



**Central Western Maine
Workforce Development Board**

October 27, 2021

Topic: Board of Directors Meeting
Time: 9:00am – 10:30 a.m.
Zoom link: <https://us02web.zoom.us/j/8568063574>
Meeting ID: 885 0176 0960
Passcode: workforce
Call-in #: 1 (929) 205 6099
Call-in code: 472 474 227

1. Call to Order
2. Review and Approve Last Meeting's Minutes
3. Financial Update
4. Reporting and Service Delivery Update
5. Introductions of New Board Members
6. Board Elections
7. High Risk Status Letter Workshop and Review
8. Next Steps for the Board (Roles & Responsibilities, Board Openings, etc.)
9. Other New Business
10. Adjourn

Meeting Notice – <https://cwmwdb.org/aboutus/upcoming-meetings/>



**Central Western Maine
Workforce Development Board**

July 28, 2021

Topic: CMMWDB Board Meeting – Quarter 3
Time: 9:00am-10:30am
Call: 1 (929) 205 6099
Meeting ID: 885 0176 0960
Zoom link:

<https://us02web.zoom.us/j/88501760960?pwd=YVhqQnU5MCtzOVJtHk3K3BjdzhYUT09>

Board Members: Dr. Alexis Mann, Amy Landry, Diane Frigon, Elizabeth Keene, Grant Provost, Harvey Smith, Jim Trundy, Dr. Josh Henry, Kelly Aho, Laurie Glidden, Razell Ward, Susan LeClair

CMMWDB Staff: Stacy Kilroy, Erica McCarthy

Contractors: Erin Benson, Sara McLaughlin, Susan Cerini, Tom Fernands

Members Absent: Amanda Gallant, Cathy Witherspoon, Larry Robinson, Michelle Hawley, Nick Paquet, Peter Wright, Trampas Hatches

1. Call to Order – Acting Chair Kelly Aho

The meeting was called to order at 9:04am by Acting Chair Aho, followed by a roll call led by Ms. Kilroy. There was a quorum of Board Members in attendance.

2. Minutes Review – Acting Chair Kelly Aho

There were two meeting minutes that needed to be approved at this meeting. A motion to approve the Quarter 2 Board Meeting minutes was made by Ms. Ward and seconded by Mr. Provost. A motion to approve the Special Budget Meeting minutes was made by <undetermined at 07:59> and seconded by Ms. Ward. Each set of minutes were approved by a full vote from the Board. There were no nays or abstentions for either meeting.

3. Service Provider Update – Susan Cerini

Ms. Kilroy introduced Ms. Cerini from the Eastern Maine Development Corporation. Ms. Cerini provided an update to the Board on EMDC's activities and results, starting with the operational budget and program uses of the service provider. Ms. Kilroy made it clear direct service payments were the majority of what CMMWDB does. Ms. Cerini was excited to report about location-specific information starting at the next quarterly meeting. The good news was that EMDC was installing new software where locations could be more easily broken down. Ms. Cerini said more information would be available at the next

quarterly meeting and appreciated patience as EMDC was working toward that. Ms. Cerini shared a PowerPoint that discussed where the funding went. Ms. Cerini explained EMDC's idea was to take services to where people are and they were working on an outreach plan; for example, there is an EMDC office at the Augusta Career Center with five EMDC staff, two of whom were actually enrolled in the program and working as peer connectors serving throughout the region. There were three staff positions at the Northern Kennebec Valley Career Center in Hinckley, with one current vacancy. In the Farmington region, there were two EMDC staff at the Community Concepts office. The Lewiston Career Center had eight staff positions, with two current vacancies. Up in Rumford, there were two EMDC staff at the River Valley Technical Center. Finally, there is an itinerant EMDC office space at the Oxford County Chamber of Commerce site in South Paris with staffing utilized as needed. Ms. Cerini then went over some of the projects that started in the fourth quarter, including: Certified Medical Assistant; CMA with Phlebotomy; CNC Machining; Construction; Personal Support Specialist. The last two were completed in the fourth quarter. New projects in process included: Certified Nurse Aide; Youth Academy (Fall); Computer Training; Personal Support Specialist; Certified Medical Assisting; and Child Development Associate. Ms. Cerini then discussed enrollment numbers by county of individuals who have been served. For PY2020: Androscoggin (128); Kennebec (57); Franklin (54); Oxford (47); Somerset (26). 312 individuals were served in PY20; for PY21, that number was currently 197. She explained EMDC was working closely with employers to identify their needs, as well as new enrollees who were not familiar with the services available to them. She concluded with a slide about what to expect going forward: staff introductions at board meetings; live success stories; updates on EMDC's new accounting system and progress on reporting out on funding by location; updated enrollments and types of supportive services being provided; and business updates and information by county.

Ms. Glidden thanked Ms. Cerini for the information and said they were doing a great job. She was interested in knowing how EMDC was getting the word out about their programs, to which Ms. Cerini said any way possible, such as social media and flyers. Ms. Cerini emphasized the importance of collaboration among partners. Ms. Kilroy wanted to highlight how good EMDC was at messaging about recruitment sessions through social media, word of mouth, graduation supplements, and so on. Working with digital and in-person resources was vital, and Ms. Kilroy said EMDC had been working well with CWMWDB on providing access points to service. Ms. Aho appreciated the PowerPoint and seeing the folks who were involved at the different locations. Ms. Cerini told the Board the EMDC intake email for anyone interested in the program was workforce@emdc.org.

Finally, Ms. Cerini mentioned EMDC was going through some changes and they had recently hired Ms. Benson as their new Director of Workforce. Ms. Benson had served WIOA programs up in Aroostook County, so she was familiar with what we were doing. Ms. Benson introduced herself and gave the Board some biographical information, such as how she spent 24 years working in the higher education world. Ms. Cerini also gave kudos to Mr. Fernands, EMDC's data person who provided a huge help.

