

PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM
(EMPLOYMENT SERVICES)

All Program-Specific Requirements provided for the WIOA core programs in this section must be addressed for either a Unified or Combined State Plan.

A. EMPLOYMENT SERVICE STAFF

1. DESCRIBE HOW THE STATE WILL STAFF THE PROVISION OF LABOR EXCHANGE SERVICES UNDER THE WAGNER-PEYSER ACT, SUCH AS THROUGH STATE EMPLOYEES, INCLUDING BUT NOT LIMITED TO STATE MERIT STAFF EMPLOYEES, STAFF OF A SUBRECIPIENT, OR SOME COMBINATION THEREOF.

The state of Idaho and the Idaho Department of Labor will continue to utilize state merit staff to implement required services, including labor exchange services, under the Wagner-Peyser Act.

2. DESCRIBE HOW THE STATE WILL UTILIZE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR EMPLOYMENT SERVICE STAFF TO ENSURE STAFF IS ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

As Idaho's designated Wagner-Peyser employment services state agency, the Idaho Department of Labor's (IDOL) ongoing professional development of its Employment Service (ES) merit staff has provided the backbone for the successful performance of Idaho's One-Stop system which has been continually reflected in the state's Wagner-Peyser performance measures as well as in all workforce program performance measures for over a decade.

With the implementation of WIOA, IDOL and other One-Stop core partners have a renewed vision for investment in the professional development activities for not only ES staff, but all staff within the one stop system and particularly within the American Job Centers (AJC). Under WIOA, central office staff will continue to provide initial training, technical assistance and guidance, however, two area managers travel each month, visiting AJCs to engage with core partners and frontline staff on a daily basis, supporting all workforce programs to increase staff capacity and improve communications between state-level and field offices, with the goal of providing a professional level of service in a timely manner to both jobseekers and employers.

Job seeker services will see an increased integration of core partner programs' services in Idaho's AJCs and affiliate sites that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. As witnessed in each Memorandum of Understanding, Idaho's One-Stop core partners will be responsible for ongoing, regularly scheduled cross-training of co-located staff to ensure all staff have a working knowledge of all program services available at the facility to increase public access to those services. Training will develop service delivery skills of all One-Stop staff, but will have a higher focus on ES staff who interact with a wider swath of the public. Ongoing professional development will focus on:

- Understanding of each partner's career services and any eligibility requirements
- Knowledge of training services offered and any eligibility requirements
- Appropriate training to ensure all staff physically present at the One-Stop can correctly provide information to customers about the programs, services and activities available through partner programs.

Since early 2019, most of the ES staff located in the AJCs have been cross-trained so that they may deliver WIOA Title I-B program services. Conversely, WIOA staff have been trained in ES

service delivery. Having staff cross-trained in these programs allows them to provide a significant complement of WIOA services that may meet the majority of needs a job-seeker visiting an AJC may be looking for. This limits the need to “hand-off” participants/job-seekers from staff to staff, which reduces a participant’s waiting time for a new face to come up to speed on their case.

- Working knowledge necessary to correctly provide direct linkage through technology to program staff who can provide meaningful information or services
- Development of capacity to guide job seeker’s completion of application forms or online screen programs/activities carried out in the One-Stop system
- User training regarding Idaho’s employment service web-based, online system, *IdahoWorks*, which provides job openings and referrals for job seekers
- User training regarding Idaho’s web-based unemployment insurance system, iUS, to strengthen linkages between the One-Stop system and the UI program, and to increase awareness of UI issues across core programs
- User training regarding the Idaho Department of Labor’s *JobScape* tool, which provides staff and job seekers with comprehensive career information, resources and services to help make successful education and career decisions.

Employer services will continue to be provided in quality fashion to employers all across Idaho. With the emergence Idaho’s new targeted business sectors, the Idaho Department of Labor will take the lead as it and other One-Stop partners work in concert to align services aimed at these newly identified industries. Idaho’s Workforce Development Council analyzed key industries, occupations, demographics and other workforce and economic conditions to identify a broad array of high-growth, high-demand, livable-wage jobs. The state’s analysis has led to the prioritization of specific sectors and occupations to focus on and leverage its resources. Idaho’s WIOA Combined State Plan for PY2020 identifies the new target sectors of healthcare, manufacturing, construction, and professional, scientific and technical services - identified by various regional, economic development, industry and community sources – which are viewed as the economic engines to drive regional economic growth and provide individuals with wage growth and career paths.

IDOL continues to implement the following enhanced services activities to support the state’s employer community:

- extensive outreach;
- one-on-one meetings with targeted employers to learn their workforce needs;
- office team discussions and strategy sessions on how best to respond to identified employer needs; and
- coordination of workforce needs with education, economic development and workforce partners.

Ongoing professional development will include:

- Staff training for all ES and selected One-Stop partner staff on employer outreach techniques, sales and promotion of services and how to effectively work with industry sectors prioritized by the planning process

- In-depth analysis of regional/local labor market data, particularly ‘real-time’ labor market data provided by IDOL’s Regional Economists
- One-Stop partner staff meetings to develop knowledge of current training projects
- Training regarding work-based learning opportunities that can assist employers in resolving workforce needs, particularly registered apprenticeship models, and One-Stop partner funding opportunities available to support work-based learning.
- As noted earlier in the job seeker section, cross-training between ES and WIOA staff in the AJCs also includes exposure to employer services, including those listed above. As with the job-seeker, cross-training in this fashion will help to improve the system’s response to employers.

3. DESCRIBE STRATEGIES DEVELOPED TO SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS AND THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING PROVIDED FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION

In 2014, Idaho modernized and replaced its unemployment insurance legacy mainframe system with the Internet Unemployment System (iUS), a web-based application developed, supported, and maintained by IDOL. The Web-based applications that interface with iUS provide simple, self-service account maintenance for both employers and claimants, which offer alerts to important account changes through system-generated notifications. Both stakeholders can then “chat” with IDOL employees, who can access account information with real-time up-dates, perform ad-hoc data queries and resolve issues more quickly. The iUS system also allows users to resolve UI issues online if they prefer.

As the state government agency tasked with administering the unemployment insurance program for collection of taxes from employers and disbursement of benefits to claimants, the Idaho Department of Labor will provide ongoing training and general information to all American Job Center staff, including ES and WIOA staff, regarding general eligibility guidelines. UI staff assigned to serve the center will be responsible for handling UI eligibility issues. Since IDOL has administered UI, ES, and other workforce program services (WIOA and its predecessors) for over 40 years, American Job Center staff have a firm foundation to ensure successful processes under WIOA.

The Idaho Department of Labor has instituted the following strategies:

- *IdahoWorks*, the web-based system that supports a number of One-Stop programs including the ES, WIOA, and TAA applicant/participant records and services; ES/WIOA staff are trained to recognize the UI status of job seekers via self-attestation and RESESA participation
- Idaho’s unemployment insurance claimants will continue to be required to register for work/job seeker assistance within the *IdahoWorks* system
- Fully-trained unemployment insurance staff will be available by phone and via real-time online help communication technology, during all business hours, to answer any questions from staff or claimants regarding UI issues
- The state’s comprehensive One-Stop centers each has a UI navigator to provide UI claimants with in-person help such as filing UI claims, resolving basic non-monetary issues, and helping them with other unemployment insurance functions.

