UI Equity Grant Application

Instructions: States must complete a separate document using the suggested format and instructions below for each activity for which the state is seeking funding. This document is to be combined in a single grant application package along with a completed SF-424, an SF-424A, and Budget Narrative covering all projects. Refer to Section 6.a. of this UIPL for additional instruction.

UI Equity Grant Request Abstract
State Name: Idaho
Total Funds Requested for All Projects: $2,283,000.00
Name, Title, and Address of Grant Notification Contact (Typically the State Workforce Agency Administrator) **Name:** Jani Revier **Title:** Director **Address:** Idaho Department of Labor 317 Main Street Boise ID 83735 Jani.Revier@labor.idaho.gov
Name, E-Mail Address, and Phone Number of Grant Project or Fiscal Manager **Name:** Pam Rogers **E-Mail Address:** Pam.Rogers@labor.idaho.gov **Telephone Number:** 208 332 3577 x3238

Provide the following information for each project (add additional rows as needed):

Individual Project Name	Total Cost of Project	Proposed Completion Date
Improve Claimant Communication through Plain Language	$573,000	April 2023
Navigator	$715,795	September 2023
Technology upgrades	$56,740	June 2022
Texting Feature	$209,600	September 2023
Unemployment Insurance Video	$63,500	September 2022
Weekly Certification Optimization	$97,910	November 2022
Additional Factfinding	$375,100	July 2023
Language documentation and Handouts	$68,355	July 2022
Screen Reader Accessibility	$123,000	July 2023

UI Equity Grant Project Application			
Name of Project			
Improve Claimant Communications through Plain Language			
Amount of Funding Request for this Project			
$573,000			
State Contact			
Name: Pam Rogers E-mail Address: Pam.Rogers@labor.idaho.gov Telephone Number: 208 332 3577 x3238			

Project Description
Idaho plans to review all our communications materials, forms, determinations, and web sites to incorporate more "plain language." Once the plain language text is finalized, we will also have these materials translated into Spanish. Plain language enhancements will improve the claimant's ability to understand the information provided in these materials. These changes will benefit claimants with barriers, particularly those with limited reading skills, language barriers, and certain disabilities.

Project Timeline
Review start date: February 2022 Review complete date: April 2023 Date for 1st batch of proposed changes to be made: April 2022 Start readability assessments: May 2022 Complete readability assessment: June 2022 Rework the changes based on the assessment: June 2022 – December 2022 Finalize the changes: June 2022 – December 2022 Translate to Spanish: July 2022 – January 2023 Testing: August 2022 – January 2023 Complete and deploy changes: September 2022 – April 2023 Note: much of the activity on this grant will overlap, when documents are reviewed and revised, it will not all be all at once. Due to the high volume of documents to review and edit, we will make changes on an ongoing basis throughout the timeline.

Description of Costs			
State Agency Staff Costs:			
Type of Position	**Total Hours**	**Cost Per Hour**	**Total**
UI Technical Services Specialist	500	45.00	$22,500
IT Project Manager	500	68.00	$34,000
Workforce Supervisor	200	54.00	$10,800
Workforce Consultants	500	40.00	$20,000
Software Engineer	100	53.00	$5,300
Publications Coordinator	300	55.00	$16,500
Policy Coordinator	100	74.00	$7,400

Technical Writer	3000	55.00	$165,000
Communications Manager	500	100.00	$50,000
UI Project Manager	500	73.00	$36,500

Contract Staff Costs:

Type Of Position	Total Hours	Cost Per Hour	Total
IT Contractor	200	100	$20,000

Hardware, Software and Telecommunications Equipment

Item Description	Cost Per Item	Quantity	Total
None			

Other Costs:

Item	Cost	Explanation
Testing for In-House Translators	$5,000	Testing will confirm they are competent to review the contracted out translated documents.
Readability Assessments	$30,000	Contracted out to a provider to confirm the readability.
Contracted out Translated documents	$150,000	Approximately 1,000 documents including paper mailings, website, and claims pamphlet will need to be translated to Spanish.

Strategic Design:

Current reality:

The Program for the International Assessment of Adult Competencies (PIAAC) is a cyclical, large-scale study that was developed under the auspices of the Organization for Economic Cooperation and Development (OECD). The PIAAC measures literacy in levels.

At or below level 1 is described as at risk. Adults at the upper end of this range can read and understand short texts in print or online.

Level 2 is described as nearing proficiency. Adults in the range can read print and digital text, relate multiple pieces of information.

At or above level 3 is described as proficient. Adults in this range can work with information and ideas in text. They can understand, interpret, and synthesize information across multiple texts and can assess the reliability of information and the meaning of complex ideas.

In 2017 the PIAAC published fundings about U.S. adults aged 16 to 65 had the following levels of proficiency on PIAAC literacy by level of educational attainment.[1]

Less than High School education level:
40% read at or below level 1

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[1] https://nces.ed.gov/surveys/piaac/national_results.asp

36% read at level 2
23% read at or above level 3

High School education level:
25% read at or below level 1
39% read at level 2
36% read at or above level 3

One can clearly see that educational level, in most cases, correlates to the level of literacy the person possesses.

With the emergence of online claim filing, the ability to read fluently and for understanding is a key component in the unemployment process. Claimants who have lower literacy levels are at a disadvantage when filing for unemployment benefits. They become confused by the technical language and do not understand what the next steps are to receive benefits. They do not understand what information we need to determine their eligibility, nor do they understand the monetary and non-monetary determinations they receive.

Currently the text on our communications materials, forms, determinations, and web sites was written by unemployment insurance subject matter experts. The language used is technical and confusing to claimants. The text used in most cases was not subject to readability assessments.

Each claimant who files a claim, gets basic claims rights and responsibilities information during the claim filing process, either online or verbally when a claim is taken over the phone. Additionally, all claimants are sent an in-depth claims pamphlet with detailed benefit rights information. Our claims pamphlet has not been updated in about a year, and the format has remained constant for the last several years.

Education levels:
We looked at the education levels of all Idaho claimants from 2016 through 2019. We did not include data from 2020 because the pandemic affected all industries and would possibly skew the true educational levels. Just over 50% of all Idaho claimants had an education level of high school or below. Approximately, 15% had an education level of less than high school.

Idaho serves a high volume of rural customers, about 27% of our total state population. In these areas of the state, over 50% of claimants have an education level of high school or less. It should be noted that approximately 15% of these claimants had an education of less than high school.

Idaho also serves many limited English proficiency customers. Between 2015 and 2019, just over 5% of all claims were filed by Spanish speakers. We document in our system whether the claimant's preferred language is English or Spanish. Approximately 80% of Idaho's Spanish speaking claimants have an educational level of less than high school.

Future state:

In the future state, our communications materials, forms, determinations, and web sites will be clear and easy to understand, especially for our claimants who struggle with literacy, both in English and in Spanish. Highlights will include clear, plain language instructions of what identity documents are

needed to file a claim and how claimants can get additional help with questions. We will redesign our claims pamphlet, using plain language and improve the format. We will also develop a script for staff when claimants call in with unemployment insurance questions, so customers get clearer, consistent answers.

We will accomplish this goal by hiring an employee to incorporate more plain language. We will design our documents to be understood at a sixth-grade level. We will conduct readability assessments using a contractor, which will include user research sessions with claimants and related feedback activities of public documents. We will implement the changes and adjust the documents to improve a claimant's ability to understand the information provided in these documents. We will create scripts for staff to use using these plain language terms, to assist staff in explaining complicated unemployment insurance topics.

Additionally, by completing this project, claimants with lower literacy levels will understand the claims filing process as well as the correspondence that is sent to them. They will respond to our inquiries for information more quickly which will result in the claimant getting paid sooner. The problem of claimants not understanding the next steps will be alleviated. Claimants will understand that they must file weekly certifications to be paid their unemployment benefits. If the claimant is denied benefits, the determination will clearly explain the reason for the denial and explain the protest rights. This will help the claimant to determine if s/he disagrees with the determination and whether to protest the determination.

To maintain the integrity of outside translated documents, the Department will also use in-house bilingual translators and a bilingual supervisor to check our contracted out translated work. We will test our in-house translators' skills using a language fluency testing company to verify the translators are competent Spanish reviewers.

Many of these enhancements we have identified will overlap other projects contained in the SBR request including the Screen Reader Accessibility and Additional Factfinding projects. However, costs will be separated and not duplicated. This project may also benefit underserved groups.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

First pay timeliness will increase for rural and Spanish LEP claimants because claimants will not misunderstand the questions during the initial claims filing process. Because they will understand the questions and will answer them correctly, erroneous issues stopping payment will decrease.

The number of protested determinations by rural and Spanish LEP customers will decrease. The language on the determinations will be easy to understand so the claimant will only protest when they disagree with the determination versus protesting because they do not understand the determination.

The number of rural and Spanish LEP customers who file a certification for the first week in their claim will increase because they will understand the next steps after filing an initial claim. During the pandemic, we saw many claimants who failed to file a certification for the first week because they simply did not understand what to do so they did nothing.

We expect claimants to file their weekly certifications earlier during the week. Again, this is because the claimant will understand the next steps to obtaining benefits. Since Idaho requires a compensable week to be filed before an issue can be resolved, this will increase our timeliness on non-monetary determinations, specific with rural and Spanish LEP customers.

