

CENTRAL WESTERN MAINE WORKFORCE DEVELOPMENT SYSTEM

MEMORANDUM OF UNDERSTANDING

Androscoggin, Franklin, Kennebec, Oxford, and Somerset Counties



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Introduction

The Workforce Innovation and Opportunity Act (WIOA) calls for an integrated and coordinated service delivery system that leverages and maximizes resources in a way that reduces unnecessary duplication of services; Memorandums of Understanding (MOU) serve as the blueprint for how this will occur at the local level.

One of the main goals of WIOA is to strengthen the ability of the public workforce system to align investments in workforce education, and economic development in support of local and regional in- demand industry sectors and jobs. Another key goal is providing customers with access to high-quality one-stops that are customer-centered and provide access to a full range of services.

In the Central Western Maine area the Local Board develops an MOU with required partners, with the support of the OneStop Operator. The MOU serves as a functional tool, as well as a visionary plan, for how the local board and local partners will work together to create a unified service delivery system that meets the needs of their shared customers. The MOU development process can be viewed in two stages: stage one addresses service coordination and collaboration amongst the partners; stage two addresses how to sustain the unified system through cost sharing. Collaboration is essential for implementing a system that will meet the skilled workforce needs of employers and prepares an educated and skilled workforce.

Central Western Maine Workforce Development Board (CWMWDB) worked with partner representatives to formulate goals and strategies targeted to employers, job seekers, and workers, and the workforce development system in order to support and advance its vision and address the challenges and opportunities of our regional labor market. The following goals will play a key role in how CWMWDB's Chief Elected Officials (CEO) and the Workforce Board guide investments in order to maximize workforce preparation and skill development that will address the skill-demand concerns of our local employers. These goals not only align and support the Workforce Board's vision and mission, but also support the State of Maine's Strategic Vision and the six strategic objectives outlined in the State Unified Plan.

I. LOCAL AREA VISION/MISSION/GOALS

The Central Western Maine Region was established with the implementation of the State Workforce Plan of 2000 and the Workforce Development Board was established by the Chief Elected Officials by September 2000.

In 2002, CWMWI was founded to administer and oversee the delivery of the workforce system's services for the Central Western Maine Region in Maine. CWMWI is the nonprofit entity working on behalf of the Region's Local Board and CEOs to ensure their responsibilities under federal workforce development law and federal funding are met. CWMWI's jurisdiction includes Maine's five Central Western Maine Counties (Androscoggin, Franklin, Kennebec, Oxford, Somerset). CWMWI's region is geographically large and diverse.

As the administrative entity for our Local Area, CWMWI undertakes the administration of all required workforce development responsibilities for our regional programs such as service delivery, reporting, monitoring, and both the execution and administration of contracts with our funders and service providers. Importantly, CWMWI also develops and directs our Local Area's workforce development policies and regional strategies. Through our role as regional convener and our partnerships with other local, state, and federal agencies, education, and economic development organizations, CWMWI strives to provide access to jobs, skill development, and business services vital to the social and economic well-being of our communities.

VISION: A strong, vibrant, sustainable economy that generates growth opportunities for employers and creates high demand-high wage jobs for job seekers. It is a system, that promotes active, engaged industry partnerships to create a highly trained, educated, and diverse workforce leading to improved quality of life for the residents of Central/Western Maine.

MISSION: A diverse and satisfied workforce meeting the needs of employers.

GOALS:

- 1) Support and facilitate industry sector development.
- 2) Increase employer engagement.
- 3) Match job seekers to employer needs.

In alignment with the State Unified Plan, CWMWDB's Local Area Plan emphasizes greater levels of integration, alignment, and coordination among "Core Partners" i.e., Adult Education and Family Literacy Act program, Vocational Rehabilitation, Wagner-Peyser Employment Services, and WIOA Adult, Dislocated Worker, and Youth programs, in order to create a "no wrong door" employment and training network easily accessed by workers and employers. See the Central Western Maine Local Area Plan at www.cwmwdb.org for more information.

II. MEMORANDUM OF UNDERSTANDING

This MOU is executed between the Central Western Maine Workforce Development Board and the one-stop partners listed throughout this MOU that are collectively referred to as “one-stop partners” or “Parties” to this MOU. These partners may be “Core Partners,” “required” WIOA program partners and system partners generally.

This MOU is developed to confirm the understanding of the parties regarding the operation and management of the Central Western Maine Area one-stop center network i.e., regional delivery, for which the Central Western Maine Workforce Development Board provides oversight.

The Central Western Maine Workforce Development Board (CWMWDB), with the agreement of the Chief Elected Officials (CEO), has selected the One-Stop Operator for the Central Western Maine Area, the role of the local area One- Stop Operator is further outlined below.

The One-Stop Operating Budget and Infrastructure Funding Agreement establish a financial plan, including terms and conditions, to fund the service and operating costs of the Central Western Maine Area one-stop network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Central Western Maine Area’s high standards.

Among other items found herein, the Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined reflect the commitment of the Parties to their job-seeker and business customers, as well as to the overall Central Western Maine Area’s community.

A. Legal Authority:

The Workforce Innovation and Opportunity Act (WIOA) (sec. 29 USC §3151) requires the local board, with the agreement of the Chief Elected Official, to develop and enter into a Memorandum of Understanding between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 29USC §3151, concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA Joint Rule for Unified and Combined Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA Sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance at 2 CFR part 200).

B. Components of the MOU:

Pursuant to 20 CFR 678.500, each local MOU must (at a minimum) include the following components:

1. A description of the services that will be made available through the system and ways services will be coordinated and delivered by the partners
2. Agreement on funding the costs of the services and operating costs of the system, including:
 - i. Funding of infrastructure costs of the one-stop comprehensive center in accordance with 20 CFR 688.700 through 678.55; and
 - ii. Funding of the shared services and operating costs of the one-stop delivery system¹.
3. Methods for referring individuals between the one-stop partners for appropriate services and activities;
4. Methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system;
5. The duration of the MOU and the procedures for amending it; and
6. Assurances that the MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services.

In addition, the MOU contains information on compliance with Federal, State, and Local laws and regulations and process steps for negotiating and coming to consensus. Given the evolving nature of WIOA implementation and system integration, partners understand that this is an “ever-green” document, which from time to time shall be expanded and amended as needed.

C. Duration:

MOU Duration:

This service coordination portion of this MOU is entered into on _____, 2022. This MOU will become effective as of the date of signing by the final signatory below and must terminate on September 1, 2023, unless any of the reasons in the Termination section apply.