B. EXPLAIN HOW THE STATE WILL PROVIDE INFORMATION AND MEANINGFUL ASSISTANCE TO INDIVIDUALS REQUESTING ASSISTANCE IN FILING A CLAIM FOR UNEMPLOYMENT COMPENSATION THROUGH ONE-STOP CENTERS, AS REQUIRED BY WIOA AS A CAREER SERVICE

Idaho's unemployment insurance application process is available online. Idaho's iUS web-based system and staffing is designed to provide meaningful and personalized assistance in filing a claim for unemployment compensation at Idaho's American Job Centers, as well as at partner locations, in the following ways:

- When applying online, the iUS system provides simple, written instructions in English and Spanish to assist claimants through the application process
- Each American Job Center provides a number of lobby computer stations to provide self-service access for filing an application for unemployment compensation or to access other online One-Stop services. Each work station has been updated to improve data processing times, and include larger monitors to reduce user scrolling
- Each Comprehensive American Job Center will also provide access to centralized, fully trained UI staff who will answer questions, assist with application or weekly claim filing. Centralized staff are available by phone or via online, real-time conversation technology on the public access lobby computers. In-person UI assistance is also available in these locations via the UI navigators referred to earlier in (a)(2)
- iUS user guides and real-time communications support is available for ES, WIOA, and other One-Stop Partner frontline staff from the centralized UI section to support staff provision of information.

C. DESCRIBE THE STATE'S STRATEGY FOR PROVIDING REEMPLOYMENT ASSISTANCE TO UI CLAIMANTS AND OTHER UNEMPLOYED INDIVIDUALS

The ES and WIOA staff provide an orientation to all RESEA claimants on the services available to them through the AJC or affiliate. They then work with each claimant one-on-one, conducting a thorough assessment of the claimant's current skills, abilities and identifying any barriers to reemployment. They also provide customized labor market information to each claimant based on their specific situation. Working together with the claimant they complete an individualized employment plan for each claimant, which may include additional follow up activities and services to assist the claimant in returning to work as soon as possible, including referrals to community services and training services as appropriate. The RESEA program focuses solely on UCX (military) claimants and claimants profiled as most likely to exhaust their benefits. RESEA services are provided for each claimant at an average of two and a half hours.

Outside of the RESEA program, UI claimants who are not job-attached are afforded similar customized treatment. Each week, ES and WIOA staff receive an updated list of new UI claimants who are contacted and encouraged to come to the AJC to receive the same customized employment services as the RESEA program participants.

WIOA career planners are also aggressively reaching out to former UI claimants or other dislocated workers to provide career and training services.

D. DESCRIBE HOW THE STATE WILL USE W-P FUNDS TO SUPPORT UI CLAIMANTS, AND THE COMMUNICATION BETWEEN W-P AND UI, AS APPROPRIATE INCLUDING THE FOLLOWING:

1. COORDINATION OF AND PROVISION OF LABOR EXCHANGE SERVICES FOR UI CLAIMANTS AS REQUIRED BY THE WAGNER-PEYSER ACT;

With both W-P and UI programs delivered by the Idaho Department of Labor, coordination of Wagner-Peyser funds to support UI claimants, and ensuring quality communications between W-P and UI has been one of the agency's top priorities for several decades.

All in-state UI claimants are required to register for work to obtain UI compensation. After filing a claim for UI, the iUS web-based system provides a link to IdahoWorks, offering immediate access to work registration and the array of labor exchange services available, including links to current employment opportunities for self-referral.

2. REGISTRATION OF UI CLAIMANTS WITH THE STATE'S EMPLOYMENT SERVICE IF REQUIRED BY STATE LAW;

Department program policy, not state law, requires registration.

3. ADMINISTRATION OF THE WORK TEST FOR THE STATE UNEMPLOYMENT COMPENSATION SYSTEM, INCLUDING MAKING ELIGIBILITY ASSESSMENTS (FOR REFERRAL TO UI ADJUDICATION, IF NEEDED), AND PROVIDING JOB FINDING AND PLACEMENT SERVICES FOR UI CLAIMANTS; AND

The Idaho Department of Labor, through both W-P and UI staff and its automated systems, has continuously supported and administered the work test for the State unemployment compensation system and will continue to do so, including providing general eligibility assessments, referral to UI adjudication, if needed, and providing job finding and placement services for UI claimants.

4. PROVISION OF REFERRALS TO AND APPLICATION ASSISTANCE FOR TRAINING AND EDUCATION PROGRAMS AND RESOURCES.

WIOA Title I-B programs (Adult, Dislocated Worker and Youth) reflect high service levels for UI claimants over the years as Idaho has continued to improve its One-Stop program integrations. IDOL's ES staff are not only co-located with WIOA, they also participate in One-Stop partner and community meetings on a regular basis to remain up-to-date on training, education and resources. Ongoing ES staff interactions with claimants and referrals to training and education programs/resources will continue to occur under special efforts such as WPRS and RESEA. Additional outreach to link UI claimants to training opportunities will also continue under other future funding opportunities, such as WIOA National Dislocated Worker Grant (NDWG) projects which may target long-term unemployment and profiled UI claimants.

E. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE AN ASSESSMENT OF NEED. AN ASSESSMENT NEED DESCRIBES THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

1. ASSESSMENT OF NEED. PROVIDE AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

There are over 24,990 farms in Idaho with over 160 commodities produced. Most of Idaho's crop farming requiring intensive use of hand labor occurs in the southern part of the state on the Snake River plain. Idaho's top five labor-intensive crops are potatoes, sugar beets, hay/grain, onions, and corn. These crops are labor-intensive primarily because many workers are needed for irrigation. However, these crops also need planting in the spring, hoeing, thinning and then harvesting. In addition to the top five labor-intensive crops mentioned, hops are cultivated in the northern and southwestern parts of the state and there is large production of peas and lentils in north-central Idaho. Nursery operations are another important agricultural activity, mainly for the production of ornamental trees in north Idaho. The dairy industry, concentrated in the south-central part of the state, has skyrocketed, with many large dairy operations producing their own hay on the same properties. In 2019, Idaho led the nation in the production of potatoes, food-size trout, and Austrian winter peas, and ranked third in the production of milk.

Idaho's need for an agricultural labor force has remained steady and it is projected that agriculture possibly may become a high-demand industry. The projections provided by the Idaho Department of Labor's (IDOL) Research & Analysis Bureau show the need for agricultural workers is approximately 61,000 during the peak of the agricultural season.

2. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE MEANS: 1) IDENTIFYING THE TOP FIVE LABOR-INTENSIVE CROPS, THE MONTHS OF HEAVY ACTIVITY, AND THE GEOGRAPHIC AREA OF PRIME ACTIVITY; 2) SUMMARIZE THE AGRICULTURAL EMPLOYERS' NEEDS IN THE STATE (I.E. ARE THEY PREDOMINANTLY HIRING LOCAL OR FOREIGN WORKERS, ARE THEY EXPRESSING THAT THERE IS A SCARCITY IN THE AGRICULTURAL WORKFORCE); AND 3) IDENTIFYING ANY ECONOMIC, NATURAL, OR OTHER FACTORS THAT ARE AFFECTING AGRICULTURE IN THE STATE OR ANY PROJECTED FACTORS THAT WILL AFFECT AGRICULTURE IN THE STATE

Idaho is a large, geographically diverse state, with five significant offices serving migrant and seasonal farmworkers and five additional offices and mobile locations that conduct farmworker outreach. The hiring season begins in April and continually increases until the peak month of October. The geographic area of prime activity is the Snake River area plain, in the southern part of the state.

