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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 – Burley

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 attached the worksheets that I used during the visit including my observations and comments on each standard in a separate e-mail.

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 - Burley

I visited the affiliate center in Burley Idaho on September 26, 2019. I met with Donna Fletcher, the Burley office manager, toured the office and talked about service delivery, partner coordination and many other issues pertaining to One Stop Certifications. Donna was gracious and was very knowledgeable. She has worked for the Department of Labor for over 20 years and has been the Burley Office Manager for the past eight years. Jill, Meghan, and I had reviewed Burley's self-certification completed for this affiliate center earlier in the day since Twin Falls and Burley coordinate their activities as a region. We talked about Burley being certified as an affiliate center. My observations and comments concerning my visit in Burley are as follows;

### **Program Services:**

*Observations and Comments:* During my visit, staff conversations and observations I found that the Burley office is very knowledgeable about program services and how to share that knowledge with their Customers and partners. Burley and Twin Falls coordinate their efforts and training as a region. Meghan Beyers, the Twin Falls Office Manager, and Donna Fletcher, the Burley Office Managers, work together to ensure that all area staff are well trained and can provide all required services to job seekers and employers. It appears that Twin Falls as the larger office takes the lead in this effort. They have developed a regional 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.

Burley Center Staff often join with Twin Falls staff and the College of Southern Idaho to conduct business outreach. 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, and the region has a unique approach to ensuring that program services are delivered in a well-designed manner.

➤ *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. I would encourage the two offices to work closely together as Twin Falls transitions to a comprehensive center. The Burley office is not on a general thoroughfare and might need to devise ways to ensure that all customers know where they are and how to get to them.*

### **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. Burley has four seasoned staff who are well trained and are active with their clients and in their communities. They work closely with the office in Twin Falls to ensure their region is well covered in delivering services.

Their annual regional trainings in Twin Falls have gone well and further improved already great relationships between partners which leads to effective referrals and dual enrollments when appropriate. They completed their latest annual training in Twin Falls early this month. Donna reports that partner staff work well together and seem to respect each other's contributions and services. 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 as a region and work to maintain this regional approach.*

## **Partner Coordination:**

*Observations and Comments:* Both Megan and Donna, indicated that the partners in the Magic Valley and Mini-Cassia area know each other and work well together. They gave me numerous examples of coordinating with partners to serve their clients. They reported that the partners are involved in their training efforts and are familiar with each other's programs. They make appropriate referrals with warm handoffs and co enroll when it makes sense.

The Industrial Commission is currently located in the Burley office, and Vocational Rehabilitation is currently working on co-locating with IDOL in the burley office. Other partners do make appointments and spend time in the office to meet with customers.

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 need to make sure that they have enough interaction with their partners that any new hires could develop the same rapport that the seasoned employees have.*

## **Accessibility:**

*Observations and Comments:* Burley is doing very well in this area. They have one excellent ADA compliant computer and staff has been trained to assist those customers who need to use it. It seems that they have all printed and electronic materials available in English and Spanish that they have control of.

➤ *Ideas for continued improvement: No ideas for continuing improvement.*

## **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. Burley, like the other offices I have visited 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 or IDOL identifies as important or desirable.*

## **Building Requirements:**

*Observations and Comments:* The affiliate facility in Burley is a stand-alone single-story facility owned by the State. Burley's accessibility audit uncovered just a few deficiencies such as a front desk that was too high and a missing sign in the parking lot. Both deficiencies have been corrected.

With the correction of these deficiencies, The Department of Labor believe that the Burley office is fully accessible to persons with disabilities, and that the Affiliate Center in Burley 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, and at least one conference room with audio/video technology. They are open appropriately. The only deficiency that may be an issue is that the office is not on a public transportation route. However, this would be because Burley offers no public transportation and this deficiency would be out of the center's control to cure.

➤ *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 Stop Training that Region IV holds at least annually, and sometime more often. One Stop Partners have also received in-depth training on “Live Better Idaho” from Health and Welfare representatives. They also join Twin Falls when the larger office brings partner staff in to provide training. It seems that one stop and partner staff have achieved and exceeded the standards included in Staff Development for a smaller affiliate center.

➤ *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.*