

MEMORANDUM OF UNDERSTANDING FOR THE IDAHO ONE STOP SYSTEM

IDAHO DEPARTMENT OF COMMERCE AND LABOR

INTRODUCTION

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the Workforce Development Council, hereafter referred to as "the WDC" and the One Stop delivery system signatory partners, hereafter referred to as "the One Stop partners" or "partners" to describe how their various funding streams and resources will be utilized to better serve their mutual customers, both job seekers and employers, through an integrated system of service delivery operated at comprehensive sites known as *IdahoWorks* Career Centers and satellite sites, called *IdahoWorks* Career Connection sites. It is understood that the development and implementation of these Centers will require mutual trust and teamwork among the One Stop partnering agencies and the WDC, working together to accomplish the shared goals.

PURPOSE

The purpose of this MOU is to establish the framework for operation of the One Stop system in a manner that maximizes services to system customers while making efficient use of public resources.

STRATEGIC VISION FOR THE ONE STOP DELIVERY SYSTEM

The partners to this Agreement agree to support the goals of the Workforce Investment Act of 1998, hereafter referred to as WIA, including:

- Streamlining customer services in the One Stop delivery system
- Empowering individuals through access to information on programs, services, and outcomes available through the One Stop system
- Universal access to core services for all individuals entering the workforce investment system
- Accountability for performance and customer satisfaction

The partners agree to share accountability for achievement of the Workforce Development Council goals in attachment #1 and commit to the Vision, Guiding Principles and Goals for the One Stop system in attachment #2 to this Agreement.

PARTIES AND PROGRAM SERVICES

The partners, programs and services offered as part of the One Stop system are included as attachments to this MOU.

JOINT RESPONSIBILITIES

Leadership

The WDC will set the vision and goals for the workforce investment system and will assist partners in continuously improving the system. The One Stop partners will be responsible for coordinating delivery of services in the One Stop system. Partners will share joint responsibility for providing leadership in the design and delivery of shared processes or services offered by the partners.

System Integration

The partners will promote system integration to the maximum extent feasible through the cross training of staff, use of common and/or linked information systems and participation in a continuous improvement process designed to improve processes and increase outcomes and customer satisfaction.

Cost Sharing

Partners agree to enter into a cost sharing agreement on an annual basis to support the cost of shared services and jointly occupied facilities. Such agreement shall meet the principle of proportionate responsibility for support of services. Cost allocation among partners shall meet the WIA and its regulations, OMB circulars A-21, A-87 and A-102 state rules and policy guidelines and any local policies regarding cost sharing.

Confidentiality

Customer information, on employers and job seekers, will be shared in accordance with separate information release agreements. Partners agree that confidentiality of customer information will be maintained at all times.

SEPARATE RESPONSIBILITIES

Administrative Management

Grants Management

Each partner will be responsible for managing funds and activities under their control. Grant administration, including grant management, fiscal activities, evaluation/reporting, and overall coordination activities will be the responsibility of individual partners.

Compliance

Each partner shall be responsible for ensuring that its activities are in compliance with the WIA, their respective authorizing legislation and all attendant regulations, policies and procedures set forth by the federal or state government or the WDC.

Hold Harmless

Each partner to this Agreement will assume liability for its actions and the actions of its agents under this agreement. Each partner shall hold harmless, defend and indemnify all other partners to this agreement from any and all claims for damages, including costs and attorney fees resulting in whole or in part from the partner or its agent's activities under the Agreement.

Operational Management

Center Management

The Center Operator is responsible for the day-to-day operation of the identified facility. The Center Operator will coordinate with partners to ensure their staff is scheduled appropriately within the Center, respond to questions of an operational nature and manage the facility. Partners shall be billed for their proportionate share of costs as agreed to in the annual resource sharing agreement or notified that costs are so minimal as to be considered immaterial.

Delivery of Core and Intensive Services

Each partner shall be responsible for participating in the delivery of core and intensive services as agreed to in attachments to this agreement.