UI Equity Grant Project Application
Name of Project
Navigator
Amount of Funding Request for this Project
$715,795
State Contact
Name: Pam Rogers E-mail Address: Pam.Rogers@labor.idaho.gov Telephone Number: 208 332 3577 x3238

Project Description
In this project, the Department will hire navigator (ombuds-person) staff who will provide in person assistance to those customers needing additional help with the claims process. Additionally, we will demonstrate the claims process to these customers using tablets and do an outreach campaign to communicate the availability of our navigators and remote locations.
Project Timeline
Hire additional navigator staff – December 2021 – January 2022 Train navigator staff – January – March 2022 Train mobile staff on identify verification process – April 2022 Navigators to work through the end of the grant – September 2023 Contract with an agency to develop outreach campaign – March 2022 Develop campaign July 2022 – September 2022 Campaign to run September 2022 – February 2023

Description of Costs

State Agency Staff Costs:

Type of Position	Total Hours	Cost Per Hour	Total
Workforce Consultant (UI Navigator)	13,000	38.00	$494,000
Workforce Consultant (mobile staff)	64	45.00	$2,880
UI Project Manager	50	73.00	$3,650
Workforce Supervisor	905	54.00	$48,870
Communications Manager	100	100.00	$10,000
UI Technical Services Supervisor	150	59.00	$8,850

Contract Staff Costs:

Type Of Position	Total Hours	Cost Per Hour	Total
None			

Hardware, Software and Telecommunications Equipment			
Item Description	**Cost Per Item**	**Quantity**	**Total**
Tablets	$1,600.00	10	$16,000
Other Costs:			
Item	**Cost**	**Explanation**	
Outreach Campaign (Contracted)	$120,000	To communicate availability of staff and remote locations	
Travel	$11,000	For training of staff and supervision of staff.	
Scanner/ portable device	$545	Assists with obtaining pictures of documents for identity verification for claimants not using Id.me in remote locations.	

Strategic Design:

Current reality:

Three years ago, the Idaho Department of Labor expanded our footprint by creating approximately fifty locations in rural Idaho for claims filing online, job placement, and WIOA training services, referred to as mobile locations. (We continue to have one stop locations in our urban areas.) These mobile sites are co-located at libraries, community centers, and other state agencies, among others. WIOA and ES staff visit these locations on a rotational basis, anywhere from three days a week to once a month. Claimants may file a claim or certification online using department equipment at these remote mobile locations but those who need assistance are advised to contact our claim center. Mobile office staff provide no assistance with the claim filing process, other than assistance with usage of a computer. Computers are available for use in filing a claim or a weekly certification. We have found that those claimants who do not file online but rather come in person to the mobile locations are most often, the ones with barriers to the claims process.

Additionally, we also added an unemployment insurance navigator in our seven one-stop centers located in the more urban areas of the state. These navigators help claimants with the initial claims filing process and assist claimants with the continued claims process in person. They also assist our claimants with going through our UI identity verification process. Claimants can either use ID.me, our trusted partner, or supply a copy of a driver's license, social security card and proof of address to file a claim. Many of our customers with technology difficulties visit the local office for assistance with this process. We have supplied our navigators with Department cell phones as the identity verification process requires a "selfie" picture to complete the process online. For those claimants that cannot do the ID.me verification process, we use our copier to take a copy of their information. It is not uncommon for some rural claimants to commute over 50 miles to get to their nearest urban office as Idaho has a substantial rural population. In 2021, our navigators served over 8,300 claimants at these one-stop locations. We had a total claimant population of about 70,000 claimants in 2021, so a large number of claimants still requested some in-person service. For the non-urban locations, unemployment insurance is still handled by our central office.

Similar to other states, Idaho has seen an increase in fraudsters trying to file unemployment claims, so we have contracted with ID.me, an identity verification company, to ensure the person filing the claim is indeed the person they are claiming to be. Claimants with computer literacy issues struggle

with this process as it is a very computer-based process. We have provided some training to the one stop and mobile locations, but they have limited familiarity with the identity verification process.

Future State:

To better serve our rural customers, the Idaho Department of Labor will hire an additional three UI navigators to assist those claimants with barriers in our rural mobile locations. We will assign these navigators to go out into the mobile locations on a rotational basis in rural Southern Idaho to assist claimants and the mobile staff who need assistance with the UI process. This will save the claimant from having to call the claim center for assistance and will allow the claimant to get one on one service. Rural claimants will get more immediate service, will have to travel less and will have their claim filed timely. The navigators will be able to answer questions claimants have about how to answer questions asked during the initial or continued claim process. This will help to prevent unnecessary issues and delays in payment. For example, during the height of the pandemic, many claimants answered that they were not able to work. In the claimants' minds they were not able to work because the place of employment was closed. A navigator could explain the question is asking about the claimant's mental and physical ability to work. Claimants with technology issues may either have their claim taken in person or become more familiar with the online claims filing process, with assistance from a navigator.

All ten navigators will be provided a tablet to help demonstrate to claimants the filing process. This will assist them when they work in the lobby in diagnosing issues and determining what still may be needed from the customer. The mobile office navigators will also use this in visiting the mobile locations. Additionally, because a copier is not always available for copies of their identity documents should they opt out of ID.me, we will utilize a scanner or other technology for those copies.

Finally, these navigators will provide additional training to our mobile staff on the identity verification process, an area that many claimants struggle with. This training will assist the mobile office staff when navigator staff are not in the office. Our industrial plants in these rural areas employ many limited English proficient customers, and the navigators will do one on one visits to these employers and provide materials and UI presentations when there are short term plant shutdowns.

There will be travel costs associated with the navigators as one of them will be from Southeast Idaho and will need to travel to Boise for meetings and training. This is an overnight trip.

To publicize our rural mobile locations and the availability of the navigators and other programs, Idaho will conduct an outreach campaign using three proven effective media. Radio and newspaper outreach targeted at rural Idaho, along with Facebook, a medium that 58% of rural customers use according to the Pew Research Center. [1]

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

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[1] https://assets.pewresearch.org/wp-content/uploads/sites/14/2018/03/01105133/PI_2018.03.01_Social-Media_FINAL.pdf

In our mobile (rural) locations and with our current navigators, we track the number of customers they serve. We will measure the current volume of customers served and compare it to the volume once we hire additional staff/ improve our service delivery at the mobile locations.

We expect additional rural claimants to be paid benefits more often due to the many remote locations and the in-person assistance that will be available. The in-person assistance will help the claimant to know the next steps after filing an initial claim and will be there to help the claimant file the weekly certifications if necessary.

Additionally, following the outreach campaign, we will track the volume of customers who we have served at the mobile locations.

UI Equity Grant Project Application			
Name of Project			
Technology Upgrades			
Amount of Funding Request for this Project			
$56,740			
State Contact			
Name: Pam Rogers E-mail Address: Pam.Rogers@labor.idaho.gov Telephone Number: 208 332 3577 x3238			

Project Description
Idaho plans to purchase computer tablets for our mobile locations to improve connectivity and the claimant experience. Rural Idaho claimants will benefit from using a tablet, a device they are more familiar with.
Project Timeline
Purchase touch screen tablets – January 2022 and June 2022

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	100	73.00	$7,300
Workforce Consultant	32	45.00 (for training on use)	$1,440
Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
None			
Hardware, Software and Telecommunications Equipment:			
Item Description	**Cost per Item**	**Quantity**	**Total**
Touch Screen Tablets	$1,600	30	$48,000
Other Costs:			
Item	**Cost**	**Explanation**	
None			

Strategic Design:
Current reality:

Idaho serves a high volume of rural customers[1], about 27% of our total state population. In these areas of the state, many claimants are lacking access to the internet and as a result, have limited computer literacy. Often, these customers file claims over the phone and complete paper certifications instead of filing online. |

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[1] https://www.labor.idaho.gov/dnn/Portals/0/Publications/Future_of_Rural_Idaho_FINAL.pdf

Claimants in our rural locations often have an unfamiliarity with using a computer[2], particularly with usage of the mouse. As the claims process has become more complex following the COVID-19 pandemic due to added identity requirements associated with massive fraud schemes, we have also seen increased difficulty for those claimants with computer literacy issues in filing claims. Our current identity requirements use the upload of a current picture or "selfie" that the claimant must take during the process, either on the phone or by a webcam.

Two years ago, the Idaho Department of Labor expanded our footprint by creating additional locations in rural Idaho for claims filing, job placement and WIOA training services, referred to as mobile locations. Staff visits these 54 mobile locations[3] on a rotating basis, and services are not available every day. Our workforce team has told us those customers that come into a one stop or a mobile location, are often the customers that need the most assistance and often have unfamiliarity with a computer. Unemployment insurance at mobile locations is still handled by our central office, but a laptop is provided at these locations. Claimants may file a claim or certification online using department equipment at the remote mobile locations but those who need assistance are advised to contact our claim center.

Future state:

The Department will purchase touch screen tablets to assist the rural mobile office population in filing a claim or a weekly certification. Claimants will be able to file a claim quicker and with a more user familiar[4] technology. Touch screen devices are a more common and familiar technology for many of our customers, as they mimic automated teller machines and customer self-service. The Department upgraded our claim application within the last two years to be mobile responsive and allow for use with tablet technology.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

The Department will identify the length of time it takes to file an initial claim currently using a department laptop at our mobile sites, based on internet protocol address. When this project is implemented, we will begin tracking the length of time it takes to file an initial claim on a tablet at our mobile sites.

