthened ties with economic development organizations and continues to attract business organizations to the NCIWB. These connections will enhance workforce development through the direct involvement of business in defining their workforce needs.

The NCIWB and Youth Council are part of a consortium that was recently awarded a USDOL Community Workforce Audit Grant. The NCIWB intends to use the results of the audit to identify growth sectors, employment trends, and career ladder opportunities. The data will be used to better address the community, economic, and workforce needs in our area.

The Board and Youth Council support the Jobs for Idaho Graduates pilot program which serves individuals 16–21 years of age who have dropped out of high school without earning a diploma or GED. Our local community college was awarded the grant opportunity earlier this year and they partner with our regional youth services provider to serve eligible individuals.

The Bottom Line

MILL CLOSING LEADS TO NEW CAREER

Kevin was working as an apprentice millwright in a lumber mill in North Idaho when it was announced that it would be closed. Preferring to remain in his local community, Steve worked with the Dislocated Worker case manager on possible new careers and decided to train in heating/ventilation/air conditioning (HVAC) and small appliance repair. Training in his new career started at Lewis-Clark State College in January of 2001. Kevin is looking forward to his new career and maintaining his home as he is currently working part time with a local heating and air conditioning company while continuing his formal training.

NURSING PROGRAM OFFERS A STEP UP FOR A SINGLE MOTHER

Christie was a single mother of three children. She had her CNA license, but was unable to support her family. Christie started to work with the WIA staff in the Moscow Job Service and was subsequently enrolled in the Licensed Practical Nursing (LPN) program. Christie worked the graveyard shift at a nursing home three nights a week and went to school full time for the first year. She graduated in July 2001 and is now employed as an LPN for the State Hospital earning between \$12-\$14 per hour.

DISPLACED HOMEMAKER ACHIEVES SUCCESS IN PUBLIC SERVICE

Polly became a displaced homemaker when her husband was tragically killed in a heavy equipment accident. She was left with two young sons and had not worked outside of the home. Polly was enrolled in computer classes and placed in a work experience site with a Community Action Agency to gain some experience in the world of work. She was later placed in a temporary position as a customer service representative with the Job Service where she continued to improve her work skills. Polly is now employed full time with the Clearwater County Sheriff's office as a dispatcher.

BUSINESS LAUDS CENTER AS "THE BEST I'VE SEEN"

Recently, when a new sporting goods outlet opened in Lewiston, the corporate headquarters in Los Angeles contacted the local IdahoWorks Career Center for help in recruiting employees. On the day of the interviews, over 80 potential workers were interviewed in the Lewiston Job Service office by the company human resources director and the new store manager. In the late afternoon and evening, they conducted second interviews and hired 30 finalists. The human resources director said the support he got from the Job Service office was "the best I've seen."



Region III - Southwest Idaho



Kathy Hagler, Chair, Boise
Jim Mowbray, Youth Council Chair, Boise

Sage Community Resources

Rich Hahn, President, Boise
Bob Barber, Director

REGIONAL PROFILE

The ten Southwest Idaho counties of Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington comprise a mixture of rural and urban areas. With a population just over 535,652, Southwest Idaho maintains approximately 41 percent of the total population of the State of Idaho. The area's economy is based on farming, mining, construction, manufacturing, transportation, communication, utilities, trade, finance, insurance, real estate, and government. Southwest Idaho has been experiencing an increasing number of layoffs, however, unemployment rates have remained fairly stable. This may be a result of severance packages offered to some individuals recently laid off and the current availability of seasonal work.

ONE STOP CENTER/SYSTEM

The Board designated a consortium comprised of members of the regional "One Stop Collaborative Team" to serve as the One Stop Operator. WorkSOURCE, the *IdahoWorks*SM One Stop Career Center for Southwest Idaho, is located at 1001 South Orchard Street in Boise. Many of the partners are co-located at the One Stop either full- or part-time. One Stop services are also offered at 14 additional locations throughout the ten-county area.

SOUTHWEST BOARD

WorkSOURCE, an *IdahoWorks*SM Board, developed the ETC—Employers' Training Consortium (ETC). The ETC's function is to identify the training needs of employers and assist in the development of programs to meet such needs. The lack of skilled workers in construction was the first project for the ETC. They partnered with the Associated General Contractors of Idaho (AGC) to develop a training program for those individuals who wanted to enter the field of construction, with WIA funding six adults and dislocated workers. The next step in this partnership introduced youth to the field of construction. The Camp-N-Work program was developed and several of the local construction companies contributed to the cost of the training, with WIA funding training for six youths.

The Bottom Line

A NEW BEGINNING

Santiago was a dislocated worker from a local plumbing supply company due to a business closure. He was a warehouse manager for over two years making \$11 an hour. While conducting his job search, he found that he lacked the basic computer skills needed to secure a position similar to what he was doing before. Under WIA, Santiago was provided basic computer skills and within two months was able to secure a permanent full-time job similar to his previous employment. His starting wage was \$12 an hour. The participant commented, "I feel more secure with the skills I have acquired and I thank you so much for all your help."

A NEW JOB AND HER OWN HOME

Due to a string of bad luck, Jeannette was homeless, emotionally spent, and in poor health caused by a car accident that left her with limited motion. She had been working some temporary jobs but had no idea of what she wanted to do to regain self-sufficiency. Jeannette was enrolled in the WIA adult program in November 2000 and, with the help of the Private Industry Council, secured a grant writing position on the Owyhee Indian Reservation. She now has her own car, rents a home, and is making \$13.83 an hour with full medical, dental, and vision coverage. Best of all, Jeannette is doing what she loves, and she feels valuable and valued.

VR REGIONAL CUSTOMER OF THE YEAR SAYS, "I DID IT!"

Carmen was referred to the Mountain Home Vocational Rehabilitation office by Health and Welfare. Carmen was born in Mexico where she attended five years of formal education before immigrating to the United States. She suffered from Poliomyelitis Syndrome, further complicated by the onset of arthritis and depression. In spite of her severe physical restrictions, she worked for many years as a Migrant & Seasonal Farmworker while attending to the needs of her children as a single parent. With support provided by her VR counselors, she was able to pursue several employment strategies, including the Boise State University Migrant & Seasonal Farmworker program where she focused upon improving her English fluency as well as reading, writing, and job readiness skills. Carmen secured employment as a dressing room attendant at a Wal-Mart Supercenter and is receiving medical insurance, vacation benefits, profit sharing, and a 401K account. She is thrilled with her vocation and her accomplishments.

OUR BUSINESS CUSTOMERS TELL US...

- ▶ "After the AGC Camp N' Work Construction program was completed, I wanted to hire the intern on the spot! She was well trained and excited to learn. I hope she'll decide to come work for our construction company after graduation."
- ▶ "We processed 350 applicants through the Job Service office for our new store. This saved us so much in recruitment costs. We are extremely pleased with Job Service and their services. We hired 80 people."
- ▶ "Job Service is awesome! They have been very helpful and responsive. During the past year we have gone through several rounds of layoffs, and the WIA Dislocated Worker Program staff has provided us with customized services to meet the needs of our employees."



Region IV South Central IDAHOWORKS! Board

Linda Langer, McCain Foods, Chair

Chuck Byler, Twin Falls Chamber, Youth Council Chair

Region IV Development Association

Brent Jussel, President

Candy McElfresh, Workforce Development Manager

REGIONAL PROFILE

The Region IV Workforce Investment Area is comprised of eight South Central Idaho counties—Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls. The region covers over 11,500 square miles, an area larger than the state of Maryland, and has a population of approximately 162,400. The largest population center is Twin Falls with approximately 35,000 persons.

The economy of South Central Idaho is diversifying, although agriculture is still predominant. Manufacturing is changing from almost totally agriculture-based food production to include plastics and ‘widgets.’ Retail and service are growing industries. Small businesses play a huge role in Region IV’s economy. Out of nearly 4,000 businesses, only 43 employ more than 50 people.