4. Financial Consultant / Accountant Update – Sara McLaughlin

Ms. Kilroy introduced Ms. McLaughlin, who provided an update on finances. Ms. McLaughlin discussed the budget report, explaining the fiscal year ran from July to June. In summary, CWMWDB had four contracts (one of them divided into two) and an administrative budget of \$346,130. There was an actual surplus of \$56,629. Two things happened: some staff turnover (salaries/fringe) and subsequent recruiting, and also COVID-related restrictions and impacts (e.g., supplies, travel, conferences, software like Zoom and Dropbox). Ms. McLaughlin said she was happy to provide more information if requested, just call or email her.

Ms. Aho asked if, looking ahead, Ms. McLaughlin saw some of those COVID-impacted costs to balance out; Ms. McLaughlin said as she put the budget together for next year, she acknowledged software was prioritized over travel, for one example. Until proven otherwise, she did not necessarily see big changes coming to the current trends.

Looking at the spending by contract, EMDC spent out 73% of its funds for the WIOA 19/20 contract (100% of adult and dislocated worker, but just 35% of youth), Western Maine Community Action spent 100% of its funds before that, and the Board spent 100% of its administrative funds. For WIOA 20/21 formula funds, EMDC had spent 2% (because they were trying to spend out the previous contract) while CWMWDB was well into spending its funds (41%). For the funds that had been received for the NDWG Opioid contract, EMDC had spent 81% and CWMWDB had spent 100%; getting the next round of funding for that project would be key moving forward. Finally, the NDWG Covid contract: EMDC had spent 21% and CWMWDB had spent 29%.

Mr. Smith asked if it would be an issue if the admin was fully spent but the youth was not. Ms. McLaughlin said for formula funds, no; for discretionary funds, yes. She was constantly watching the figures. The administrative funds normally start on day one and the program spending catches up to it, and this contract was not ending for another twelve months. Ms. Kilroy said sending back funds was always bad; not spending what you have received by formula was poor performance, and she wanted to make that note.

5. New Business, Adjourn, and Meeting Notice – All

Ms. Kilroy mentioned the meeting schedule was on the website, but encouraged people to email her if they ever had any questions. Links would be sent out about Board re-enrollment, packet information, etc. in the fall as the new program year began. Ms. Aho clarified the next Board meeting was scheduled for October 27, 2021. Ms. Kilroy said a Doodle poll would be sent out about meetings in the next calendar year, as some Board Members had expressed an interest in finding new meeting times; Ms. Kilroy emphasized reaching out to her directly if there were any times Board Members were not available.

Ms. Kilroy introduced Ms. McCarthy to give some announcements. Ms. McCarthy said she had recently been married and was offered a position closer to home near her family in

Massachusetts. She was appreciative of everything the Board and staff have provided. Ms. Kilroy said Ms. McCarthy had been CWMWDB's first successful policy fellow. As CWMWDB restaffed, she had been working with the Chairs of the CLEOs and Board to identify the next generation of workforce leaders.

Ms. Kilroy said there was some great work being done in the region by the Strengthen L/A project and called on Dr. Mann to give an update on that. Dr. Mann said one of the goals of the program was to lean into the strengths of each partner, including CWMWDB. The program was a collective of community stakeholders trying to scale workforce placement, training, and educational opportunities; instead of building something from scratch, align efforts that were already underway; a win for workers, communities, and businesses. Ms. Kilroy said the 20-partner OneWorkforce system would be working closely moving forward, led by Ms. Cerini as the One Stop Operator.

Ms. Kilroy asked for news from the field from Ms. LeClair, the Augusta Career Center manager. Ms. LeClair explained there had been some great customer successes recently and appointments were still available; no one was turned away if staff were available.

A motion to adjourn was made by Ms. Aho at 10:10am, seconded by Ms. Ward. Future meeting notices can be found at <https://cwmwdb.org/aboutus/upcoming-meetings/>.

Central Western Maine Workforce Development Board
FY 6/30/21 Administrative Budget vs. Actuals as of September 30, 2021

Funding Overview (Multi-Year)	2020 WIOA	2021 WIOA	NDWG COVID-19	NDWG Opioid II	Total
Contract No.	20200604*3712	TBD	20200820*0646	TBD	
Start Date	7/1/20	7/1/21	8/10/20	7/1/21	
End Date	6/30/22	6/30/23	6/30/22	2/28/22	
Award Amount	\$ 1,780,603	\$ 1,713,096	\$ 515,000	\$ 1,677,177	\$ 6,082,440
Admin	178,060	171,309	51,500	167,458	622,899
Program	1,602,543	1,541,787	463,500	1,509,719	5,459,541
Spent as of 4/30/21	30,482	-	80,502	-	345,904
Admin	30,482	-	14,713	-	99,767
Program	-	-	65,789	-	246,137
Estimated Spend May-Jun 2021	331,217	-	28,196	-	429,950
Admin	54,739	-	2,972	-	57,711
Program	276,478	-	25,224	-	372,239
Estimated Reserve for FY 23+	-	112,757	-	-	112,757
Admin	-	112,757	-	-	112,757
Program	-	-	-	-	-
FY 21-22	1,418,903	1,600,339	406,302	1,677,177	5,566,068
Admin	92,839	58,552	33,816	167,458	352,664
Program (Estimated)	1,326,065	1,541,787	372,487	1,509,719	5,213,404

Detailed Administrative Budget	2020 WIOA	2021 WIOA	NDWG COVID-19	NDWG Opioid II	Total
Salaries	\$ 20,150	\$ 12,708	\$ 29,288	\$ 114,836	\$ 176,981
Fringe Benefits	5,176	3,265	4,528	38,978	51,946
Travel	341	215	-	1,944	2,500
Supplies	409	258	-	2,333	3,000
Other					
Outreach, Mktg & Advertising	3,986	2,514	-	-	6,500
Bank Fees & Interest Expense	153	97	-	-	250
Conferences	1,533	967	-	-	2,500
Contractual	761	480	-	4,335	5,575
Dues and Subscriptions	1,226	774	-	-	2,000
Insurance	1,533	967	-	-	2,500
Organization Expense	21	14	-	-	35
Payroll Processing Fees	862	543	-	-	1,405
Professional Fees					
Audit	6,132	3,868	-	-	10,000
Fiscal Mgmt.	34,035	21,465	-	-	55,500
Fiscal Monitoring	1,840	1,160	-	-	3,000
Legal	1,840	1,160	-	-	3,000
Postage & Delivery	61	39	-	-	100
Recruiting	341	215	-	1,944	2,500
Rent, Parking, Utilities	3,679	2,321	-	-	6,000
Software	8,349	5,266	-	757	14,372
Telephone and Network	409	258	-	2,333	3,000
Total, Administrative	92,839	58,552	33,816	167,458	352,664

