

RESOURCE BOOK FY 2025



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

A photograph showing two healthcare professionals in blue scrubs. One is a woman with dark hair tied back, leaning over a medical training mannequin. The other is a woman with blonde hair and glasses, also in scrubs, looking down at the mannequin. The photo is partially obscured by a large blue diagonal graphic element.

DIVISION OF EMPLOYMENT AND TRAINING SERVICES

Available online:
labor.alaska.gov/dets

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Division of Employment and Training Services Resource Book Introduction

The Alaska Division of Employment and Training Services (DETS) Resource Book provides an overview of the programs administered by the division and is updated annually with information for the most recently completed state fiscal year. This Resource Book reflects activities and accomplishments for fiscal year (FY) 2025, July 1, 2024 to June 30, 2025.

DETS employees share a commitment to fulfill our mission through established core values by working with individuals, employers, unions, tribal and local governments, nonprofits, and other industry partners to provide labor exchange, employment, training assistance, and supportive services to advance opportunities for employment in Alaska. DETS also provides unemployment insurance to Alaskans and Alaska businesses to provide economic stability for Alaska's communities.

The DETS Core Values include:

- Integrity
- Teamwork
- Respect
- Customer service
- Communication
- Excellence
- Training
- Creativity

The summaries that follow represent the breadth and depth of the programs and services provided by the division through its three major components DETS Administration, Workforce Services and Development, and Unemployment Insurance.

Please note that the Data Processing (DP) component is omitted from this edition to reflect the current organizational structure. DP was moved to the department's Administrative Services Division in FY 2025.

DETS Administration Component

The DETS Administration component is comprised of the Division Director, Division Operations Manager, and Administrative Operations Manager 2 with a staff of eight that support the entire division. The DETS Administration staff prepare the division's annual operating budget, provide financial management, develop and maintain internal controls to ensure compliance with state and federal policies, act in an oversight capacity for personnel documents, and serve as liaison to other state agencies.

Duties of the DETS Administration component include:

- Financial management
- Fiscal-related policies and procedures
- Budget development and implementation
- Expenditure payment, accounting, structures, and reporting
- Federal compliance
- Alaska Office of Management and Budget (OMB) performance missions and measures
- Unemployment Insurance Trust Fund accounting
- Records management
- Personnel activities

Major component accomplishments in FY 2025 included:

- Reporting development to assist with the reconciliation of client obligations resulting in a significant decrease in processing time for both vendor and client benefit payments.
- Coordination of a successful, shortened year-end close out.

Workforce Services and Development

Overview

The Workforce Services and Development (WSD) component administers labor exchange, employment services, training assistance, and adult education and family literacy act programs delivered through the online [AlaskaJobs](#) labor exchange system, the Alaska Job Center Network (AJCN), and subrecipients of state and federal funds. WSD provides technical guidance, policy and procedure development, program monitoring, compliance oversight, and ensures optimal statewide access to these services.

The WSD component is also responsible for state and federal reporting of participant demographics, program activities and associated performance, as well as maintaining the data systems used for reporting and case management. Additionally, the component may seek and apply for federal and state funding opportunities to better meet the needs of business and industry to create a skilled and trained workforce and provide economic self-sufficiency for Alaskans.

Major component accomplishments in FY 2025 included:

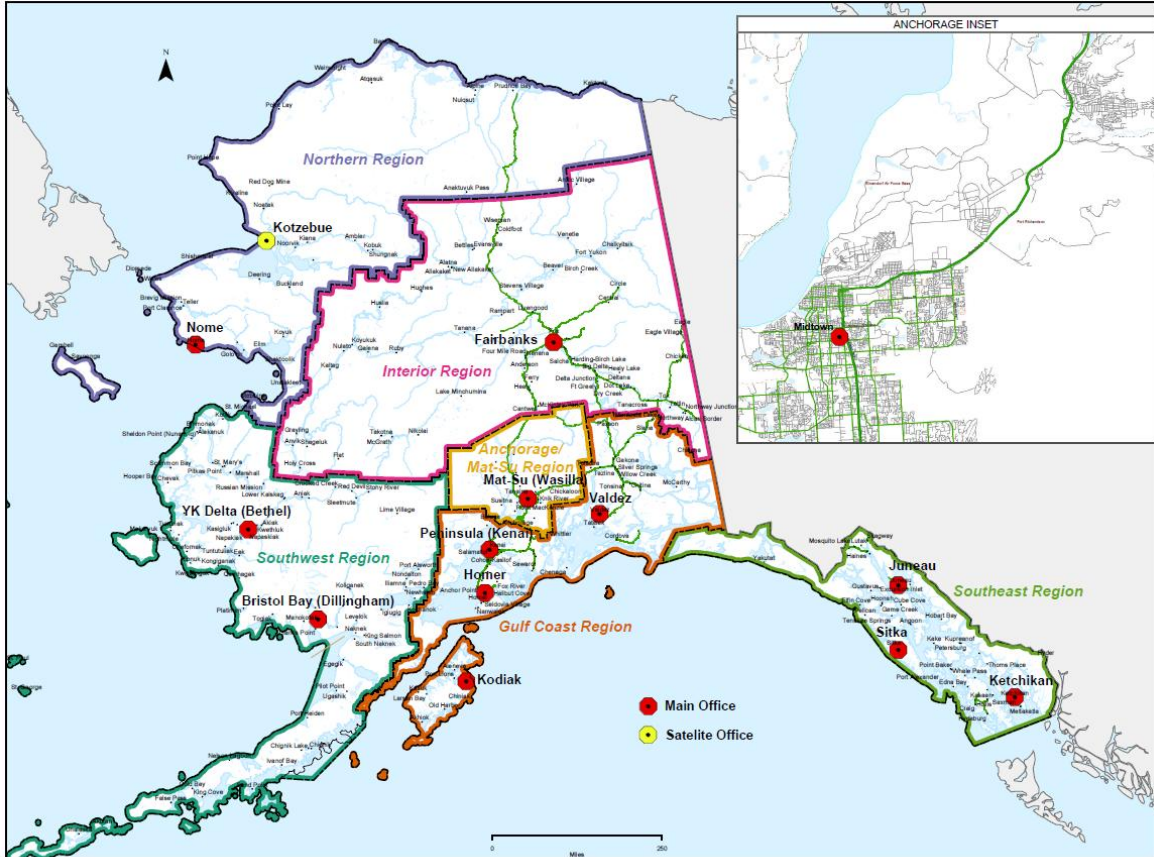
- Implementation of 133 enhancements to the AlaskaJobs one-stop labor exchange and case management system with the system contractor. This modern integrated system provides for single sign-on through myAlaska, supports the common Workforce Innovation Opportunity Act (WIOA) participant federal reporting, increases self-service options for external users, and allows staff the ability to provide better overall services to customers.
- Provision of boot camp-style case management training for all staff administering federal and state grants for individual participants through the Alaska Job Center Network. This training provides instruction on working with individuals from inquiry through follow-up, with a focus on statewide consistency and increased data accuracy and validation. This training is dynamic in nature, allowing for curriculum adjustments as needed.
- Partnership with the Alaska Department of Corrections to deliver pre- and post-release workforce services, including a CDL Training Program at Wildwood Correctional Center. To date, 11 inmates completed a three-week Entry-Level Driver Training theory course which utilizes a commercial driving simulator and virtual reality headset to help participants learn vehicle operation and master the CDL walk-around inspection—tools that significantly improve their ability to complete the CDL Road Exam after release. DOLWD plays a critical role in supporting post-release success by enrolling eligible participants in WIOA/STEP to assist them in completing the final steps of CDL training to become licensed and obtain employment.

- Partnership with the Division of Motor Vehicles (DMV) to exchange data for participants who completed Commercial Driver training. Through the secure exchange, DMV provides data on commercial license participants received to increase credential rates.

Programs and services provided by WSD include:

- [Alaska Job Center Network](#)
- [Seafood Employment Office](#)
- [Reemployment Services and Reemployment Eligibility Assessment](#)
- [Veterans Employment and Training Services](#)
- [Alaska Adult Education](#)
- [Alaska Career Ready - WorkKeys® and other testing services](#)
- [Migrant Seasonal Farmworker State Monitor Advocate](#)
- [Foreign Labor Certification](#)
- [Employment Service and Employment Related Law Complaint System](#)
- [Work Opportunity Tax Credit](#)
- [Fidelity Bonding](#)
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- [Apprenticeship Unit](#)
- [State Training and Employment Program](#)
- [Eligible Training Provider List](#)
- [Youth Engagement](#)
- [Rapid Response](#)
- [Trade Adjustment Assistance](#)

Alaska Job Center Network (AJCN)



Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section (7/24)

The [AJCN](#) delivers Workforce Innovation and Opportunity Act (WIOA) Title III Wagner-Peyser labor exchange services through 13 job centers across the state and one satellite job center in Kotzebue. The AJCN collaborates with multiple partner agencies to provide universal access and services to employers, job seekers, and workers to meet their employment and training needs under one roof in centralized, accessible locations. Labor exchange services include job search assistance, job referral and placement, reemployment services to Unemployment Insurance (UI) claimants, and recruitment services for employers. Labor exchange services provision occurs via self-service, facilitated self-help, or with staff assistance.