SOUTH CENTRAL IDAHOWORKS! BOARD

The South Central *IdahoWorks!* Board is a 30-member, business-led, business majority organization. Major issues the Board has been studying are low wages prevalent in the region and the job gap. The current unemployment figure, 4.5 percent, provide a false sense of the economy’s strength. Despite the appearance of prosperity and growth in the region, a closer look at the driving forces of the economy has been focused on the idea of a “living wage.” Many of the newly recruited employers have come to Idaho because of a reasonable cost of doing business and modest wage levels. Greg Rogers, Regional Labor Market Economist with the Idaho Department of Labor calculated the “living wage” for the Magic Valley area for the average family of four at a 40-hour workweek wage of at least \$14.74 per hour. The average wage for the top 45 major occupations in Magic Valley is only \$9.61 per hour. This corresponds to an underemployment figure of roughly 35 percent. Even more distressing is that only 13 occupations out of 45 had upper wage ranges that paid higher than \$14.74 per hour. Consequently, 71 percent of the major occupations surveyed do not even have the potential to reach a livable wage. Another complication is that only between 65 percent and 70 percent of the employment positions offer health insurance and other benefits.

YOUTH COUNCIL

The Youth Council:

- Produced a planning document for the region validating youth issues and concerns. A broad-based group including educators, superintendents, Department of Health & Welfare, Tech-Prep, Vocational Rehabilitation, GED program, Juvenile Probation, Job Corps, School-to-Work, Health-Net, Job Service, Model Schools, ARTEC, parents, business persons, organized labor, Magic Valley Youth & Adult Services, and South Central District Health came together in three working sessions to identify and prioritize issues and concerns.
- Co-sponsored a regional ‘Youth Best Practices’ Conference along with School-to-Work, Juvenile Justice, and Health & Welfare. Over 180 educators, juvenile justice workers, youth service provider workers, judges, local government, and other interested persons attended.

ONE STOP CENTER/SYSTEM

The One Stop Operator is the South Central Idaho One Stop Consortium. The Consortium is made up of seven organizations—Idaho Department of Labor, Idaho Commission on Aging, College of Southern Idaho, Idaho Migrant Council, Magic Valley Youth & Adult Services, Magic Valley Rehabilitation Services, and The Work Place, Inc. Partners offer services at the One Stop Center at the Magic Valley Job Service Office in Twin Falls and at 16 affiliate sites throughout the eight counties.

The Bottom Line

SINGLE MOTHER TRADES OUTDATED SKILLS FOR A DREAM JOB

Melody was a single parent with two children, ages 12 and 5, who was under a doctor's care for back and spinal column problems. Self-sufficiency was impossible because her skills from previous training in vocational drafting were obsolete. With the help of Vocational Rehabilitation and the WIA program, Melody received her Associate of Arts degree in Applied Science with an emphasis in computer programming.

Since her graduation, Melody is successfully employed in what she states is the "job of her dreams." She works as a computer programmer and office manager for a local employer, and sees her new career as a continued learning experience and as an opportunity for long-term employment. Melody's goal is to own her own home. She believes that her future is very bright as she continues down the road of self-sufficiency, providing a better life for herself and for her family.

A TROUBLED PAST IS TRADED FOR A PROMISING FUTURE

Shawn was 18 years old and had only completed the 10th grade. He had been in and out of the criminal justice system due to difficult family situations. Shawn had very limited work history and was not equipped to enter the workforce.

With the coordination of services from WIA, Health and Welfare, Juvenile Justice, and Vocational Rehabilitation, a mentoring program was set up with a local businessman. The mentor wrote to the school, telling them about Shawn's improvement and encouraged him to return to school and complete his high school education. He blossomed with the one-on-one attention and many other elements the program provided.

Shawn is in the work experience program with the alternative school, working 30 hours a week at \$8.00 an hour. He soon will be eligible for full benefits and is on schedule to graduate from high school.

BUSINESSES APPRECIATE OUR SERVICES

The Magic Valley One Stop Center focuses a great deal of energy on business services. In recent months, Magic Valley Job Service has coordinated hiring campaigns for both large and small employers. The office frequently receives letters of appreciation. For example . . .

- ▶ A condensed milk manufacturer with corporate headquarters in Ohio located a state-of-the-art plant in Jerome. The Magic Valley Center assisted in all aspects of their staffing and received a letter stating, "This is a letter of appreciation . . . for the excellent help provided during our initial hiring phase. I could not have asked for better assistance than we had... "
- ▶ A Seattle based dairy company wrote, " On behalf of all of us, I want to thank you and your staff for the fantastic job you did in helping us staff our new plant... Everyone in your office was wonderful and extremely professional. . . it was nice to get out of the big city and work with a group of great folks who truly understand what working together really means... "

These are just a few of our successes, and we are the midst of creating more!



REGION V - SOUTHEAST IDAHOWORKS BOARD

Jack W. Shaver, Chair, Pocatello

Millie Flandro, Youth Council Chair, Pocatello

Southeast Idaho Council of Governments

Jay Heusser, Chair, Preston

Bob Perky, Workforce Director

REGIONAL PROFILE

The seven Southeast Idaho counties of Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power comprise this wild, mountain desert region. The area is bordered by Wyoming to the east and Utah to the south, and is partially encircled by the Idaho counties of Cassia, Blaine, Butte, Jefferson, and Bonneville. With a population just over 154,000, the area comprises 11 percent of the geographic area of Idaho and 12 percent of its population. The economy of Southeast Idaho is diverse, relying on a mix of agriculture, manufacturing, service industries, and government. Population in five of the seven counties has increased since 1990. Until recently, employment kept pace with the growth, however, recent plant closures and major layoffs call into question whether this will remain true.

SOUTHEAST IDAHOWORKS BOARD

Since its first meeting in October 1999, the Southeast *IdahoWorks* Board has been setting workforce policy to meet the goals of the Workforce Investment Act and the needs of Southeast Idaho. Board members are community leaders from throughout our geographically large yet sparsely populated Workforce Investment Area. A cadre of committed, successful individuals from the private and public sectors attends the Southeast *IdahoWorks* Board's bimonthly meetings. A strong backbone of private sector members assures that the Board maintains a high level of employer input into its goals, activities, and oversight responsibilities. Board Chair Jack Shaver, president of Shaver Industrial in Pocatello, brings years of business experience and in-depth economic knowledge to his leadership role. In addition to his business and Board duties, Jack has been involved with many economic organizations and activities.

YOUTH COUNCIL

The Youth Council is a vital subgroup of the Southeast *IdahoWorks* Board. Chair Millie Flandro is the principal of Kinport Academy, a Pocatello alternative school, and also is a member of the Idaho Workforce Development Council and the Idaho Commission on Aging. The Youth Council is actively developing goals and objectives to meet the needs of youth in our region.

One of the successful youth programs in Region V is SWEET (Senior Women Experience Educational Transition). This model program is aimed at helping pregnant and parenting teens succeed in becoming self-sufficient. The program's focus is to give this at-risk population the confidence and skills necessary to proceed with higher education or careers after successfully completing high school. The curriculum design incorporates a combination of applied English, study skills, "survival skills," career exploration, and college orientation components. It also incorporates Pre-Employment/Work Maturity skills, providing a linkage with basic skills. SWEET is a coordinated effort with Idaho State University College of Technology, School District #25, and Pocatello Job Service. In WIA PY2000, the Center for New Direction's SOLVE was added as an additional resource. This program is a model of the intent of WIA and partnerships.

ONE STOP CENTER/SYSTEM

In December 1999, the Board designated the area Job Service to serve as the regional One Stop Center. One Stop Centers currently operate at the Job Service offices in Pocatello and Blackfoot. These two locations serve adults, youth, and dislocated workers throughout the entire Southeast Idaho region. Partnering with other service providers is one way the region is able to reduce duplication of services. One Stop partners are the Idaho Department of Labor, the Idaho Department of Health & Welfare, Idaho Division of Vocational Rehabilitation, Idaho Migrant Council, Shoshone-Bannock Employment and Training, Idaho Commission for the Blind and Visually Impaired, Co-Ad, Inc., Idaho State University, Region V Area Agency on Aging, and the Southeastern Idaho Community Action Agency. One Stop partners offer services in the One Stop Center and at more than twenty kiosks and computer locations throughout the seven-county area.

