

Affiliate Certification

Minimum Criteria

11/5/2019

Affiliate Center Requirements: Burley

YES NO

Program Services	YES	NO	How	Comments
Direct services to job seeker customers	X		Affiliate AJC staff are trained to provide all required basic career services to job seekers who come into the AJC.	I Conducted a review of comprehensive center requirements on September 26, 2019. I first interviewed Megan Beyers, Regional Manager and Jill Kleist, Area Manager in the Twin Falls - Magic Valley Office and then traveled to Burley to visit with Donna Fletcher, and visit the Burley office. The Burley office is a small office, and is tucked away a little bit from the main traffic areas. Based on my observations and interviews, I believe that Meghan ensures that the Burley office is included in the area's training of front line staff. Donna is a long term employee of the Idaho Department of Labor in Burley, and has great knowledge of all direct services to their customers. This Site achieves or exceeds this standard.
Services available for employer customers	X		Affiliate AJC staff are trained to provide Business Services to employers through Wagner-Peyser (ES), WIOA Title 1B programs, Veterans programs and other programs available through the center aimed at assisting business.	Region Four seems to make employer outreach a regional effort. They utilize regional staff and partners such as CSI to meet employer needs. Meghan and other staff in her office and the Burley office conduct the majority of outreach to Employers outside of the center including Burley's service area. This strategy has been highly successful in getting business to relocate to the area. One Stop Center Affiliate Staff are trained to provide Business Services to employers through WIOA and other programs. Business outreach occurs through the Veterans programs, as well as, participation with a number of community groups located in the Magic Valley and Mini-Cassia. They also work closely with their Economic Development Partners Region IV Development and the employers served by these groups.

Labor market information is available upon request	X		Idaho Department of Labor has a vast wealth of Labor Market Information available to employers both online and via our Regional Labor Economist housed in Twin Falls - Magic Valley who is available by phone or Instant Message if needed.	The Affiliate One Stop Center provides customers access to Labor Market Information (LMI) through on-line services located at LMI.labor.idaho.gov. Jan Roeser is the regional labor market analysis for The Magic Valley and Mini-Casa area and responds to more specific requests from employers, community businesses, or job seekers on an individual basis. Affiliate Center Staff has also been trained on how to access and use Live Better Idaho which also contains some general LMI information. The Affiliate Center in Twin Falls achieves or exceeds this standard.
Referrals to additional programs and activities carried out by partners	X		Affiliate AJC staff are trained in the programs and services available to our customers from our one stop network partners and are able to connect them to these as appropriate.	Burleys center staff are trained and familiar with programs and services available to all of their customers including employers and job seekers. They join Twin Falls in participating in annual training with their partner's front line staff. They have developed a referral sheet that lists partner contacts.
Accepts referrals from network partners	X		Affiliate AJC staff accept referrals from our one stop network partners and use the tools provided to ensure appropriate referrals to the network partners as needed.	Affiliate AJC staff accept referrals from their one stop network partners as reflected in the number of participants co-enrolled in various programs. The majority of center partner staff know each other very well, and work well together.
Service Delivery	YES	NO		
Physical location and available program information is online	X		The physical location of the affiliate center can be found on line under the Idaho Department of Labor website. Live Better Idaho site training has been provided to One Stop Center staff and an information sheet outlining the program services of all partners has been provided to those staff and is available for updating as needed.	The physical location of the affiliate center can be found on line under the Idaho Department of Labor website. The Live Better Idaho site training has been provided to One Stop Center staff. Staff also has access to informational sheets outlining the program services of all partners. Information is updated as needed.
One Stop partner staff located full-time	X		Both ES Wagner-Peyser and WIOA Title 1B staff are located in the center full time hours of operation.	Employment Services staff including Wagner Peyser and WIOA Title 1-B staff are located in the center full time during their hours of operation. Vocational Rehabilitation is also on-site weekly to meet with potential referrals.
Partner Coordination	YES	NO	How	

Referral network with other partners	X		AJC staff are trained in the programs and services available to our customers from our One Stop partners and other community resources are able to connect them to these as appropriate.	The staff members who staff the Burley Affiliate One Stop Center are well trained and well qualified to make referrals or dual enroll customers in partners programs when appropriate. They do a great job and work with their partners to co-enroll participants. They utilize a large resource binder to learn about partner offerings and can provide clients with this information . They also meet together as partner staff annually and some even quarterly.
Coordinated partner outreach	X		Center staff participate in various social service and partner organizations and work groups to share information about our programs and services and to learn about partner programs and services so we can coordinate outreach for all services. These groups could be inter-agency type groups, Community Council, etc.	As I stated earlier, Region IV coordinates their partner outreach regionally working with partners such as CSI to provide the region with the most effective outreach to meet customer and business needs. Partner staff utilize the information gained from their annual training and other interactions to share partner information to meet businesses needs and make appropriate referrals. Partners meet annually and some meet quarterly to coordinate partner outreach. They also participate in inter-agency groups to coordinate services.
Accessibility	YES	NO	How	
Electronic materials are 508 compliant		X	The Department of Labor is part of a statewide team that is working to bring all State of Idaho websites to 508 compliance. We are currently working to ensure our pdf documents are compliant on all of our webpages. This will continue to be a work in progress.	We have been told that The Department of Labor is part of a statewide team that is working to bring all State of Idaho websites to 508 compliance. In the meantime, the Burley Office strives to provide information to their clients that is clear and understandable both electronically and in print. They make every effort to ensure that their PDF documents are available and understandable to all clients.
Assistive technology available	X		Each Affiliate AJC has one computer dedicated to assisting customers with special needs. This computer has a multitude of software and functions designed to provide customers with special needs with assistive technology aides. This computer also has a large screen monitor.	The Burley office has one ADA computer that is well configured with multiple types of assistive technology for customers with disabilities and special needs to use. This standard is being met.
Materials printed in English and Spanish	X		All vital program printed documents are currently available or are in the process of being translated. Partner materials may not be available in both languages.	All vital program printable documents are currently available or are in the process of being translated. Partner materials may not be available in both languages.

