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 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 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 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 a 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 (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.

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. 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, 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 Lewiston Comprehensive One-Stop Center follows.

Table 1

Lewiston IDOL Local Office Space Distribution

	Sq. Ft.
Total Facility Square Feet	**15,938**
Common Space	11,927
Direct Allocable Space	4,011
Common Space	**11,927**
Upper Level (UL):	
Resource Area	927
Reception Desk	294
Vestibule	120
Front Hallway	130
Public Restrooms	288
Janitorial Closet	35
Conference Room Storage Area	56
Large Conference Room	572
Electrical Room/Panel	21
Elevator	63
Stairwell 1	75
Hallways, open & common	7,927
Lower Level (LL):	
Computer Training Lab	481
Basement Restrooms	170
Mechanical Boiler Room	497

Elevator	63		
Elevator Equipment Room	133		
Stairwell 1	75		
	Sq. Ft.	***Partner***	***Percent***
Direct Allocable Space	**4,011**		**100%**
Upper Level (UL):			
Manager's Office (UL)	216	IDOL only	
Lewiston LO Staff (9 cubicles)	930	IDOL only	
Regional Labor Economist (UL)	100	IDOL only	
UI Financial Specialist	80	IDOL only	
UI Financial Specialist	96	IDOL only	
UI Navigator	130	IDOL only	
Equus Co-Location	144	IDOL only	
Form Storage	144	IDOL only	
Vacant	592	IDOL only	
Coffee Bar	77	IDOL only	
Employee Restrooms	289	IDOL only	
Copy/Admin Support Area	252	IDOL only	
Stairwell 2	48	IDOL only	
Lower Level (LL):			
Data Comm Room*	171	IDOL only	
Employee Breakroom	352	IDOL only	
Stairwell 2	80	IDOL only	
Storage	35	IDOL only	
Area Manager Office	276	IDOL only	
IDOL Direct Space	**4,011**	**IDOL**	**25.17%**
Common Space	**11,927**	**Shared**	**74.83%**
Total Facility Square Footage	**15,938**		**100.00%**

**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 25.17% of the direct space for staff operations. The remaining 74.83% 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 (74.83%) in the following table.

Table 2

Allocation of Shared Space in the Lewiston Comprehensive AJC by Program				
Program	**Partner**	**Actual PY22 Q1 Participants Served**	**Shared Percent of Participants**	**Percent of Shared Space**
WIOA Adult	IDOL	45	5.632%	4.2147%
WIOA Dislocated Worker	IDOL	7	0.876%	0.6556%
WIOA Youth	IDOL	62	7.760%	5.8069%
Title II	CTE	23	2.879%	2.1542%
Wagner Peyser – Employment Services	IDOL	423	52.941%	39.6181%
Unemployment Insurance	IDOL	202	25.282%	18.9193%
Veterans DVOP/LVER	IDOL	16	2.003%	1.4986%
Trade Adjustment Assistance	IDOL	0	0.000%	0.0000%
Vocational Rehabilitation	IDVR	19	2.378%	1.7795%
VR Blind	ICBVI	2	0.250%	0.1873%
SCS-Older Worker Easter Seals Goodwill	ESGW	INA		0.0000%
TANF Work Participants	IDHW	0	0.000%	0.0000%
TOTAL	ALL	**799**	**100.00%**	**74.83%**

The following table shows the percent of direct space (25.17%) and shared space (74.83%) used by each co-located one-stop partner.

Table 3

Proportion of Square Footage Lewiston Comprehensive AJC by Partner			
Partner	**Total Direct Percent**	**Total Shared Percent**	**Percent of Total Cost**
IDOL	25.17%	70.71%	95.88%
TOTAL	**25.17%**	**70.71%**	**95.88%**

The PY22 Quarter 1 infrastructure costs by category are provided in the table below.

Table 4

Lewiston IDOL Local Office Infrastructure Costs PY22 Q1	
Infrastructure Costs	**Actual**
Access Technology (phone, internet)	$769.58
Common Identifier	**$0.00**
Equipment	$471.57
Janitorial Contracts	**$4,260.00**
Maintenance	$2,309.35
Property Insurance	**$1,356.92**
Supplies	$626.01
Utilities	**$4,194.75**
Other, Specified	$358.80
TOTAL	**$14,347**

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

Table 5

Lewiston Comprehensive AJC PY2022 Q1 Infrastructure Costs		
Partner	**Percent of Total Cost**	**Actual Costs**
IDOL	95.88%	$13,755.74
IDVR	1.78%	$255.31
ICTE (Title II)	2.15%	$309.06
ICTE (Perkins)	INA	
ICBVI (Title IV)	0.19%	$26.87
ESGW (SCSEP)	INA	
IDHW	0.00%	$0.00
TOTAL	**100.00%**	**$14,346.98**

Attachment B
Region 2 Network Locations and Services

A. Comprehensive AJC

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

B. Network Partner Locations

Lewiston

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

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

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

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

Regional

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

Grangeville, Orofino, and Moscow: Idaho Department of Labor- Mobile Services

Post Falls: Easter Seals Goodwill- Idaho Commission on Aging (Provides services to Region 1.)
600 North Thornton Street
Post Falls, ID 83854

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

Lewiston Comprehensive American Job Center

SDA 2, North Central Idaho

09-01-2022

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 Information

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

For WIOA Adult and Dislocated Worker:
Equus Workforce Solutions
Address: 1158 Idaho St., Lewiston, ID 83501
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: lewiston@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 www.Equusidaho.com (877) 244-4468 lewiston@EquusIdaho.com	Annual In-Person Training
WIOA Title-I Dislocated Worker	Equus Workforce Solutions	Full-time	Equus Workforce Solutions www.Equusidaho.com (877) 244-4468 lewiston@EquusIdaho.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	Lamisse Stephens(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 shane.hyde@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	UI Navigator and 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	---	---
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	Selina Stewart (208) 369-1060 SelinaS@esgw.org Sharon Kierulf (208) 608-8269	Annual In-person Training

			SharonK@esgw.org	
Job Corps	Centennial Job Corps- Management & Training Corporation	No	Chris Dolan Dolan.Christine@JobCorps.org 208-442-4500 3201 Ridgecrest Dr. 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 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 when possible. 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 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, 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. There is a UI Navigator in the center to answer all other questions/services. The Department of Labor has also developed a "click to chat" capability so that UI customers can obtain immediate assistance when necessary.

- **AEL-ABE:** As a WIOA core partner, we provide literacy instruction to adults in the subjects of reading, writing, math and English language acquisition. 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 and training 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 with and referrals to core partners and social service agencies is ongoing. We communicate 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 various Career Pathways. AE staff work with DOL staff, taking a team approach to providing services and providing a soft hand off, when appropriate. 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 CNDs 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:** Selina Stewart and Sharon Kierulf with Easter Seals-Goodwill are the direct contacts for the comprehensive AJC. SDA 2 is served through the Twin Falls ESGW office. Center staff or clients may contact Selina 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 Selina 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
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	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*

Lewiston Network Partner Locations

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: Jeremy.hawkins@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 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 jeremy.hawkins@vr.idaho.gov. The four counselors also make referrals to the other network partners. The counselors attend the Annual One-Stop meeting to stay up to date on all partners, their services and referral processes.

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: shane.hyde@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: 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.

Lewis-Clark State College

Address: Center for New Directions, 500 8th Avenue, Lewiston, ID 83501
Hours of Operation: 8AM - 5PM M-Th
Phone: 208-792-2313
Email: 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 and/or dcallaha@lcsc.edu
Website: https://www.lcsc.edu/adult-learning-center

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

Programs available at location:

Programs available	Service Provider
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

AJC Network Linkage

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

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 8th 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/workforcetraining/explore-training

Regional Network Partner Locations

Idaho Department of Labor Mobile Offices- Grangeville, Orofino, and Moscow

Address: Mobile office serving SDA 2.
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: 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: Jeremy.hawkins@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 when possible.

Easter Seals Goodwill- Idaho Commission on Aging

Address: 600 North Thornton Street, Post Falls ID 83854
Hours of Operation: Call and/or email for appointment
Phone: 208-369-1060
Email: SelinaS@esgw.org; SharonK@esgw.org

Programs available at location:

Programs available	Service Provider
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.