The Bottom Line

A DISPLACED HOMEMAKER TELLS HER STORY

- “It was like a bolt of lightning had hit me when my husband told me that he wanted a divorce. I had three children and didn’t know what to do as I hadn’t worked in years and had no formal education.

“I took a minimum wage job as a part-time cook and waitress and moved in with my father just to survive. I felt so desperate and had no feeling of self worth. My daughter went into a deep depression and I knew if I didn’t make some big changes we would both be trapped in this state of hopelessness.

“A friend referred me to the WIA program. It was very hard for me to attend the first meeting as I felt so out of place and afraid. I enrolled into the WIA program and started the Office Technology course. I didn’t even know how to type or turn on a computer.

“I am now employed full time at the Student Services office and make over \$10 an hour. I have a great feeling of self worth and am proud of my accomplishments. My daughter is now talking about what she wants to take when she goes to college. I am grateful there are programs like WIA or I would never have been able to go to school.”

A SINGLE MOTHER FINDS SUCCESS IN AUTO BODY REPAIR

- “I am a single mother of an 8-year old daughter. I was employed at a deli that required I be available for all shifts and days when I decided to start looking into college to better not only myself, but to set a good example for my child. I was a high school dropout who married young and later divorced.

“With the help of WIA, I was enrolled into an Auto Body Repair training program. I was the only female in the program and struggled a little on some projects, but with the help of my classmates and instructors, I survived! I graduated with honors in August of 2000.

“I am now employed at Idaho State University in the Auto Collision Repair & Refinishing program as their shipping & receiving materials handler, secretary, and assistant instructor. I have never been more satisfied or had more self-respect than I do now. My child is much happier now that I’m able to spend more time with her and be involved in her school and sport activities.”

WHAT OUR BUSINESS CUSTOMERS ARE SAYING

- “Pocatello Job Service provided us excellent service by gathering and faxing applications to our Human Resource office. This gave us a chance to pre-screen applicants prior to interviewing. It was very effective to interview only the most qualified applicants. The personal interview rooms provided at the Job Service office were very helpful. There were no interruptions and the rooms were very nice. I would definitely recommend Job Service to other employers. Thanks for the great applicants to choose from.”



REGION VI — EAST-CENTRAL IDAHOWORKS! BOARD

Kim Chesnovar, Chair, Idaho Falls

Linda Reiley, Youth Council Chair, St. Anthony

East-Central Idaho Planning and Development Association

Judy Davis-Hobbs, Chair

Terry Butikofer, Workforce Development Director

REGIONAL PROFILE

The nine counties of East-Central Idaho make up this beautiful and diverse region. The area is bordered by Montana to the north and Wyoming to the east. With a population just over 159,000, the economy of East-Central Idaho remains dependent upon basic industries including manufacturing, agriculture, processing of agricultural products, nuclear and high tech research, and tourism. Employment has increased along the I-20 corridor, and has decreased among the outlying areas.

EAST-CENTRAL BOARD

The East-Central *IdahoWorks* Board has engaged in strategic planning and getting out among the counties and communities to let people know about our new scope of work. The Board grandfathered an existing consortium to serve as the One Stop Operator. The Center is located in Idaho Falls and serves Bonneville County and the surrounding area. The development of the One Stop Center has allowed us to cement the excellent relations that we have had with our partners over the past several years. The majority of our partners provide itinerant services physically in the One Stop Center.

YOUTH COUNCIL

We have formed an exciting partnership with PacificCorp. in Rexburg. PacificCorp. provides learning opportunities to job seekers in partnership with our service providers. This year Brenda Sherwood of the Rexburg Job Service used these services to prepare juvenile offenders who reside at the Family and Youth Renewal Center in Rexburg, both WIA and other participants, for their return to their communities. Youth residents earned the privilege of working on over 700 self-directed computer based courses at the PacificCorp.'s Open Learning Centers. The courses of study range from Business Communications and GED courses to Computer Programming. PacificCorp. presented successful participants with certifications of completion.

The Bottom Line

CLIMBING HIGH

Dan had worked hard to graduate from high school due to a learning disability and was searching for help in obtaining a career that would be self-sustaining. He had set his sights on becoming an electrical lineman. With the help of the WIA, Dan enrolled in the Northwest Lineman College's intensive five-month program. Dan worked with the school's placement services and went to work as an electrical line worker apprentice at \$12.50 an hour. He has been traveling for his job to different projects in Arizona, Oklahoma, and New Mexico. He was most recently working in Arizona and is now earning \$35.0 an hour, has a 401K program, and health, dental, and vacation benefits. He loves his job and has established a very successful career.

LEAVING THE MINES

Denver was 50 years old when he was laid off from a gold mining company when it closed in June 2000. He began to look for new careers as he felt this type of work was getting too difficult for his age, and he knew that the mining industry had become very unstable.

His research led him to a decision for a trade in water treatment at the College of Southern Idaho. He was also enrolled in the Trade Adjustment Act program, so both WIA and TAA assisted in his training. He is now working at a full time permanent job at the water treatment plant in Eagle, Idaho. His starting rate of pay was \$11.68 an hour along with health benefits.

WHEN AN INJURY LEADS TO A NEW CAREER

Jesse was unable to continue working as a driller when he sustained injuries to his shoulder and ankle. He was working with Vocational Rehabilitation which had just arranged a summer job with the Bureau of Land Management (BLM). While at the BLM, he received training in several different areas including computer and GPS training and applied for a position with U.S. Army Corps of Engineers based on his experience and knowledge of drill rig operations. With the help of WIA, Jordan was relocated to Memphis, Tennessee and began work at \$14.3 an hour. Within four months he received a transfer to Kansas City, Missouri and a promotion to \$17.85 an hour. He is currently applying for a promotion within the Corps as a Native American Employment Program Manager.

BUSINESS OFFERS HIGH PRAISE TO THE ONE STOP

"Since the fall of 1998 when [the company] made its decision to come to Idaho Falls, we have been pleasantly surprised at every turn. ... I have to let you know that the highlight of our experience has been the partnership we have experienced with our local Job Service and our consultant Leona Nelson.

"Since October of 1998 (32 months) our Idaho Falls workforce has grown to nearly 700. Nearly all of these employees have been introduced through application at Job Service... . We estimate that nearly 3,000 (more than 100 per month) have been recruited, screened, tested and interviewed on our behalf. Leona and her team have shown tremendous flexibility as we have placed unusual requirements like Pacific Rim language speaking candidates. In a sense, Leona ties a bow around each candidate as she schedules them for their interview... . Conservatively, the local Job Service has saved us the salary of two HR professionals per year."

Statewide Service Partners

- *Adult Basic Education*
- *Commission on Aging*
- *Commission for the Blind & Visually Impaired*
- *Department of Commerce*
- *Department of Health & Welfare*
- *Department of Labor*
- *Division of Professional Technical Education*
- *Division of Vocational Rehabilitation*



Department of Education, Adult Basic

*Dr. Marilyn Howard, Superintendent
Dr. Shirley Spencer, ABE Director*

MISSION

The purpose of Title II of the Workforce Investment Act, Adult Education and Family Literacy, is to improve educational opportunities for adults who lack the level of literacy skills requisite to effective citizenship and productive employment . . . and to encourage the establishment of adult education programs that will (1) enable these adults to acquire the educational skills necessary for literate functioning; (2) provide these adults with sufficient basic education to enable them to benefit from job training and retraining programs, and obtain and retain productive employment so that they might more fully enjoy the benefits and responsibilities of citizenship; and (3) enable adults who so desire to continue their education to at least the level of completion of secondary school.

WHAT DO WE DO?

