# MEMORANDUM OF UNDERSTANDING for the Eastern Idaho (Region 6) American Job Center Network

This Memorandum of Understanding (MOU) for the Eastern 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) 6, also referred to as Region 6.

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 Eastern Idaho AJC MOU provides details specific to SDA 6.

**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 2024 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 6 MOU

The **Workforce Development Council (WDC)** serves as both the State Workforce Development Board and Local Workforce Development Board for Region 6, operating under an approved waiver, as indicated in the 2024 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 **Management & Training Corporation** is responsible for the administration and delivery of the ***required*** WIOA Title I program Job Corps.

The **Idaho Division of Vocational Rehabilitation** 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** 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** 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** 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** 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** 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.

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

## Services Provided

The Eastern 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 6. 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 6 has one Veteran Representative located in the Idaho Falls 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 Eastern Idaho's one-stop system.

# Design of the Region 6 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. Eastern Idaho (Region 6) AJC Network partners will provide access and/or referrals to services provided by one-stop partner programs as appropriate.

The Eastern Idaho American Job Center Network serves a nine-county area: Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison and Teton.

The physical service delivery location structure consists of one Comprehensive AJC, 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 Eastern Idaho Comprehensive American Job Center (AJC) is located in the Idaho Falls, 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 Eastern 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 Eastern Idaho Network Partners include specific partner programs such as vocational rehabilitation, senior community service employment, migrant and seasonal farmworker, and others.

**Service Coordination**

Eastern 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 center in Region 6 convenes 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. Each team will provide labor exchange activities for both job seekers and employers through the internet based IdahoWorks system at 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 6 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 6 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, 2024 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 Perkins Programs are exempted from Idaho's infrastructure cost-sharing agreement due to an inability to collect the data (Social Security numbers) needed to cross-reference participants for an accurate co-enrollment count.

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.

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

**Table 1**

**Idaho Falls IDOL Local Office Space Distribution**

| | Sq. Ft. | | |
|---|---|---|---|
| **Total Facility Square Feet** | **14,600** | | |
| **Common Space** | 9,147 | | |
| **Direct Allocable Space** | 5,453 | | |
| | | | |
| **Common Space** | **9,147** | | |
| Computer Lab | 696 | | |
| Front Vestibule | 189 | | |
| Public Restrooms | 304 | | |
| Small Conference Room (Teton) | 270 | | |
| Large Conference Room (Yellowstone) | 1,436 | | |
| Conference Room Storage (Yellowstone) | 100 | | |
| Lobby area | 2,612 | | |
| Resource Center | 1,738 | | |
| Communication Room/IT Network Room | 193 | | |
| Electrical Room | 104 | | |
| Reception Desk | 140 | | |
| Common areas & hallways | 1365 | | |
| | **Sq. Ft.** | **Partner** | **Percent** |
| **Direct Allocable Space** | **5,453** | | **100%** |
| Manager's Office | **188** | IDOL Only | |

| | | | |
|---|---|---|---|
| Idaho Falls LO staff (11 cubicles) | 1,100 | IDOL Only | |
| Outstationed Staff | 300 | DOL Only | |
| Labor Economist (1 cubicle) | 100 | IDOL Only | |
| UI Navigator (1 cubicle) | 100 | IDOL Only | |
| WF Apprenticeship (1 cubicle) | 100 | IDOL Only | |
| Wage & Hour (1 cubicle) | 100 | IDOL Only | |
| Records Storage Areas | 280 | IDOL Only | |
| Copier Stations/Work Areas | 360 | IDOL Only | |
| Vacant | 900 | IDOL Only | |
| Employee Restrooms/Janitorial Rm | 412 | IDOL Only | |
| Employee Breakroom | 480 | IDOL Only | |
| Rear Vestibule & Entryway | 120 | IDOL Only | |
| Administrative Area (postage & equipment) | 217 | IDOL Only | |
| Equipment Cubicles | 240 | IDOL Only | |
| Equus Co-Location | 300 | IDOL Only | |
| Gov's Rep Office Co-Loc | 156 | Gov Only | |
| **IDOL Direct Space** | **5,297** | **IDOL** | **36.28%** |
| **Gov Office Direct Space** | **156** | **Gov Only** | **1.07%** |
| **Common Space** | **9,147** | **Shared** | **62.65%** |
| **Total Facility Square Footage** | **14,600** | | **100.00%** |

The Idaho Department of Labor uses 36.28% of the direct space for staff operations and the Office of the Governor uses 1.07%. The remaining 62.65% 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. 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 (62.65%) in the following table.

