



EMDC WIOA PRESENTATION

TO CENTRAL WESTERN MAINE WORKFORCE
DEVELOPMENT BOARD – JULY 15, 2020

EMDC EASTERN MAINE
DEVELOPMENT CORPORATION

ORGANIZATIONAL BACKGROUND AND CAPACITY

[Eastern Maine Development Corporation](#) (EMDC), the lead organization in this proposal, is a 501(c)(3) non-profit, organization established in 1967. Based in Bangor, Maine, EMDC delivers economic, community, business and workforce development services to municipalities, employers, and individuals throughout the Northeastern Maine region.

[Community Concepts, Inc.](#) (CCI), is our partner in this proposal. Incorporated in 1965 as a Community Action Agency for Oxford and Androscoggin counties, CCI is a Maine 501(c)(3) organization that has helped thousands of low to middle income level residents receive the support they need. CCI supports residents in Androscoggin, Oxford and Franklin counties with a dynamic range of programs.





ORGANIZATIONAL LEADERSHIP



EMDC and CCI are each led by senior leadership teams with extensive experience and knowledge of workforce programs in Maine and nationwide. EMDC's leadership (Lee Umphrey, President & CEO; Jon Farley, Vice President; Susan Cerini, Director of Workforce Services; Tom Fernands, IT and Data Manager; and Kristen Callagy, Director of Finance) has over 90 years of combined related experience.

Likewise, the senior team of CCI brings extensive experience and leadership to the operation of social, education and economic services that are directly related to broader workforce development needs in the CWMWDB region.



EXPERIENCE IN MAINE'S WORKFORCE SYSTEM

EMDC's current workforce program services include roles such as:

- WIOA Service Provider (since 2009) for the Northeastern Workforce Development Board serving Penobscot, Hancock, Piscataquis and Washington counties
- One Stop Operator (since 2018)
- Statewide grantee for the National Farmworker Jobs Program (NFJP) (since 2009)
- Contracted service provider for the TechHire program in the 5-counties of the Northeastern workforce region (since 2017)
- Operator of the "Connecting with Opportunities" National Dislocated Worker Grant serving individuals affected by the opioid crisis





