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April 5, 2019

Wendi Secrist and One Stop Committee  
317 Main Street  
Boise Idaho

Re: Comprehensive One Stop Certification Site Visit – Lewiston

Dear Wendi,

Enclosed is my write-up based on my on-site review of the Lewiston Comprehensive One Stop Center and my review of the Center's Self Certification. I have reviewed the standards and how the Department of Labor felt that the standards were met during the self-certification process and have summarized my comments and observations based on my on-site visit and staff interviews at the Lewiston Comprehensive One Stop Center on March 27, 2019.

I have centered my observations and comments on each grouping of standards and then followed these with any ideas for continued improvement that we discussed during the standards review or during my visits. I hope this information is helpful in facilitating the One Stop Committee's certification process. I have also attached the worksheets that I used during the visit including my observations and comments on each standard.

If there are any questions regarding this review, please feel free to call me at (208) 356-4524 ext. 311.

Sincerely,

*Terry Butikofer*

Terry Butikofer  
Director of Lending and Workforce Development

## One Stop Certification – Review and On-Site Visit – Lewiston

I visited the Lewiston Comprehensive One Stop Center on March 27, 2019 in order to observe activities in the center and review the self-certification completed earlier by Idaho Department of Labor Staff with Management and Staff. My observations and comments are as follows;

### Program Services:

*Observations and Comments:* During my visit, staff conversations and observations I felt that center and partner staff are well trained and capable of providing the program services as expected by the U.S. Department of Labor. The region has formed a partner committee to work on the transition from WIA to WIOA and program delivery to program delivery in a Comprehensive One Stop Center. They have worked hard to develop a system of partners that works in North Central Idaho. The partners work well together and have success in making appropriate warm referrals as envisioned by the U.S. Department of Labor. My observations would confirm that the Comprehensive Center is achieving and even excelling with the standards that make up this area.

➤ *Ideas for continued improvement:* The partners making up the Comprehensive One Stop Center continue to seek better knowledge regarding each other's programs and will continue to develop and hold annual partner trainings. They are still interested in working on a common intake form that could make referrals a little easier but are awaiting additional direction from the State One Stop Committee before they pursue this goal any further. We discussed a promising practice in Idaho Falls of having partners make presentations during each other's staff meetings when necessary to increase partner program awareness and continue to foster the excellent coordination that seems to exist in North Central Idaho. They thought that was a good idea and agreed to explore it with their partners.

### Service Delivery:

*Observations and Comments:* I found that center staff and partner staff do an excellent job in delivering workforce development services to their customers. Their annual and bi-annual regional trainings have gone well, have been well attended and have cemented the excellent working relationships that have existed. These trainings have helped the partners to make even more effective referrals and dual enroll when appropriate. Staff and Management shared with me that partners work well together and seem to respect each other's contributions and services. The proximity of partners has helped the center in their service delivery efforts. I was particularly impressed with the working partnership between the Certified One Stop and their economic development district CEDA, and their membership on the workforce development committee and the manufacturing consortium. I was also envious of their relationship with a local workforce board in Washington which gives them additional local workforce development information from just across the border.

➤ *Ideas for continued improvement:* We discussed broadening their annual/semi-annual regional training with sharing program information and increasing coordination among partners by occasionally attending each other's staff meetings since they are in close physical proximity to many of their mandatory partners.

### Common Branding:

*Observations and Comments:* I found that almost all printed program materials were branded. The State and region agreed long ago that branding would occur when printed materials were being reprinted/restocked to not create an undue burden on partners budgets. If partner program materials are not yet branded, they will be. I do think the branding is important to the partners to help them feel connected, but don't see that either job seekers or employers really care about the branding. I found the center has significantly met this standard with a very small amount of materials from partners that will still be rebranded.

➤ *Ideas for continued improvement: The Mandatory Partners will continue to ensure that all their printed and published materials will be branded by August of this year if those materials are being reprinted.*

### **Partner Coordination:**

*Observations and Comments:* Based on my interviews and observations, it appears to me that The Lewiston One Stop Partnership excels at partner coordination. Although, the mandatory partners are not co-located in the Lewiston One Stop Center, they are near the Center. The Partners seem to work well together and are very familiar with each other's programs and use "Live Better Idaho" as necessary to coordinate their efforts and making appropriate referrals with warm handoffs or dual enrolling customers. Management and Staff members of the One Stop are engaged with their economic development district CEDA and sit on both the Workforce Development Committee and a manufacturing consortium called the Northwest Intermountain Manufacturing Association which provides them with close contact to local partners and business and industry. They also have ties to the local workforce board across the river in Washington State. I believe that they are exceeding this standard and excelling at partner coordination.