Agricultural employers primarily hire foreign workers for the use of hand labor. They are heavily dependent on the use of foreign labor to ensure that crops are planted and harvested in a timely manner.

In Northern Idaho, the predominant crops are hay, barley, grain, hops, peas, beans (lentils, garbanzos, and chickpeas) wheat and grass seed. The earliest activity involves hops, stringing from April to May and training from May through June. The harvest season for hay begins in May and lasts through September. Harvest for the other groups lasts from August through Mid-September. The estimated number of farmworkers in Northern Idaho was almost 2,500 for 2018 and slightly over that amount in 2019.

In Southeastern and Eastern Idaho, the predominant crops are barley, beans, grain, hay, potatoes, and sugar beets. The hiring season begins in April for irrigation activities. The harvest for potatoes and sugar beets last later into the fall, October and November respectively. In addition to farmworkers, there is a requirement for truck drivers and equipment operators from May to November. In 2018, Southeastern Idaho had about 9,000 farmworkers and Eastern Idaho had approximately 7,000. 2019 saw the same amount of agricultural employment for both regions.

Southwestern Idaho has a larger variety of significant crop activity: barley, beans, corn, fruits (cherries, apples and other fruits), grain, hay, hops, mint, oats, onions, potatoes, sugar beets, and wheat. Workers are needed for irrigation, hoeing, topping, and harvest in the months of heavy activity. Apples and other fruits require pruning and thinning from January to March. The number of farmworkers in Southwestern Idaho was 14,337 in 2018 and 14,472 in 2019.

The traditional South Central Idaho crops are barley, beans, apples and other fruits, corn, grain, hay, potatoes, sugar beets and wheat. There is also a demand for farm equipment operators and truck drivers. Greenhouse and nursery workers are needed for seedling and plant cultivation. South Central Idaho also needs additional foreign workers for herding sheep. South Central Idaho had 15,848 farmworkers in 2018 and 16,046 in 2019.

3. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS MEANS SUMMARIZING MIGRANT AND SEASONAL FARM WORKER (MSFW) CHARACTERISTICS (INCLUDING IF THEY ARE PREDOMINANTLY FROM CERTAIN COUNTRIES, WHAT LANGUAGE(S) THEY SPEAK, THE APPROXIMATE NUMBER OF MSFWs IN THE STATE DURING PEAK SEASON AND DURING LOW SEASON, AND WHETHER THEY TEND TO BE MIGRANT, SEASONAL, OR YEAR-ROUND FARMWORKERS). THIS INFORMATION MUST TAKE INTO ACCOUNT DATA SUPPLIED BY WIOA SECTION 167 NATIONAL FARMWORKER JOBS PROGRAM (NFJP) GRANTEES, OTHER MSFW ORGANIZATIONS, EMPLOYER ORGANIZATIONS, AND STATE AND/OR FEDERAL AGENCY DATA SOURCES SUCH AS THE U.S. DEPARTMENT OF AGRICULTURE AND THE U.S. DEPARTMENT OF LABOR (DOL) EMPLOYMENT AND TRAINING ADMINISTRATION

The characteristics of the MSFW population indicate a large percentage of MSFWs are Hispanic and predominantly Spanish speaking. Most migrant and seasonal farmworkers in or coming to Idaho originate from either southern parts of the United States (e.g., Texas, Arizona) or Mexico. The number of MFWS range from a low of 3,800 in the winter months to the peak of 18,500 in October. The majority of the work is seasonal, which also reflects the greater part of the workforce for this industry.

Due to the difficulty in estimating farm employment on a monthly basis, IDOL staff utilize data from a variety of sources to establish MFW population projections for the state. These include the U.S. Department of Agriculture's Census of Agriculture, U.S. Census Bureau and the Idaho Department of Labor's Quarterly Census of Employment and Wages (QCEW) data. The need for agricultural workers is projected to remain at slightly more than 60,000 during the peak of the agricultural season, which is the month of October when most of the crops are harvested statewide.

4. OUTREACH ACTIVITIES

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

In an effort to address the unique regional challenges that the system faces in our state, primarily with service accessibility in rural and remote areas and reductions in federal funds, in the summer of 2019 the Idaho Department of Labor implemented new service delivery model. Face-to-face service can now be found in more than 50 communities around the state, a more than 100 percent increase from the agency's previous brick and mortar offerings. The new model modernizes how the department delivers services, focusing on increasing IDOL's presence while decreasing its physical footprint. It is more adaptable to fluctuations in the economy and empowers staff to be more responsive to community needs.

Bureau of Labor Statistics' farmworker estimates are significant for the three southern regions of the State. However, IDOL will provide appropriate outreach from its AJCs in the following communities located in these agricultural regions throughout the state:

- **Canyon County** - Located in city of Caldwell, provides services to Canyon County
- **Mini- Cassia** - Located in the city of Burley, provides services to Minidoka and Cassia counties
- **Pocatello/Blackfoot** - Provides services to Bingham, Power, Franklin, Caribou, Bear Lake, Oneida and Bannock counties
- **Rexburg** - Provides services to Clark, Fremont, Madison, and Teton counties

In addition, during the months of high agricultural activity, the Department may provide or coordinate activities to reach MSFWs in the following communities:

- **Bonnors Ferry** - Provides services to Boundary County
- **Magic Valley** - Provides services to Twin Falls, Jerome, Gooding, and Lincoln counties
- **Mountain Home** - Provides services to Elmore and Owyhee counties
- **Payette** - Provides services to Washington and Payette counties
- **Idaho Falls** - Provides services to Jefferson, Butte and Bonneville counties

Migrant and/or Seasonal Farmworker (MSFW) outreach staff are located in the IDOL American Job Centers and mobile locations listed above to best serve the state's high agricultural areas. The Department will ensure bi-lingual English/Spanish capability of staff assigned to outreach and ensures multi-lingual access through the use of language line tools to the state's one stop system.

During each year of this four-year plan, the Department's Wagner-Peyser (W-P) staff, in collaboration with its partner organizations also serving MSFWs throughout the state, will plan to reach 10% of the estimated migrant/seasonal farmworker population during the peak of the agricultural season in the counties served by outreach offices. As noted by USDOL, these numerical goals are in reference only to the proposed outreach activities and are not negotiated performance targets.