**Table 2**

| Allocation of Shared Space in the Idaho Falls Comprehensive AJC by Program | | | | |
|---|---|---|---|---|
| **Program** | **Partner** | **Actual PY22 Q1 Participants served** | **Shared Percent of Participants** | **Percent of Shared Space** |
| WIOA Adult | IDOL | 22 | 1.653% | 1.0355% |
| WIOA Dislocated Worker | IDOL | 12 | 0.902% | 0.5648% |
| WIOA Youth | IDOL | 42 | 3.156% | 1.9770% |
| Title II | CTE | 0 | 0.000% | 0.0000% |
| | | | | |
| Wagner Peyser – Employment Services | IDOL | 492 | 36.965% | 23.1586% |
| Unemployment Insurance | IDOL | 734 | 55.147% | 34.5497% |
| Veterans DVOP/LVER | IDOL | 19 | 1.427% | 0.8943% |
| Trade Adjustment Assistance | IDOL | 5 | 0.376% | 0.2354% |
| Vocational Rehabilitation | IDVR | 3 | 0.225% | 0.1412% |
| VR Blind | ICBVI | 1 | 0.075% | 0.0471% |
| SCS-Older Worker Easter Seals Goodwill | ESGW | INA | | |
| TANF Work Participants | IDHW | 1 | 0.075% | 0.047% |
| Governor's Rep | Office of Governor | 0 | 0 | 0 |
| **TOTAL** | ALL | **1,331** | **99.92%** | **62.60%** |

The following table shows the percent of direct space (37.35%) and shared space (62.65%) used by each co-located one-stop partner.

**Table 3**

| Proportion of Square Footage Idaho Falls Comprehensive AJC by Partner | | | |
|---|---|---|---|
| **Partner** | **Total Direct Percent** | **Total Shared Percent** | **Percent of Total Cost** |
| IDOL | 36.281% | 62.415% | 98.696% |
| Gov | 1.068% | | 1.068% |

| | | | |
|---|---|---|---|
| **TOTAL** | **37.35%** | **62.42%** | **99.76%** |

Note: While the Governor's Office Representative is co-located at the Idaho Falls 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. This inclusion means that not all totals will equal 100% but are still accurate for the purposes of this document.

The PY2022 Quarter 1 infrastructure costs by category are provided in the table below.

**Table 4**

| Idaho Falls IDOL Local Office Infrastructure Costs PY22 Q1 | |
|---|---|
| **Infrastructure Costs** | **Actual** |
| Access Technology (phone, internet) | $1,253 |
| **Common Identifier** | **$0** |
| Equipment | $833 |
| **Janitorial Contracts** | **$3,234** |
| Maintenance | $17,313 |
| **Property Insurance** | **$1,635** |
| Supplies | $720 |
| **Utilities** | **$2,685** |
| Other, Specified | $0 |
| **TOTAL** | **$27,674** |

The following table shows what the allocation of the PY22 Q1 infrastructure costs for the Idaho Falls AJC will be using actual PY22 Q1 participant data. This process will be replicated quarterly to determine each partner's contributions.

**Table 5**

| Idaho Falls Comprehensive AJC PY2022 Q1 Infrastructure Costs | | |
|---|---|---|
| **Partner** | **Percent of Total Cost** | **Actual Costs** |
| IDOL | 98.696% | $27,312.77 |
| IDVR | 0.141% | $39.08 |
| ICTE (Title II) | 0.000% | $0.00 |
| ICTE (Perkins) | INA | |

| | | |
|---|---|---|
| ICBVI (Title IV) | 0.047% | $13.03 |
| ESGW (SCSEP) | INA | |
| IDHW | 0.047% | $13.03 |
| **TOTAL** | **98.93%** | **$27,377.90** |

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

**A. Comprehensive AJC**

Idaho Falls: Idaho Department of Labor
1515 E. Lincoln Road
Idaho Falls, ID 83401-3653

**B. Network Partner Locations**

Idaho Falls

Idaho Division of Vocational Rehabilitation
1825 Hoopes Ave.
Idaho Falls, ID 83404