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[2] https://nces.ed.gov/pubs2018/2018161.pdf
[3] https://www.labor.idaho.gov/dnn/Local-Office-Directory
[4] https://www.washington.edu/accesscomputing/are-touch-screens-accessible

UI Equity Grant Project Application	
Name of Project	
Texting Feature	
Amount of Funding Request for this Project	
$209,600	
State Contact	
Name:	Pam Rogers
E-mail Address:	Pam.Rogers@labor.idaho.gov
Telephone Number:	208 332 3577 x3238

Project Description
In this project, we will begin to text claimants, providing them helpful information via SMS messaging. With targeted messaging, we will encourage claimants to submit their weekly certification once the benefit week ends, resulting in faster payment. We will also send claimants texts to remind them of their RESEA interviews as well as other helpful information. Additionally, we will be texting claimants whose preferred language is in Spanish, using Spanish language messaging.
Project Timeline
Purchase text messaging product license – February 2022 Add opt in/out feature to product - May 2022 Add opt in/out feature to claim filing system – May 2022 Create content – Ongoing, but to begin in February 2022 Deliver regular texts to opt in customers – July 2022 – September 2023

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	50	73.00	$3,650
Staff Testers (Workforce Consultant)	100	40.00	$4,000
Staff Testers (Workforce Supervisor)	25	50.00	$1,250
Policy Coordinator	300	74.00	$22,200
Software Engineer II	100	53.00	$5,300
UI Technical Services Specialist (SME)	400	45.00	$18,000
Additional Subject Matter Expert (UI Operations Manager)	200	59.00	$11,800
IT Project Manager	50	68.00	$3,400
Communications Manager	100	100.00	$10,000
Business Analyst	50	60.00	$3,000

Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
IT Contractor	120	100.00	$12,000
Hardware, Software and Telecommunications Equipment:			
Item Description	**Cost per Item**	**Quantity**	**Total**
None			
Other Costs:			
Item	**Cost**		**Explanation**
Text Messaging -Licensing and Setup – Contracted with Vendor	$115,000		This will be the contractor who provides the license and service.

Strategic Design:

Current reality:

Claimants are not always aware of their responsibilities, despite being sent a claimant pamphlet explaining unemployment insurance eligibility and being provided information during the claim filing process. A good example of this is the certification process. Idaho will only adjudicate an issue for a claimant when they have claimed a week. Based upon a review of data from 2016 to 2019, we found 24% of the time, the claimant fails to claim a compensable week, thus resulting in no action being taken on their claim. Often, claimants come back weeks later asking for a status update or asking to claim those weeks late. Idaho Law does not allow for backdating or back weeks in these instances.

We currently see between 6 to 22 claimants a year who are deaf or have hearing impairment issues. These claimants are most often assisted using relay service. At times, we also provide in person services via a sign language interpreter. These customers are also directed to the unemployment insurance resources on our website.

In 2018 and 2019, the older worker population, those 55 and older, made up 21% and 23% of our customers, respectively.

Future State:

The Department will contract with a texting provider and have initial startup costs, followed by a yearly use commitment. We are aware that fraudsters and bad actors have taken advantage of claimants nationwide by mimicking state workforce agencies. To help curb and prevent those behaviors in our state, a required opt in and out feature will be added to our claims system and the text messaging application. This opt in feature will explain that text messaging is only being used for informational messages. The text received will not direct the claimant to their claim, and we will stress to claimants in the opt-in messaging that we will never ask for personal identifying information via text. An example text might be, "Reminder: you have an RESEA appointment on Tuesday at 11:00am. For more information, please call your nearest office" instead of "click here to change your RESEA time." We will make sure in the opt in notice to list web addresses will always contain the Department website - labor.idaho.gov. Within our texting provider's application, we will utilize various reports to determine open rate, rejected rate, percentage opting out, and other reporting items. Our policy coordinator, who will work on this project, will communicate with the vendor on obtaining best practices from other states, already using texting.

We will work to come up with appropriate content for our customers and begin texting them appropriate UI information created by subject matter experts. This content will be reviewed by our communications team. The list of claimants to text will be data mined by a business analyst. We will begin reminding claimants via text messaging of their requirement to do a weekly certification to receive payment or waiting week credit. We expect these text messages will result in a higher percentage of claimants claiming a week and potentially be paid or receiving waiting week credit for the week claimed. The texting technology will also be used for other opportunities, including but not limited to, reasonable attempts to encourage claimants to contact us to discuss their claim, public service announcements, RESEA, appeals and other reminders about the claims processes and requirements.

Focused populations include:

Rural Idaho: Although many of our rural customers may struggle with technology, our rural claimants are very familiar with text messaging[1],[2].

Spanish speaking customers: We plan to target text messaging to the Spanish-speaking population in their preferred language on the same topics as our English speakers.

Deaf and hard of hearing customers: We will also begin using this with our deaf and hard of hearing customers. Claimants who are deaf and hearing impaired have begun embracing texting technology.[3] This technology is currently being used in Idaho for the deaf and hard of hearing.[4]

Utilizing a text solution will allow these customers to obtain reminders about their claim, without having to arrange for a sign language interpreter (note: the Department will still arrange for a sign language interpreter or a relay service when needed).

Older workers: The Department will reach out to older workers about their claim, as this population has technology issues and may have confusion about the claim filing process. However, we do know that this population is comfortable with using text messaging.[5]

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[1] https://www.pewresearch.org/internet/2013/09/19/additional-demographic-analysis/

[2] https://www.pewresearch.org/internet/2015/04/01/chapter-one-a-portrait-of-smartphone-ownership/

[3] https://www.notepage.net/mobile/how-text-messaging-has-changed-deaf-community.html

[4] https://www.kivitv.com/news/text-to-911-now-available-in-canyon-county-calling-still-encouraged-when-possible

[5] https://www.pewresearch.org/internet/2017/05/17/technology-use-among-seniors/

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

Through these efforts, the Department will measure and expect the following improvements:

- We have already identified the number of claimants who fail to do a weekly certification upon filing a claim. Upon implementation, we will continue to track the percentage of rural, Spanish speaking, deaf and hard of hearing, and older worker claimants who fail to do a weekly certification after text messaging of next steps and reminders about the need to complete the certification.
- We will track the first payment rate for rural, Spanish speaking, deaf and hard of hearing, and older worker claimants who opt into text messaging compared to those rural, Spanish speaking, deaf and hard of hearing, and older worker claimants who do not opt in. We expect the rate for those who opt in to be higher than those who do not opt in.
- Some of the public service messages will include information about fraud. We will track the fraud denial percentage of rural, Spanish speaking, deaf and hard of hearing, and older worker claimants who receive texts versus those who choose not to receive texts.
- Notifying claimants to respond to requests for more information via text to resolve the issues on their claims will increase the response rate on non-monetary determinations. We will compare these counts for rural, Spanish speaking, deaf and hard of hearing, and older worker Idahoans to mail, email and phone call reasonable attempts for the same populations of Idahoans.

UI Equity Grant Project Application	
Name of Project	
Unemployment Insurance Video	
Amount of Funding Request for this Project	
$63,500	
State Contact	
Name: Pam Rogers	
E-mail Address: Pam.Rogers@labor.idaho.gov	
Telephone Number: 208 332 3577 x3238	

Project Description
Idaho plans to add an unemployment insurance video (available on our YouTube[i] page) to the claim filing process. This media will share with claimants their important responsibilities they have in the UI process.
Project Timeline
Add UI Video to claim application in test environment – June 2022 Test the application – August 2022 Deploy change to production environment- September 2022

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	300	73.00	$21,900
Staff Testers (Workforce Consultant)	200	40.00	$8,000
IT Project Manager	200	68.00	$13,600
Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
IT Contractor	200	100.00	$20,000
Hardware, Software and Telecommunications Equipment:			
Item Description	**Cost per Item**	**Quantity**	**Total**
None			
Other Costs:			
Item	**Cost**	**Explanation**	
None			

Strategic Design:
Current reality: Claimants are not often aware of their responsibilities despite being sent a claimant pamphlet explaining the unemployment insurance process. This often has to with literacy issues.

We have reviewed the education levels of all Idaho claimants from 2016 through 2019. Just over 50% of all Idaho claimants had an education level of high school or below. Approximately, 15% had an education level of less than high school.

Idaho serves a high volume of rural customers, about 27% of our total state population. In these areas of the state, over 50% of claimants have an education level of high school or less. It should be noted that approximately 15% of these claimants had an education of less than high school.

Idaho also serves many limited English proficiency customers. During the time period of 2015 – 2019, just over 5% of all claims were filed by Spanish speakers. We document in our system whether the claimant's preferred language is English or Spanish. Approximately 80% of Idaho's Spanish speaking claimants have an educational level of less than high school.

We have created an unemployment insurance video, available on our website and YouTube page. Prior to the COVID-19 pandemic, we had just over 1,200 views. Since the pandemic began, we have had over 9,200 views.

