

# MEMORANDUM OF UNDERSTANDING for the East Central Idaho American Job Center Network

Workforce Innovation and Opportunity Act Program years 2016-2019

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

This MOU incorporates by reference the statewide MOU for the Idaho American Job Center Network, which outlines statewide policies for the American Job Center (AJC) Network. The East Central Idaho AJC MOU provides details specific to SDA 6.

The state-level AJC partners in Idaho have been working together on WIOA one-stop implementation since late 2014. The SDA 6 partners have been meeting regularly for the purpose of developing the SDA MOU since May 2015.

## MOU Design and Contents

Per 20 CFR § 678.500, both the statewide MOU and the SDA MOU contain the following provisions:

- Parties to the MOU
- Design of the one-stop delivery network
- Methods of referral
- Assurances for meeting needs of special population groups
- Duration and assurances
- Signatures

This MOU will also contain the final cost sharing plans for the comprehensive one-stop center in Idaho Falls, including the one-stop operating budget, cost allocation methodology and partner contributions. Attachments to this MOU will include the identification of service provider locations and methods of referral.

Definitions for terms used in this MOU are in Attachment 1 of the Idaho American Job Center Network MOU.

## PARTIES TO THE EAST CENTRAL IDAHO MOU

The **Workforce Development Council** serves as both the State Workforce Development Board and Local Workforce Development Board for the entire state of Idaho.

The following programs are parties to the statewide Idaho AJC MOU.

The **Idaho Department of Labor** is responsible for the administration and delivery of **required** programs. These required one-stop programs are offered in the Idaho American Job Center Network: Adult and Dislocated Worker employment and training and Youth workforce investment programs under WIOA Title IB; the Wagner-Peyser Act for Employment Services and labor market information; the Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (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: Workforce Development Training Fund authorized by Section 72-1347B under Idaho Code; migrant and seasonal farmworker and Foreign Labor Certification programs 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 Career Information System.

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

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

The **College of Eastern Idaho** is responsible for the delivery 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.

**Experience Works** is responsible for the administration and delivery of the **required** Senior Community Service Employment Program activities authorized under Title V of the Older Americans Act of 1965.

The **Community Council of Idaho** is responsible for the administration and delivery of the following **required** WIOA Title I National Farmworker Jobs Program and Community Service Block Grant.

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

The **Idaho Department of Health and Welfare** is also 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.

## ONE-STOP SERVICE DELIVERY DESIGN FOR EAST CENTRAL IDAHO

The Idaho American Job Center Network MOU describes the list of services provided. The AJC Network partners will provide access to **all services provided by one-stop partner programs** as appropriate.

### *Service Delivery Structure*

The East Central Idaho American Job Center Network serves a nine county area, Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, and Teton. All network partners provide services in these counties.

The physical service delivery location structure consists of a comprehensive American Job Center, two affiliate American Job Centers and seven American Job Center Network Partner locations. Detailed information about these service location areas are provided in Attachment 1 to this MOU.

The East Central Idaho comprehensive American Job Center (AJC) is physically located in the Idaho Falls Department of Labor office. Many of the required network partners are co-located in the comprehensive AJC. For instance, major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are already integrated and provide a single intake and cross enrollment process.

In addition, Vocational Rehabilitation, Community Council of Idaho - WIOA Sec. 167 NFJP, and College of Eastern Idaho - ABE are physically on site at the comprehensive AJC each week. These programs are well integrated further promoting seamless customer service at this location. For those partners not co-located in the center, center staff have been cross-trained on the required programs and services. Center staff have also been provided with a partner contact name and number in order to obtain further assistance or to facilitate a warm hand-off to the appropriate system partner.

Some network partners are also co-located in other locations. For example, the Department of Vocational Rehabilitation has a VR counselor located at College of Eastern Idaho and WIOA grants and Veterans program staff from the Idaho Department of Labor are scheduled to spend time three afternoons a week at the College of Eastern Idaho. This further enhances our seamless service delivery.

Staff from many partner programs will travel to outlying counties to deliver services. Some areas may have regular schedules, while others will be served on an as needed basis. For example, the College of Eastern Idaho will provide services to all counties in Region VI upon request. Currently the Idaho Falls college campus is the main location for services, but Salmon and Driggs have also been served in the past and are currently in conversations to extend services to these regions. All services are offered to all qualified individuals, including disengaged youth, dislocated workers, limited English proficiency, veterans and those with disabilities. The college's goal reflects the region's service delivery strategy - to streamline services wherever possible to accommodate students.

The comprehensive AJC offers basic, individualized and training services to job seekers and business services to employers in Region 6. These services will be provided using a triage approach that will include access via self-service, customer assisted services, or intensive case managed services. The American Job Center Network partners in other locations will also provide these same levels of service. This approach allows access at many entry points throughout the system.

In addition to the physical service delivery locations, the partners will disseminate program and service information throughout the region. These outreach methods include brochures, videos, electronic links and one-on-one personal information exchange, referrals and others.

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 at the comprehensive center 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. ADA workstations are also available at the network's affiliate locations.