[AlaskaJobs](#) is at the center of the division's employment and training services and serves as an online job bank, labor exchange, and case management system which co-locates data from the division's employment and training programs and supports state and WIOA common program reporting. The system allows individuals to enter core information into one platform via a single myAlaska sign-on, also used by the UI program, when applying for multiple jobs, programs, and benefits. AlaskaJobs also provides robust self-service options and is available 24 hours per day, seven days a week, allowing staff to focus on more intensive services to customers.

Job center Resource Room staff provide customers with help using AlaskaJobs, assessments to determine skill levels and abilities, aptitude testing, and career guidance based on local labor market information. Additionally, job center staff provide regular workshops on topics such as job seeking tips, resume and cover letter writing, job interviewing skills, and employment after incarceration. Free annual IRS-certified tax services provided through the My Free Tax Initiative are also available. When appropriate, job center staff provide referrals to partner agencies, veterans' representatives, and Career Support and Training Services (CSTS) for WIOA Title I-B, apprenticeship, Trade Adjustment Assistance (TAA), and state grant programs.

Job center staff also serve employers at all locations and have dedicated Business Connections representatives at the state's five largest job centers. Alaska's approach to serving employers emphasizes proactive, staff-initiated outreach designed to establish long-term relationships to meet employers' current and future employment and training needs. Staff assist employers with special recruitments, ensure job applicant suitability, conduct job fairs, coordinate Incumbent Worker Training, and provide information that helps employers comply with state and federal laws. The AJCN also houses apprenticeship specialists who support employers in sponsoring Registered Apprenticeship programs to allow employers to establish their own standards of proficiency while developing a skilled, local, and loyal workforce.

Job centers are often the front line for information about labor market conditions and employer activity, including layoffs and business closures. Rapid Response and Trade Adjustment Assistance staff foster a statewide team approach to helping employers and workers throughout a layoff, closure, or dislocation. The AJCN and AlaskaJobs are also sources of information on hiring incentives such as on-the-job training wage reimbursement, Fidelity Bonding for at-risk job seekers, the Alaska Veteran Employment Tax Credit, and Work Opportunity Tax Credit (WOTC) program. The Anchorage Midtown job center also houses the Seafood Office to provide industry-specific services to employers and job seekers.

During FY 2025, division staff continued to use best practices in virtual and distance delivery to expand access in rural areas and for job seekers, workers, and employers who prefer virtual services, while remaining open for in-person assistance. More Alaskan job seekers received Wagner-Peyser services in FY 2025, and job center visits increased compared to FY 2024. Though the AlaskaJobs labor exchange system saw an overall decline in use compared to the prior fiscal year, approximately 45 percent of customers continued to use the system via mobile devices during this period.

AJCN Highlights and Major Accomplishments for FY 2025:

- 11,256 job seekers received 52,919 staff-assisted services.

- 17,154 job seekers received 233,446 self-services through AlaskaJobs.
- An average of 41,431 users accessed AlaskaJobs for an average of 120,950 sessions each quarter.
- 1,351 approved employers placed 11,739 job orders in AlaskaJobs, representing 25,240 job openings resulting in 10,285 job referrals and 11,206 resume views.

FY 2025 WP Job Center (JC) Activity Snapshot:

	Job Center Visits*	Total Individuals Served by JC*	Unique Veterans Served by JC**	Internal Job Orders	Job Openings	Total Job Referrals
Anchorage Midtown	12,852	6,180	684	2182	7833	3,130
Bristol Bay***	12	10	6	131	2,076	24
Fairbanks	7,092	2,934	323	1,047	1,600	824
Homer	16	12	28	994	1,048	518
Juneau	2,118	992	73	2,129	2,798	640
Kenai Peninsula	4,077	1,833	160	2,517	4,211	2,561
Ketchikan	2,074	1,164	45	353	686	316
Kodiak	1,230	584	23	405	1,134	195
Mat – Su (Wasilla)	5,160	2,586	381	624	1,344	1,332
Nome	57	28	14	226	281	95
Sitka	107	77	6	273	292	69
Valdez	135	78	12	286	503	115
Y-K Delta	1,949	648	34	557	947	239

* Job Center Visits and Total Individuals Served by JC data comes from kiosk data, except for Bristol Bay (***) due to lack of Kiosk use in FY 2025, which comes from the “Use of Job Center Resource Room or Equipment” service code entry.

**Eligible Veterans served under the WP program including those served only by self-service.

AJCN Locations and Contact Information:

Toll Free Phone: [1 \(877\) 724-2539](tel:18777242539)

Anchorage Midtown

3301 Eagle St., Suite 101
Anchorage, AK 99503
Phone: (907) 269-4800
Relay Service: 711

Ketchikan

2030 Sea Level Dr., Suite 220
Ketchikan, AK 99901-6073
Phone: 225-3181

Peninsula (Kenai)

11312 Kenai Spur Hwy., Suite 2
Kenai, AK 99611
Phone: (907) 335-3000
TTY: (907) 335-3048

Bristol Bay (Dillingham)

527 Seward St., Room 101
Dillingham, AK 99576-1149
Phone: (907) 842-5579

Kodiak

211 Mission Road, Suite 103
Kodiak, AK 99615-6315
Phone: (907) 486-3105

Sitka

304 Lake St., Room 101
Sitka, AK 99835-7563
Phone: (907) 747-3423

Fairbanks

675 Seventh Ave., Station B
Fairbanks, AK 99701-4531
Phone: (907) 451-5901
TTY: (907) 451-5901

Kotzebue (Satellite Site)

843 4th St.
Kotzebue, AK 99752
*Currently serviced through
Nome contact information

Valdez

213 Meals Ave., Room 22
Valdez, AK 99686-0590
Phone: (907) 835-4910
TTY: (907) 835-3886

Homer

3670 Lake St., Suite 300
Homer, AK 99603-7655
Phone: (907) 226-3040

Mat-Su (Wasilla)

877 Commercial Drive
Wasilla, AK 99654-6937
Phone: (907) 352-2500
Relay Service: 711

YK Delta (Bethel)

460 Ridgecrest Dr., Suite 112
Bethel, AK 99559-1607
Phone: (907) 543-2210

Juneau

10002 Glacier Hwy., Suite 100
Juneau, AK 99801
Phone: (907) 465-4562
TTY: (907) 465-2952

Nome*

103 E Front St., Suite 230
Nome, AK 99762-0280
Phone: (907) 443-2626

Seafood Employment Office

The Anchorage Seafood Employment Office is committed to promoting Alaska hiring and connecting seafood employers with a skilled and reliable workforce while keeping pace with the evolving needs of the seafood industry.

This unit is the central hub for Alaska's seafood employers and workers, with a long-standing commitment to the cultivation of partnerships with seafood employers, private organizations, and community partners in local, rural, and Alaska Native communities. Its ongoing effort supports the growth and sustainability of Alaska's seafood industry by expanding the pool of high-quality workers for seafood employers while also helping them adapt to changing needs.

Seafood Office staff support employers in recruiting both seasonal and year-round workers through job matching on AlaskaJobs. They track and respond to employer inquiries, promote job openings, and provide customized recruitment services, including assistance with job postings, creation and distribution of recruitment flyers, and participation in job fairs. Staff maintain regular engagement with employers through ongoing outreach and community events, and they educate employers on hiring incentives, labor market information, and applicable labor laws and regulations.

The Anchorage Seafood Office staff also assists job seekers with resume development, job application support — including guidance through employers' application procedures — and interview preparation through mock interviews.

Positions offered through the Seafood Office serve as an excellent entry point for individuals to establish a work history, particularly for those who enjoy physical labor and are willing to work long hours to earn money quickly. These jobs foster a strong work ethic, goal setting, career advancement, and ultimately family-sustaining wages. The Seafood Office provides Seafood Orientation Workshops which cover job expectations, work ethics, and what to expect while working in the industry. Staff review job applications, verify employment eligibility documents, refer applicants to employers, and assist with interviews and onboarding paperwork.

During FY 2025, the Seafood Office posted 76 job orders and served 2,050 jobseekers with a resulting job placement of approximately 65-70%.