YTD Actuals	
9/30/21	
27,629	16%
11,510	22%
1	0%
26	1%
243	4%
224	90%
-	0%
2,500	45%
1,000	50%
2,205	88%
-	0%
337	24%
-	0%
14,625	26%
-	0%
-	0%
-	0%
1,190	48%
1,500	25%
3,394	24%
133	4%
66,517	19%



Central Western Maine Workforce Region Report

September 2021
Monthly Report

A. Hiring Efforts – Staff Coverage

1. WIOA Service Provider Staff
Offer for Hinckley position has been sent.
2. NDWG Staff
All Service Provider NDWG staff have been hired and are working hard with both the ONEG and COVID-19 grants.
3. Peer Workers
One peer worker will be completing her service this month and one will be promoted to a WDS. The Service Provider will be filling 3 positions for the ONEG grant and then we will be filling 3 disaster relief workers for the COVID-19 Grant.
4. Board Staff
CWMWDB has hired two new full-time staff since Aug 30, 2021. Blaine Flanders is Senior Manager of Program Performance and Tobin Williamson is Director of Workforce Development.

B. Professional Development Efforts

1. Retraining Efforts
 - a. The Service Provider has brought back weekly training on Fridays for staff. These trainings are typically things EMDC has identified that need refreshers and/or new topics. A list of topics and agendas are attached in Attachment B. Any staff who does not attend the training is asked to watch the video and sign off on seeing it.
 - b. Monthly Data Day (9-27-2021) - The last Monday of the month is a DATA Day for staff. All staff gather at 9 a.m. for agenda items and direction for the day. Staff are then expected to complete a check list and self-monitoring. Please see attached an agenda (Attachment C) and the check list (Attachment D).
2. Quarterly
 - a. No data available.
 - b. No data available.
3. Annual
 - a. No data available.
 - b. CWMWDB: Tobin is currently working on Aspen Leadership Academy and Blaine is looking to attend Leadership Maine.

C. Graduations

No data available from the Service Provider.

D. Collaborative Meetings with Community Partners

1. Other Organization Meetings
 - a. Shanna Cox (Chamber) and Susan Cerini (EMDC): Shanna provided an overview around Strengthen LA and shared more about the voting that would take place for members on the steering committee. Susan took time to talk about the one



stop operator and discuss ways to collaborate.

Strengthen LA Steering Committee Meeting (9-29-2021) - Attended by Susan and Patti from EMDC and with Blaine and Stacy from the board. Blaine is now a voting member and Susan is a service member. Patti is still a voting member.

- b. Santasia is working and meeting with FEDCAP to organize a youth specific Academy with co-enrolled youth in both programs. It is in the early stages but with hopes of a November start.
 - c. Patti attended the Bureau of Rehab Services quarterly apprenticeship meeting on 9/23/21. There will be 6 new positions. 4 with BES (1 program manager and cc consultant stationed in Portland, Lewiston and Bangor), 1 person with the community college system and one person with BRS.
 - d. Patti Met on 09/24/21 with the Retail Association of Maine (Mari O'Neil), Consultants and businesses for Marketplace at Augusta (Ellyn Fleshner) and Augusta Adult and Community Education (Monique Roy). Reviewed the curriculum and may add the warehousing component. The current thought is to offer this as a "regular" adult ed class and have the Retail Assoc. and Marketplace connect successful students with employers. I sent information regarding OJT to Mari, Ellyn and Roger that they could use as talking points when meeting with employers.
 - e. Tobin and Blaine attended 'Potential Opportunities with LD1684' with the MDoE. (9/21/2021 and 9/20/2021)
- 2. MDOL Meetings**
- a. Laurie McDonnell hosted an ONEG report change informational meeting statewide. Blaine, Susan and Erin attended this meeting to best understand the new report process and updates. (9/30/2021)
 - b. Tobin and Blaine attended multiple ARPA listening sessions put on by MDOL and the SWB to help provide regional information to the state before they make ARPA funding decisions. (9/27/2021 and 9/23/2021)
 - c. Tobin, Stacy, and Blaine attended the Immigration Workforce Committee ARPA Listening Session put on by the SWB to help provide regional information to the state before they make ARPA funding decisions. (9/17/2021)

E. Program - General Orientation & Informational Events for Individuals

1. Ongoing weekly information session every Tuesday at 11:00am
2. Ongoing COVID-19 information session every Wednesday

F. Program - Region 3 - Targeted Recruitment Events for Individuals

1. 9-30-21: EMDC has sponsored a table at an event organized by Maine Recovery Advocacy Project. The event is at Mill Park in Augusta. We will have staff from connecting with opportunities there to staff the table and hopefully meet and recruit new participants!

G. Program - Employer Introductory or Continued Meetings

1. New Employer Relationships
9-22-21: SW Cole was introduced to Patti Saarinen. They are a geotechnical engineering, construction materials testing and special inspections firm with offices



throughout Maine. They have a need for a construction service tech. Dave Dunning was at the CC hiring event and was interested in our services. Meeting pending.

- 2.** Existing Employer Relationships
 - a. No information from the Service Provider.

H. Work Experience – List of current WEs

- 1.** Youth WE at Tree Street Youth Center
- 2.** ONEG WE at Arbey's Carpet Center
- 3.** ONEG Oxford Hill Foodshare

I. On the Job Training – List of current OTJs

- 1.** No information from the Service Provider.

J. Customized Training Programs – List of current & planned

Please see Attachment A

K. Media Coverage Achievements in Past Week for Region 3 Programs

No information available.