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 2

Service Provider: Department of Labor (DOL), 1158 Idaho St., Lewiston, ID 83501

- *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. For the Lewiston office, visit in-person at 1158 Idaho St., Lewiston, ID 83501 or call (208) 799-5000.
- *Jobs for Veterans:*
  Description of Referral: Refer to local DOL office to determine priority of service. For the Lewiston office, visit in-person at 1158 Idaho St., Lewiston, ID 83501 or call (208) 799-5000.
- *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 Lewiston local office
    1158 Idaho Street, Lewiston, ID 83501
    208-799-5000
    lewistonmail@labor.idaho.gov
  - *WIOA Adult*
    Equus Workforce Solutions
    www.Equusidaho.com
    (877) 244-4468
    lewiston@EquusIdaho.com
  - *WIOA Dislocated Worker*
    Equus Workforce Solutions
    www.Equusidaho.com
    (877) 244-4468
    lewiston@EquusIdaho.com
- *Unemployment Insurance (UI)- (208) 332-8942; www2.labor.idaho.gov/claimantportal*
  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 Jeremy.hawkins@vr.idaho.gov at (208) 799-5070 or Lamisse Stephens, General Supervisor at 1118 F Street, Lewiston Idaho or (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 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 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, or (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 8th Avenue, Career and Advising Services, Reid Centennial Hall, Room 208, or (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 3rd Avenue North, Lewiston, (208) 792-2388, or email: wft@lcsc.edu.

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

- *Senior Community Service Employment Program*

  Description of Referral: Referrals can be made to:

  Selina Stewart: (208) 369-1060 or SelinaS@esgw.org
  Sharon Kierulf: (208) 608-8269 or SharonK@esgw.org

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.

Attachment C
Region 1 Network Locations and Services

A. Affiliate AJCs

Post Falls: Idaho Department of Labor
600 N. Thornton St.
Post Falls, ID 83854

B. Network Partner Locations

Post Falls
Easterseals-Goodwill- Idaho Commission on Aging
600 North Thornton Street, Post Falls ID 83854 – Served remotely

Coeur d'Alene
Idaho Division of Vocational Rehabilitation
1121 E. Mullan Suite 101
Coeur d'Alene, ID 83814

Idaho Commission for the Blind and Visually Impaired
2120 N Lakewood Drive, Suite A
Coeur d'Alene, ID 83814

Idaho Department of Health and Welfare
1120 Ironwood Drive
Coeur d'Alene, ID 83814

North Idaho College
1000 W. Garden Ave.
Coeur d'Alene, ID 83814

Regional
Bonners Ferry, Kellogg, Clark Fork, Sandpoint and St. Maries: Idaho Department of Labor-Mobile Services

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

Post Falls Affiliate AJC Location

Address: 600 N. Thornton St., Post Falls, ID 83854
Hours of Operation: Monday – Friday 8:00 am to 5:00 pm (PT) excluding holidays
Phone: (208) 457-8789
Email: kcmail@labor.idaho.gov

For WIOA Adult and Dislocated Worker:

Equus Workforce Solutions

Address: 600 N. Thornton St., Post Falls, ID 83854
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: postfalls@equusworks.com

Programs and Service Delivery Specific to Affiliate Center

For each of the programs available in the affiliate 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.

Programs offered at AJC	Service Provider	Co-located?	Contact Info
WIOA Title-I Adult	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1(877) 244-4468 postfalls@equusworks.com
WIOA Title-I Dislocated Worker	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1(877) 244-4468 postfalls@equusworks.com
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	1 day/ week	Victoria Canning(208)769-1441
WIOA Title-IV VR - Blind	Idaho Commission for the Blind and Visually Impaired	No	Jackie Stallings 208-769-7077 jacalyn.Stallings@icbvi.idaho.gov
TAA – Trade Adjustment Assistance	Idaho Department of Labor	Full-time	---
TANF – Temporary Assistance for Needy	Idaho Department of Health and Welfare	No	Access application on healthandwelfare.idaho.gov

Families			
UI – Unemployment Insurance	Idaho Department of Labor	No	Telephones are available to contact claims center.
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Full-time	---
WIOA Title-II Adult Education WIOA Adult Education	North Idaho College Adult Education (AE)	No	Kimberly Baugh (208) 665-5096 / (208) 676-2015 kimberly.baugh@nic.edu
Carl Perkins – Career Technical Education Programs (CTE)	Center for New Directions at North Idaho College	No	Louisa Rogers (208) 769-3447 Louisa.Rogers@nic.edu
SCSEP – Senior Community Service Employment Program	Easter Seals Goodwill (Idaho Commission on Aging)	Full-time	Selina Stewart (208) 369-1060 600 Thornton St., Post Falls, ID 83854 SelinaS@esgw.org Sharon Kierulf (208) 608-8269 600 Thornton St., Post Falls, ID 83854 SharonK@esgw.org
Job Corps	Centennial Job Corps-Management & Training Company	No	Chris Dolan Dolan.Christine@JobCorps.org 208-442-4500 3201 Ridgecrest Dr. Nampa, ID 83687

How are partner organizations connected to the AJC?

- **IDVR:** Once a week Victoria works out of the Post Falls DOL office Wednesdays 8a-4p. Victoria is present for walk-in/referrals and resource sharing with DOL staff. By co-locating staff are able to provide updates, share resources and meet with clients on site for referrals. Clients can make appointments with counselor at DOL or choose to meet at the VR office at a later time. DOL staff help provide potential customers by sharing the business cards and information packets IDVR provides. Managers from both offices' check-in regularly to ensure this agreement continues to be effective. Lastly, each quarter Dave Darrow (DOL manager) hosts VR and other partners at the Post Falls location to collaborate and share resources as well as provide updates.

- **ICBVI:** Jackie Stallings is the direct contact for the One Stop Center. Appointments for Jackie are made with her or her regional office assistant. 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, 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. The Department of Labor has also developed a "click to chat" capability so that UI customers can obtain immediate assistance when necessary.

- **AEL-ABE:** As a WIOA core partner, we provide literacy instruction to adults in the subjects of reading, writing, math and English language acquisition. 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 and training 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 with and referrals to core partners and social service agencies is ongoing. We communicate 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 various Career Pathways. AE staff work with DOL staff, taking a team approach to providing services and providing a soft hand-off, when appropriate. 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. NIC's CND is one of 6 CNDs 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:** Selina Stewart and Sharon Kierulf, with ESGW, are the direct contacts for the comprehensive AJC. Center staff or clients may contact Selina 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 an 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 Post Falls AJC

Program	Service Provider
Wage and Hour	Idaho Department of Labor
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	Idaho Department of Labor
H&W SNAP and TAFI E&T	Maximus

Coeur d'Alene Network Partner Locations

Idaho Division of Vocational Rehabilitation

Address: 1121 E. Mullan Suite 101, Coeur d' Alene, Idaho 83814
Hours of Operation: 8am to 5pm
Phone: 208-769-1441
Email: Stephanie.Couchigian@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 CDA 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 Becky Leighton at (208)-769-1441. Contacts can also be made by email atBecky.Leighton@vr.idaho.gov. The five counselors can also make referrals to the other network partners.

Idaho Commission for the Blind and Visually Impaired-VR

Address: 2120 N Lakewood Drive, Suite A, Coeur d'Alene 83814
Hours of Operation: 8-5 Mon-Fri, Closed all federal holidays
Phone: 208-769-7077
Email: jacalyn.Stallings@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: 1120 Ironwood Drive, Coeur d'Alene, ID 83814
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.

North Idaho College

Address: Center for New Directions, 1000 W. Garden Ave., Lee-Kildow Hall #126, Coeur d'Alene, ID 83814
Hours of Operation: 8AM - 5PM

Phone: (208) 769-3447
Email: Louisa.Rogers@nic.edu

Address: Adult Education Center, 875 West Garden Avenue, Coeur d' Alene Idaho 83814
Hours of Operation: 8AM - 5PM
Phone: (208) 665-5099
Email: AEC@nic.edu

Programs available at location:

Programs available	Service Provider
Carl Perkins CTE	North Idaho College Center for New Directions
T-II Adult Education	North Idaho College Adult Education Center
Adult Education	North Idaho College Adult Education Center

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

Center for New Directions: Referrals from network partners can be made to North Idaho College's CND by telephone or in person at 1000 W. Garden Ave., Lee-Kildow Hall #126, Coeur d'Alene, ID 83814 or (208) 769-3447.