Eligibility

Each partner shall be independently responsible for determining eligibility for their respective programs. When making an eligibility determination under Title IB of the WIA, the One Stop Operator and other providers of WIA services may, at their discretion, consider the assessment information of other partners regarding an individual's need for intensive or training services.

Staff Management

Each partner shall be responsible for providing the direct supervision and control of its staff in such matters as selection and hiring decisions, personnel planning and evaluation, salary and benefits and other matters directly pertaining to an employer-employee relationship. Each partner will facilitate cross training opportunities and cooperative staffing arrangements within each One Stop Center and Affiliate center.

TERMS/CONDITIONS

Period of participation

The partners agree that the terms of this Agreement will take effect as of July 1, 2006 and will continue until such time as any partner or partners, shall modify, extend or terminate this agreement as provided below.

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. If such action fails, the parties agree to use the dispute resolution process which may include notice to appropriate Federal agencies to aid in resolution.

Incorporation of Additional Partners to Agreement

The WDC or partners may agree to invite other organizations to participate. If such an invitation is issued and accepted, the organization will be considered a partner from the date of its

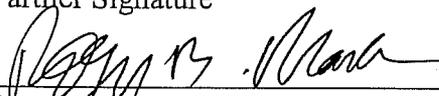
acceptance letter and the review and approval by the WDC. Partners will review the Cost Sharing Agreements to incorporate any necessary changes to payments for shared costs as a result of the new partner participation.

Withdrawal from or Termination of the Agreement

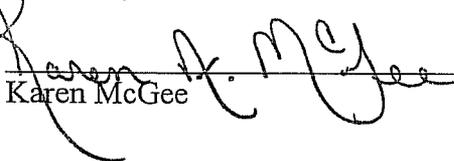
Any partner to this Agreement may withdraw its participation in the Agreement, in whole or in part, upon giving written notice of at least 30 days, provided that a written explanation of the scope of withdrawal and the reasons for that withdrawal are included in the written notice. In such cases, the Cost Sharing Agreement will be examined by all remaining partners to assure the continuation of the concept of proportionate cost sharing. This Agreement 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 Agreement for their party, including all written notices.

The partners to this agreement evidence their acceptance of its terms by their signatures below:

Partner Signature


Roger B. Madsen Director Idaho Commerce and Labor 1/08/07
Title Agency Date

WDC Signature


Karen McGee Chair Idaho Workforce 1/08/07
Title Development Council Date

Attachments

- WDC Goals and Objectives
- WDC Vision, Goals for the One Stop system
- Service Descriptions
- Annual Cost Sharing Agreements

Memorandum of Understanding
For the Idaho One Stop System Services
Offered to Participants in the One Stop System

1. One Stop Partner Organization

Organization Name: **Idaho Commerce and Labor**
 Organization Contact: **Rogelio Valdez**
 Street Address: **317 Main Street**
 City, State ZIP: **Boise, ID 83735**
 Contact e-mail: **RValdez@cl.idaho.gov**
 Contact phone: **(208) 332-3570 ext 3163**

2. Mandatory Programs

The organization named above is responsible as the administrative entity for the oversight of the following programs identified in the Workforce Investment Act as a mandatory One Stop partner program (check all that apply):

Check all that apply	Name of Program
X	Wagner-Peyser – Employment Service
X	Veterans – DVOP/LVER
X	Unemployment Insurance
X	Trade Adjustment Assistance
X	Work Opportunity and W2W Tax Credits
X	Economic and Community Development ¹
X	WIA Adult, Dislocated Worker, Youth
	WIA Job Corps
	WIA Native American
	WIA MSFW
	Title V SCSEP
	Vocational Rehabilitation
	VR for the Blind
	VR Client Assistance
	Adult Basic Education
	Carl Perkins Vocational Education ²
	CSBG Employment & Training ³
	HUD E&T ³

3. Optional Programs

The organization named above is responsible for the following programs designated as “optional” one stop partners and commits to coordinating these services in the One Stop system.