AJC REGIONS - Community Locations	Estimated Farmworker Population*	Outreach Goals W-P Staff	Outreach Goals in Conjunction with Other Agencies
NORTH IDAHO – PLANNED <i>STAFFING: .25FTE/year W-P</i>			
Bonnors Ferry	662	40	26
SOUTHWEST IDAHO – PLANNED <i>STAFFING: 1 FTE/year W-P; .03/year Cooperating Agency</i>			
Payette	2525	152	101
Canyon County	5631	338	225

AJC REGIONS - Community Locations	Estimated Farmworker Population*	Outreach Goals W-P Staff	Outreach Goals in Conjunction with Other Agencies
Mountain Home	2503	150	100
SOUTH-CENTRAL IDAHO – <i>PLANNED STAFFING: 1 FTE/year W-P; .06/year Cooperating Agency</i>			
Magic Valley**	10062	298	205
Mini-Cassia	5274	323	204
SOUTHEAST IDAHO – PLANNED <i>STAFFING: 1.5 FTE/year W-P; .06/year Cooperating Agency</i>			
Rexburg	2764	166	110
Pocatello	4529	272	181
Idaho Falls	2974	178	119
Blackfoot	3531	212	141
Total	40,455	2,129	1,412

*Farmworker population based on counties which make up the AJC regions & service locations. **Magic Valley - 5% outreach; adjusted due to high dairy count

A. CONTACTING FARMWORKERS WHO ARE NOT BEING REACHED BY THE NORMAL INTAKE ACTIVITIES CONDUCTED BY THE EMPLOYMENT SERVICE OFFICES

Designated MSFW outreach staff are creative in seeking out opportunities to contact farmworkers who may not be reached through the normal intake activities conducted at the AJCs.

These farmworkers are targeted through different types of media outlets, such as the multitude of radio stations in the state with Spanish programming that regularly air public service announcements from the Idaho Department of Labor. These announcements provide notice of the services through the workforce development system and are used to inform and educate farmworkers and their families about services and protection available in the state of Idaho.

Individual MSFW outreach staff also make direct appeals and other announcements via their local radio stations. Special presentations are made to English as a Second Language groups, Hispanic high school students and other groups of farm workers to encourage use of the *IdahoWorks* system and the state's One-Stop system services.

In addition, MSFWs and Idahoans across the state will see, hear and read about accessing Idaho Department of Labor services in the new service delivery model described earlier. "Let's Talk Work" is a bilingual (English and Spanish) outreach campaign designed to help job seeker and employer customers find their nearest IDOL location via radio, print ads, billboards and social media. The overarching message - "Help is Closer than You Think" – reinforces the fact that help with finding a job, filing for unemployment insurance or improving one's skills is just a phone call away.

The Idaho Department of Labor prints bilingual brochures, posters and flyers for dissemination at and beyond the AJCs. One example is an easy-to-carry bilingual rack card, which outlines the state's complaints process which provides MSFWs guidance on how to file a complaint or wage claim.

Staff assigned to outreach contact MSFWs at their work sites, labor camps, living areas, and other places frequented by the migrant and seasonal farmworkers. Outreach staff also attend community events on evenings and weekends where migrant and seasonal farmworkers are in attendance.

Outreach workers will encourage MSFWs to come in to the local AJC one-stop or mobile office for more in-depth assessment and to register for available services. For those who choose not to or cannot visit their local AJC, the outreach worker will provide on-site assistance for services that may be available, such as prepare and accept complaints or apparent violations, provide information on local labor markets and training opportunities or referral to other service providers.

Outreach workers in Idaho have not limited themselves to pounding the pavement to contact MSFWs. Since 2013, an outreach worker in Southcentral Idaho has hosted a local, weekly, hour-long radio show as a means of offering MSFWs information about the services available through the department. Topics ranged from recruitment efforts for the WIOA Youth Program which targets out-of-school youth, to discussions regarding Idaho and federal labor laws impacting agricultural employment.

The AJCs with outreach staff have permanent and/or temporary staff who are bilingual in Spanish to conduct outreach. During the area's peak agricultural season, if resources permit, additional temporary bilingual staff will be used to support MSFW activities.

B. PROVIDING TECHNICAL ASSISTANCE TO OUTREACH STAFF. TECHNICAL ASSISTANCE MUST INCLUDE TRAININGS, CONFERENCES, ADDITIONAL RESOURCES, AND INCREASED COLLABORATION WITH OTHER ORGANIZATIONS ON TOPICS SUCH AS ONE-STOP CENTER SERVICES (I.E. AVAILABILITY OF REFERRALS TO TRAINING, SUPPORTIVE SERVICES, AND CAREER SERVICES, AS WELL AS SPECIFIC EMPLOYMENT OPPORTUNITIES), THE EMPLOYMENT SERVICE AND EMPLOYMENT-RELATED LAW COMPLAINT SYSTEM ("COMPLAINT SYSTEM" DESCRIBED AT 20 CFR 658 SUBPART E), INFORMATION ON THE OTHER ORGANIZATIONS SERVING MSFWs IN THE AREA, AND A BASIC SUMMARY OF FARMWORKER RIGHTS, INCLUDING THEIR RIGHTS WITH RESPECT TO THE TERMS AND CONDITIONS OF EMPLOYMENT.

A primary resource available to all outreach workers is the MSFW page in the Department's internal employee website, "EPIC", which provides all of the information needed for all department staff who work with MSFWs. It includes Spanish language materials addressing one-stop services, local contacts for groups serving MSFWs, as well as basic material outlining the rights MSFW are entitled to.

The State Monitor Advocate assists the department by providing training and technical assistance to One Stop Staff, especially dedicated MSFW outreach personnel, concerning the MSFW special service requirements and best practices, much of it on a one-on-one basis. The topics presented during trainings include Outreach Practices, Labor Law Updates, H-2A/Foreign Labor Certification, the Employment Service Complaint System, and Labor Market Information.

The State Monitor Advocate also provides training and technical assistance to AJC staff during the review visits to significant offices, and as needed and/or requested by office managers. A priority for the Monitor Advocate during the last few years has been to provide “one-on-one” training and technical assistance to newly hired outreach personnel. The Monitor Advocate will continue to make this practice a priority during subsequent years.

To bolster the “one-on-one” training and technical assistance, the State Monitor Advocate has also organized an annual, statewide MSFW/H2A training conference over the years. In addition to IDOL staff, a significant number of staff from the state’s National Farmworker Jobs Program (NFJP), the Community Council of Idaho, also participated in the training. Multiple Idaho state Department of Education staff, along with local school district employees, and other community service programs, such as Idaho Legal Aid, have attended this two-day event over the last several years.

These conferences, usually held in March, have been considered very successful. Participant feedback has shown that these conferences are an efficient tool for training staff, allowing for the sharing of new techniques and approaches on providing MSFW services, and strengthening partnerships with other state and federal agencies and local organizations serving farmworkers. Past presenters have included district directors from each of USDOL’s Wage & Hour and EEOC divisions, an agricultural economist from the University of Idaho, as well as state program staff addressing services and systems such as the complaints process.

C. INCREASING OUTREACH WORKER TRAINING AND AWARENESS ACROSS CORE PROGRAMS INCLUDING THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING ON IDENTIFICATION OF UI ELIGIBILITY ISSUES

MSFW outreach workers are merit staff for Wagner-Peyser Employment Services and receive an overview of the Unemployment Insurance process. As part of the one-stop system, the outreach workers are also responsible for providing information regarding ES services, farmworker rights, Unemployment Insurance, the complaint system, WIOA Title I-B employment and training services for Adults, Dislocated Workers and Youth, WIOA Title II Adult Education services, WIOA Title IV Vocational Rehabilitation services, SNAP and TANF benefits, along with other community services that may be available.