The statewide Adult Basic Education services are delivered through a system of regional programs hosted by six post-secondary institutions, the Department of Corrections (DOC), and the Idaho Migrant Council. These services cover a broad range of levels because the target population varies from immigrants who are not literate in their own languages to immigrants who hold degrees in their native countries and American-born youth and adults who range from very limited basic skills in reading, writing, and/or math, to those who simply need to brush up one skill area before taking the GED or being able to meet the required score on entering post-secondary academic or technical programs. Most programs have a combination of structured classes and open and/or directed labs. All the regional programs and DOC have computer assisted instruction, as well as computer literacy. In addition to the main centers located on the six campuses, each regional program is responsible for services to its rural communities.

For several years the regional programs have worked with regional Health and Welfare offices in delivering instruction to Temporary Assistance for Needy Families (TANF) recipients and other low income adults and families. These services have included family literacy approaches and computer literacy classes. Several programs partner with local school districts. Partnerships range from simply using a school facility for ABE classes to real cooperative efforts in family literacy projects. Most programs have had some partnerships with private business. There is a high level of collaboration between ABE and Centers for New Directions. In Southwest Idaho, ABE offers classes in the One Stop facility.

HOW WELL HAVE WE DONE?

The ABE system served 10,506 students in 2000-2001. Although all data analysis is not yet complete, it appears that statewide we have met or exceeded our academic progress projections in most of the 12 skill levels of basic skills and English language proficiency. The system appears to have met and/or exceeded its performance goals in GED attainment and post-secondary enrollment—1,403 students with 12 or more hours attained the GED; many more were assisted but did not meet the ABE 12 hour attendance requirement to be considered a student.

Commission on Aging

Lois Bauer, Director

MISSION

The mission of the Idaho Commission on Aging (ICOA) is to enhance the quality of life, dignity, and independence of Idaho's seniors. To that end, Idaho's Older Worker initiatives support equitable access to employment and retraining services for low-income older persons; economic self-sufficiency is the goal.

WHAT DO WE DO?

ICOA administers the Workforce Investment Act (WIA), Older Worker Demonstration Project, and the state's Senior Community Service Employment Program.

The WIA Older Worker Demonstration Project is funded by Idaho's State Workforce Development Council as a pilot aimed at providing high quality services to unemployed, older individuals through the new WIA One Stop framework.

The Senior Community Service Employment Program is a critical part of the Older Americans Act, balancing the dual goals of community service, and employment and training for low-income seniors.

HOW WELL HAVE WE DONE?

- The WIA Older Worker Demonstration Project attained an average wage rate of \$7.64 per hour and a job placement rate of 68%; 106 individuals were enrolled.
- This past year, the Senior Community Service Employment Program contributed valuable public service throughout Idaho communities (50,663 hours) while doubling the national placement goal established by the U. S. Department of Labor.
- 115 Low-income seniors were enrolled in the Senior Community Service Employment Program. Of those placed in unsubsidized employment (23), 48% received employer paid benefits. Seniors were placed in jobs at an average wage of \$7.64 per hour, an increase over last year's \$7.25 average wage per hour.

The U. S. Department of Labor has selected Idaho as a "Best Practice" example in two areas:

- (1) serving older workers through the Workforce Investment Act's state and local One Stop framework; and
- (2) forming successful partnerships between One Stop Centers and the Senior Community Service Employment Program.

Commission for the Blind & Visually Impaired

Michael Graham, Director

MISSION

It is the mission of the Idaho Commission for the Blind and Visually Impaired (ICBVI) to promote choices and empowerment for people who are legally blind, functionally blind, or in danger of legal blindness, and to assist them to achieve employment, independence, and integration into the work place and the community.

WHAT DO WE DO?

ICBVI provides information and outreach regarding visual impairment and blindness, and the capabilities of individuals who are blind and visually impaired. Some of the more common causes of visual impairment and blindness are macular degeneration, diabetes, and cataracts. The Commission offers basically three programs. First, the Vocational Rehabilitation Program enables individuals to prepare for or retain employment. Second, the Independent Living Program's focus is to ensure that the individual remains independent in his or her home, family and community. Third, for individuals where a medical procedure can prevent the onset of visual impairment and blindness, the Commission has a Sight Restoration or Prevention of Blindness Program. In each of these programs, our staff's purpose is to assist the individual to develop a plan to achieve employment and independence.

HOW WELL HAVE WE DONE?

We estimate that 91,000 individuals are eligible for services in the State of Idaho. This past year the Commission was able to serve 904 individuals. Of those individuals, 129 were able to return to work as a result of our services with average weekly earnings of \$189.96 (part-time and full-time). In the Vocational Rehabilitation (VR) Program, for every dollar of VR services, the government receives a return of \$11 in taxes. The average cost of Vocational Rehabilitation plans is paid back in taxes in two to four years.

Department of Commerce

Gary Mahn, Director

MISSION

The Idaho Department of Commerce mission is to enhance the quality of life of all Idahoans by promoting economic opportunity consistent with Idaho's heritage and values.

WHAT DO WE DO?

In cooperation with the Idaho Department of Labor, the Idaho Department of Commerce coordinates and promotes the utilization of the Workforce Development Training Fund (WDTF). The fund has two primary objectives: it provides funding to companies to assist them in the training of new employees, and it allows for training to upgrade the skills of current workers who are at risk of being permanently laid off.

Through its Web page and information packages sent to expanding businesses, the Department of Commerce, in conjunction with the Department of Labor, markets the WDTF Program to eligible businesses statewide.

The WDTF is a key component of the department's business recruitment and expansion efforts. The program is an incentive to help communities attract and expand businesses. Commitment letters are sent to those companies considering Idaho for business expansion.

The WDTF Program also is used to advocate for the development and promotion of enhancements in professional and technical educational programs throughout the state.

In 2001, the Workforce Development Council created a 'Rural Component' for the WDTF as part of Governor Kempthorne's Rural Economic Development Initiative. The 'Rural Component' targets rural counties experiencing high unemployment and/or low per capita personal income. Besides simplifying the application process and eliminating the required match, the training program for rural areas increased the dollar amount per employee for training while lowering the required number of jobs created.

HOW WELL HAVE WE DONE?

Workforce development is crucial to Idaho's economic future. Since the program's inception in 1996, 8,344 new employees have been trained for 61 employers. The average wage per employee is \$10.53 plus benefits. The average training cost per employee is \$1,333.

Recently, Dell Computer Corp. announced a new tech-support center in Twin Falls. Set to start operations in early 2002, the tech-support center will employ around 250 people. A key factor in the selection of Twin Falls was the WDTF and training programs offered through College of Southern Idaho. The Workforce Development Council was actively involved in tailoring the program to meet the needs of the Dell Computer Corp.

Department of Health & Welfare

Karl Kurtz, Director

MISSION

Our mission is to actively promote and protect the social, economic, mental and physical health, as well as the safety, for all Idahoans.

WHAT DO WE DO?

The Department provides employment-related services to qualified individuals. Certain adult participants in the Temporary Assistance for Families in Idaho (TAFI) and Food Stamp programs are required to take part in these employment services or work preparation activities to receive benefits. The Department contracts with agencies and vendors to help families search for, gain, and keep employment.

Employment-related services reach beyond job search activities, and include training and counseling. In some cases, participants can receive products or services, such as clothing or car repairs, to help them find and keep jobs.

The Food Stamp Program includes the Job Search and Assistance Program (JSAP) which was expanded throughout the state in 1998. The goal is to provide Food Stamp recipients with employment tools which they can use to become self-reliant. JSAP can help in job search and referrals, unpaid work-experience opportunities, job skills training, and education.

There is a 24 month lifetime limit for certain adult participants to receive TAFI (cash assistance). TAFI participants, people at risk of needing program services, and non-custodial parents responsible for providing child support, are able to receive training, guidance, and other services intended to increase their self-reliance.

Using funds from the Temporary Assistance for Needy Families (TANF) grant, the Department has partnered with several workforce development partner agencies. An example of such collaborative efforts is Jobs for Idaho's Graduates. This is a result of a team effort by the Department of Labor, Professional-Technical Education, and the Department.

