

IDOL EO Report

September 25, 2020

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 301 respondents.

Highlights of results:

- 42% of the respondents were male and 58% were female
- 10% of respondents identified that they were Hispanic or Latino and 83% indicated they were white (7% identified as other ethnic origins)
- 21% of respondents indicated that they were an individual with a disability
- 75% of respondents indicated that they visit the local office at least once per month (or more frequently)
- 97-99% of people in every category felt that the office was fully accessible across each listed category. (When asked if the office was accessible based on the following categories: race/color/ethnicity, disability, religion, national origin, age, limited ability to speak or understand English, citizenship, political affiliation, between 2-10 people in every category felt that the office was not accessible, all others indicated that it was.)

Voluntary Self-Identification

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Gender							
Male	19	24	41	6	12	25	127
Female	41	30	48	12	17	26	174
Ethnic Origin							
Hispanic or Latino	6	1	8	5	4	6	30
Not Hispanic or Latino	7	1	3	0	1	1	13
American Indian or Alaskan Native	3	4	3	1	2	0	13
Asian	2	0	3	2	0	2	9
Black or African American	1	1	4	0	0	0	6
Native Hawaiian or other Pacific Islander	1	1	0	0	0	1	3
White	52	48	72	11	23	44	250
Individual with disability?							
Yes	15	13	17	1	10	9	65

No	46	42	70	16	19	42	235
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Question #1: Please describe the frequency of your visits or contacts with this local office:

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Once a year	3	0	9	0	2	3	17
2 to 4 times a year	19	4	23	0	9	4	59
Once a month	22	16	38	11	10	25	122
Once a week	12	26	12	5	7	15	77
More often	7	9	5	1	1	4	27

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Race/color/ethnicity							
Yes	62	54	88	17	29	51	301
No	0	0	2	0	0	0	2
Sex or Gender							
Yes	62	54	87	17	29	51	300
No	0	0	2	0	0	0	2
Disability							
Yes	62	53	86	15	29	51	296
No	0	1	2	2	0	0	5
Religion							
Yes	62	54	87	17	28	51	299
No	0	0	2	0	0	0	2
National Origin							
Yes	62	53	86	17	29	51	298
No	0	0	2	0	0	0	2
Age							
Yes	62	54	85	17	28	51	297
No	0	0	4	0	1	0	5
Limited ability to speak or understand English							
Yes	57	54	84	17	28	50	290
No	3	0	2	0	0	1	6
Citizenship							
Yes	60	54	84	15	27	51	291
No	2	0	2	2	1	0	7
Political Affiliation							
Yes	61	53	84	14	26	49	287
No	1	0	5	2	2	0	10

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?

Statewide:

- More community outreach and advertisement of services available:
 - Market through high school counseling offices.
 - Advertise in local newspapers.
 - Reach out to more schools/employment offices.
 - More job days where people can learn more.
 - Advertise in locations beyond Job Service Offices.
- Additional training/ services:
 - More resources for training or access to more employment opportunities for people with felony records.
 - Skill improvement offerings including typing and Microsoft.
 - Provide class opportunities for all ages to expand skill levels.
 - Would like to be able to use the program more than once.
- On-line Accessibility:
 - Better organization of on-line resources because the DOL website can be difficult to navigate.
 - More programming available and functioning online.
 - Allow participants to submit applications through computers accessed at the employment office.
- Language accessibility:
 - Expanded bilingual/ Spanish-speaking services.
 - With growing international population, providing services in languages beyond English and Spanish.
- Transportation:
 - Help with transportation limitations that prevent people from reaching the facility.
- Participant Experience:
 - Communicate when programs expire and discuss details of program with participants.
 - Partner consultants so that vacations or illnesses don't stop or delay the process.
 - The need to do course work sequentially when using Trade Act or WIOA can cause issues if participants get off schedule from some reason impacting their unemployment benefits and future coursework. Comment suggests a clause in the Trade Act/WIOA that allows continuation of weekly unemployment benefits for people that are unable to attend courses full-time due to extenuating circumstances.
 - Greet everyone as they arrive and provide help with tasks such as how to use the copy machine.
- Facilities:
 - A designated area for children to play while participants utilize services.
 - An office in Nampa.
 - Better signage in lobbies to know where to go when you arrive.
 - More offices in small towns.

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

- Overall, participants expressed a positive opinion of the services they received:
 - "The WIOA grant/aid has been an essential part of my success in attaining my RN degree."

- “I am very grateful to have access to such wonderful resources and help through this department- pretty amazing people too.”
- Liked being able to find comparable programs when their preferred one was not available.
- Areas for improvement:
 - Communication
 - Not knowing if funding would be available or receiving it after classes started was difficult.
 - Inconsistency about what services and funding they were qualified to receive.
 - Improve telephone connection at some offices.
 - Participant Experience:
 - Sometimes, appointments might have to be scheduled several weeks down the road due to how busy employees were at their location.
 - Good but extend test times for people with test anxiety.
 - Please remember to remain patient, listen attentively, and make participants feel valued.
 - Programmatic:
 - “It is really good and amazing but it is better if you guys make sure that the internship that someone got [is] not finished until he find[s] a permanent job.”
 - Feel overwhelmed between trying to meet DOL’s WIOA requirements and working a full-time job. Additional time for people who get a job as a result of the required job applications would be helpful.

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Yes	59	54	86	17	29	50	295
No	1	0	4	0	0	1	6

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Yes	51	53	69	16	24	49	262
No	8	1	20	1	5	2	37

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Statewide
Yes	54	49	77	17	27	50	274
No	3	5	9	0	2	1	20

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

- Region 1:
 - Have videos or software that covers the topics in the brochures to help people better understand them.
 - Participant was able to get services somewhere else but would prefer it if this office offered them.

- Be open for longer hours during the week.
- "I am still unemployed. No employment for people with disability and different race in North Idaho."
- Region 3:
 - Work to address issues of age discrimination in the community (Payette).
 - "I feel I was discriminated by my choice of career option. I asked to pursue nursing and was denied because they said it was too hard. I was accepted to nursing. I have nothing good to say about Department of Labor."
 - Make direct deposit a payment option.
- Region 5:
 - Need better training for employees regarding employment laws in Idaho if the participant has a felony drug conviction from another state.
- Region 6:
 - Better training for staff who greet participants to be friendlier and offer to help with basic services such as copying.