The MSFW page in the Department’s internal website, EPIC, keeps updated program information available for outreach workers. One-stop system staff can also rely on *Live Better Idaho*, a statewide online platform resource for assisting one-stop service coordination. Available in English and Spanish, *Live Better Idaho* is ‘agency agnostic’ and available for both public and private providers to deliver their services to the public. A localized and customized tool, it connects individuals to services that are relevant and available in their local areas. With it, staff connect Idahoans in need to relevant services by matching individuals with programs they may qualify to receive.

Not only are outreach workers aware of the WIOA core program services, but they are also active collaborators in advocating for and recruiting participants. At their behest, since PY2017, Governor’s Reserve/state funds have been set aside to provide additional assistance to MSFW youth. American Job Center staff, including outreach workers, continue to work together to find eligible individuals in the MSFW communities to connect them to Title IB services.

D. PROVIDING STATE MERIT STAFF OUTREACH WORKERS PROFESSIONAL DEVELOPMENT ACTIVITIES TO ENSURE THEY ARE ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

As MSFW outreach workers are merit staff for Wagner-Peyser Employment Services, they receive the regular professional development activities described in (a)(2) of the Wagner-Peyser section of this plan.

The State maintains training programs for local service delivery staff, which includes MSFW outreach staff. Instruction is provided as needed. Training is also periodically open to partner agency staff as well. Management development has also been a focus for delivering quality customer service over the long term. Similar to many other organizations, the department faces the prospect of large numbers of senior manager retirements over the next few years. To remedy this, the department has utilized the state's Division of Human Resources' Supervisory Academy, an eight-course, management program available to all state departments' supervisory staff at various levels.

E. COORDINATING OUTREACH EFFORTS WITH NFJP GRANTEEES AS WELL AS WITH PUBLIC AND PRIVATE COMMUNITY SERVICE AGENCIES AND MSFW GROUPS

The Idaho Department of Labor, working through a cooperative agreement with the Community Council of Idaho (CCI- Idaho's Sec. 167 grantee) and through its One Stop partnerships with Idaho's Vocational Rehabilitation Services, Idaho Department of Education's Migrant Education Program and other community partners, will serve as a lead organization in coordinating outreach efforts at both the state and service area levels. All partners are dedicated to increasing MSFW customers' awareness and access to education, training and other services. CCI, as Idaho's NFJP grantee, is not a subrecipient conducting outreach, but rather a partner in the effort.

At a minimum, the following collaborative activities will occur during the upcoming agricultural seasons:

- The memorandum of understanding/cooperative agreements for coordination of services between the Idaho Department of Labor and the Community Council of Idaho is in the process of being reviewed and renewed.
- Ongoing, mutual participation in staff training and ongoing communications to improve MSFW access to community services, particularly workforce services through the One Stop system
- Partners are collaborating on developing and sharing outreach materials among all entities
- Coordination of community information and staffing efforts at the local level to enhance outreach
- The administrative entities are pursuing data sharing agreements to facilitate reporting and data analyses to improve partnership service delivery, and assessment of opportunities and enhancement of processes to streamline co-enrollment

In order to leverage resources, staff coordinate outreach activities with partner organizations in their area, targeting large events to contact a greater number of farmworkers. The State Monitor Advocate and outreach workers continue to make use of appropriate media, especially public service announcements using the multitude of radio stations throughout the state with Spanish programming.

Program service information is presented verbally and/or in writing in both English and Spanish. In many instances, these efforts are coordinated with other agencies, such as Idaho

Legal Aid, the Community Council of Idaho, and others in order to provide MSFWs with a comprehensive look at the services available to them.

5. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH THE ONE-STOP DELIVERY SYSTEM

Describe the State agency's proposed strategies for:

A. PROVIDING THE FULL RANGE OF EMPLOYMENT AND TRAINING SERVICES TO THE AGRICULTURAL COMMUNITY, BOTH FARMWORKERS AND AGRICULTURAL EMPLOYERS, THROUGH THE ONE-STOP DELIVERY SYSTEM. THIS INCLUDES:

I. HOW CAREER AND TRAINING SERVICES REQUIRED UNDER WIOA TITLE I WILL BE PROVIDED TO MSFWS THROUGH THE ONE-STOP CENTERS

II. HOW THE STATE SERVES AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH SERVICES

Providing career and training services to MSFWs

The Idaho Department of Labor, its AJCs, and mobile locations provide the full range of ES benefits and protections, including the full range of counseling, testing, and job and training referral services to MSFWs. The agency continues to expand services to agricultural workers and employers by coordinating basic labor exchange services, outreach, information dissemination, and training workshops with other One Stop partner agencies, organizations and the employer community. Working relationships exist with the Community Council of Idaho, Idaho Legal Aid Services, Inc., and various agricultural producer organizations to provide services and information. AJC and mobile office staff are fully informed of the services available to farmworkers in their areas, including short-term training programs, ESL classes, etc. Once in an AJC or mobile location, staff thoroughly assess the skills, strengths, and needs of farmworkers who register with the system, and make appropriate referrals to jobs and training opportunities. With this information, farmworkers may make informed employment decisions and have meaningful access to all the services that are available through the state's One Stop network.

Services Provided to Farmworkers and Agricultural Employers

Agricultural-related job listings have increased over the years, primarily due to the rapidly increasing demand for foreign workers through the Foreign Labor Certification programs, initiated through the Agricultural Clearance Order process. As noted earlier, this activity has increased significantly in the state over the past several years. Many of the employers utilizing this program are members of the Snake River Farmers' Association (SRFA), Western Range Association (WRA) and Mountain Plains Agricultural Services (MPAS), which act as a recruitment agencies for Idaho agricultural employers. The state's H-2A activity for FY 2019 shows an application increase of approximately 16.8 percent over the previous year, with 715 applications recorded, and more than 4,473 positions listed. From October through December 2019 (1st quarter of FY2020) alone, 133 employers have submitted their request for workers. The program is currently on track to match or exceed the previous year's activity. As more H-2A applications are submitted, and more positions requested to be filled by foreign labor, the placement of domestic agricultural workers has unfortunately declined over time.

Basic labor exchange services are provided to the agricultural employer community through the automated process of matching job seekers to job orders received as well as recruitment and direct referral from staff. IDOL continues to provide information about ES services and assist

agricultural employers through direct employer visits and outreach to grower organizations, county extension offices, and through special presentations and seminars to agricultural employers, farm labor contractors, and local employer committees. Information may be provided through radio and TV, or other media in conjunction with other agencies and organizations involved with the agricultural employer community. These efforts are coordinated with other outreach efforts that are developed as part of the respective area's One Stop system.

To identify agricultural employers in labor needs, the Department reviews prior year job orders and request input from grower organizations and local employer committees. Direct outreach activities, specialized surveys and other labor market information available through IDOL and One Stop system will also be used to identify agricultural employer needs. Information from other agencies or organizations that represent or serve the agricultural community will also be solicited to identify areas of needed services.

IDOL will continue to expand services to agricultural workers and employers by coordinating basic labor exchange services, outreach, information dissemination, and training workshops with other One Stop partner agencies, organizations and the employer community. Working relationships exist with the Community Council, Idaho Legal Aid Services, Inc., and various agricultural producer organizations to provide services and information. To reduce the impact on domestic workers, the Department continues its coordination with the NFJP grantee and other partners to identify pools of available and eligible workers who may take advantage of the agricultural listings throughout the state.

