# Idaho Labor Offering Service in More Communities than Ever Before

IDAHO DEPT. OF LABOR

**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:

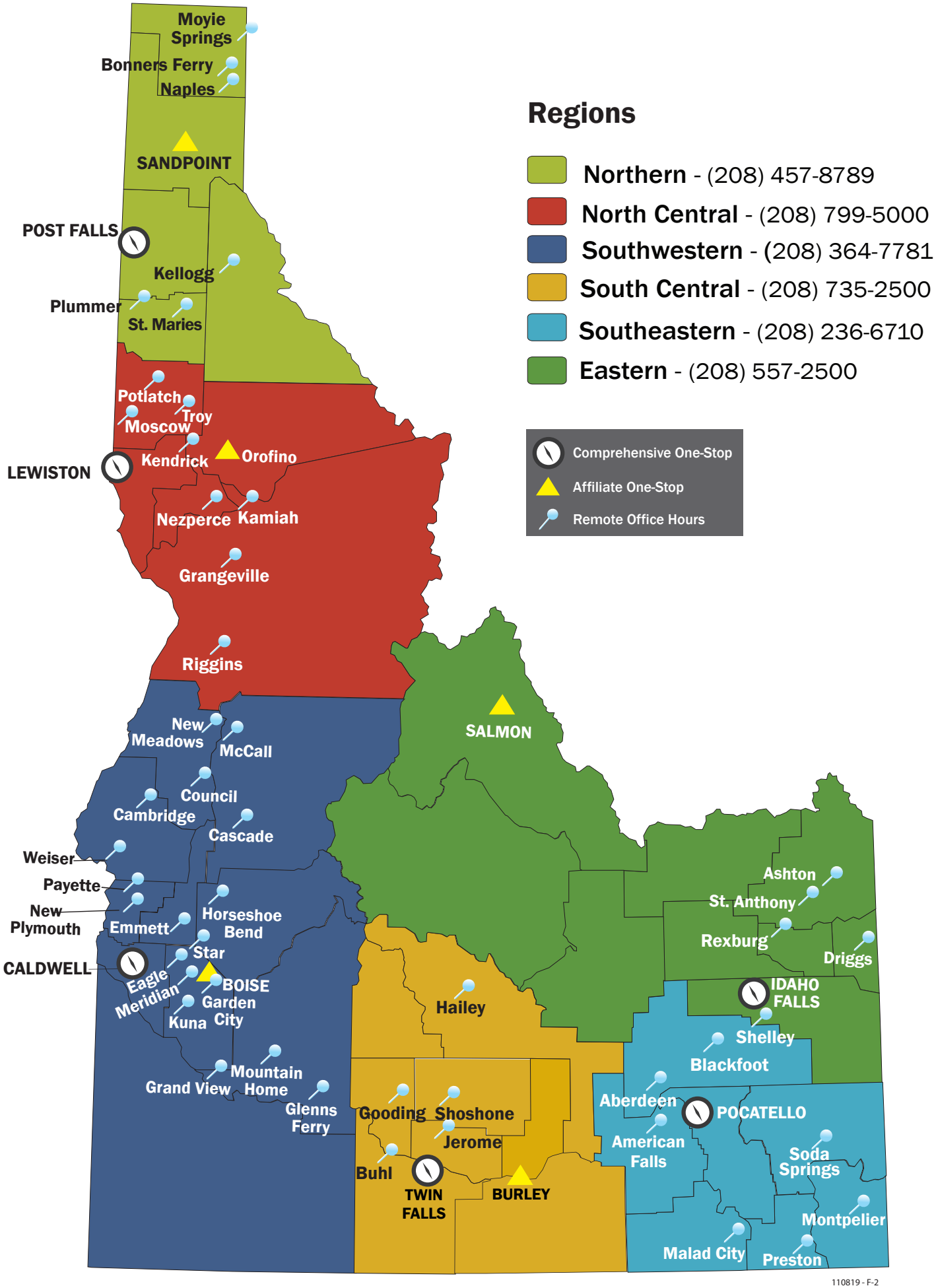
- Development of a mobile-friendly filing site so customers can file with phones and tablets.
- Increased capacity to take claims by phone.
- Procurement of call back software to reduce wait times and manage call volume.
- Creation of a UI Navigator position in each Comprehensive One-Stop Center to assist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



The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.


Regions
Northern - (208) 457-8789
North Central - (208) 799-5000
Southwestern - (208) 364-7781
South Central - (208) 735-2500
Southeastern - (208) 236-6710
Eastern - (208) 557-2500
Comprehensive One-Stop
Affiliate One-Stop
Remote Office Hours
Moyie Springs
Bonners Ferry
Naples
SANDPOINT
POST FALLS
Kellogg
Plummer
St. Maries
Potlatch
Troy
Moscow
Kendrick
Orofino
LEWISTON
Nezperce
Kamiah
Grangeville
Riggins
New Meadows
McCall
Council
Cambridge
Cascade
Weiser
Payette
New Plymouth
Emmett
Horseshoe Bend
Star
CALDWELL
Eagle
Meridian
BOISE
Garden City
Kuna
Mountain Home
Grand View
Glenns Ferry
SALMON
Hailey
Gooding
Shoshone
Jerome
Buhl
TWIN FALLS
BURLEY
Ashton
St. Anthony
Rexburg
Driggs
IDAHO FALLS
Shelley
Blackfoot
Aberdeen
POCATELLO
American Falls
Soda Springs
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Preston
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