

# **MEMORANDUM OF UNDERSTANDING for the North-Central Idaho (Region 2) American Job Center Network**

This Memorandum of Understanding (MOU) for the North-Central Idaho American Job Center Network is executed between the Idaho Workforce Development Council and the Idaho American Job Center Network partners offering services in service delivery area (SDA) 2, also referred to as Region 2.

This MOU incorporates by reference the statewide MOU for the Idaho American Job Center Network, which outlines statewide policies for the American Job Center (AJC) Network. The North-Central Idaho AJC MOU provides details specific to SDA 2.

## **MOU Design and Contents**

Per 20 CFR § 678.500, both parts of the MOU will contain the following provisions:

- Parties to the MOU
- Design of the one-stop delivery network
- Description of services to be provided through the one-stop delivery system
- Methods of referral
- In person, warm phone transfer, email, and other methods of engagement
- Methods to ensure that needs of special population groups are met including access to services and access to technology and materials available through the one-stop delivery system
- Duration and assurances
- Signatures

Idaho is required to have two comprehensive one-stop centers. These are located in Regions 2 and 6. The MOUs for these two SDAs also contain final cost sharing plans for the comprehensive centers in those locations, found in Attachment A.

## **Introduction**

### **Vision**

The overall vision for Idaho's Workforce Development system is to: improve access to education, economic opportunity, and employment for all of Idaho's job seekers – especially those with significant barriers to employment; develop a skilled and competitive workforce that meets the needs of Idaho's employers; stimulate the vitality of our local communities; and promote a state economy that is competitive in the global economy. The Combined State Plan identifies four priorities to realize this vision: 1) Improving public awareness and access to the workforce system; 2) Coordinating business services across partners to ensure delivery of streamlined and high-quality solutions; 3) Serving rural and remote communities; and 4) Career pathways/Sector partnerships. Idaho's American Job Center Network is designed to support these priorities within its capacity under the Workforce Innovation and Opportunity Act. Idaho has an uncommon composition of a small population spread across large geographic areas. Its very uniqueness necessitates the development of a modified one-stop system that provides quality services in diverse locations and maximizes scarce resources. Idaho's statewide framework addresses varying levels of partner coordination in different locations and still provides consistency in quality service delivery to its citizens across the state.

## **Background**

WIOA mandates the one-stop system of service delivery in the local areas. The one-stop system combines separate workforce investment, education and other human resource programs and funding streams to create a seamless system of service delivery for individuals receiving assistance. WIOA Sec. 121 requires that an MOU be developed and executed between the Local Workforce Development Board, with agreement of the chief elected official and the one-stop partners relating to the operation of the one-stop system in the local area. The Idaho Workforce Development Council (WDC) serves as the required State Workforce Development Board and as a Local Workforce Development Board for the entire state of Idaho, operating under an approved waiver, as indicated in the 2020 state plan. The Governor serves as the chief elected official for all areas within the state of Idaho. The state-level one-stop partners in Idaho have been working together on WIOA one-stop implementation since late 2014. This MOU was negotiated in accordance with 20 CFR § 678.510 by the partners and members of the WDC's One-Stop Committee, with input from one-stop partner agencies and service providers.

## **Parties to the Region 2 MOU**

The **Workforce Development Council** serves as both the State Workforce Development Board and Local Workforce Development Board for Region 2, operating under an approved waiver, as indicated in the 2020 state plan. The primary role of the WDC is to represent the Governor and set policy for the statewide workforce development system.

Section 121(b)(1)(B) of WIOA identifies programs that are to be included in a one-stop delivery system and requires entities that administer the programs as required partners in the local one-stop delivery system. The following entities are responsible for these programs in the Idaho American Job Center Network and are parties to the statewide MOU.

The **Idaho Department of Labor (IDOL)** is responsible for the administration and delivery of required programs. These required one-stop programs are offered in the Idaho American Job Center Network: Adult and Dislocated Worker employment and training and Youth workforce investment programs under WIOA Title IB; the Wagner-Peyser Act for Employment Services and labor market information; the Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1973 (19 u.s.c.2271); local veterans' employment representatives and disabled veterans outreach programs authorized under chapter 41 of Title 38, U.S.C.; and state unemployment compensation programs.

The **Idaho Department of Labor** is also responsible for the administration and delivery of additional programs offered in the Idaho American Job Center Network: Foreign Labor Certification Program under the Wagner-Peyser Act; State Wage & Hour under the Fair Labor Standards Act; Work Opportunity Tax Credits referenced in Internal Revenue Code; Serve Idaho under the National and Community Service Act of 1990; and,

The **Idaho Department of Labor** is also responsible for the administration and delivery of the required WIOA Title I program Job Corps.

The **Idaho Division of Vocational Rehabilitation (IDVR)** is responsible for the administration and delivery of the required programs authorized by Title I of the Rehabilitation Act of 1973 (as amended by Title IV of WIOA).

The **Idaho Commission for the Blind & Visually Impaired (ICBVI)** is responsible for the administration and delivery of the required programs authorized by Title I of the Rehabilitation Act of 1973 (as amended by Title IV of WIOA).

The **Idaho Division of Career Technical Education (CTE)** is responsible for the administration of required programs in the Idaho American Job Center Network: postsecondary career and technical educational activities under Carl D. Perkins Vocational and Applied Technology Education Act; adult education and literacy activities authorized under Title II of WIOA.

The **Idaho Division of Career Technical Education** also serves as a liaison to workforce training centers at public technical and community colleges.

The **Idaho Commission on Aging (ICOA)** is responsible for the administration of the required Senior Community Service Employment Program activities authorized under Title V of the Older Americans Act of 1965.

The **Community Council of Idaho (CCI)** is responsible for the administration and delivery of the following required WIOA Title I National Farmworker Jobs Program and YouthBuild.

The **Idaho Department of Health and Welfare (IDHW)** is responsible for the administration and delivery of the required Temporary Assistance for Needy Families (TANF/TAFI)-Self-Reliance Program.

The **Idaho Department of Health and Welfare** is also a responsible for the administration of additional programs offered in the Idaho American Job Center Network: Supplemental Nutrition Assistance Program (SNAP), employment and training programs for TAFI and SNAP, and Community Services Block Grant.