All network partners have agreed to support and participate in the operation of East-Central Idaho's one-stop system and have agreed to coordinate access to services through the software platform Live Better Idaho. The comprehensive AJC customer lobby computers will be networked to the Live Better Idaho website, which will provide the electronic backbone of the system through which customers can access all required and additional program services and information. Live Better Idaho also provides a platform to engage the customer in the next step of action toward receiving services as it facilitates a virtual one-stop in any location throughout the region. Comprehensive AJC staff, affiliate AJC staff, as well as network partner staff will be cross-trained in order to provide required services.

Customers receiving services through the comprehensive and affiliate locations will be required to register at [www.idahoworks.org](http://www.idahoworks.org) to ensure seamless access to the full array services offered through the certified AJCs and our network partners.

### *Service Coordination*

Region 6 network partners know the value of integrated service delivery and will continue to work together to develop processes that will result in seamless service delivery to customers, allowing them to easily transition between programs in order to receive appropriate service. Effective communication, information sharing, and collaboration by partners allows us to leverage resources to best serve our customers. All partners are committed to the joint mission, vision and goals of the one-stop system.

### *Services to Individuals in the Service Delivery Area*

The Region 6 AJC network partners understand the importance of providing assistance to a wide range of customers, including those with barriers to employment. These customers may also include individuals with disabilities and other special needs populations. With this in mind, the network partners will collaborate when designing and developing materials for one-stop system customers to ensure they will meet the needs of all of the customers the system and partners serve.

Coordination of services, including referrals and on-site visits, happen on a daily basis as directed by the customer population. Network partners in Region 6 have a long and successful history of collaboration and coordination of services to assist customers with multiple barriers to employment. Coordination of services commonly occurs by picking up the phone and having a conversation, scheduling team staffing/appointments/visits for joint participants, sharing case notes and working in unison to assist the customer with barrier removal. Each partner has a unique area of expertise and target population; and staff coordination ensures that the referrals and program services are utilized where and when appropriate. Network partners have created a referral form which endorses this interaction and coordination.

Customers needing more extensive services and a more intensive level of staff intervention will be able to receive case managed services when appropriate. Beyond assessment, case management services may involve the development of goals, the identification of barriers, and creation of a plan of action which is jointly developed by the customer and the staff providing the assistance. Many of these customers may be co-managed by more than one partner agency as a result of individual need and agency target and expertise.

Many AJC network staff serve on the same councils or boards targeting some of the populations served, such as disconnected youth, dislocated workers and individuals with disabilities. Through these associations, they participate in various social service activities to connect and coordinate services. These meetings provide regularly scheduled time to discuss outreach to special populations, develop targeted events such as career fairs and hiring events, and to connect with partners specializing in providing assistance. These meetings also allow each partner to update the others on new services being offered, gaps in services available and any other information related to providing a more streamlined service delivery for our shared customers using the regional one-stop system. Councils and advisory groups meet in each county within the region and allow all partner and community organizations to participate.

In addition to participation at the county level, Region 6 network partners will continue to meet on a regular schedule to discuss service delivery and to fine tune processes as we discover strengths and/or weaknesses.

### *Services to Employers in the Service Delivery Area*

East 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 network partners agree that coordinating services and outreach to business is imperative to the success of our efforts.

The Idaho Falls Comprehensive American Job Center has a dedicated Regional Business Specialist (RBS) currently performing this work within the region. This position is responsible for employer engagement in various workforce and industry initiatives within the region. The RBS is knowledgeable in the various WIOA and network services available through the American Job Network within the region and on a statewide basis, too. The RBS maintains a strong network of business contacts across multiple industries with a strong emphasis on the in-demand sectors of energy, manufacturing, healthcare, and technology in our region.

The RBS is also qualified to assist regional employers with applications for Workforce Development Training Funds through employer grants, micro-grants and industry sector grant opportunities. In this capacity, the RBS serves as a convener for industry-led teams working together to identify common workforce issues and solutions to those issues.

The RBS will coordinate the regional outreach efforts by partnering with staff from network partner agencies and where appropriate, may make business visits or conduct visits as small teams to ensure that needs are appropriately identified. Network partners will also cross-train and update appropriate staff on key services provided by partner agencies which will assist in the communication with employers and ensuring referrals to services from all appropriate partners within the system are provided. The RBS will link ES, WIOA, and other appropriate partner staff with businesses seeking employees so they can assist with these labor exchange needs.

A document will be created and maintained to serve as a log of business outreach that can be utilized by all system partners. Partners will include business contact information and a brief description of the contact with area business. The purpose of this log is to increase transparency between system partners, strengthen use of shared resources, identify potential 'fits' for customers and minimize unnecessary impact on businesses.

The comprehensive and affiliate centers in Region 6 will provide labor exchange activities for both job seekers and employers through the internet based IdahoWorks system at [www.idahoworks.gov](http://www.idahoworks.gov). This system allows for labor exchange functions to be accessible 24/7 365 days per year. Staff in the centers are available to assist employers with job postings, hiring events, labor market information and referrals to training services and tax credit options as appropriate. Staff are also able to provide employers with customized recruitment assistance, access to skills assessment software for potential job candidates and access to use space in the comprehensive and affiliate centers for candidate recruitment and interviews. The center staff may also provide referrals and information regarding disability awareness issues, assistive technology and communication accommodations.