¹ In addition to jointly funding infrastructure costs for the comprehensive one-stop center, one-stop partners listed in §§ [678.400](#) through [678.410](#) must use a portion of funds made available under their programs' authorizing Federal law (or fairly evaluated in-kind contributions) to pay the additional costs relating to the operation of the one-stop delivery system. These other costs must include applicable career services and may include other costs, including shared services.

All Parties agree that this service coordination provision of this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate delivery of services.

Infrastructure Cost Agreement:

All Parties agree that the local cost sharing agreement provision of this MOU shall be reviewed and renewed not less than once per year (annually) to ensure appropriate funding of the one-stop center.

All Parties agree that the local cost sharing agreement will be reconciled on at least twice a year to assure that costs contributed are reasonable based on the Partner's proportionate share relative to benefit received.

D. Amendment Procedures:

1. Notification: When a Partner wishes to amend the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed amendment(s).
2. Discussion/Negotiation: Upon notification, the local board Chair (or Designee) must ensure that discussions and negotiations related to the proposed amendment(s) take place with partners in a timely manner, as appropriate. Depending upon the type of amendment(s), this can be accomplished through email communications to all the Parties. If the proposed amendment(s) is extensive and is met with opposition, the Local Board Chair (or Designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, the amendment(s) will be processed.
3. Substituted Party: If the amendment(s) involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into this MOU with local board approval.

As may be appropriate, if determined that a Partner is unwilling to sign the MOU, then the local board Chair (or designee) must ensure that the dispute resolution process is followed.

E. Dispute Resolution:

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. CWMWI will follow its appeals and bylaws processes for disputes pertaining to this MOU's subject matter. (Note: This is separate from the Central Western Maine Area Customer Grievance and Complaint Management Policy.)

A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the local board Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

All Parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally prior to invoking CWMWI appeals processes.

F. Termination:

This MOU will remain in effect until the end date specified in the Duration section, unless:

1. All Parties mutually agree to terminate this MOU prior to the end date.
2. Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
3. WIOA is repealed or superseded by subsequent federal law.
4. Local area designation is changed under WIOA.
5. A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the local board specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately. In the event of termination, pertaining to a breach, the Parties to the MOU must convene within thirty (30) after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.
6. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

Parties agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchasers after termination of this agreement.

III. SYSTEM STRUCTURE AND SERVICES

Maine's workforce development system is made up of multiple partners and workforce boards responsible for developing and implementing workforce strategies at both the State and local levels. The State Workforce Development Board is an advisory board to the Governor that provides leadership to the education and workforce system and which sets and communicates the vision for Maine's workforce system, convenes key strategic partnerships to achieve the vision, and uses data and accountability systems to ensure the system is on track.

Local boards take on a similar strategic role but have somewhat different functions pertaining to implementation of workforce programs and services. Maine has three local workforce development areas overseen by the following local boards:

- Northeastern WDB, covering Aroostook, Hancock, Penobscot, Piscataquis and Washington counties.
- Central Western Maine WDB, covering Androscoggin, Franklin, Kennebec, Oxford and Somerset counties.
- Coastal Counties WDB, covering Cumberland, Lincoln, Knox, Sagadahoc, Waldo, and York counties.

Local area governance begins with the chief elected official (CEO); each county within the local area assigns a representative commissioner to the CEO Board in each local area. Collectively the counties are financially liable for local WIOA funds allocated by the State to the local area through a sub-award. The CEOs are also responsible for appointing local workforce development board members, approving the local board's local workforce plan and budget and serving as the local grant recipient. However, the CEO's may designate an entity to serve as a fiscal agent on their behalf.

Local workforce development boards are responsible for defining and overseeing strategies, goals, objectives, and requirements for the use of grant funds. Local boards are made up primarily of business members representing employers from the local area and leads from agencies that serve job-seekers and workers. Local boards are facilitated by a chair person, selected from among the business membership of the board. Local boards have many functions and are responsible for convening industry partners and educational institutions to identify career pathways within key industry sectors in the local area. Local boards hire staff to assist in grant administration and implementation. Local board staff conducts monitoring and oversight of local service providers that deliver WIOA programs, create and submit required performance reports, and disseminate information to local area stakeholders and more.

The goal of Maine's workforce development system is to enhance the range, integration, and quality of workforce development services available to job-seekers and businesses through a coordinated approach among partner agencies utilizing a network of physical sites known as the one-stop system.

Local boards establish strategic direction for their local areas through contracts with service providers, by generating policies, and through establishing a One-Stop Operator to coordinate the integration of services provided by the partner agencies that make up the local one-stop system.

A. AMERICAN JOB CENTERS

1. **Comprehensive One-Stops (COS)** Each local area must have one comprehensive one-stop center from which all partner programs can be accessed. The Lewiston one-stop center in Lewiston is the COS for the Central Western Maine Workforce Area. Partner programs are required to provide “access” to their services from the COS in the local area at a minimum, but are encouraged to provide access to services at any or all of the centers in the local one-stop delivery system. Ways to provide “access” to partner services includes:

Option 1: Having a partner program staff member physically present at the comprehensive one-stop center;

Option 2: Having a staff member from a different partner program physically present at the comprehensive one-stop center who is appropriately trained to provide information to customers about the partner’s programs, services, and activities; or

Option 3: Making available a “direct linkage” through technology to a program staff member who can provide meaningful information or services.

- A “direct linkage” means providing direct connection at the comprehensive one-stop center, within a reasonable time, by phone or through a real-time Web-based communication, to a partner program staff member who can provide program information or services to the customer.
- A “direct linkage” cannot exclusively be providing a phone number, a website address, or printed pamphlets or materials; it means a direct linkage to a partner program staff person.

2. **Affiliate One-Stops (AOS)** Local boards may also choose to operate other access points to service in addition to comprehensive one-stops. Additionally, they may “approve” other regional centers that are not operated by them such as the MDOL centers of: Wilton CareerCenter, Northern Kennebec Valley CareerCenter, or Augusta CareerCenter. Such access points are called affiliate or specialized one-stop centers and are established to supplement and enhance customer access to partner services. Affiliate sites make one or more of the one-stop partner’s program services and activities available to job seekers, workers, and employers.

3. **Specialized One-Stop Centers (SOC)** Local boards may establish specialized centers for a variety of reasons depending on local workforce needs. The local board, in conjunction with the partners and one-stop operator may determine that a specialized center is warranted. Specialized centers are not required to provide access to every service partner, however, partner services provided through specialized one-stop centers must also be determined through partner negotiations at the local level and incorporated into this MOU.

See **Appendix D** for a map of Central Western Maine Workforce service delivery area.