Reemployment Services and Eligibility Assessment (RESEA)

The AJCN, in partnership with the Unemployment Insurance (UI) program, administers the RESEA program to reduce the number of weeks claimed against the UI Trust Fund, strengthen UI program integrity, promote alignment with the vision of WIOA, and serve as an entry point to other workforce system partners.

Selected claimants must schedule an initial 90-minute individual RESEA session with job center staff where they are provided with the following reemployment services:

- A review of their job search efforts and evaluation for barriers to employment
- An overview of UI requirements and current labor market conditions
- An orientation to job center resources
- A review of the claimant's continued UI benefit eligibility
- Development of an individual reemployment plan
- At least one reemployment activity identified as the most likely to result in rapid reemployment, such as resume, interview, or job search assistance
- Possible referral to support services, veterans' services, and/or job training

Participation in RESEA is mandatory for continued UI eligibility. An average of 66 UI claimants were selected each week to participate in the initial RESEA during FY 2025, including recently separated veterans and those deemed most likely to exhaust their benefits who live within 55 road miles of the Anchorage Midtown, Matanuska-Susitna (Mat-Su), Fairbanks, Kenai, Juneau, and Ketchikan job centers. In FY 2025, a total of 17,794 UI benefit recipients received at least one week of UI benefits, and of those, 3,435 were selected for initial RESEA participation with 1,985 completing initial RESEA requirements.

The division implemented a second RESEA interview requirement in January 2025 to increase the number of UI claimants returning to work prior to exhausting their UI benefits. Selected claimants must schedule a second 60-minute individual RESEA session with job center staff where they are provided with reemployment services, which are intended to build upon the information and progress they received during their initial RESEA session:

- A review of their job search efforts since their first RESEA session and an evaluation of barriers to employment
- A review of the claimant's continued UI benefit eligibility
- A review of current labor market conditions
- Development of an additional individual reemployment plan specific to the RESEA second session
- At least one reemployment activity identified as the most likely to result in rapid reemployment, such as career guidance/planning, aptitude testing, and job referral/placement assistance to a job in AlaskaJobs
- Possible referral to support services, veterans' services, and/or job training

Participation in the 2nd RESEA is mandatory for continued UI eligibility. An average of 22 UI claimants, selected from those who completed their initial RESEA session and met other selection requirements,

were selected each week to participate in the 2nd RESEA during FY 2025, including recently separated veterans and those deemed most likely to exhaust their benefits and who live within the same distance of the six job centers listed above for the initial RESEA. From those who completed their initial RESEA, the RESEA program selected 502 individuals for 2nd RESEA participation with 281 completing 2nd RESEA requirements.

Veterans Employment and Training Services

According to the 2023 American Community Survey 5-Year Estimate, Alaska was home to more than 58,910 veterans who comprise 11 percent of the state's adult population, the highest per capita veteran population in the nation. Veterans and eligible spouses receive priority for services in all job centers, and veterans and eligible spouses are offered specialized programs and opportunities to maximize training potential, employment, and retention. Using a team approach to providing services to veterans, all job center staff receive training on the Jobs for Veterans Act, Americans with Disabilities Act, and other legislation that impacts veteran priority, preference, and employability.

Eligible veterans and other eligible persons interested in one-on-one career counseling or training are assisted by specialized staff funded through the Jobs for Veterans State Grant (JVSG). When job seekers first enter a job center and indicate they are a veteran, a transitioning service member, or a military spouse, they are also screened for Disabled Veterans' Outreach Program (DVOP) eligibility. Due to these communities having the highest veteran populations in the state, DVOP specialists are housed in the Anchorage Midtown, Mat-Su, and Fairbanks job centers.

Through a case management framework, DVOP specialists provide veterans and other eligible individuals with tools to successfully obtain meaningful and gainful employment. Services may include assistance with resume writing, interview concepts and skills, and job search techniques, assessing participants' training needs, and connecting them with opportunities to enhance their skill sets and increase their employability. Specialists also conduct outreach in places such as the U.S. Department of Veterans Affairs medical and veteran centers, homeless shelters, civic and service organizations, veterans' job fairs, and military installations, as well as participating in Veterans Stand Down events in Anchorage and Fairbanks where homeless veterans can find supplies and services including food, shelter, clothing, health screenings, and Veteran Administration Social Security benefit counseling.

JVSG funds also support the Local Veterans' Employment Representative (LVER) in the Anchorage Midtown job center. The LVER establishes relationships with employers interested in hiring veterans and acts as a bridge to recruit, hire, promote, and retain veterans in meaningful employment. Additionally, the LVER promotes the U.S. Department of Labor's HIRE Vets Medallion Program (HVMP) and the U.S. Department of Defense's (DoD's) SkillBridge program to employers, employer associations, and business groups. The LVER also coordinates the annual Veterans and Military Spouses Job Fair, which is one of the largest job fairs in Alaska. Numerous employers discover and

recruit valuable military talent at this job fair every year who are highly beneficial and profitable to their business or agency.

A memorandum of understanding with DoD SkillBridge was established enabling DOLWD to become a DoD SkillBridge Industry Partner. SkillBridge offers an opportunity for retiring and TSMs to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during the last 180 days of military service prior to release from Active Duty. One TSM successfully completed an AJCN SkillBridge internship in FY 2025, and four TSMs are scheduled to participate in the second quarter of FY 2026 across three different job centers. In FY 2025, a total of 1,213 veterans received 6,559 staff assisted services. Of those veterans, 143 received DVOP case management services. The annual Veterans and Military Spouses Job Fair occurred in person in November 2024, where job seekers were able to access over 100 employers and education, training, and apprenticeship providers in attendance.

Alaska Adult Education (AAE)

The AAE program helps students develop basic skills, earn a high school equivalency diploma, acquire English language proficiency, prepare for the workforce, and transition to postsecondary education. The program's goal is to identify each student's educational level, provide needed instruction, and facilitate a successful transition to postsecondary education, training, or employment.

AAE is funded annually by the State of Alaska and U.S. Department of Education. This funding supports Regional Adult Education programs, provides adult education and literacy through an integrated correctional system, and funds an Integrated English Literacy and Civics Education (IELCE) program.

AAE programs help Alaskans gain skills needed to succeed in training and employment through occupation preparation classes. Today's adult education emphasizes building stronger academic foundations while offering courses such as Integrated Education and Training (IET) and digital literacy. These programs provide students with a pathway to credentials and work readiness. IET combines adult education, occupational training, and workforce preparation through concurrent and contextual curriculum offering streamlined support to training or employment. Another skill taught in AAE programs is digital literacy. This instruction equips students with essential technology skills, including computer use, online navigation, and proficiency with common software tools. Digital literacy skills are critical for success in today's ever-evolving digital world.

FY 2025 Adult Education Highlights:

- \$2,500,000 was awarded to organizations providing Adult Education and Literacy services.
- Approximately 2,000 students received instruction and 1,200 (66 percent) became full-time students (full-time is defined as 12 or more hours of direct instruction).
- Over 47 percent of adult education students in Alaska are between the ages of 25-44 with the average student's age being 37 and eight percent under the age of 18.

- 40 percent of students were English language learners, a seven percent decrease from FY 2024.
- 15 percent of students resided in a correctional facility, community correctional program, or other institutional setting, a four percent decrease from FY 2024.

The Adult Education Office also provides oversight of Alaska’s General Equivalency Diploma (GED) program and testing sites. While Adult Education and GED have overlapping goals, their general principles, program guidance, and funding requirements remain distinct. GED testing is administered through 50 Pearson test sites located around the state. The rigor of the assessments matches the skills needed for success in the workforce or in postsecondary education. To earn a High School Equivalency Diploma, students must score at least 145 on each of the four content-areas: mathematical reasoning, science, social studies, and reasoning through language arts. Diplomas are issued by the Department of Labor and Workforce Development to students who meet the above requirements.

FY 2025 GED Highlights:

- Alaska awarded 527 High School Equivalency Diplomas to students who passed all four subtests of the GED.
- Pearson testing sites served 1,121 total GED test-takers, including 985 in-person and 136 remote test-takers.
- A total of 3,758 GED tests were administered across all four subject areas.
- Alaska achieved an 80 percent passing rate, surpassing the national average of 74 percent.
- 40 percent of test-takers were 16–18-year-olds, with the average student’s age being 24 and just under 9 percent of testers being above 40 years old.
- Alaska Department of Corrections served 199 test-takers and 101 passed all four subtests to earn their High School Equivalency Diplomas.

In 2014, GED created College Ready and College Ready + Credit score levels to identify students above the American Council on Education (ACE) Credit program’s recommended levels of demonstrated college-level skills and knowledge based on the GED test. With these scores, postsecondary educational institutions have the option to recognize students’ proficiency and allow them to take higher-level courses. Of all assessments taken in FY 2025, eight percent of Alaska’s test-takers scored at the College Ready level and two percent scored at the College Ready + Credit level.