The comprehensive center staff will coordinate lay off aversion and other rapid response activities as needed throughout the region regarding closures and downsizings.

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

The College of Eastern Idaho's mission is to prepare students to enter the workforce. They reach this goal by meeting often with community members who will provide employment for the students. The college also engages employers through Advisory Committees for the CEI technical programs. These committees are comprised of local business and industry representatives to recommend and review skills in the curriculum. These same committee members also help to place students when they have successfully completed their programs.

## REFERRAL PROCESS

East Central network partners serve all counties in Region 6. The partners created a detailed referral form identifying key contact staff for each program and agency. Available in Attachment 2, this form is used to connect customers with the appropriate agency and staff member. In addition, we make available to partners and customers a handout summarizing the network partners' program services. As a result of network-wide cross-training, partners are familiar with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for all of the partners' programs represented in the East Central Idaho American Job Center network.

Center staff, as well as network partners, will make the initial contact to introduce the customer and facilitate the warm-handoff. Many of these network partners are co-located at the comprehensive AJC where referral can happen in person at the center. We are committed to regularly evaluate 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. In addition, services may also be accessed as described in Attachment 2.

## COST SHARING GUIDELINES FOR SERVICE DELIVERY AREAS

Partners at comprehensive AJC agree to enter into a cost sharing agreement on an annual basis to support the cost of shared services and jointly occupied facilities. All parties to this MOU recognize infrastructure costs are applicable to all required one-stop partners, whether they are physically located in the AJC or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR Part 200, state rules and policy guidelines and any local program policies regarding cost sharing.

The Resource Sharing Agreement (RSA) will be updated annually as an addendum to this MOU. Per TEGL 17-16, the RSA includes the one-stop system operating budget, the cost allocation methodology and negotiated partner contributions.

## 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 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.

### *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 December 31, 2017 and will continue until such time as any partner or partners, shall modify or terminate this agreement as provided above.

## **SIGNATURES**

The parties to this MOU evidence their acceptance of its terms by their attached signatures.



Idaho Workforce Development Council



Trent Clark, Chair  
Workforce Development Council

5-10-18

Date

Staff Contact:

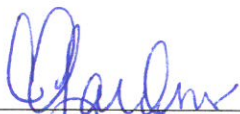
Wendi Secrist  
Executive Director  
Idaho Workforce Development Council  
317 W. Main  
Boise, ID 83735

[wendi.secris@wdc.idaho.gov](mailto:wendi.secris@wdc.idaho.gov)

208-488-7561

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Idaho Department of Labor



\_\_\_\_\_  
Connie Gardner, Regional Manager  
Idaho Department of Labor



\_\_\_\_\_  
Date

Regional Program Contacts:

Idaho Department of Labor  
1515 East Lincoln Road  
Idaho Falls, ID 83401

**WIOA Title IB:** Windy Keele, WIOA Supervisor, [heather.nunamaker@labor.idaho.gov](mailto:heather.nunamaker@labor.idaho.gov), (208) 557-2500 ext. 3053

**Trade Adjustment Assistance:** Sonya Barreto, Workforce Consultant Supervisor,  
[sonya.barreto@labor.idaho.gov](mailto:sonya.barreto@labor.idaho.gov), (208) 557-2500 ext. 3027

**WIOA T-III WP:** Brandon Moffat, ES Supervisor, [brandon.moffat@labor.idaho.gov](mailto:brandon.moffat@labor.idaho.gov), (208) 557-2500 ext. 3800

**Jobs for Veterans Grant:** Denise Springs, DVOP, [denise.springs@labor.idaho.gov](mailto:denise.springs@labor.idaho.gov), (208) 557-2500 ext. 3661

**WDTF:** Heather Nunamaker, Regional Business Specialist, [heather.nunamaker@labor.idaho.gov](mailto:heather.nunamaker@labor.idaho.gov), (208) 557-2500 ext. 3878

Idaho Department of Labor  
317 Main Street  
Boise, ID 83735

Unemployment Insurance: Joshua McKenna, Benefits Bureau Chief, [joshua.mckenna@labor.idaho.gov](mailto:joshua.mckenna@labor.idaho.gov),  
(208) 332-3570 ext. 3919

Serve Idaho: Gordon Graff, Administrative Support Manager, [gordon.graff@labor.idaho.gov](mailto:gordon.graff@labor.idaho.gov), (208) 332-3570 ext. 3365

Wage and Hour: Artie Holmes, Wage & Hour Program Supervisor, [gordon.graff@labor.idaho.gov](mailto:gordon.graff@labor.idaho.gov), (208) 557-2500 ext. 3659

College of Eastern Idaho



Rick Aman, President  
College of Eastern Idaho

1/26/18

Date

Regional Program Contacts:

Adult Education:

Theresa Groenewold  
College of Eastern Idaho  
ABE Division Manager,  
16 S 25th E  
Idaho Falls, ID 83404