Idaho Commission for the Blind and Visually Impaired
1920 E. 17th St., Suite 115
Idaho Falls, ID 83404

Idaho Department of Health and Welfare
150 Shoup Ave.
Idaho Falls, ID 83402

College of Eastern Idaho
1600 S. 25th E
Idaho Falls, ID 83404

Community Council of Idaho
1349 S. Holmes Ave.
Idaho Falls, ID 83404

EasterSeals- Goodwill
2235 E. 25th St. Ste. 295
Idaho Falls, ID 83404

Regional

Ashton, Challis, Rexburg, Salmon, and St. Anthony: Idaho Department of Labor- Mobile Services

Rexburg: Idaho Division of Vocational Rehabilitation
155 W. Main St. #3
Rexburg, ID 83440

Statewide: Management & Training Corporation (Centennial Job Corps)
3201 Ridgecrest Dr.
Nampa, ID 83687

# Idaho Falls Comprehensive American Job Center

## SDA 6, East 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

## Idaho Falls Comprehensive AJC Location

**Address:** 1515 E Lincoln Rd., Idaho Falls, ID 83401
**Hours of Operation:** 8:00 AM to 5:00 PM, Monday thru Friday
**Phone:** 208-557-2500
**Email**: idahofallsmail@labor.idaho.gov

**For WIOA Adult and Dislocated Worker:**

**Equus Workforce Solutions**

**Address:** 1515 E Lincoln Rd., Idaho Falls, ID 83401
**Hours of Operation:** Monday – Friday 8am to 5pm.
**Phone:** 1 (877) 244-4468
**Email:** idahofalls@equusworks.com

### 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.

| Program | Service Provider | Co-located | Direct Linkage | Cross-Train |
|---|---|---|---|---|
| WIOA Title-I Adult | Equus Workforce Solutions | Full-time | Equus Workforce Solutions<br>1 (877) 244-4468<br>idahofalls@equusworks.com | Annual In-Person Training |
| WIOA Title-I Dislocated Worker | Equus Workforce Solutions | Full-time | Equus Workforce Solutions<br>1 (877) 244-4468<br>idahofalls@equusworks.com | Annual In-Person Training |

| | | | | |
|---|---|---|---|---|
| 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; visits 2 days per week | Katelyn Collier and Logan Lewis<br>(208) 356-4190<br>Katelyn.collier@vr.idaho.gov or Logan.Lewis@vr.idaho.gov | Annual In-Person Training |
| WIOA Title-IV VR -Blind | Idaho Commission for the Blind and Visually Impaired | No | Matthew Queen<br>(208) 525-7028<br>matthew.queen@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 | Click to chat provides a direct link to a claims specialist. | Annual In-person Training |
| Jobs for Veterans Grant (JVSG) | Idaho Department of Labor | Full-time | --- | --- |
| National Farmworker Jobs Program (NFJP) | Community Council of Idaho, Inc. | No; visits 1 day per week | Laura Gramirez<br>(208) 524-0980<br>lgramirez@ccimail.org | Annual In-person Training |
| Community Service Block Grant (CSBG) | Community Council of Idaho, Inc. | No; visits 1 day per week | Laura Gramirez<br>(208) 524-0980<br>lgramirez@ccimail.org | Annual In-person Training |
| Carl Perkins – Career Technical Education Programs (CTE) | College of Eastern Idaho | No | Center for New Directions<br>(208) 535-5363 | Annual In-person Training |
| WIOA Title-II Adult Education | College of Eastern Idaho College and Career Readiness Center | No; visits 2 days per week | Danee White<br>208-535-5326<br>danee.white@cei.edu | Annual In-person Training |

| | | | | |
|---|---|---|---|---|
| SCSEP – Senior Community Service Employment Program | Easter Seals Goodwill (Idaho Commission on Aging) | No | Morris Cody<br>(208) 932-6209<br>2235 E. 25th St. Ste. 285<br>Idaho Falls, ID 83404<br>MorrisC@esgw.org<br><br>Sharon Kierulf<br>SharonK@esgw.org<br>(208) 608-8269 | Annual In-person Training |
| Job Corps | Centennial Job Corps-Management & Training Corporation | No | Chris Dolan<br>Dolan.Christine@JobCorps.org<br>208-442-4500<br><br>3201 Ridgecrest Dr.<br>Nampa, ID 83687 | 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 6 network partners are committed to providing seamless service to all customers and we will continue to work diligently to do so.