B. ONE-STOP OPERATOR (OSO)

The Central Western Maine Workforce Development Board selected the One-Stop Operator through a competitive process (i.e., RFP), in accordance with OMB Uniform Guidance, WIOA and its implementing regulations, and procurement laws and regulations. All documentation for the competitive One-Stop Operator procurement and selection process is published and may be viewed on the Central Western Maine Website at: www.cwmwdb.org. The State requires that the One-Stop Operator is recompeteted at least every three years and not later than every four years.

In the Central Western Maine Area, the role of the OSO is to facilitate and lead the Committee of Required Entities (CORE) through the design and implementation of integrated service delivery (ISD). The OSO serves as a liaison between CWMWI, CORE, and other system partners, convening partnership meetings (acting as staff support in regard to minutes, agenda setting, and distributing action steps), leading the implementation of the One-Stop Certification process including customer feedback model, drafting and deploying a process for executing MOUs required under WIOA, identifying cross training needs for the partners based on mission and performance standards, collaboratively working with partners to address and resolve issues related to space usage, and site location; site operations, customer flow, and integration, assessing and providing the means to meet common operational needs to include but not be limited to training, technical assistance and additional resources.

C. PARTNERS

Per 20 CFR 678.415, the partners required to enter into this MOU with the Central Western Maine Workforce Development Board are those partner entities that act as the grant recipient / administrative entity responsible for administering the program grant funds. The term "entity" does not include service providers that the grant administrators contract with, nor does it include sub-recipients of the local administrative entity.

Some of these entities are the required partner for all three local areas in the State and some are required partners only in the local area in which their program is physically located. WIOA required partners in Maine are the administrators of the following national grant-funded programs:

1. Local Workforce Boards, Adult, Dislocated Worker, and Youth programs;
2. Maine Department of Education, Adult Education and Family Literacy Act programs;
3. Maine Department of Labor, Bureau of Employment Services, Employment Services programs;
4. Maine Department of Labor, Bureau of Employment Services, Trade Adjustment Assistance programs;
5. Maine Department of Labor, Bureau of Employment Services, Jobs for Veteran's State Grant programs;
6. Maine Department of Labor, Bureau of Unemployment Compensation, Unemployment programs;
7. Maine Department of Labor, Bureau of Rehabilitation Services, Vocational Rehabilitation programs;

8. Maine Community Colleges, Postsecondary Carl B. Perkins Act Grant recipients;
9. Maine Department of Health and Human Services, Community Services Block grant;
10. Maine Department of Health and Human Services, Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE);
11. Associates for Training and Development (A4TD), Senior Community Services Employment Programs;
12. Pathstone Corporation, National Farmworker Jobs Program;
13. Housing and Urban Development, HUD Employment and Training Programs; ****
14. Career Systems Development for Loring and Penobscot Job Corps programs;*
15. Penobscot Indian Nation, Native American program grant; **
16. Goodwill Industries of Northern New England, YouthBuild Lewiston grant; ***
17. Learning Works, YouthBuild Portland grant; ***

* Job Corps programs serve state and national customers regardless of their physical location and are required partners for all three local areas.

** Native American programs serve customers in the local area in which their program is physically located; per WIOA, Native American programs are not required to contribute to infrastructure cost sharing; there are no Native American programs serving the Central Western Maine Area.

*** YouthBuild grantees service customers in the local in which their program is physically located

****HUD Employment and Training Programs serve customers in the towns in which each housing authority is located.

The Central Western Maine Area has included the following additional partners in this MOU:

1. Maine Department of Health and Human Services, Supplemental Nutrition Assistance Program
2. Maine Department of Health and Human Services, Women, Infants and Children Nutrition Program
3. Maine Department of Health and Human Services, Higher Opportunity for Pathways to Employment
4. Maine Department of Corrections, Second Chance Act E&T Programs

1. Partner Roles and Responsibilities

The primary expectation of this MOU is partner support for the alignment and coordination of workforce development, education, community and economic development resources in the local area. Partners agree to support a comprehensive, accessible, high-quality one-stop system in each local area; a system that is accessible and easily navigated by job seeker, worker and employer customers alike.

Partners agree to commit to a new level of collaboration required to bring about a local workforce system that: promotes improvement in the structure of and delivery of multiple partner services; addresses the employment and skill needs of workers, jobseekers, and employers; articulates career pathways for in-demand occupations and industries; results in workforce participation and preparation of underutilized populations and individuals with barriers; and enables workforce participants to enter career pathways that provide self-sustaining wages and offer upward mobility.

Under WIOA all required partners of the one-stop delivery system are expected to have the necessary level of knowledge of each partner's programs to be able to make appropriate referrals and braid appropriate resources on behalf of shared customers. Per 20 CFR 678.430 there are basic career services that all partners are expected to provide which are primarily informational and relate to an integrated and coordinated system of services (to job seekers, workers, and in some cases employers) a list of these can be found on page 4 of **Appendix A**. In addition 678.420 the role of required partners are identified as follows:

- a) Provide access to its programs or activities through the comprehensive one-stop center and as able throughout the one-stop system;
- b) Use a portion of funds made available to the partners' program, to the extent consistent with Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring among other things, that costs are allowable, reasonable necessary, and allocable) to:
 - 1) Provide applicable career services; and
 - 2) Work collaboratively with the State and local boards to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
 - i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
 - ii. Federal cost principles; and
 - iii. Any local administrative cost requirements in the Federal law authorizing the partner's program;
- c) Enter into an MOU with the local board relating to the operation of the one-stop delivery system that meets all the requirements contained herein;

- d) Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and
- e) Provide representation on the State and Local boards as required and participate on board committees, as needed.

2. Partner Commitments

In addition to the roles identified under WIOA as delineated above, Partners to this MOU agree to work with the local One-Stop Operator to align and coordinate workforce development resources in a way that is seamless to the customer, maximizes resources, reduces redundancies and improves the outcomes of participants of each partner program. In order to facilitate such a system, Partners agree to:

1. Familiarize their staff with the basic eligibility and participation requirements and available services and benefits offered by each of the Partner programs identified in Appendix A;
2. Allow their staff to participate in cross-training opportunities developed to facilitate such familiarity;
3. Assist in developing materials and/or participating in delivery of cross-training to facilitate such familiarity;
4. Work to utilize common intake, assessment and registration tools, and standards;
5. Regularly evaluate ways to improve the referral process including the use of customer satisfaction surveys;
6. Commit to robust and ongoing communication with partners required for an effective referral process;
7. Commit to actively follow-up on the results of referrals and assure that partner resources are being leveraged at the optimum levels;
8. Provide suitable referrals and service coordination in accordance with the Referral Requirements Section below.
9. Participate in meetings and informational interviews with CWMWI and the regional One-Stop Operator (OSO) in order to design a collaborative integrated service delivery plan for the Local Area..

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above; and
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers.