[theresa.groenewold@cei.edu](mailto:theresa.groenewold@cei.edu)  
(208) 535-5411

Carl Perkins (CTE):

Sharee Anderson  
College of Eastern Idaho  
Vice President of Instruction and Student Affairs  
1600 S 25<sup>th</sup> E  
Idaho Falls, ID 83404

[sharee.anderson@cei.edu](mailto:sharee.anderson@cei.edu)  
(208) 535-5333

Idaho Commission for the Blind and Visually Impaired



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

1-16-18

Date

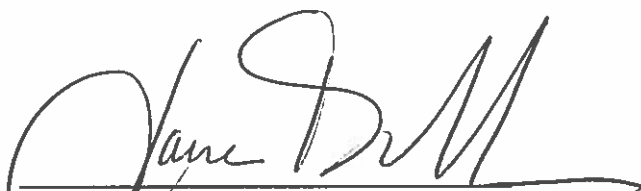
Regional Program Contact:

Matthew Queen, Sr.  
Idaho Commission for the Blind a& Visually Impaired  
Vocational Rehabilitation Counselor  
550 2<sup>nd</sup> ST. Ste 293  
Idaho Falls, ID 83401

[mqueen@icbvi.idaho.gov](mailto:mqueen@icbvi.idaho.gov)  
(208) 525-7028

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Idaho Division for Vocational Rehabilitation



Jane Donnellan, Administrator  
Idaho Division of Vocational Rehabilitation

1-18-18

Date

Regional Program Contact:

John Orose  
Idaho Division of Vocational Rehabilitation  
Region 6 Regional Manager  
1825 Hoopes Ave.  
Idaho Falls, ID 83401

[john.orse@vr.idaho.gov](mailto:john.orse@vr.idaho.gov)  
(208) 525-7149

Idaho Department of Health and Welfare



Julie Hammon, Administrator Division of Welfare  
Idaho Department of Health and Welfare

3-1-18

Date

Program Contact:

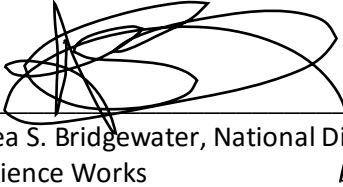
TANF & SNAP E&T:  
Greg Kunz  
Deputy Administrator  
PTC 2nd Flor  
450 W. State St.  
Boise, ID 83720

[greg.kunz@dhw.idaho.gov](mailto:greg.kunz@dhw.idaho.gov)  
(208) 863 2044

Regional Program Contact:

TANF & SNAP:  
Casey Reines  
Field Operations Program Manager Self Reliance  
150 Shoup Ave, Ste. 15  
Idaho Falls, ID 83402

[casey.reines@dhw.idaho.gov](mailto:casey.reines@dhw.idaho.gov)  
(208) 528-5828



Andrea S. Bridgewater, National Director of Operations  
Experience Works

12.20.2017

Date

Regional contact:

Margie Alexander,  
Experience Works  
Senior Community Service Employment Program  
Employment and Training Coordinator  
308 Shoshone St. E Ste. 2  
Twin Falls, ID 83301

[margie\\_alexander@experienceworks.org](mailto:margie_alexander@experienceworks.org)  
(208) 734-3305

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Irma Morin, Director  
Community Council of Idaho, Inc.

2/15/2018

Date

Regional program contact:

Laura Gramirez  
Regional Employment & Training Specialist  
1349 S Holmes Avenue  
Idaho Falls, ID 83404

[lgramirez@ccimail.org](mailto:lgramirez@ccimail.org)  
(208) 524-0980

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## American Job Center Network Service Delivery Locations East Central Idaho

### A. Comprehensive AJC

Idaho Falls: Idaho Department of Labor

### B. Affiliate AJCs

Rexburg: Idaho Department of Labor

Salmon: Idaho Department of Labor

### C. Network Partner Locations

Idaho Falls: College of Eastern Idaho

Community Council of Idaho

Idaho Division of Vocational Rehabilitation

Idaho Commission for the Blind and Visually Impaired

Rexburg: Idaho Department of Health and Welfare

Idaho Division of Vocational Rehabilitation

Salmon: Idaho Division of Vocational Rehabilitation

## Idaho Falls Comprehensive American Job Center

SDA 6, East Central Idaho  
10-16-2017

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

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

## Idaho Falls Comprehensive AJC Location

**Name of Center** **Idaho Falls Comprehensive American Job Center**  
**Address** 1515 E Lincoln Rd., Idaho Falls, ID 83401  
**Hours of Operation** 8:00 AM to 5:00 PM, Monday thru Friday  
**Phone** 208-557-2500  
**Email** [idahofallsmail@labor.idaho.gov](mailto:idahofallsmail@labor.idaho.gov)