L. Media Campaigns in Planning *Items within 4 weeks of Execution*

No information available.

Training Project Update Central/Western September 2021

In Progress:

Certified Medical Assistant: Wilton/Livermore Falls (Franklin Co.)

Training Partner: Spruce Mountain Ad Ed

Partner: EMDC/CCI

Business Partner: Franklin Memorial Hospital

Description: medical assisting training leading to national certification;

Class dates: Sept. 2021

Enrollees: WIOA 7 **Karen should have this information as I was not involved.**

Personal Support Specialist (Androscoggin but could be anywhere in our area)

Training Partner: MSAD #52 Adult and Community Education

Partner: EMDC/CCI

Business Partner: Rey-ah Home Care

Description: Personal support specialist training **possibly combined with Direct Support Professional and CRMA – not at this time.**

Recruitment: to be done by all partners

Informational Session: **08/26/21**

Class Dates: **09/09/21 – 10/21/21; final test 10/28/21**

Enrollees: 5 WIOA; 4 are from EMDC and 1 is Workforce Solutions

Cert. Nurse Aide: Augusta (Kennebec Co.)

Training Partner: Augusta Adult Education

Partners: EMDC/CCI

Business Partner: VA Maine Healthcare (Togus)

Description: nurse aide training leading to state licensing

Recruitment: **Completed**

Informational Session: June 9th, 9:00 – 10:30 am

Interviews: June 14th

Class dates: **July 8th – August 20th; clinicals would start August 23rd – Sept. 10th**

Enrollees: 6 students in the class; 3 are enrolled with EMDC.

Certified Medical Assistant with Phlebotomy: Lewiston (Androscoggin and Oxford)

Training Partner: Maine College of Health Professions, Lewiston or Mechanic Falls Adult Education

Partners: EMDC/CCI, BES, FedCap

Business Partner: Central Maine Health

Description: medical assisting training leading to national certification; also a phlebotomy certification

Recruitment: Done by all partners using flyers, social media sites, etc. 02/26/21 – 03/31/21

Informational Sessions: 03/30/21, 5:30 – 6:30 pm and 04/01/21, 9:00 – 10:00 am

Interviews: 04/07/21 and 04/08/21 (if needed)

Class/Clinicals dates: April, 27 2021 – 10/31/21 (includes the externship)

Enrollees: 11 students; 9 for EMDC; 2 for Workforce Solutions

Ten students are continuing to do well; 1 was dismissed due to poor attendance.

Cert. Nurse Aide: Skowhegan (Somerset and Kennebec Co.)

Training Partner: MSAD54 Adult & Community Education (Skowhegan)

Partners: EMDC/CCI

Business Partner: Mount St. Joseph's

Description: nurse aide training leading to state licensing

Recruitment: Completed; most students were interviewed by MSJ and hired as unit helpers

Class dates: started **Sept. 7th – 11/28/21 for class; clinicals TBD**

Enrollees: 2 students are enrolled with EMDC; they were hired as unit helpers and are working and doing the class.

Starting Soon: (Still Recruiting)**Youth Academy (Somerset and Northern Kennebec Co.)**

Training Partners: Skowhegan and Lawrence Ad. Eds.

Partners: EMDC/CCI

Business Partners: WE sites to be developed with local employers

Description: an individualized education and/or mentoring class for youth followed by placement with local employers in a paid work experience based on individual career interests.

Recruitment: **By all partners starting August 1st**

Orientations: **Sept. 8th**

Class Starts: **Oct 4th – Nov 19th**

No other partner is doing this program in the Somerset area; MDOL says it could be done through a contract. I sent cost information; program will be delivered through a combination of virtual and in-person; Skowhegan Ad Ed is willing to share curriculum with other Ad Eds in the area.

Met with Skowhegan and Lawrence Ad Ed on 06/25/21 to determine recruitment and development of WE sites. Will be meeting with staff on 07-28-21.

Held a meeting for potential WE worksites on 08/25/21; 8 sites expressed interest and I am working with 6 of them to develop the WE Agreements ahead of time. We are still recruiting youth. If we do not get enough to run the class; we will look at doing WE with those who have followed through.

Certified Medical Assisting (Southern Oxford Co.)

Training Partner: Ox. Hills/Nezinscot Adult Ed.

Partners: EMDC/CCI (Possibly FedCap)

Business Partners: Stephen's Memorial Hospital

Description: medical assisting training leading to national certification with WorkReady

Recruitment: Being done by all partners using flyers, social media sites, etc.

Assessments: 08/13/21 – 10/01/21

Informational Session: 09/29/21; 4:00 pm at Oxford Hills Comprehensive High School

Class dates: 10/12/21 – 01/20/22; clinical dates will follow but have not been determined

Held meeting on 08/12/21 to determine dates. Tania from Franklin Memorial will arrange for Adult Ed to meet with Stephens Memorial to establish a contact and determine who will participate in the Info Session and what the clinical schedule will be.

Patient Safety Attendant/ Patient Service Representative (mainly Androscoggin and Oxford; possibly Southern Kennebec Counties)

Training Partners: Lewiston Ad Ed or an Adult Ed from this Hub

Partners: EMDC/CCI(WIOA), BES, possibly FedCap

Business Partner: Central Maine Health

Description: Occupational skills training (Med Term, Computer, safety/hygiene and HIPPA) combined with enhanced healthcare WorkReady that includes communication and customer service tailored to the job/sector to create a PSA industry recognized credential.

Recruitment: done by all partners using flyers, social media sites, etc.; 08/02/21 – 09/30/21

Assessments: Done by Adult Ed; results will be shared with EMDC; 08/02/21 – 10/04/21

Informational Session: 09/30/21, 9:00 – 10:00 am

Enrollment: WIOA eligibility screening to start as soon as we get names from the Adult Eds; Finish up the week of 10/11/21 – 10/15/21

Selection Interviews: 10/6/21, 8:30 am – 4:30 pm and 10/07/21, 8:30 am – 4:30 pm (if needed)

Class dates: 10/19/21 – 11/24/21; hospital tour will be mid-October

Potential:

Retail Training (Kennebec Co)

Training Partner: Augusta Ad Ed

Partners: EMDC/CCI (Possibly FedCap)

Business Partners: Retail Association of Maine and Consultants and Businesses for Marketplace at Augusta

Description: Retail Industry Fundamentals and Customer Service and Sales Certification; the first 2 levels of the

National Retail Federation Foundation's RISE Up program leading to the nationally recognized credential along with customized WorkReady and business math. Employers will hire people under OJT and they will complete the class as part of their work requirement.