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 North Idaho College's AE program by telephone or in person at the Adult Education Center/GED Testing at 875 West Garden Avenue, Coeur d' Alene, Idaho 83814 or (208) 665-5099.

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.

Regional Network Partner Locations

Idaho Department of Labor- Bonners Ferry, Kellogg, Clark Fork, Sandpoint and St. Maries

Address: Mobile office serving SDA 1.
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.

Easter Seals Goodwill- Idaho Commission on Aging

Address: Served remotely by office in Post Falls, ID.
Hours of Operation: Remote
Phone: (208) 369-1060- Selina Stewart or (208) 608-8269
Email: SelinaS@esgw.org or 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 base on their service needs. Referrals can be made by phone, email, or walk in.

Management & Training Corporation (Centennial Job Corps)

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 1

Service Provider: Department of Labor (DOL), 600 N Thornton St., Post Falls, ID 83854

- *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.
  - Post Falls local office
    600 N Thornton St., Post Falls, ID 83854
    (208) 457-8789
- *Jobs for Veterans:*
  Description of Referral: Refer to local DOL office to determine priority of service.
  - Post Falls local office
    600 N Thornton St., Post Falls, ID 83854
    (208) 457-8789
- *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:*
    Post Falls local office
    - 600 N Thornton St., Post Falls, ID 83854
    - (208) 457-8789
  - *WIOA Adult:*
    Equus Workforce Solutions
    - www.Equusidaho.com
    - (877) 244-4468
    - postfalls@equusworks.com
  - *WIOA Dislocated Worker*
    Equus Workforce Solutions
    - www.Equusidaho.com
    - (877) 244-4468
    - postfalls@equusworks.com
- *Unemployment Insurance* (208) 332-8942 or Login - IDOL Claimant Portal (idaho.gov)
  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: There are 5 VR counselors located in the Coeur d'Alene office coordinate services with the DOL office staff as needed. VR schedules intakes Monday- Friday 8a-5p. Customers call the main office at 208-769-1441 and are assigned a counselor based on availability. Each of the five counselors can also make referrals to the other network partners as needed by utilizing referral forms.

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 2120 N Lakewood Drive, Suite A, Coeur d'Alene or by phone (208) 769-7077.

Service Provider: Department of Health & Welfare, 1120 Ironwood Drive, Coeur d'Alene, ID 83814

- 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 IDHW, under a contract administered by State Purchasing.

Service Provider: North Idaho College

- *Adult Education*

  Description of Referral: Referrals from network partners can be made to North Idaho College's AE program by telephone or in person at the Adult Education Center/GED Testing at 875 West Garden Avenue, Coeur d' Alene, Idaho 83814 or (208) 665-5099.
- *Perkins - Career Technical Education (CTE)*

  Description of Referral: Referrals from network partners can be made to North Idaho College's CND by telephone or in person at 1000 W. Garden Ave., Lee-Kildow Hall #126, Coeur d'Alene, ID 83814 or (208) 769-3447.

Service Provider: Easter Seals Goodwill, (208) 369-1060

- *Senior Community Service Employment Program*

  Description of Referral: Referrals can be made to:

Selina Stewart: (208) 369-1060 or SelinaS@esgw.org
Sharon Kierulf: (208) 608-8269 or SharonK@esgw.org.

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.

Attachment D

Region 3 Network Locations and Services

A. Affiliate AJCs

Caldwell: Idaho Department of Labor
4514 Thomas Jefferson St.
Caldwell, ID 83605

Boise: Idaho Department of Labor
1st Floor, East
317 W. Main St
Boise, ID 83735

B. Network Partner Locations

Caldwell

Idaho Department of Health and Welfare
3402 Franklin Rd
Caldwell, ID 83605

Community Council of Idaho
317 Happy Day Blvd., Suite 250
Caldwell, ID 83607

Boise

Idaho Commission for the Blind and Visually Impaired
341 West Washington
Boise, ID 83720

Idaho Department of Health and Welfare
1720 Westgate Drive
Boise, ID 83704

Idaho Division of Vocational Rehabilitation
1755 N. Westgate Drive
Boise, ID 83704

College of Western Idaho Ada County Center
Mallard Building
9100 W. Black Eagle Dr.
Boise, ID

Regional

College of Western Idaho Canyon County Center
2407 Caldwell Blvd.
Nampa, ID 83651

Idaho Division of Vocational Rehabilitation
1018 West Sanetta St.
Nampa, ID 83651

Easter Seals Goodwill- Idaho Commission on Aging
16 12th Ave. S. #217
Nampa, ID 83651

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

Idaho Division of Vocational Rehabilitation
100 S. Adkins Way, Suite 104
Meridian, Idaho 83642

Caldwell Mobile, Cascade, Council, , Emmett, Homedale, Kuna, McCall, Meridian, Mountain Home, Nampa, and Payette: Idaho Department of Labor- Mobile Services

Caldwell Affiliate AJC Office Information

Address: 4514 Thomas Jefferson St., Caldwell, ID 83605
Hours of Operation: Monday – Friday 8:00 am to 5:00 pm (MST) excluding holidays
Phone: (208) 364-7781
Email: canyoncountymail@labor.idaho.gov

For WIOA Adult and Dislocated Worker:

Equus Workforce Solutions

Address: 4514 Thomas Jefferson St., Caldwell, ID 83605
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: boise.caldwell@equusworks.com

Boise Affiliate AJC Office Information

Address: 317 W. Main St. Boise, ID 83735
Hours of Operation: Monday – Friday, 8:00 am to 5:00 pm (MST) excluding holidays
Phone: (208) 332-3575
Email: boisemail@labor.idaho.gov

For WIOA Adult and Dislocated Worker:

Equus Workforce Solutions

Address: 317 W. Main St. (1st Floor East) Boise, ID 83735
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: boise.caldwell@equusworks.com

Programs and Service Delivery Specific to Affiliate Center

For each of the programs available in the affiliate 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.

Programs offered at AJCs	Service Provider	Co-located?	Contact Info
WIOA Title-I Adult	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 boise.caldwell@equusworks.com
WIOA Title-I Dislocated Worker	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 boise.caldwell@equusworks.com
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	½ day per week	Caldwell: Diana Salazar (208) 454-7601 ext. 264 diana.salazar@vr.idaho.gov Boise: Chelsea Barrett (208) 327-7411 ext 7428 chelsea.barrett@vr.idaho.gov
WIOA Title-IV VR - Blind	Idaho Commission for the Blind and Visually Impaired	No	Caldwell: Jeff Weeks 208-334-3220 Jeff.weeks@icbvi.idaho.gov Boise: Rocio Gil 208-334-3220 Rocio.gil@icbvi.idaho.gov
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
UI – Unemployment Insurance	Idaho Department of Labor	No	UI Navigator and Click to chat provides a direct link to a claims specialist.
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Full-time	---
National Farmworker Jobs Program (NFJP) Community Service Block Grant (CSBG)	Community Council of Idaho	No	Elva Nunez(208) 454-8604
Carl Perkins – Career Technical Education Programs (CTE)	College of Western Idaho/ Adult Education	No	Canyon County: Alyson Tolman (208)562-2068 alysontolman@cwi.edu Ada County: Ursla Ungermann(208)562-2571 urslaungermann@cwi.edu
WIOA Title-II Adult Education	College of Western Idaho/ Adult Education	No	Canyon County: Alyson Tolman (208)562-2068 alysontolman@cwi.edu Ada County: Ursla Ungermann(208)562-2571

			urslaungermann@cwi.edu
WIOA Adult Education	College of Western Idaho/ Adult Education	No	Canyon County: Alyson Tolman (208)562-2068 alysontolman@cwi.edu Ada County: Ursla Ungermann(208)562-2571 urslaungermann@cwi.edu
SCSEP – Senior Community Service Employment Program	Easter Seals Goodwill (Idaho Commission on Aging)	No	Kathryn Taylor (208) 921-7878 KathrynT@esgw.org Sharon Kierulf SharonK@esgw.org (208) 608-8269 16 12th Ave. S. #217 Nampa, ID 83651
Job Corps	Centennial Job Corps-Management & Training Corporation	No	Chris Dolan Dolan.Christine@JobCorps.org 208-442-4500 3201 Ridgecrest Dr. Nampa, ID 83687

How are partner organizations connected to the AJCs?