- **IDVR:** A Vocational Rehabilitation Counselor is physically located in the One-Stop Center two days per week. Appointments for Katelyn are made by her as well as by the One-Stop staff. WIOA and VR work hand in hand with many customers and take a team approach to providing services. The staff from VR take part in the annual collaborative staff training provided at the Comprehensive One-Stop Center. Center staff have basic knowledge of vocational rehabilitation programs and are able to make a warm handoff directly to Katelyn on the days she is in the center, by scheduling an appointment or by phone or e-mail via the information on the partner referral form.

  Katelyn has office hours at IDOL Mondays and Wednesdays from 8:30 to 4:30pm. Appointments at DOL are set by Katelyn's Vocational Rehabilitation Assistant (VRA) or herself. Individuals can contact either Tammy Maldonado VRA at 208-356-4190 or Katelyn Collier at 208- 356-4190. Contacts can also be made by e-mail at Tammy.maldonado@vr.idaho.gov or Katelyn.collier@vr.idaho.gov to schedule an appointment.

- **ICBVI:** Matthew Queen is the direct contact for the One Stop Center. Appointments for Matt are made by him. 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 benefit applications are accessible online at the Departments website. Customers may submit a completed application by mail, email or fax. Potential customers also are given the option of applying for benefits online in-person or by phone. The Center staff are 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. 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, 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 an
    - UI claim. All other questions/services can be accessed via telephones also available in the
    - One Stop Centers. The Department of Labor has also developed a "click to chat" capability
    - so that UI customers can obtain immediate assistance when necessary.

- **NFJP and CSBG:** CC Idaho staff are physically located in the comprehensive Center one day per week and take part in the annual collaborative staff training provided at the Center. Center staff have basic knowledge of the National Farmworker Jobs Program and are able to make a warm handoff directly to CC Idaho staff when they are in the center or by phone or e-mail via the information on the partner referral form.

- **CCR:** A College of Eastern Idaho (CEI) College and Career Readiness (CCR) Instructor is physically located at the One-Stop Center for 4+ hours each week. Danee coordinates computer class schedules at the center as well as conducts CASAS testing when needed. Appointments for Danee are made by her as well as by the One-Stop staff. WIOA and CCR work hand in hand with many customers, taking a team approach to providing services. The staff from CCR take part in the annual collaborative staff training provided at the Comprehensive One-Stop Center. Center staff have basic knowledge of ABE programs and services and are able to make a warm handoff directly to Danee on the days she is in the center, by scheduling an appointment or by phone or e-mail via the information on the partner referral form developed for this purpose.

- **CTE/Carl Perkins:** Customers requiring services through Perkins programs will be assisted by cross-trained American Job Center staff and by phone from staff in the Center for New Directions office on the CEI campus. For customers seeking services from Perkins programs offered through the CEI CTE Division, they will be provided basic services by cross-trained Center staff and will be referred to the Career and Advising office on the CEI campus. In most cases, a

warm handoff to the CEI staff person will be made via the instructions on the region referral form. Staff from CEI take part in the annual collaborative staff training provided at the comprehensive AJC.

- **SCSEP:** Morris Cody and Sharon Kierulf, with Easter Seals-Goodwill, are the direct contacts for the comprehensive AJC. Center staff or clients may contact Morris or Sharon by phone or email for program information or to make a referral. Intake interviews can be conducted over the phone or in person with Morris 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.

- **Job Corps:** Chris Dolan is the direct contact for admissions and career transition services. She and her team can be reached via email, phone, or by submitting a request at jobcorps.gov.

**Additional Programs Available at the Center**

| Program | Service Provider |
|---|---|
| Wage and Hour | Idaho Department of Labor |
| | |
| H&W SNAP and TAFI E&T | Maximus |

## 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

### Idaho Falls Network Partner Locations

### Idaho Division of Vocational Rehabilitation

**Address:** 1825 Hoopes Ave. Idaho Falls, ID 83404
**Hours of Operation:** Monday – Friday 8am to 5pm Availability after hours by appointment only
**Phone:** (208) 525-7149
**Email:** Logan.Lewis@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*

There are five counselors in the VR Idaho Falls 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 Sam Vehrs or Udelia Taggart at 208-525-7149. Contacts can also be made by email at Udelia.lopeztaggart@vr.idaho.gov or

samantha.vehrs@vr.idaho.gov. The counselors can also make referrals to the other network partners if needed by using the Referral Form for Region 6 developed by DOL.