Class dates: TBD;

Met on August 11th; second meeting on August 30th to determine how to present to employers and see if they want to sponsor current workers or potential workers. **Met again on 9/7 to measure progress and will meet on 09/24/21 to see which employers have agreed to participate and finalize class dates.**

Manufacturing Training: Androscoggin, Southern Kennebec, Southern Oxford)

Training Partners: Adult Ed and CMCC

Partners: EMDC/CCI, LA Chamber and others to be determined

Description: manufacturing skills based on the construction training model

Steps: Initial planning meeting held on 06/23/21; developed an invitation for employers to attend a meeting to give input on training components.

Met with Lewiston Ad Ed and CMCC on 7/29/21 to review employer input. The two training providers will meet and draft a curriculum and schedule which will be presented to MDOL for approval on the WIOA ETPL. This is being delayed a bit because of staff changes at both Lewiston Ad Ed and CMCC.

Certified Medical Assistant: Lewiston (mainly Androscoggin Co.)

Training Partner: Gray-New Gloucester Adult Education

Partners: EMDC/CCI

Business Partner: St. Mary's Health System

Description: medical assisting training leading to national certification

Meeting scheduled for 10/01/21 to discuss next CMA class. Norm Poulin, Director of Primary Care at St. Mary's Regional Medical Center wants to discuss funding for a CMA instructor.

Certified Medical Assistant: Skowhegan (Somerset and Northern Kennebec Counties)

Training Partner: MSAD 54 Adult & Community Education

Partners: EMDC/CCI

Business Partner: Redington-Fairview General Hospital

Description: medical assisting training leading to national certification

Invitation by Adult Ed to meet with staff from the hospital to determine a CMA class; date to be determined.

Certified Nursing Assisting (Androscoggin Co.)

Training Partner: Maine College of Health Professions

Partners: EMDC/CCI (Possibly FedCap)

Business Partners: Central Maine Health

Description: certified nursing assistant training leading to state license with WorkReady

Class dates: TBD

Dr. Alex Clifford from MCHP contacted me about potentially doing a class. We will meet when he is ready to move forward. CMH is looking at doing this as an Earn While You Learn; I'm waiting to hear if they want to do OJT while the students are in training.

Please Note: This is not being done in Rumford due to low participation. CMH is looking to run a class in Lewiston in November; I have reached out to the CMH recruiter.

Certified Nursing Assisting (Kennebec Co.)

Training Partner: Waterville Adult Education

Partners: EMDC/CCI (Possibly FedCap)

Business Partners: Northern Lights

Description: certified nursing assistant training leading to state license with WorkReady

Class dates: TBD

I will be contacting Hannah Baird – just want referrals for the August and October classes; will want our assistance after Oct. to cover tuition for students.

Child Development Associate (mainly Androscoggin, Southern Oxford and Southern Kennebec)

Training Partner: CMCC and Lewiston Ad Ed

Partners: CMCC, Lewiston Ad Ed, EMDC/CCI, BES, possibly FedCap

Business Partner: Southern Kennebec Child Development Corporation externship experiences at Magic Years, Webster, Plummer St, S. Gardiner; Cristina Salois – private Day Care; 5 centers operated by CCI; Promises Early Education

Description: Ed2Go class to instruct in CDA for 120 hours. Students do it self-paced online; however, must complete in 14 weeks. They will have access to an instructor and a mentor. Completion of the class plus 480 hours of actual experience will earn them a National CDA credential through the Council of Professional Recognition. This is listed on the ETPL as a CDA credential with work preparation. Eligible students would be hired through OJT and work at the childcare sites while they are doing the class. Their actual work hours would count toward the 480 hours they need for the full credential.

Marketing/Recruitment: All partners but more heavily through CMCC; start as soon as employers reconfirm

Informational session: 09/07/21 3:00 pm (had 3 referrals but all were out of our area)

Dates: TBD

Class was put on hold due to low recruitment numbers; we will try again in the spring, 2022. I have provided employers with OJT information for potential new hires.

Computer Training: Lewiston (mainly Androscoggin Co. but could be Southern Kennebec as well)

Training Partners: Lewiston Ad Ed and CMCC (not yet determined)

Partners: EMDC/CCI(WIOA)

Business Partner: OpenText (formerly Carbonite)

Description: Possible enhanced WorkReady and some tech certification training; focus on people with a passion for technology and providing data support

Recruitment: Done by all partners using flyers, social media sites, etc. Begins early July (flyer being developed)

Dates: Sept 13th – Oct 22nd

Informational Session: August 18 had low numbers.

Training Interviews: August 25th cancelled

Initial meeting with employer on 01/05/21; met on 2/4/21 to review options in more depth; sent list of partners involved for each option on 02/10/21; met with new team leader from OpenText, Lew Ad Ed and CMCC on 03/12/21 to review process again; Met on 03/31/21; determined tract 2 training would be ITFundamentals with enhanced WorkReady; instructors will not be available until late summer/early fall. In the meantime, BES will assist with hiring events; EMDC can post jobs on our Job Portal; will explore OJT for new individual hires.

Will revisit at another time; could not get enough students. OpenText is still interested. The one student that did follow through was enrolled and is working through Adult Ed on another IT training.

Recently Completed:

Certified Medical Assistant: Lewiston (mainly Androscoggin Co.)

Training Partner: Gray-New Gloucester Adult Education

Partners: EMDC/CCI

Business Partner: St. Mary's Health System

Description: medical assisting training leading to national certification;

Recruitment: Done by all partners using flyers, social media sites, etc.