The **Idaho Commission for Libraries (ICfL)** is a partner serving as a connection to the Idaho American Job Center Network partner program services and provides learning resources in the local communities.

Signatories for the SDA MOUs may vary according to local obligations.

## **Services Provided**

The North Central Idaho Comprehensive, IDOL affiliate, and IDOL remote network AJC's offer basic, individualized and training services to job seekers and business services to employers in Region 2. These services use a triage approach that includes access via self-service, customer assisted services, or intensive case managed services.

1. Basic career services that are available to all job seekers
  - Outreach, intake and orientation to the information, services, programs, tools and resources available through the local workforce system
  - Initial assessments of skill level(s), aptitudes, abilities and supportive service needs

- In and out of area job search and placement assistance (including delivery of information on in demand industry sectors and occupations and non-traditional employment)
  - Access to employment opportunity and labor market information
  - Performance information and program costs for eligible providers of training, education, and workforce services
  - Information on performance of the local workforce system
  - Information on the availability of supportive services and referral to such, as appropriate
  - Information and meaningful assistance on Unemployment Insurance claim filing
  - Determination of potential eligibility for workforce partner services, programs, and referral(s)
  - Information and assistance in applying for financial aid for training and education programs not provided under WIOA
2. Individualized career services, if determined to be appropriate, may be provided to an individual in order to obtain or retain employment:
- Comprehensive and specialized assessments of skills levels and service needs
  - Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
  - Referral to training services
  - Group counseling
  - Literacy activities related to work readiness
  - Individual counseling and career planning
  - Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
  - Work experience, registered apprenticeships, and internships
  - Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training
3. Follow-up services must be provided as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
4. Veteran Services – Veterans and eligible spouses receive priority of service for receipt of employment training and job search services. Region 2 has one Veteran Representative located in the Lewiston Comprehensive AJC. In addition to basic services, a disabled veteran may receive intensive services to include:
- Comprehensive assessment of education, skills, and abilities
  - In-depth interviewing/evaluation to identify employment barriers and employment goals
  - Group and individual career coaching
  - Short-term prevocational services which may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training
  - Development of an individual employment plan, to include the services appropriate to

meet the Veteran's goals

5. Per 20 CFR § 678.435, business services offered through the Idaho American Job Center Network shall include the provision of labor market information and labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and appropriate career services such as providing recruitment on behalf of employers and referrals to specialized business services. American Job Center staff have established and will continue to develop relationships and networks with large and small employers and their intermediaries and maintain industry or sector partnerships. In addition to the required services described in this paragraph, customized business services as described below may also be offered to employers:

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations, including job coaches
- Conduct outreach regarding the local workforce system's services and products
- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) contracts
- Provide customized recruitment and job applicant screening, assessment and referral services
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Conduct job fairs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Coordinate with employers to develop and implement layoff aversion strategies
- Provide information regarding disability awareness issues
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations
- Develop, convene, or implement industry or sector partnerships

In addition to the career, individualized, follow-up, veteran services and business services described above, The Idaho American Job Center Network will provide access to all services provided by one-stop partner programs as appropriate.

The service delivery is structured to include multiple service locations, scheduled regular or intermittent visits to outlying areas, and direct linkage through technology such as Skype and FaceTime. The ADA workstation(s) at each AJC will offer assistive technology for individuals who are visually impaired, deaf or hard of hearing, and/or with limited mobility to ensure access to the full range of information and services.

All AJC Network partners have agreed to support and participate in the operation of North-Central Idaho's one-stop system.

## **Design of the Region 2 One-Stop Delivery Network**

WIOA SEC. 121(e) requires each local area in the state to establish a one-stop delivery system, which shall provide career services. The Idaho American Job Center Network MOU describes the list of services provided. As authorized by each partner program, one-stop partners offer a seamless flow of services to individual customers based on individual needs. North-Central Idaho (Region 2) AJC Network partners will provide access and/or referrals to services provided by one-stop partner programs as appropriate.

The North-Central Idaho American Job Center Network serves a five-county area: Clearwater, Idaho, Latah, Lewis, and Nez Perce.

The physical service delivery location structure consists of one Comprehensive AJC, Affiliate American Job Centers, Remote Network location(s) and American Job Center Network Partner locations. See Attachment B for a list of centers, their addresses and their certification status.

The North-Central Idaho Comprehensive American Job Center (AJC) is located in the Lewiston, Idaho Department of Labor office. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the Comprehensive One-Stop.

The North-Central Idaho Affiliate American Job Centers (AJC) are located at Idaho Department of Labor offices in the service delivery area. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the affiliate AJC.

The North-Central Idaho Remote Network Partners rotate locations on a daily basis, in order to better serve our rural areas. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the remote location(s).

Additional North-Central Idaho Network Partners include specific partner programs such as vocational rehabilitation, senior community service employment, and others.

### **Service Coordination**

North-Central Idaho AJC Network partners have determined the majority of our programs are focused on customer employment and meeting the demand-driven needs of business. As partners in the American Job Center Network, we believe that our coordinated efforts will improve outreach to business as we work with them directly to identify their workforce and economic development needs. Our system structure is demand-driven and produces customized solutions for workforce and talent development needs of employers and targeted industries in the regional economy. All AJC Network partners agree that coordinating services and outreach to business is imperative to the success of our efforts.

The comprehensive and affiliate centers in Region 2 convene business outreach teams in each locality and develop a working relationship between the team and the workforce training centers and regional economic development organizations, coordinating with the WDC's Business Partnership Manager.

Regions will submit a monthly “business contact” list to the WDC. Each team will provide labor exchange activities for both job seekers and employers through the internet based IdahoWorks system at [www.idahoworks.gov](http://www.idahoworks.gov). This system allows for labor exchange functions to be accessible 24/7 365 days per year. Staff in the centers are available to assist employers with job postings, hiring events, labor market information and referrals to training services and tax credit options as appropriate. Staff are also able to provide employers with customized recruitment assistance, access to skills assessment software for potential job candidates and access to use space in the comprehensive and affiliate centers for candidate recruitment and interviews. The center staff may also provide referrals and information regarding disability awareness issues, assistive technology and communication accommodations.