- **IDVR:**
  - **Caldwell:** A Vocational Rehabilitation Counselor is physically located in the One-Stop Center one half day per week. Diana serves a specialized VR caseload but is available to meet with customers and One-Stop staff. WIOA and VR collaborate service provision for job seekers. IDVR staff participate in annual One-Stop training. Supervisor and Center Manager attends quarterly One-Stop meetings. Referrals from WIOA that do not meet Diana's specialized VR caseload may still be referred to her and she will provide orientation to VR and coordinate an appointment with general caseload Vocational Rehabilitation Counselor at the Regional Office. Referrals from WIOA may also be directed to the Regional Office by calling (208) 465-8414. A list of IDVR Vocational Rehabilitation Counselor staff and email addresses in the Treasure Valley has been provided to DOL Manager. This will be updated on a regular basis.
  - **Boise:** A Vocational Rehabilitation Counselor is physically located in the One-Stop Center one half day per week. Chelsea is available to meet with customers and One-Stop staff. WIOA and VR collaborate service provision for job seekers. IDVR Treasure Valley East-Region 8 staff participate in annual One-Stop training. General Supervisor and Center Manager attends quarterly One-Stop meetings. Chelsea will meet with the referrals from WIOA and she will provide orientation to VR and coordinate an appointment with

general caseload Vocational Rehabilitation Counselor at the Regional Office. Referrals from WIOA may also be directed to the Regional Office by calling (208) 327-7411. A list of IDVR Treasure Valley East-Region 8 staff including email addresses has been provided to DOL Manager Daniel Holmes. This will be updated on a regular basis.

- **ICBVI:**
  - **Caldwell**: Jeff Weeks is the direct contact for the One Stop Center. Appointments for Jeff are made with him or his regional assistant. 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.
  - **Boise**: Rocio Gil is the direct contact for the One Stop Center. Appointments for Rocio are made by her or her regional assistant. 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, 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. The Department of Labor has also developed a "click to chat" capability so that UI customers can obtain immediate assistance when necessary.

- **CTE:** CWI will work closely with the Affiliate centers in order to promote access and opportunities to meaningful and sustainable employability for eligible individuals. A full scope of educational opportunities have been developed in conjunction with a well-established, collaborative and highly innovative regional One Stop System. CWI is wholly committed to contributing to the continued improvement of the system of services with our expert WIOA partners through:
  - A cross-referral process that is clear and consistent for WIOA participants;

- Administering basic skills assessment and providing information within FERPA guidelines;
- Recognizing the need to expand upon current collaboration with the WIOA authorized partners in order to better serve priority populations through full participation of a functional One Stop Delivery System. CWI works closely with IDOL offices to mitigate service gaps for participants and maximize exclusive partner strengths.

- **NFJP/CSBG:** CC Idaho staff are open to the option of physically being located in the comprehensive Center a specified number of days or one day per week and take part in the annual collaborative staff training provided at the Center. Center staff may have basic knowledge of CC Idaho Programs 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.

- **SCSEP:** Kathryn Taylor and Sharon Kierulf, with Easter Seals-Goodwill, are the direct contacts for the AJCs. Center staff or clients may contact Kathryn 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 Kathryn 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 AJCs

Program	Service Provider
Wage and Hour	Idaho Department of Labor
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	Idaho Department of Labor
H&W SNAP and TAFI E&T	Maximus

Caldwell Network Partner Locations

Idaho Department of Health and Welfare

Address: 3402 Franklin Rd, Caldwell, ID 83605
Hours of Operation: M – F 8:00 am – 5:00 pm
Phone: 1 (877) 456-1233
Email: MyBenefits@dhw.idaho.gov

Programs available at locations:

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

Explanation of how referrals are made to/from the affiliate center:
Affiliate 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 affiliate 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 affiliate center partners utilizing the referral form developed by the AJC partners.

Community Council of Idaho, Inc.

Address: 317 Happy Day Blvd., Suite 250, Caldwell, ID 83607
Hours of Operation: 8:00 a.m. to 4:00 p.m. (M-F)
Phone: (208) 454-8604
Email: kgonzalez@ccimail.org

Programs available at location:

Programs available	Service Provider
NFJP	Community Council of Idaho, Inc.
CSBG	Community Council of Idaho, Inc.
Low Income Home Energy Assistance (LIHEAP)	Community Council of Idaho, Inc.

Explanation of how referrals are made to/from the affiliate center:
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.

Boise Network Partner Locations

Idaho Division of Vocational Rehabilitation

Address: 1755 N. Westgate Drive, Boise, ID 83704
Hours of Operation: Monday-Friday 8:00 am-5:00 pm
Phone: (208) 327-7411
Email: David.White@vr.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
There are 7 Vocational Rehabilitation Counselors in the Treasure Valley East-Region 7 VR office that will coordinate services with DOL office as needed and will staff cases with DOL and/or Equus. VR Intakes or staffings can be scheduled by contacting VRS Chelsea Barrett; or David White . The Regional Office phone number is (208) 327-7411. Email addresses: chelsea.barrett@vr.idaho.gov or David.White@vr.idaho.gov. VR counselors can also make referrals to network partners with customer signed Release of Information.

Idaho Department of Health and Welfare

Address: 1720 Westgate Drive, Boise, ID 83704
Hours of Operation: M – F 8:00 am – 5:00 pm
Phone: 1 (877) 456-1233
Email: MyBenefits@dhw.idaho.gov

Programs available at locations:

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

Explanation of how referrals are made to/from the affiliate center:
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.

Idaho Commission for the Blind and Visually Impaired-VR

Address: 341 West Washington, Boise 83720
Hours of Operation: 8-5 Mon-Fri, Closed all federal holidays
Phone: 208-334-3220
Email: jeff.weeks@icbvi.idaho.gov (Caldwell)
rocio.gil@icbvi.idaho.gov (Boise)

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
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.

College of Western Idaho, Ada County Center

Address: 9100 W. Black Eagle Dr., Mallard Building, Boise ID 83709
Hours of Operation: 9-5 M-TH and 9-4 Friday
Phone: 208-562-2571
Email: trevihardy@cwi.edu

Programs available at location:

Programs available	Service Provider
Community Learning Center-Open lab, tutoring, student assessment and intake	CWI/AE
Basic skills classes (EFL Levels 1-6) and GED preparation classes	CWI/AE
English as a Second language (ESL) classes (EFL 1-6)	CWI/AE
Integrated Education and Training classes	CWI/AE

Explanation of how referrals are made to/from the affiliate center:
To CWI: Students can call CWI Adult Education at the above address or visit https://cwi.edu/programs-degrees/adult-education to learn more about our program and/or schedule an appointment for enrollment

From CWI: Connecting students with appropriate services to help reduce barriers is imperative to increasing student persistence. CWI offer services and works closely with our community partners to make consistent referral with follow-up. A critical element of our intake process includes helping students create a MyOpenMath (MOM) account. In MOM, there is an orientation course where a CLC staff member helps students set up an email account if they do not already have one, create their GED.com account if they are studying for their GED, and facilitates a discussion about helpful resources available through the Community Partners module of MOM. Based on goals and interests, staff help the students determine which resource(s) meet their needs. Staff then helps the student connect with the selected community partners and checks-in with individual students monthly to make sure they are on track. Systematic Process when referring a student:

1. Student meets with CLC staff to discuss assessment results, review goals, discuss learning options (e.g. class and the different learning modalities, self-paced learning and/or tutoring in the CLC).
2. CLC staff will identify possible barriers that might interfere with pursuing their learning goals.
3. CWI student email and MOM account is created.
4. Staff and student review the MOM Community Partners module and discuss possible community resources that might be helpful for student.
5. Agencies and resources are identified, and student is given information on the how, where, when, and who to contact. Often, staff will facilitate the student in calling to the agency.
6. Staff will follow-up with the student within a week to find out if they were successful in connecting to the agency partner.