Future state:

We will add our UI video for those claimants who file online to our online claimant portal. As this will be in video format, rural claimants will benefit as it is one less thing they have to read, and instead will be provided similar information as is contained in the claims pamphlet (note: the claims pamphlet will still be sent). The video will be translated into Spanish also and be displayed during the filing process for Spanish speaking filers – we are working with the National Association of State Workforce Agencies on a finalized translated video – at no cost to our agency or this grant. The video will also play with accessible screen readers – no duplicated costs will occur between projects. Additionally for those claimants who have computer literacy issues, this video will be made available in our local offices.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

Through these efforts, the Department will measure and expect the following improvements:

- We expect more rural and Spanish LEP claimants to file their first weekly certifications. Currently, claimants are confused by this and do not always realize they must file a certification each week.
- We expect an increase in the number of rural and Spanish LEP claimants who comply with their assigned work search requirements, so the denial rate on work search will go down for this population.
- Claimants will have a greater understanding of fraud. We expect to see lower amounts of fraud from rural and Spanish LEP claimants after they view the video, using historical references prior to implementation of the video.

[i] https://www.youtube.com/watch?v=8yzUgT-hVPA&list=PL25C4CD61CC09C42C&index=1

UI Equity Grant Project Application	
Name of Project	
Weekly Certification Optimization	
Amount of Funding Request for this Project	
$97,910	
State Contact	
Name:	Pam Rogers
E-mail Address:	Pam.Rogers@labor.idaho.gov
Telephone Number:	208 332 3577 x3238

Project Description

Idaho will automate the processing of our paper card reports and use the technology to process paper certifications faster. This will allow claimants unable to use the internet to claim on a weekly basis like online filers as opposed to the current biweekly filing.

Project Timeline

Purchase or put out for bid a need for Optical Scanner or other technology to automatically process paper reports – March 2022

Work with vendor on software requirements – July 2022

Program technology to process continued claim certifications – August 2022

Test – September 2022

Connect to automated system – October 2022

Implement – October 2022

Identify requirements for staff online certification – August 2022

IT development – September 2022

Staff testing – October 2022

Implementation – November 2022

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	300	73.00	$21,900
Staff Testers (UI Adjudicator)	100	48.00	$4,800
Staff Testers (Claim Specialist)	100	40.00	$4,000
Technical Records Specialist	150	34.00	$5,100
Purchasing Agent	50	39.00	$1,950
IT Project Manager	120	68.00	$8,160
Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
IT Contractor	120	100	$12,000

Hardware, Software and Telecommunications Equipment:			
Item Description	Cost per Item	Quantity	Total
Optical Scanner/ other technology to automate card processing	$10,000	1	$10,000

Other Costs:		
Item	Cost	Explanation
Optical Scanner programming to integrate in system - contracted	$30,000	Will likely be the same vendor as the optical scanner as it will be a service provided

Strategic Design:

Current reality:

The Department is currently authorized by administrative rule to determine how a claimant completes a weekly certification, either online or by paper report. We promote the use of online certification as our primary certification type. Over 98.5% of our claimants do their weekly certifications online.

However, for those claimants who have computer literacy issues, disabilities, language, or other barriers, the Department assigns the claimant a paper certification form.

When claimants use a paper card certification, the card certification is mailed to the claimant on a biweekly basis, and the claimant turns the card in on a biweekly basis via mail, email, at a local office or fax, which results in the claimant being paid once every two weeks. If they have any issues preventing payment, those issues are posted at the time the certification is entered so it is possible to have an issue from week one prevent a payment in week two. One of the primary reasons we process on a bi-weekly certification is the staff resources taken to enter a card. The Department processed approximately 6,000 paper certifications in 2019. The certification is manually entered by staff. Claimants that complete their weekly certification online do so weekly and are paid weekly.

Rural Idaho

Idaho serves a high volume of rural customers[1], about 27% of our total state population. In these areas of the state, many claimants are lacking access to the internet. Often, these customers file initial claims over the phone and complete paper weekly certifications instead of filing online. Completing a paper certification is done on a biweekly basis to minimize time spent by staff in data entry.

Claimants in our rural locations often have an unfamiliarity with using a computer[2], particularly usage of the mouse. As the claims process became more complex due to the COVID-19 pandemic with

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[1] https://www.labor.idaho.gov/dnn/Portals/0/Publications/Future_of_Rural_Idaho_FINAL.pdf
[2] https://nces.ed.gov/pubs2018/2018161.pdf

added identity requirements associated with the massive fraud schemes, we have also seen increased difficulty for those claimants with computer literacy issues in filing claims.

LEP

Idaho also serves a large number of customers with language barriers, over 200 non-English/non-Spanish speakers from January 2018- February 2020. These claimants often also use a paper certification card report due to unfamiliarity with using a computer. We also had 684 Spanish speaking claimants use a paper certification printed in Spanish during the same period.

Claimants with Disabilities

Idaho remains committed to serving claimants with disabilities. We see disabled individuals having the need to do a paper card certification due to the inability to use a computer.

Literacy

For those claimants who have literacy, disability or LEP barriers (non-Spanish) and are unable to fill out a paper or online certification, staff must take a paper weekly certification over the phone. This process is tedious, requiring staff to pull up a form, input the claimant's basic claim information, data enter the card, and send to our scanning unit for upload. This is all in addition to the actual asking of the eligibility questions and completion of the card. It also slows down and delays the ability to assist other customers who need assistance. This process takes approximately 5 minutes per card.

Future state:

For those claimants who are unable to complete their weekly certification online, Idaho will purchase technology from a vendor to allow the Department to automatically process paper certifications on a weekly instead of biweekly basis. This may be done through an optical scanner or data reader to process the paper report. Automatic entry will also post any necessary issues and capture work search and issue payment if the claimant meets the eligibility requirements. We will work with the vendor to define process requirements and our IT team to incorporate this technology into our existing system. There may be some redefined format changes to the existing paper certification to accommodate the new technology.

Claimants will still be sent a paper certification, now on a weekly basis and turn in the certification on a weekly basis. Existing administrative rules define the timely certification period, so this due date will continue to be placed on the paper certification.

This change will allow these claimants to be paid faster (weekly vs biweekly) and have any issues assigned quicker. Additionally, the Department will have a cost savings due to less time needed to manually process paper certifications.

For those manual paper certifications that must be taken by phone, the Department will implement a script within our claim management system to allow recording and entry of the certification to the claim itself. This will remove the need for paper certifications when the certification is taken by phone, adding the claimant's basic claim details, and removing the requirement to scan the form. Additionally, the Department will be able to be more efficient in saving time from this process.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

Through these efforts, the Department will measure and expect the following improvements:

- The Department will be able to process paper certifications faster with automated technology. We will set a benchmark of the length of time it currently takes to process paper certifications for the year and then track how long it now takes to process a paper certification.
- Claimants on paper certifications will also be paid faster since they will now be able to claim weekly instead of biweekly, resulting in higher first pay timeliness. The Department will identify how many paper certifications are processed on biweekly basis and compare that to how many cards are now processed on weekly basis.
- For the certifications filled out over the phone, we will track time charging of the paper continued claim certification, before and after the change of quicker processing time of weekly certifications (time charging to continued claims should go down).

UI Equity Grant Project Application	
Name of Project	
Additional Factfinding	
Amount of Funding Request for this Project	
$375,100	
State Contact	
Name: Pam Rogers	
E-mail Address: Pam.Rogers@labor.idaho.gov	
Telephone Number: 208 332 3577 x3238	

Project Description

Idaho will implement additional factfinding questions on our claimant portal and continued claims process to result in faster payment and adjudication. This will provide adjudicators additional information to resolve the issue faster or spend reduced time in reaching out to a customer to gather information.

Project Timeline

Present IT team list of requirements – November 2022
IT development December 2022 – February 2023
Staff testing – March 2023
Implementation – April 2023 – July 2023, as this will involve multiple issues, the implementation will be done over a series of rollouts.

Description of Costs

State Agency Staff Costs:

Type of position	Total Hours	Cost Per Hour	Total
UI Project Manager	700	73.00	$51,100
Staff Testers (Adjudicator)	150	48.00	$7,200
UI Operations Manager	300	59.00	$17,700
Staff Testers (Workforce Supervisor)	250	49.00	$12,250
UI Technical Services Supervisor	300	58.00	$17,400
IT Project Manager	400	68.00	$27,200
Technical Writer	50	55.00	$2,750

Contract Staff Costs:

Type of Position	Total Hours	Cost per Hour	Total
IT Contractor	2380	100.00	$238,000

Hardware, Software and Telecommunications Equipment:

Item Description	Cost per Item	Quantity	Total
None			

Other Costs:

Item	Cost	Explanation
Spanish Translation	$1,500	Translating the plain language into Spanish.

Strategic Design:

Current reality:

When a claimant completes an initial claim or a weekly certification online and presents an issue, our system posts the issue and holds payment. Very little information is obtained, the claimant has simply given rise to an issue with a yes or no answer. The issue then is placed in a queue and sits there until the claimant either calls or it is assigned to an adjudicator. This presents a delay in adjudication of the issue and potential payment. Often, these issues can quickly be resolved, it simply requires staff time to obtain the information from the claimant via telephone or email. In many cases, the issue is a result of a simple error. Delays can vary from two weeks to eight weeks during the height of winter due to Idaho's seasonal economy. Because of the limited number of Spanish speaking adjudicators, the wait for our Spanish speaking claimants could be longer. Data shows that 25% of "Idaho Hispanics speak English less than very well."[1] These individuals need additional assistance with the claim filing process. Many of these issues are straight forward and can be resolved quickly, yet, due to other workload issues, the claimant often must wait for the issue to be assigned to an adjudicator.