## Idaho Commission for the Blind and Visually Impaired-VR

**Address:** 1920 E 17th St. Suite 115, Idaho Falls, ID 83401
**Hours of Operation:** 8-5 Mon-Fri, Closed all federal holidays
**Phone:** 208-525-7028
**Email:** Matthew.Queen@icbvi.idaho.gov

**Programs offered at location:**

| Program | Service Provider |
|---|---|
| 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.

## Idaho Department of Health and Welfare

**Address:** 150 Shoup Ave. Idaho Falls, ID 83402
**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.

### Community Council of Idaho, Inc.

**Address:** 1349 South Holmes, Idaho Falls, ID 83404
**Hours of Operation:** 8:00 a.m. to 4:00 p.m. (M-F)
**Phone:** (208) 524-0980
**Email:** LGramirez@ccimail.org
**Programs available at location:**

| Program | Service provider |
|---|---|
| WIOA National Farmworker Jobs Program | Community Council of Idaho. Inc. |
| High School Equivalency Program | Community Council of Idaho. Inc. |
| Low Income Home Energy Assistance Program | Community Council of Idaho. Inc. |
| Community Services Block Grant | Community Council of Idaho. Inc. |

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

Assisted referrals cover most referrals made by Community Council of Idaho where staff, with the permission of the participant, contact the referral source on behalf of the participant. A referral form is completed and includes what information will be passed on to the third party when arranging the contact.

Open referrals can be made by Community Council of Idaho staff. This is where participants are encouraged to make contact themselves directly with the partner agency to which they are being referred. It will be up to the participant to decide if to follow up any recommendations and to act to contact the relevant service(s). Community Council of Idaho staff are all bilingual and will follow-up with the partner agency on the referral.

Both types of referrals are welcomed by Community Council of Idaho staff from partners and directly from potential participants.

### College of Eastern Idaho

**Address:** 1600 S. 25th E. Idaho Falls, ID 83404
**Hours of Operation**: 8AM - 9PM M-Th
**Phone:** 208-535-5326
**Email:** danee.white@cei.edu

**Programs available at location:**

| Programs available | Service Provider |
|---|---|
| T-II Adult Education | College and Career Readiness Center |
| Carl Perkins CTE | Center for New Directions |

| | |
|---|---|
| Workforce Training | College of Eastern Idaho |

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

Referrals from network partners can be made to the College of Eastern Idaho's CCR program by telephone or in person at the College and Career Readiness center in Room 345 at College of Eastern Idaho, (208) 535-5326.

CEI's CCR program has an instructor/advisor at the comprehensive one-stop center part-time, two days a week. This instructor/advisor can test a potential student and is able to register the student in CCR classes at CEI. Students may do their testing and orientation to the CEI CCR program either at the one-stop or at CEI.

On the CEI campus, all CCR 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.

Referrals from network partners can be made to The Center for New Directions at College of Eastern Idaho in person in Room 582 or by phone at (208) 535-5363.

On the CEI campus, the Center for New Directions provides career counseling to students who are enrolled at CEI and also to the community of Idaho Falls and the surrounding areas. The Center for New Directions is dedicated to helping students, displaced homemakers and other citizens in the Eastern Idaho area to learn about employment opportunities. This service includes a career survey to help with career interests and job exploration. We participate in trainings with the one-stop in order to be able to make meaningful referrals to the one-stop center's services.

## Easter Seals Goodwill

**Address:** 2235 East 25th Street, Ste. 295, Idaho Falls, ID 83404
**Hours of Operation**: Call for appointment
**Phone:** (208) 932-6209 or (208) 608-8269
**Emails:** MorrisC@esgw.org; SharonK@esgw.org

**Programs available at location:**

| Programs available | Service Provider |
|---|---|
| SCSEP | ESGW |

**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 based on their service needs. Referrals can be made by phone, email, or walk in.

## Regional Network Partner Locations

### Idaho Department of Labor Mobile Services- Ashton, Challis, Rexburg, Salmon, and St. Anthony

**Address:** Mobile office serving SDA 6.
**Hours of Operation:** For a current list of dates and location, visit labor.idaho.gov.