Check all that apply	Name of Program
	TAFI (TANF)
	Food Stamps Employment & Training

¹ State required – information and referral to state and community resources

² Required only if funds are used for non-traditional training or services offered to target groups

³ Required only if funds are used for employment & training

	Foster Youth Education and Training
X	Workforce Development Training Fund
X	Incumbent Worker Revolving Loan Fund
	Correction's education and transition
X	Other: Regional Travel & Convention Grants
X	Other: Rural Community Block Grants
X	Other: SBIR and SBTT Technical Assistance
X	Other: Gem and Rural Community Review Technical Assistance

4. Services to be Offered in the One Stop System

The Idaho Department of Commerce and Labor agrees to the following provisions adopted by the WDC:

- Required One Stop partners will make applicable core services available and provide access to other services in at least one physical One Stop Center within each workforce region;
- Partners may utilize any authorized methodology to deliver core services provided the methodology
 - is consistent with the partner's authorizing legislation and the WIA;
 - does not require the customer to travel to another location to obtain the core service; and
 - meets minimum standards of accessibility set forth in Section 188(a)(1) of the WIA.

The Department of Commerce and Labor agrees to provide the following services through the One-Stop delivery system.

Core Services – Unrestricted: Available to all persons

Registration for basic services – the initial step into the One-Stop system. The registration usually is for the job search resources of the One-Stop, but can include filing a claim for Unemployment Insurance. The initial registration may occur electronically accessed within the One-Stop facility or via the Internet, or by personal interview.

Determination of eligibility – For programs that are restricted by eligibility requirements, this process gathers facts/documents necessary for program eligibility. This can occur at the time of initial registration or subsequently with the applicant supplying the verifying information prior to determination.

Outreach, intake and orientation to the information and services available through the One Stop system including services targeted to special populations including migrant and seasonal farm workers, veterans, older workers, Native Americans, minorities groups, and persons with disabilities.

Initial assessment - the process of gathering information about an individual's skill levels, aptitudes, abilities and supportive service needs to make an initial assessment of services or programs most appropriate for an individual.

Job search and placement assistance – activities to provide job seekers with specific and general information designed to help them carry out a successful job hunting strategy. Subjects may include labor market information, application/resume writing, interviewing techniques, skills identification, why you're hired, and other work search strategies.

Referral to other service providers - referrals will be made according to local agreements and/or usual practice. The same conditions apply to referrals to the Department by other service providers or sources. To the extent possible and practical, results of referral will be made known to each party.

Labor market statistics and information - accurate information relating to local, regional, and national labor market areas, including:

- Job vacancy listings in the local labor market area;
- Information on job skills necessary to obtain the jobs listed;
- Information relating to local occupations in demand and the earnings and skill requirements for such occupations; and,
- Regional and national information of similar scope.

Resource Center – collection of materials and equipment to assist customers in their job search activities or gaining knowledge of workforce dynamics and practices. This includes maintaining Career Information System access, internet access to relevant sites, computer applications, news papers, magazines, other service provider information, and community notices.

Performance information and program cost information on eligible providers of training services when available;

Information regarding how the local area is performing on the local performance measures, and any additional performance information with respect to the One Stop delivery system in the local area.

Accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate.

Assist persons in preparing claims for unemployment compensation. Provide employers, applicants, claimants, and general public on unemployment insurance policies and requirements.

Assistance in establishing eligibility for welfare-to-work activities (not currently available in Idaho), programs of financial aid assistance for training and education programs (Pell grants) and other Federal, state or local resources that are not funded under WIA and are available in the local area. This assistance may include referrals to specific agencies; information relating to, or provision or, required applications or other forms; or specific on-site assistance.

Follow-up services - the process of maintaining contact with participants in-person, by telephone or other procedures, to determine if additional services are required to maintain or obtain employment. Follow-up, for a minimum of 12 months after the first day of the employment, is required for participants who are placed in unsubsidized employment. (Restricted to certain programs.)