The state's approach to enhanced business services takes a regional focus to serving employers, targeting activities such as outreach, one-on-one meetings with select employers to learn their workforce needs, office team discussions and strategy session on how best to respond to identified employer needs. Enhanced collaboration is channeled through the state's AJCs and mobile locations, which direct the coordination of workforce needs with education, economic development and workforce partners across the state. All of which leads to a streamlined service delivery which is logged through the state's *IdahoWorks* management information system, which provides automated business services tracking and information management to all AJCs and mobile locations.

B. MARKETING THE EMPLOYMENT SERVICE COMPLAINT SYSTEM TO FARMWORKERS AND OTHER FARMWORKER ADVOCACY GROUPS

As noted earlier, the state has multiple resources available to provide information regarding the complaint system. Outreach workers and one stop partners are encouraged to direct MSFWs to come to their local AJC or mobile location to register for all available services. For those who choose not to or cannot visit the AJC, the outreach worker provides on-site assistance for services including the preparation and acceptance of complaints or apparent violations.

Information about the complaint system is not only provided via outreach orientation of the services available through IDOL's various locations, but also through various documents available in the AJCs and the Idaho Department of Labor's website. This allows One-Stop partners' access to those same documents to distribute to their customers. Public Service Announcements (PSAs) are also used to notify MSFW customers of available services, including the complaint system. The PSAs, distributed to Spanish-speaking radio stations across the state, are used to inform and educate farmworkers and their families about services and protection available in the state of Idaho.

Over the last several years, a Spanish radio station in the city of Burley collaborated with its local AJC to reach out to the Spanish-speaking community. When originally aired, the employment-related segments generated more calls than usually received during the previously scheduled broadcast for that hour time-slot. Because of its popularity, the radio station established a regular Friday morning, hour-long show that continues to provide information to the public on a multitude of issues revolving around the area of employment. Since it began in 2013, the segments addressing the complaints system and worker's compensation that have been periodically presented are likely to elicit more calls from the listening audience.

C. MARKETING THE AGRICULTURAL RECRUITMENT SYSTEM FOR U.S. WORKERS (ARS) TO AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH PUBLICITY.

Agricultural jobs, both temporary and permanent, continue to be important to local economies in the state. The increased interest by agricultural employers in having a reliable workforce at the "right" time is gaining in importance compared to other considerations such as costs. This situation presents a phenomenal opportunity for the Idaho Department of Labor and the One-Stop System to demonstrate to employers, workers and the public that AJCs and their partners can be the First Stop and the Only Stop in helping agricultural workers find jobs with agricultural employers find a suitable workforce through utilization of the ARS.

IDOL is working to provide agricultural employers with information on ALL programs and resources available to help them with their labor needs. By emphasizing that the ARS is simpler to use, costs less, and does not require another federal agency's involvement, employers will be encouraged to consider ARS as an integral part of their effort to locate qualified citizen/legal resident domestic workers in other parts of the state/country.

Information about the ARS continues to be shared and distributed to agricultural employer groups and associations and statewide publications including the Idaho Employment Newsletter, Idaho Farm Bureau and other major publications. MSFW outreach staff and regional business services staff also provide information about the ARS as they reach out to employers to orient them about One-Stop services for businesses.

6. OTHER REQUIREMENTS

A. COLLABORATION

Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

COORDINATING OUTREACH EFFORTS

The Idaho Department of Labor, working through a cooperative agreement with the Community Council of Idaho (the Idaho NFJP grantee) and through its One Stop partnerships with Idaho's Vocational Rehabilitation Services, Idaho Department of Education's Migrant Education Program and other community partners, will serve as a lead organization in coordinating outreach efforts at both the state and service area levels. All partners are dedicated to increasing MSFW customers' awareness and access to education, training and other services.

CCI is also represented on the One-Stop Committee of the state Workforce Development Council, Idaho's WIOA State Board. The state's monitor advocate and CCI have also entered into

an agreement outlining the services that the SWA and NFJP grantee will both provide their efforts to reach out and increase services to MSFWs across the state.

In addition, the Idaho Department of Labor has agreements with several universities' High School Equivalency Program (HEP) and College Assistance Migrant Program (CAMP) programs across the state to work in conjunction with both to offer the most effective and best possible services to MSFWs participating in those programs. Another strong collaborative effort the agency has maintained over the years is with U.S. DOL's Wage and Hour Division regional office. A Memorandum of Understanding between the two entities is designed to maximize and improve the enforcement of laws administered by both agencies through greater coordination. This MOU has been helpful to both agencies in their efforts to seek remedy for MSFWs impacted by those who sought to take advantage of them.

And as noted earlier, the statewide training conferences coordinated by the monitor advocate have included AJC and NFJP staff, and will continue to do so in the future. This year, attendees also included state education agency and local school district representatives, along with Boise State University's HEP and CAMP programs. This year's training highlighted on the state's complaint system, and the challenges and obligations faced by Idaho's agricultural employers relating to immigration. Plans for future trainings are already underway. A consortium comprised of the State Monitor Advocate, NFJP grantee staff and representatives from colleges and universities across the state meet periodically to expand informational offerings to not only MSFW service providers, but the public as a whole to provide them awareness of MSFWs across the state.

At a minimum, the following collaborative activities will occur during the upcoming agricultural seasons:

- Review/renewal of cooperative agreements for coordination of services between the Idaho Department of Labor and the Community Council of Idaho
- Ongoing, mutual participation in staff training and ongoing communications to improve MSFW access to community services, particularly workforce services through the One Stop system
- Collaboration on development and sharing outreach materials among all entities
- Coordination of community information and staffing efforts at the local level to enhance outreach
- Sharing data for reporting and data analyses to improve partnership service delivery
- Assessment of opportunities and enhancement of processes to streamline co-enrollment

In order to leverage resources, staff will coordinate, where possible, outreach activities with partner organizations in their area, targeting large events where a greater number of farmworkers may be contacted. The State Monitor Advocate and outreach workers will continue to make use of appropriate media, especially public service announcements using the multitude of radio stations throughout the state with Spanish programming.

The existing core and One-Stop partners form the state level WIOA Advisory Group, which meets regularly to discuss the continued improvement of the state's robust one-stop service delivery design. This collaboration is also engaged at the service delivery area level to ensure that their specific program services are integrated into the local one-stop delivery system. As

part of the continuous improvement and design of the One-Stop service delivery, new partners are actively recruited.

Supplementing the cooperative agreements noted earlier, the required One-Stop Memorandum of Understanding addresses the service delivery integration and collaboration of the partners in providing services to MSFWs. Each memorandum of understanding will be reviewed within the required three year timeline to ensure that the collaborations are still productive and make adjustments as necessary to ensure service delivery alignment.

B. REVIEW AND PUBLIC COMMENT

In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP.

The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

The State Monitor Advocate has directly contributed in drafting this agricultural plan and consideration has been given to the annual summary developed under 20 CFR 653.108(g)(4).