The Community Action Agency of Lewiston and the El-Ada Community Action Agency of Boise provide work-related programs as part of the Community Services Block Grant (CSBG). Casual labor, remediation for homeless, unpaid work experience, and basic job readiness provide needed skills enabling our most vulnerable populations entry into the workforce.

HOW WELL HAVE WE DONE?

Since the inception of Welfare Reform in SFY1998, the TAFI case load of participants required to take part in employment services or work preparation activities has been significantly reduced from 2,400 to 400 participants.

The Department partners with families, community programs, employers, and other agencies to help participants obtain jobs or remain employed. Participants engaged in work-related activities or employment can also access services such as Child Care Assistance, Medicaid, and Food Stamps, which encourage families to become self-reliant and remain gainfully employed. The Child Support Program also ensures parents are financially responsible for the welfare of their children.

Department of Labor

Roger B. Madsen, Director

MISSION

We assist business in solving employment and training related challenges, and
We help people with career transitions.

WHAT DO WE DO?

We serve businesses by helping them recruit workers, providing labor market information to make good business decisions, offering resources for staff training to qualifying companies who are creating new jobs, facilitating incentives and tax credits for training workers, and offering unemployment insurance to assist in retaining workers during periods of temporary layoffs.

We assist job seekers find employment locally, statewide, or nationally by helping them in person or in our *IdahoWorks* electronic self-service delivery system available through our network of offices and partner sites or via the Internet. Job seeking services include listings of all available jobs posted by businesses, job search seminars, labor market information, guidance for making career decisions, and awareness of options for training. For workers dislocated by closures or long term layoffs, we provide dislocated worker intervention services including retraining and relocation to assist them in becoming re-employed.

We help communities grow by participating with state and local partners in economic development activities to recruit new business or expand existing businesses through specialized training incentives, recruitment of workers, and labor market information. The Workforce Development Training Fund, which serves as a key business recruitment tool, was amended to encourage greater job growth in rural communities.

HOW WELL HAVE WE DONE?

Last program year, businesses seeking workers listed 79,443 job openings through the *IdahoWorks* labor exchange system. Through our direct recruitment efforts, we helped fill 28,574 positions. We certified 1,012 business applications for employment tax credits. We helped maintain the stability of their workforce and local economies through unemployment insurance payments to 46,091 individuals who received over \$106.6 million in benefits. Customer satisfaction surveys of WIA business customers reported high ratings with an American Customer Satisfaction Index (ACSI) score of 80.26.

For our 146,930 customers who registered for help in finding jobs or making career decisions, we provided at least one reportable service to 108,409. For those who needed more help and were eligible for service under the Workforce Investment Act program, we served 1,079 adults, 972 youth, and 1,798 dislocated workers. During program year 2000, the WIA program met or exceeded all seventeen performance measures and tallied an ACSI score of 83.45 from program exiters.

Division of Professional-Technical Education

Dr. Mike Rush, Administrator

MISSION

The mission of Professional-Technical Education is to provide Idaho's youth and adults with technical skills, knowledge, and attitudes necessary for successful performance in a highly effective workplace.

WHAT DO WE DO?

Technical Education is the state's primary educational system for preparing Idaho's workforce. Professional-Technical Education programs provide individuals with the technical knowledge and skills needed to prepare for employment in current or emerging fields, or to continue their education. The scope of the Professional-Technical Education system ranges from career awareness and pre-vocational skill development at the junior high/middle school level to highly specialized, customized training for Idaho industry at the postsecondary level.

Secondary level Professional-Technical Education programs and services are provided through junior high/middle schools, comprehensive high schools, professional-technical schools, and through some cooperative programs with the technical colleges.

Postsecondary Professional-Technical Education programs and services are delivered through the state's technical college system. Technical colleges deliver approximately 151 approved occupational programs on a full- or part-time basis. Additionally, they deliver adult upgrading and retraining, customized training, related instruction for apprentices, emergency services training including fire service, hazardous materials, and emergency medical services, and services through outreach centers and at industry locations.

HOW WELL HAVE WE DONE?

- More than 95 percent of technical college and 92 percent of high school professional-technical education completers in Idaho successfully found jobs or continued their education.
- Idaho's secondary technical education delivery system is reaching more than 75,000 high school students with 752 professional-technical programs offered in 109 Idaho districts. This represents a 41 percent increase in the number of programs offered over 1995.
- During FY2001, 7,227 full- and part-time students enrolled in AAS degree or certificate programs.
- In 2000, Idaho technical colleges assisted over 44,000 adult Idahoans in improving their job skills, an increase of 19.5 percent since 1995.
- Over 5,500 Emergency First Responders enrolled in Fire Service, Hazardous Materials and Anti-Terrorism Training in FY2001.

Division of Vocational Rehabilitation

Barry Thompson, Administrator

MISSION

We believe that independence and self-worth are enhanced through employment. We are committed to empowering people with disabilities with appropriate resources to make informed choices about their futures. We are dedicated to being a strong voice for people with disabilities. We strive to promote cooperation and coordination between all entities to insure the provision of appropriate services to people with disabilities in Idaho.

WHAT DO WE DO?

Vocational Rehabilitation's primary goal is employment. Vocational Rehabilitation provides individualized vocational guidance and counseling, training, as well as other services to assist people with disabilities to make informed choices concerning their careers so that they can become successfully employed.

Individuals with a disability that prevents them from working may apply for VR services. However, a person is only eligible for services if they: (1) have a physical or mental impairment which constitutes or results in a substantial impediment to employment and requires Vocational Rehabilitation services to prepare for, secure, retain, or regain employment, **AND** (2) can benefit in terms of an employment outcome or SSI or SSDI recipients who intend to achieve an employment outcome.

Most VR Counselors handle general caseloads including all disabilities. Certain counselors specialize in a specific project such as Migrant & Seasonal Farmworkers, public offenders or individuals with a severe and persistent mental illness. VR also assists students with disabilities who require assistance with the transition from school to employment.

HOW WELL HAVE WE DONE?

In FFY 2001, we served a total of 11,524 clients. Of these, 1,808 were successfully rehabilitated. The average wage for clients who were rehabilitated into competitive or self-employment earning at least the minimum wage is \$10.67 per hour. Other special populations that were served by IDVR in FFY 2001 include: the Severely Disabled of which 9,608 were served and 1,631 rehabilitated; 6180 Most Severely Disabled individuals were served, and 1,057 of these individuals were rehabilitated. Included in these numbers are 1,899 students—245 were transitioned successfully into employment. VR served 1,442 Adult Public Offenders and assisted 240 to become successfully employed in FFY 2001. VR also served 356 Juvenile Offender Corrections clients and of these, 32 were rehabilitated.

For further information on clients and services, please see the Idaho Division of Vocational Rehabilitation Annual Report.

WIA Title I Report

Part A. Return on Investment

Idaho's "Return on Investment" provides the required analysis of our workforce investment activities relative to the effect of the activities on the performance of the participants. Reviewing the level of investment (taxpayers' dollars) vs. the return on that investment (participant gains in wages, taxes, reduced public assistance) provides another look at the success of the programs beyond the required performance standards.

For each of our major programs, these demonstrate a positive impact on the community resulting from participation in the program. For individuals enrolled in the Adult program, \$2.23 is returned to the community for each dollar spent and the investment is returned by the participant within fifteen months. For dislocated workers, the investment is paid in twelve months while those leaving the program return \$3.00 to the community for each dollar invested.

Youth, particularly younger youth, are less likely to be directed toward immediate employment upon completion. A primary goal for these at-risk youth is to encourage them to return to school or to assist them in continuing their education. In recognition of these goals, we have considered future impact resulting from continued participation in education through high school and beyond for younger youth. Impact for older youth who are employment directed is computed in the same manner as adults and dislocated workers. The results of our analysis demonstrate that investments in youth are repaid within 32 months and youth are expected to return \$1.07 to the community for each dollar invested in their training.

