

#2

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Page 1

Q1 Contact Information for Nomination

Name of Contact	Laurel McMahan
Full Name of State Agency	Idaho Department of Labor
Email Address	laurel.mcmahan@labor.idaho.gov
Name of Initiative the state (and/or partnership) is being nominated for:	Workforce Service Delivery Transition

Q2 1. Provide a brief description of the innovative services, innovative service delivery, or efforts of national impact you have chosen as your primary focus for the nomination. Response Word Limit: 150

Idaho Department of Labor transitioned 14 small offices from brick and mortar offices to providing services from partner locations (libraries, local government offices, nonprofit organizations, etc) in multiple cities and towns. The staff in these areas selected 2-3 additional towns within a 2 hour driving radius from the previous office location. The result is an increase from serving customers in 14 locations to providing service in 48 locations. Customers with transportation and other barriers have been overjoyed that they no longer have to figure out how to get to IDOL because IDOL comes to them. Staff have publicly advertised office hours available for walk-in customer traffic as well as hours available for meetings or outreach.

Q3 2. Provide a statement of results, accomplishments, impacts and any other appropriate information that demonstrates why the nominee's efforts described in question #1 were an exceptional contribution. Response Word Limit: 200

According to IDOL labor economist Sam Wolkenhauer, "88 percent of Idaho's land area is in counties classified as rural, which is home to 28 percent of the state's total population." IDOL's new service delivery model allows rural staff to more than triple their presence in rural Idaho. Many locations are reporting more walk-in traffic under the new model than any other post-recession time. Customer remarks have included things such as, "the government finally did something right and "this saves me so much time," with many also being introduced to the breadth of IDOL services for the first time. IDOL staff have met with walk-in customers in need of Vocational Rehabilitation services and have been able to connect them. This access did not exist prior to IDOL being in their community. Although Labor has been the vanguard for reaching into some of these remote communities, it has truly allowed Idaho to achieve continuity of the One-Stop vision by bringing services to areas often overlooked.

Q4 3. Provide a brief description of the nominee’s significant contributions in any one of the other two areas listed under “criteria” that you did not focus on above. Response Word Limit: 200

The above described service delivery model meets the following criteria: Innovative Set of Services and Innovative Service Delivery. For the final criteria, "National Impact," IDOL is committed to sharing the results of the service delivery shift as metrics continue to accumulate. These results will be shared both regionally and nationally and IDOL hopes to set some nationally replicable best practice standards for the provision of Workforce Services.

Q5 4. Provide samples of work including creative materials, videos, graphics, documents, plans, etc. regarding the efforts and results you outlined in questions #1 and #2. File size limit is 16 MB. Only PDF, DOC, DOCX, PNG, JPG, JPEG, GIF files are supported.

Service Delivery-flyer.pdf (634.4KB)

Q6 Sample of Work #2 File size limit is 16 MB.	Respondent skipped this question
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Q7 Sample of Work #3 File size limit is 16 MB.	Respondent skipped this question
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Q8 Sample of Work #4 File size limit is 16 MB.	Respondent skipped this question
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Q9 Sample of Work #5 File size limit is 16 MB.	Respondent skipped this question
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Q10 Please upload a statement of approval from the Agency Administrator

Pinnacle Award Approval.docx (127.3KB)



To whom it may concern,

I approve of the Idaho Department of Labor nomination submission for the 2020 NASWA State Innovation Award (Pinnacle Award for Workforce Development).

Jani Revier

Jani Revier | Director
Director's Office
Idaho Department of Labor
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Idaho Labor Offering Service in More Communities than Ever Before



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.
- Office hours at partner locations available in 48 communities: Moyie Springs, Bonners Ferry, Naples, Kellogg, Plummer, St. Maries, Potlatch, Troy, Moscow, Kendrick, Nezperce, Kamiah, Grangeville, Riggins, New Meadows, McCall, Council, Cambridge, Cascade, Weiser, Payette, New Plymouth, Emmett, Horseshoe Bend, Star, Eagle, Meridian, Kuna, Grand View, Mountain Home, Glenns Ferry, Hailey, Gooding, Shoshone, Buhl, Jerome, Aberdeen, American Falls, Malad City, Preston, Montpelier, Soda Springs, Blackfoot, Shelley, Driggs, Rexburg, St. Anthony and Ashton.

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.