➤ *Ideas for continued improvement: The region really does well in this area, and just need to continue coordinating as they do and engage new partner staff when any turnover occurs as they do now.*

### **Accessibility:**

*Observations and Comments:* The Comprehensive One Stop Center is doing well with most of the standards in this section. They have identified some physical accessibility issues that they are currently working on to correct. They expect to complete the corrections to these physical accessibility issues by the end of July. They have some nice ADA compliant computers and staff have been trained to assist those customers who need to use them. The State Department of Labor has established a committee to work on ensuring that all materials printed and electronic are available in English and Spanish. They hope to meet this standard by the end of 2019.

➤ *Ideas for continued improvement: The Comprehensive One Stop Center needs to continue to work on having all printed and electronic materials available in English and Spanish in order to be fully compliant with some of these standards. I would rank them as having some elements in place to be fully accessible and working on correcting physical accessibility deficiencies. They expect to be fully compliant by July of 2019.*

### **Customer Feedback:**

*Observations and Comments:* Center Staff utilizes an online complaint system that tracks and routes any complaints to the appropriate parties. The Center is seeking additional information from the State One Stop Committee so that they are seeking customer feedback that is useful to the Committee and the State Workforce Development Council. Once they have identified the appropriate questions that will generate useful customer feedback, they will work on methodologies to obtain that feedback.

➤ *Ideas for continued improvement: I would encourage the IDOL and State One Stop Committee to help identify what customer feedback would be of the greatest benefit to continuously improve the Center's operations. I would also encourage the Center to work with the One Stop Committee to implement a useful customer feedback system once it has been developed.*

### **Building Requirements:**

*Observations and Comments:* The Lewiston One Stop Center seems to be very accessible to persons with disabilities and only had minor deficiencies when the accessibility audit was conducted. The Comprehensive Center has contracted with a local contractor to install a partition in the restroom and then attach assistance bars

to the partition which will bring the bars 1 and 1/2 inch closer to the toilet and bring this item into compliance. The contractor has ordered the materials, and this should be complete by June 30 of this year. They will also restripe Handicapped Accessible Parking to bring this into compliance. This will be done sometime in June weather permitting. Correct signage has been ordered for the conference room and additional American Job Center Branding has been ordered to replace some on the doors that has aged and needs to be replaced.

The Center is complying with several of the standards within this category. They have highly visible signage, conference room availability with audio/video technology, are open appropriately and are located on a public transportation route. They do need additional “American Job Center” signage to replace some that is aging or has fallen off the main entrance.

➤ *Ideas for continued improvement: The Center needs to complete their work on physical accessibility for individuals with disabilities as they have identified since the audit was conducted and replace their missing American Job Center signage.*

### **Staff Development:**

*Observations and Comments:* Through my interviews I was able to confirm that regular cross training has occurred for career services staff. They feel that this training has been useful and has allowed them to be more aware of the importance of the relationships that seasoned staff have developed over the years. They feel that it has been especially useful to newer staff although it seems most staff are very seasoned. One Stop Partners have also received in-depth training on “Live Better Idaho” from Health and Welfare representatives. I feel that the one stop and partner staff have achieved or exceeded the standards falling under staff development.

➤ *Ideas for continued improvement: These standards are being achieved and we discussed continuing to provide the annual and additional training that is occurring as staff might turnover and need training refreshed from time to time. We also discussed adopting a promising practice from Eastern Idaho and providing additional training and coordination during staff meetings since the partners are so close in proximity to one another. Center Management will look into this practice during the next few months and determine if it would be beneficial in Northern Idaho.*

### **Continuous Improvement Evaluation:**

*Observations and Comments:* The Lewiston One Stop Comprehensive Center makes program performance outcomes accessible to the public through the IdahoWorks.Gov site and will make their outcomes available on the Idaho Workforce Development Council web site when it is created. One Stop Staff and Management also review performance data regarding service to individuals with barriers to employment and reviews customer feedback and any complaints submitted. In my estimation, One Stop staff and management are exceeding standards in this area.

➤ *Ideas for continued improvement: These standards are being achieved and there are no areas of improvement that we identified during our discussion.*

### **Infrastructure Cost-Sharing Agreement:**

*Observations and Comments:* The Region II MOU and Infrastructure agreement have been fully executed and provided to the Idaho Workforce Development Council’s One Stop Committee as required.

➤ *Ideas for continued improvement: These standards are being achieved and there are no areas of improvement that we identified during our discussion.*











