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April 30, 2021

Wendi Secrist and One Stop Committee  
317 Main Street  
Boise Idaho

Re: Affiliate One Stop Certification Site Visit – Pocatello

Dear Wendi,

Attached is my written report based on my on-site visit of Pocatello's Affiliate One Stop Center and my review of the center's self-certification. I have based my comments on the information contained in the self-certification as well as information gleaned from our discussion on site, and my own observations.

You will see comments on each standard and the sub elements that make up that standard. On some standards, I have added a comment regarding a best practice or an idea for continuous improvement although not on each standard or sub element. Hopefully, this information will aid the One Stop Committee in making certification decisions regarding this affiliate center and the sites' level of implementation of the identified standards.

If there are any questions regarding this review or visit, please feel free to call me at (208) 589-3836.

Sincerely,

*Terry Butikofer*

Terry Butikofer  
Director of Lending and Workforce Development

## **Affiliate One Stop Certification – Review and On-Site Interview - Pocatello**

Jill Kleist and I visited the affiliate one stop center in Pocatello Idaho on March 31, 2021. Sara Nash joined us remotely. This is the second certification process that Pocatello has completed. We met with Kandi Rudd, office manager, and talked about all the certification standards that have been identified by the U.S. Department of Labor and the Workforce Development Council’s one stop committee. Jill, Kandi, Sarah, and I went through the self-certification completed by Kandi for this affiliate center.

My observations and comments are as follows.

### **Effectiveness**

The regional workforce partners are working hard to act as an integrated system. Client services are aligned to common goals and the customer experience is moving toward seamless where all partners regard each customer as a shared customer with all system staff having a vested interest in that customer’s success. The COVID 19 Pandemic created some unique circumstances with most partner staffs working remotely and customers being served remotely or by appointment. Based on the criteria identified, the Center has deemed their efforts in this area to rate a five (5) which is defined as achieving the standard and excelling in this area.

<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>X</b>				

### **Program Services**

#### ***Direct Services***

During my visit with Kandi and Jill, I found that center and partner staff are well versed in providing direct program services to one stop customers as expected by the U.S. Department of Labor. The staff in the center and among the one stop partners have all received training of what program services each of the partners provide and have been creative in providing these services especially during this past year during COVID as they interact remotely and in person by appointment. Pocatello has seasoned staff who are well trained and are active with their clients, customers and in their communities.

➤ *Best Practices or Ideas for continued improvement: Pocatello understands that their one stop partners must continue to be flexible as business and industry continue to work through COVID and its impacts, and they are committed to do so. The partners coordinate well and have instituted visits via appointments at their center, their own facilities or remotely and have done their best to provide a quality level of service to their customers despite the pandemic.*

#### ***Labor Market Information Availability and Usage.***

The Idaho Department of Labor has a vast wealth of Labor Market Information available to partners, employers, and communities both online and via a Regional Labor Economist located in this AJC who is available for in person appointments, by email and phone or instant message if needed. Esther is active in providing information to communities, businesses, and individuals to assist them

making informed decisions regarding the feasibility of economic development projects or the expansion and growth of their business.

### ***Access to additional programs and activities carried out by partners through referrals***

AJC staff are trained in the programs and services available to their customers through the one stop partners and can connect them to these various programs and services as appropriate. Pocatello continues to provide center staff annual training as well as other training throughout the year so that they can make warm referrals and lessen the chance of clients falling through the cracks. Their latest annual regional training was conducted remotely and continues to be effective in cementing great relationships between partners which leads to effective referrals and dual enrollments when appropriate. Kandi relates great success in making appropriate warm referrals as envisioned by the U.S. Department of Labor. Kandi reports that partner staff work well together and respect each other's contributions and services.