**Programs offered at location:**
Mobile services team provides access to IDOL services.

### Idaho Division of Vocational Rehabilitation

**Address:** 155 West Main Street, #3, Rexburg, ID 83440
**Hours of Operation:** Monday – Friday 8am to 5pm Availability after hours by appointment only
**Phone:** (208) 356-4190
**Email:** Tammy.maldonado@vr.idaho.gov or Logan.Lewis@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*

Katleyn Collier and Jenny Rumsey go to the Rexburg DOL office as needed to staff cases with DOL's WIOA consultants. The Rexburg DOL Office is open on Monday Afternoons. VR intakes or staffings can be scheduled by contacting Tammy Maldonado, or Katelyn Collier at 208-356-4190. Contacts can also be made by e-mail at Tammy.maldonado@vr.idaho.gov, or Katelyn.collier@vr.idaho.gov. Katelyn and Jenny also make referrals to the other network partners if needed by using the Referral Form for Region 6 developed by DOL.

### Centennial Job Corps- Management & Training Corporation

**Address:** 3201 Ridgecrest Dr., Nampa, ID 83687
**Hours of Operation**: 8am-5pm Mon-Fri
**Phone:** 208-442-4500
**Email:** Dolan.Christine@JobCorps.org

**Programs available at location:**

| Programs available | Service Provider |
|---|---|
| Job Corps | Management & Training Corporation |

#### AJC Network Linkage

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

An admissions counselor will respond to requests whether done via email, phone, or through jobcorps.gov. Admissions counselors will arrange for an in-person or virtual interview with the applicant, provide eligibility requirements and assist with application documents.

## WORKFORCE INNOVATION AND OPPORTUNITY PARTNERS
## Referral Form, Region 6

***Service Provider: Department of Labor (DOL), 1515 E Lincoln Rd, Idaho Falls; (208) 557-2500***

- *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 or call (208) 557-2500 to schedule an appointment at the Idaho Falls DOL office.,
- *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*
    IDOL Idaho Falls local office
    1515 E Lincoln Rd, Idaho Falls 83401
    208-557-2500
    idahofallsmail@labor.idaho.gov
  - *WIOA Adult*
    Equus Workforce Solutions
    www.Equusidaho.com
    (877) 244-4468
    idahofalls@EquusIdaho.com
  - *WIOA Dislocated Worker*
    Equus Workforce Solutions
    www.Equusidaho.com
    (877) 244-4468
    idahofalls@EquusIdaho.com
- *Unemployment Insurance (UI )*-(208) 332-8942;www2.labor.idaho.gov/ClaimantPortal/Login
  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: Division of Vocational Rehabilitation***

- *Vocational Rehabilitation*
  Description of Referral: Referrals can be made to Katelyn Collier at (208) 356-4190 or 155 W. Main #3 in Rexburg; Katelyn is at DOL Monday and Wednesday. Logan Lewis, General Supervisor, 1825 Hoopes Ave., Idaho Falls; (208) 525-7149.

***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 utilize counselors specialized in visual impairments. Referrals can be made in person to 1920 E 17th Ste. 115, Idaho Falls or by phone to Matt Queen at (208) 525-7028 or Dawn Scott at (208) 236-6392.

***Service Provider: Department of Health & Welfare, 150 Shoup Avenue, Idaho Falls***

- *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 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 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: Community Council of Idaho, Inc., 1349 S Holmes Ave., Idaho Falls, (208) 524-0980***

- *WIOA National Farmworker Jobs Program (NFJP), High School Equivalency Program (HEP), Low Income Home Energy Assistance (LIHEAP), and Community Services Block Grant (CSBG)*

  Description of Referral: Referrals can be made in person or by phone at (208) 524-0980.

***Service Provider: College of Eastern Idaho, 1600 S 25th, Idaho Falls, (208) 524-3000***

- *College and Career Readiness*- Danee White, Sandie Takahashi

  Description of Referral: Referrals can be made by phone or in person. CEI College and Career Readiness345, (208) 535-5386. Sandie can also be reached at (208) 535-5372.

- *Perkins - Career Technical Education (CTE)*

  Description of Referral: Referrals can be made by contacting the Center for New Directions in person at the Alexander Creek Building, Room 582 or by phone at (208) 535-5363.

