



June 23, 2022

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 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 - Twin Falls

Jill Kleist and I joined Sarah Nash to visit the affiliate American Job Center in Twin Falls Idaho on June 7, 2022. This is the second certification visit that Twin Falls has gone through with Jill and me. We met with Megan Beyers who manages the Twin Falls AJC, toured the office, and talked about service delivery, partner coordination and many 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 Twin Falls. My observations and comments are as follows.

Effectiveness

The Twin Falls 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 direct services are provided 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 provided to both individuals and business customers via a Regional Labor Market Economist housed in the Twin Falls 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 carried out 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 and share the spreadsheet among partners.

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

It appears that the AJC partners and other community service providers throughout the Magic Valley have created some 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. One example of this is a Community Engagement and Career Event scheduled in Twin Falls on June 18, 2018. Core Partners have joined with others to form a business outreach group as described above. 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.

We did not identify any additional ideas for continued improvement in this area during our discussion or on-site visit

Based on our review of Twin Fall's self-certification, our discussion, and observations it appears that the Twin Falls AJC is being very 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 great success in making appropriate warm referrals as envisioned by the U.S. Department of Labor, and in my opinion are eligible to be recertified as an affiliate One Stop American Job Center in this area.

Service Delivery and Common Branding

I found evidence that IDOL website and partner sites provide information on their physical locations and available program information online. Twin Falls has nine seasoned staff in the AJC who are well trained and are active with their clients and in their communities. Equus also has staff in the one stop center. The Region IV One-Stop partners participate in annual training to ensure cross training and knowledge of all partner services.

This affiliate center has a resource/lobby area with 22 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. They also have a training lab with ten computer stations that are utilized by employers or for staff training and workshops. They also have two ADA accessible computers dedicated to any customer who could benefit from the additional helps available on those computers. 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.

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

Twin Falls 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. At least four of the Center's staff members are fluent in Spanish which is great to ensure great service to the entire community.

Twin Falls 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.

I believe that Twin Falls meets and exceeds the criteria required by the USDOL for service delivery and common branding.

Partner Coordination

I found that the one stop partners in the Twin Falls 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. 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 and other center partners. The AJC partnership has developed a resource manual that partner staff can use to identify appropriate customer services throughout their region. Health and Welfare maintains and updates the resource manual. The partners belong to a business outreach group referred to as "Boost" and meet monthly to coordinate business outreach efforts. Many 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 Twin Falls AJC certifies that the Center is operated in a cost-efficient manner as defined by the funding partner.

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

The Twin Falls AJC practices a level of partner coordination that is enviable. They join as partners to coordinate their service provision and have adopted a referral document and resource manual that aids them in this process. They hold joint community events to showcase the community services offered throughout the area, and coordinate services to customers. AJC partners are part of a business outreach group "Boost" as mentioned above that coordinates business outreach among partners. Some of these practices could benefit many areas throughout the State.

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

I would suggest that the Twin Falls AJC meets and exceeds USDOL expected performance in this area for an affiliate job center and that some of their practices could be beneficial for other American Job Centers throughout the State.

Accessibility

The AJC in Twin Falls prides itself on providing a welcoming atmosphere, inclusive settings, and high-quality customer service that benefits all customers. They have ranked the accessibility of the center at a five (5).

Programmatic and Physical Accessibility

The AJC staff in Twin Falls offer accommodations to individuals with disabilities based on requests from customers seeking services. They have two ADA compliant computers and staff has been trained to 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. Four members of the center staff speak fluent Spanish and can assist Hispanic customers in their native language.

Other Building Requirements

The AJC in Twin Falls 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 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 is used by the public and employers.

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

The Affiliate Center in Twin Falls has complied with the standards within this category as envisioned by the USDOL.

Continuous Improvement

The AJC in Twin Falls ranks their continuous improvement efforts at a five ranking on their self-certification.

Customer Feedback

Complaints are accepted and acted upon. Affiliate center staff utilizes an Idaho Department of Labor online complaint system that tracks and routes any complaints to the appropriate parties so that they can respond and act on the complaint. Customers are encouraged to provide feedback electronically or in writing.

The Twin Falls 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 are invited annually to participate in a Regional One Stop Training event. 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 is involved with their economic development and public lending partners. They have developed and utilize a resource guide to help them make appropriate referrals if they have questions.

Continuous Improvement Evaluation

The AJC in Twin Falls 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.*

Based on my visit the Twin Falls AJC excels in developing front line staff among all the partners. 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 a high level of providing coordinated services throughout the area. I particularly like their shared resource manual and community engagement and career events.

The Twin Falls 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.

I believe that the Twin Falls affiliate AJC is complying with the standards of this category and are eligible to maintain their certification as an affiliate AJC.