➤ *Best Practices or Ideas for continued improvement: AJC leadership participates with a local Mayor's task force which reinforces the partnership relationship gained through the one stop model and extends it to many other community services. They work well together and provide many programs to the community through their partnership including financial literacy, various educational offerings through ISU, and other programs such as "Your Fit" and "Young Einstein's". I feel that Pocatello is doing a commendable job of offering program services to their customers throughout their region and are engaged in many additional activities that deserve recognition and could be beneficial if duplicated in other affiliate centers around the State.*

### ***Accepts referrals from comprehensive and network partners***

AJC Center staff accept referrals from their network and community partners and use the tools existing to ensure appropriate referrals to the network partners as needed. As noted above partners have good relationships and coordinate their services well.

## **Service Delivery**

Kandi reported that all AJC staff work closely together 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 businesses. During the COVID-19 pandemic and the resulting disruption to the labor force, the one stop center has experienced an increase of new businesses who have turned to the center to help them identify and hire willing employees. They have also seen a marked increase in business interest in utilizing apprenticeships to fill their pipelines. The Covid Virus has impacted some direct interaction with business, but the AJC partnership has been innovative in serving business customers.

### ***Physical location and available program information is online***

Although the system will soon be losing the availability of "Live Better Idaho" One Stop Center partners have access to the IDOL website and other partner sites that provide information about available services, program information and their locations.

➤ *Best Practices or Ideas for continued improvement: Continue to engage in partnership training opportunities and work together to refine business outreach efforts. One impressive practice that the Pocatello center has implemented to better serve their business customers is providing virtual job fairs to business and industry customers. These have been viewed as very helpful and widely popular.*

### ***Staff Availability***

Both ES Wagner-Peyser and WIOA Title 1B staff are in the center full time hours of operation.

### **Partner Coordination**

***Employer/Business Services are coordinated among the partners under a locally developed business outreach plan***

I have found that the one stop partners coordinate well and are familiar with each other's programs. Like many of the AJS centers the partners have developed ways to work together as they are conducting their own outreach programs but are looking for and working on a more coordinated way to conduct business outreach.

*Best Practices or Ideas for continuous improvement: COVID has had some impact on business outreach and has limited personal employer visits. The State Workforce Council is currently sponsoring an effort by a consulting group Mayer & Mayer to develop tier one and tier two training on business outreach and how best to coordinate it and complete it. I would encourage Pocatello to utilize this training with their partners as they work together to continue to coordinate their business outreach efforts.*

***Participant outreach is coordinated among the partners.***

Participant outreach is coordinated among the partners. They make appropriate referrals with warm handoffs and co enroll when it makes sense. There is not a great deal of co-location between partners, but the partners have frequent interaction with each other and are effective serving their clients/customers. The Pocatello AJC has always been very good at working together to meet the needs of their employer customers.

### ***Cost Effectiveness***

The Center operates in a cost-efficient manner, as defined by the funding.

### **Accessibility**

This affiliate American Job Center extends services and outreach to all customers who walk through the door and those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access.

Based on the criterial below, this regional affiliate one stop center has deemed themselves as significantly meeting the standard with some work yet to do.

<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
	<b>X</b>			

**Programmatic Accessibility**

***Reasonable Accommodations are available for individuals with disabilities***

The AJC offer accommodations based on requests from customers seeking services and accommodate their own employees based upon requests. They deliver their services in the most integrated setting appropriate.

***Electronic Materials are 508 compliant***

The Department of Labor participates on a committee working toward complying with Section 508. This committee has been actively working on building section 508 compliant web pages and have been testing color schemes and sizing fonts. All web pages are being pre-tested for accessibility, are built with a clear syntactical hierarchy for screen readers to understand. Content is written for a general audience reading level to accommodate diverse cognitive abilities. Images contain descriptive meaningful alt text. All public facing web pages are built by personnel trained in web accessibility.

The Department and AJC use a NVDA Screen reader to verify accessibility to those with visual impairments and use browser testing tools to correct accessibility issues before publishing.

***Assistive technology available***

The Pocatello affiliate AJC has three computers 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. These computers have a large screen monitor, and appropriate keyboards and mice.

***Materials are printable and available in English and Spanish***

All IDOL vital program printable documents are currently available or are in the process of being translated. Partner printed materials may not be available in both languages.

