



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 center's self-certification and have attempted to compare that document with their actual practices during our on-site visit and my observations.

I have attempted to address each minimum criteria and the USDOL standards that are included in each criterion. I have tried to identify any promising practices that I observed, list any suggestions for continued improvement that were identified during our visit, and finally provide my opinion about the center's performance of USDOL standards necessary to be certified as an affiliate American Job Center. The promising practices, suggestions for improvement and opinions of performance are italicized to differentiate them from the main description to make them easier to locate.

Hopefully, this information will aid the One Stop Committee in determining the AJC's implementation of the one stop criteria and making certification decisions and recommendations regarding this affiliate center. If you have any questions regarding this review or visit, please feel free to call me at (208) 589-3836 ext. 1.

Sincerely,

Terry Butikofer

Terry Butikofer
Managing Director

One Stop Certification – Review and On-Site Visit - Burley

I visited the American Job Center in Burley Idaho on June 9, 2022. This is the second certification visit that I have conducted in Burley. I met with Megan Beyers who manages the Burley AJC, toured the office, met the staff, and talked about service delivery, partner coordination and other issues pertaining to certification as an affiliate American Job Center. We went through the self-certification and discussed how things were progressing at the AJC in Burley. This write up is similar to Twin Falls since Megan manages both offices and addresses WIOA services on a regional basis. My observations and comments are as follows.

Effectiveness

The Burley American Job Center (AJC) is striving to achieve each of the standards identified by the United States Department of Labor (USDOL) and have self-identified their level of effectiveness as a five (5). They work diligently at aligning client services with common goals and an effort to provide a seamless customer experience. Each customer whether individual or business is regarded regionally as a shared customer with all staff and programs having a vested stake in the customers success.

Program Services

During our visit, we found that staff are knowledgeable about all partner program services and that staff provides direct services to job seekers and employer customers. Customers that visit the AJC can receive direct services from AJC staff on their first visit including basic career services. Basic career services include assessment and other services that result in an actional next step to include referral to partner programs as appropriate. The American Job Center partners have collaborated to develop a resource guide that is frequently updated by partners and shared by partner staff to ensure that all customers are provided those services that best meet their needs. The resource guide is currently maintained by the Department of Health and Welfare and is used in both making and accepting referrals.

The Idaho Department of Labor has a vast wealth of labor market information that is available to both individuals and business customers via a Regional Labor Market Economist housed in the Burley Center who is available through appointment, or e-mail or instant messaging.

Partner staff know each other and all partner programs and are adept at completing warm handoffs as they refer or are referred customers for additional programs and activities conducted by the one stop and other community partners.

Regionally AJC partners have joined with other Magic Valley service providers to form a business outreach group. Seventeen community partners form this group, and they coordinate business outreach and visits so as not to overwhelm local business with their attention. They come together to share information gleaned from their visits and communicate with one another what local business needs. They track this information on a spreadsheet.

Service Delivery and Common Branding

All printed program materials in the affiliate one stop center are branded in conformance with the Council's AJC Branding Policy, and the partners provide information on their physical locations and available program information online. Burley has four seasoned staff in the AJC who are cross trained and are active with their partners, customers and in their communities.

This affiliate center has a resource/lobby area with computer workstations with access to the internet, printers, copier, fax machine and phones to use directly on their own or with staff assistance as needed. All front-line staff can perform an initial review of the customer's needs and programs that may meet those needs. This includes both IDOL and other one-stop partner programs. Both Employment Service (Wagner Peyser) and WIOA Title 1-B staff are in the center full time during their hours of operation.

All vital IDOL materials are one stop branded and in conformance with the Idaho Workforce Development Council's AJC branding policy.

Partner Coordination

The one stop partners in the Burley area know each other and work well together as stated above. The partners coordinate services to customers and are familiar with each other's programs. They make appropriate referrals with warm handoffs and co-enroll when it makes sense. Burley staff uses the resource guide that the Twin Falls partners have developed to identify appropriate customer services throughout their region. Burley staffers are all seasoned and know their core one-stop partners well. Burley staff participate in the business outreach group referred to as "Boost" and meet with that group to coordinate business outreach efforts. Community and core partners also participate in a manufacturing consortium that has been started in the area which leads to additional opportunities to collaborate and coordinate services to the manufacturers in their area.