Electronic materials available in English and Spanish	X		All vital electronic materials are available in English or Spanish or Google Translator is available for customers to use. Partners may not have their electronic materials available in both languages.	All vital electronic materials are available in English or Spanish or Google Translator is available for customers to use in this affiliate center.
Translation services available when needed	X		Assistance with translation is available anytime through Language Link Services that provide interpreters in multiple languages over the phone. For people with hearing impairments we use licensed sign language interpreters as listed on the IBOL website.	Some staff are Bi-Lingual and Assistance with translation is available anytime through Language Link Services that provide interpreters in multiple languages over the phone. For people with hearing impairments, Burley uses licensed sign language interpreters as listed on the IDOL website.
Customer Feedback	YES	NO	How	
Complaints accepted	X		We use an online complaint system that provides tracking and appropriate routing of all complaints.	We use an online complaint system that provides tracking and appropriate routing of all complaints.
Opportunity for customers to provide real-time feedback electronically or in writing	X		All AJC Affiliate Centers are equipped with customer comment boxes to allow for written customer feedback. IDOL is currently working to include an electronic customer feedback option on our labor.idaho.gov site.	Customers are encouraged to provide feedback based on their experience in the affiliate one stop center. The manager of the center normally handles complaints and can forward those complaints up the departmental chain if necessary. IDOL is currently working to include an electronic customer feedback option on their www.labor.idaho.gov site.
Building Requirements	YES	NO	How	
Physically accessible for individuals with disabilities * Attachment 2	X		This process is currently in progress and will be completed by December 2018.	An accessibility audit was conducted in Burley based on ADA training that occurred in Boise for the reviewers. Only a few deficiencies were identified that included some signage. It appears that Burley has addressed their ADA deficiencies and is eligible to be ADA certified and is now compliant with this standard.
Visible Common Identifier Branding - American Job Center	X		Affiliate Center has the AJC logo on entrance doors or windows near the entrance.	This affiliate center has the AJC logo on the entrance side and is compliant with this requirement.
Co-locations encouraged for WIOA Title 1B and Employment Services	X		The AJC Affiliate center has both ES and WIOA Title 1 B staff available during hours of operation located in the center.	The AJC Affiliate center has both ES and WIOA Title 1 B staff available during hours of operation located in the center.
Staff Development	YES	NO	How	

Up-to-date training and referral resources available	X		As programmatic and processes change, Affiliate AJC staff will receive real time and up-to-date training using various methods to include in-person, email, webinars and other appropriate means. Any additional referral resources will also be included in the same or similar fashion.	The Burley Affiliate Center staff have always participated in mandatory partner training. Training of staff will continue at a minimum of annually and more often as needed to ensure One Stop Center staff are equipped to provide all career services to customers for all One Stop partners. The region does a great job in ensuring that their staff is trained and has the knowledge necessary to make referrals to partners as appropriate.
Staff receive annual cross-training on partner programs	X		Staff will receive, at a minimum, annual training that provides information on One Stop partner programs and services provided by our network partners. This will ensure One Stop Center staff are cross-trained and able to refer customers appropriately to our partner programs and services.	The Burley One Stop Affiliate Center will continue to attend annual partner training for their staff and area partner staff so that they can continue to build on the relationships that they have created. This will ensure continued coordination of partner services and co enrollment when appropriate. Burley will continue to join with the Twin Falls office when guest trainers join the Department of Labor in their staff meetings and will attend additional community trainings when the opportunity arises. One Stop Center staff will also continue to receive real time and up-to-date training using various methods to include in-person, email, webinars and other appropriate means. Any additional referral resources will also be included in the same or similar fashion.
Continuous Improvement Evaluation	YES	NO	How	
Program performance outcomes publicly accessible	X		The program performance outcomes are publicly available through the IdahoWorks.gov site and through the Idaho Workforce Development Council web site as it is created and updated.	The program performance outcomes are publicly available through the IdahoWorks.gov site and through the Idaho Workforce Development Council web site as it is created and updated.