***Translation services available when needed***

Assistance with translation is available anytime through Language Link Services that provide interpreters in multiple languages over the phone. For people with hearing impairments, they use licensed sign language interpreters as listed on the IDOL website. Two staff members in the affiliate center are fluent in Spanish and help with translation services when needed.

***Programmatic Assessment is performed/updated annually***

AJC management assesses their programmatic practices and processes annually and ensures that all programs and related materials are accessible to all customers.

**Physical Accessibility**

***Center Accessibility***

The physical facility is externally and internally accessible and is useable to individuals with disabilities. The building is a single-story facility with plentiful parking that leads to an entrance that is easily accessible. The interior of the building is easily navigable with accessible restrooms, drinking fountain and a customer service desk that is appropriate for all customers. The workstations are adjustable, and the signage is appropriate and meets multilingual needs common to the specific region of the State. The One Stop Center has completed an ADA checklist evaluation provided by the Statewide Equal Opportunity Officer and has corrected those deficiencies that were identified at the time of the assessment. This assessment is updated annually.

**Other Building Requirements**

***Signage and Accessible Conference Rooms***

The signage at the AJC is highly visible and includes the AJC logo on the entrance doors and/or windows. My observations show that the Affiliate Center in Pocatello has complied with the objectives in meeting the accessibility standards. They have visible American Job Center branding, highly visible signage, several conference rooms and at least one conference room with audio/video technology for their use, and the use of their customers.

***Co-Location of WIOA Title 1B and Employment Services***

The area one stop has been rotating staff through the center during COVID to ensure that they are adhering to the Governor’s safety standards and still have both ES and WIOA Title 1-B staff available during center hours of operation. None of the other mandatory partners are co-located in the center especially during the COVID 19 Pandemic, but they are not far away and stay in close contact

***Center on or near public transportation route***

The Pocatello Regional Transit bus stop is 2 blocks away.

***Hours of Operation***

AJC staff are available during normal business hours, via in person, phone, or email.

➤ *Best Practices or Ideas for continued improvement: The Affiliate Center in Pocatello has done a commendable job in curing any deficiencies that were identified in their last ADA assessment and appear to meet the standards of programmatic and physical accessibility.*

## Continuous Improvement

The regional affiliate one stop center has met their goals which reflects the effectiveness of the systems performance and service delivery. The center is always interested in improving their performance and service to their customers. Based on the criteria below, the regional one stop center has rated their continuous improvement efforts as a four (4) which is defined as significantly meeting the standard with some work yet to do.

5	4	3	2	1
	X			

## Customer Feedback

### *Complaints and Customer Feedback*

Affiliate center staff utilizes an Idaho Department of Labor online complaint system that tracks and routes any complaints to the appropriate parties. Pocatello is willing to seek any additional information that the One Stop Committee or Workforce Development Council develops in the future to increase the opportunity for Customer Feedback.

➤ *Best Practices or ideas for continued improvement: I would recommend that all one stop centers throughout the region stay engaged with the One Stop Committee and One Stop Operator to implement any new customer feedback initiatives that the One Stop Committee identifies as important. I believe that opportunities for business customer feedback will increase as One Stop areas implement new ways to reach out to business customers.*

## Staff Development

### *Cross training and referral resources*

The affiliate center staff reported that they have been included in the Regional One Stop Training that Region V holds annually. One Stop Partners have also received in-depth training on “Live Better Idaho” from Health and Welfare representatives. They also bring in partner staff to participate in their staff meetings and often are engaged in some form of training. 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 have achieved and exceeded the standards included in Staff Development.

## **Continuous Improvement Evaluation**

### ***Program performance outcomes are made publicly accessible***

One Stop staff and management review performance data regarding service to individuals with barriers to employment and reviews customer feedback and any complaints submitted. 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.

### ***Program performance meets or exceeds negotiated performance expectations.***

The center reports that they have met their negotiated program performance goals.

## **Final on-site Visit Comments:**

Based on our visit, interview and my observations, Region V does a great job in striving to meet all the identified standards to be certified as an affiliate one stop center and in fact in many areas they have adopted practices that are worthy of emulation or duplication in other areas.