PROPOSED ORGANIZATIONAL STRUCTURE AND STAFFING

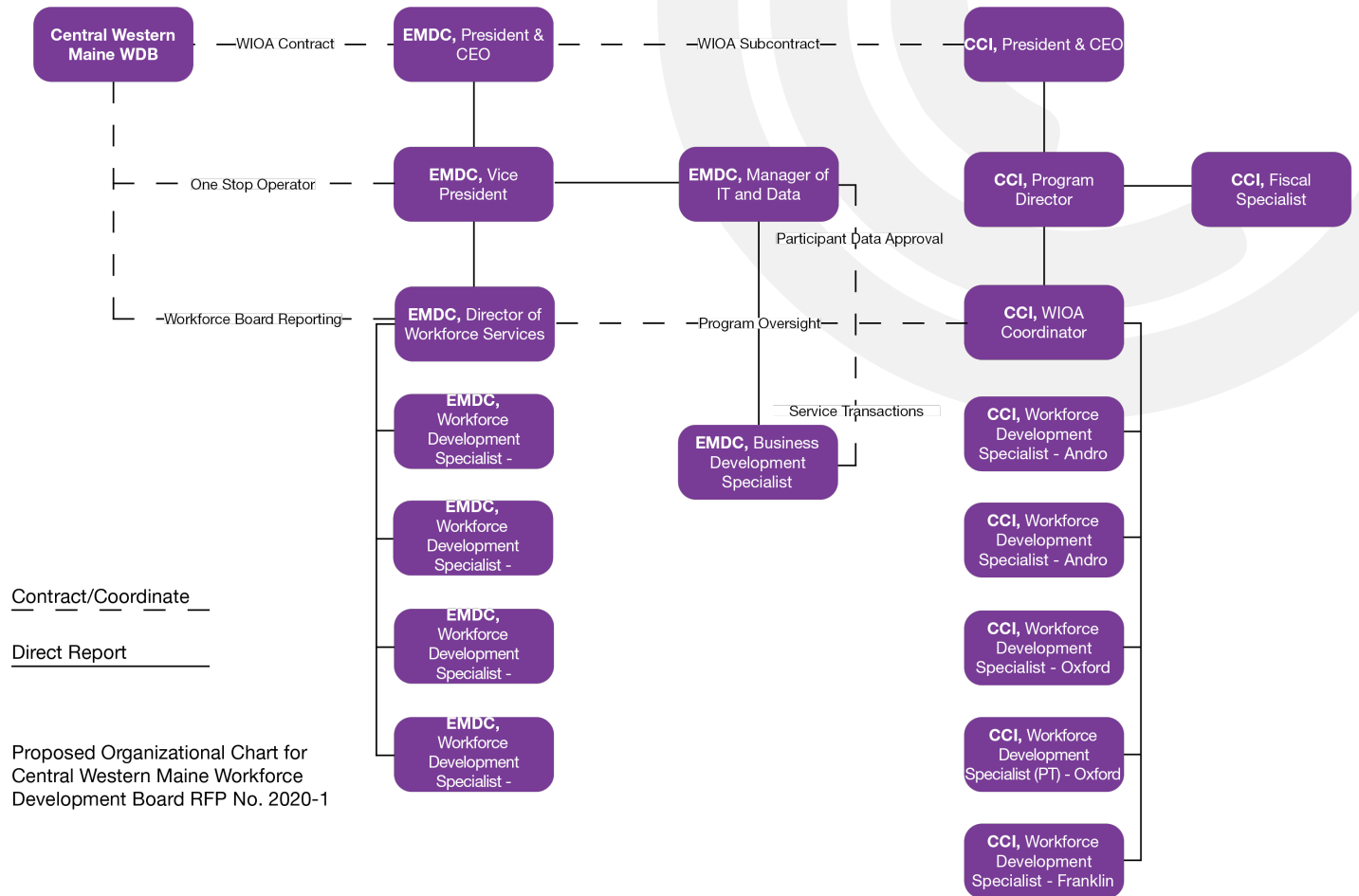
Our proposed staffing and management structure for this project includes:

- A combination of existing EMDC and CCI staff, and new staff, to provide the full range of WIOA services to adult, youth and dislocated workers as well as to manage the One Stop Operator role.
- EMDC will provide career services in Somerset and Kennebec counties with CCI, delivering services in Androscoggin, Oxford and Franklin counties.

Our two teams will operate in a coordinated manner with EMDC responsible for overall program management functions, such as: fiscal, vendor and contract management, participant eligibility and data management, participant service transaction management, performance management and reporting.



EMDC WORKFORCE SERVICES





PERFORMANCE AND ACCOUNTABILITY FOCUS

- We will focus on WIOA program performance goals and efforts recruit participants and employers into workforce services.
- Our recent track record in achieving results has been outstanding: both serving more than our fair share of all WIOA participants statewide, while maintaining a high level of program performance against state level goals.
- Our service levels have been substantially above the percent share of funds received by EMDC for these years, and have given us one of the best “cost ratio” track records of any service provider in the WIOA system statewide.



WIOA PERFORMANCE RESULTS

Adult and Dislocated Workers Performance Measures	PY 2017	PY 2018	PY 2019
Adult Q2 Employment Rate	100%	103%	91%
Adult Q4 Employment Rate	104%	113%	92%
Adult Median Earnings	100%	94%	92%
Adult Credential Rate	85%	107%	90%
DW Q2 Employment Rate	98%	108%	108%
DW Q4 Employment Rate	108%	109%	113%
DW Median Earnings	108%	106%	148%
DW Credential Rate	110%	132%	140%



YOUTH PROGRAM PERFORMANCE RESULTS

Youth Performance Measures	PY 2017	PY 2018	PY 2019
Employment/Education Q2	104%	91%	89%
Employment/Education Q4	108%	92%	98%
Youth Credential Rate	56%	97%	88%





PERFORMANCE AND ACCOUNTABILITY FOCUS

- EMDC will be responsible for all financial transactions associated with direct WIOA client services and will provide all ongoing fiscal reporting, including: submitting funding drawdowns, quarterly and annual reports, and closeouts for all programs.
- We have a well-organized financial structure that supports these fiscal oversight and management functions, and are currently performing these for the WIOA programs in the NWDB region as well as for other workforce services contracts.
- Our service plans include enrolling 442 participants in WIOA Adult, Youth and Dislocated Worker programs during PY 2020.