Regional Network Partner Locations

Idaho Division of Vocational Rehabilitation

Address: 1018 West Sanetta St., Nampa, ID 83651
Hours of Operation: Monday-Friday 8:00 am-5:00 pm
Phone: (208) 465-8414
Email: Emily.Flynn@vr.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
There are 8 Vocational Rehabilitation Counselors in the Treasure Valley West VR office that will coordinate services with DOL office as needed and will staff cases with DOL and/or Equus. VR Intakes or staffings can be scheduled by contacting VRC Diana Salazar or Supervisor Emily Flynn. The Regional Office phone number is (208) 465-8414. Email addresses: diana.salazar@vr.idaho.gov oremily.flynn@vr.idaho.gov. VR counselors can also make referrals to other network partners with customer signed Release of Information.

Idaho Division of Vocational Rehabilitation

Address: 100 S. Adkins Way, Suite 104, Meridian, ID 83642
Hours of Operation: 8-5pm
Phone: 208-888-0648
Email: Alan.Aamondt@vr.idaho.gov
Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
There are 9 Vocational Rehabilitation Counselors in the Meridian office that will coordinate services with DOL office as needed and will staff cases with DOL and/or Equus. VR Intakes or staffings can be scheduled by contacting Supervisor Alan Aamondt. The Regional Office phone

number is (208) 989-3298. VR counselors can also make referrals to other network partners with customer signed Release of Information.

College of Western Idaho, Canyon County Center

Address: 2407 Caldwell Blvd., Nampa, ID 83651
Hours of Operation: 9-5 M-TH and 9-4 Friday
Phone: 208-562-2068
Email: alysontolman@cwi.edu

Programs available at location:

Programs available	Service Provider
Community Learning Center-Open lab, tutoring, student assessment and intake	CWI/AE
Basic skills classes (EFL Levels 1-6) and GED preparation classes	CWI/AE
English as a Second language (ESL) classes (EFL 1-6)	CWI/AE
Integrated Education and Training classes	CWI/AE

Explanation of how referrals are made to/from the affiliate center:
To CWI: Students can call CWI Adult Education at the above address or visit https://cwi.edu/programs-degrees/adult-education to learn more about our program and/or schedule an appointment for enrollment

From CWI: Connecting students with appropriate services to help reduce barriers is imperative to increasing student persistence. CWI offer services and works closely with our community partners to make consistent referral with follow-up. A critical element of our intake process includes helping students create a MyOpenMath (MOM) account. In MOM, there is an orientation course where a CLC staff member helps students set up an email account if they do not already have one, create their GED.com account if they are studying for their GED, and facilitates a discussion about helpful resources available through the Community Partners module of MOM. Based on goals and interests, staff help the students determine which resource(s) meet their needs. Staff then helps the student connect with the selected community partners and checks-in with individual students monthly to make sure they are on track.
Systematic Process when referring a student:

7. Student meets with CLC staff to discuss assessment results, review goals, discuss learning options (e.g. class and the different learning modalities, self-paced learning and/or tutoring in the CLC).
8. CLC staff will identify possible barriers that might interfere with pursuing their learning goals.
9. CWI student email and MOM account is created.
10. Staff and student review the MOM Community Partners module and discuss possible community resources that might be helpful for student.
11. Agencies and resources are identified, and student is given information on the how, where, when, and who to contact. Often, staff will facilitate the student in calling to the agency.

12. Staff will follow-up with the student within a week to find out if they were successful in connecting to the agency partner.

Easter Seals Goodwill- Idaho Commission on Aging

Address: 16 12th Ave. S. #217 Nampa, ID 83651
Hours of Operation: Call and/or email for appointment
Phone: Kathryn Taylor-(208) 921-7878; Sharon Kierulf- (208) 608-8269
Email: KathrynT@esgw.org; SharonK@esgw.org

Programs available at location:

Programs available	Service Provider
SCSEP	ESGW

Explanation of how referrals are made to/from the affiliate center:
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.

Management & Training Corporation (Centennial Job Corps)

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.

Idaho Department of Labor Mobile Services- Caldwell Mobile, Cascade, Council, Emmett, Homedale, Kuna, McCall, Meridian, Mountain Home, Nampa and Payette

Address: Mobile office serving SDA 3.
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.

WORKFORCE INNOVATION AND OPPORTUNITY PARTNERS
Referral Form, Region 3

Service Provider: Department of Labor (DOL), Caldwell AJC Address: 4514 Thomas Jefferson St., Caldwell, ID 83605 or (208) 364-7781 and/or Boise AJC Address: 317 W. Main St. Boise, ID 83735 or (208) 332-3575

- *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 [contact information]
  - Caldwell Local Office:
    - 4514 Thomas Jefferson St.
    - Caldwell, ID 83605
    - (208) 364-7781
  - Boise Local Office:
    - 317 W. Main St
    - Boise, ID 83735
    - (208)332-3575
- *Jobs for Veterans:*
  Description of Referral: Refer to local DOL office to determine priority of service.
  - Caldwell Local Office:
    - 4514 Thomas Jefferson St.
    - Caldwell, ID 83605
    - (208) 364-7781
  - Boise Local Office:
    - 317 W. Main St
    - Boise, ID 83735
    - (208) 332-3575
- *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:*
    - Caldwell Local Office:
      - 4514 Thomas Jefferson St.
      - Caldwell, ID 83605
      - (208) 364-7781
    - Boise Local Office:
      - 317 W. Main St
      - Boise, ID 83735
      - (208) 332-3575

- *WIOA Adult:*
  - Equus Workforce Solutions
    - www.Equusidaho.com
    - (877) 244-4468
    - postfalls@equusworks.com
- *WIOA Dislocated Worker*
  - Equus Workforce Solutions
    - www.Equusidaho.com
    - (877) 244-4468
    - postfalls@equusworks.com
- *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 Diana Salazar at (208) 454-7601 ext. 264 for Caldwell, to Chelsea Barrett at (208) 327-7411 ext 7428 for Boise, or to General Supervisor Alan Aamondt at Alan.Aamondt@vr.idaho.gov

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 341 West Washington, Boise or by phone 208-334-3220.

Service Provider: Idaho Department of Health & Welfare, 3402 Franklin Rd, Caldwell, ID 83605 or 1720 Westgate Drive, Boise, ID 83704

- *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 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., 317 Happy Day Blvd., Suite 180, Caldwell, (208) 454-8604

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

  Description of Referral: Referrals can be made in person or by phone at (208) 454-8604.

Service Provider: College of Western Idaho

- *Adult Education*
- *Perkins - Career Technical Education (CTE)*
- *Work Force Training (CTE)*

  Description of Referral: Referrals can be made by phone, in person, or email.

  - Canyon County Center
    - 2407 Caldwell Blvd., Nampa, ID 83651
    - (208) 562-2068
    - alysontolman@cwi.edu
  - Ada County Center, Mallard Building
    - 9100 W. Black Eagle Dr., Boise, ID
    - (208) 562-2571

  urslaungermann@cwi.edu

Service Provider: Easter Seals Goodwill, (208) 921-7878*Senior Community Service Employment Program*

Description of Referral: Referrals can be made to:

Kathryn Taylor: (208) 921-7878or KathrynT@esgw.org
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.

Attachment E
Region 4 Network Locations and Services

A. Affiliate AJCs

Twin Falls: Idaho Department of Labor
601 Pole Line Rd
Twin Falls, ID 83301

Burley: Idaho Department of Labor
127 W. 5th St. North
Burley, ID 83318-3457

B. Network Partner Locations

Twin Falls

Idaho Division of Vocational Rehabilitation
650 Addison West Suite 102
Twin Falls, ID 83301

Idaho Commission for the Blind and Visually Impaired
650 Addison Ave West
Twin Falls, ID 83301

Idaho Department of Health and Welfare
601 Pole Line Road
Twin Falls, ID 83301

Community Council of Idaho, Inc.
1139 Falls Ave., Suite B
Twin Falls, ID 83301

College of Southern Idaho
315 Falls Ave
Twin Falls, ID 83301

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

Burley

Idaho Division of Vocational Rehabilitation
127 W. 5th Street North
Burley, ID 83318 (office is co-located in the Burley DOL office).