1. Electronic copies of this plan have been provided to Idaho's WIOA 167 grantee- National Farmworker Jobs Program, Community Council of Idaho, with a request to submit written comments on January 27, 2020. The final draft of this 2020-2023 Agricultural Outreach Plan and a request for comments were also sent on the same day to the following agencies/service providers with instructions to provide comments:

Erik Johnson, Director Migrant Unit Idaho Legal Aid Erik.johnson@idaholegalaid.org

Jane Donnellan, Administrator Idaho Division of Vocational Rehabilitation
jane.donnellan@vr.idaho.gov

Ileana Cordova HEP/CAMP Recruiter Boise State University icordova@boisestate.edu

Sara Seamount, Migrant Coordinator Migrant Education Programs Idaho Department of Education sseamount@sde.idaho.gov

Irma Morin Executive Director Council of Idaho imorin@ccimail.org

Korene González, Director Employment and Training Community Council of Idaho
KGonzalez@ccimail.org

Roy Vargas Farm Foreman Former FLC rvargas1276@gmail.com

Sonia Martínez Diversity Outreach Coordinator Idaho State University orstem@isu.edu

Sam Byrd, Director Centro de Comunidad y Justicia sbyrd@comunidadyjusticia.org

Margie Gonzalez, Executive Director Idaho Commission on Hispanic Affairs
Margie.gonzalez@icha.idaho.gov

Brian S. Bean Lava Lake Land and Livestock brian@lavalake.net

No comments were received from the stakeholders listed during this specific 30-day comment period regarding the state's AOP. This plan will be incorporated as part of Idaho's WIOA Combined State Plan, which will undergo a public comment period beginning March 2, 2020. Any comments will be incorporated as part of the Combined State Plan.

C. DATA ASSESSMENT

Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals were not met and how the State intends to improve its provision of services in order to meet such goals.

The following data regarding Idaho's performance versus actual attainment of minimum service levels was provided by the Department of Labor's *IdahoWorks* MIS system and the Department's electronic outreach log records.

Prior to PY2016, the state struggled to achieve *Attained* status for all three of the MSFW Compliance Indicators. Since then, however, the state has seen marked improvement as over the last three program years, only 2017 shows one measure lacking. This can be attributed to several issues. Because of the reporting requirements under WIOA, many of these measures are based on wage-related data. With the delay in reporting wages, which relies on automated reporting from employers rather than W-P staff follow-up and data-entry of placements, much of this information is not reported in a timely fashion. In addition, because of WIOA's requirements, an individual that is considered active in any of the partner programs, despite obtaining employment, is not considered as exited from a program and therefore not added to a count. As a result, some placements may not be counted if one continues their active status in a program such as Wagner-Peyser (Labor Exchange).

With regards to the MSFW Equity Indicators, IDOL notes that a comparison of these over the years shows that the state is consistently meeting the majority of this numbers. The overall number of applications has decreased overall which affects the subsequent indicators. Again, this is due to the change in who WIOA considers a participant or a reportable individual for the programs under the Act. Primarily, career guidance and job development contacts were found lacking over the last several years.

The Idaho Department of Labor also notes that the Compliance Indicators goals were established by USDOL in the 1970's, and strongly recommends a review of these fixed outcomes. Updating the static measures to something more equitable and reasonable would be more in line with the philosophy behind WIOA to consider current, up-to-date data which reflects economic and labor conditions, as well as the technology applies more relevance to these measures relevant.

Corrective Action - Wagner-Peyser management and outreach staff will assess data collection options to increase documentation of placements on job orders listed with AJCs. Connections with agricultural employers will increase as outreach staff continue to connect with the Department's employer service efforts implemented under WIOA. One-Stop partners have also been encouraged to refer MSFWs to the AJCs to assist them in fully accessing the state's labor exchange system.

Future staff presentations will include an emphasis to ensure that MSFWs receive a full complement of services when present in an AJC or mobile office location.

PY 2015**	MSFW	# of MSFWs	% of MSFWs	# of Non-MSFWs	% of Non-MSFWs	Equity
Equity Indicators						
Total Applications		888	100%	120781	100	Yes
Referred to Employment		61	6.87%	4449	3.68%	Yes
Received Staff Assisted Services		79	8.90%	8979	7.43%	Yes
Referred to Support Service		8	0.90%	716	0.59%	Yes
Career Guidance		5	0.56	1030	0.85%	No
Job Development Contact		0	0	5	0	No
Compliance Indicators		# of MSFWs	% of MSFWs	# of Non-MSFWs	% of Non-MSFWs	Compliance
Placed in Job		5	0.56%	781	0.65%	No
Placed \$.50 above min Wage		5	0.56%	656	0.54%	No
Placed in Long Term non-ag Job		2	0.23%	558	0.46%	No

**PY2015 denotes the last year that WIA measures were used. Subsequent years' performance has improved significantly under WIOA as measures focus on participants receiving staff services.

PY 2016	MSFW	# of MSFWs	% of MSFWs	# of Non-MSFWs	% of Non-MSFWs	Equity
Equity Indicators						
Total Applications		76	100%	12127	100%	
Referred to Employment		46	60.53%	3710	30.59%	Yes
Received Staff Assisted Services		71	93.42%	10301	84.94%	Yes
Referred to Support Service		0	0.00%	0	0.00%	Yes
Career Guidance		14	18.42%	2266	18.69%	No
Job Development Contact		24	31.58%	5119	42.21%	No
Compliance Indicators		# of MSFWs	% of MSFWs	# of Non-MSFWs	% of Non-MSFWs	Compliance
Placed in Job		63	82.89%	9844	81.17%	Yes
Placed \$.50 above min Wage		9	11.84%	788	6.50%	Yes
Placed in Long Term non-ag Job		63	82.89%	9844	81.17%	Yes

PY 2016 Equity Indicators	MSFW	# of MSFWs	% of MSFWs	# of Non- MSFWs	% of Non- MSFWs	Equity
PY 2017 Equity Indicators	MSFW	# of MSFWs	% of MSFWs	# of Non- MSFWs	% of Non- MSFWs	<u>Equity</u>
Total Applications		89	100%	13555	100%	
Referred to Employment		36	40.45%	3272	24.14%	Yes
Received Staff Assisted Services		87	97.75%	12563	92.68%	Yes
Referred to Support Service		0	0.00%	0	0.00%	Yes
Career Guidance		18	20.22%	3501	25.83%	No
Job Development Contact		49	55.06%	7898	58.27%	No
Compliance Indicators		# of MSFWs	% of MSFWs	# of Non- MSFWs	% of Non- MSFWs	Compliance
Placed in Job		84	94.38%	11569	85.35%	Yes
Placed \$.50 above min Wage		0	0.00%	2	0.01%	No
Placed in Long Term non-ag Job		84	94.38%	11569	85.35%	Yes
PY 2018 Equity Indicators	MSFW	# of MSFWs	% of MSFWs	# of Non- MSFWs	% of Non- MSFWs	<u>Equity</u>
Total Applications		240	100%	16308	100%	
Referred to Employment		67	27.92%	2607	15.99%	Yes
Received Staff Assisted Services		228	95.00%	15399	94.43%	Yes
Referred to Support Service		0	0.00%	0	0.00%	Yes
Career Guidance		41	17.08%	3139	19.25%	No
Job Development Contact		136	56.67%	9461	58.01%	No
Compliance Indicators		# of MSFWs	% of MSFWs	# of Non- MSFWs	% of Non- MSFWs	Compliance
Placed in Job		144	60.00%	9019	55.30%	Yes
Placed \$.50 above min Wage		0	0.00%	0	0.00%	Yes
Placed in Long Term non-ag Job		144	60.00%	9019	55.30%	Yes

D. ASSESSMENT OF PROGRESS

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

Year after year, the state continually exceeds its overall planned outreach objectives for the season. For PY16, for example, the state had planned 2,187 outreach contacts. The effort from outreach staff and the monitor advocate totaled more than 4,500 contacts during that period. In PY17, the MSFW contacts totaled 4,589; in PY18, that number totaled 10,397. The state will strive to reach its goals of exceeding its planned outcomes for the year.

