Idaho Labor’s face-to-face service can now be found in more than 50 communities around the state!

The updated service model allows Labor to provide better service to a greater number of customers in more communities. It is more flexible to react to fluctuations in the economy and empowers staff to be more responsive to community needs.

The new service delivery model has:

- Comprehensive One-Stop Centers located in Post Falls, Lewiston, Caldwell, Twin Falls, Pocatello and Idaho Falls.
- Affiliate One-Stop Centers located in Sandpoint, Orofino, Boise, Burley and Salmon.

In each of these locations, staff are providing all the same services to businesses, job seekers and unemployment insurance claimants previously offered in brick-and-mortar offices.

Services for employers include employee recruitment, pre-screening skills assessments, labor market information, hiring incentives and tax credits. Services for job seekers include resume writing, applying for jobs, filing for employment insurance benefits, mock interviews, connections to community resources, job training assistance and more.

In addition, Idaho Labor is implementing enhancements for unemployment insurance filers who may not have broadband or computer access, including:

- Development of a mobile-friendly filing site so customers can file with phones and tablets.
- Increased capacity to take claims by phone.
- Procurement of call back software to reduce wait times and manage call volume.
- Creation of a UI Navigator position in each Comprehensive One-Stop Center to assist filers in the region.

We’re confident these changes will help make a positive difference in the lives of employers, job seekers, government officials, community leaders and Idaho citizens.

We encourage you to engage with our Labor staff in your region, and let us know how we can better serve you and your community. Details on our local offices and mobile office schedules can be found on our website or by calling your region’s Comprehensive One Stop.