The comprehensive center staff in Region 2 will coordinate layoff aversion and other rapid response activities as needed, regarding closures and downsizing.

A Regional Labor Economist with the Idaho Department of Labor can assist employers with labor market information, wage and demographic data, impact analyses, etc. These information services are also available at the request of AJC Network partners.

### **Referral Process**

AJC staff and partners assist with referrals and access to information for other Idaho American Job Center Network partners and their programs.

Any AJC staff member can perform an initial interview to connect the individual with the appropriate services – either directly or through a referral to individualized career services, training services or supportive services. The robust referral process in use throughout the state is described below.

Formal referrals will be made to partners with relevant services primarily based on initial interviews. All AJC staff are required to be trained on network partner services and encouraged to foster personal relationships with other service providers. Before a referral is made, staff conduct an initial interview to determine needs and interests. With permission, an individual’s initial information is provided to the partner program’s staff using the receiving program’s preferred referral method. Staff may also make referrals by direct communication using phone, email or in person, depending on what is best for the partner and the customer. Information on connecting to one-stop network partners is available in the AJC and on other online resources such as partner websites and the IdahoWorks labor exchange system. Most partner staff are able to provide basic career services directly through this arrangement. Immediate direct delivery of career services to the customer is expected whenever possible. Co-enrollment with partner programs is also encouraged when appropriate.

Region 2 is committed to evaluating our referral process and to continual quality improvement. Many case managed participants are co-managed by multiple partners, thereby eliminating duplication of services by coordinating plans of action, distribution of funding, and providing seamless, meaningful customer focused service. Quarterly partner meetings are held to discuss the seamless referral processes and to remove barriers.

### **Methods of Ensuring Accessibility**

The one-stop operator will ensure that programs in each service delivery area offer coordinated outreach to individuals with barriers to employment with guidance from the WDC, its One-Stop

Committee and other local stakeholders. The operator may develop outreach plans targeted to groups such as workers, youth, individuals with disabilities, those with limited English proficiency, low literacy levels, or others with barriers to employment.

### **Accessibility and Accommodations**

Certified AJCs must meet the requirements of WIOA Section 188 affording programmatic and physical access to services. Each comprehensive and affiliate AJC is assessed annually to ensure accessibility to individuals with disabilities. All AJCs are equipped with accessible computers specifically designed with ADA equipment and software to accommodate a variety of disabilities. Program service providers can provide language assistance to individuals with limited English proficiency through oral interpretation, either in person or via a telephone interpretation service such as the Language Line or written translation. Reasonable accommodations are made for customers requiring assistance to receive services.

### **Additional Terms**

#### **Assurances**

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping Are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by the Vocational Rehabilitation agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State Unemployment Insurance agency (20 CFR part 603),
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

#### **Review**

This MOU will be reviewed at least annually by the partners and once every three years by the WDC One-Stop Committee. If significant changes occur, this agreement may be modified as authorized below.

### **Modification**

This MOU may be modified, altered or renewed by mutual written consent of all the parties, by the issuance of a written amendment, signed and dated by all the parties. Modifications may include the addition of new Idaho American Job Center Network partners as approved by the WDC. Updates to Attachment B for addresses and AJC certification status may be made without a written amendment.

### **Withdrawal from or Termination of the Agreement**

Any partner to this Agreement may withdraw its participation in the MOU, in whole or in part, upon giving written notice of at least 30 days to the WDC, provided that a written explanation of the scope of withdrawal and the reasons for that withdrawal are included in the written notice. This MOU may be terminated at any time by mutual written consent of all partners. It is understood that the partners will seek to resolve all conflicts in order to avoid termination. The designated representative of each partner will be responsible to coordinate all matters associated with this MOU for their party, including all written notices.

### **Disputes**

The partners acknowledge that disputes may arise from time to time and agree to attempt to resolve such disputes in the most expeditious manner possible. The lead representative for each partner involved in a dispute will attempt to reach resolution before turning the matter to the WDC. The WDC will agree upon a resolution and offer a recommendation for action to the parties involved.

### **Severability**

If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in full force and effect, until negotiation or rewritten.

### **Duration**

The partners agree that the terms of this MOU will take effect as of July 1, 2021 and will continue until such time as any partner or partners, shall modify or terminate this agreement as provided above.

**Attachment A**  
**Infrastructure Cost Sharing Agreement Methodology**

The one-stop partners agree that all partners benefit from the resources and services available to the public that are provided at the Comprehensive American Job Center (AJC). The partners agree to pay a proportionate share of infrastructure costs based on square footage of the shared space. The center provides workspace for Idaho Department of Labor staff, who work onsite. The center also offers a resource room available for all system participants, as well as conference, computer and interview rooms for partner use. Until data is available across all partners, only co-located partners will contribute to the infrastructure costs proportionate to the commonly used shared service space in the center.

A table showing the distribution of space at the Lewiston Comprehensive One-Stop Center follows.

**Table 1**

<b>Lewiston IDOL Local Office Space Distribution</b>	
	<u>Sq. Ft.</u>
<b>Total Facility Square Feet</b>	<b>15,939</b>
<b>Common Space</b>	5,129
<b>Direct Allocable Space</b>	10,810
<b>Common Space</b>	<b>5,129</b>
<b>Upper Level (UL):</b>	1071
Resource Area	624
Lobby/Reception area	120
Vestibule	130
Front Hallway	288
Public Restrooms	35
Janitorial Closet	56
Conference Room Storage Area	572
Large Conference Room	88
Interview Room 1	96
Interview Room 2	400
4 Vacant cubicles for Partner Use	77
Coffee bar	21
Employee Restrooms	144
Copy/Admin Support Area	63
Elevator	75
Stairwell 1	48