Assist employers in holding job fairs, recruiting efforts, and providing interviewing facilities. Offer public information programs, including printed, electronic, and verbal presentations, on workforce issues and department programs.

Provide current information on departmental programs to other service providers., community officials, and general public. Provide general economic and community information to visitors, callers, and the like.

Intensive Services – Restricted; Program eligibility rules apply and vary by program

Intensive Services are intended to identify obstacles and provide a higher degree of intervention to assist eligible unemployed adults and dislocated workers who are determined unable to obtain or retain employment through core services. Intensive services may also be provided to employed workers to obtain or retain employment that will lead to self-sufficiency as defined by State policy.

Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:

- diagnostic testing and use of other assessment tools; and
- in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

Development of a written individual employment plan, identifying the employment goals, steps and timetables, and combination of services needed for the participant to achieve a specific occupational goal.

Group or individual career counseling: ongoing or one-time assistance from a qualified staff person to aid the participant in gaining a better understanding of themselves so that they can more realistically choose or change an occupation, or make a suitable job adjustment. Career counseling can be provided directly to an individual or through group services.

Case management for participants seeking training services; the provision of ongoing one-on-one personal assistance including, but not limited to, providing information and guidance pertaining to vocational choice, assistance in obtaining training and services to reach employability, and follow-up services over a period of time required to obtain employment.

Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Out-of-area job search assistance; financial assistance for travel expenses when traveling outside the normal commuting distance for job interviews or to make direct employer contacts where there is a strong potential for employment.

Referral to and/or enrollment in literacy activities related to basic workforce readiness; includes training which will enhance the employability of the participant by upgrading basic skills. Participants may be enrolled in remedial education to enhance basic reading and math skills, English as a second language (ESL), GED preparation to obtain a high school equivalency diploma or basic computer skills commonly used in a variety of occupations and industries.

Relocation financial assistance for moving and relocation expenses when the participant receives a definite, permanent job offer which is contingent upon moving to within commuting distance of the job. Relocation assistance is prohibited to encourage or induce business relocation that would result in a loss of employment at the original site or 120 days after relocation and commencement of business if a loss of employment was encountered at the original site.

Internships are a short-term or part-time work assignment with a private for-profit employer. Internships are appropriate for a participant who needs assistance in becoming accustomed to basic work requirements.

Work experience is a short-term or part-time work assignment with a public, private nonprofit or private-for-profit worksite for a participant who needs assistance in becoming accustomed to basic work requirements; and should promote the development of good work habits and basic work skills.

Filing for Unemployment Insurance, Trade Adjustment, and other program benefits should the applicant need assistance in making the claim.

Training Services – Restricted; Program eligibility rules apply and vary by program

Training Services includes classroom and other occupational training services designed to equip eligible adults and dislocated workers to enter the workforce and/or retain employment. Training services may be made available to employed and unemployed adults and dislocated workers who:

- Have met the eligibility requirements for intensive services, have received at least one intensive service, and have been determined to be unable to obtain or retain employment through such services.
- After an interview, evaluation, or assessment, and case management, have been determined by a One Stop operator or One Stop partner, to be in need of training services and to have the skills and qualifications to successfully complete the selected training program.
- Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.
- Are unable to obtain grant assistance from other sources to pay the costs of such training, including Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants.
- For individuals whose services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system;

Occupational skills training is training conducted in a classroom setting and is designed to provide individuals with the technical skills necessary to perform a specific job or group of jobs. Participants may be enrolled in vocational technical skills training or academic skills training;

On-the-job training is training conducted by a private or public sector employer and occurs while the participant is engaged in productive work, learning the skills and information necessary for full and adequate performance on the job.

Programs that combine workplace training with related instruction which may include cooperative education programs.

Training programs operated by the private sector.

Skill upgrading and retraining is training provided to an individual already in the workforce, who is in need of additional training to advance in their current employment and attain self-sufficiency.

Entrepreneurial training is training provided to an individual for the purpose of providing the management skills required to start up and operate a business.