D. SYSTEM SERVICES AND PROVIDER

The services, eligibility criteria, and funding sources for each required partner are identified in **Appendix A** Partner Services Information. In this section, each partner identifies the grant administrator, the service providers and service locations, an overview of each partner's services, eligibility criteria for each partner's services and a list of actual services offered and special requirements requested by each partner in regards to this MOU.

E. REFERRAL REQUIREMENTS

As mentioned, Appendix A provides an overview of services offered by each required partner and the level of those services that will be made accessible through the comprehensive and affiliate one-stop centers in the local area. A robust referral mechanism is to be put in place to ensure a customer-centric, integrated, and seamless delivery of services to workers, job seekers, and employers.

After informing customers about the opportunities and resources available to them, partners will make referrals based on the level of interest expressed by the customer and/or the readiness or need of the customer (worker, job seeker, and/or employer) for the services of the partner program to which the customer is being referred. There are two types of referrals: an "informal referral" to customers who after learning about another partner's services expresses an interest in more information; and a more formal referral known as a "coordinated referral" that is by and between partner agencies that intend to enroll and serve a specific customer who would benefit from the services of another partners.

Referral Types:

The referral process may be either **Informal** or **Coordinated (Formal)**

An **Informal Referral** is a paper or online referral provided to the customer by the initiating Partner that refers and guides that customer to another Partner program. This level of referral allows the customer to utilize the referral according to his or her needs and does not require a formal follow-up from the receiving partner agency.

A **Coordinated Referral** is a staff-initiated referral on behalf of a customer that is currently receiving enrolled services from the referring partner and/or who specifically requires the services of the partner to which they are being referred. Such referrals may require customer approval and/or a release of information. Coordinated referrals involve direct contact between staff of the referring partner and the staff of the receiving partner that discuss the specific needs of the customer requiring shared services.

Partners agree to collaborate to standardize the referral process across partner programs and to ensure provider staff understand these referral types.

IV. SYSTEM OPERATING COSTS

One-stop infrastructure cost sharing, as required under WIOA Section 121(h), is negotiated at the local area level through methods agreed upon by the local board, chief elected official, and one-stop partners. WIOA guidance has provided additional time for Partners to work on cost sharing agreements.

The State published guidance for local areas to use to negotiate infrastructure cost sharing and shared service costs. In addition, the State published the State Funding Mechanism that identifies the percentage of funds each required partners will be required to allocate toward infrastructure costs sharing should the local area be unable to establish agreement on infrastructure cost sharing.

The WIOA required Local Funding Mechanism (i.e.: infrastructure cost sharing agreement) was not required to be in place until January 1, 2018.

Local Area Operating Costs: The MOU must identify information about the costs for the one-stop comprehensive center. Operating costs include costs such as facilities rent, utilities, equipment and interactive technologies, and staff costs salaries, fringe, and benefits, insurances, and service delivery costs such as materials. In addition, to clear identification of operating costs, the MOU must include a copy of the Infrastructure cost sharing agreement in place. See Appendix B for current local area infrastructure costs.

Interim Infrastructure Cost Sharing Agreement: TO BE DEVELOPED

Additional Costs: TO BE DEVELOPED

Duration: TO BE DEVELOPED

V. OTHER TERMS AND CONDITIONS

A. DATA SHARING AND PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' Personally Identifiable Information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- 1.** Customer PII will be properly secured in accordance with the Federal, State, and local policies and procedures regarding the safeguarding of PII.
- 2.** The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- 3.** All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR Part 603 and TEGL 07-16.
- 4.** All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- 5.** Customer data may be shared with other programs, for those programs' purposes, within the one-stop network only after the informed written consent of the individual has been obtained, where required.
- 6.** Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- 7.** All data exchange activity will be conducted in machine readable format (such as HTML or PDF, for example) and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).
- 8.** All one-stop center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

B. CONFIDENTIALITY

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations.

In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties. Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.

With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures. With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

C. ACCESSIBILITY

Accessibility to the services provided by the American Job Centers and all Partner agencies is essential to meeting the requirements and goals of the one-stop center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations, as well as in virtual sites, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

1. Physical Accessibility:

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high-traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

2. Virtual Accessibility:

The local board will work with the State board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use," and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the local board or the State board to post content through their website or applicable one-stop system websites.

3. Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech/language impairments.

In addition, communications access means taking reasonable steps to provide meaningful access to programs and services to individuals with Limited English Proficiency (LEP) or for whom English is not their primary language. Such steps may include using signage, with multiple language statements in order to assess the individual's native language, by providing general informational materials in non-English languages known to be spoken in the local area, and/or by providing adequate notice of and accessing language translation services as appropriate.

4. Programmatic Accessibility

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that those policies and procedures have been disseminated to their employees and otherwise posted as required by law.

Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all one-stop center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the one-stop center network.

D. MONITORING AND EVALUATION

The local board, or its designated staff, officials from the State and other local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies;
- Those laws, regulations, and policies are enforced properly;
- Performance data is recorded, tracked, and reviewed for quality to ensure accuracy and completeness;
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met;
- Appropriate procedures and internal controls are maintained, and record retention policies are followed; and
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate. Failure to comply with local monitoring shall result in official "findings."

E. NONDISCRIMINATION AND EQUAL OPPORTUNITY COMPLIANCE

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

All Parties to this agreement specifically assure that they will comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016);
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352);
- Section 504 of the Rehabilitation Act of 1973, as amended;
- The Americans with Disabilities Act of 1990 (Public Law 101-336);
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor;
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 29 USC §3248;
- The Family Educational Rights and Privacy Act (FERPA) (20 USC § 1232g; 34 CFR part 99);
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38);
- Confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603);
- All amendments to each and all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs, or religion be excluded from participation in, or denied, any aid, care, services, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

F. INDEMNIFICATION

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the local board and the One-Stop Operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the local board or the One-Stop Operator.

G. SEVERABILITY

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

H. PRIORITY OF SERVICE

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient individuals, and English language learners.