## Required Programs and Service Delivery Specific to Comprehensive Center

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

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

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

PROGRAM	Service Provider	Co-located	Direct Linkage	Cross-Train
WIOA Title-I Adult	Idaho Department of Labor	Y-FT	----	----
WIOA Title-I Dislocated Worker	Idaho Department of Labor	Y-FT	----	----
WIOA Title-I Youth	Idaho Department of Labor	Y-FT	----	----
WIOA Title-II Adult Education	College of Eastern Idaho Adult Basic Education (ABE)	Y-4 days weekly	Sandie Takahashi 208-535-5386 <a href="mailto:sandra.nixon@cei.edu">sandra.nixon@cei.edu</a>	Annual In-person Training each January
WIOA Title-III Wagner-Peyser (Employment Services)	Idaho Department of Labor	Y-FT	----	----

WIOA Title-IV VR - Vocational Rehabilitation	Idaho Department of Vocational Rehabilitation	Y-2 or 3 days weekly	Sheila Hadden (208) 356-4190 sheila.hadden@vr.idaho.gov	Annual In-person Training each January
WIOA Title-IV VR-Blind	Idaho Department of Vocational Rehabilitation	No	Matthew Queen (208) 525-7028 matthew.queen@icbvi.idaho.gov	Annual In-person Training each January
TAA – Trade Adjustment Assistance	Idaho Department of Labor	Y-FT	-----	-----
UI – Unemployment Insurance	Idaho Department of Labor	No	Click to chat provides a direct link to a claims specialist	Annual In-person Training each January
SCSEP – Senior Community Service Employment Program	Experience Works - Not located in area	No	Margie Alexander (208) 734-3305 margie_alexander@experienceworks.org	Annual In-person Training each January
Carl Perkins - Career Technical Education Programs (CTE)	College of Eastern Idaho	No	Center for New Directions (208) 535-5363	Annual In-person Training each January
TANF - Temporary Assistance for Needy Families	Idaho Department of Health & Welfare	No	Access application on Live Better Idaho	Annual In-person Training each January
Job Corps	Boise Job Corps Office - Not located in area	Monthly visit	Kristi Ruge (208) 375-9414 ruge.kris@jobcorps.org	Annual In-person Training each January
National Farmworker Jobs Program (NFJP)	Community Council of Idaho, Inc.	Y-1 day per week	Laura Gramirez (208) 524-0980, lgramirez@ccimail.org	Annual In-person Training each January
Jobs for Veterans Grant (JVSG)	Idaho Department of Labor	Y-FT	-----	-----
Community Service Block Grant (CSBG)	Community Council of Idaho, Inc.	Y-1 day per week	Laura Gramirez (208) 524-0980, lgramirez@ccimail.org	Annual In-person Training each January
YouthBuild	Not in Area	-----	-----	-----
Native American programs	Not in Area	-----	-----	-----
HUD E&T	NOT AVAILABLE IN IDAHO			
Com Act E&T	NOT AVAILABLE IN IDAHO			
Second Chance Act (REO)	NOT AVAILABLE IN IDAHO			

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 at Comprehensive Center – Narrative Description
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. In addition to key services and eligibility, staff will be trained on the Live Better Idaho website platform that also provides a way for customers to access information outlining the action steps toward receiving services. Region 6 network partners are committed to providing seamless service to all customers and we will continue to work diligently to do so.

*AEL-ABE:* A College of Eastern Idaho (CEI) ABE Instructor is physically located at the One-Stop Center 24+ hours each week. Sandie teaches computer classes at the center as well as conducts GAINS and skills testing. Appointments for Sandie are made by her as well as by the One-Stop staff. WIOA, ES and ABE work hand in hand with many customers, taking a team approach to providing services. The staff from ABE take part in the annual collaborative staff training provided at the Comprehensive One-Stop Center. Center staff have basic knowledge of ABE programs and services and are able to make a warm handoff directly to Sandie on the days she is in the center, by scheduling an appointment or by phone or e-mail via the information on the partner referral form developed for this purpose. CEI also has a presence on the Live Better Idaho website.

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

(Sheila Hadden has office hours at IDOL Mondays and Thursdays from 8 to 5pm. Appointments at DOL are set by Sheila's Vocational Rehabilitation Assistant (VRA) or herself. Individuals can contact either Cindy Barney VRA at 208-356-4190 or Sheila Hadden at 208-360-6431. Contacts can also be made by e-mail at [cindy.barney@vr.idaho.gov](mailto:cindy.barney@vr.idaho.gov) or [sheila.hadden@vr.idaho.gov](mailto:sheila.hadden@vr.idaho.gov). Once an appointment is made by phone or e-mail, the individual can meet with Sheila at IDOL.)

*IDVR-Blind:* Matthew Queen is the direct contact for the One Stop Center. Appointments for Matt are made by him. ICBVI along with the WIOA partners ensure a team approach for providing employment services. The staff from ICBVI will attend annual collaborative training provided at the Comprehensive One-Stop Center. Center staff have a basic knowledge of the

*ICBVI VR services and are able to make a warm hand off to ICBVI staff. Appointments can be scheduled by phone or email via the information of the referral form.*

*Unemployment Insurance: Unemployment Insurance Claims are filed online at [www.labor.idaho.gov](http://www.labor.idaho.gov). There are multiple computers in the comprehensive AJC designated for UI customers to file initial claims, weekly filing for continued unemployment insurance benefits, as well as accessing other unemployment insurance information. In addition, and the ability to register, activate or inactivate their IdahoWorks job search profile in the system. Center staff are available to assist customers with any process questions/issues when filing a UI claim. All other questions/services can be accessed via telephones also available in the One Stop Centers. The Department of Labor has also developed a “click to chat” capability so that UI customers can obtain immediate assistance when necessary.*