Stairwell 2			
<b>Lower Level (LL):</b>			
Computer Training Lab	481		
Employee Breakroom	352		
Basement Restrooms	170		
Elevator	63		
Stairwell 1	75		
Stairwell 2	80		
	<b>Sq. Ft.</b>	<b>Partner</b>	<b>Percent</b>
<b>Direct Allocable Space</b>	<b>10,810</b>		<b>100%</b>
Manager's Office (UL)	216	DOL	
Regional Labor Economist (UL)	100	DOL	
Unemployment Insurance (4 cubes) (UL)	396	DOL	
Open office/IDOL workstation areas (UL)	8180	DOL	
PC Analyst Rm (Kellye Sharp, Area Mgr) (LL)	275.5	DOL	
Electrical Room/Panel	289	DOL	
Form Storage	252	DOL	
Data Comm Room*	171	DOL	
Storage	35	DOL	
Mechanical Boiler Room	497	DOL	
Elevator Equipment Room	133	DOL	
VA Office (Small Conference Room) (UL)	165	VA	
VA Work Study Cubicle (UL)	100	VA	
<b>IDOL Direct Space</b>	<b>10,545</b>	<b>IDOL</b>	<b>66.16%</b>
<b>VA Direct Space</b>	<b>265</b>	<b>VA Only</b>	<b>1.66%</b>
<b>Common Space</b>	<b>5,129</b>	<b>Shared</b>	<b>32.18%</b>
<b>Total Facility Square Footage</b>	<b>15,939</b>		<b>100.00%</b>

\*Note, the Data Comm Room can be "shared" if the State Agency co-locator installs their own D&E Server Rack.

The Idaho Department of Labor uses 66.16% of the direct space for staff operations and the Idaho Department of Veterans Affairs uses 1.66%. The remaining 32.18% of the space is commonly available for the partners' and their customers' use.

The Idaho Department of Labor will pay for its direct use of space, plus its proportionate costs for shared space in the AJC. While the Idaho Department of Veterans Affairs is co-located at the Lewiston AJC, they are not party to the Memorandum of Understanding and are therefore not a part of the Cost-Sharing Agreement. Their square footage has been used to calculate the total footage of the office but will not have any costs associated. Because no other partners are co-located at the AJC, the other one-stop partners will only pay their proportionate costs for the shared space after data sharing agreements are executed for all partners.

**Allocation Base for Shared Space**

The partners agree to allocate the costs for the shared space based on the number of participants receiving a service from the comprehensive one-stop center. For the purpose of this agreement, each partner reported the number of participants in each program during the previous quarter. The data was matched against participants receiving a service in the AJC (to ensure that a direct benefit had been provided).

The number and percent of participants by program is expressed as a percent of the shared cost (32.18%) in the following table.

**Table 2**

<b>Allocation of Shared Space in the Lewiston Comprehensive AJC by Program</b>					
<b>Program</b>	<b>Partner</b>	<b>PY 20 Q3 Participants Served by AJC</b>	<b>Estimated PY 20 Participants Served by AJC</b>	<b>Shared Percent of Participants</b>	<b>Percent of Shared Space</b>
WIOA Adult	IDOL	76	304	3.759%	1.2094%
WIOA Dislocated Worker	IDOL	24	96	1.187%	0.3819%
WIOA Youth	IDOL	58	232	2.868%	0.9230%
Title II	CTE	25	100	1.236%	0.3978%
Carl Perkins	CTE	Data-sharing agreement pending			
Wagner Peyser – Employment Services	IDOL	362	1448	17.903%	5.7607%
Unemployment Insurance	IDOL	1457	5828	72.057%	23.1861%
Veterans DVOP/LVER	IDOL	3	12	0.148%	0.0477%
Trade Adjustment Assistance	IDOL	0	0	0.000%	0.0000%
Vocational Rehabilitation	IDVR	16	64	0.791%	0.2546%
VR Blind	ICBVI	1	4	0.049%	0.0159%
SCS-Older Worker Easter Seals Goodwill	ESGW	Data-sharing agreement pending			
TANF Work Participants	IDHW	No data-sharing agreement			
<b>TOTAL</b>	<b>ALL</b>	<b>2,022</b>	<b>8,088</b>	<b>100.00%</b>	<b>32.18%</b>

*\* Unemployment Insurance is currently displayed as total claimants for the Lewiston office for PY20 Q3. The number was collected during the Covid-19 pandemic and is expected to decrease significantly.*

The following table shows the percent of direct space (67.82%) and shared space (32.18%) used by each co-located one-stop partner.

**Table 3**

<b>Proportion of Square Footage Lewiston Comprehensive AJC by Partner</b>			
<b>Partner</b>	<b>Total Direct Percent</b>	<b>Total Shared Percent</b>	<b>Percent of Total Cost</b>
IDOL	66.16%	31.51%	97.67%
VA	1.66%		1.66%
<b>TOTAL</b>	<b>67.82%</b>	<b>31.51%</b>	<b>99.33%</b>

Note: As noted above, the Idaho Department of Veterans Affairs is co-located at the Lewiston AJC but is not party to this Cost-Sharing Agreement.

The PY2019 infrastructure costs by category are provided in the table below.

**Table 4**

<b>Lewiston IDOL Local Office Infrastructure Costs PY19</b>	
<b>Infrastructure Costs</b>	<b>Actual PY2019</b>
Access Technology (phone, internet)	\$19,844.82
Common Identifier	\$0.00
Equipment	\$2,883.00
Janitorial Contracts	\$14,908.00
Maintenance	\$12,765.00
Property Insurance	\$1,105.00
Supplies	\$2,848.00
Utilities	\$12,877.00
Other, Specified	
<b>TOTAL</b>	<b>\$67,231</b>

The following table shows what the allocation of the PY19 infrastructure costs for the Lewiston AJC would have been using estimated PY20 participant data. This process will be replicated to develop the PY21 contributions.