Job readiness training which is defined as pre-employment/work maturity skills.

Adult education and literacy activities provided in combination with other training services.

Customized training that is designed to train individuals for specific occupations in a new or expanding business or industry conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Permissible Local Employment and Training Activities: Adult and dislocated worker funds provided to local areas may also be used to deliver the discretionary activities identified below and authorized in the Act:

- Customized screening and referral of qualified participants in intensive services to employers.
- Customized employment-related services to employers on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act.

Training/Services Vouchers On a special project basis or as an option to regular procedures, issue training/service vouchers to a program participant. These generally will have a stated value, define use requirements/restrictions, and provide instructions for redemption.

Employer Services – Unrestricted; Available to all*

Employers often are the beneficiaries of services provided to One-Stop non-employer customers. The Department offers employers services for employers as the primary customer. Included in the One-Stop system are these employer services:

- Filing job orders, preliminary screening and referring applicants, referral follow-up, and amending job order specifications as necessary to provide appropriate and adequate referrals.
- Assisting employers in defining job duties for job orders, training programs, and meeting basic legal requirements.
- Recruiting applicants to increase the labor pool. Recruit applicants for a particular employer via special efforts such as job fairs.
- Placing job orders on the Internet. Employers are provided options with regard to such listings.
- Including in the Resource Centers employer-oriented materials. Provide employers with list of mandatory worker and employer posters.
- Offering assistance in employer/community economic development activities. The assistance will vary according to need but can include labor market data, labor availability analyses, and referral to local and state economic development officials.
- Provide educational seminars on relevant topics and participate in local business groups.

*The Department maintains a “denial of service” list of employers that violated statutory or regulatory provision(s) of applicable laws.

Special Programs – Some restrictions might apply

The Department administers a variety of grant and assistance programs that are designed to enhance the state’s economic and workforce development. These programs, authorized and funded by a variety of federal and state statutes, are administered at the state level. The One-Stop system serves as an information source for these programs and program information is included in the Department’s internet content portfolio.

Funding of these programs is subject to annual appropriations and, therefore, can vary significantly.

Financial Assistance Programs

Workforce Development Training Fund - Grants to business for employee training in order to increase the number of employees. Grant amounts average \$2,000 per employee.

Community Development Block Grants - Grants to counties or cities of less than 50,000 population to build infrastructure and facilities that will lead to economic development.

Rural Community Block Grants - Grants to small communities <10,000 population for public infrastructure and building facilities necessary for business expansion.

Idaho Regional Travel and Convention Grant Program - Grants to local and regional tourism-related organizations to promote tourism within the state.

Incumbent Worker Revolving Loan Training Fund – Loans to qualified employers to finance the training of employees. Priority is given to the trucking and health care services industries.

Technical Assistance Programs

Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STIR) - Two competitive grant programs sponsored by various federal agencies with the objective of increasing the nation’s productivity through research and innovation. The department’s Office of Science and Technology provides technical assistance to those proposing projects to be funded by these programs.

Gem Communities and Rural Community Review Programs - Two different programs in which a team of experts review a community’s assets and weaknesses in terms of economic development potential. The team assists community leaders in developing an action plan for future growth.

4. Location and Strategy for Providing Services

Identify any One Stop Centers where services will be delivered on a

- *Full time basis*
- *Part time basis*
- *Electronically*
- *Print or other media*

One Stop Center	Full time	Contracted to Operator	Part time	Electronic	Print or other media
24 local offices See attached list	All Services	None		Dept.-wide network & internet pages. Some network access is restricted.	Every office has a Resource Room. Access to internet and download/print utilities.

Identify the primary location of service delivery if not in the One Stop Center and note if these locations are intended to be affiliate centers.

Each of the department's 24 local offices is a primary service location. However, some of the local offices make arrangements to periodically visit another location to provide workshops, hold group UI/ES/WIA intake sessions (primarily in a mass layoff or plant closure situation), or to provide another service. Examples of this extension occur in activities with local schools, prisons, or as a part of another service providers programs in which the department's services are explained.