*SCSEP: Margie Alexander with Experience Works is the direct contact for the comprehensive AJC. Center staff make direct referrals to Margie who travels to this area to deliver services. Staff can connect customers directly with Margie while they are in the center via telephone where Margie may conduct an initial interview and then schedule an in-person appointment. The Center provides space for Margie 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.*

*CTE/Carl Perkins: Customers requiring services through Perkins programs will be assisted by cross-trained American Job Center staff and by phone from staff in the Center for New Directions office on the CEI campus. For customers seeking services from Perkins programs offered through the CEI CTE Division, they will be provided basic services by cross-trained Center staff and will be referred to the Career and Advising office on the CEI campus. In most cases, a warm handoff to the CEI staff person will be made via the instructions on the region referral form. Staff from CEI take part in the annual collaborative staff training provided at the comprehensive AJC and also maintain a presence on the Live Better Idaho website.*

*TANF: TANF benefits are accessible online at the Live Better Idaho website. Potential customers are given the option of applying for benefits online or by phone. The Center staff is cross-trained to assist applicants with connecting to services. The Center has phones and computers available for applicants to utilize. Staff from the Department of Health and Welfare take part in the annual collaborative staff training provided at the Comprehensive AJC. The Department of Health and Welfare is the entity responsible for administering the Live Better Idaho website.*

*Job Corps: A Job Corp Representative is physically at the comprehensive Center once a month. Center staff have basic knowledge of Job Corps programs and services and are able to make a warm handoff directly by scheduling an appointment via phone or e-mail per the information on the partner referral form. Most often, staff will contact the representative while the customer is in the Center, make the introduction and then connect the customer in order for Job Corps to conduct an initial interview. Job Corp utilizes space at the Center to*

*interview the potential participants during their monthly on-site visits. Staff from Job Corps take part in the annual collaborative staff training provided at the comprehensive AJC. Job Corps also has a presence on the Live Better Idaho website.*

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

#### Additional Programs Available at the Center

PROGRAM	Service Provider
SNAP	Department of Health & Welfare
H&W SNAP and TAFI E&T	Maximus
WDTF	Department of Labor
Serve Idaho	Department of Labor
Wage & Hour	Department of Labor

## Affiliate American Job Centers

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

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

## Rexburg Affiliate AJC Location

**Name of Center**                      **Rexburg Local Office - IDOL**  
**Address**                                343 E 4<sup>th</sup> N., Ste. 242, Rexburg, ID 83440 (Teton River Business Center)  
**Hours of Operation**                8:00 AM to 5:00 PM, Monday thru Wednesday  
**Phone**                                    208-557-2501  
**Email**                                     [rexburgmail@labor.idaho.gov](mailto:rexburgmail@labor.idaho.gov)

## Programs Available at Center

PROGRAM	SERVICE PROVIDER
T-I Adult	<a href="#">Idaho Department of Labor</a>
T-I DW	<a href="#">Idaho Department of Labor</a>
T-I Youth	<a href="#">Idaho Department of Labor</a>
T-III W-P	<a href="#">Idaho Department of Labor</a>

## AJC Network Linkage

Referrals to/from Partners within the Service Delivery Area – Narrative Description
<p>Coordination of services, referrals, visits, etc. happen on a daily basis as directed by our customer population. Network partners in Region 6 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.</p> <p>Idaho Department of Labor American Job Center staff also participate in the Comprehensive AJC Center partner program staff training provided annually. This cross-training provides the Affiliate AJC staff the key basic services and eligibility requirements of all network partner programs. These AJC staff are also trained on <a href="http://www.livebetteridaho.org">www.livebetteridaho.org</a> to assist with referrals and next action steps to access the services provided by our network and community partner programs.</p>

## Salmon Affiliate AJC Location

**Name of Center**      **Salmon Local Office - IDOL**  
**Address**              **1301 Main Street-Unit 1, Salmon, ID 83467**  
**Hours of Operation**   **8:00 AM to 3:00 PM, Monday thru Friday**  
**Phone**                **208-756-2234**  
**Email**                 [salmonmail@labor.idaho.gov](mailto:salmonmail@labor.idaho.gov)

## Programs Available at Center

PROGRAM	SERVICE PROVIDER
T-I Adult	Idaho Department of Labor
T-I DW	Idaho Department of Labor
T-I Youth	Idaho Department of Labor
T-III W-P	Idaho Department of Labor

## AJC Network Linkage

Referrals to/from Partners within the Service Delivery Area – Narrative Description
<p>Coordination of services, referrals, visits, etc. happen on a daily basis as directed by our customer population. Network partners in Region 6 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.</p> <p>Idaho Department of Labor American Job Center staff also participate in the Comprehensive AJC Center partner program staff training provided annually. This cross-training provides the Affiliate AJC staff the key basic services and eligibility requirements of all network partner programs. These AJC staff are also trained on <a href="http://www.livebetteridaho.org">www.livebetteridaho.org</a> to assist with referrals and next action steps to access the services provided by our network and community partner programs.</p>



