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December 16, 2019

Wendi Secrist and One Stop Committee  
317 Main Street  
Boise Idaho

Re: Affiliate One Stop Certification Site Visit – Twin Falls

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.

As in the past, 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 will also send over the worksheets that I used during my visit that includes 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 - Twin Falls

Jill Kleist and I visited the affiliate center in Twin Falls Idaho on September 26, 2019. We met with Megan Beyers the Twin Falls manger, toured the office and talked about service delivery, partner coordination and many other issues pertaining to One Stop Certifications. Jill and I had reviewed the self-certification completed for this affiliate center with Meghan. We talked a little bit about Twin Falls becoming a comprehensive one stop center and what additionally that might require. My observations and comments are as follows;

### **Program Services:**

*Observations and Comments:* During my visit, staff conversations and observations I found that Meghan Beyers has been very aggressive in ensuring that all her staff are well trained and can provide all required services to job seekers and employers. They have developed a resource guide like some of the other offices and have also put together full packets of information, as well as, single information sheets regarding partner services that they can hand out prior to making appropriate referrals. Center Staff often joins with the College of Southern Idaho who are located just across the street to conduct business outreach and if they do not go together they communicate with one another as to what new and existing businesses they are visiting and have visited. Center and partner staff are doing a good job of providing the program services as expected by the U.S. Department of Labor. One Stop Staff have formed effective partnerships locally and work well together. They relate great success in making appropriate warm referrals as envisioned by the U.S. Department of Labor. My observations would confirm that this affiliate center is achieving the standards that make up this area.

➤ *Ideas for continued improvement: The partners making up the affiliate one stop center coordinate very well and will continue to seek continuous improvement in this area. Twin Falls does utilize a referral form that contains some of the intake information sought by all partners as part of their enrollment process which helps partners serve common participants and co-enroll when it makes sense.*

### **Service Delivery:**

*Observations and Comments:* I found that affiliate center staff and partner staff do an excellent job in delivering workforce development services to their customers. Twin Falls has nine seasoned staff who are well trained and are active with their clients and in their communities. Their annual regional trainings have gone well and further improved already great relationships between partners which leads to effective referrals and dual enrollments when appropriate. Twin Falls already invites other partners to participate in their staff meetings to increase training opportunities. They are to be commended for their training efforts.

➤ *Ideas for continued improvement: Continue to engage in training opportunities and community initiatives involving work force development.*

### **Partner Coordination:**

*Observations and Comments:* I found that the partners in the Twin Falls area know each other and work well together as I stated above. The partners coordinate well and are familiar with each other's programs. They make appropriate referrals with warm handoffs and co enroll when it makes sense. The College of Southern Idaho is physically located across the street from the Twin Falls office and are committed to an effective partnership with the Department of Labor.

Center staff use "Live Better Idaho" and relate that one stop partners also use it. In my opinion, the affiliate one stop center is exceeding this standard and excelling at partner coordination.

➤ *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. See comment above.*

### **Accessibility:**

*Observations and Comments:* Twin Falls is doing very well in this area. They have two ADA compliant computers and staff has been trained to assist those customers who need to use them. It seems that they have all printed and electronic materials available in English and Spanish that they have control of. They have also cured the two deficiencies identified in their accessibility audit and appear to be fully accessible to persons with disabilities.

➤ *Ideas for continued improvement: The Affiliate Center is doing well here and just needs to continue their good work.*

### **Customer Feedback:**

*Observations and Comments:* Affiliate center staff utilizes an Idaho Department of Labor online complaint system that tracks and routes any complaints to the appropriate parties. Twin Falls is 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 affiliate facility in Twin Falls is a stand-alone single-story leased facility. They have plenty of parking, and the restrooms are fully accessible.

I believe that the Affiliate Center in Twin Falls has complied with the standards within this category and should be eligible for full certification as an Affiliate One Stop. They have 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.

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

### **Staff Development:**

*Observations and Comments:* The affiliate center staff reported that they have been included in the Regional One Stop Training that Region IV holds annually. They recently held their annual partner training and it was highly successful. 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.

➤ *Ideas for continued improvement: These standards are being achieved.*

## **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.*