Alaska Career Ready - WorkKeys® and Other Testing Services

With the goal of increasing employability of Alaskans, Alaska Career Ready (ACR), via the ACT WorkKeys suite of nationally recognized curricula, assessments, and certificates, measures foundational workplace skills to evaluate work readiness, suggests occupations based on individual

strengths, determines areas needing improvement, and provides referrals to the Adult Education program for assistance with skill improvement. The ACR program also serves as a tool for employers, who can use National Career Readiness Certificate (NCRC) results to ensure that applicants demonstrate needed employment skills. The service reduces recruitment costs, speeds up time to full employee productivity by shortening training time, and minimizes turnover costs.

The program is available to job seekers and employers at no cost through Alaska job centers, the Alaska Job Corps Center in Palmer, Alaska Vocational Technical Center (AVTEC) in Seward, Nine Star Education & Employment Services in Anchorage, Department of Corrections facilities, and many other sites. The WorkKeys curriculum is also available telephonically and electronically for clients who prefer or require remote delivery. In FY 2025, the ACR program provided 1,240 WorkKeys assessments to 307 unique individuals resulting in 316 NCRCs earned, a 2.23 percent increase in assessments taken but a 3.36 percent decrease in NCRCs earned compared to the prior fiscal year.

Other Testing Services

The Test of Adult Basic Education (TABE) helps employers and training providers determine the foundational skills of job seekers. TABE is an academic readiness assessment that identifies individual academic skills in reading, math, and language. Employers and training providers can use TABE scores to help determine a candidate's skills, abilities, and job readiness, ensuring they are prepared for workplace demands or training opportunities. TABE offers flexible testing options, including both in-person and remote formats.

The Transportation Security Administration (TSA) requires applicants to complete a computer-based test (CBT) as part of their recruitment process for Transportation Security Officers (TSO), assessing, among other skills, English language proficiency, spatial reasoning, and image matching. TSA partnered with Pearson Professional Assessments, a provider of certification, licensure, and educational tests worldwide, to offer these CBTs to prospective TSOs. The AJCN is authorized by Pearson to proctor these CBTs in our job centers, providing Alaskan job seekers an opportunity to advance their career goals.

The AJCN also offers various other assessments to assist job seekers with their job search and employment journey. The World of Work Inventory, for example, provides a multidimensional career assessment that measures interests, skills, and work styles. Job center staff administer and interpret the results of this assessment with the job seeker to assist them with identifying the career paths and jobs that best suit them. Another example is the Test Genius platform, which offers a variety of office and computer skills testing, of which keyboarding and 10-key testing are the most frequently provided. Job seekers can then use the results to certify their office and computer skills to prospective or current employers.

Migrant and Seasonal Farmworker State Monitor Advocate

The Monitor Advocate System is a federal and state monitoring system that ensures migrant and seasonal farm workers (MSFWs) in agriculture and aquaculture jobs have equitable access to career services, skill development, and workforce protections to improve their living and working conditions. Alaska's agriculture primarily includes greenhouse and nursery work, tree farming, and crops such as hay, potatoes, and barley. Alaska's aquaculture includes fish hatcheries, as well as the farming of aquatic plants like kelp and seaweed, and shellfish such as oysters, mussels, clams, and scallops.

The State Monitor Advocate (SMA) is responsible for conducting monitoring activities set forth by 20 CFR 653.108 and the State of Alaska Wagner-Peyser Agricultural Outreach Plan (AOP). As part of those activities in FY 2025, the SMA conducted field visits of all H-2A employer sites and provided workers with information and links explaining their rights and protections under the Migrant and Seasonal Agricultural Worker Protection Act (MSPA). Additionally, the SMA provided technical assistance and training to job center staff on MSFW outreach and conducting H-2A housing inspections, monitored MSFW outreach and H-2A housing inspections conducted by job center staff, and they worked with the Foreign Labor Certification (FLC) program to ensure temporary foreign agricultural labor job order compliance. In FY 2025, there were four employers that employed 42 H-2A visa workers.

Foreign Labor Certification (FLC)

The FLC program's mission is to fill job openings for temporary agricultural and non-agricultural jobs with Alaskans first and U.S. citizens second, to reduce the need for H-2A (temporary agriculture) and H-2B (temporary non-agricultural) visas issued to foreign workers for those jobs and ensure that U.S. workers are provided with equal pay and benefits in positions offered to foreign workers.

The Foreign Labor Certification coordinator manages job orders in AlaskaJobs, provides input and monitors visa application status in the U.S. Department of Labor Office of Foreign Labor Certification (OFLC) online system, and conducts outreach to the Anchorage Job Center's Seafood Office, other Alaska job centers, and additional organizations which recruit qualified applicants. The FLC program also provides resources to employers, coordinates H-2A pre-certification housing inspections, and submits quarterly and annual reporting to OFLC in accordance with federal regulations. The OFLC determines the number of foreign worker visas issued based on information from Alaska and the recruitment report submitted by employers' representatives.

Most Alaska H-2B applications are for workers in the seafood and retail industries, while H-2A applications are for workers in nursery, horticulture, and hydroponic farming operations. In FY 2025, Alaska's FLC program processed 155 job orders for 75 employers at 140 worksites with 4,048 total positions, including 117 H-2B job orders and five H-2A job orders for a total of 3,197 positions that received temporary labor certification from the OFLC.

Employment Service and Employment Related Law Complaint System

The Employment Service (ES) and Employment Related Law Complaint System, per 20 CFR 658.410(d), is established in the AJCN to process complaints from participants regarding Wagner-Peyser employment services or against an employer registered in the AlaskaJobs system. This Complaint System does not apply to complaints regarding Career Support and Training Services (CSTS) programs or Unemployment Compensation. CSTS has its own formal complaint system and Unemployment Compensation has an appeal process.

Employment and Training Administration (ETA)-approved Complaint System posters are prominently displayed in the resource rooms of each Alaska job center and online in both in English and Spanish. Posters provide information on how to file an ES or employer-related complaint. All ES staff are trained to process and log complaints. In FY 2025, there were a total of 15 ES complaints and 49 employer-related complaints processed.

Work Opportunity Tax Credit (WOTC)

The WOTC program incentivizes employers to hire job seekers who experience barriers to employment. Eligibility determinations are conducted by program staff and AlaskaJobs interfaces, resulting in certifications issued to employers who can claim tax credits from the Internal Revenue Service.

The credit amount is calculated by analyzing first-year earnings, hours worked, and the new employee's certified target group. Federally determined target groups include:

- Qualified individuals who are a member of a family who received Temporary Assistance to Needy Families (TANF)
- Qualified Veterans
- Ex-felons
- Designated Community Residents living in Empowerment Zones or Rural Renewal Counties (geographic areas characterized by high levels of poverty and economic distress)
- Vocational Rehabilitation Referrals
- Recipients of Supplemental Nutrition Assistance Program (SNAP) benefits
- Qualified Long-Term Unemployment recipients
- Summer Youth Employees
- Supplemental Security Income (SSI) recipients

In FY 2025, the Alaska WOTC program issued 3,342 certifications for \$9,397,800 in potential employer tax credits.

Fidelity Bonding

The Fidelity Bonding program provides employers with no-cost, no-deductible protection against job-

related theft or financial harm as an incentive to hire, retain, and promote justice-involved and other at-risk individuals, including those who are not otherwise bondable.

In FY 2020, the division began implementation of a four-year federal grant awarded in June 2019. The Fidelity Bonding Re-Entry Program allows for enhanced fidelity bonding opportunities specifically for employers who hire individuals with criminal records, including ex-offenders recovering from opioid and other drug addictions. Opening avenues to employment for these individuals helps Alaska reduce recidivism and keep its communities intact and safe. Bonds purchased with grant funds do not expire and may be issued beyond the program period. During FY 2025, 15 Fidelity Bonds totaling \$75,000 were issued, all covering justice-involved individuals. Bonds remain available for employers who hire other at-risk job individuals.

Reentry Support

Reentry simulations have become a valuable tool to enhance Alaska Job Center staff's understanding of the challenges faced by individuals transitioning from incarceration back into the community. These simulations replicate real-life scenarios that reentrants encounter, such as securing housing, transportation, identification (e.g., ID, driver's license, Social Security card), meeting parole or probation requirements, and seeking employment. By participating in these exercises, Job Center staff and community partners gain firsthand insight into the systemic and logistical barriers that can hinder successful reintegration.

These simulations are not only educational but also foster empathy and collaboration among service providers, helping to improve the design and delivery of reentry support services. They serve as a platform for identifying service gaps, strengthening interagency coordination, and promoting innovative solutions to reduce recidivism.