Future state:

The Department will conduct additional automatic factfinding on some straightforward issues. We will begin by working on issues where the claimant states s/he is attending school or is out of the area when completing an initial claim or filing a weekly certification on the claimant portal. We will follow a very measured approach to make sure there is no adverse impact to our customers by having our system ask issue specific follow up questions. Staff will still need to review the answers, yet the adjudicator will have far more information on which to make the decision than in our current process where the claimant has just provided a single yes or no answer, giving rise to the issue. If the adjudicator has additional questions, s/he will contact the claimant. Once we perfect the school attendance and out of the area issues, we will begin a process of reviewing other issues to see if they are appropriate for additional system factfinding. This may include self-employment and reporting requirement issues. Our automated factfinding will provide quicker adjudication of an issue and/or payment to the claimant. This will apply to a select number of issues.

Claimants will supply this information on the initial claim, weekly certification, or by logging into our claimant portal.

The factfinding will be available in Spanish to assist our Spanish speaking customers. We have a limited number of Spanish speaking adjudicators which means our Spanish speaking claimants may have to wait longer for issue resolution. The automated factfinding will allow the Spanish speaking adjudicator to quickly resolve those issues because of the reduced number of times contacting the

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[1] https://icha.idaho.gov/docs/Hispanic%20Profile%20Data%20Book%202021%20-%20FINAL%20V3.pdf, page 36.

claimant, the length of the phone call will be shorter, and we will be able to move on to the next customer quicker.

This process will also assist our economically challenged claimants. It stands to reason that a claimant who is struggling financially may not have a cell phone plan that allows unlimited minutes. The poverty rate in Idaho for all populations is 11%, with the Hispanic population at 21%.[2] If a claimant calls into the agency to provide further factfinding s/he may have to wait on hold to speak with a department representative. Idaho's seasonal unemployment rates may mean this wait can be up to 50 minutes. By providing the additional factfinding when the issue is discovered the adjudicator will be able to resolve the issue more quickly and potentially without the claimant needing to call into our system.

Additionally, with our project updating our website to conform with accessible screen readers, our visually impaired customers will be able to provide information to aid in having their issues adjudicated more quickly.   Note: There are no overlapped costs with the screen reader accessibility project.

This factfinding will be put into plain language and translated to Spanish. This is a separate request from the Improve Claimant Communications through Plain Language project and these costs are not already calculated in that project.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

Increased timeliness will occur for the select issues that go through automated factfinding for Spanish LEP and economically challenged customers. We will track how quickly these issues are resolved and payment released now versus prior to the change.

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[2] https://icha.idaho.gov/docs/Hispanic%20Profile%20Data%20Book%202021%20-%20FINAL%20V3.pdf, page 64.

UI Equity Grant Project Application			
Name of Project			
Language Documentation and Handouts			
Amount of Funding Request for this Project			
$68,355			
State Contact			
Name: Pam Rogers			
E-mail Address: Pam.Rogers@labor.idaho.gov			
Telephone Number: 208 332 3577 x3238			

Project Description

Idaho plans to provide customers that speak other languages a handout, in their preferred language, explaining their rights and responsibilities and have their preferred language documented for easier assistance with the claim process. Staff will be able to better service these customers with knowledge of what language an interpreter must be provided for, and claimants will benefit with having instructions in their preferred language of the claims filing process.

Project Timeline

Define requirements, including list of languages and other box in claimant portal – March 2022
IT Development – April 2022
Testing – May 2022
Implementation – June 2022

Identify content for handout – May 2022
Translate content via outside contractor – June 2022
Begin mailing - July 2022

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	95	73.00	$6,935
UI Technical Services Specialist (SME)	100	45.00	$4,500
Publications Coordinator	50	54.00	$2,700
Communications Manager	25	100.00	$2,500
IT Project Manager	40	68.00	$2,720
Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
IT Contractor	40	100	$4,000
Hardware, Software and Telecommunications Equipment:			
Item Description	**Cost per Item**	**Quantity**	**Total**
None			

Other Costs:

Item	Cost	Explanation
Babel Notice printing	$35,000	To be stuffed in each determination, overpayment notice, work seeking requirements, Form 1099-G and other vital documents mailer. Approximately 1,000,000 total documents over 2 years
Translation of Documents	$10,000	Handout in claimant's preferred language and Babel notice translation

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Strategic Design:

Current reality:

LEP

The Department employs staff who speak Spanish and have tested those staff's competency to speak Spanish with an outside vendor. We also routinely translate written materials that are provided to English speaking claimants into Spanish. Between January 2018 and December 2019, we served over 2600 claimants whose preferred language was Spanish. Idaho also serves a large number of customers with other language barriers, over 200 non-English/non-Spanish speakers from January 2018 – February 2020. However, we do not have a field in our system to document when a claimant speaks a third language (although it is listed in the notes) for our next interaction with the claimant.

Our system has a field to document whether the claimant's preferred language is English or Spanish. We operate both a Spanish and English line for customer questions. For customers who speak another language, we utilize a contracted language line to assist customers.

While we have already translated most of our external pages and documents into Spanish, we also serve claimants in other languages including Russian, Bosnian, and Arabic. Those individuals are sent information in English. Staff uses the language line to communicate with these customers, often taking the claim or the weekly certification over the phone. They communicate with the customer using an interpreter, but claimants can be confused with the volume of information shared.

Future state:

LEP

For claimants with language barriers, the Department will add a drop-down list with our most common languages and a "other language" freeform box to document the claimant's preferred language in our claims management system. This will be found on the main or "starting" screen when a staff person pulls up the claimant's claim, allowing staff to quickly scan the screen to identify the need for an interpreter. Non-English speaking claimants will continue to be served in their preferred language via an interpreter.

We will also develop a translated handout for those claimants with commonly used other (non-English/non-Spanish) languages so claimants have a reference in their preferred language moving forward. This handout will include information about next steps after filing a claim, including weekly certification details, rights and responsibilities, and Form 1099-G tax information. These claims are most often taken by phone so staff will be able to quickly identify the need for the claimant to receive this mailer. Staff will also document the claimant's preferred language in a computer field. Claimants will have a better idea of the claims process, despite their language barriers. In this handout, along with our other vital document mailers, we will include a "Babel notice" advising the claimant on how to obtain assistance with their claim and the information included is considered a vital document in multiple languages.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

Through these efforts, the Department will measure and expect the following improvements:

- The Department will begin tracking the different languages we serve and have a more precise and accurate count of the languages we serve.
- We will produce a yearly report to our Equal Opportunity Officer on the languages the Department is serving so she can provide feedback on process improvement or changes we should make.
- Our current system does not automatically track languages other than English and Spanish. We researched our phone records to see how many claimants used our Language Line for assistance in other languages. However, this does not account for claimants who used friends or family members in help with translating information into languages other than English and Spanish. In the future we will have the ability to track more closely those claimants who speak other languages. The notice will give the claimant information on how to contact us. It is always preferential to use a language expert versus relying on a friend or family member to correctly translate complicated unemployment insurance information. We expect to see an increased number of claimants who do not speak English or Spanish because they will have our contact information in their preferred language. We will also look at call volume and length to measure the success of the change.

UI Equity Grant Project Application	
Name of Project	
Screen Reader Accessibility	
Amount of Funding Request for this Project	
$123,000	
State Contact	
Name:	Pam Rogers
E-mail Address:	Pam.Rogers@labor.idaho.gov
Telephone Number:	208 332 3577 x3238

Project Description
Our website and claim application will be updated for visually impaired customers to become compliant with accessible screen readers. Visually impaired customers will be able to go through our website and file using our claim application using their screen readers. In some cases, this will allow them to file their weekly certification online instead of through staff.
Project Timeline
Go through each page to add accessibility screen code, including Headers, Footers, Tabs, Images Review cursor - January 2023 Translate changes into Spanish – May 2023 Test the changes - June 2023 Deploy – July 2023

Description of Costs			
State Agency Staff Costs:			
Type of position	**Total Hours**	**Cost Per Hour**	**Total**
UI Project Manager	200	73.00	$14,600
Staff Testers	200	40.00	$8,000
IT Project Manager	300	68.00	$20,400
Contract Staff Costs:			
Type of Position	**Total Hours**	**Cost per Hour**	**Total**
IT Contractor	500	100	$50,000
Contracted tester from Visually Impaired community	300	100	$30,000
Hardware, Software and Telecommunications Equipment:			
Item Description	**Cost per Item**	**Quantity**	**Total**
None			
Other Costs:			
Item	**Cost**	**Explanation**	
None			
Strategic Design:			
Current reality:			

Idaho is committed to serving claimants with disabilities. We currently provide services over the phone for visually impaired claimants, either in taking their claims or weekly certifications. We typically serve 10 or less claimants who are visually impaired per year. Our site is not currently designed for use with screen reader assistive technology. Visually impaired claimants are unable to use our website and its many features, including claim filing and obtaining information about the unemployment insurance system and processes.

