

IDOL EO Report for Program Year 2021

August 1, 2022

Executive Summary:

The results below were collected from Idaho Department of Labor WIOA participants using the state approved voluntary EO survey for a total of 40 respondents.

Highlights of results:

- 47.5% of the respondents were male, 47.5% were female, and 5% chose “prefer not to answer.”
- 7.5% of respondents identified as Hispanic or Latino and 85% identified as white or Caucasian.
- 25% of respondents indicated that they were an individual with a disability.
- 65% of respondents indicated that they visit the local office at least once per month (or more frequently).

Voluntary Self-Identification	
Statewide	
Gender	
Male	19
Female	19
Prefer not to answer	2
Ethnic Origin	
Hispanic or Latino	3
Not Hispanic or Latino	1
American Indian or Alaskan Native	2
Asian	2
Black or African American	0
Native Hawaiian or other Pacific Islander	1
White	34
Another Race	1
Individual with disability?	
Yes	10
No	29

Question #1: Please describe the frequency of your visits or contacts with your local office:

Once a year	8
2 to 4 times a year	6
Once a month	7
Once a week	15
More often	4

Question #2: Do you feel that this office is accessible to all, regardless of their:

Race/color/ethnicity		
	Yes	39
	No	0
	No opinion	1
Sex or Gender		
	Yes	40
	No	0
	No opinion	0
Disability		
	Yes	37
	No	1
	No opinion	2
Religion		
	Yes	39
	No	0
	No opinion	1
National Origin		
	Yes	40
	No	0
	No opinion	0
Age		
	Yes	39
	No	0
	No opinion	1
Limited ability to speak or understand English		
	Yes	28
	No	0
	No opinion	12
Citizenship		
	Yes	29
	No	1

	No opinion	10
Political Affiliation		
	Yes	37
	No	0
	No opinion	3

Question #3: What recommendations, if any, do you have for this office when it comes to making sure its programs and services are accessible to everyone?

- Participant Experience:
 - “Train employees on how to be empathetic to the issues citizens bring to them.”
 - “To be more mindful to the other genders that exist. It is no longer female or male, and sometimes just these options feel a bit suffocating.”
 - “Better office and more contact relations.”
 - “Better instructions when signing up.”
- Facilities:
 - “I’m not really sure who they are accessible to, but they have not ever not been accessible to me.”

Question #4: What is your opinion of the quality of services you received?

- Overall, participants expressed a positive opinion of the services they received:
 - “Staff did a great job as far as my interactions went.”
 - “I am really really grateful the assistance and personal attention I received. They helped me navigate a confusing online application and as a result I may now have a chance at the job. They care about the job seekers and really listens to their individual circumstances, wants etc. based on my experience that is my opinion.”
 - “She was very helpful. She showed me new things to help me find work on Idaho works website. She gave me options that were specific to my own case. She was very professional and kind. Thank you!”
 - “They were very helpful!! Also helped me find a couple job searches to apply. Helped in interviews and resume editing.”
 - “Top quality. I really appreciate all that they offer our community.”
 - “I feel like the lady that I have been working with is very kind and generous and has been able to work with me on achieving my school work and it has also been working with me on trying to find a job that I would love to work.”
 - “So far, they have been good. I enjoy working with her. I just wish a permanent position with a livable wage would come into play. It is really hard when there are medical disabilities involved.”
- Areas for improvement:
 - “I had to be very involved and demanding in order to get attention to my issue.”

Question #5: Did you leave satisfied that you received the answers or services you were looking for?

Yes	38
No	1

Question #6: Did anyone inform you of your equal opportunity nondiscrimination rights?

Yes	27
No	11

Question #7: When you registered to participate in the program, did you receive a written copy of those rights?

Yes	29
No	7

Question #8: Do you have any comments, concerns, or suggestions for your local office?

- “There should be a sense of cooperation. Most people just need help, yet we are treated like we are out to steal from the state until we prove otherwise.”
- “Thank you for helping me back on my feet to employment!!”
- “I am sick to death of the covid interference. My contact with job service has been strictly phone/e-mail and no face to face. Just a comment. I know it can't be helped at this time. It is frustrating.”