Return on Investment

Adult ~ Program Year 2000 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$894,569
Increased FICA payments	\$655,332
Reduced Public Assistance Dependency	\$702,216
TOTAL ANNUAL TAXPAYER BENEFIT	\$2,252,117
Monthly Taxpayer Benefit	\$187,676
ADULT PROGRAM COST (Program Expenditures, PY 2000)	\$2,730,605
Number of months to pay back Taxpayer Investment	15

IMPACT OF WIA INVESTMENT Adult ~ Program Year 2000 Summary at a Glance

Annual Increased Net Earnings of Participants	\$3,828,907
Annual Increase in FICA Contributions	\$655,332
Annual Increase in Federal Income Tax Payments	\$642,520
Annual Increase in State Income Tax Payments	\$252,049
Annual Decrease in Public Assistance	\$702,216
TOTAL ANNUAL IMPACT	\$6,081,024
ADULT PROGRAM COST (Program Expenditures, PY 2000)	\$2,730,605

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$2.23

Return on Investment



Dislocated Worker ~ Program Year 2000 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$2,476,839
Increased FICA payments	\$1,803,839
Reduced Public Assistance Dependency	\$173,640
TOTAL ANNUAL TAXPAYER BENEFIT	\$4,453,984
Monthly Taxpayer Benefit	\$371,165
D.W. PROGRAM COST DW & Rapid Response Expenditures	\$4,311,488
Number of months to pay back Taxpayer Investment	12

IMPACT OF WIA INVESTMENT Dislocated Worker ~ Program Year 2000 Summary at a Glance

Annual Increased Net Earnings of Participants	\$8,711,151
Annual Increase in FICA Contributions	\$1,803,839
Annual Increase in Federal Income Tax Payments	\$1,767,043
Annual Increase in State Income Tax Payments	\$709,462
Annual Decrease in Public Assistance	\$173,640
TOTAL ANNUAL IMPACT	\$13,165,135
D.W. PROGRAM COST DW & Rapid Response Expenditures	\$4,311,488

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$3.00

Return on Investment

Youth ~ Program Year 2000 Summary at a Glance

Increased Income Tax Contributions (State & Federal)	\$508,031
Increased FICA payments	\$354,635
Reduced Public Assistance Dependency	\$66,360
TOTAL ANNUAL TAXPAYER BENEFIT	\$929,026
Monthly Taxpayer Benefit	\$77,419
YOUTH PROGRAM COST (Program Expenditures, PY 2000)	\$2,524,570
Number of months to pay back Taxpayer Investment	32

IMPACT OF WIA INVESTMENT Youth ~ Program Year 2000 Summary at a Glance

Annual Increased Net Earnings of Participants	\$1,760,398
Annual Increase in FICA Contributions	\$354,635
Annual Increase in Federal Income Tax Payments	\$347,414
Annual Increase in State Income Tax Payments	\$160,617
Annual Decrease in Public Assistance	\$66,360
TOTAL ANNUAL IMPACT	\$2,689,424
YOUTH PROGRAM COST (Program Expenditures, PY 2000)	\$2,524,570

Overall Impact of Investment (Impact divided by Program Cost)

Investment	Impact
\$1.00	\$1.07

Return on Investment

BACKGROUND

Each person who applies for WIA services completes an application which supplies information on employment status, case welfare and/or food stamps recipient status, number in the family and number of dependents. Unemployment insurance records are also accessed for pre-program wage information. This information constitutes the raw data used as pre-program information.

Upon completion of the training, information is recorded on each individual regarding his or her employment status and earnings. This information constitutes post-program data.

For younger youth whose goal is not immediate employment, pre-program information is based on the mean income of those with less than a high school education as reported in the most current CPS survey. Post-program information is the mean income for high school graduates from the same survey. While this does not report actual income, it is used as an indicator of future program impact.

The raw data collected at these points is used to project and compute employment rate, net (take home) pay of the employed, FICA and federal and state income tax contributions and public assistance costs. By comparing pre-program and post-program data, we can reasonably determine the benefit of the program compared to the cost of the program.

METHODOLOGY

Federal and state income taxes paid are calculated by using federal and state tax tables, based on average income, average family size, and the most frequently occurring filing status of participants. Increased tax contributions are derived from subtracting pre-program contributions from post-program contributions.

Annual public assistance costs are calculated by multiplying the number of cash welfare recipients by the maximum monthly welfare grant times twelve; Food Stamp costs are calculated by multiplying the number of food stamp recipients by the average monthly food stamp amount times twelve. Decreased public assistance costs were derived by determining whether an individual who was on assistance at intake was working more than 25 hours a week at \$6 per hour. If so, s/he would not have qualified for cash assistance, so the maximum monthly benefit as of July 1, 2000, for both cash assistance and food stamp assistance was counted as savings.

FICA contributions are calculated to be 15.3% of gross earnings.

Net (take home) earnings of the employed are calculated by computing the annual gross income and subtracting employee FICA and income taxes. Pre-program earnings are based on earnings reported in unemployment insurance records; post-program earnings are based on employment data collected at program exit.

TAXPAYER RETURN ON INVESTMENT

The Taxpayer Return on Investment represents the rate of return of taxpayer dollars, through increased tax contributions and decreased welfare costs.

To calculate the Taxpayer Return on Investment, the Total Annual Benefit is divided by twelve to produce a Monthly Taxpayer Benefit. The Program Cost is then divided by the Monthly Taxpayer Benefit to calculate the number of months it takes to pay back the taxpayer investment in WIA for the year in question.

IMPACT OF INVESTMENT

This a measure of the program's overall benefit to the community.

When calculating the Impact of Investment, net earnings of the participants are included, as well as the increased tax contributions and decreased welfare costs. Even though these earnings are not directly returned to the taxpayer, they do represent a measure of increased productivity.

ASSUMPTIONS

The ideal calculation of the return on WIA investments would contain raw data on individual participants for an entire year prior and subsequent to their participation in WIA. The cost of collecting such data, however, would far outweigh the benefit of doing so. As such, these calculations rely on a number of assumptions about the data and about pre- and post-program conditions of participants. These are identified below:

In general, it is assumed that the following data, collected at program intake, from unemployment wage records, and at the time of program exit, remained constant for the entire year prior and subsequent to program participation, respectively:

- Earnings
- Employed/Unemployed Status
- Public Assistance Grant Amounts
- Family Size

Other Assumptions:

Using the average income, average family size, and most frequently occurring filing status to calculate tax contributions will yield a representative, yet conservative, estimate for the individuals being counted.

Individuals are receiving all public assistance benefits for which they are eligible both prior and subsequent to program participation.

OTHER TAXPAYER BENEFITS

The benefits reflected in these calculations include only a portion of those actually accruing to the taxpayer for these programs. Other welfare costs associated with Medicaid, subsidized housing, and Supplemental Security Income, for example, will generate significant savings if no longer received by program completers. Reduced Unemployment Insurance costs may generate additional savings. These measures also reflect increased tax contributions only for state and federal income taxes, without the inclusion of local and sales taxes. Information needed to calculate these related savings, however, is either not currently available or cost-prohibitive to produce and are therefore not included in this report.

Part B. Evaluation of Activities

WIA START UP

Shortly after the passage of WIA, the Governor asked his Workforce Development Council to serve as the Workforce Investment Board and designated six Workforce Investment Areas. By the fall of 1999, each Area had a certified Workforce Investment Board and Youth Council in place. With the rapid designation of local Areas and Boards, governing and advisory systems were in place to develop Local Strategic Plans and assist in the design of the State Five Year Strategic Plan.

ONE STOP IN IDAHO

Prior to the adoption of the WIA, Idaho had been actively working with the help of a U.S. Department of Labor (USDOL) Discretionary Grant to finance a comprehensive personal service and Internet based One Stop delivery system, referred to as *IdahoWorks*. The system was intended to streamline and expand services to business, job seekers, and students, and serves as the backbone of the state's workforce investment system, with workforce partner sites linked by a strong collaborative history and a comprehensive electronic network.