These efforts are part of a broader, coordinated strategy involving the Department of Labor & Workforce Development (DOLWD), the Alaska Workforce Investment Board (AWIB), the Division of Vocational Rehabilitation (DVR), and the Department of Corrections (DOC) who meet monthly to share updates, highlight new programs, and collaborate on solutions to improve reentry outcomes. This ensures that reentry simulations and related services are informed by cross-agency expertise and aligned with statewide workforce development goals. This collaboration also supports the delivery of pre-release services, the development of reentry curricula, and the promotion of employer engagement strategies such as Fidelity Bonding and Work Opportunity Tax Credits (WOTC)—ultimately strengthening Alaska's reentry ecosystem.

Currently, in-reach services are provided at 12 Department of Corrections (DOC) facilities across Alaska: Anvil Mountain Correctional Center (Nome), Dillingham Correctional Center, Fairbanks Correctional Center, Goose Creek Correctional Center (Big Lake), Hiland Mountain Correctional Center (Eagle River), Ketchikan Correctional Center, Lemon Creek Correctional Center (Juneau),

Palmer Correctional Center, Point Mackenzie Correctional Farm (Wasilla), Spring Creek Correctional Center (Seward), Wildwood Correctional Center (Kenai), and Yukon Kuskokwim Correctional Center (Bethel). This is done through a coordinated effort between DOLWD Employment Services Technicians (ESTs), Education Coordinators (ECs), and in-house Probation Officers. These services are designed to support incarcerated individuals in preparing for successful reentry into the workforce. ESTs deliver a wide range of employment-focused services, including job readiness workshops, resume writing, interview preparation, job search assistance, and industry-specific orientations. They also provide guidance on navigating online job applications, evaluating transferable skills, and exploring career pathways aligned with labor market trends.

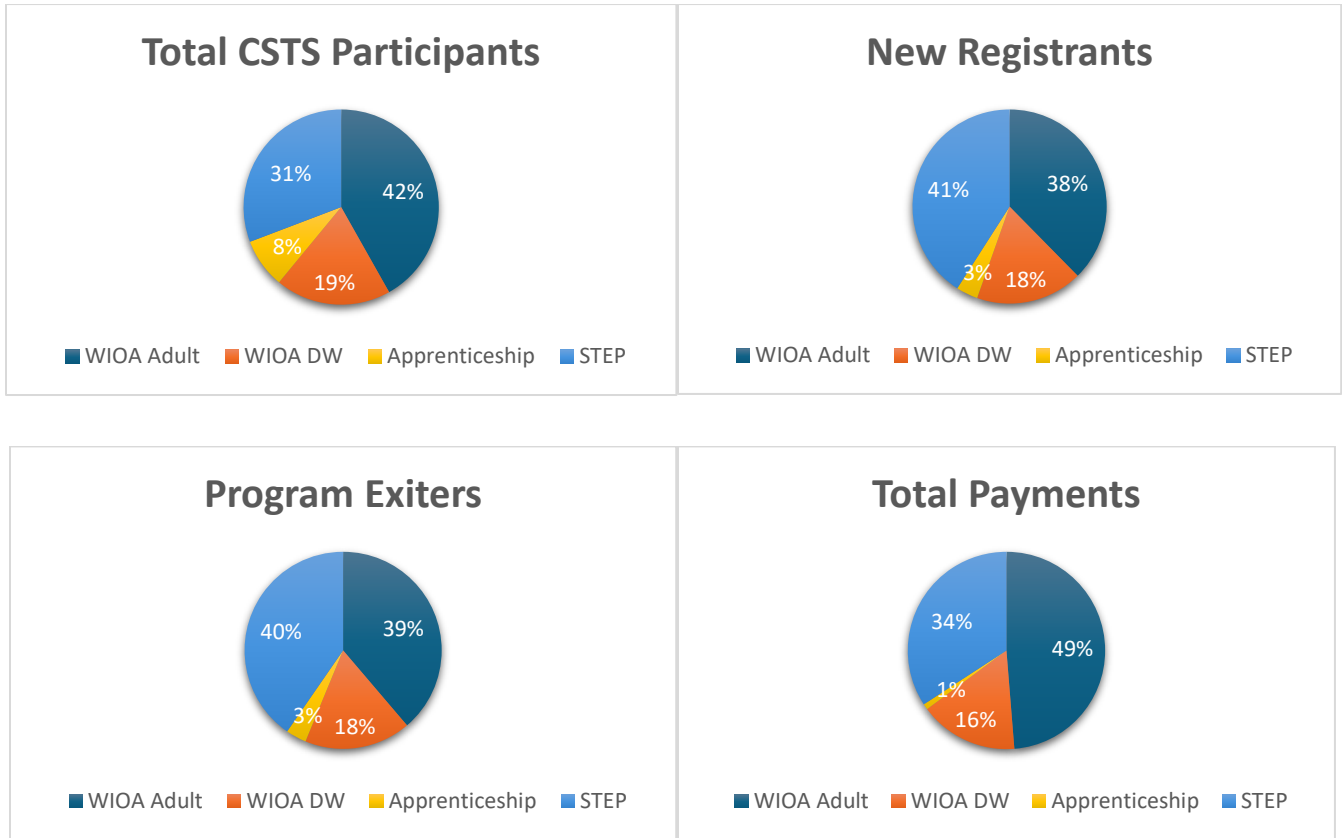
In addition to employment preparation, ESTs connect individuals with training opportunities such as apprenticeships, on-the-job training, and career and technical education programs, along with information on funding sources. They also facilitate discussions on how to address criminal history with potential employers and promote the use of programs like Fidelity Bonding and WOTC to support second-chance hiring. The Alaska Adult Education (AAE) Program also contributes by funding DOC's adult education services, which serves over 400 students annually and supports more than 100 GED completions each year. These efforts are further strengthened through collaboration with DOC's Correctional Adult Reentry Education, Employment, and Recidivism Strategies (CAREERRS) staff, who coordinate with job centers and community partners statewide to ensure continuity of support post-release.

Career Support and Training Services (CSTS)

The CSTS case managers in one-stop job centers provide support for Alaska's WIOA Adult, Dislocated Worker (DW), and National Dislocated Worker Grant programs, Registered Apprenticeships, the Trade Adjustment Assistance program, and Alaska's State Training and Employment Program (STEP), to transition qualified individuals into high-wage, high-growth, and demand-driven jobs to ensure self-sufficiency and success. Staff work with participants to determine the appropriate set of goals, programs, and assistance to address individual needs via comprehensive assessments, career evaluation, and labor market analysis to develop an individual employment plan and provide referrals for additional resources. Eligible individuals may be co-enrolled in WIOA and state programs to maximize available resources, and may receive occupational, pre-vocational, vocational, pre-apprenticeship, apprenticeship, and on-the-job training, as well as financial support to help meet costs of housing, transportation, tools, clothing, books, and supplies while participating in program services.

Across all titles, WIOA programs prioritize special populations, with a focus on supporting veterans, their eligible spouses, other displaced homemakers, and individuals with barriers to employment including, but not limited to, recipients of public assistance, low-income individuals, older individuals, ex-offenders, youth in or aged out of foster care, long-term unemployed, basic skills deficient individuals, and other groups determined by the Governor to have barriers to employment.

For FY 2025, total participants for all programs were 1702, of which 938 were new registrants, while 1305 participants were exited. Total expenditures for all programs was \$6,771,665.69.



WIOA Adult, Dislocated Worker, and Incumbent Worker Training Programs

The WIOA Title I-B Adult program improves the quality of the adult workforce, reduces welfare dependency, and enhances the productivity and competitiveness of Alaska’s workforce. Staff work with individuals aged 18 or older in need of workforce services, training or retraining to secure unsubsidized employment. The program provides adults with workforce preparation, career services, training services, and job placement assistance needed to increase occupational skills, obtain industry-recognized credentials, and secure a good job that provides earnings that lead to self-sufficiency. In FY 2025, case managers worked with 712 Adult participants, 353 were new registrants, while 506 participants exited the program. The total expenditure for WIOA Adult was \$3,299,409.97.

The WIOA Title I-B Dislocated Worker Program provides employment and training services to workers who have been laid off, have received a notice of layoff, or cannot continue in their employment without additional training or certifications; spouses of relocated active military service members; and displaced homemakers who have relied on the income of another family member and no longer

receive that support. Self-employed individuals who have experienced income reduction or were compelled to close their business due to economic conditions in their community or natural disaster may also be considered dislocated workers. The program enhances the quality, productivity, and competitiveness of Alaska's workforce while meeting the needs of Alaska's employers. In FY 2025, 326 individuals participated in the Dislocated Worker program. Of those, 167 were new registrants, while 228 exited the program. The total expenditure for WIOA Dislocated Worker was \$1,093,629.88.