## 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

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### Idaho Falls Network Partner Locations

**Name of Center**                      **College of Eastern Idaho**  
**Address**                              1600 S. 25th E. Idaho Falls, ID 83404  
**Hours of Operation**              8AM - 8PM M-Th  
**Phone**                                208-535-5386  
**Email**                                [theresa.groenewold@cei.edu](mailto:theresa.groenewold@cei.edu); [sharee.anderson@my.eitc.edu](mailto:sharee.anderson@my.eitc.edu)

#### Programs Available at College of Eastern Idaho

PROGRAM	SERVICE PROVIDER
T-II Adult Education	Adult Basic Education
Carl Perkins CTE	Center for New Directions
Workforce Training	College of Eastern Idaho

#### AJC Network Linkage

##### Referrals to/from Comprehensive Center – Narrative Description

Referrals from network partners can be made to the College of Eastern Idaho's ABE program by telephone or in person at the Adult Basic Education center in Room 340 at College of Eastern Idaho, (208) 535-5386.

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

On the CEI campus, all ABE intake and orientation staff are trained on how to make meaningful referrals to the one-stop and other partner agencies both on initial intake and as the student progresses through the program.

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

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

**Name of Location**      **Community Council of Idaho, Inc.**  
**Address**                      1349 South Holmes, Idaho Falls, ID 83404  
**Hours of Operation**      8:30 a.m. to 5:30 p.m. (M-F)  
**Phone**                          (208) 524-0980  
**Email**                          LGramirez@cci mail.org

### Programs Available at Community Council of Idaho

PROGRAMS AVAILABLE	SERVICE PROVIDER
WIOA National Farmworker Jobs Program	Community Council of Idaho, Inc.
Community Service Block Grant	Community Council of Idaho, Inc.

### AJC Network Linkage

Referrals to/from Partners in the Service Delivery Area– Narrative Description
<p>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.</p> <p>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 will follow-up with the partner agency on the referral.</p> <p>Both types of referrals are welcomed by Community Council of Idaho staff from partners and directly from potential participants.</p>

**Name of Center**              **Idaho Division of Vocational Rehabilitation**  
**Address**                          1825 Hoopes Ave. Idaho Falls, ID 83404  
**Hours of Operation**      Monday – Friday 8am to 5pm Availability after hours by appointment only  
**Phone**                          (208) 525-7149  
**Email**                          john.rose@vr.idaho.gov

### Programs Available at Idaho Division of Vocational Rehabilitation

PROGRAM	SERVICE PROVIDER
WIOA Title-IV VR	IDVR

### AJC Network Linkage

Referrals to/from Comprehensive Center – Narrative Description
<p>There are five counselors in the VR Idaho Falls Regional Office that will coordinate services with the DOL office as needed and will staff cases with DOL's WIOA consultants. VR intakes or staffings can be scheduled by contacting Daphne Taylor, Tina Hernandez, or Julie Steele at 208-525-7149. Contacts can also be made by e-mail at daphne.taylor@vr.idaho.gov, tina.hernandez@vr.idaho.gov, or julie.steele@vr.idaho.gov. The five counselors can also make referrals to the other network partners if needed by using the Referral Form for Regions 6 and 7 developed by DOL. The counselors in the regional office also utilize the Live Better Idaho Web Site developed through H&amp;W to look up information regarding network partners for the referral process.</p>

**Name of Location** **Idaho Commission for the Blind and Visually Impaired-Vocational Rehabilitation**  
**Address** 1920 E 17<sup>th</sup> St. Suite 115, Idaho Falls, ID 83401  
**Hours of Operation** 8-5 Mon-Fri Closed all federal holidays  
**Phone** 208-525-7028  
**Email** mqueen@icbvi.idaho.gov

### Programs Available at Idaho Commission for the Blind and Visually Impaired – Vocational Rehabilitation

PROGRAMS AVAILABLE	SERVICE PROVIDER
Vocational Rehabilitation Blind Services	ICBVI

### AJC Network Linkage

Referrals to/from Partners in 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.

### Rexburg Network Partner Locations

**Name of Location** **Idaho Department of Health and Welfare**  
**Address** 333 Walker Drive, Rexburg, Idaho 83440  
**Hours of Operation** M – F 8:00 am – 5:00 pm  
**Phone** 1 877 – 456 - 1233  
**Email** MyBenefits.dhw.idaho.gov

### Programs Available at Idaho Department of Health and Welfare

PROGRAMS AVAILABLE	SERVICE PROVIDER
SNAP	IDHW/Self Reliance
TNAF	IDHW/Self Reliance
ICCP	IDHW/Self Reliance
MEDICAID/APTC	IDHW/Self Reliance

### AJC Network Linkage

Referrals to/from Comprehensive Center – Narrative Description
The Comprehensive Work Center staff will access program information using the Live Better Web Site in order to assist customers. SNAP and TNAF 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, TNAF 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 Live Better 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.