I. GOVERNING LAW

This MOU will be construed, interpreted, and enforced according to the laws Maine. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

SYSTEM SERVICES BY PARTNER

TABLE OF CONTENTS

| Partner Programs | Funding Authority |
|--|--|
| Adult, Dislocated Worker, Youth | WIOA Title IB |
| Title II Adult Education and Family Literacy | WIOA Title II |
| Maine Community College System | Carl Perkins Career and Technical Education (Postsecondary) |
| Community Services Block Grant Program | Community Opportunities Accountability Training and Educational Services Human Services Reauthorization Act of 1998 (PL 105-285) |
| Job Corps Programs | WIOA Title I |
| Jobs for Veteran's State Grant Program | Maine Department of Labor, Bureau of Employment Services |
| National Farmworker Jobs Program | WIOA Title I, Section 167 - Migrant & Seasonal Farmworker Program |
| HUD Employment & Training Programs | Department of Housing and Urban Development |
| Second Chance Act E T Programs | The Second Chance Act |
| Senior Community Service Employment Program | WIOA Title I Older Americans Act of 1985, Title V |
| Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE) | Personal Responsibility and Work Opportunity Reconciliation Act of 1996 |
| Trade Adjustment Assistance | Maine Department of Labor, Bureau of Employment Services |
| Maine Unemployment Compensation | Maine Department of Labor, Bureau of Unemployment Compensation |
| Title IV Vocational Rehabilitation | WIOA Title IV Rehabilitation Act of 1973 as amended |
| Employment and Labor Exchange Services | Wagner-Peyser Act as amended by WIOA Title II |
| YouthBuild | WIOA Title I, Section 171 - YouthBuild Program |
| SNAP | The Food, Conservation and Energy Act of 2008 |

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|------|---|
| WIC | The Child Nutrition Act |
| HOPE | Maine Department of Health and Human Services |

The following information is provided on each program:

- Program and partner overview
- Program funding authority
- Points of enrollment access
- Referral pipeline
- Program service access locations
- Program eligibility requirements
- Program services description
- Special requirements or commitments

ADULT, DISLOCATED WORKER, AND YOUTH SERVICES

PARTNER:

Central Western Maine Workforce Development Board (CWMWDB) is the grant administrator of Title IB Adult, Dislocated Worker, and Youth programs and contracts with one or more service providers to deliver these services. Title IB programs are funded through a grant from the US Department of Labor that is distributed to States and then to local areas based on a formula that takes several factors into consideration about the local area, including: the number of unemployed, number living in poverty, number of disadvantaged youth, the amount of funds the local area received the previous year, the areas of substantial unemployment, and the number of significant plant downsizings in the local area.

FUNDING AUTHORITY:

Workforce Innovation and Opportunity Act Title IB.

POINTS OF ENROLLMENT ACCESS:

| Enrolling Entity | Physical Address | Platform | Location Contact | Email Address |
|------------------|----------------------------|---------------------|---------------------|--|
| EMDC | 40 HarlowSt, Bangor, ME | MJL | Samantha Giasson | samantha.giasson@emdc.org |

REFERRAL PIPELINE:

| Web Address | Contact | Email Address |
|---------------------------|------------------|--|
| Zoom Link | Santasia Marcoux | SMarcoux@emdc.org |

SERVICE PROVIDERS LOCATIONS:

The Title IB Adult, Dislocated Worker and Youth service provider in this local area is Eastern Maine Development Corporation. Eastern Maine Development Corporation staff are mobile and can meet clients in any appropriate partner or public space throughout the Central Western Maine region as well as provide services virtually. Eastern Maine Development Corporation also provides services from the following locations:

| Service Area | Physical Address | Contact | Email Address | Phone |
|---------------------|---------------------------------|--------------------|--|--------------|
| Lewiston | 5 Mollison Way, Lewiston | Patti Saarinen, | PSaarinen@emdc.org | 207-991-3651 |
| Augusta | 45 Commerce Drive, Augusta | Santasia Marcoux | SMarcoux@emdc.org | 207-592-1271 |
| CCI Farmington | 176 Livermore Falls, Farmington | Karen Henderson | Khenderson@Community-Concepts.org | 207-491-1859 |
| Hinkley (Fairfield) | 23 Stanley Rd., Hinkley | Victoria Manocchia | vmanocchia@emdc.org | 207-513-6142 |
| Rumford | 60 Lowell St., Rumford | Heather Rajaniemi | HRajaniemi@Community-Concepts.org | 207-735-8746 |
| South Paris | 4 Western Ave., South Paris | Matt Damon | mdamon@Community-Concepts.org | 207-441-4728 |
| Wilton | 865 US Route 2E, Wilton | Karen Henderson | khenderson@community-concepts.org | 207-491-1859 |

SERVICES OVERVIEW:

Varied levels of services are offered to Adult, Dislocated Workers, Youth participants and Employers, including: the Basic Career Services that must be provided by all required partners and which must be made available to everyone accessing the local one-stop system; Individualized Career Services, which may be made available based on an identified customer need; Follow-Up services which are made available to Adults and DWs who received enrolled services and then entered into unsubsidized employment, and to all Youth enrolled in services; and Training Services which may be offered based on a determination that the customer/participant meets specific criteria.

Youth customers are served differently from Adult and Dislocated Worker customers, under Title IB. There are fourteen youth service elements and various other services that may be provided to youth customers.

Business/Employer services may be offered directly by Title IB staff or in collaboration with other partners.

The Adult formula program provides career and training services through the local one-stop network to help job seekers who are at least 18 years old to success in the labor market. In the provision of individualized

career services and training services, WIOA establishes a priority for serving low-income individuals and recipients of public assistance, as well as individuals who are basic skills deficient.

The Adult program's delivery of career and training services are tailored to the individual needs of job-seekers. The Adult program is identified as a core program under WIOA and, among other things, is responsible for combined planning and shared performance indicators, and aligned service delivery with other core one-stop partner programs.

ELIGIBILITY – ADULT PROGRAM:

Individuals must be aged 18 or older to participate in the Adult program. Priority for services is given to individuals:

- A. Whose individual income is at or below the poverty level, or whose family income is at or below the Lower Living Standard Income Level (LLSIL); or B. Who are recipients of public assistance; or
- B. Who are recipients of public assistance; or
- C. Who are identified as Basic Skills Deficient (see glossary for definition).

ELIGIBILITY – DISLOCATED WORKER PROGRAM:

To be eligible for the Dislocated Worker Program or National Dislocated Worker Grant Programs, an individual must be determined to be a “dislocated worker,” which means an individual who:

- A. (1) - Has been terminated or laid off, or who has received a notice of termination or layoff, from employment;
- (2) - (I) - is eligible for or has exhausted entitlement to unemployment compensation; or
(II) - has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
(iii) - is unlikely to return to a previous industry or occupation;
- B. (1) - has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- (2) - is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- (3) - for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
- C. was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;
- D. is a displaced homemaker; or
- E. (1) - is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or

(2) - is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16)(B).