5. Cost Sharing

All required one stop partners are required to use a portion of their funds to create, maintain and participate in the One Stop delivery system and to provide their core services.

- Full Time Co-location

The Workforce Development Council required that those partners co-locating full time in a center enter into a separate cost sharing agreement that ensures the partner pays a fair share of the costs of operating the center. A copy of such agreement is attached to this agreement.

ICL is the One-Stop Operator and manages all 24 local One-Stop Centers. ICL has an approved cost allocation plan to distribute costs among programs operated by ICL. Separate agreements are negotiated for any partner co-locating in an ICL One-Stop Center. Agreements are not required for a partner's incidental use of an ICL facility or if the partner's use is deemed to be not significant in terms of level of services provided as a proportion of all services delivered in the One-Stop Center. Any agreements are attached to partner agreements or are available for inspection.

- Part Time or Visiting Partners

As of this Agreement effective date, this section does not apply. However, should such a facility sharing situation occur during the life of this Agreement, the following provision will apply.

The visiting partner agrees to assume responsibility for a fair share of the common costs of the Center based on a pro-rata share of participants of each partner who use the center. The partner agrees to provide a list of participants enrolled in their program at least once each fiscal period, at a time and in a manner to be agreed upon by partners to this MOU for the purpose of establishing the fair share of common costs. If costs are determined to be immaterial based on the participation of partner participants, no costs will be assigned to the partner. If costs are determined to be material, a separate agreement will be negotiated and affixed as an addendum to this agreement.

6. Referral Arrangements

Describe in detail how referrals will be made to partners and list any requirements for receiving referrals from partner programs; e.g., are referrals made electronically or recorded, do you make phone referrals, send referral cards, etc.

- Describe your process for referral to the One Stop system partners

ICL staff refers customers to partner programs using a variety of methods. Referrals are made by phone, e-mail, and referral cards depending on what is best for the partner and the customer. Information on system partners is also available in the resource centers so that customers may self-refer to partners as well.

- Describe your process for referral from the One Stop system partners

ICL accepts all types of referrals from partners. Partners may refer customers to ICL by phone, e-mail, and referral cards.

7. Other comments or conditions not listed in the agreement

Partners may list any additional conditions related to their programs or services.

No additional conditions apply other than changes in Federal and/or State law, fiscal allocations and resource availability, or other such contingencies might affect the terms of this Agreement. In such a case, a modification or new Agreement might have to be prepared.

WIA Core Services

	WIA Adults	Dislocated Workers	WIA Youth	Job Corps ²	WIA Native American ¹	WIA MSFW	Wagner Peyser	U.I.	Economic & Comm. Dev ²	ABE	Vocational Rehabilitation	V.R. Blind	V.R. Client Assistance ³	SCSEP	Carl Perkins ⁴	Veterans DVOP/LVER	TAA NAFTA	CSBG E&T	HUD E&T ²	TAFI ⁵	Food Stamps E&T ⁵	
1. Eligibility for WIA – Title I	X	X	X	X	X	X	X			X	X	X	X	X		X	X	X	X	X	X	X
2. Outreach, intake, orientation	X	X	X	X	X	X	X			X	X	X	X	X		X	X	X	X	X	X	X
3. Initial Assessment	X	X	X	X	X	X	X			X	X	X	X	X		X	X	X	X	X	X	X
4. Job Search and Placement	X	X	X	X	X	X	X			X	X	X	X	X		X	X	X	X	X	X	X
5. Provision of Employment Statistics (Job Vacancies, job skills, occupations in demand)							X				X	X										
6. Program Performance information																						
Ø Title I eligible providers	X	X																				
Ø WIA Youth			X																			
Ø ABE eligible providers										X												
Ø Carl Perkins															X							
Ø Vocational Rehabilitation											X	X										
7. Area and OS performance	X	X	X																			
8. Supportive Service Info	X	X	X			X								X								
9. Filing UI Claims (info)								X														
10. Assistance in establishing eligibility for financial aid	X	X	X										X									
11. Title I Client follow-up	X	X	X										X									
1 Local Program Only – Five autonomous Native American Grantees will independently negotiate services with the WDC. Others do not have statewide presence.																						
2 Information and assistance at all locations, specialized support centralized; referral to community resources																						
3 Local Program Only with offices in Boise, Pocatello, Moscow																						
4 Carl Perkins generally does not operate programs; therefore, core services apply only if local entity provides a program for non-traditional training or to target groups.																						
5 TANF and Food Stamps Employment and training are voluntary One Stop Partners.																						