PY 20 WIOA IMPLEMENTATION PLANS

ADULT Service Summary	Q1	Q2	Q3	Q4
A. New Enrollments	17	41	56	74
B. Carry-Ins	68	68	68	68
C. Total Adult Enrollments (A+B)	85	109	124	142
D. Total Exits	24	41	68	83
E. Total Entered Employment	18	31	51	62
DW Service Summary	Q1	Q2	Q3	Q4
A. New Enrollments	15	30	45	55
B. Carry-Ins	65	65	65	65
C. Total DW Enrollments (A+B)	80	95	110	120
D. Total Exits	17	34	44	59
E. Total Entered Employment	14	27	35	48
YOUTH Service Summary (Aged 16-24)	Q1	Q2	Q3	Q4
A. New Enrollments	30	48	76	95
B. Carry-Ins	85	85	85	85
C. Total Enrollments (A+B+C+D)	105	133	161	180
D. Total Exits	13	28	46	65
E. Total Employed or In Education	7	19	31	42



INTEGRATED SERVICE DELIVERY GOALS

- Increase service levels to job seekers and employers.
- Increase services to the most-in-need individuals in the region's workforce, including: economically disadvantaged out-of-school youth, individuals re-entering the workforce from recovery and incarceration, low-skilled individuals, and others with barriers to employment (disabilities, basic skills deficiencies, single parents).
- Improve job placement and further education results, increase earnings and raise skill attainments of participants.



INTEGRATED SERVICE DELIVERY STRATEGIES

- Participant outreach through the OneStop Partner Network.
- Employer engagement and use of work-based learning strategies.
- Focus on occupational skills attainments by partnering with education and training providers to customize sector-based training and career pathways training programs for in-demand occupations.