A displaced homemaker is also considered a dislocated worker for eligibility purposes. The term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who:

A. (1) - has been dependent on the income of another family member but is no longer supported by that income; or

(2) - is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected

(as defined in section 101(16) of title 38, United States Code) death or disability of the member; and

B. is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

ELIGIBILITY IN-SCHOOL YOUTH PROGRAM:

In-School Youth are individuals who are:

A. attending school (High school or College);

B. AGED 14 TO 21 at time of enrollment;

C. low income; and one or more of the following:

1) basic skills deficient;

2) an English language learner;

3) an offender;

4) homeless;

5) is in the foster care system or has aged out of the foster care system;

6) pregnant or parenting;

7) an individual with a disability; and/or

8) an individual who requires additional assistance (per the Local Board definition)

ELIGIBILITY OUT-OF-SCHOOL YOUTH PROGRAM:

Out-of-School Youth is an individual who:

A. is not attending any school;

B. is aged 16 to 24 at time of enrollment; and one or more of the following:

1) is a high school dropout;

- 2) is within the age of compulsory school attendance, but has not attended for at least the most recent school year quarter;
- 3) has received a high-school diploma or equivalent, is low income and is either basic skills deficient or an English language learner;
- 4) is an offender;
- 5) is homeless;
- 6) is in the foster care system or has aged out of the foster care system;
- 7) is pregnant or parenting;
- 8) is an individual with a disability;
- 9) is low income and requires additional assistance to complete an educational program or secure employment (per the local board definition).

ADULT AND DISLOCATED WORKER PROGRAM SERVICES:

| BASIC CAREER SERVICES | |
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| Primarily informational, many may be self-accessed, all must be provided through the one-stop delivery system. | |
| Basic Career Services | Definitions |
| Eligibility Determination | Eligibility for Adult, DW, or Youth Title I-B programs |
| ETPL Information | Provision of information on training programs including cost, jobs they prepare one for, expected employment and earnings, and credential types. |
| Financial Aid Assistance Info | Provision of assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA, such as PELL, State, or Local funded programs, scholarships, etc. |
| Initial Assessment | Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities/skill gaps, support service needs, includes CASAS |
| Labor Exchange Services | Includes: <ul style="list-style-type: none"> • Job Search & Placement Assistance • Career Counseling • Provision of information on in-demand industry sectors and occupations • Provision of information on nontraditional employment for women • Recruitment related services to businesses, including referrals to services not traditionally delivered through the one-stop system |
| Labor Market Information | Provision of workforce and LMI, including: <ul style="list-style-type: none"> • Job vacancy listings in labor market areas (Local, State, National) • Info on the skills necessary to obtain the vacant jobs listed; and Occupational info about in-demand jobs, such as earnings, skill requirements, opportunities for advancement |
| Local Area Performance Info | Provision of information about local area performance, including accountability measures, one-stop certifications, etc. |
| Outreach – Intake – Orientation | Providing an orientation to or information about services available through the one-stop system including worker profiling. Must also include opportunity for an individual to initiate an application for TANF services. |

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| Referrals to & Coordination | Referrals to and coordination of activities with other programs and services, including programs and services of one-stop system partners and other appropriate services, including supportive services. |
| Supportive Services Info | Provision of information on availability of supportive services or assistance and appropriate referrals to agencies that provide them, including: <ul style="list-style-type: none"> • Childcare • Child Support • Health Services (MaineCare, CHIP, Medicare, Health Insurance Options) • Food Stamps • TANF • Etc. |
| UI Claims Assistance | Provision of “meaningful assistance” to individuals seeking to file a UI claim via on- site staff trained in UI claims filing and claimant rights and responsibilities; or providing a direct link, within a reasonable amount of time, to a UI staff person who can answer such questions. |

| INDIVIDUALIZED CAREER SERVICES | |
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| May be made available if determined appropriate in order for an individual to obtain or retain employment. | |
| Individualized | Definitions: |
| Career Planning | <p>A client-centered approach in service delivery, designed to assist the participant in understanding the steps in a career pathway, and</p> <ol style="list-style-type: none"> a. Prepare and coordinate comprehensive employment plans to ensure access to necessary activities and support services, using where feasible, computer-based technologies, and b. Provide job, education, and career counseling, as appropriate both during participation and after job placement. WIOA Sec(3)(8) <p>Note: career planning services must be provided in order for an individual to be eligible to receive “training” services.</p> |
| Comprehensive Assessment | Specialized assessments of skill levels/service needs of A/DW such as diagnostic testing or in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. |
| English Language Acquisition | <p>A program of instruction designed to help eligible individuals who are English language learners to achieve competence in reading, writing, speaking, and comprehension of the English language; and that leads to:</p> <ul style="list-style-type: none"> • Attainment of a secondary school diploma or equivalent; • Transition to post-secondary education; or • Employment Title II WIOA Section 203(6) |
| Financial Literacy | May include activities that support participants’ ability to: create budgets; initiate checking/savings accounts; make informed financial decisions; effectively manage spending, credit, and debt; understand credit reports/scores and how to ensure accuracy of same; maintain good credit; improve poor credit; understand/evaluate/compare financial products and services; understand identity theft and other rights pertaining to personal identity and financial data; and to address the financial literacy need of non-English speakers; including distribution of materials on these topics in other languages. |
| Group Counseling | Involves two or more participants addressing certain issues, problems or situations that may be shared by the group members, such as: long-term unemployment, addressing ex-offender status with prospective employers, planning for living expenses while attending college, etc. |
| Individual Counseling | One-on-one session that may go into greater detail about a particular participant’s needs regarding specific issues, problems or situations she/he is facing, such as planning for living expenses while in training, addressing ex-offender status during an interview, etc. |
| Individual Employment Plan (IEP) Development | Developed jointly with the participant and career consultant, may include other one-stop partner as appropriate. The IEP identifies employment goals, appropriate achievement objectives, and an appropriate combination of services the participant will need to achieve his/her goals, including information about ETPL. It is an ongoing strategy that must be signed and dated by both the participant and the career consultant. Participant progress should be reviewed on an ongoing basis and the IEP revised if goals, objectives, or services to be provided change. |
| Out-of-Area Job Search or Relocation | Financial or technical assistance to conduct out-of-area job search activities, and/or informational or support services that support relocation to enter unsubsidized employment. |
| Short Term Pre-Vocational | Often referred to as Pre-employment competency or Work-Ready – it is the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. May also include digital/computer literacy. |

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| Work Experience / Internship | Planned, structured, learning experiences, linked to careers, that takes place in a workplace for a limited amount of time. May be in the non-profit, for-profit, or public sectors. May be paid or unpaid depending on whether it meets the employer/employee relationship as identified in the FLSA. |
| Workforce Preparation | Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy, self-management skills-including competencies in utilizing resources and information, working with others, understanding systems, obtaining skills necessary for transition into and completion of post-secondary education or training, or employment Title II WIOA definitions Section 203(17) |