- *Work Force Training (CTE)*

  Description of Referral: Referrals can be made by contacting Workforce Training by phone, email or in person. (208) 535-5345, email: wft@cei.edu, or in person by stopping into Student Services in the Christofferson Building #3, room 300.

***Service Provider: Easter Seals Goodwill, (208) 932-6209***

- *Senior Community Service Employment Program*

  Description of Referral: Referrals can be made to:

  Morris Cody: MorrisC@esgw.org or (208) 932-6209

  Sharon Kierulf: SharonK@esgw.org or (208) 608-8269

***Service Provider: Centennial Job Corps- Management & Training Corporation***

- *Job Corps*

  Description of referral: The Centennial Job Corps Center provides on campus living, education services to obtain a High School diploma and job training in high demand careers. Job Corps also provides well trained graduates to businesses throughout the state. Referrals or business requests to partner can be made by emailing Chris Dolan at Dolan.Christine@jobcorps.org or by phone at (208) 442-4500.

Wendi Secrist 10/21/2024

Wendi Secrist, Executive Director
Workforce Development Council

**Staff Contact:**

Wendi Secrist
Executive Director
Idaho Workforce Development Council
514 West Jefferson St, Ste 131
Boise, ID 83702
Wendi.Secrist@wdc.idaho.gov
(208)448-7561

11/15/2024

Jani Revier, Director
Idaho Department of Labor

Date

Staff Contact:

Kristyn Carr, Administrator
Idaho Department of Labor
317 West Main Street
Boise, ID 83735
208-696-5489
Kristyn.Carr@labor.idaho.gov

10/30/2024

Jeff Barton — Date

10/30/24

David Shakespear — Date

Staff Contact:

David Shakespear
Center Director
Centennial Job Corps Center
Office: 208-442-4559
Cell: 208-416-3747

Judy Taylor

11/21/24

Judy Taylor, Interim Administrator
Idaho Division of Vocational Rehabilitation

Date

Staff Contact:

Nanna Hanchett, Deputy Administrator
Idaho Division of Vocational Rehabilitation
650 W. State St., Room 150
Boise, ID 83720
Phone: (208) 334-3390
nanna.hanchett@vr.idaho.gov

Beth Cunningham
Beth Cunningham (Nov 22, 2024 11:22 MST)

11/22/2024

Beth Cunningham, Administrator
Idaho Commission for the Blind and Visually Impaired

Date

Staff Contact

Matthew Queen
Vocational Rehabilitation Counselor,Sr.
Idaho Commission for the Blind and Visually Impaired
1920 E 17th Ste. 115
Idaho Falls, ID 83401
(208) 525-7028

Byron S Miles 1/27/25

Byron Miles, Vice President of Finance
College of Eastern Idaho

Date

Staff Contacts

Trevi Hardy
Program Director of Adult Education and GED
Idaho Career and Technical Education
(208) 605-4540
trevi.hardy@cte.idaho.gov

Sandie Takahashi
College and Career Readiness Director
College of Eastern Idaho
(208) 535-5372
sandra.takahashi@cei.edu

*John Martin* 11/13/24

John Martin, Chief Legal/Privacy Officer — Date
Easterseals-Goodwill Northern Rocky Mountain Inc.

Staff Contact

Tina Johnson
Assistant Vice President
Workforce Development & Behavioral Health
Easterseals-Goodwill Northern Rocky Mountain Inc.
(208) 255-6859
TinaS@esgw.org

Brandi Waselewski
Program Specialist
Senior Community Service Employment Program
Idaho Commission on Aging
(208) 577-2848
Brandi.Waselewski@aging.idaho.gov

Irma A. Morin
Irma A. Morin (Nov 25, 2024 12:48 MST)

11/25/2024

Irma Morin, CEO
Community Council of Idaho, Inc.

Date

Staff Contact

Laura Gramirez
Regional Manager
Community Council of Idaho, Inc.
1349 South Holmes
Idaho Falls, ID 83404
(208) 524-0980

1-8-2025

John Bernasconi, Division Administrator
Idaho Department of Health and Welfare

Date

Staff Contact:
Jacqueline Simpkins
Program Evaluation Manager
Idaho Department of Health and Welfare
Desk: 208-665-8851
Cell: 208-859-5146
Jacqueline.Simpkins@dhw.idaho.gov