Cost Effectiveness

The Burley AJC is operating in a cost-effective manner as defined by the funding partner.

- *Observation of promising practices, suggestions for continued improvement or level of compliance with affiliate requirements.*

The AJC partners and other community service providers throughout the Magic Valley have created enviable partnerships and developed impressive processes to provide program services to their individual and business customers. They have adopted a regional approach to customer and business service and join to foster workforce and economic development throughout the region and have developed a referral form that contains intake information needed by all partners as part of their enrollment process which helps partners serve common participants and co-enroll customers when it makes sense.

They join with their partners and other community service providers to serve customers and to make the communities they serve aware of those available services. Core Partners have joined with others to form a regional business outreach group to coordinate their business outreach efforts. Other promising practices include the creation of a manufacturing consortium that meets

monthly to determine what tools public and private partners can use to strengthen the regions manufacturing capacities.

Burley coordinates the delivery of services and have knowledgeable partner staff that can ensure that all customers can access those programs that may meet their needs.

The AJC in Burley does not have a locally developed business outreach plan but are willing to develop one if the One Stop Committee deems it necessary.

Burley will need to continue to coordinate with the Workforce Development Council's One Stop Committee to update their center branding if changes or modifications are made to the branding policy.

Based on our review of Burley's self-certification, our discussion, and observations it appears that the Burley AJC is being highly effective in delivering the program services as expected by the U.S. Department of Labor. They have formed effective partnerships locally and work well together. They relate success in making appropriate warm referrals as envisioned by the U.S. Department of Labor and are eligible to be recertified as an affiliate One Stop American Job Center.

Accessibility

The AJC in Burley is in a small town and treats customers as neighbors. They provide a welcoming atmosphere, and high-quality customer service that benefits all customers. They have ranked the accessibility of their affiliate center at a five (5).

Programmatic, Physical Accessibility and Other Building Requirements

The AJC staff in Burley offer accommodations to individuals with disabilities based on requests from customers seeking services. They have two ADA compliant computers and staff can assist those customers who need to use them. They have all printed and electronic materials available in English and Spanish in the center and utilize a translation service when necessary.

The AJC in Burley is a single-story structure with appropriate access from the parking lot to the building. The doors have electronic access, and the restrooms are accessible. The accessibility assessment is performed/updated annually.

The building is located within walking distance from a public transportation route. AJC staff are available on site during normal business hours in person or via phone or e-mail. The AJC center sports the AJC logo on the entrance doors. The AJC has conference rooms that contain the appropriate technology for remote conferencing and has two private rooms available for counseling. AJC staff are available during normal business hours in person and by phone or e-mail.

➤ *Observation of promising practices, suggestions for continued improvement or level of compliance with affiliate requirements Ideas for continued improvement.*

The Affiliate Center in Burley has met the minimum criteria identified by the USDOL.

Continuous Improvement

Customer Feedback

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

Staff Development

The AJC staff in Burley participate in a Regional One Stop Training event annually. Partner staff also receives regular program cross training and participates in partner agency staff meetings during the year. AJC Staff are active in numerous community boards and commissions and AJC management located in Twin Falls is involved with their economic development and public lending partners.

Continuous Improvement Evaluation

The AJC in Burley follows the Idaho Department of Labor practice and makes program performance outcomes accessible to the public through the IdahoWorks.gov site. 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. They work together to serve their customers and improve and streamline workforce services, and act on customer feedback as it is received.

➤ *Observation of promising practices, suggestions for continued improvement or level of compliance with affiliate requirements.*

Megan Beyers manages the Burley AJC from the Twin Falls office and has four seasoned staff in the Burley AJC who are cross trained. They participate in the annual staff training event and join each other throughout the year for at agency staff meetings and additional training. This training leads to an elevated level of providing coordinated services throughout Burley and the region.

The AJC is achieving these USDOL standards, but I would recommend that the AJC continues to be willing to implement any additional continuous improvement evaluation that the Idaho Workforce Development Council may find useful in the future.

The Burley AJC understands the need to stay engaged with the One Stop Committee and Sara Nash to implement any new customer feedback initiatives that the One Stop Committee identifies as useful and important.

The Burley affiliate AJC is complying with the criteria included in this category as identified by the USDOL and are eligible to maintain their certification as an affiliate AJC.