Future state:

With this project, we will upgrade our website to allow for accessible screen readers so visually impaired customers can obtain the information available to them, either on the claim application, the claimant portal or the frequently asked questions the Department has available to all customers. First, the Department will go through our external website and claimant portal to update the information into plain language, including Spanish - see Improve Claimant Communications through Plain Language project (no duplicated costs will be incurred). Next, our IT team will go through the process of updating each page with new code and review cursor manipulation for when there is an error in the screen. While we plan to test this technology, we do plan to use the services of a visually impaired contractor to make sure our site works as intended. Upon completion of the project, our visually impaired claimants will be able to understand the content and be able to navigate through the system more easily. Our visually impaired customers will be able to file their weekly certifications without staff intervention. Visually impaired customers will not need to wait for a claim specialist to be available to enter the weekly certification for them resulting in quicker payment and more convenience for the customer and less time spent on the phone. Over the phone services will continue to be available to those claimants with technology issues or unfamiliarity with screen readers.

These are the minimum funds to complete the project. No state of Idaho funds will be utilized for the completion of this project. The Unemployment Insurance Video project will overlap with this project, but costs will not be duplicated.

Outcome Metric Demonstrating Improvements Expected in UI Operations:

We will track the volume of how many claimants who are visually impaired are able to use our website for claims filing.

We will reach out to visually impaired customers to see if they are now able to use our website.

Application for Federal Assistance SF-424

* 1. Type of Submission:	* 2. Type of Application:	* If Revision, select appropriate letter(s):
☐ Preapplication	☒ New	
☒ Application	☐ Continuation	* Other (Specify):
☐ Changed/Corrected Application	☐ Revision	

* 3. Date Received:	4. Applicant Identifier:

5a. Federal Entity Identifier:	5b. Federal Award Identifier:

State Use Only:

6. Date Received by State:	7. State Application Identifier:

8. APPLICANT INFORMATION:

* a. Legal Name: Executive Office Of The State Of Idaho

* b. Employer/Taxpayer Identification Number (EIN/TIN):	* c. UEI:
82-6000966	102595738000

d. Address:

* Street1: 317 W Main St
Street2:
* City: Boise
County/Parish:
* State: ID: Idaho
Province:
* Country: USA: UNITED STATES
* Zip / Postal Code: 83702-7274

e. Organizational Unit:

Department Name:	Division Name:

f. Name and contact information of person to be contacted on matters involving this application:

Prefix: * First Name: Pam

Middle Name:

* Last Name: Rogers

Suffix:

Title: UI Technical Services Supervisor

Organizational Affiliation:

Unemployment Insurance / Benefits

* Telephone Number: 208-332-3577 ext. 3238	Fax Number: 208-334-6400

* Email: Pam.Rogers@labor.idaho.gov

Application for Federal Assistance SF-424

* 9. Type of Applicant 1: Select Applicant Type:

A: State Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

* 10. Name of Federal Agency:

Employment and Training Administration

11. Catalog of Federal Domestic Assistance Number:

17.225

CFDA Title:

Unemployment Insurance

* 12. Funding Opportunity Number:

* Title:

UI Equity Grant

13. Competition Identification Number:

Title:

14. Areas Affected by Project (Cities, Counties, States, etc.):

| ID | Add Attachment | Delete Attachment | View Attachment |

* 15. Descriptive Title of Applicant's Project:

UI Equity Grant 2021

Attach supporting documents as specified in agency instructions.

| Add Attachments | Delete Attachments | View Attachments |

Application for Federal Assistance SF-424

16. Congressional Districts Of:

* a. Applicant `Id-2nd`   * b. Program/Project `Id-all`

Attach an additional list of Program/Project Congressional Districts if needed.

| | Add Attachment | Delete Attachment | View Attachment |

17. Proposed Project:

* a. Start Date: `12-12-2021`   * b. End Date: `09/30/2023`

18. Estimated Funding ($):

* a. Federal	2,283,000.00
* b. Applicant	
* c. State	
* d. Local	
* e. Other	
* f. Program Income	
* g. TOTAL	2,283,000.00

* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?

☐ a. This application was made available to the State under the Executive Order 12372 Process for review on _____ .

☐ b. Program is subject to E.O. 12372 but has not been selected by the State for review.

☒ c. Program is not covered by E.O. 12372.

* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)

☐ Yes   ☒ No

If "Yes", provide explanation and attach

| | Add Attachment | Delete Attachment | View Attachment |

21. *By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

☒ ** I AGREE

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

Authorized Representative:

Prefix:		* First Name:	Jani
Middle Name:			
* Last Name:	Revier		
Suffix:			

* Title: `Director`

* Telephone Number: `208-332-3570 x3110`   Fax Number: `208-334-6430`

* Email: `Jani.Revier@Labor.Idaho.Gov`

* Signature of Authorized Representative: *[signature]*   * Date Signed: `12/22/2021`

Budget Information Narrative

Project Legend:

PL= Improve Claimant Communications through Plain Language
N=Navigator
AFF=Additional Factfinding
L=Language Documentation and Handouts
Cert=Weekly Certification Optimization
SR=Screen Reader Accessibility
T=Technology Upgrades
TX=Texting
V=UI Video

1. Personnel - $696,047

Staff Position Title	Annual Salary	Hours devoted to project	Amount of each person's salary funded by the grant	Total personnel cost
UI Technical Services Specialist	$49,920	PL 500 hours L 100 hours TX 400 hours Total 1000 hours	24% 2022 24% 2023	$24,000
IT Project Manager	$76,960	PL 500 hours AFF 400 hours L 40 hours Cert 120 hours SR 300 hours TX 50 hours V 200 hours Total 1610 hours	39% in each 2022 and 2023	$59,570
Workforce Supervisor	$60,320	TX 25 hours N 905 hours PL 200 hours Total 1130 hours	27% in each 2022 and 2023	$32,770

CLAIMS CENTER ● 219 W. Main St.● Boise, Idaho 83735 ● Tel: (208) 332-8942 ● Fax: (208) 334-6400
Web: labor.idaho.gov/uitips

An Equal Opportunity Employer and Service Provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

Workforce Consultant	$43,680	PL 500 hours Cert 100 hours SR 200 hours TX 100 hours V 200 hours Total 1100 hours	53% 2022	$23,100
Software Engineer	$60,320	PL 100 hours TX 100 hours Total 200 hours	10% 2022	$5,800
Policy Coordinator	$81,120	PL 100 hours TX 300 hours Total 400 hours	19% 2022	$15,600
Publications Coordinator	$62,400	PL 300 hours L 50 hours Total 350 hours	17% 2022	$10,500
Technical Writer	$62,400	PL 3000 hours AFF 50 hours Total 3050 hours	100% in each 2022 and 2023	$91,500
Communications Manager	$120,640	PL 500 hours N 100 hours L 25 hours TX 100 hours Total 725 hours	35% 2022	$42,050
UI Project Manager	$85,280	PL 500 hours N 50 hours AFF 700 hours L 95 hours Cert 300 hours SR 200 hours T 100 hours TX 50 hours V 300 hours Total 2295 hours	49% in each 2022 and 2023	$94,095

3+ Workforce Consultant	$39,520	N 13,000 hours	100% in each 2022 and 2023	$247,000
Workforce Consultant	$45,760	N 64 hours (16 staff at 4 hours each) T 32 hours (for training-16 staff at 2 hours each) Total 96 hours	5% 2022	$2,112
UI Technical Services Supervisor	$64,480	N 150 hours AFF 300 hours Total 450 hours	11% in each 2022 and 2023	$13,950
Adjudicator	$52,000	Cert 100 hours AFF 150 hours Total 250 hours	6% in each 2022 and 2023	$6,250
UI Operations Manager	$66,560	AFF 300 hours	14% 2023	$9,600
Workforce Supervisor	$54,080	AFF 250 hours	12% 2023	$6,500
Technical Records Specialist	$35,360	Cert 150 hours	7% 2022	$2,550
Purchasing Agent	$43,680	Cert 50 hours	2% 2022	$1,050
UI Operations Manager	$66,560	TX 200 hours	10% 2022	$6,400
Business Analyst	$68,640	TX 50 hours	2% 2022	$1,650
Total Hours		**26,656**		
Total Cost				**$696,047**

2. **Fringe Benefits - $292,340**

Overall Fringe Benefit Percentage:

42%

Components:

Health Insurance
Workers Compensation
Employee Pension
Personnel Commission (State Department Human Resources)

Unemployment insurance tax
F.I.C.A. tax

Staff Position	Fringe Benefit Calculation
UI Technical Services Specialist	$10,080
IT Project Manager	$25,019
Workforce Supervisor	$13,763
Workforce Consultant	$9,702
Software Engineer	$2,436
Policy Coordinator	$6,552
Publications Coordinator	$4,410
Technical Writer	$38,430
Communications Manager	$17,661
UI Project Manager	$39,520
3 Workforce Consultant	$103,740
Workforce Consultant	$887
UI Technical Services Supervisor	$5,859
Adjudicator	$2,625
UI Operations Manager	$4,032
Workforce Supervisor	$2,730
Technical Records Specialist	$1,071
Purchasing Agent	$441
UI Operations Manager	$2,688
Business Analyst	$693

3. Travel - $11,000

Travel will be for two individuals as part of the Navigator project – since one of these staff members will be located in Southeast Idaho, they will come to Boise, where our central office is located a couple times a year (approximately 280 miles away) for training and meetings with their supervisor and peers. As this grant runs for approximately two years, there will likely be four trips. Additionally, as the supervisor is located in Boise, she will visit them once a year. Cost for hotel in Boise according to GSA.gov is $147 per night, hotel rate for Southeast Idaho is $96 per night. In most cases, staff will use an already purchased state-owned vehicle, but when a vehicle is unavailable, mileage will be reimbursed at 56 cents per mile. Daily per diem allowance for meals and incidentals in Idaho policy is $49.00 in state.