Informational Sessions: Jan. 26th and Feb. 2nd

Interviews: March 3rd: Interviewed 15 and 11 selected

Class/Clinicals dates: 04/06/21 – 07/29/21

Enrollees: 11 selected. 4 are EMDC/CCI; 3 referred to Workforce Solutions; 4 are not eligible but have potential assistance through St. Mary's or self-pay. Actual is 10 students; one of the non-eligible students withdrew. An EMDC student is also dropping out due to family situation; so down to 9 students.

8 students completed and earned their certification.

CNC Machining (Any county in central/western Maine)

Training Partner: CMCC and Lewiston Ad Ed

Partners: CMCC, Lewiston Ad Ed, EMDC/CCI, BES

Business Partner: Grover Precision, Elmet, Maine Machine, Nichols Portland, ABB (GE in Auburn)

Description: WorkReady in conjunction with a condensed precision machining course of 6 classes that will lead to a Digital Badge (micro-credential) for each class. Learners have the option of continuing in the PMT certificate program, which is the first year of the associate degree program; or, if admitted directly into the PMT associate degree program, they would have 24 classes left to complete.

Marketing/Recruitment: All partners but more heavily through CMCC;

Informational Session: 04/21/21

Dates: 05/24/21 – 08/13/21

Enrollees: 9 students started; 6 for EMDC; 3 self-pay. 4 (EMDC) still in class; 5 have withdrawn: 1 due to struggles with the math requirement (EMDC); 1 due to vision issues and is working with VR/DBVI (EMDC); 1 due to need for immediate employment (Self-referral); 2 decided that machining was not a good fit

4 students completed the class; 1 accepted employment right away; 3 are looking at options. Partners met on 09/10/21 to review; recommended that the employers do more of the recruitment and people be hired (those eligible through OJT) upfront and do the class as part of their employment. We will meet again early winter to plan for a spring class.

Employer Contacts:

St. Laurent & Sons:

July 14th met with Jill Bergeron, HR and Joe Perryman, Vice President, to discuss OJT and other services; sent them OJT packet and have a partially completed OJT contract in place for potential new hires.

Purestat/Transendia:

July 29th met with Ralf Andersson, Manager, to discuss OJT and other services; sent him an OJT packet; he is also interested in any manufacturing class we are able to put together.

Morin Brick:

August 9th met with Louise Wilkinson, HR, to discuss OJT and other services. Louise is interested in learning more about the manufacturing training

Grover Precision:

August 18th met with Brent Cook, Director of People & Culture, to discuss OJT and other services; sent him the OJT packet for potential new hires.

Sandcastles Clinical & Educational Services:

August 31st met with Tanya Sadler, Director of Operations and HR, to discuss OJT and other services; sent her the OJT packet for potential new hires. Sandcastles would be interested in the CDA class if we rerun it in the spring.

Working with 8 employers for potential WE sites for the Skowhegan Youth Initiative:

Alicia Boulette, **Quinn Hardware**, Skowhegan, ME

Paul York, **York's Landscaping**, Skowhegan, ME

Heather MacKenzie, Human Resources/Safety Manager, **Pride Sports**, Burnham, Me.

Jason S. Gayne, President & CEO, **Skowhegan Regional Chamber of Commerce**, Skowhegan, Maine

Kristina Cannon, Executive Director, **Main Street Skowhegan**, Skowhegan, ME

Lisa G. Landry, Esq., SHRM-SCP, Human Resources Director, **Redington-Fairview General Hospital**, Skowhegan, ME

Nate Goff, **Skowhegan Equipment and Tool**, Skowhegan, ME
Jennifer Gervais, Office Manager, **J & M Machining**, Inc., Skowhegan, ME

3 employers for early childhood education; sent/developed OJT contracts:
Southern Kennebec Child Development Corporation, Cristina Salois, Agency Director
Promise Early Education Center, Betsy Norcross Plourde, LMSW, Executive Director
Community Concepts, Inc. Children's Services, Denise Ricker or Ashley Herrick, Program Managers

Training Topics:

9/3/21 Program Performance Measures - Tom

Goals

Outcomes

How are the measures attained – TEGL 10-16 Change 1

9/10/21 Youth Services – Lisa, Sam,

Eligibility -

Requirements

Work Experiences

References TEGL 8-15, TEGL 21-16, State SOP on Youth Services, BES Youth Checklist, Youth Services Policy Manual (March 2021), Sam's Workforce Guidance Binder

09/17/21 Confidentiality/Ethics/Boundaries (Possible Outside person? & Erin Benson)

- a. Staff being aware of surroundings working virtually (i.e. assuring customer confidentiality is being respected while working from home)
- b. Understanding the importance of Releases of Information

NWDB 001 Incident Reporting

002 Handling and Protecting Personally Identifiable Information and CWMWDB

<https://cwmwdb.org/wp-content/uploads/PII-policy-11-2014.pdf>

MJL Confidentiality Agreement.

9/24/21 – Digital Life – (Sam & Tom)

- a. Practicing Zoom etiquette (i.e. not answering phone calls, eating, putting on makeup)
- b. Virtual Signing
- c. Document Uploads / Document Conversion
- d.

Virtual Documentation

- a. Acceptable signatures (electronic vs. digital)
- b. Acceptable format (PDF, JPEGs)
- c. Storage of documents (staff laptops & phones)

10/01/21 Case Management (Loretta... possibly ask Patti & Kim D to assist?)

- a. Overall review of case management – making time to meet with customers, providing career guidance and counseling
- b. Leveraging resources
- c. Interacting with customers (when, where, how)

10/08/21 Understanding basic eligibility criteria for WIOA programs (Tom)

- d. Adult, Dislocated Worker, and Youth (ISY/OSY) TEGLs 8-15, 19-16, 21-16

- e. Program co-enrollments
- f. Overall discussion so staff have the understanding of DEV MDOL/BES DEV manual, TEGL 23-19
- g. Understanding Metro vs. Non-Metro / LLSIL CWRI list & BES LLSIL Tables, Fed Registry

10/15/21 Case Notes (Sam, and Loretta)

- a. When case notes should be entered
- b. What information should case notes contain (What did you provide to the customer that was of value to them?)
- c. What level (Case Details/Program/Enrollment) should case notes be entered under
- d. Documenting attempts to contact customers and why that is important
- e. Documenting contact/interactions with training providers

10/22/21 Plan Development (Sam & Erin?)