**Table 5**

<b>Lewiston Comprehensive AJC PY2019 Infrastructure Costs</b>		
<b>Partner</b>	<b>Percent of Total Cost</b>	<b>Actual Costs</b>
IDOL	97.67%	\$65,663.64
IDVR	0.25%	\$171.18
ICTE (Title II)	0.40%	\$267.47

ICTE (Perkins)	N/A	
ICBVI (Title IV)	0.02%	\$10.70
ESGW (SCSEP)	N/A	
IDHW	N/A	
<b>TOTAL</b>	<b>98.34%</b>	<b>\$66,113.00</b>

**Attachment B**  
**Network Locations and Services**

A. Comprehensive AJC

Lewiston: Idaho Department of Labor  
1158 Idaho St.  
Lewiston, ID 83501

B. Affiliate AJCs

Orofino: Idaho Department of Labor  
416 Johnson Ave. Suite 12  
Orofino, ID 83544

C. Network Partner Locations

Lewiston: Lewis-Clark State College  
500 8th Avenue  
Lewiston, Idaho 83501

Lewiston: Idaho Division of Vocational Rehabilitation  
1118 F Street  
Lewiston, ID 83501

Lewiston: Idaho Commission for the Blind and Visually Impaired  
1118 F Street  
Lewiston, ID 83501

Lewiston: Idaho Department of Health and Welfare  
1118 F Street  
Lewiston, ID 83501

Orofino: Idaho Division of Vocational Rehabilitation  
416 Johnson Ave., Ste. 17  
Orofino, ID 83544

Grangeville and Moscow: Idaho Department of Labor- Mobile Services

Twin Falls: Easter Seals Goodwill- Idaho Commission on Aging  
870 Blue Lakes Blvd. North Ste. 1  
Twin Falls, ID 83301

## Lewiston Comprehensive American Job Center

### SDA 2, North Central Idaho

05-31-2021

This form provides basic information and documents the requirements for comprehensive one-stop centers at 20 CFR § 678.305:

- Location and certification information
- List of required one-stop and additional partner programs and how services are accessed in the comprehensive AJC

### Lewiston Comprehensive AJC Location

**Name of Center:** Lewiston Comprehensive American Job Center

**Address:** 1158 Idaho St., Lewiston, ID 83501

**Hours of Operation:** 8:00 AM to 5:00 PM, Monday thru Friday

**Phone:** (208) 799-5000

**Email:** lewistonmail@labor.idaho.gov

### **Required Programs and Service Delivery Specific to Comprehensive Center**

Per WIOA, a comprehensive AJC must provide access to all required one-stop programs. Such access can be accomplished through physical co-location, direct linkage, or staff cross-training as defined in 20 CFR § 678.305(d).

For each of the required programs available in the Comprehensive American Job Center, please provide the name of the service provider and how the services are provided in the center. Each program must provide at least one of the three options:

- Co-located – If service provider staff are physically located at the center. If not full-time staff, the degree of co-location.
- Direct Linkage – How service provider staff are directly accessible, if not physically located at the center, or in addition to physical co-location.
- Cross-Train – If comprehensive center staff are expected to provide access to services on behalf of the non-co-located programs, how training is provided.

<b>Program</b>	<b>Service Provider</b>	<b>Co-located</b>	<b>Direct Linkage</b>	<b>Cross-Train</b>
WIOA Title-I Adult	Idaho Department of Labor	Full-time	---	---
WIOA Title-I Dislocated Worker	Idaho Department of Labor	Full-time	---	---
WIOA Title-I Youth	Idaho Department of Labor	Full-time	---	---
WIOA Title-III Wagner-Peyser (Employment Services)	Idaho Department of Labor	Full-time	---	---

WIOA Title-IV VR -Vocational Rehabilitation	Idaho Division of Vocational Rehabilitation	No	Max Sorenson (208) 799-5070	Annual In-Person Training
WIOA Title-IV VR -Blind	Idaho Commission for the Blind and Visually Impaired	No	Shane Hyde (208)799-5009 shyde@icbvi.idaho.gov	Annual In-Person Training
TAA – Trade Adjustment Assistance	Idaho Department of Labor	Full-time	---	---
TANF – Temporary Assistance for Needy Families	Idaho Department of Health and Welfare	No	Access application on healthandwelfare.idaho.gov	Annual In-person Training
UI – Unemployment Insurance	Idaho Department of Labor	No	Telephones are available to contact claims center.	Annual In-person Training
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Part-time (20 hours per week)	---	---
Carl Perkins – Career Technical Education Programs (CTE)	Lewis-Clark State College Center for New Directions (CND)	No	Center for New Directions (208) 792-2313 mwcrook@lcsc.edu	Annual In-person Training
WIOA Title-II Adult Education	Lewis-Clark State College Adult Education (AE)	No	Adult Learning Center (208) 792-2238 dcallaha@lcsc.edu	Annual In-person Training
WIOA Adult Education	Lewis-Clark State College Workforce Training	No	Workforce Training (208) 792-2388 nlpeterson@lcsc.edu	Annual In-person Training
SCSEP – Senior Community Service Employment Program	Easter Seals Goodwill (Idaho Commission on Aging)	No	Nanette Fisher (208)733-9675 NanetteF@esgw.org	Annual In-person Training

For those required programs without full-time staff physically present in the comprehensive AJC, describe how customers are able to access program services in the center. If the strategy includes cross-training AJC staff, include the annual training schedule.

### **Access/Direct Linkage to Comprehensive Center Narrative**

For those partner programs not physically located in the comprehensive American Job Center, customers will access program services in various ways. In general, AJC staff will be cross trained

on the basic services and eligibility requirements for partner programs not physically located in the Center. On an annual basis, at a minimum, the One-Stop Operator in collaboration with required/optional partners, will cross-train appropriate staff in all agencies, on the key basic services and eligibility requirements of partner programs. A universal referral form resulting in a warm hand-off to partner agencies, as well as basic program descriptions has been developed and provided to all staff. Region 2 network partners are committed to providing seamless service to all customers and we will continue to work diligently to do so.