4. Equipment -$10,000

One optical scanner/ scanner technology at approximate $10,000 – this for the Weekly Certification Optimization project, allowing the Department to begin processing certifications on a weekly basis. Initial purchase will be equipment, but there will be work spent with the vendor to design the certification for easy implementation into our system. This time will be classified as personnel for staff time and contractual for the vendor time.

5. Supplies - $64,545

40 Tablets x $1600 = $64,000

Tablets are being purchased for both the Navigator and Technology Upgrade project.

Scanner/ portable device $545

These will assist with taking pictures of verification for identification at our mobile offices for those claimants who are unable to complete the ID.me process.

6. Contractual $877,500

Project Operator and Funding Allocation

IT Contractor time - $356,000

To make the necessary changes to our automated systems, we will use Information Technology contractors. This time will be spent on several projects:

IT Contractor $12,000 (TX)
IT Contractor $20,000 (V)
IT Contractor $12,000 (Cert)
IT Contractor $20,000 (PL)
IT Contractor $238,000 (AFF)
IT Contractor $4,000 (L)
IT Contractor $50,000 (SR)

Text messaging licensing and setup - $115,000

We will purchase a text messaging product to begin texting our customers. This item is twofold. First, we must obtain the product and the license to use it. Next, we will work with the contractor on implementation of our different messages, testing the functionality and becoming familiar with how the product works. Work will need to be done by staff and the contracted vendor for initial set- up. Staff time has been placed in the personnel portion of the budget.

Printing – $35,000

As part of the Language Documentation and Handouts project, the Department will be having a vendor print 1,000,000 documents containing Babel notice language.

Language Translation – $161,500

The Department will have our English documents translated to Spanish as part of two different projects, Improve Claimant Communications through Plain Language and Additional Factfinding. Additionally, the handout and Babel notice in the Language Documentation and Handouts project will be translated to various languages.

Improve Claimant Communications through Plain Language $150,000
Additional Factfinding $1,500
Language Documentation and Handouts $10,000

Outreach campaign - $120,000

The Department will be conducting an outreach campaign to communicate the availability of assistance at our mobile locations as part of the Navigator project.

Readability Assessment - $30,000

The Department will contract with an educational provider to conduct readability assessments as part of the Improve Claimant Communications through Plain Language project.

Optical Scanner Programming - $30,000

The Department will obtain programming services from the optical scanner contractor, in the Weekly Certification Optimization project. These services will need to be done on top of the purchase of the optical scanner, to process into the Department's system.

Contractor Tester from Visually Impaired Community - $30,000

The Department will contract with a subject matter expert from the visually impaired community, familiar with accessible screen reader technology, to make sure the changes we have made are correct and able to function with screen readers.

Total Projected Costs

Administrative Costs - $30,000

- Contractor Tester from Visually Impaired Community $30,000 (SR)

Career Services - $0

Support Services - $276,500

- Translated documents
- Text messaging licensing and setup
- Spanish Language Translation
- Language Translation

Training - $0

Other costs - $451,000

- IT Contractor $356,000
- Babel Notice Printing $35,000
- Readability Assessments $30,000
- Optical Scanner Programming $30,000
- Outreach Campaign $120,000

7. Construction - $0

8. Other - $160,340

Testing of in-house translators - $5,000

As the documents will be outsourced for Spanish language translation, we need to make sure the translated documents returned remain consistent with the English documents, and the translators have accurately translated using unemployment insurance terms. However, we also need to make sure the individuals checking and reviewing the work have adequate skills to translate documents before they evaluate the work. We will be using an outside vendor to test our staff's competency. We will have six staff test for competency.

Cost center overhead and network chargeback – $155,340

9. Indirect Charges $171,228

Please see attached Negotiated Indirect Cost Rate Agreement.

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. UI Equity Grant 2021		$		$ 2,283,000.00		$ 2,283,000.00
2.						
3.						
4.						
5. Totals		$	$	$ 2,283,000.00	$	$ 2,283,000.00

SECTION B - BUDGET CATEGORIES

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total (5)
	(1) UI Equity Grant 2021	(2)	(3)	(4)	
a. Personnel	$ 696,047.00	$	$	$	$ 696,047.00
b. Fringe Benefits	292,340.00				292,340.00
c. Travel	11,000.00				11,000.00
d. Equipment	10,000.00				10,000.00
e. Supplies	64,545.00				64,545.00
f. Contractual	877,500.00				877,500.00
g. Construction	0.00				0.00
h. Other	160,340.00				160,340.00
i. Total Direct Charges (sum of 6a-6h)	2,111,772.00				$ 2,111,772.00
j. Indirect Charges	171,228.00				$ 171,228.00
k. TOTALS (sum of 6i and 6j)	$ 2,283,000.00	$	$	$	$ 2,283,000.00
7. Program Income	$	$	$	$	$

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8. UI Equity Grant 2021	$	$	$	$
9.				
10.				
11.				
12. TOTAL (sum of lines 8-11)	$	$	$	$

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	$ 1,366,571.00	$ 368,549.00	$ 407,524.00	$ 310,884.00	$ 279,614.00
14. Non-Federal	$				
15. TOTAL (sum of lines 13 and 14)	$ 1,366,571.00	$ 368,549.00	$ 407,524.00	$ 310,884.00	$ 279,614.00

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (YEARS)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. UI Equity Grant 2021	$ 916,429.00	$	$	$
17.				
18.				
19.				
20. TOTAL (sum of lines 16 - 19)	$ 916,429.00	$	$	$

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges: _____   22. Indirect Charges: _____

23. Remarks:

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Indirect Costs

Please see the attached approved Negotiated Indirect Cost Rate Agreement.

Total indirect costs

$171,228

CLAIMS CENTER ● 219 W. Main St.● Boise, Idaho 83735 ● Tel: (208) 332-8942 ● Fax: (208) 334-6400
Web: labor.idaho.gov/uitips

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U.S. Department of Labor Office of the Senior Procurement Executive
Office of the Assistant Secretary for Management and Administration
Washington, D.C. 20210

March 12, 2021

Jani Revier
Director
Idaho Department of Labor TIN: 826000966
317 West Main Street
Boise, Idaho 83735

Dear Ms. Revier:

I have reviewed Idaho Department of Labor's Cost Allocation Plan. The Idaho Department of Labor (IDOL) has chosen not to employ an indirect cost rate, but to allocate actual costs <u>monthly</u> in accordance with its Cost Allocation Plan based on direct personal services costs.

The proposed allocation methodologies in your Cost Allocation Plan, including the methodology for the handling of UI Penalty and Interest, are hereby approved on a final basis for your fiscal year ended September 30, 2020; and, on a provisional basis for the period ending September 30, 2022. Any changes to the Cost Allocation Plan must receive written approval by the Cost & Price Determination Division (CPDD) prior to implementation. Allocated indirect costs to funding sources are available in the attached schedule.

In addition, your request for a budgetary rate of 20.23%, of total direct personal service costs, is approved. Total direct personal service costs include annual leave taken. This rate is effective from October 1, 2020, through September 30, 2021, and is to be used for <u>planning purposes only</u>. Actual indirect costs are allocated monthly using the approved cost allocation methodology.

<u>ETA TEGL 06-05</u> – Please note that IDOL provided a Certificate of Compliance with TEGL 06-05 for FY '20. IDOL certifies that they collected other taxes that were used to fund non-UI programs. As a result of the execution of your approved Shared Tax Cost Sharing Plan, $451,334, was paid from non-federal sources for the fiscal year ended 9-30-20. No other additional support is required.

<u>ETA TEGL 15-09</u> – Please note that IDOL provided a Certificate of Compliance with TEGL 15-09 for FY '20. IDOL certifies that less than 100% of the P&I collected was used for the benefit of the UC program. As a result of the execution of your approved Shared Tax Cost Sharing Plan, non-UC share of costs are identified as $1,477,724, and credited to the UI Appropriation from non-federal sources. No other additional support is required.

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IDOL's Cost Allocation Plan and indirect rate submission, based upon financial data for the state fiscal year ending September 30, 2021, is due by March 31, 2022, and should be submitted to:

Damon Tomchick
U. S. Department of Labor
Cost & Price Determination Division (CPDD)
224 Westbridge Place
Mount Airy, NC 27030

This proposal will be used to establish the final and provisional cost allocation plans for fiscal years ending September 30, 2021, and 2023, as well as, a budgetary rate for your organization's fiscal year ending September 30, 2022; and, must be supported with items from the attached list.

If you have any questions please contact Damon Tomchick of my staff at 202-693-4108, 240-475-2786, or by email at tomchick.damon@dol.gov.

Sincerely,

FOR
Victor M. Lopez
Chief
Cost & Price Determination Division (CPDD)

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Cost Allocation Plan using ETA Handbook No. 362 - Checklist[1]
OMB Circular A-87 - State & Local Governments
State Workforce Agencies

1. Submit <u>once</u> unless changes are observed:
  - ____1a. Organizational chart,
  - ____1b. Employee time sheet sample, providing for distribution of hours to direct/indirect functions.
  - ____1c. Cost Policy Statement, describing all accounting policies and <u>narrating</u> in detail the proposed Cost Allocation Plan. This plan must describe the procedures used to identify, measure and allocate all costs to each benefiting activity. This policy must be signed by a duly authorized official.