Community Council of Idaho, Inc.
437 E. 13th St.
Burley, ID 83318

Regional

Bellevue and Hailey: Idaho Department of Labor- Mobile Services

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

Twin Falls Affiliate AJC Location

Address:601 Pole Line Rd, Twin Falls, ID 83301
Hours of Operation: Monday – Friday 8:00 am to 5:00 pm (MST) excluding holidays
Phone: (208) 735-2500
Email: MagicValleyMail@labor.idaho.gov

For WIOA Adult and Dislocated Worker:

Equus Workforce Solutions

Address: 420 Falls Ave, Twin Falls, ID 83301
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: twinfalls@equusworks.com

Programs and Service Delivery Specific to Affiliate Center

For each of the programs available in the affiliate 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.

Programs offered at AJC	Service Provider	Co-located?	Contact Info
WIOA Title-I Adult	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 twinfalls@equusworks.com
WIOA Title-I Dislocated Worker	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 twinfalls@equusworks.com
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	Theresa Evans 208-736-2156

WIOA Title-IV VR -Blind	Idaho Commission for the Blind and Visually Impaired	No	Linda Upton 208-736-2140 Linda.upton@icbvi.idaho.gov
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
UI – Unemployment Insurance	Idaho Department of Labor	No	UI Navigator and Click to chat provides a direct link to a claims specialist.
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Full-time	---
National Farmworker Jobs Program (NFJP) Community Service Block Grant (CSBG)	Community Council of Idaho, Inc.	No	Twin Falls: Roy Villasenor (208) 734-3336 Burley: Maria Magana (208) 878-1171
YouthBuild (YB)	Community Council of Idaho, Inc.	No	Twin Falls: Mike Gaxiola (208) 734-3336 Burley: Maria Magana (208) 878-1171
WIO Title II Adult Education	College & Career Readiness at College of Southern Idaho	No	CCR Intake staff: 208-732-6534 ELA Lead Instructor: 208-732-6540; Wluciano@csi.edu Basic Skills Lead Instructor: 208-732-6543; amott@csi.edu Industry Training Coordinator (IELCE): 208-732-6563; pvalenta@csi.edu
SCSEP – Senior Community Service Employment Program	Easter Seals Goodwill (Idaho Commission on Aging)	No	Nanette Fisher (208) 733-9675 NanetteF@esgw.org Sharon Kierulf (208) 608-8269 SharonK@esgw.org 870 Blue Lakes Blvd. North Ste. 1 Twin Falls, ID 83301
Job Corps	Centennial Job Corps-management & Training Corporation	No	Chris Dolan Dolan.Christine@JobCorps.org 208-442-4500 3201 Ridgecrest Dr. Nampa, ID 83687

How are partner organizations connected to the AJC?

IDVR: Twin Falls staff have been trained to ask customers if they are working with any of our WIOA partners (DOL, ICBVI, Workforce and so forth). Staff routinely refer them to our partners for comparable benefits or when the partners can meet a specific need. Staff discuss the benefits of collaborating with different partners and how this can provide further assistance to our customers. Staff provide a warm handoff or meet jointly with the customer and partner. ROI's are also completed with the customer. Direct referrals can be made by phone, e-mail and/or fax by contacting office(s).

Twin Falls has a staff member (Brian Patingre) who is at the Twin Falls DOL office 8 hours per month. Where she consults with DOL staff, provides guidance and will also meet with perspective customers. Brian can be reached via email at Brian.Patingre@vr.idaho.gov.

General Manager, Teresa Evans attends the One-Stop meetings and provides annual trainings and consults with WIOA partners. Tate Sanders is a member of the R$ DOL One-Stop BOOST team, attending monthly meeting.
IDVR R4 has a sub-office which is co-located within the Burley DOL Office.

- **ICBVI:** Linda Upton is the direct contact for the One Stop Center. Appointments for Linda are made by her or her regional assistant. 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 onlinein-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, 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. The Department of Labor has also developed a "click to chat" capability so that UI customers can obtain immediate assistance when necessary.

- **CTE:** All College & Career Readiness staff have direct access to IDOL staff and know which IDOL staff to contact for their respective needs. IDOL staff work closely with CCR, including involvement in CCR programming, to provide employment resources to CCR students.

- **NFJP/CSBG/YB:** CC Idaho staff are open to the option of physically being located in the comprehensive Center a specified number of days or one day per week and take part in the annual collaborative staff training provided at the Center. Center staff may have basic knowledge of CC Idaho Programs 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.

- **SCSEP:** Nanette Fisher and Sharon Kierulf, with ESGW, are the direct contacts for the comprehensive AJC. Center staff or clients may contact Nanette 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 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.

- **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 Twin Falls AJC

Program	Service Provider
Wage and Hour	Idaho Department of Labor
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	Idaho Department of Labor
H&W SNAP and TAFI E&T	Maximus

Burley Affiliate AJC Location Information

Address: 127 West 5th Street North, Burley, ID 83318
Hours of Operation: Monday – Friday, 8:00 am to 5:00 pm (PT) excluding holidays
Phone: (208) 678-5518
Email: Mini-CassiaMail@labor.idaho.gov

Programs available at the center:

Program	Service Provider
T-I Adult	Equus Workforce Solutions
T-I DW	Equus Workforce Solutions
T-I Youth	Idaho Department of Labor
T-III W-P	Idaho Department of Labor

Explanation of how referrals are made to/from the affiliate center:
Coordination of services, referrals, visits, etc. happen on a daily basis as directed by our customer population. Network partners in Region 4 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 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.

Twin Falls Network Partner Locations

Idaho Division of Vocational Rehabilitation

Address: 650 Addison West Suite 102, Twin Falls, ID 83301
Hours of Operation: Monday – Friday 8am to 5pm Availability after hours by appointment only
Phone: (208)736-2156
Email: theresa.evans@vr.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
See information contained in this MOU for specifics.

Idaho Commission for the Blind and Visually Impaired-VR

Address: 650 Addison Ave West, Twin Falls ID 83301
Hours of Operation: 8-5 Mon-Fri, Closed all federal holidays
Phone: 208-736-2140
Email: linda.upton@icbvi.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
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: 601 Pole Line Road, Twin Falls, ID 83301
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

Explanation of how referrals are made to/from the affiliate center:
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.

College of Southern Idaho

Address: College & Career Readiness, Meyerhoeffer/Library Bldg., Room 201, 315 Falls Ave. Twin Falls, Idaho
Phone: 208-732-6534
Email: ccrinformation@csi.edu
Website: https://www.csi.edu/college-career-readiness-adult-education/default.aspx

Programs available at location:

Programs available	Service Provider
WIOA Title II Adult Education	College & Career Readiness at College of Southern Idaho

Explanation of how referrals are made to/from the comprehensive center:
Referrals are made by contacting the College & Career Readiness (CCR) Intake office either in-person or by phone. Individuals are then referred to the appropriate CCR staff as appropriate.

Community Council of Idaho, Inc.

Address: 1139 Falls Ave., Suite B, Twin Falls, ID 83301
Hours of Operation: 8:00 a.m. to 4:00 p.m. (M-F)
Phone: (208) 734-3336
Email: Rogelio89@ccimail.org or MGaxiola@ccimail.org

Programs available at location:

Programs available	Service Provider
NFJP	Community Council of Idaho, Inc.
CSBG	Community Council of Idaho, Inc.
YouthBuild	Community Council of Idaho, Inc.
HEP	Community Council of Idaho, Inc.
LIHEAP	Community Council of Idaho, Inc.

Explanation of how referrals are made to/from the affiliate center:
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.

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: Nanette Fisher- (208) 733-9675; Sharon Kierulf- (208) 608-8269
Email: NanetteF@esgw.org; SharonK@esgw.org

Programs available at location:

Programs available	Service Provider
SCSEP	ESGW

Explanation of how referrals are made to/from the affiliate center:
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.