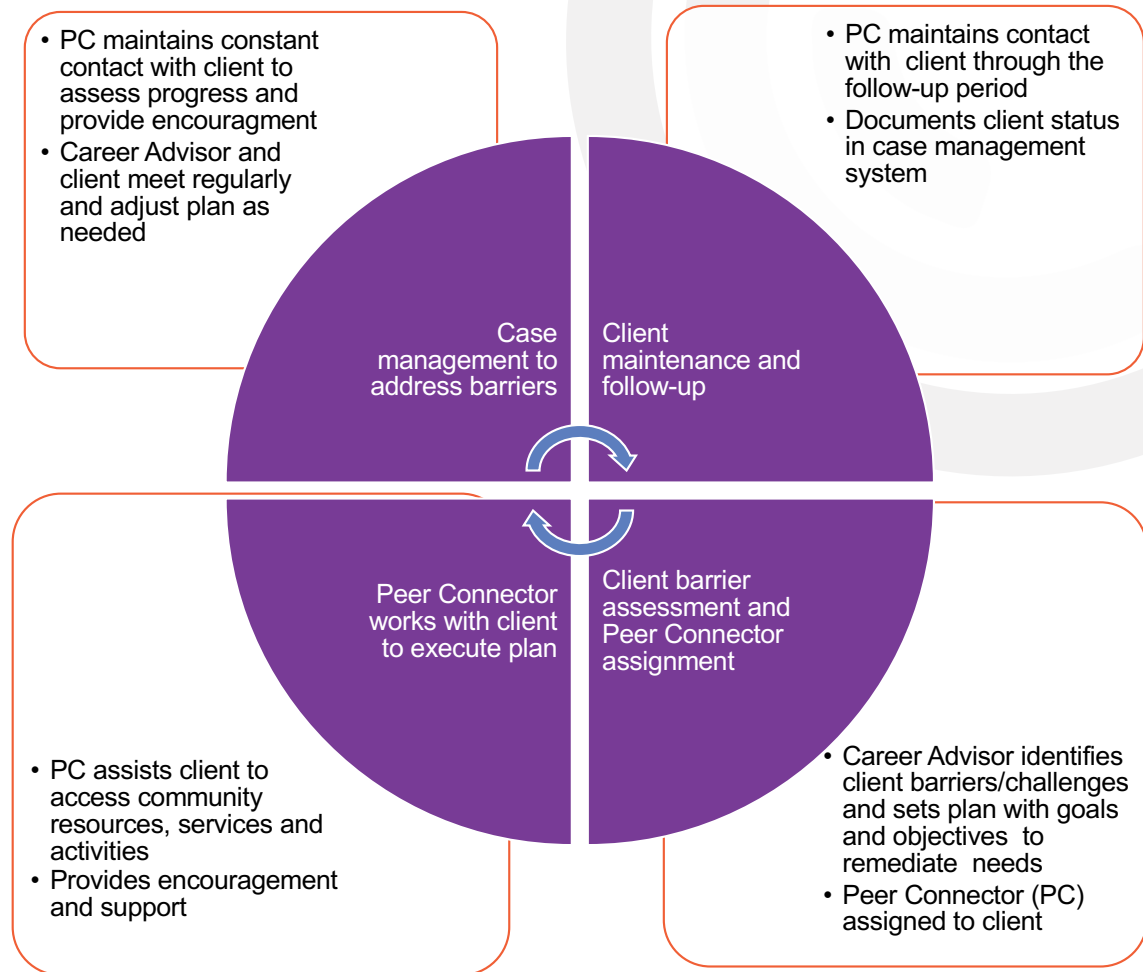
PARTICIPANT OUTREACH – SERVING THOSE WITH BARRIERS

EMDC has developed comprehensive outreach and recruitment strategies that have allowed us to effectively identify job seekers with barriers to employment, including: unemployed or under-employed individuals, low income individuals, individuals with disabilities, public assistance recipients, basic skills deficient individuals, single parents and others, and enroll them in WIOA services.

Our approach is hands-on, and includes disseminating information about WIOA programs broadly and continuously with partners, referral sources in the community and directly to workers and employers through social media outreach and events.