FOLLOW UP SERVICES are required for Adult/DW and Youth populations but are different as below:

| FOLLOW-UP SERVICES | |
|---------------------------|---|
| Follow-Up DW / Adult | <p>Must be made available to Adult and Dislocated Worker participants (as determined appropriate by the Local WDB), for a minimum of 12 months following the first day of employment.</p> <p>Follow-Up services for A/DW are primarily tied to job retention. Follow-up services include counseling regarding continued success in the workplace.</p> |

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| <p>CRITERIA FOR TRAINING SERVICES – Training services may be made available to individuals who:</p> <ul style="list-style-type: none"> A. A one-stop center or one-stop partner determines, after an interview, evaluation, or assessment, <u>and</u> career planning, are: <ul style="list-style-type: none"> 1. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services; 2. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and 3. Have the skills and qualifications to participate successfully in training services; B. Select a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; C. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (provisions relating to fund coordination are found at §680.230 and WIOA sec. 134(c)(3)(B)); and D. If training services are provided through the adult funding stream, are determined eligible in accordance with the State and Local priority system in effect for adults under WIOA 134(c)(3)(E) and §680.600. |
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| TRAINING SERVICES | |
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| Training | Definitions |
| Adult Education & Literacy in combination w/ occupational training | Training funds may be used to support Adult education and literacy activities if they are provided concurrently or in combination with occupational training, (including training for non-traditional occupations), OJT, Incumbent Worker Training, Workplace training that combines training and related instruction, training programs operated by the private sector, skills upgrading or entrepreneurial training. |

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| Customized Training <i>Unemployed Individuals</i> | Training designed to meet the special requirements of an employer (or group of employers), that is conducted with a commitment by the employer to employ the individual upon successful completion of the training, for which the employer pays a significant cost of the training as determined by LWDB policy. |
| Customized Training <i>Employed Individuals</i> | <p>Customized training of an eligible employed individual may be provided for an employer or group of employers when:</p> <ul style="list-style-type: none"> • The employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment as determined by LWDB policy; • The requirements of CT as listed above are met; and • The CT relates to new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy. |
| Entrepreneurial Training | Training to prepare participants to enter self-employment, start microenterprises, may include: writing a business plan, understanding market research, market or product development, financial request proposals, staffing, business accounting, record keeping, and more. |
| Incumbent Worker Training | Incumbent worker training must meet the requirements of WIOA §134(d) and must increase the competitiveness of the employee or the employer. It is training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert layoff of employees by assisting workers in obtaining the skills necessary to retain employment; and that is conducted with a commitment by the employer to retain or avert the layoffs of the incumbent workers trained. Note: LWDB employer criteria and cost-sharing requirements apply. Not more than 20% of Local A/DW funds may be used for incumbent worker training. |
| Job Readiness in combination w/occupational training | If funded as a training activity job readiness must be provided in combination with occupational skills training including classroom or work-based occupational training. |
| Occupational Skills Training | Program of training offered by an Eligible Training Provider, paid for with an Adult/DW Individual Training Account (ITA), which may also include related instruction cost of Registered Apprenticeship program listed on ETPL. |

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| <p>On-the-Job Training <i>Unemployed Individual</i></p> | <p>Training provided by an employer to a paid participant engaged in productive work in a job that:</p> <ul style="list-style-type: none"> • Provides knowledge or skills essential to the full and adequate performance of the job; • Is made available through a contract that provides a reimbursement of up to 50% of the participant wage to the employer to cover the extraordinary cost of training and additional supervision; and • Is limited in duration as appropriate to the occupation, taking into account the content of the training, the participant's existing skills and prior work experience, and the participant's IEP. <p>May include the cost of OJT for a Registered Apprenticeship program listed on the ETPL. LDWB policy may allow for greater than 50% wage reimbursement based on size of employer, participant characteristics, quality of training and opportunity for advancement as delineated in LWDB policy. May not be entered into with any employer who under previous OJT contracts failed to provide long term employment as a regular employee with wages, benefits, and working conditions equal to other employees working for a similar length of time.</p> |
| <p>On-the-Job Training <i>Employed Individual</i></p> | <p>OJT contract may be written for eligible workers when:</p> <ul style="list-style-type: none"> • The employee is not earning a self-sufficient wage, or wages comparable to or higher than wages from previous employment, as determined by LWDB policy; • Meets the requirements for OJT listed above; <p>Relates to introduction of new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy.</p> |
| <p>Pre-Apprenticeship Training</p> | <p>A program designed to prepare an individual to enter and succeed in a registered apprenticeship program and that provides: Training & curriculum that aligns with the skill needs of employers in the local or State economy, access to educational and career counseling and other supportive services, directly or indirectly, hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options hands-on, understanding how course work applies on the job, leads to an opportunity to attain at least one industry-recognized credential; and is in partnership with one or more registered apprenticeship programs/sponsors that assist individuals who complete the pre-apprenticeship to enter a registered apprenticeship program.</p> |
| <p>Registered Apprenticeship</p> | <p>WIOA participant entry into a registered apprenticeship program as a training pathway. Performance measures include: Employment 2nd & 4th Qtr, Earnings 2nd Qtr, and A measurable skill gain. Enrollment for the full term of RA program is not necessary, if enrolled for up to one year the above measures apply, if the apprentice receives a certification of apprenticeship within one year of exit of program a credential measure also applies.</p> |
| <p>Skills Upgrade & Retraining</p> | <p>Training designed to enhance the skills of currently employed participants who are working at less than their potential and have minimal or no advancement capability without gaining the skills required for them to upgrade and retrain to move them to self-sufficiency.</p> |
| <p>Training programs operated by the private sector</p> | <p>Private sector training programs that provide specific skills pertaining to a plant function or plant machine that cannot be provided by an ETP or OJT.</p> |

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| Transitional Jobs | A time-limited work experience, for which wages are subsidized by the program and that are targeted to individuals with barriers to employment that are chronically unemployed or have inconsistent work history, as determined by LWDB. Transitional jobs are designed to enable individuals to establish a work history, demonstrate success in an employee/employer relationship and develop skills that will lead to unsubsidized employment. Transitional job training must be combined with comprehensive career services and supportive services. Funds for this type of training are limited to 10% A/DW total funds. |
| Workplace training combined with related instruction | Training that combines hands-on occupational training with related instruction classes, such as cooperative education. |

YOUTH PROGRAM SERVICES:

YOUTH SERVICES must be made available to all enrolled youth participants. To be considered a youth participant the following four enrollment steps must occur:

- (1) An eligibility determination;
- (2) Provision of an objective assessment;
- (3) Development of an individual service strategy; and
- (4) Participation in any of the 14 WIOA youth service elements*

NOTE: If a youth does not meet enrollment requirements or cannot be served by the Title IB program, the service provider must refer the youth for further assessment or refer the youth to other appropriate programs that will enable them to address their skill and training needs.

