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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 – Canyon County/Caldwell

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 have the worksheets that I used during the visit including my observations and comments on each standard and can provide those 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 - Caldwell

Kellye Sharp joined me in visiting the affiliate One Stop Center in Caldwell Idaho on January 29, 2020. We met with Bob Vetter a supervisor in Caldwell. Derek Harris, the office manager, was out of the office. We reviewed the self-certification completed for this affiliate center with Mr. Vetter, 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 Caldwell office is slated to apply to become a comprehensive one stop center, but our visit was based on affiliate one stop center requirements. The Caldwell office has 19 staff members many of which are very seasoned. My observations and comments are as follows.

Program Services:

Observations and Comments: During my visit, staff conversations and observations I found that 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 existing partnerships with their workforce development partners but are organizing their first official annual partner training in February. This will be Region Three's first formal one stop partner training. They appear to do a very good job in providing direct services and are very involved in working with local employers in serving the community and ascertaining and meeting their needs. The Department of Labor sponsor meetings with select local businesses once every few months in topic-based meetings where local business get help in meeting needs. Local office staff are also involved in outreach to the Hispanic community. My observations would confirm that this affiliate center is meeting program service goals that make up this area.

➤ *Ideas for continued improvement: The partners in this area are scheduling a partner training in February where they can become more familiar with one another's programs and personnel which should strengthen the relationship between partners. Caldwell will need to prepare to become a comprehensive one stop center and continue to build on their already effective partnerships in referring, co-enrollment, and working closely together. They may also want to develop a shared referral or intake form that would increase communication among partners as they provide program service.*

Service Delivery:

Observations and Comments: Bob reported that affiliate center staff and partner staff do an excellent job in delivering workforce development services to their customers. Caldwell has nineteen seasoned staff who are well trained and are active with their clients and in their communities. They participated in a "Live Better Idaho" training three weeks ago and they will be meeting with their workforce partners in February to start planning their first annual joint WIOA partner training. Two of Caldwell's staff operate the Disability Employment Initiative (DEI). 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 prepare to become a comprehensive one stop center and continue to develop already functioning service delivery among partners.*

Partner Coordination:

Observations and Comments: Bob reported that the partners in the area know each other and work well together, but they need to improve their working relationship with Health & Welfare. Center staff join partner staff in various community groups such as Chamber of Commerce, State of Idaho Hispanic Chamber, and

Association of general contractors. They also meet with their WIOA partners in a group meeting once a quarter and are involved in employer groups.

Center staff use “Live Better Idaho” and relate that one stop partners also use it. It appears that the area does enjoy a positive level of partner coordination.

➤ *Ideas for continued improvement: Caldwell will improve front line’s staff partner coordination as they conduct their first partner training in February and will be able to build on the existing and improved relationships fostered through this face to face training.*

Programmatic Accessibility:

Observations and Comments: Caldwell seems to be doing very well in this area. They have two excellent ADA compliant computers and staff has been trained to assist those customers who need to use them. Their printed and electronic materials are available in both English and Spanish, and 11 of their 19 staff members are bi-lingual. Two of the nineteen staff members 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. They have also cured the deficiencies identified in their accessibility audit and seem to be fully accessible to persons with disabilities. Their facility is accessible via public transportation and they often open their meeting rooms to area businesses to provide training to their current and future employees. Caldwell seems to be meeting the goals of the accessibility area.

➤ *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 Caldwell Affiliate center seeks customer feedback and staff utilizes different methodologies to obtain that feedback. I picked up a questionnaire in the front lobby that is available in both Spanish and English that asks for feedback that can be placed in a comment box located in the lobby. There was also an additional form available to fill out. Staff also utilizes an Idaho Department of Labor online complaint system that tracks and routes any complaints to the appropriate parties. Caldwell 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 building in Caldwell is a stand-alone single-story facility owned by the State. The Caldwell 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 Caldwell AJC is fully accessible to persons with disabilities. Their facility is accessible via public transportation and they often open their meeting rooms to area businesses to provide training to their current and future employees.

It appears that the Caldwell office in Canyon County 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: Management reports that they are meeting all criteria in this area.*

Staff Development:

Observations and Comments: Caldwell Management reported that they will meet their workforce development partners in February to begin planning their first front line staff partner training. Caldwell has received in-depth training on “Live Better Idaho” from Health and Welfare representatives. Caldwell staff 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 on their way to achieving staff development standards set by the U.S. Department of Labor.

➤ *Ideas for continued improvement: Plan and hold front line staff training and continue to hold this training annually and include partner staff with Caldwell staff in joint sharing throughout the year.*

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.*



Feedback and Comment Box in the Caldwell front office. The feedback questionnaire is in English and Spanish.



The front of the Canyon County One Stop Center in Caldwell. They have an accessible ramp to the side of these stairs.