- **IDVR:** When meeting with customers, we ask them if they are working with our partners that are part of the One-Stop center. If they are not, we encourage them to get started and to see if they are eligible for any of their programs. We explain the importance of collaborating with other agencies, such as the DOL, to increase success as they have programs that may benefit them and know employers that are hiring. If the customer were referred to VR by one of our One-Stop partners, we have the customer sign an ROI and email/call to begin collaborating on services. Once we begin collaborating on services, we either start having joint meetings at the other agencies or VR so we are all on the same page and we are not duplicating services. Additionally, we are literally right across the street, so if the customer does not feel comfortable going to the DOL, then VRC will walk over there with them or meet them there to meet with the staff to see if we can make an appointment or come to their appointment if needed.
- **ICBVI:** Shane Hyde is the direct contact for the One Stop Center. Appointments can be made directly with Shane or by calling the office. ICBVI along with the WIOA partners ensure a team approach for providing employment services. The staff from ICBVI will attend annual collaborative training provided at the Comprehensive One-Stop Center. Center staff have a basic knowledge of the ICBVI VR services and are able to make a warm hand off to ICBVI staff. Appointments can be scheduled by phone or email via the information of the referral form.
- **TANF:** TANF benefits are accessible online at the Departments website. Potential customers are given the option of applying for benefits online or by phone. The Center staff is cross-trained to assist applicants with connecting to services. The Center has phones and computers available for applicants to utilize. Staff from the Department of Health and Welfare take part in the annual collaborative staff training provided at the Comprehensive AJC. The Department of Health and Welfare is the entity responsible for administering the website.
- **Unemployment Insurance:** Unemployment Insurance Claims are filed online at [www.labor.idaho.gov](http://www.labor.idaho.gov). There are multiple computers in the comprehensive AJC designated for UI customers to file initial claims, weekly filing for continued unemployment insurance benefits, as well as accessing other unemployment insurance information. In addition, and the ability to register, activate or inactivate their IdahoWorks job search profile in the system.

Center staff are available to assist customers with any process questions/issues when filing a UI claim. All other questions/services can be accessed via telephones also available in the One Stop Centers.

- **AEL-ABE:** As a WIOA core partner, we provide literacy instruction to adults in the subjects of reading, writing, and math and to English Language Learners in the subjects of listening to, speaking, and writing the English Language. Additionally, contextualized learning that includes employability, problem solving, and digital literacy skills is integrated in our offerings.

Instruction that prepares students to complete the GED credential and transition more seamlessly into postsecondary education is also under our umbrella of program offerings. We serve the entire region by having sites located in Lewiston, Grangeville, Moscow, and Orofino. We conduct intake and assessment, assure appropriate class placement, provide goal setting and education planning guidance, and follow up with students to ensure attendance and guidance. Collaboration and referrals with core partners and social service agencies is ongoing. We communicated program information to regional schools (elementary schools to reach parents and high school counselors to reach at-risk students). We are positioned in the CTE Division at LCSC, which provides a direct link to the various Career Pathways. AE staff work hand in hand with DOL staff, taking a team approach to providing services and providing a soft hand off, when appropriate. The AE staff take part in the annual training provided at the Comprehensive One-Stop Center.

- CTE/Carl Perkins (Center for New Directions):** The Centers for New Directions are Idaho’s specific effort to meet the employment readiness needs of single parents and displaced homemakers. LCSC’s CND is one of 6 CND’s connected with Idaho’s Career and Technical Colleges/Divisions. Our goal is to help individuals in life’s transitions to overcome personal and economic barriers to education and employment. We offer assistance in career and educational counseling, that help seekers enroll in training programs, enter the labor market and reach self-sufficiency. The Centers work with One-Stop partners to educate about nontraditional careers in Idaho and support Career Pioneers, that is, students that are leading the way in these fields. Many Centers provide nontraditional occupational students access to scholarships, networking student groups, special STEM events, volunteer opportunities, and specialized career and personal counseling. Some examples of how the Centers are helping to support Idaho’s STEM pipeline into CTE programs, are found in events the Centers help to coordinate annually.
- SCSEP:** Nanette Fisher, with Easter Seals-Goodwill, is the direct contact for the comprehensive AJC. SDA 2 is served through the Twin Falls ESGW office. Center staff or clients may contact Nanette by phone or email for program information or to make a referral. Intake interviews can be conducted over the phone or in person with Nanette or another ESGW SCSEP Employment Specialist. The AJC provides space for ESGW SCSEP staff to meet with potential participants, conduct interviews, etc. The staff from SCSEP provide annual training to AJC staff to ensure Center staff have the basic program knowledge necessary to assist customers with accessing SCSEP services.

**Additional Programs Available at the Center**

<b>Program</b>	<b>Service Provider</b>
Wage and Hour	Idaho Department of Labor
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	Idaho Department of Labor
SNAP	Idaho Department of Health and Welfare
H&W SNAP and TAFI E&T	Maximus

## **Affiliate American Job Centers**

This form provides basic information and documents the requirements for affiliated one-stop centers as specified in 20 CFR § 678.310 and § 678.320:

- Location and certification information
- List of programs and service providers
- Linkage to AJC Network

### **Name of Center: Idaho Department of Labor-Orofino Local Office**

**Address:** 416 Johnson Ave. Suite 12, Orofino, ID 83544

**Hours of Operation:** 8:00 AM to 5:00 PM, Monday thru Wednesday

**Phone:** (208) 476-5506

**Email:** orofinomail@labor.idaho.gov

### **Programs available at the center:**

<b>Program</b>	<b>Service Provider</b>
T-I Adult	Idaho Department of Labor
T-I DW	Idaho Department of Labor
T-I Youth	Idaho Department of Labor
T-III W-P	Idaho Department of Labor

### **AJC Network Linkage**

*Referrals to/from Partners within the Service Delivery Area – Narrative Description*

Coordination of services, referrals, visits, etc. happen on a daily basis as directed by our customer population. Network partners in Region 2 have a long and successful history of collaboration and coordination of services to assist customers with multiple barriers to employment. Because of this, formalities are not necessary at the local level. Coordination of services commonly occurs by picking up the phone and having the conversation, scheduling team staffing/appointments/visits for joint participants, sharing case notes and working in unison to assist customer with barrier removal. Each partner has their unique area of expertise and target population and staff coordination ensures that the referrals/services are utilized where and when appropriate. Network partners have created a common referral form/process which endorses this interaction and coordination.

Idaho Department of Labor American Job Center staff also participate in the Comprehensive AJC Center partner program staff training provided annually. This cross-training provides the Affiliate AJC staff the key basic services and eligibility requirements of all network partner programs.