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**Name of Location** **Idaho Division of Vocational Rehabilitation**  
**Address** 155 West Main Street, #3, Rexburg, ID 83440  
**Hours of Operation** Monday – Friday 8am to 5pm Availability after hours by appointment only  
**Phone** (208) 356-4190  
**Email** cindy.barney@vr.idaho.gov

#### Programs Available at Center

PROGRAM	SERVICE PROVIDER
WIOA Title-IV VR	IDVR

#### AJC Network Linkage

##### Referrals to/from Comprehensive Center – Narrative Description

Sheila Hadden and John Hart go to the Rexburg DOL office as needed to staff cases with DOL's WIOA consultants. VR intakes or staffings can be scheduled by contacting Cindy Barney, John Hart, or Sheila Hadden at 208-356-4190 or Sheila Hadden at 208-360-6431. Contacts can also be made by e-mail at cindy.barney@vr.idaho.gov, john.hart@vr.idaho.gov, or sheila.hadden@vr.idaho.gov. Sheila and John also make referrals to the other network partners if needed by using the Referral Form for Regions 6 and 7 developed by DOL. Sheila and John also utilize the Live Better Idaho Web Site developed through H&W to look up information regarding network partners for the referral process.

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### Salmon Network Partner Locations

**Name of Center** **Idaho Division of Vocational Rehabilitation**  
**Address** 1301 Main Street – Unit #4 Salmon, Idaho 83467  
**Hours of Operation** Monday – Friday 8am to 5pm Availability after hours by appointment only  
**Phone** (208) 756-2114  
**Email** rose.schwarz@vr.idaho.gov

#### Programs Available at Center

PROGRAM	SERVICE PROVIDER
WIOA Title-IV VR	IDVR

#### AJC Network Linkage

##### Referrals to/from Comprehensive Center – Narrative Description

Melinda Gordon VRC and Rose Schwarz are located in the same office complex with DOL. They have the ability as needed to staff cases with DOL's WIOA consultants. VR intakes or staffings can be scheduled by contacting Rose Schwarz or Melinda Gordon at 208-756-2114. Contacts can also be made by e-mail at rose.schwarz@vr.idaho.gov or melinda.gordon@vr.idaho.gov. Melinda and Rose also make referrals to the other network partners if needed by using the Referral Form for Regions 6 and 7 developed by DOL. Melinda and Rose also utilize the Live Better Idaho Web Site developed through H&W to look up information regarding network partners for the referral process.

**Referral Form, Region 6**

**\*Service Provider: Department of Labor (DOL), 1515 E Lincoln Rd, Idaho Falls; (208) 557-2500 ##2848**

☐ **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 (208) 557-2500, Sonya at ##3027, Idaho Falls DOL – Currently Center Partners is an East Idaho Company with TAA approval.

☐ **Jobs for Veterans:**

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

☐ **Workforce Innovation and Opportunity Act (WIOA)**

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

☐ **WIOA Youth:**

Contact: Jeanne Kerbs in Idaho Falls/Rexburg at (208) 557-2500 ##4046  
Julie Dodd in Salmon at (208) 557-2500 ##3012

☐ **WIOA Adult:**

Contact: Laurelee Montgomery in Idaho Falls/Rexburg at 557-2500 ##3171  
Julie Dodd in Salmon at (208) 557-2500 ##3012

☐ **WIOA Dislocated Worker**

Contact: Windy Keele in Idaho Falls/Rexburg at (208) 557-2500 ##3053  
Julie Dodd in Salmon at (208) 557-2500 ##3012

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

☐ **TANF (TAFI) (cash benefits)**

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

☐ *Vocational Rehabilitation*

Description of Referral: Referrals can be made to Sheila Hadden at (208) 356-4190 or 155 W. Main #3 in Rexburg; Sheila is in Idaho Falls at DOL Monday and Fridays. John Orose, Regional Manager, 1825 Hoopes Ave., Idaho Falls; (208) 525-7149.

☐ *Vocational Rehabilitation – for the visually impaired*

Description of Referral: The Idaho Commission for the Blind and Visually Impaired utilize counselors specialized in visual impairments. Referrals can be made in person to 1920 E 17<sup>th</sup> Ste. 115, Idaho Falls or by phone to Matt Queen or Heidi Gainan at (208) 525-7028.

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

☐ *Adult Basic Education - Theresa Groenewold, Sandie Takahashi*

Description of Referral: Referrals can be made by phone or in person. CEI Adult Basic Education Room 340, (208) 535-5386. Sandie can also be reached at (208) 535-5372, or at the DOL at (208) 557-2500 ##4439.

☐ *Perkins - Career Technical Education (CTE)*

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

☐ *Work Force Training (CTE)*

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

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

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

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

**\*Service Provider: Experience Works, (208) 734-3305**

☐ *Senior Community Service Employment Program*

Description of Referral: Referrals can be made to Margie Alexander at (208) 734-3305, [margie\\_alexander@experienceworks.org](mailto:margie_alexander@experienceworks.org)

☐ [Livebetteridaho.org](http://Livebetteridaho.org) Community services...Helping Idahoans seek, find, and access services online.