The Incumbent Worker Training (IWT) program is designed to increase the productivity, profitability, competitiveness, and stability of businesses by assisting employees to acquire the skills and certifications they need to advance in their current company or agency, thus allowing businesses to meet the changing demands of their industries while averting layoffs and increasing employee retention. Employees, in turn, not only keep their jobs with increased chances for promotion but can gain industry-recognized transportable credentials and transferable skills to be more competitive in the workforce. Employers help with the overall costs of training based upon their business size. Employer contributions may be paying their employees' wages during the training period, covering in-kind expenses, covering portions of the training or related support costs, and most importantly, committing to retaining employees who successfully complete training. The program is flexible regarding the types of training it can support and allows training providers to gear instruction to meet the employers' specific workforce needs. During FY 2025, the Incumbent Worker Training program utilized \$73,371.97 to assist 8 employers train 13 incumbent workers in ground and air transportation, hospitality management, oil and gas, and utilities industries.

Apprenticeship Unit

The mission of the DETS Apprenticeship Unit is to help establish and maintain Registered Apprenticeship Programs (RAP) that meet five federally required components: employer involvement, structured on-the-job training, related technical instruction, rewards for skills gains, and industry credentials. In collaboration with the Alaska Workforce Investment Board (AWIB), the Apprenticeship Unit specializes in supporting employers and Alaska's local workforce through apprenticeship in high demand industries such as building and construction, advanced manufacturing, accounting, healthcare, information technology, and hospitality.

The unit works closely with the U.S. Office of Apprenticeship to guide employers through the process of building a RAP that meets their specific business needs. Registered Apprenticeships are expected to be at least two years long, require a minimum of 144 hours of related instruction, and at least 2000 hours of on-the-job training. The employer benefits of participating in an RAP are a pipeline of specifically trained employees, higher productivity and knowledge transfer, a systematic approach to training, improved safety, reduced turnover through employee loyalty, lower recruitment costs, and overall savings in payroll and training costs.

The Apprenticeship Unit also supports workers in RAPs by providing case management services to ensure successful completion of the program. This support includes initial assistance with exploring apprenticeship options and completing registration paperwork, as well as obtaining tools, gear, books, tuition, and supplies based on an evaluation of individual need. Benefits to apprentices include paid work experience, hands-on career training, specialized education, national industry certification, and ultimately a high-quality career.

Registered Apprenticeship programs are an excellent way to establish a stable workforce of highly skilled individuals to meet Alaskan employers' unique needs, and to ensure that formally trained individuals find their way into good jobs with livable wages in high demand careers.

In FY 2025, case managers worked with 140 apprentices between WIOA Title I and Apprenticeship grants, 34 of which were new to the program, while 44 individuals exited. Of those participants, 76 were served solely through Apprenticeship grants. The total expenditure for Apprenticeship was \$63,222.70, disbursed from the SAEEL and SAEF grants during this time period.

State Training and Employment Program (STEP)

The purpose of STEP is to enhance the quality and accessibility of in-state training and employment services for Alaskans to help meet the workforce needs of Alaska employers. The program also seeks to increase resident employment in industries where a high number of nonresidents are employed, reduce future unemployment claims, and foster economic growth in all regions by meeting employer demand for a skilled workforce. Employers who invest in a skilled workforce gain a competitive edge in business and benefit from costs incurred in supporting unemployment insurance for those not working.

AJCN staff facilitate STEP assistance through several types of training opportunities, including industry-specific training; on-the-job training, apprentice training in a USDOL registered apprenticeship program; institutional or classroom job-linked training; and support services necessary to enable a participant to attend training and/or obtain or retain a job.

STEP focuses on participants who may be employed or employable, have worked in a job covered by unemployment insurance in any state, and who need training to improve their prospects for obtaining or retaining employment. The goal is to help self-motivate individuals to pursue accessible avenues for gaining essential skills for successful employment and increased earning potential. In FY 2025, 524 individuals received STEP services, 384 were new registrants, while 527 exited the program. The total expenditure for STEP was \$2,315,403.014.

Customer Group	Total Participants	New Registrants	Program Exiters	Total Expenditures
WIOA Adult	712	353	506	\$3,299,409.97
WIOA DW	326	167	228	\$1,093,629.88
Apprenticeship	140	34	44	\$63,222.70
STEP	524	384	527	\$2,315,403.14
Total	1702	938	1305	\$6,771,665.69

Eligible Training Provider List (ETPL)

The WIOA programs emphasize informed consumer choice, job-driven training, demonstrated performance of training providers, and continual improvement in performance achievement and accountability. Maintained in collaboration with AWIB, the ETPL is one of the principal tools Alaska’s WIOA Title I programs use to achieve these objectives. The ETPL was established to assist job center career planners and participants to identify programs that have proven ability to provide valuable training in today’s high-growth industries and priority occupations. Training providers and their programs must be on the ETPL to receive WIOA funds for the Adult, Dislocated Worker, and Youth programs. As of June 30, 2025, Alaska’s ETPL had added 76 training programs for a total of 756 programs from 84 approved providers, of which 384 programs were with the University of Alaska, and 117 programs were Registered Apprenticeships from 54 sponsors.

Youth Engagement

Career Guide Initiative

In partnership with the Alaska Department of Education and Early Development (DEED), the Department of Labor and Workforce Development (DOLWD) launched its first year of implementation under the rootEd Alliance framework as part of the statewide Alaska Career Guide Project. Alongside key partners—the Bristol Bay Regional CTE Consortium (BBRCTE) and Sealaska Heritage Institute (SHI)—DOLWD contributed to establishing a strong foundation for delivering postsecondary advising and career exposure services to high school students across Alaska. While all three partners demonstrated a high level of collaboration and commitment, variations in organizational structure, staffing capacity, and regional context influenced implementation strategies and outcomes.

DOLWD achieved a FAFSA completion rate of 44.6 percent, exceeding the statewide average of 39 percent and aligning closely with the overall project average of 41.4 percent. In addition, 84.8 percent of DOLWD-supported students participated in career exposure activities, such as campus visits and career fairs, compared to 88.7 percent across the full project.

Identified areas for growth include postsecondary plan development (58.7 percent), financial planning (51.1 percent), and completion of all required applications (60.9 percent). With expanded on-site access and earlier student engagement planned for Year Two, DOLWD anticipates measurable improvements across these indicators.

Youth Activities in Job Centers

Job Corps students receive a tour of the MatSu Job Center and orientations on available services, including Career Support and Training Services (CSTS) and AlaskaJobs account creation with resume development. Upon program completion, graduates return to update their resumes and participate in additional CSTS orientations.

Approximately 350 students from seven schools in the Mat-Su School District—Colony, Palmer, Houston, Wasilla, Mat-Su Career Tech, Joe Redington, and Mat-Su Central—are transported annually to the Mat-Su Career Expo. In preparation, Job Center staff offer virtual “Preparing for a Job Fair” workshops to all high school students approximately two months prior to the event.

Midtown Job Center staff maintain strong partnerships with Covenant House and King Tech, providing on-site presentations and orientations on Job Center services and CSTS funding opportunities.

The Department of Transportation (DOT) hosts an annual Construction Career Day for Alaska youth, with participation from union apprenticeship programs, DOT, DOLWD, Alaska Works Partnership, and school districts. DOLWD staff support the event through volunteer assistance, setup and teardown, and by hosting an informational booth on Job Center services. In the previous year, the event served approximately 700–800 students from high schools and homeschools statewide, including Anchorage, Chugiak, Mat-Su Valley, Valdez, and Kenai.

Seaview Community Services of Seward visits the Peninsula Job Center approximately twice per year, bringing student groups to access services such as AlaskaJobs registration, job search assistance, resume development, CSTS, and WorkKeys assessments. The most recent visit occurred in August 2025.

Peninsula Job Center staff also visit the Kenai Peninsula Youth Facility three to four times annually to provide similar services. Facility staff additionally escort youth probationers to the Job Center for assistance with resumes, account registration, email creation, and related employment services. The most recent visits occurred in September 2025.

The Kodiak Job Center has finalized a new initiative to deliver Job Center services directly to Kodiak High School students both on campus and at the Job Center. Staff will conduct monthly visits to the high school to support career exploration, job applications, and resume and cover letter development. In collaboration with school counselors, staff implemented a “Hot Jobs” bulletin board featuring

employment opportunities appropriate for high school students. Additionally, the Job Center will host a monthly Career Club in its Resource Room, allowing students to engage directly with Job Center services and gain familiarity with the Alaska Department of Labor and the local workforce system. These activities are scheduled to begin in January 2026 and represent a strong partnership supporting workforce readiness among Kodiak students.