As noted earlier, the number of actual MSFW applications for the state has decreased significantly, much of this due to the transition from the WIA to WIOA. In addition, the decline also coincides with the period of time during which the Department has implemented its *IdahoWorks* system as a member of the AJLA consortium.

In testing the system, the state monitor advocate identified some barriers that may have possibly contributed to the diminished access and identification of farmworkers when using the new system. A sent a request for system changes was made, with several of the changes actually implemented. One of the more recent changes requested include the deletion of additional questions that were previously used to identify farmworkers under WIA, but that no longer part of the WIOA MSFW definition at 20 CFR 651. This objective was finally met in PY18, when AJLA modified *IdahoWorks* to align with the recently revised Participant Individual Record Layout (PIRL) which had just incorporated the new MSFW definition.

E. STATE MONITOR ADVOCATE

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.

The State Monitor Advocate, funded by Wagner-Peyser, is the Department's lead representative to ensure that ES services are coordinated with other MSFW service providers, to identify overall changes in agricultural employment, MSFW trends, employment rights, and to recommend new program approaches. The Monitor Advocate Unit will continue to conduct ongoing monitoring of the service provided to Migrant and Seasonal Farmworkers. Reviews will be conducted in each of the five significant offices to identify the needs and concerns that affect the provision of services for farmworkers, and provide technical assistance as appropriate. The issues identified will be brought to the attention of the Administrative and Executive personnel when necessary.

After providing input to this plan's development, the Monitor Advocate reviewed the final product and approved it on January 23, 2020.

WAGNER-PEYSER ASSURANCES

The State Plan must include assurances that:

The State Plan must include	Include
1. The Wagner-Peyser Act Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time (sec 121(e)(3));	Yes

The State Plan must include	Include
2. If the State has significant MSFW one-stop centers, the State agency is complying with the requirements under 20 CFR 653.111, State Workforce Agency staffing requirements;	Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser Act services, Adult and Dislocated Worker programs and Youth Programs under Title I; and	Yes
4. SWA officials: <ol style="list-style-type: none"> 1) Initiate the discontinuation of services; 2) Make the determination that services need to be discontinued; 3) Make the determination to reinstate services after the services have been discontinued; 4) Approve corrective action plans; 5) Approve the removal of an employer's clearance orders from interstate or intrastate clearance if the employer was granted conditional access to ARS and did not come into compliance within 5 calendar days; 6) Enter into agreements with State and Federal enforcement agencies for enforcement-agency staff to conduct field checks on the SWAs' behalf (if the SWA so chooses); and 7) Decide whether to consent to the withdrawal of complaints if a party who requested a hearing wishes to withdraw its request for hearing in writing before the hearing. 	Yes

WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the first two years covered by the plan. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the first two years of the plan.

For Program Year (PY) 2016-2019 plans, the Departments used the transition authority under section 503(a) of WIOA to designate certain primary indicators of performance as "baseline" indicators to ensure an orderly transition from the requirements of the Workforce Investment Act of 1998 to those under WIOA. A "baseline" indicator was one for which states did not propose an expected level of performance and did not come to agreement with the Departments on negotiated levels of performance because sufficient data was not available to establish such performance levels. As a result, "baseline" indicators were not used in the end of the year adjustment of performance levels and were not used to determine failure to meet adjusted levels of performance for purposes of sanctions. The Departments designated indicators as "baseline" based on the likelihood of a State having insufficient data with which to make a reasonable determination of an expected level of performance.

For PYs 2020-2023 Plans, Title I programs (Adult, Dislocated Worker, and Youth) and the Title II program (Adult Education and Family Literacy Act) will have two full years of data available

to make reasonable determinations of expected levels of performance for the following indicators for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit);
- Median Earnings (Second Quarter after Exit);
- Credential Attainment Rate; and
- Measurable Skill Gains

The Wagner-Peyser Act Employment Service program, authorized under the Wagner-Peyser Act, as amended by title III of WIOA, will have two full years of data available to make a reasonable determination of expected levels of performance for the following indicators for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit); and
- Median Earnings (Second Quarter after Exit)

The Credential Attainment Rate and Measurable Skill Gains indicators do not apply to the Wagner-Peyser Act Employment Service program; therefore, this program will not submit expected levels of performance for these indicators.

For the first two years of PYs 2020-2023 Plans, the Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973, as amended by title IV of WIOA, will have two full years of data available for the Measurable Skill Gains indicator only. Therefore, the Departments will designate the following indicators as “baseline” for the VR program for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit);
- Median Earnings (Second Quarter after Exit); and
- Credential Attainment Rate

VR agencies must continue to collect and report on all indicators, including those that have been designated as “baseline, pursuant to section 116(d) of WIOA.” The actual performance data reported by these programs for indicators designated as “baseline” for PY 2020 and PY 2021 will serve as baseline data in future years. The Departments will require VR agencies to submit expected levels of performance for these indicators for PY 2022 and PY 2023.

The Departments determined that the Effectiveness in Serving Employers indicator will be measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers. The Departments will continue piloting approaches for measuring this indicator for the first two years of PY 2020-2023 plans. Therefore, states are not required to submit an expected level of performance for the Effectiveness in Serving Employers indicator for PY 2020 and PY 2021. However, core programs are expected to collect data and report on this indicator for PY 2020 and PY 2021 as they did for PYs 2016-2019 plans.

Each core program must submit an expected level of performance for all of the other indicators, as applicable, with the exception of the four indicators designated as “baseline” for the VR program in PY 2020 and PY 2021. The Departments will work with states during the negotiation process to establish negotiated levels of performance for each of the primary indicators for the core programs not listed as “baseline.” Each state must update its plan to include the agreed-upon negotiated levels of performance before the Departments approve a state’s plan.

States may identify additional indicators in the plan, including additional approaches to measuring Effectiveness in Serving Employers, and may establish levels of performance for each of the state indicators. Please identify any such state indicators under Additional Indicators of Performance.

Performance Indicators	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter After Exit)	68.4%	70.1%	70.1%	70.1%
Employment (Fourth Quarter After Exit)	53.0%	70.0%	55.0%	70.0%
Median Earnings (Second Quarter After Exit)	\$5,217.00	\$5,800.00	\$5,337.00	\$5,800.00
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable ¹	Not Applicable ¹	Not Applicable ¹	Not Applicable ¹

¹

“Effectiveness in Serving Employers” is still being piloted and this data will not be entered for 2020 State Plans.