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March 17, 2020

Wendi Secrist and One Stop Committee
317 Main Street
Boise Idaho

Re: Affiliate One Stop Certification Site Visit – Boise

Dear Wendi,

Enclosed is my write-up based on my on-site review of the affiliate one stop center and my review of the center's self-certification. I have reviewed the standards and how the Department of Labor and partners felt 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 can provide the worksheets that were used during the visit including my observations and comments on each standard if wanted.

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 - Boise

Kellye Sharp, Jill Kleist and I visited the affiliate center in Boise Idaho on January 29, 2020. We met with Dan Holmes and Dan Scott who manage and supervise the Boise affiliate one stop center. They were very gracious, and we had a great visit reviewing the self-certification completed for this affiliate center, and had a good visit regarding program services, service delivery, partner coordination, accessibility customer feedback and staff development.

The Idaho Department of Labor is the lead State Agency for administration of four of the core programs with the primary delivery model for these services via the One-Stop system being the state's American Job Centers. The Boise office was slated to remain an affiliate one stop center, but just announced that they will be applying to become a Comprehensive One Stop Center in the American Job Center Network. The Boise center employs 14 staff members including a veteran's rep, a DVOP, and two staff involved in DEI that is described below. They have a mixture of seasoned and newer staff members. My observations and comments are as follows.

Program Services:

Observations and Comments: During my visit, staff conversations and observations it appears that Center and partner staff are doing a good job of providing the program services as expected by the U.S. Department of Labor. Most of the one stop Staff have existing partnerships with their workforce development partners but some of the newer staff have not developed these relationships with staff from other workforce development agencies. American Job Center staff appear to be proficient in providing direct services and some are very involved in working with local employers in serving the community and ascertaining and meeting their needs.

Center staff supports and sponsors a "Meet the Employer" event every Tuesday morning where they learn about a local employer and find out how best the meet that employer's needs. This leads to a lot of good service and good referrals to partners such as Vocational Rehabilitation and Health and Welfare. We discussed an idea that they have been toying with that would bring one stop partners together in sort of a rapid response model.

The Idaho Department of Labor has a vast wealth of Labor Market information and Jan Roeser makes this information available to employers both online and through presentation. Center staff are trained in the program and services available to their customers and utilize a virtual front desk and Live Better Idaho to make appropriate warm handoff referrals to their partners. They also utilize an on-line contact form that provides generic intake information that also aids to better referrals. Vocational Rehabilitation is on site once a week to meet with potential joint clients. My observations would confirm that this affiliate center is meeting most program service goals that make up this area.

➤ *Ideas for continued improvement: The partners in this area would benefit from participating in regularly scheduled front line partner training. This would be particularly helpful to newer staff to get to know their counterparts at their partner agencies.*

Service Delivery:

Observations and Comments: Dan reported that affiliate center staff and partner staff do an excellent job in delivering workforce development services to their customers but use of "Live Better Idaho" is spotty. Boise has fourteen staff members who range from brand new to seasoned. Their seasoned employees are well trained and are active with their clients and in their communities. Both ES Wagner-Peyser and WIOA Title IB staff are in the center full time during their hours of operation.

➤ *Ideas for continued improvement: Increase their joint training opportunities with workforce development partners to continue to develop existing relationships among partner staff. Assign new staff to more seasoned staff to be mentored, as they learn about the programs and available partnerships.*

Partner Coordination:

Observations and Comments: Dan reported that the more seasoned AJC center staff are very familiar in the programs and services available to the customers from their shop and partners programs and can connect clients to them as appropriate. Of course, new staff are learning about these programs and how best to provide clients with necessary services.

Center staff participates in various social service and partner organizations such as local Chambers of commerce, local high schools, the Department of Juvenile Corrections and groups such as Life's Kitchen. In the past, many youths involved in Life's Kitchen have been joint clients and they have provided these youth with basic skill training and other training through the WIOA program.

The Center also invites employers in to talk to center staff which helps identify employer's needs. Center staff uses various methods including "Live Better Idaho" to determine the best methods to meet customer needs and refer customers to partners programs. Management reports that center staff make appropriate referrals and enjoy good relations with partner staff.

➤ *Ideas for continued improvement: Boise will improve front line's staff partner coordination as they continue to mentor and train new staff members. They could also benefit from annual partner training and by adopting best practices from other regions like inviting partners to participate in their staff meetings.*

Programmatic Accessibility:

Observations and Comments: Boise seems to be doing very well in this area. They have two excellent ADA compliant computers located on accessible tables with friendly staff who have been trained to assist those customers who need to use them. Their printed and electronic materials are available in both English and Spanish, and they employ staff members who are bi-lingual. They also have staff who have been involved in the Disability Employment Initiative that has been facilitating in-depth training to staff on how to provide employment services to individuals with disabilities. This program ends soon, but the skills gained will still be used. Translation services are available as stated. Boise is a resettlement city and provides translation services to customers from the Sudan, the Congo, Bosnia etc. My observations would suggest that Boise is achieving programmatic accessibility throughout the center.

➤ *Ideas for continued improvement: The Affiliate Center is doing well here and just needs to determine if they are ready to meet increased requirements of a comprehensive center as they transition to that level.*

Customer Feedback:

Observations and Comments: The Boise Affiliate center seeks customer feedback and staff utilizes different methodologies to obtain that feedback. Staff also utilizes an Idaho Department of Labor online complaint system that tracks and routes any complaints to the appropriate parties. Boise is more than willing to seek any additional information that the One Stop Committee develops in the future to increase the opportunity for Customer Feedback.

➤ *Ideas for continued improvement: Stay engaged with the One Stop Committee and implement any new customer feedback initiatives that the One Stop Committee identifies as important.*

Building Requirements:

Observations and Comments: The Boise office has responded to the ADA survey conducted in 2018 and have made the necessary changes to comply with ADA requirements. Management reports that the Boise AJC is fully accessible to persons with disabilities. Boise has visible American Job Center branding, highly visible signage, several conference rooms and at least one conference room with audio/video technology. They are open appropriately and are located on a public transportation route. It appears that the Affiliate Center in Boise has complied with the standards within this category and should be eligible for full certification as an Affiliate One Stop.

➤ *Ideas for continued improvement: They are meeting all criteria in this area.*

Staff Development:

Observations and Comments: Management of the Boise affiliate center reported that they have been invited to participate in the Regional One Stop Training that Caldwell is planning for Region 3. One Stop Partners in Region Three held their first planning meeting to plan annual partners training in February. One Stop Partners have also received in-depth training on “Live Better Idaho” from Health and Welfare representatives. They are active in numerous community boards and commissions and management is involved with their economic development and public lending partners. It seems that one stop and partner staff are striving to achieve the standards that are included in the area of Staff Development.

➤ *Ideas for continued improvement: Boise will be applying to become a comprehensive center so they may want to consider adopting some of the best practices from other regions that include inviting partner staff to participate in their staff meetings to further staff development and will certainly need to initiate annual front line partner staff training.*

Continuous Improvement Evaluation:

Observations and Comments: The One Stop Affiliate Center follows Idaho Department of Labor practice and 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.*



Boise Front Office



Boise Front Office