## **American Job Center Network Partner Locations**

This form provides basic information about the additional service locations for one-stop partner and documents the requirements of 20 CFR § 678.320:

- Location information
- List of programs and service providers
- Linkage to AJC Network

## **Lewiston Network Partner Locations**

### **Name of Center: Idaho Division of Vocational Rehabilitation**

**Address:** 1118 F Street, Lewiston, ID 83501

**Hours of Operation:** Monday – Friday 8am to 5pm. Availability after hours by appointment only

**Phone:** (208) 799-5070

**Email:** Katie.Stedham@vr.idaho.gov

#### **Programs offered at location:**

<b>Program</b>	<b>Service Provider</b>
WIOA Title-IV VR	Idaho Division of Vocational Rehabilitation

#### **AJC Network Linkage**

*Referrals to/from Partners within the Service Delivery Area – Narrative Description*

There are four counselors in the VR Lewiston Regional Office that will coordinate services with the DOL office as needed and will staff cases with DOL’s WIOA consultants. VR intakes or staffings can be scheduled by contacting Katie Stedham, Jeremy Hawkins, or Amy King at (208)-799-5070. Contacts can also be made by email at Katie.stedham@vr.idaho.gov. The four counselors can also make referrals to the other network partners. The counselors in the regional office also utilize the Live Better Idaho Web Site developed through H&W to look up information regarding network partners for the referral process.

### **Name of Location: Idaho Commission for the Blind and Visually Impaired-VR**

**Address:** 1118 F Street, Lewiston, ID 83501-1986

**Hours of Operation:** 8-5 Mon-Fri, Closed all federal holidays

**Phone:** 208-799-5009

**Email:** shyde@icbvi.idaho.gov

#### **Programs offered at location:**

<b>Program</b>	<b>Service Provider</b>
WIOA Title-IV VR-Blind	Idaho Commission for the Blind and Visually Impaired

#### **AJC Network Linkage**

*Referrals to/from Partners within the Service Delivery Area – Narrative Description*

The ICBVI location will be accessible to accept and to provide referrals directly to all partners via the referral form system. Referrals to ICBVI can be done via email, phone, or on a walk-in basis. Referrals to network and affiliate partners will be done by contacting the agency the applicant is being referred to by phone or email to schedule an appointment with the program contact person. Once that contact is made and appointment scheduled, ICBVI will ensure that the person being referred has the necessary paperwork and or documents needed to make appropriate application for the program the individual is being referred to.

### **Name of Location: Idaho Department of Health and Welfare**

**Address:** 1118 F Street, Lewiston, ID 83501

**Hours of Operation:** M – F 8:00 am – 5:00 pm  
**Phone:** 1 877 – 456 - 1233  
**Email:** MyBenefits@dhw.idaho.gov

**Programs available at location:**

Program	Service Provider
SNAP	IDHW/Self Reliance
TANF	IDHW/Self Reliance
ICCP	IDHW/Self Reliance
Health Coverage Assistance	IDHW/Self Reliance

**AJC Network Linkage**

*Referrals to/from Partners within the Service Delivery Area – Narrative Description*

The Comprehensive Work Center staff will access program information using the Department Web Site in order to assist customers. SNAP and TANF program will accept referrals from partners of the Comprehensive Work Center either with a direct phone call from the customer to the Application Line at (855) 289-1427 that connects the customer to a decision maker who will process eligibility for SNAP, TANF and all other programs provided by the Department of Health and Welfare. The applications will be processed same day in a majority of cases and the customer will be made aware of eligibility for programs or for the need of further verification. Customers may be referred to local offices for in person same day service. The Department of Health and Welfare will utilize the Department Web Site to access partner information that may be applicable to customer circumstance and make referral to the Comprehensive Work site partners utilizing the referral form developed by the Center partners.

**Name of Location: Lewis-Clark State College**

**Address:** Center for New Directions, 500 8<sup>th</sup> Avenue, Lewiston, ID 83501  
**Hours of Operation:** 8AM - 5PM M-Th  
**Phone:** 208-792-2313  
**Email:** [mwcrook@lcsc.edu](mailto:mwcrook@lcsc.edu)  
**Website:** <https://www.lcsc.edu/advising/center-for-new-directions>

**Address:** Adult Learning Center, 400 Main Street, Lewiston, ID 83501  
**Hours of Operation:** 8AM - 5PM M-Th  
**Phone:** 208-792-2238  
**Email:** [adultlearningcenter@lcsc.edu](mailto:adultlearningcenter@lcsc.edu) and/or [dcallaha@lcsc.edu](mailto:dcallaha@lcsc.edu)  
**Website:** <https://www.lcsc.edu/adult-learning-center>

**Address:** Workforce Training, 1920 3<sup>rd</sup> Avenue North, Lewiston, ID 83501  
**Hours of Operation:** 8AM - 5PM M-F  
**Phone:** 208-792-2288  
**Email:** [wft@lcsc.edu](mailto:wft@lcsc.edu)  
**Website:** <https://www.lcsc.edu/workforce-training>

**Programs available at location:**

Programs available	Service Provider
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Carl Perkins CTE	Lewis-Clark State College Center for New Directions
T-II Adult Education	Lewis-Clark State College Adult Learning Center
Adult Education	Lewis-Clark State College Workforce Training

**Explanation of how referrals are made to/from the comprehensive center:**

Center for New Directions: Referrals from network partners can be made to the Lewis-Clark State College’s CND by telephone or in person at The Advising Center-CND, RCH208, 500 8<sup>th</sup> Avenue, Lewiston, ID 83501, (208) 792-2313.

CND is informed on how to make meaningful referrals to the one-stop and other partner agencies both on initial intake and as the needs arise.

Adult Education: Referrals from network partners can be made to the Lewis-Clark State College’s AE program by telephone or in person at the Adult Learning Center, 400 Main Street, Lewiston, ID 83501, (208) 792-2238.

All AE intake and orientation staff are trained on how to make meaningful referrals to the one-stop and other partner agencies both on initial intake and as the student progresses through the program.

Workforce Training: Referrals from network partners can be made to Lewis-Clark State College Workforce Training by telephone or in person at the aforementioned phone number and address. Additionally, students can register online at <https://www.lcsc.edu/workforce-training/explore-training>

**SDA 2 Network Partner Locations**

**Name of Location: Idaho Department of Labor- Grangeville and Moscow**

**Address:** Mobile office serving SDA 2.

**Hours of Operation:** For a current list of dates and location, visit [labor.idaho.gov](http://labor.idaho.gov).

**Programs offered at location:**

Mobile services team provides access to IDOL services.

