

**Twin Falls Affiliate Certification Worksheets**

**Minimum Criteria**

11/5/2019

**Affiliate Center Requirements:** [Magic Valley Twin Falls](#)    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 interviewed Megan Beyers, Regional Manager and Jill Kleist, Area Manager and observed Center Staff. Based on my observations and interviews, I believe that Meghan places a high priority on ensuring that all center Staff have been trained to provide all required basic skill services to Customers/Job Seekers coming into the center. This Site achieves or exceeds this standard. Twin Falls has always done an exemplary job training their people. The staff seem to very knowledgeable about all basic career services that they can offer to job seekers that come into the American Job Center.
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.	Meghan and other staff in her office conduct a the majority of outreach to Employers outside of the center. They often join with the College of Southern Idaho which is located directly across the street to reach out to business and are part of a group of partners who meet with businesses who are considering locating to the Magic Valley. This group has been highly successful in getting business to come to the area including Giobanni and Cliff Bar just to name a few. One Stop Center 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 Twin Falls - Magic Valley. 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 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 area and he is located in this affiliate center and can also respond 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.	Twin Falls One Stop Affiliate staff are trained and familiar with programs and services available to all of their customers including employers and job seekers. They undergo annual training with their partner's front line staff. They invite partners to participate with them at staff meetings, and many of the staff participate in other community training including where foodbanks are located, how to engage emergency services, etc. 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 with the exception of staff from Vocational Rehabilitation which has had some turnover lately. They have also discussed developing a common information form that can be used with clients that they can share when referring partners.
<b>Service Delivery</b>	<b>YES</b>	<b>NO</b>		
Physical location and available program information is online	X		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 Live Better Idaho site training has been provided to One Stop Center staff in March of 2019. along with an information sheet 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.
<b>Partner Coordination</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	

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 Twin Falls - Magic Valley 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 have a large number of Participants who are co-enrolled in WIOA and other partner activates. 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.	The partners in Twin Falls - Magic Valley have made every effort to coordinate their business outreach. Partner Staff do sometimes make business visits together. When partner staff makes visits separately they make an effort to share information gleaned from these visits. Partner staff have utilized 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.
<b>Accessibility</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	
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, Twin Falls - Magic Valley 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.	Currently the Twin Falls - Magic Valley Affiliate One Stop Center has two ADA computers that are 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.	Assistance with translation is available anytime through Language Link Services that provide interpreters in multiple languages over the phone. For people with hearing impairments, Twin Falls - Magic Valley uses licensed sign language interpreters as listed on the IDOL website.
<b>Customer Feedback</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	
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.	The Comprehensive One Stop AJC is equipped with a customer comment box to allow for written customer feedback. IDOL is currently working to include an electronic customer feedback option on their www.labor.idaho.gov site.
<b>Building Requirements</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	
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 Twin Falls - Magic Valley based on ADA training that occurred in Boise for the reviewers. Only a few deficiencies were identified and IDOL feel taht these defeciciencies have been corrected. It appears that Twin Falls - Magic Valley 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.
<b>Staff Development</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	

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 Twin Falls - Magic Valley Affiliate Center staff have participated in mandatory partner training in January 2017, 2018, and 2019. 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. Twin Falls - Magic Valley 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 Twin Falls - Magic Valley Affiliate One Stop Center will continue to sponsor 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. Twin Falls - Magic Valley will continue to invite guest trainers to join them in their staff meetings and will sponsor additional community trainings when the opportunity raises. 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.
<b>Continuous Improvement Evaluation</b>	<b>YES</b>	<b>NO</b>	<b>How</b>	
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.