- f. Enrollment Plan vs. Training Plan
- g. When customer should have a plan developed
- h. When plans should be revised/updated/reviewed

10/29/21 Services (Lisa, Erin, Tom)

- i. What constitutes as a legitimate service?
 - j. When services should be entered
 - a. Youth Service Requirements – review from previous session.
 - k. Where services should be entered
 - l. Commonly Used Services
 - Services Everyone should use
 - Services seldom or never used.
 - m. Pulling from the ETPL
 - Setting MSGs
- TEGL 19-16 table at the back.

11/5/21 Exits & Follow-Up (Loretta)

- a. Review of JOE
- b. Credentials & MSGs
- c. Understanding Follow-Up – continuation of case management services

TEGLs 19-16, 21-16, State SOPs on exits and supplemental wage information, TEGL 10-16 change 1, State SOPs

11/12/21 Effectiveness in Serving Employers - Employer Services Entry (Tom)

11/19/21 Monitoring Exercise – through the eyes of a monitor (Sam & Erin)

Excel 101?

Proposed break for holidays then recycle training topics starting in January and run through series again.

Data Day

September 27, 2021

<https://zoom.us/j/98787208149?pwd=U2VZNXZQNFZnMHZZTnhpcHFhQzVYZz09>

Meeting ID: 987 8720 8149

Passcode: 004502

9:00 A.M. Check-in

1. Focus of the day (Susan):
 - A. ISS/Plan uploads – review all active and follow-up customers on your participant tracking lists to assure that the customer’s original plan and all revisions have been signed and uploaded in MJL.
 - B. Review contact notes for gaps. Identify and create a plan to contact and update notes.
 - C. Review services –
 - a. Has an estimated start date lapsed without an actual start date being entered? Have you confirmed that the customer has actually started the service, if so enter actual start date?
 - b. If services have estimated end dates that have lapsed, confirm when the service ended and enter actual end date.
2. Registration Data Discussion – capturing barriers (Sam)!
3. Success Stories, Success Stories, Success Stories (Sam)!
4. Reminder – Peer Connectors and Navigators can be making follow-up calls to active and exited customers and updating data.
5. Time allocations/element code review (Keith).

12:00 Lunch – on Zoom or on your own - ***Staff will be available in the Zoom until the 4:00 check-in where you can ask questions***

*****THERE WILL BE NO 1:00 P.M. CHECK-IN*****

4:00 P.M. Check-in. Will be checking in with individual staff about what they accomplished during data day.

5:00 P.M. – End of day

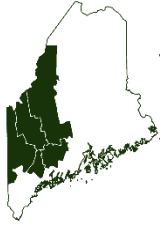
Data Day Checklist

As you find items missing or needing revision, please go ahead and make those corrections. Then move on to the other sections.

Any corrections that cannot be addressed today need to be addressed within the coming week.

Participant Name _____ MJL ID _____

<p>Training Plan: Is the signed training plan uploaded? <i>(all revisions must be signed and uploaded from original to current)</i> Does this plan reflect what they are working on? Does this plan include all items that will be funded? When was it updated?</p>	
<p>Case Notes/Job Seeker Notes: Note the date of the most recent case note. If no recent contact, are contact attempts recorded? (Can be one summary note)</p>	
<p>Service Records: Occupational Skills Training-is the end date updated? Compare to case notes, have you had career counseling contact that was not recorded in a service? First service entered? Are services up to date? Did the customer attend a workshop that was not recorded as a service? Co-enrolled-are services showing under both enrollments?</p>	
<p>Exited Customers: Is Job Placement data entered? Have you completed the Exit Questions? Has verification of MSGs and Credentials been uploaded? Has the MSG outcome been entered on the MSG screen? Has the credential result been entered in the 4th quarter Outcomes screen? Has an Exit case note been entered indicating the customer no longer needs service and will be transitioning to follow-up?</p>	
<p>Follow-up – Based on the exit date, ___/___/____ 1st quarter follow-up complete, Service and note 2nd quarter follow-up complete, Service and note 3rd quarter follow-up complete, Service and note 4th quarter follow-up complete, Service and note</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>



WorkforceMaine

Central Western Maine Workforce Development Board

Adilah Muhammad

**Scorecard, Third Place,
Maine Community Foundation, Vice Chair**

Adilah Muhammad of Lewiston is the owner of Scorecard, a strategic planning and research consulting firm specializing in inter-organizational collaboration. She also runs the nonprofit Third Place in Portland to help bring together Maine's diverse cultural networks and persons.

Adilah has facilitated several social change efforts between faith-based and public institutions at the local, state, and national level. She is often called to speak on the topics of Islam and civic engagement, Muslim-American identity and understanding Islam and Muslims. Her research interest is strategic planning in Muslim-American institutions.

She is the past chair of the Downtown Neighborhood Action Committee and former chair of the Downtown Neighborhood Task Force. She serves on the board of directors for L/A Arts and Raise-Op Housing Cooperative.

Adilah holds a B.A. in French and economics from DePauw University and an M.A. from the Muskie School of Public Service, University of Southern Maine. Her work at Muskie focused on the impact of housing subsidies in Lewiston.

She is also vice-chair of the Maine Community Foundation Board of Directors. She is the first African American woman to be appointed to the CWMWDB.



WorkforceMaine

Central Western Maine Workforce Development Board

Kim Nadeau Lindlof

**Mid-Maine Chamber of Commerce
Central Maine Growth Council**

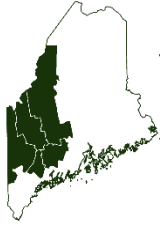
Kimberly Nadeau Lindlof is a 1986 graduate of Lawrence High School. She received her associates from the University of Maine at Augusta in General Liberal Studies in 1988 and graduated summa cum laude with a degree in Marketing Management in 1991 from Thomas College. In June 2009, Kim completed her IOM, a non-profit certification, at the Institute of Organizational Management.