Burley Network Partner Locations

Idaho Division of Vocational Rehabilitation

Suboffice: 127 W. 5th Street North, Burley, ID 83318 (office is co-located in the Burley DOL office).

Phone: (208) 678-3838

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
See information contained in this MOU for specifics.

Community Council of Idaho, Inc.

Address: 437 E. 13th St., Burley, ID 83318
Hours of Operation: 8:00 a.m. to 4:00 p.m. (M-F)
Phone: (208) 878-1171
Email: MMagana@ccimail.org

Programs available at location:

Programs available	Service Provider
NFJP	Community Council of Idaho, Inc.
CSBG	Community Council of Idaho, Inc.
HEP	Community Council of Idaho, Inc.
LIHEAP	Community Council of Idaho, Inc.

Explanation of how referrals are made to/from the affiliate center:
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.

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

Regional Network Partner Locations

Management & Training Corporation (Centennial Job Corps)

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.

Idaho Department of Labor Mobile Services-Bellevue and Hailey

Address: Mobile office serving SDA 4.
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.

WORKFORCE INNOVATION AND OPPORTUNITY PARTNERS
Referral Form, Region 4

Service Provider: Department of Labor (DOL), 601 Pole Line Rd, Twin Falls, ID 83301 and 127 West 5th Street North, Burley, ID 83318

- *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.
    - Twin Falls local office
      - 420 Falls Ave, Twin Falls, ID 83301
      - (208) 735-2500
    - Burley local office
      - 127 West 5th Street North, Burley, ID 83318
      - (208) 678-1765
- *Jobs for Veterans*
  Description of Referral: Refer to local DOL office to determine priority of service.
    - Twin Falls local office
      - 420 Falls Ave, Twin Falls, ID 83301
      - (208) 735-2500
    - Burley local office
      - 127 West 5th Street North, Burley, ID 83318
      - (208) 678-1765
- *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:*
      - Twin Falls local office
        - 420 Falls Ave, Twin Falls, ID 83301
        - (208) 735-2500
      - Burley local office
        - 127 West 5th Street North, Burley, ID 83318
        - (208) 678-1765
    - *WIOA Adult:*
      - Equus Workforce Solutions
        - www.Equusidaho.com
        - (877) 244-4468
        - twinfalls@equusworks.com
    - *WIOA Dislocated Worker*
      - Equus Workforce Solutions
        - www.Equusidaho.com

- (877) 244-4468
- twinfalls@equusworks.com

- *Unemployment Insurance (UI)*- (208) 332-8942 or Login - IDOL Claimant Portal (idaho.gov)

  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: Direct referrals can be made by phone, e-mail, mail and/or fax by contacting individual offices or contacting:

  - Twin Falls Office
    - Theresa Evans: General Supervisor
    - theresa.evans@vr.idaho.gov
    - 650 Addison West Suite 102, Twin Falls, ID 83301
    - (208)736-2156
    - Fax: (833)504-1451
  - Burley Office*
    - Kellsie Mead (kellsie.mead@vr.idaho.gov)
    - 127 W. 5th Street North, Burley, ID 83318
    - (208)678-3838
    - Fax: (833)504-1451

      *IDVR Burley suboffice which is co-located within the Burley DOL Office

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 650 Addison Ave West, Twin Falls or by phone (208)736-2140.

Service Provider: Idaho Department of Health & Welfare, 601 Pole Line Road, Twin Falls, ID 83301

- *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 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 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: College of Southern Idaho, Meyerhoeffer/Library Bldg., Room 201 315 Falls Ave., Twin Falls, Idaho

- *Adult Education*

  Description of Referral: Referrals can be made by phone or in person. 315 Falls Ave, Twin Falls, ID 83301, (208) 733-9554

Service Provider: Community Council of Idaho, Inc., 1139 Falls Ave., Twin Falls, (208) 734-3336 or 437 E. 13th St., Burley, (208) 878-1171

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

  Description of Referral: Referrals can be made in person or by phone at (208) 734-3336 for Twin Falls or (208) 878-1171 for Burley.

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

- *Senior Community Service Employment Program*

  Description of Referral: Referrals can be made to:

  Nanette Fisher: (208) 733-9675 or NanetteF@esgw.org
  Sharon Kierulf: (208) 608-8269 or SharonK@esgw.org

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.

Attachment F

Region 5 Network Locations and Services

A. Affiliate AJC

Pocatello: Idaho Department of Labor
430 North 5th Avenue
Pocatello, Idaho 83201

B. Network Partner Locations

Pocatello

Idaho State University

Center for New Directions and Adult Education
921 S. 8th Ave. STOP 8380
Pocatello, ID. 83209

Continuing Education and Workforce Training
777 Memorial Drive
Pocatello, ID. 83209

Idaho Division of Vocational Rehabilitation
1070 Hiline, Suite 200
Pocatello, ID 83201

Idaho Commission for the Blind and Visually Impaired
427 N Main St, Suite K
Pocatello, ID 83204

Idaho Department of Health and Welfare
1090 Hiline
Pocatello, ID 83201

Regional

Easter Seals Goodwill- Idaho Commission on Aging
2235 E. 25th St. Ste. 285
Idaho Falls, ID 83404

Blackfoot: Community Council of Idaho, Inc.
420 W. Bridge Street
Blackfoot, ID 83221

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

American Falls, Blackfoot, Preston, and Soda Springs: Idaho Department of Labor- Mobile Services

Pocatello Affiliate AJC Office Information

Address: 430 North 5th Avenue, Pocatello, Idaho 83201
Hours of Operation: Monday – Friday 8:00 am to 5:00 pm (MT) excluding holidays
Phone: (208) 236-6710
Email: pocatellomail@labor.idaho.gov

For WIOA Adult and Dislocated Worker:

Equus Workforce Solutions

Address: 430 North 5th Avenue, Pocatello, Idaho 83201
Hours of Operation: Monday – Friday 8am to 5pm.
Phone: 1 (877) 244-4468
Email: pocatello@equusworks.com

Programs and Service Delivery Specific to Affiliate Center

For each of the programs available in the affiliate 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.

Programs offered at AJC	Service Provider	Co-located?	Contact Info
WIOA Title-I Adult	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 pocatello@equusworks.com
WIOA Title-I Dislocated Worker	Equus Workforce Solutions	Full-time	Equus Workforce Solutions 1 (877) 244-4468 pocatello@equusworks.com
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	Matt Jensen 208-236-6333 Matt.Jensen@vr.idaho.gov
WIOA Title-IV VR -Blind	Idaho Commission for the Blind and Visually Impaired	No	Linda Upton 208-236-6392 Linda.upton@icbvi.idaho.gov

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
UI – Unemployment Insurance	Idaho Department of Labor	No	UI Navigator and Click to chat provides a direct link to a claims specialist.
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Full-time	---
Carl Perkins – Career Technical Education Programs (CTE)	Idaho State University, Center for New Directions (CND)	No	Center for New Directions Brooke Hurt- Director (208) 282-6076 cnd@isu.edu
WIOA Title-II Adult Education	Idaho State University, College of Technology	No	ISU Adult Education Tom Putnam- Executive Director (208) 282-2468 adulted@isu.edu
WIOA Adult Education	Idaho State University, College of Technology	No	ISU Continuing Education and Workforce Training Gary Salazar- Director (208) 282-3372 ctech@isu.edu
SCSEP – Senior Community Service Employment Program	Easter Seals Goodwill (Idaho Commission on Aging)	No	Morris Cody (208) 932-6209 2235 E. 25th St. Ste. 285 Idaho Falls, ID 83404 MorrisC@esgw.org Sharon Kierulf (208) 608-8269 SharonK@esgw.org
National Farmworker Jobs Program (NFJP) Community Service Block Grant (CSBG) High School Equivalency Program (HEP)	Community Council of Idaho, Inc.	No	Rocio Rojo (208) 785-6390 420 W. Bridge Street Blackfoot, ID 83221
Job Corps	Centennial Job Corps- Management & training Corporation	No	Chris Dolan Dolan.Christine@JobCorps.org 208-442-4500 3201 Ridgecrest Dr. Nampa, ID 83687

How are partner organizations connected to the AJC?