ELIMINATING BARRIERS NAVIGATOR DIAGRAM

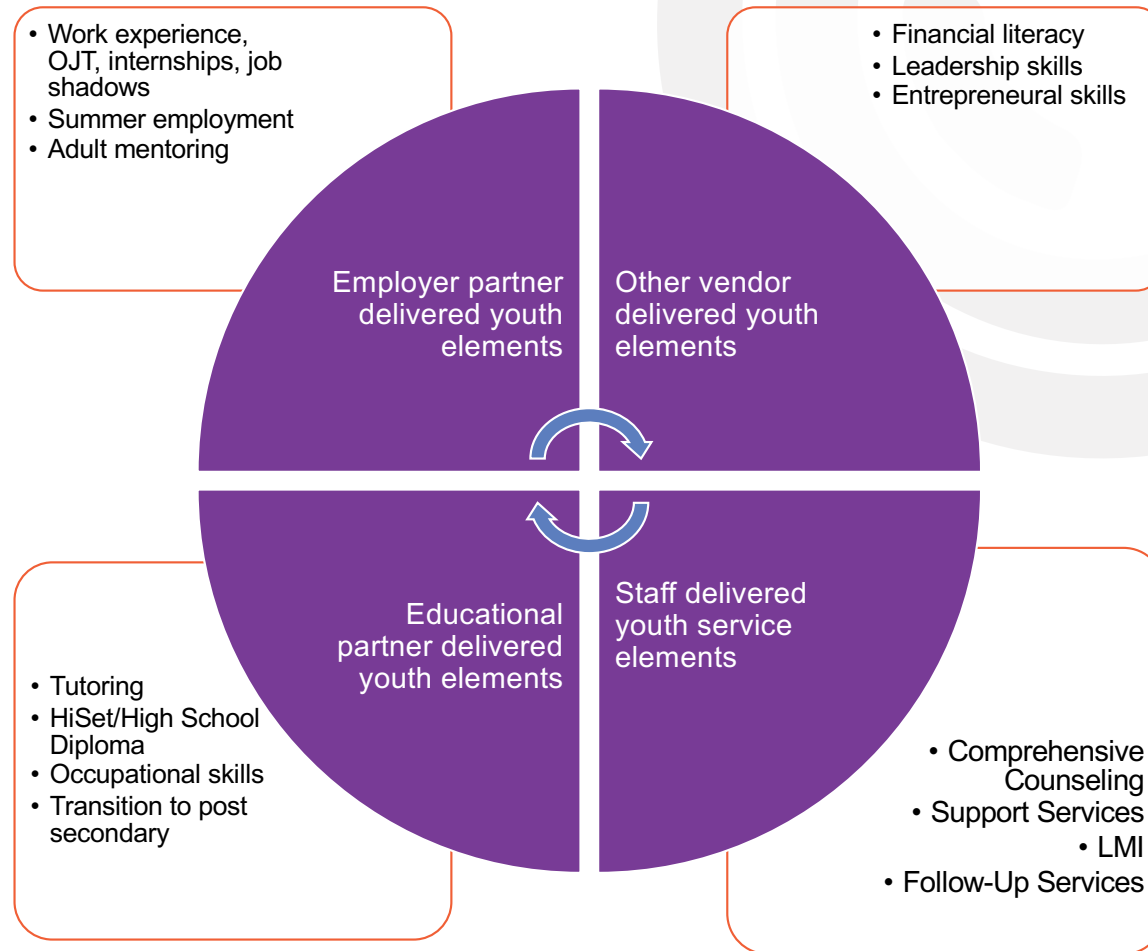


WORK-BASED LEARNING

- As EMDC has expanded its outreach to businesses it is clear that employers are willing to train new employees and to assist job seekers with training strategies, including work experiences and OJT.
- Our Workforce Academy initiative is a response to these needs. The Workforce Academy design is structured as a cohort training developed with feedback received from local employers and in conjunction with education providers. The eight-week curriculum is delivered to small groups of 12-15 participants blending employability (soft skills) training, guest speakers, career exploration, and industry certification trainings, along with paid or unpaid work-based learning activities.
- The Workforce Academy is one example of our youth service strategies. See all youth service elements in the following slide.



YOUTH SERVICES 14 ELEMENT DIAGRAM



SECTOR STRATEGIES

Improve the coordination between workforce services and economic development and business services both internally to EMDC and with partners. This includes:

- Conducting Business Workforce Assessments with business clients to identify opportunities for new jobs and/or education and training assistance.
- Creating a regional Employer Response Team to bring education, training and support partners together to respond to new economic development and business developments that have a potential impact on jobs, earnings and/or career opportunities.
- Set goals around the number and types of businesses we can assist with a combination of resources and services from the broader education and training community.

We know that if we focus on business workforce needs directly and systemically, we will increase the number of job seekers hired and improve the competitiveness of our local businesses long-term.



EMPLOYER SERVICES DIAGRAM



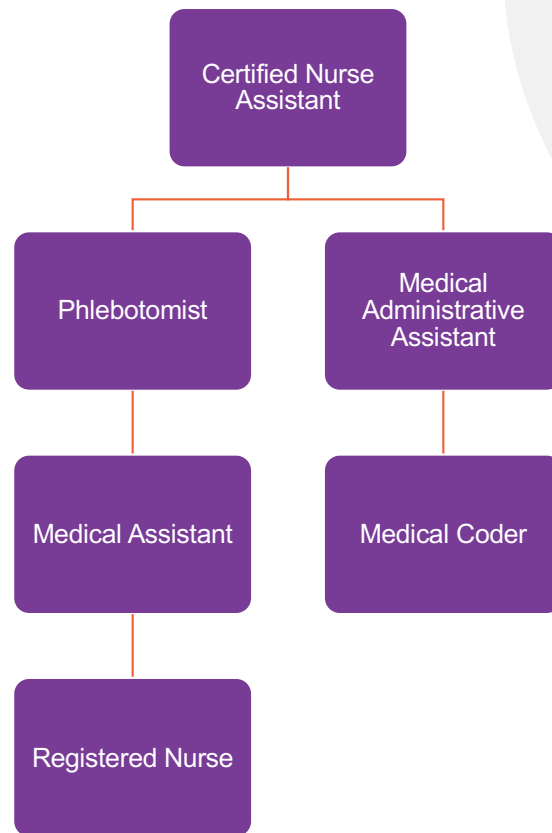
CAREER PATHWAYS

EMDC has applied career pathways training designs in industries such as healthcare, IT, construction and manufacturing since 2010. The basic 6-steps that we follow in designing and implementing these projects include:

- 1) Conducting a labor market analysis to target high-demand and growing industries
- 2) Surveying and engaging key employers from targeted sectors
- 3) Inviting employers to share in the development and operation of training
- 4) Identifying the natural progression and/or mobility (career ladders/lattices) within the career field
- 5) Identifying the skill competencies and associated training needs
- 6) Sustaining and expanding training partnerships



CAREER PATHWAYS DIAGRAM



ONESTOP OPERATOR ROLE

- Assure that services are provided in a seamless manner with other service providers.
- Collect and disseminate community resource information.
- Ensure access to a comprehensive menu of training and education services and information about, and referral to, sources of related assistance (e.g. housing, transportation, healthcare, childcare, etc.) throughout the region.
- Assist the Board in developing an effective structure composed of partners in the system through quarterly meetings to collaboratively set goals, identify and address systemic barriers, and implement innovative initiatives and strategies.



ONESTOP OPERATOR ROLE

- Provide frontline and management staff of all OneStop Partners with program updates, best practices, success stories and up-to-date labor market and program data so that all programs can better align resources and efforts to achieve common goals.
- Hold meetings of core OneStop Partner staff to discuss service delivery design and strategies around common processes, such as: intake, assessment, outreach, follow-up and data management.
- Engage all partners in identifying opportunities to generate private contributions and foundation support and to apply for workforce development initiatives and demonstration projects to augment WIOA investments in the skills of workers throughout the region.



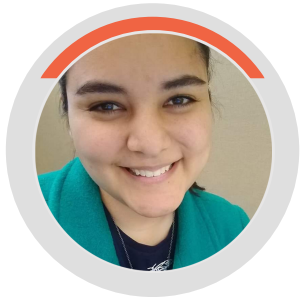
TECHNOLOGY STRATEGIES

- First is our effort to convert all of our WIOA participant data transactions from paper to digital formats and storage. By going paperless we have reduced staff time dedicated to documenting client services, copying documents, mailing documents and reviewing paper files. The change has enhanced our internal and external monitoring and data compliance management.
- Another recent innovation, spurred by the COVID-19 pandemic and our shift to a remote working operation this spring, is the adoption of new practices and technology solutions for outreach, program intake procedures, online learning and service delivery to participants.

Time savings in these areas allow us to spend more time with clients, and improve effectiveness in terms of customer satisfaction and results.



VIRTUAL WORKSHOPS ([EMDC.ORG/WORKFORCE-WORKSHOPS](https://emdc.org/workforce-workshops))



CAREER EXPLORATION Led by Narda, EMDC WDS

Tuesdays at 10am: opportunities and trainings for in-demand jobs

Explore employment opportunities and training for in-demand jobs in Maine. We cover topics including:

- What to consider when choosing a career path
- Exploring education and training options
- Finding resources to help you succeed



INFORMATION SESSION Led by Amanda, EMDC WDS

Tuesdays at 11am: learn more about EMDC's free services

Partners, new EMDC clients, and potential clients learn more about how EMDC connects job seekers with training, employment opportunities and individualized career advising for free.

Hear from former clients, EMDC staff, partners, and more about our programs. The session culminates in a question and answer session, and we help new clients enroll in EMDC's services.



HEALTHCARE CONNECTION Led by Sam, EMDC WDS

Wednesdays at 10am: support for current and future healthcare workers

Attendees that are interested in a career in healthcare, or are in the healthcare industry already, join us for guest speakers, peer-to-peer support, education and career opportunities and more!

Guest speakers from healthcare industries and education partners join us for this interactive workshop.



JOB READINESS Led by Kim, EMDC Senior WDS

Thursdays at 1pm: preparing to apply for a new job

Active job seekers join us to find employment with support from guest speakers that include HR professionals and local employers. Topics include:

- Interview preparation
- Resume building
- Tips for the application process
- Individualized and peer-to-peer support





THANK YOU



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