Kim began her career with the Mid-Maine Chamber of Commerce as its President and C.E.O. over 20 years ago. In this position, Kim is responsible for working with Chamber member businesses and 24 municipalities to develop the market statewide with education, community, and economic development partners. She serves 630 businesses with a staff of five and volunteer base of 100.

Additionally, Kim is the executive director of Central Maine Growth Council since 2014. This organization provides business attraction, retention, planning, workforce development and grantwriting services to the city of Waterville and towns of Fairfield, Oakland, and Winslow.

Kim sits on the boards of the Industrial Energy Consumers Group, Waterville Development Corporation, Mid-Maine Adult & Community Education, State Workforce Investment Board and is treasurer, past vice chair, and past chair of the Kennebec Valley Tourism Council. She is a member of the CEDS, Community Economic Development Strategy Committee, and is past president of the Maine Association of Chamber of Commerce Executives, and past board member of Maine State Chamber of Commerce.

Kim was awarded the Star Award in 1996 by Volunteers of America and was the Mid-Maine Chamber's Volunteer Director of the Year in 1999. In 2005, she received the Bulldog Award from the Lawrence High Alumni Association, was 2006 Chamber Executive of the Year from the Maine State Chamber, and Woman of the Year in 2007 and 2011 presented by Waterville Business and Professional Woman. In 2010 she was Board Member of the Year for Maine Downtown Centers. She was awarded the Maine State Woman of the Year in October 2011. In 2012, Kim was awarded KVCAP's Community Teamwork Award. In 2014, Kim received the first Citizen of the Year award by the local Boy Scouts of America. She was awarded the 2014- 2015 Waterville Elks Club Distinguished Citizenship Award. She was awarded Board Member of the Year by Waterville Main Street in 2016. In addition, she received the Community Award in Aug. 2016 by the Waterville Board of Education. Kim has served on and off the board as a proud member of the Waterville Rotary Club since 2001. Kim resides in Fairfield.



WorkforceMaine

Central Western Maine Workforce Development Board

Kendra Wheeler

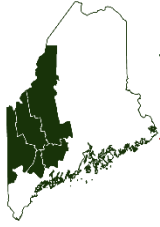
Bangor Savings Bank

Kendra Wheeler is Assistant Vice President at Bangor Savings Bank, and Branch Manager for the Lewiston and Auburn Branches. Kendra began her career at Bangor five years ago starting as payroll development officer before moving into management.

Kendra is dedicated to community financial literacy goals and to supporting those populations for which banking is challenge. This includes those persons from foreign countries where banking is sustainably different such as in Islamic countries where generating interest is forbidden or other international areas where local banks cannot be trusted. She has developed translation sheets to assist Lewiston- Auburn's African populations with daily banking activities.

Kendra is also an active community volunteer. She has served in many capacities as a volunteer advisor such as for Cynergy, Viles Arboretum, Androscoggin Home Healthcare + Hospice, and has served Junior Achievement of Maine for nearly five years.

Kendra graduated in 2014 with a bachelor's degree from Husson University in exercise physiology and kinetics. She has started the Maine Beginner Snowshoeing and Hiking Meetup for Women and is interested in improving the workforce connection to the outdoors. "With a nerdy passion for finance", Kendra's motto is "Let's create a budget together."



WorkforceMaine

Central Western Maine Workforce Development Board

Bruce Noddin

Maine Prisoner Re-entry Network

Bruce Noddin is Executive Director and Founder of the Maine Prisoner Re-entry Network. His mission began in 2017 to bring together re-entry organizations to form comprehensive safety net for those reentering our Maine community from institutionalization.

Since 2017 his membership has grown to hundreds. Currently, MPRN holds dozens of monthly meetings in Lewiston-Auburn, Augusta, Bangor, Rockland, Maine State Prison, So. Portland, Westbrook, Somerset County Jail with plans for Kennebec Sheriff's Office, York County, Belfast, Aroostook County, and Downeast. MPRN is proud of its partnership with MDOC and Sheriff's Departments around the State.

Bruce was also a driving force for the creation of **Rose's Room**, a support group for loved ones of those who are incarcerated. Every Thursday night, Bruce spent hours at the Androscoggin County Jail offering spiritual support to those incarcerated. He met with inmates every Thursday night to conduct the first half of a Catholic Church Mass, with the inmates doing the readings of the psalms and gospel. He would then hold a discussion group.

Bruce's involvement with **REPAIR**, Returning Ex-Prisoners: Aide, Information, Reintegration, has helped this organization to broaden itself beyond the Auburn area to help throughout Maine including with housing.

Bruce has received many accolades and honors and has been profiled in the local media several times for his work, including receiving a 2018 Chanel 6 Who Care Award.

ITEM 2 – Proposed Officer Slate

This motion was to set a recommended 2022 Board Officer slate for the October 27, 2021 Board Meeting. Ms. Kilroy explained the Chair had to be a business member. The Maine Division of Corporation lists three officers as essential/prime: Chair, Treasurer, Secretary. A Vice Chair, Member-at-Large, and Recruiting/Resource Chair have also been added. After speaking to a variety of Members, this slate (representing old and new) was proposed:

Chair	TBD
Treasurer	Kelly Aho
Secretary	Razell Ward
Vice Chair	Grant Provost
Member at large	Laurie Glidden
Recruiting/Resource	Nick Paquet

Ms. Aho asked if this needed to be sent to the Board; Ms. Kilroy said yes, she would send it out this week so there was plenty of time. Mr. Provost commended Ms. Aho for doing a great job as Acting Chair. Ms. Aho appreciated him, adding that she was not able to take on the role full-time due to personal/family commitments. A motion to approve the proposed officer slate was made by Mr. Sezak and seconded by Ms. Ward. The motion passed the Committee unanimously 4-0 and was adopted on this day, September 22, 2021.