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February 15, 2019

Wendi Secrist and One Stop Committee  
317 W. Main Street  
Boise Idaho

Re: One Stop Affiliate Certification Site Visit – Salmon

Dear Wendi,

Enclosed is my write-up based on my on-site review of the affiliate one stop center in Salmon and my review of the center's self-certification. I have reviewed the standards and how the Department of Labor and their partners felt that the standards were being met during the self-certification process and have summarized my comments and observations based on the on-site visit and staff interviews.

I have commented on each grouping of standards and then followed these with any ideas for continued improvement that were discussed or identified during the interviews or visit. Hopefully, this information will aid the One Stop Committee in making certification decisions regarding this Affiliate Center and the sites' implementation of the identified standards. 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 or visit, 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 - Salmon

I conducted an initial visit with Connie Gardner and Jill Kleist, local and regional managers of the Salmon Affiliate One Stop Center, on January 25, 2019 where we reviewed Salmon's self-certification and how they felt they were meeting or missing the standards. I then conducted an onsite visit to Salmon on January 29, 2019 where I observed activities in the center and visited with staff. My observations are as follows;

### Program Services:

*Observations and Comments:* During my visit, staff conversations and observations I found that the Affiliate Center staff do a great job for such a small office in providing the program services as expected by the U.S. Department of Labor. They participate in the Region's annual training every year and are experienced in providing direct services to employers and job seekers. The region has formed a partner committee to work on the transition from WIA to WIOA and coordinate program delivery in both Comprehensive and Affiliate One Stop Centers. They have worked hard to develop a system of partners that works in Eastern 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 Affiliate Center in Salmon is achieving the standards that make up this area.

➤ *Ideas for continued improvement: The partners making up the affiliate one stop centers coordinate very well and will continue to seek continuous improvement in this area. They are still interested in working on a common intake form that could make referrals more effective, although they are realistic that different program requirements will limit this effort.*

### Service Delivery:

*Observations and Comments:* I found that Affiliate Center Staff and their partners from those agencies located in Salmon do an excellent job in delivering workforce development services to their customers. They have participated in the three annual regional trainings. These trainings have gone well and formed the foundation for staff to make effective referrals and dual enroll when appropriate. I feel that agency partners work well together and seem to respect each other's contributions and services.

➤ *Ideas for continued improvement: The Region will continue to tweak the annual partner training to build on a great effort and perhaps give some partners more time to do a deeper dive into their program offerings.*

### Partner Coordination:

*Observations and Comments:* As I have stated earlier, the partners throughout Eastern Idaho excel at partner coordination. The partners have worked hard to be familiar with each other's programs and have discovered that "Live Better Idaho" is a wonderful platform to assist them in coordinating their efforts and making appropriate referrals with warm handoffs or dual enrolling customers. Salmon is a small town and Affiliate Center Staff have excellent relations with their partners who have a presence in Salmon. I have observed that they are exceeding this standard and excelling at partner coordination.

➤ *Ideas for continued improvement: Ideas for continued improvement: They just need to continue doing what they are doing, and make sure that any new staff members are welcomed and enjoy the same coordination that existing staff do.*

## **Accessibility:**

*Observations and Comments:* The Affiliate Centers are doing well with some of the standards in this section but are deficient in some others. 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 have access to translation services when needed.

➤ *Ideas for continued improvement: The Affiliate Centers need to work with the Comprehensive One Stop Center to assist the state committee that has been tasked with making all printed and electronic materials available in English and Spanish. This is a work in progress and will need to be finished before the Centers are fully compliant with some of the standards in this area.*

## **Customer Feedback:**

*Observations and Comments:* Affiliate center staff utilizes an online complaint system that tracks and routes any complaints to the appropriate parties. The center is equipped with a customer comment box to allow customers to provide written feedback. The Idaho Department of Labor is currently working to include an electronic customer feedback option as well that will be provided to all affiliate centers when complete.

➤ *Ideas for continued improvement: The IDOL and all affiliate center's need the electronic customer feedback option to allow customers more than one way to provide feedback. Affiliate center staff seem very knowledgeable about this requirement. We did not identify any other ideas for continued improvement during the review and discussion.*

## **Building Requirements:**

*Observations and Comments:* The affiliate facility in Salmon is accessible to persons with disabilities but does not meet all the most recent ADA standards according to a recent ADA audit performed by partner staff trained in Boise. The space is leased and is in a business development center. Their space is nice but small, and they do have access to a conference/meeting room with audio/video technology. They have visible American Job Center branding, highly visible signage, and are open appropriately and are located on a public transportation route. Any major modifications to the site or building to meet the current ADA requirements will need to be negotiated with the Landlord.

The Affiliate Center is complying with several of the standards within this category.

➤ *Ideas for continued improvement: Speak to the Landlord to determine if they are willing or able to make any modifications to the building to increase availability to persons with disabilities and make those modifications that they can in their individual space. This will be a work in progress.*

## **Staff Development:**

*Observations and Comments:* I can verify that regular cross training has occurred for career services staff. I have participated in annual mandatory training for all mandatory partner staff for the past three years. One Stop Partners have also received in-depth training on "Live Better Idaho" from Health and Welfare representatives and have also sponsored partners to provide program familiarity training during staff meetings. I have observed that One Stop and partner staff have achieved and exceeded the standards falling under Staff Development.

➤ *Ideas for continued improvement: These standards are being achieved and the goal is just to continue to provide annual and other training as staff might turnover and need training refreshed from time to time.*

## **Continuous Improvement Evaluation:**

*Observations and Comments:* The Salmon Affiliate One Stop 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 we did not identify any further ideas for continued improvement in this area during our discussion or on-site visit.*