Across the Gulf Coast, Northern, and Southwest regions, Job Centers regularly collaborate with local schools to provide services such as resume assistance, mock interviews, and career exploration. Schedules and service offerings vary by location to accommodate school needs. For example, Peninsula Job Center prepares students for job shadow opportunities while also responding to individual requests from teachers and counselors. Job Centers also participate in school-sponsored scholarship, postsecondary, FAFSA, and related events as opportunities arise. Partnerships include local school districts, Native corporations, chambers of commerce, employers, and community organizations.

Alaska Job Centers in Juneau, Ketchikan, and Fairbanks provide comprehensive youth workforce development services through strong partnerships with school districts, tribal organizations, training providers, and employers. These collaborations focus on career exploration, work readiness, and direct connections to employment and apprenticeship opportunities.

The Juneau Job Center (JJC) partners annually with the Southeast Regional Resource Center (SERRC) to support a youth-focused Spring Job Fair held in conjunction with a week-long “Taste of the Trades” event at the University of Alaska Southeast Tech Center. JJC also hosts biannual Union Nights, provides resume and interview workshops, conducts job center tours for local homeschool and alternative high school students, and collaborates with programs such as Tlingit & Haida Wayfinders and Johnson Youth Center to support Native youth and youth preparing for reentry.

The Ketchikan Job Center (KJC) conducts outreach to schools in Ketchikan and surrounding communities, offering career exploration, resume and interview assistance, and connections to youth-friendly employers. KJC partners with the Division of Vocational Rehabilitation, Tlingit & Haida, Generations Southeast, Jobs for Alaska’s Graduates, and industry partners to deliver hands-on career exposure through volunteer programs, trade exploration events, and industry tours in areas such as welding, maritime, mining, and heavy equipment operations.

The Fairbanks Job Center (FJC) works closely with the Fairbanks North Star Borough School District and the Yukon-Koyukuk School District to support youth career readiness through annual career fairs, in-school workshops, WorkKeys assessments, advisory committee participation, and career panels. FJC also supports school-based career fairs, hosts an annual Youth Job Fair serving approximately 200 students, and provides direct services including resume assistance, interview preparation, and employer engagement.

Youth Activities in Adult Education

Adult education programs provide alternative pathways to traditional education, offering smaller class sizes and individualized instruction for students requiring additional academic support or who face challenges in traditional school settings. High School Equivalency Diploma programs, including GED testing, offer accelerated pathways for youth to obtain recognized credentials.

Adult education programs also serve as a bridge to postsecondary education by offering college readiness and transition courses that support successful enrollment and persistence in higher education. English language acquisition courses support students in developing speaking and comprehension skills while promoting economic self-sufficiency. Programs emphasize digital literacy skills essential for success in both the modern workforce and postsecondary education.

Additionally, adult education curricula integrate workforce readiness skills such as budgeting, time management, and communication—critical competencies for youth transitioning successfully into employment.

Rapid Response

Alaska's Rapid Response program is designed to avert or quickly respond to an announcement of a potential permanent business closure, mass layoff, or disaster, natural or otherwise, which results in workers being laid off through no fault of their own. Comprised of a statewide coordinator and representatives housed at job centers, the Rapid Response team provides customized strategies, tools, and assistance to businesses, communities, families, and individuals to minimize or ideally avoid the impact of job loss and business closures.

Using data and resources provided by the department's UI and Research and Analysis teams, the statewide Rapid Response Coordinator identifies and gathers information for early warning of potential layoffs and opportunities for layoff aversion. The Rapid Response team also receives notification of potential layoffs and business closures via workers filing UI claims, direct contact from impacted employers and workers, partnerships, media announcements, fluctuations in employer tax contributions, and Worker Adjustment and Retraining Notification (WARN) notices. The team coordinates with appropriate stakeholders and partners, conducts an assessment, and implements a plan to address the layoff or closure to provide tailored assistance to each worksite and dislocation.

During FY 2025, the Rapid Response program received three WARN notices, provided services to 26 employers, and a total of 226 affected workers participated in 20 rapid response events.

Trade Adjustment Assistance (TAA)

The TAA program provides training and employment services to those workers who have been laid off, threatened with layoff, or have faced a reduction in hours or pay, due to the impacts of international

trade, including competition from imported goods or work outsourced to another country. The program partners with Rapid Response, conducts outreach to identify potential trade-affected worker groups, and facilitates filing of TAA petitions with the U.S. Department of Labor (USDOL) for certification. At the time of petition filing, the TAA program coordinates with stakeholders to provide early intervention to workers for Rapid Response, reemployment, and career support and training services.

TAA benefits for eligible individuals include training and training-related services and support, job search and relocation allowances, weekly income support when unemployment insurance is exhausted, and a wage subsidy for workers who are age 50 and older to help bridge the salary gap between old and new employment. In Alaska, most workers eligible for TAA benefits have worked in the petroleum, timber, and fishing industries. While the Trade program awaits reauthorization by Congress, the program continues to serve Alaskans who were laid off or threatened with layoff under petitions from all states certified prior to June 30, 2022. Alaska currently has no remaining active petitions but continues outreach efforts via the department's social media feeds and website, as well as direct email and text messaging from the AlaskaJobs platform, to notify past Trade-Affected Workers who have outstanding training benefits.

Unemployment Insurance (UI)

Overview

The Alaska UI program provides partial wage replacement, with full benefits for insured workers who are unemployed through no fault of their own and are actively seeking reemployment. UI operations are comprised of benefit eligibility determinations, payments, the appeals system, employer wage reporting and tax collection, and trust fund management.

To pay benefits, the UI program assesses and collects employer and employee taxes which are deposited into the UI Trust Fund, with Alaska as one of only three states where employees also contribute. The program provides a convenient and efficient means for claimants to apply for UI benefits during periods of unemployment and protects the UI Trust Fund by preventing and recovering UI benefit overpayments.

Federal funding for administration of the UI program consists of dedicated funds returned to states through a system largely dependent on workload. The Administrative Grant is funded through the Federal Unemployment Tax Act (FUTA) and may only be used to administer the state's UI program. For the Federal Fiscal Year 2024, Alaska received \$24,615,100.

UI Performance Management

Federal mandates stipulate the inclusion of two performance-tracking categories. The first is Core Measures, which encompasses oversight on key performance areas representative of the health of the entire UI system. These measure key activities based on uniform national Acceptable Levels of Performance (ALP). The second category is Management Information, which facilitates the analysis of performance and assists in planning corrective activities when necessary. Management Information tracks state performance on subsets of core measures and ancillary activities such as interstate and federal programs. The State Quality Service Plans (SQSP) process addresses performance deficiencies. The SQSP serves as the performance and grant document through which states receive administrative funding.

Types of UI Benefits

Regular UI

State weekly benefits are paid to individuals who have worked in covered employment, earned enough wage credits to qualify, and have met weekly eligibility criteria. The weekly benefit amount is based on wages earned during four calendar quarters. The duration of benefits can range from 16-26 weeks, depending on how wages are disbursed throughout those quarters.

Interstate Benefit Program (IBP)

The IBP program provides a method of payment for unemployed individuals who have qualifying

employment and wages yet could be deprived of their UI benefits due to their absence from the state in which their wages were earned. Individuals who have worked in Alaska and subsequently moved outside the state may receive Alaska UI benefits under the Interstate Agreement.

Unemployment Compensation for Federal Civilian Employees (UCFE)

Individuals separated from civilian employment with the federal government may qualify for UI benefits. The federal government maintains its own trust fund, the Federal Employees Compensation Account (FECA), to fund UCFE benefits for federal employees. The state administers this program under Title 5 Chapter 85 United States Code and 20 CFR part 609.

Unemployment Compensation for Ex-Military Personnel (UCX)

Individuals who have served on active military duty in the last 18 months may be eligible for UI benefits which are determined based on the ex-service member's DD 214. UCX benefits are also paid from FECA rather than Alaska's UI Trust Fund.

Disaster Unemployment Assistance (DUA)

If an individual is unemployed because of a disaster, the individual may be eligible for up to 26 weeks of DUA. Once the federal government declares a major disaster and offers individual assistance, the state DUA Coordinator and Federal Emergency Management Agency personnel issue DUA information to affected individuals in the designated areas. The last time the federal government declared a major disaster and offered individual assistance in Alaska was for the Western Alaska storm from October 2025 that impacted the Northwest Arctic Borough, the Regional Educational Areas of Lower Yukon and Lower Kuskokwim.

State Extended Benefits (EB)

The EB program pays additional benefits when individuals have exhausted all of their regular UI. Costs for the program are split equally between the state and federal governments. In Alaska, these additional benefits are triggered during periods of high unemployment, when the Insured Unemployment Rate (IUR) reaches six percent or higher. Once generated, the state is federally mandated to trigger onto a minimum of 13 weeks of EB.