COMPREHENSIVENESS OF SERVICES

The *IdahoWorks* system includes all required partners together with some voluntary organizations identified by the local *IdahoWorks* Boards. The full array of core services is available through the *IdahoWorks* One Stop Center in each of the six Workforce Investment Areas. One Stop services are also provided through additional Affiliate sites, direct links via the Internet or stand alone Kiosks in remote and high traffic locations.

UNIVERSAL ACCESS

Idaho's One Stop system addresses the needs of a broad spectrum of employment and training customers. These include the job-seeking population at large and those with special needs—students, Migrant & Seasonal Farmworkers, veterans, dislocated workers, older individuals, people with disabilities, welfare recipients, dropouts, people with limited English proficiency, economically disadvantaged individuals, as well as the business community, both current and prospective.

CUSTOMER CHOICE

Customers have choices in the way they access information in the One Stop system through self-service, staff assisted self-service, or one-on-one individualized assistance. Information is made available through electronic lobbies in *IdahoWorks* One Stop Centers and Affiliate sites, through printed and automated information in One Stop Center Resource Centers and via Internet access to *Idaho Works*.

AUTOMATION SOLUTIONS

Our award winning *IdahoWorks* self-registration system for Wagner-Peyser labor exchange services has been one of the most highly prized of all One Stop products. The Internet version is designed so it can be "read" via voice translation. The system has dramatically changed how customers register for work, where customers register for work and how they look for work.

The system was enhanced during PY00 to facilitate communication and information sharing. A new *IdahoWorks* home page is designed to assist employers and job seekers gather information about system services by providing access to descriptions of program offerings by system partners, job listings, and self-registration for labor exchange.

The WIA MIS module of *IdahoWorks* is an Internet based system that is user-friendly for front-line workers while offering a wide-ranging on-demand system for management information. The system was designed to interact and build upon information collected in other Labor programs, limiting the information that customers must provide as they are served by the various programs.

TRAINING OPPORTUNITIES

Due to the rural nature of Idaho, a primary goal of the state was to maintain as many training options as possible with the implementation of the Eligible Provider List (EPL). Because of a lack of standardized verifiable outcome data on training programs to establish appropriate statewide performance expectations, the State specified that Local Boards were to determine initial eligibility based on factors such as training content, cost, and past JTPA experiences. Access to the EPL was made available through the *IdahoWorks* system and includes a wide variety of in-state and out-of-state training facilities.

CHALLENGES

Features that make Idaho special also bring challenges...and for WIA, there is no exception. Idaho is predominantly rural, with a large geographical area and a population nearing the 1.3 million mark. By its very nature, operating programs across the entire state with limited funding is always difficult. Three issues impacting WIA include:

Eligible Training Providers - The number of training providers available in Idaho is limited in many regions of the state to the existing network of state universities and professional-technical institutions. Through the years, these institutions have provided the majority of post-secondary training for the state's employment and training community. Although more opportunities are available in some larger communities that serve as regional hubs for rural counties and towns, the relatively higher costs of some private trainers still favors training in the publicly funded system.

The state's major objective for the implementation of the EPL was, and continues to be, maximizing training options for customers who need training to gain employment and/or to become re-employed. Because of the costs to gather data for all students, training institutions are reluctant to provide information necessary for making application for subsequent eligibility, particularly when considering the limited number of enrollments by WIA students. Current economic conditions are resulting in further erosion of state resources as the state is cutting budgets for the current fiscal year with anticipation of more cuts for next year that begins on July 1, 2002. The state is currently considering requesting a waiver from the current EPL requirements to ensure the availability of training options for customers with widely varying occupational goals.

One Stop - Financial constraints are also adversely impacting partners mandated to participate in the One Stop Centers. Partners have actively participated in the One Stop System by their contributions to the development and exposure of their programs and services made available through *IdahoWorks*. However, reviews conducted during PY2000 found that limited resources have affected the ability of partners to support an active presence in several of the One Stop Centers. In order to maintain existing delivery systems to customers in the rural and far reaches of the local Workforce Investment Areas, assigning staff to designated One Stop Centers would have resulted in reduced access to the partner's targeted population. This is most notable for programs serving populations in remote and rural locations, such as Native Americans or Migrant & Seasonal Farmworkers. While these programs participate in the One Stop System as affiliate partners, their customer base benefits from service delivery at sites remote from some more urban One Stop Center sites. In these cases, it is far more beneficial to take the services to the customers rather than consolidate services in a central location.

Dislocated Worker Funding - Services to Dislocated Workers came under stress during the third quarter of PY2000 as news of the 35 percent reduction in Idaho's allocation for PY2001 was received just as the number of layoff events was escalating. This caused some Workforce Areas to discontinue the enrollment of new participants late in PY2000 because they did not anticipate adequate resources to cover their current commitments into PY2001. To address the shortage of funds for PY2001, the state has allocated all Rapid Response carry-in funds from PY2000, and 100 percent of the current year's Rapid Response appropriation not budgeted for State Dislocated Worker Unit activities and committed contracts. State 15% funds are also being redirected to meet the demands for dislocated worker services.

FUTURE EVALUATIONS

During PY2001, the state is planning to gather additional information on employer demands for workforce development services. The state plans to coordinate with the university system to design and implement this study.

Tables

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey
Program Participants	68	83.45	1056	1391
Employers	66	80.26	28	31

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69%	80%	277
			346
Employment Retention Rate	79%	89%	372
			420
Earnings Replacement in Six Months	\$3,500	\$4,057	\$1,379,544
			340
Employment And Credential Rate	45%	62%	46
			74

Tables

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	75%	36	71%	17	61%	55	54%	15
		48		24		90		28
Employment Retention Rate	81%	42	60%	12	75%	51	88%	14
		52		20		68		16
Earnings Change in Six Months	\$3357	\$154,402	\$1,909	\$34,368	\$3,989	\$255,326	\$2,773	\$36,044
		46		18		64		13
Employment And Credential Rate	60%	21	60%	3	64%	9	33%	1
		35		5		14		3

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	80%	249	78%	28
		310		36
Employment Retention Rate	87%	324	87%	48
		364		56
Earnings Change in Six Months	\$4,204	\$1,290,522	\$2,698	\$89,022
		307		33
Employment And Credential Rate	62%	46		N/A
		74		

* NOTE: Table C does not include supplemental data.

Tables

Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73%	91%	863
			953
Employment Retention Rate	88%	92%	796
			864
Earnings Replacement in Six Months	92%	93%	\$6,338,881
			\$6,840,583
Employment And Credential Rate	45%	65%	98
			151

Table F – Outcomes for Dislocated Worker Special Populations *

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	100%	8	79%	93	71%	70	71%	77	63%
		8		118		99		108		16
Employment Retention Rate	88%	7	81%	75	86%	60	90%	69	90%	9
		8		93		70		77		10
Earnings Replacement Rate	\$9,994	400,544	85%	781,138	86%	509,085	71%	632,923	562%	95,058
		40,077		914,870		591,521		893,145		16,902
Employment And Credential Rate	40%	2	61%	14	60%	9	67%	12	0	0
		5		23		15		18		0

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	94%	805	62%
		859		94
Employment Retention Rate	92%	736	88%	60
		796		68
Earnings Replacement Rate	93%	5,813,848	87%	525,053
		6,238,859		601,674
Employment And Credential Rate	65%	98	N/A	
		151		

*Note: Table F does not include supplemental data.

Tables

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	80%	69
			86
Employment Retention Rate	80%	89%	95
			107
Earnings Change in Six Months	\$2353	\$3464	322,157
			93
Credential Rate	35%	74%	20
			27

Table I – Outcomes for Older Youth Special Populations*

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	64%	9 14	100%	1 1	55%	6 11	67%
Employment Retention Rate	100%	12 12	0	0 0	89%	8 9	83%	39 47
Earnings Change in Six Months	\$5783	63,610 11	0	0 0	\$5405	91,884 17	\$3105	254,574 82
Credential Rate	60%	6 10	0	0 0	50%	2 4	63%	17 27

* NOTE: Table I does not include supplemental data.