2. A Cost Allocation Plan providing the following schedules:
  - ____2a. <u>Personnel Costs Worksheet</u>, including fringe benefits breakdown.
  - ____2b. <u>Allocation of Personnel Worksheet</u>, providing indirect/direct time charges.
  - ____2c. <u>Fringe Benefits Worksheet</u>, if fringes are not directly and indirectly identified.
  - ____2d. <u>Statement of Total Costs</u>, segregated between the indirect and direct costs incurred by line item of expense (salaries, fringes, rent, etc.), identified by Federal agency, specific government grant, contract, and other <u>non</u>-Federal activities. <u>Note</u> that the allocation base and the amount of AS&T costs allocated to each funding source should be identified.

3. ____ Financial statements (audited if available) for the applicable fiscal year. Approved budget for provisional proposal, if needed. <u>Note</u>: The Statement of Total Costs (2d. above) must reconcile to Financial Statements. If not, please provide a reconciliation statement.

4. ____ Signed and dated Certificate of Indirect Costs and/or Certificate of Cost Allocation Plan (sample forms are provided in the CPDD website).

5. ____ A listing of grants and contracts by Federal agency, subagency, program office funding source (<u>including ARRA - American Recovery and Reinvestment Act</u>), total dollar amount, period of performance, and the indirect cost limitations (if any) applicable to each, such as amounts restricted by administrative or statutory regulations, applicable to the period(s) of the proposal(s). This listing should <u>also</u> be supported by the approved Federal grant or contract notification award(s).

6. ____ A schedule listing any funding sources excluded from AS&T allocations and the reasons for the exclusions.

7. ____ Copy of HHS approved SWCAP, if SWCAP costs are allocated to federal programs.

8. ____ A list of all non-UI programs that utilize the UI tax collection system, if applicable. Note that a separate cost allocation plan (CAP) must be submitted along with the above proposal if <u>non</u>-UI program(s) benefit from the UI tax collection system. For more information access <u>ETA TEGL 06-05</u>. A tax sharing agreement must be negotiated prior to the collection of non-UI funds using the UI tax collection system.

9. _____As required by <u>ETA TEGL 15-09</u>, a CAP is required when the use of moneys in a penalties and interest (P&I) fund <u>is not</u> limited to unemployment compensation (UC) purposes.

No CAP is required if your agency used the P&I fund <u>only</u> for UC purposes during this period. The agency, however, must certify the following under those circumstances:

<u>Certification of Compliance with TEGL 15-09 when P&I funds be used for UI purposes only</u>
I hereby certify that 100% of the P&I collected by this Agency SWA was used only for the benefit of UC and the benefit of the UI program.
State Workforce Agency Name:_____;
Signature of Certifying Official:_____;
Printed Name of Certifying Official_____;
Title:_____;
Phone Number_____;
Email Address:_____;
Date_____.

10. _____Support for the budgetary rate calculation, if a rate is requested.

<u>Note</u>: For organizations receiving funding from DOL's Employment and Training Administration (ETA), please ensure that the proposed individual compensation (salary and bonus) complies with the salary limitations established in ETA's TEGL 5- 06. This document can be accessed in ETA's website: http://wdr.doleta.gov/directives/attach/TEGL/TEGL05-06.pdf. The Office of Job Corps has similar salary limitations. Two additional proposal worksheets (see 2b. and 2d above) may be needed to show ETA and/or Job Corps rates reflecting unallowable compensation and prorated amounts. If you have any questions, contact CPDD.

CFDA	Grant	Title		Allocated Indirect Costs
17.002	LM-33083-20-75-J-16	CUR EMP STAT		
17.002	LM-33083-20-75-J-16	LOC AREA UNEMPLOYME	91210	8,309.25
17.002	LM-33083-20-75-J-16	OCCUP EMPL STAT	91220	10,601.06
17.002	LM-33083-20-75-J-16	QCEW	91230	20,839.26
17.002	LM-33083-20-75-J-16	QCEW AAMC	91240	22,229.21
			91440	594.45
				62,573.23
17.005	COMPENSATION AND WORKING CONDITIONS			
17.005	OS-34550-21-75-J-16	CFOI OSHA		
			91260	1,043.74
17.207	EMPLOYMENT SERVICE			
17.207	ES-35341-20-55-A-16	ES Grants FY20		
17.207	ES-33390-19-55-A-16	ES Grants FY19	92050	57,340.01
17.207	ES-35341-20-55-A-16	WORKFORCE INFOR FY20	92059	436,312.52
17.207	ES-33390-19-55-A-16	WORKFORCE INFOR FY19	92150	3,065.14
17.207	MI-29685-16-60-A-16	DEI	92159	28,892.84
			92647	27,944.86
				553,555.37
17.225	UNEMPLOYMENT INSURANCE			
17.225	UI-34712-20-55-A-16	FY2020 CARES Act Pandemic Emergency Unemployment Compensation (PEUC)		
17.225	UI-34055-20-55-A-16	Unemployment Insurance	92090	38,505.34
17.225	UI-34712-20-55-A-16	FY2020 CARES Act Pandemic Unemployment Assistance (PUA)	92100	1,825,446.04
17.225	UI-34493-20-60-A-16	FY2020 REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)	92120	88,392.29
17.225	UI-32836-19-60-A-16	FY2019 REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)	92170	36,029.88
17.225	UI-34712-20-55-A-16	FY2020 CARES Act Federal Pandemic Unemployment Compensation Funding (FPUC)	92179	58,821.16
17.225	UI-31484-17-60-A-16	FY2017 UI SBR iUS consortia N Dakota	92180	8,646.97
			92277	102,654.90
				2,158,496.58
17.245	TRADE ADJUSTMENT ASSISTANCE			
17.245	TA-31696-18-55-A-16	Trade Training Program FY18		
			91708	41,631.51
	WORKFORCE INVESTMENT OPPORTUNITY ACT			
17.258	AA-34765-20-55-A-16	WIOA ADULT PY20		
	AA-33226-19-55-A-16	WIOA ADULT PY19	93100	19,108.80
	AA-32216-18-55-A-16	WIOA ADULT PY18	93109	32,279.45
17.259	AA-34765-20-55-A-16	WIOA YOUTH PY20	93108	53,822.64
	AA-33226-19-55-A-16	WIOA YOUTH PY19	93200	20,563.46
	AA-32216-18-55-A-16	WIOA YOUTH PY18	93209	63,440.21
17.278	AA-34765-20-55-A-16	WIOA DISLOCATED WORKER PY20	93208	31,622.65
	AA-33226-19-55-A-16	WIOA DISLOCATED WORKER PY19	93300	18,150.32
	AA-32216-18-55-A-16	WIOA DISLOCATED WORKER PY18	93309	60,575.66
			93308	25,521.83
				325,085.02
	WDQI			
17.261	MI-33470-16-60-A-16	WDQI		
			92410	5,963.81
17.273	TEMPORARY LABOR CERTIFICATION FOR FOREIGN WORKERS			
17.273	FL-31641-18-55-A-16	Foreign Labor Certification FY '18		
17.273	FL-33854-19-55-A-16	Foreign Labor Certification FY '19	91678	13,075.45
			91679	17,630.05
				30,705.50
	Work Opportunities Tax Credit			
17.271	WT-34108-20-55-A-16	Work Opportunities Tax Credit		
			91750	7,812.94
	WIOA NEG			
17.277	DW-29773-16-60-A-16	WIOA RSI NDWG		
17.277	DW-34824-20-60-A-16	WIOA National Dislocated Worker National Emergency Grants (NEGs)	92697	10,350.93
			92750	2,111.38
				12,462.31
17.801	VETERAN'S EMPLOYMENT AND TRAINING SERVICE			
17.801	DV-34267-20-55-5-16	FY20 Veterans Employment & Training Service (DVOP/LVER)		
17.801	DV-32887-19-55-5-16	FY19 Veterans Employment & Training Service (DVOP/LVER)	92020	25,450.12
17.801	DV-34267-20-55-5-16	FY20 Veterans Employment & Training Service (DVOP/LVER)	92029	3,516.37
17.801	DV-32887-19-55-5-16	FY19 Veterans Employment & Training Service (DVOP/LVER)	92030	38,074.34
			92039	26,827.04
				93,867.87
	Homeless Veterans Reintegration Program (HVRP)			
17.805	HV-33339-19-60-5-16	Homeless Veterans Reintegration Program (HVRP)		
			92049	32.97
17.285	USA Apprenticeship			
17.285	AP-33525-19-60-A-16	American Apprenticeship Expension		
17.285	AP-30095-16-60-A-16	American Apprenticeship Extension	92510	16,896.09
			92618	16,741.54
				33,637.63
	CORPORATION FOR NATIONAL AND COMMUNITY SERVICE			
17.287	MI-00001-JC-19	Idaho JOBCrop		
			95609	207,083.61

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
94.003 18CAHID001
94.003 18CAHID001
Serve Idaho Commission Administration
Serve Idaho Commission Administration

	97640	15,502.66
	97649	5,569.21
		21,071.87

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
94.008 19TAHID001
Serve Idaho: Training and Technical Assistance (TTA)

	97659	9,442.78

DDS
96.001 20-041DD100
DDS

	96250	705,431.18

Total Allocated Indirect Costs

4,269,897.92