WIA Core Services Methodologies Delivery Considerations	WIA Adults	Dislocated Workers	WIA Youth	Job Corps	WIA Native American ¹	WIA MSFW	WIA Veterans ²	Wagner Peyser ES	U.I.	ABE	Economic and Community Development	Vocational Rehabilitation	V.R. Blind ³	V.R. Client Assistance	SCSEP	Carl Perkins ⁴	Veterans DVOP/LVER	TAA NAFTA	CSBG E&T	HUD E&T1	TAFI ⁵	Food Stamps E&T ⁵		
	1 Population Served	X						X			X													
	Universal								X															
Restricted		X	X			X						X	X						X				X	
2. Preferred Delivery Process(es) – Minimum offered																								
Technology (Idaho Works, phone, video) and/or printed – Unassisted at the center	X	X	X			X	X	X	X	X		X	X			X	X	X	X				X	
Cross-Training of staff										X	X													
By Appointment or Itinerant						X	X	X		X	X	X	X		X		X	X						
Co-location – Part time							X	X		X	X				X				X					
Co-location – Full time	X	X	X																					
Cost Reimburse Center Partners	X	X	X							X					X									
3. Limitations																								
Services may be performed only by agency staff										X	X	X	X										X	

[1] Local Program Only

[2] This is a competitive grant program currently operated by IDOL. Core services provided by Job Service Veterans' Representatives.

[3] Local Program only with offices in Boise, Pocatello, Moscow

[4] Carl Perkins generally does not operate "programs"; therefore, core services apply only if local entity provides a program for non-traditional training or to target groups.

[5] TANF and Food Stamps Employment and Training are voluntary One Stop Partners.

IDAHO ONE STOP CENTERS

Center Directory

North Idaho Centers

Bonnars Ferry

6541 Main Street
Bonnars Ferry, ID 83805-8521
Phone: (208) 267-5581
Fax: (208) 267-3797
E-mail: bonnersferrymail@cl.idaho.gov
Dave Darrow, Manager

Grangeville

305 North State Street
P.O. Box 550
Grangeville, ID 83530-0550
Phone: (208) 983-0440
Fax: (208) 983-0302
E-mail: grangevillemail@cl.idaho.gov
Heather Sawyer, Manager

Moscow

1350 Troy Road, Ste. 1
Moscow, ID 83843-3995
Phone: (208) 882-7571
Fax: (208) 882-8324
E-mail: moscowmail@cl.idaho.gov
Kris Yacks, Manager

Sandpoint

2101 West Pine Street
Sandpoint, ID 83864-9399
Phone: (208) 263-7544
Fax: (208) 265-0193
E-mail: sandpointmail@cl.idaho.gov
Bridgette Bradshaw-Fleer, Manager

Silver Valley

35 Wildcat Way, Suite A
Kellogg, ID 83837-2253
Phone: (208) 783-1202
Fax: (208) 783-5561
E-mail: silvervalleymail@cl.idaho.gov
Beth Grigg, Manager

Coeur d'Alene

1221 W. Ironwood Drive, Suite 200
Coeur d'Alene, ID 83814-2668
Phone: (208) 769-1558
Fax: (208) 769-1574
E-mail: cdamail@cl.idaho.gov
JoAnn Edmiston, Manager

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