- **IDVR:** R5 staff have been trained to ask customers if they are working with any of our WIOA partners (DOL, ICBVI, Workforce and so forth). Staff routinely refer them to our partners for comparable benefits or when the partners can meet a specific need. Staff discuss the benefits of collaborating with different partners and how this can provide further assistance to our customers. Staff provide a warm handoff or meet jointly with the customer and partner. ROIs are also completed with the customer. Direct referrals can be made by phone, e-mail and/or fax by contacting office(s).

- **ICBVI:** Linda Upton is the direct contact for the One Stop Center. Appointments for Linda are made with her or her regional assistant. 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, 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. The Department of Labor has also developed a "click to chat" capability so that UI customers can obtain immediate assistance when necessary.

  AEL-ABE: As a WIOA core partner, we provide literacy instruction to adults in the subjects of reading, writing, math and English language acquisition. 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 and training 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 with and referrals to core partners and social service agencies is ongoing. We communicate 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 various Career Pathways. AE staff work with DOL staff, taking a team approach to providing services and providing a soft hand-off, when appropriate. 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. The ISU 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.

  Our ISU CND provides 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:** Morris Cody and Sharon Kierulf, with ESGW, 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.

- **NFJP/CBBG/HEP:** CC Idaho staff are open to the option of physically being located in the comprehensive Center a specified number of days or one day per week and take part in the annual collaborative staff training provided at the Center. Center staff may have basic knowledge of CC Idaho Programs 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.

- **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 Post Falls AJC

Program	Service Provider
Wage and Hour	Idaho Department of Labor
Workforce Development Training Fund	Idaho Department of Labor
Serve Idaho	Idaho Department of Labor
H&W SNAP and TAFI E&T	Maximus

Pocatello Network Partner Locations

Idaho Division of Vocational Rehabilitation

Address: 1070 Hiline, Suite 200, Pocatello
Hours of Operation: 8:00-5:00
Phone: (208) 236-6333
Email: Matt.Jensen@vr.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
Partner agencies refer people with disabilities to VR if they need help to prepare for, find, and maintain employment. VR offices are available in Pocatello, Blackfoot, and Preston and some counselors travel to outlying areas as needed to meet with customers. Matt Jensen and Ariana Trejo represent VR at quarterly WIOA partner team meetings. All VR staff participate in annual WIOA partner cross-trainings, so they are prepared to make appropriate referrals to other partners.

Idaho Commission for the Blind and Visually Impaired-VR

Address: 427 N Main St Suite K Pocatello 83204
Hours of Operation: 8-5 Mon-Fri, Closed all federal holidays
Phone: 208-236-6392
Email: linda.upton@icbvi.idaho.gov

Programs offered at location:

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

Explanation of how referrals are made to/from the affiliate center:
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: 1090 Hiline, Pocatello, ID 83201
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

Explanation of how referrals are made to/from the affiliate center:
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.

Idaho State University

Address: Center for New Directions, 921 S. 8th Ave. STOP 8380, Pocatello, ID 83209
Hours of Operation: 8AM - 5PM M-F
Phone: 208-282-6076
Email: brookehurt@isu.edu
Website: https://www.isu.edu/cnd/

Address: ISU Adult Education, 921 S. 8th Ave. STOP 8380, Pocatello, ID 83209
Hours of Operation: 8AM - 5PM M-F
Phone: 208-282-2468
Email: thomasputnam@isu.edu
Website: https://www.isu.edu/adulteducation/

Address: ISU Continuing Education and Workforce Training, 777 Memorial Drive, Pocatello, ID 83209
Hours of Operation: 8AM - 5PM M-F
Phone: 208-282-3372
Email: garysalazar@isu.edu
Website: https://cetrain.isu.edu/

Programs available at location:

Programs available	Service Provider
Carl Perkins CTE	ISU Center for New Directions
T-II Adult Education	ISU Adult Education Program
Adult Education	ISU Continuing Education and Workforce Training

Explanation of how referrals are made to/from the comprehensive center:
Referrals are made either in-person, over the phone. Staff are trained in the referral process and each referral that is made is approached or done in a format that allows a warm hand-off from the referring agency to the partner agency in order to help refer the client/student in the most

effective and beneficial process possible. Care is taken to refer the client through introducing them to a key person (point of contact) in the partner agency that they are being referred to so that a relationship is established for the student or client and that they feel comfortable in accessing services.

Regional Network Partner Locations

Idaho Department of Labor Mobile Services- American Falls, Blackfoot, Preston, and Soda Springs

Address: Mobile office serving SDA 5.
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.

Easter Seals Goodwill- Idaho Commission on Aging

Address: 2235 E. 25th St. Ste. 285 Idaho Falls, ID 83404
Hours of Operation: Call or email for an appointment
Phone: (208) 932-6209 or (208) 608-8269
Email: MorrisC@esgw.org or SharonK@esgw.org

Programs available at location:

Programs available	Service Provider
SCSEP	ESGW NRM

Explanation of how referrals are made to/from the affiliate center:
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.

Community Council of Idaho, Inc.

Address: 420 W. Bridge Street, Blackfoot, ID 83221
Hours of Operation: 8:00 a.m. to 4:00 p.m. (M-F)
Phone: (208) 785-6930
Email: RRojo@ccimail.org

Programs available at location:

Programs available	Service Provider
NFJP	Community Council of Idaho, Inc.
CSBG	Community Council of Idaho, Inc.
HEP	Community Council of Idaho, Inc.
LIHEAP	Community Council of Idaho, Inc.

Explanation of how referrals are made to/from the affiliate center:
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.

Management & Training Corporation (Centennial Job Corps)

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 5

Service Provider: Department of Labor (DOL), 430 North 5th Avenue, Pocatello, Idaho 83201

- *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.
    - Pocatello local office
      430 North 5th Avenue, Pocatello, Idaho 83201
      (208) 236-6710
- *Jobs for Veterans:*
  Description of Referral: Refer to local DOL office to determine priority of service.
    - Pocatello local office
      430 North 5th Avenue, Pocatello, Idaho 83201
      (208) 236-6710
- 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:*
      - Pocatello local office
        430 North 5th Avenue, Pocatello, Idaho 83201
        (208) 236-6710
    - *WIOA Adult:*
      - Equus Workforce Solutions
        www.equusidaho.com
        1-877-244-4468
        pocatello@equusworks.com
    - *WIOA Dislocated Worker*
      - Equus Workforce Solutions
        www.equusidaho.com
        1-877-244-4468
        pocatello@equusworks.com
- *Unemployment Insurance (UI)*- (208) 332-8942; www2.labor.idaho.gov/claimantportal
  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 Matt Jensen at (208) 236-6333 or Matt.Jensen@vr.idaho.gov.

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 427 N Main St, Suite K, Pocatello or by phone (208)236-6392.

Service Provider: Idaho Department of Health & Welfare, 1090 Hiline, Pocatello, ID 83201

- *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 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 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: Idaho State University, Pocatello

- *Adult Education* – Tom Putnam

  Description of Referral: Referrals can be made by phone, in person. Contact ISU Adult Education, 921 S. 8th Ave. Stop 8380 Pocatello, ID. 83209 (208) 282-2468.

Service Provider: Easter Seals Goodwill, (208) 932-6209 or (208) 608-8269

- *Senior Community Service Employment Program*

  Description of Referral: Referrals can be made to Morris Cody at (208) 932-6209 or Sharon Kierulf at (208) 608-8269 or via email: MorrisC@esgw.org or SharonK@esgw.org

Service Provider: Community Council of Idaho, Inc., 420 W. Bridge Street, Blackfoot, (208) 785-6390

- *WIOA National Farmworker Jobs Program (NFJP),*
- *High School Equivalency Program (HEP),*

- *Low Income Home Energy Assistance (LIHEAP),*
- *Community Services Block Grant (CSBG)*

  Description of Referral: Referrals can be made in person or by phone at (208) 785-6390.

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
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11/22/2024

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Date

Julie Crea 2024.11.11 14:30:33 -08'00'

Document Title: MOU for the North-Central Idaho Region (2) American Job Center Network

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1-8-2025

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