**Name of Location: Idaho Division of Vocational Rehabilitation**

**Address:** 416 Johnson Ave., Ste. 17, Orofino, ID 83544

**Hours of Operation:** Monday – Friday 8am to 5pm. Availability after hours by appointment only

**Phone:** (208) 476-5574

**Email:** Dawn.head@vr.idaho.gov

**Programs offered at location:**

Program	Service Provider
WIOA Title-IV VR	Idaho Division of Vocational Rehabilitation

**AJC Network Linkage**

*Referrals to/from Partners within the Service Delivery Area – Narrative Description*

VR will send a referral through the website at <https://www2.labor.idaho.gov/Jobtraininginquiry>. An ROI must be in their case prior to referral as we have to input the customer name/phone number. In the body of the referral, VRC states that the referral is from DVR and which counselor they can contact for additional information. Additionally, if the referral is for a youth under the age of 21, then we have close contact with the DOL and the person that works on WIOA for youth, so a telephone call or email would be sent to begin collaborating on services. Additionally, for rural Idaho such as Grangeville, DOL staff has a different location each day, so emails/phone work best to stay in contact and to work together. After the customer is working with both DOL and DVR, we have joint meetings to make sure we are all on the same page, share our plans, and begin providing services.

**Name of Location: Easter Seals Goodwill- Idaho Commission on Aging**

**Address:** 870 Blue Lakes Blvd. North Ste. 1, Twin Falls, ID 83301

**Hours of Operation:** Call and/or email for appointment

**Phone:** 208-733-9675

**Email:** NanetteF@esgw.org

**Programs available at location:**

<b>Programs available</b>	<b>Service Provider</b>
SCSEP	ESGW NRM

**AJC Network Linkage**

*Referrals to/from Partners in the Service Delivery Area– Narrative Description*

A client will be assessed and referred to specific AJC staff or ESGW SCSEP staff base on their service needs. Referrals can be made by phone, email, or walk in.

**WORKFORCE INNOVATION AND OPPORTUNITY PARTNERS**  
**Referral Form, Region 2**

**\*Service Provider: Department of Labor (DOL), 1158 Idaho St., Lewiston, ID 83501 and 416 Johnson Ave. Suite 12, Orofino, ID 83544**

- *Employment Services:*

Description of Access: Self-service & staff assisted at the One Stop Center or on-line at labor.idaho.gov

- *Trade Adjustment Assistance (TAA):*

Description of Referral: Customers can apply for TAA in person at any Idaho Department of Labor Office. Call [name and contact information for Lewiston and Orofino if applicable]

- *Jobs for Veterans:*

Description of Referral: Refer to local DOL office to determine priority of service.

- *Workforce Innovation and Opportunity Act (WIOA)*

Description of Referral: Contact career planner by phone or in person. An application can be found online at labor.idaho.gov or picked up in person at the local labor office.

- *WIOA Youth*
- *WIOA Adult*
- *WIOA Dislocated Worker*

- *Unemployment Insurance (UI)- (208) 332-8942*

Description of Referral: A potential claimant may file for UI at home on the internet at labor.idaho.gov or at their local DOL office. Unemployment Insurance is centralized in Boise. Local DOL staff can assist with filing process only for UI.

**\*Service Provider: Idaho Department of Vocational Rehabilitation**

- *Vocational Rehabilitation*

Description of Referral: Referrals can be made to Katie Stedham at (208) 799-5070 or 1118 F street. Max Sorenson, Regional Manager, 1118 F street, Lewiston Idaho (208) 799-5070.

**\*Service Provider: Idaho Commission for the Blind and Visually Impaired**

- Vocational Rehabilitation – for the visually impaired*

Description of Referral: The Idaho Commission for the Blind and Visually Impaired counselors specialize in providing VR services to blind and visually impaired individuals. Referrals can be made in person at 1118 F Street, Lewiston, or by phone (208) 799-5009.

**\* Service Provider: Idaho Department of Health & Welfare, 1118 F Street, Lewiston, ID 83501**

- *TANF (TAFI) (cash benefits)*

Description of Referral: Referrals can be made in person at the local office or by phone. The method to obtain information, start an application, or receive a referral is to first call 1-877-456- 1233 or access the application at [idaho.gov/services-programs](http://idaho.gov/services-programs) or walk into the office.

- *SNAP (food stamps)*

Description of Referral: Referrals can be made in person at the local office or by phone. The method to obtain information, start an application, or receive a referral is to first call 1-877-456-1233 or access the application at

[Healthandwelfare.idaho.gov/services-programs](http://Healthandwelfare.idaho.gov/services-programs) or walk into the office.

- *SNAP & TANF Employment and Training Program*

Description of Referral: Referrals are **only completed by the Department of Health and Welfare staff** and are available **only to applicants/participants in Department programs**. Employment and Training services are provided by Maximus, for DHW, under a contract administered by State Purchasing.

**\*Service Provider: Lewis-Clark State College**

- Adult Education – Donna Callahan*

Description of Referral: Referrals can be made by phone or in person. LCSC Adult Learning Center, 400 Main Street, (208) 792-2238.

- Perkins - Career Technical Education (CTE)*

Description of Referral: Referrals can be made by phone or in person. LCSC Center for New Directions, 500 8<sup>th</sup> Avenue, Career and Advising Services, Reid Centennial Hall, Room 208, (208) 792-2313.

- Work Force Training (CTE)*

Description of Referral: Referrals can be made by phone, in person, or email. LCSC WFT, North Lewiston Training Center, 1920 3<sup>rd</sup> Avenue North, Lewiston, (208) 792-2388, email: [wft@lcsc.edu](mailto:wft@lcsc.edu).

**\*Service Provider: Easter Seals Goodwill, (208) 733-9675**

- Senior Community Service Employment Program*

Description of Referral: Referrals can be made to Nanette Fisher at (208) 733-9675 or via email: [NanetteF@esgw.org](mailto:NanetteF@esgw.org).