Tables



Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	60%	92%	627
			684
Diploma or Equivalent Attainment Rate	50%	73%	104
			142
Retention Rate	54%	62%	13
			21

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	87%	136	93%	217	88%	221
		156		233		252
Diploma or Equivalent Attainment Rate	61%	23	72%	28	58%	33
		38		39		57
Retention Rate	12%	1	N/a	0	53%	10
		8		0		19

NOTE: Retention Rate reflects only WIA exiter data.

Tables

Table L – Other Reported Information

	12-Month Employment Retention Rate		12-Mo. Earnings Change (Adults & Older Youth) or 12-Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	N/A		N/A		10%	7	3,689	143,893	84%	52
						71		39		62
Dislocated Workers	N/A		N/A		10%	17	4,756	656,335	76%	105
						165		138		138
Older Youth	N/A		N/A		14%	3	2,753	46,802		
						21		17		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	1,083	438
Dislocated Workers	1,800	851
Older Youth	215	90
Younger Youth	764	199

Tables

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,730,605
Local Dislocated Workers		\$3,153,507
Local Youth		\$2,524,570
Rapid Response (up to 25%) §134(a)(2)(A)		\$1,157,981
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		\$1,145,766
Statewide Allowable Activities §134(a)(3)	Statewide Older Worker Project	\$ 134,191
	Misc.	\$ 200,000
Total of All Federal Spending Listed Above		\$11,046,620

Tables

Table O – Local Performance

Local Area Name WIB I	Total Participants Served	Adults	426
		Dislocated Workers	446
		Older Youth	86
		Younger Youth	305
ETA Assigned # 16040	Total Exitters	Adults	187
		Dislocated Workers	201
		Older Youth	32
		Younger Youth	95
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	85.75%
	Employers		
Entered Employment Rate	Adults	69%	83%
	Dislocated Workers	73%	91%
	Older Youth	68%	87%
Retention Rate	Adults	79%	83%
	Dislocated Workers	88%	93%
	Older Youth	80%	90%
	Younger Youth	54%	56%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$2,802
	Dislocated Workers	92%	91%
	Older Youth	\$2353	\$3,371
Credential/Diploma Rate*	Adults	45%	50%
	Dislocated Workers	45%	37%
	Older Youth	35%	67%
	Younger Youth	50%	63%
Skill Attainment Rate	Younger Youth	60%	88%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”)			
Overall Status of Local Performance		Not Met	Met
			X

*Note: Credential/Diploma Rates do not include JTPA exiters.

Tables

Table O – Local Performance

Local Area Name WIB II	Total Participants Served	Adults	111	
		Dislocated Workers	220	
	PY 2000 (7/1/00 – 6/30/01)	Older Youth	21	
		Younger Youth	59	
ETA Assigned # 16045	Total Exitters	Adults	52	
		Dislocated Workers	109	
		Older Youth	10	
		Younger Youth	13	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68%	75.90	
	Employers			
Entered Employment Rate	Adults	69%	73%	
	Dislocated Workers	73%	81%	
	Older Youth	68%	70%	
Retention Rate	Adults	79%	79%	
	Dislocated Workers	88%	88%	
	Older Youth	80%	67%	
	Younger Youth	54%	N/A	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$2269	
	Dislocated Workers	92%	109%	
	Older Youth	\$2353	\$3,118	
Credential/Diploma Rate*	Adults	45%	45%	
	Dislocated Workers	45%	50%	
	Older Youth	35%	N/A	
	Younger Youth	50%	75%	
Skill Attainment Rate	Younger Youth	60%	96%	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Note: Credential/Diploma Rates do not include JTPA exitters.

Tables

Table O – Local Performance

Local Area Name WIB III	Total Participants Served	Adults	192
		Dislocated Workers	659
		Older Youth	39
		Younger Youth	137
ETA Assigned # 16015	Total Exiters	Adults	59
		Dislocated Workers	333
		Older Youth	11
		Younger Youth	46
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	82.61
	Employers		
Entered Employment Rate	Adults	69%	80%
	Dislocated Workers	73%	92%
	Older Youth	68%	68%
Retention Rate	Adults	79%	95%
	Dislocated Workers	88%	92%
	Older Youth	80%	86%
	Younger Youth	54%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$6172
	Dislocated Workers	92%	91%
	Older Youth	\$2353	\$3739
Credential/Diploma Rate*	Adults	45%	80%
	Dislocated Workers	45%	72%
	Older Youth	35%	80%
	Younger Youth	50%	82%
Skill Attainment Rate	Younger Youth	60%	93%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”)			
Overall Status of Local Performance		Not Met	Met
			X

*Note: Credential/Diploma Rates do not include JTPA exiters.

Tables

Table O – Local Performance

Local Area Name WIB IV	Total Participants Served	Adults	150
		Dislocated Workers	158
		Older Youth	75
		Younger Youth	46
ETA Assigned # 16050	Total Exiters	Adults	63
		Dislocated Workers	68
		Older Youth	15
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	84.19
	Employers		
Entered Employment Rate	Adults	69%	78%
	Dislocated Workers	73%	90%
	Older Youth	68%	92%
Retention Rate	Adults	79%	96%
	Dislocated Workers	88%	92%
	Older Youth	80%	100%
	Younger Youth	54%	67%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$4562
	Dislocated Workers	92%	115%
	Older Youth	\$2353	\$805
Credential/Diploma Rate*	Adults	45%	73%
	Dislocated Workers	45%	82%
	Older Youth	35%	86%
	Younger Youth	50%	N/A
Skill Attainment Rate	Younger Youth	60%	100%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	Met
			X

*Note: Credential/Diploma Rates do not include JTPA exiters.

Tables

Table O – Local Performance

Local Area Name WIB V	Total Participants Served	Adults	114
		Dislocated Workers	137
		Older Youth	21
		Younger Youth	75
ETA Assigned # 16055	Total Exitters	Adults	42
		Dislocated Workers	47
		Older Youth	10
		Younger Youth	23
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	88.29
	Employers		
Entered Employment Rate	Adults	69%	95%
	Dislocated Workers	73%	93%
	Older Youth	68%	83%
Retention Rate	Adults	79%	100%
	Dislocated Workers	88%	89%
	Older Youth	80%	88%
	Younger Youth	54%	N/A
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$4906
	Dislocated Workers	92%	133%
	Older Youth	\$2353	\$4595
Credential/Diploma Rate*	Adults	45%	63%
	Dislocated Workers	45%	62%
	Older Youth	35%	100%
	Younger Youth	50%	100%
Skill Attainment Rate	Younger Youth	60%	96%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	Met
			X

*Note: Credential/Diploma Rates do not include JTPA exitters.

Tables

Table O – Local Performance

Local Area Name WIB VI	Total Participants Served PY 2000 (7/1/00 – 6/30/01)	Adults	90
		Dislocated Workers	180
		Older Youth	26
		Younger Youth	89
ETA Assigned # 16060	Total Exiters	Adults	35
		Dislocated Workers	93
		Older Youth	12
		Younger Youth	19
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	82.53
	Employers		
Entered Employment Rate	Adults	69%	74%
	Dislocated Workers	73%	92%
	Older Youth	68%	83%
Retention Rate	Adults	79%	88%
	Dislocated Workers	88%	96%
	Older Youth	80%	88%
	Younger Youth	54%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3500	\$1,932
	Dislocated Workers	92%	62%
	Older Youth	\$2353	\$5,271
Credential/Diploma Rate*	Adults	45%	89%
	Dislocated Workers	45%	78%
	Older Youth	35%	60%
	Younger Youth	50%	62%
Skill Attainment Rate	Younger Youth	60%	92%
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two “Other State Indicators of Performance”))			
Overall Status of Local Performance		Not Met	Met
			X

*Note: Credential/Diploma Rates do not include JTPA exiters.

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