Two formulas control when a state can pay EB:

- The IUR exceeds 120 percent of the previous three-month average for the preceding two calendar years, or if the IUR rises above six percent.
- The total unemployment rate (TUR) exceeds 110 percent of the previous three-month average for the preceding two calendar years, and the TUR rises above six and a half percent. Furthermore, if the TUR reaches an eight percent average for three months, the state reaches a High Unemployment Period (HUP), which changes the EB amount from 50 percent to 80 percent of regular benefits for up to an additional seven weeks. Alaska last paid HUP in FY 2021 due to business shutdowns related to the COVID-19 pandemic.

UI Organization

With offices located in Juneau, Anchorage, Fairbanks, Kenai and Wasilla, the UI program consists of eight units.

Appeal Tribunal

The right to file an appeal of a division determination is federally mandated under the Social Security Act Sec. 303(a)(3) and further codified in Alaska Statute (AS) 23.20.410 through 23.20.470 and Alaska Administrative Code (AAC) title 8, chapter 85, sections 151 through 157.

The law requires an opportunity for a fair hearing before an impartial tribunal for all individuals whose claims for UI benefits are denied. UI tax determinations and determinations involving labor dispute disqualifications can also be appealed. There are two levels of administrative appeal: a lower-level appeal to the tribunal and a higher-level appeal requesting Commissioner review.

Appeal cases are subject to quarterly quality reviews, where a random sample of cases are scored using 31 criteria outlined in the ET Handbook No. 382, 3rd edition, which measures the quality of lower authority appeals. Quality reviews determine the tribunal's success in meeting critical fair hearing and due process elements. Additionally, 60 percent of tribunal cases must be closed within 30 days and 80 percent within 45 days of the appeal filing date.

In FY 2025, the appeal's unit issued approximately 931 tribunal decisions and 18 commissioner-level decisions.

Benefit Payment Control (BPC)

The BPC program is federally mandated with a mission to protect the integrity of the UI Trust Fund by preventing, detecting, and recovering overpaid UI benefits. The program consists of two units: Audit and Recovery, and Fraud Investigations.

Detected in FY 2025	
Non-fraud overpayments	\$1,046,443
Fraud overpayments	\$2,196,757
Fraud penalties	\$1,101,258
Total	\$4,344,458
Recovered in FY 2025	
Non-fraud overpayments	\$1,132,511
Fraud overpayments	\$1,529,214
Fraud penalties	\$620,553
Total	\$3,282,278

Audit and Recovery oversees quarterly wage audits and runs crossmatches on weekly UI claims against the National Directory of New Hires (NDNH) to detect newly hired workers who continue to file for UI and do not report earnings. This crossmatch has proven to be extremely successful in detecting claimants that have returned to work and continue to file. This unit also performs collection activities, which includes garnishment of Permanent Fund Dividends.

The Fraud Investigations Unit detects and investigates fraud found in unreported wages and work, job termination, job refusal, inability to work, unavailability for work, false claims for dependent

allowance, check forgeries, and identity theft. Based on findings, investigators calculate benefit overpayments and fraud penalties. Investigators may also prepare fraud cases for criminal prosecution.

Alaska began receiving offsets from claimants’ federal income tax returns for overpaid benefits utilizing the Treasury Offset Program (TOP) in 2017. In FY 2025, Alaska collected \$1,013,712.31 of which 30 percent of claimant offsets were returned to the UI Trust Fund, and the remaining 70 percent was deposited in Alaska’s general fund.

Claim Centers

There are UI claim centers in Anchorage and Juneau. Claim center staff obtain claim and eligibility information by telephone and the internet. Callers use a self-directing number to contact a claim center or file online through myAlaska. Unemployed workers can use the internet to establish a new claim, reopen an existing claim, and file for weekly benefits.

UI claim center staff review and gather information from the claimant and any interested parties to determine if there are any conditions or circumstances that could result in the denial of benefits as required by eligibility and disqualification provisions of Alaska law and defined policy. Once the review is complete, a written determination is issued to the claimant, and, when applicable, the claimant’s last employer.

FY 2025 total UI benefits paid \$69,557,952	
Total initial claims processed	49,424
Calls received in UI claim centers	52,593
Alaskans who received UI benefits	17,794
Average weekly amount	\$291.90
Total number of weeks filed	261,917
Total determinations issued	31,375

Data Processing Liaison (DPL)

DPL supports systems that are critical to UI business services through analysis and testing of computer and database processes. DPL works directly with the Administrative Services Division’s Data Processing unit and other units in the UI program to implement changes and updates to ensure departmental standards in design and functionality.

Quality Control (QC)

The UI Benefit Accuracy Measurement (BAM) program is a federally required diagnostic tool to measure the accuracy of UI claims and identify opportunities for improvements in the UI program. Each week, UI claims are randomly selected, and auditors are systematically assigned cases. Investigations normally include contacting claimants and employers, examining records both within and outside the agency, and determining whether benefits were properly paid or denied. The BAM program adheres to Improper Payment Elimination and Recovery Act (IPERA) guidelines to ensure Alaska remains in compliance and the improper payment rate does not exceed 10 percent. The UI Integrity Task Force meets quarterly to identify the main causes of overpayments and develop strategies to reduce the improper payment rate. According to most recent available FY 2025 data,

Alaska's improper payment rate was seven-point-six two percent.

The following were identified as the primary cause for improper payment of benefits:

- Benefit year earnings – Claimants not reporting or incorrectly reporting weekly earnings.
- Able and Available – Claimants were not able or available to seek and/or accept full-time work.
- Work searches – No work search activity was performed, or not enough information was available to verify a work search.

UI Support

UI Support provides support service functions to ensure prompt and proper payment of UI benefits and works with claim centers to pay special claims benefits using federal and out-of-state wages. The unit also maintains UI wage records and ensures prompt and accurate reviews of wage and benefit eligibility issues, billing of participating employers, and billing and reimbursement of participating states.

Tax

FY 2025 UI Tax Activity	
Deposited into UI Trust Account	\$131,679,400
Employer Contributions	\$115,705,879
Employee Contributions	\$16,051,137
Transferred to TVEP	\$26,732,615
Transferred to STEP	\$10,694,673
Contribution Reports Processed	84,885
Employers Registered in Alaska*	21,740
Employer Audits	92
Amended	47
Misclassified Workers Discovered	147
Additional Contributions Collected	\$13,209
Contributions Refunded	\$35,089

Alaska's UI program is based on an insurance model, under which the program must collect sufficient premiums to fund benefit payments. UI Tax collects contributions from employers and employees to finance the UI Trust Fund from which UI benefits are paid. Alaska uses a "payroll decline" method to establish individual employer UI tax rates. Employer and employee taxes are submitted each quarter and deposited into the Alaska account of the Federal UI Trust Fund. Taxes in the UI Trust Fund are only used to pay UI benefits. Portions of employee tax contributions are also set aside for the State Training and Employment Program (STEP) and Alaska Technical

Vocational Education Program (TVEP) to fund technical and vocational training. State law specifies the entities and allocation of these funds. This system has proven effective, and the Trust Fund has remained solvent and able to weather periods of high unemployment.

Technical Unit

The Technical Unit provides support to the UI program in areas of federal and state compliance, legislation and regulation, planning, analysis, project management, training, service delivery, corrective action, and evaluation of program improvements. The unit supports the development and

implementation of claim center staff training as well as developing and updating all UI program resource materials.

Unemployment Insurance Trust Fund (UITF) FY 2025

The UITF balance as of June 30, 2025, was \$771,110,191.43 and receives funding from the following sources on an annual basis:

- Employer and employee tax contributions (AS 23.20.170 and AS 23.20.290), \$131,757,015.95
- Interest earned – paid by the Federal government, \$23,251,274
- Benefit fraud penalties and interest are split with 70 percent deposited into the state’s general fund and 30 percent deposited into the UITF, \$208,722
- Federal reimbursements for benefits paid to claimants that are federal employees or former military personnel. This has net zero impact on the UITF, \$889,382
- Reimbursable employers’ (AS 23.20.277 and 8 AAC 85.260) reimbursements to the UITF for 100 percent of regular and extended benefits paid to their employees. Net zero impact on the UITF, \$5,564,799

Two statutory transfers from employee tax contributions were made during FY 2025 totaling \$37,449,724:

- Alaska Technical and Vocational Education program, \$26,749,855
- State Training and Employment Program, \$10,699,869

In FY 2025, net deposits into the UITF were \$124.3 million in revenue. Total benefit payments, including reimbursable employers, were \$71.3 million.