| YOUTH SERVICES | |
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| Youth Service Elements | Definitions |
| Adult Mentoring* | Required to last at least 12 months and may take place both during and after exit from program. Is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee and that matches the youth with an individual mentor who interacts on a face-to-face basis. May include workplace mentoring where the local program matches a youth with an employer or employee of a company 681.490 . |
| Alternative Secondary School* | Alternative secondary school services or secondary dropout recovery programs. |
| Comprehensive Guidance & Counseling* | Individualized counseling that may include: drug and alcohol abuse counseling, mental health counseling, and referral to counseling provided by partner programs. When referring to such programs the local youth provider must coordinate with the organization it refers the youth in order to ensure continuity of service. |
| Education concurrently w/ workforce preparation* | Reflects an integrated education & training model which details how workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and are connected to training for a specific occupation, occupational cluster, or career pathway. |

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| <p>Entrepreneurial Skills Training*</p> | <p>Provide the basics for starting or operating a business and include activities that develop entrepreneurial skills such as the ability to:</p> <ul style="list-style-type: none"> • Take initiative; • Develop budgets and forecast resource needs; • Understand options for acquiring capital and the trade-offs associated with such options; and • Communicate effectively and market oneself and one's ideas. <p>Approaches may include:</p> <ul style="list-style-type: none"> • Introduction to the values and basics of starting & running a business, such as development of a business plan and simulations of business startups and operations; • Enterprise development and provision of supports and services that incubate and help youth develop their own businesses such as accessing small loans or grants necessary to begin business operation and by provision individualized attention to the development of viable business ideas. |
| <p>Financial Literacy Education*</p> | <p>May include activities which support:</p> <ul style="list-style-type: none"> • Ability to create budgets, initiate checking/savings accounts, & make informed financial decisions; • Learning how to manage spending, credit and debt, including student loans, consumer credit & credit cards; • Learning: significance of credit reports/scores, rights pertaining to credit & financial information, how to determine credit report accuracy, how to improve or maintain good credit; • Ability to understand, evaluate and compare financial products/services; • Knowledge about, rights regarding and protection from identity theft; • The financial literacy needs of non-English speakers including provision of financial literacy information in other languages • The financial literacy needs of youth with disabilities including connecting them to benefits planning and work incentives counseling; • Age appropriate, timely education and opportunities to put lessons into practice, such as by access to safe, affordable financial products that enable money management and savings; and • Other approaches that promote knowledge, skills and confidence in making financial decisions. |
| <p>Follow-up Services*</p> | <p>Following exit from the program, services determined necessary to ensuring youth success in employment or post-secondary education may include regular contact with a youth's employer to provide assistance addressing work-related problems or may also include: supportive services, adult mentoring, financial literacy education, labor market information and information on in-demand industry sectors in the local area, career awareness and career exploration, and activities that help a youth prepare to transition to postsecondary education & training. Follow-up services must be offered for a minimum of 12 months after exit unless the youth declines such services or cannot be located. Follow-up services must include more than a mere attempt to contact a youth to document a performance outcome.</p> |
| <p>Incentive Payments</p> | <p>Incentive payments are for recognition and achievement directly tied to training activities and work experiences. The LB or service provider must have written policies and procedures in place that govern the award of incentive payments. Such payments may not include entertainment-related activities such as sporting events or movie tickets or other venues whose sole purpose is entertainment.</p> |

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| Individual Employment Plan | This activity is recorded by actually creating the ISS. The ISS must: be tied to Youth performance measures, identify a career pathway that includes education and employment goals, consider career planning activities, results of the objective assessment, and service needs of the participant. If another program has already developed an ISS with a youth participant, the service provider may continue to use the initial ISS if it meets these requirements. |
| Individual Training Account Youth ITA | Allowed to enhance individual participant choice in their education and training plans and to provide flexibility to service providers, may be used for youth ages 16-24 when appropriate. In general, program staff should use the assessment process to determine which program would best meet the youth's needs (adult or youth) for youth who are aged 18+. |
| LMI & Career Counseling* | Includes provision of information on local labor market (jobs and skills in-demand), Career Counseling, including identifying appropriate Career Pathways, Career Awareness, and Career Exploration & Career Planning activities |
| Leadership Development* | Linking youth with opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as: <ul style="list-style-type: none"> • Exposure to postsecondary education possibilities; • Community and service learning projects; • Peer-centered activities, including peer mentoring & peer tutoring; • Organizational and teamwork training and team leadership training; • Decision making, determining priorities and problem solving; • Citizenship training, including life-skills such as parenting & work behavior Civic engagement activities which promote quality of life in a community; Putting youth in leadership roles such as committee membership. <input type="checkbox"/> |
| Objective Assessment | Includes a review of academic & occupational skill levels, as well as service needs, career readiness, individual strengths, prior work experience, and employability - for the purpose of identifying appropriate services and career pathways and to inform the Individual Service Strategy. Note: not required if already provided by another program. |
| Occupational Skills Training* | Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by in-demand occupational fields at the entry, intermediate, or advanced levels, and that: <ul style="list-style-type: none"> • Is outcome-oriented and focused on a specific occupational goal identified in the youth ISS; • Is of sufficient duration to impart the skills needed to meet the occupational goal; and • Leads to attainment of a recognized postsecondary credential. Such program must meet the quality standards in WIOA §123. |
| Supportive Services* | Services that enable the youth to participate in WIOA activities, such as linkages to community services, assistance with childcare, transportation, housing, educational testing, reasonable accommodations for youth with disabilities, legal aid services, uniforms, work attire, safety gear, tools, books, fees, school supplies, and other training related costs such as test, application, and/or certification fees and more to be provided as identified in Local Board policy. |
| Transition Activities* | Activities that prepare youth to transition to postsecondary education and training, may include linkage to programs like TRIO or GEAR UP, how to apply for financial aid & scholarships, understanding college application processes, preparing for entrance exams, essays. Understanding pre-requisites, college culture and more. |

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| Tutoring / Study Skills* | Tutoring, Study Skills techniques, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of a secondary diploma or equivalent (including a recognized certificate of attendance for youth with disabilities) or to a recognized post-secondary credential. |
| Work Experience* | <p>Planned, structured learning experiences that take place in a workplace for a limited period of time. May take place in the private-for-profit, non-profit, or public sector. Must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience, further academic and occupational education may occur inside or outside the work site. Types of WE include:</p> <ul style="list-style-type: none"> • Summer youth employment opportunities or WE during the school year; • Pre-Apprenticeship programs; • Internships and Job Shadowing; and • On-the-Job Training |

*= ONE OF 14 YOUTH SERVICE ELEMENTS

EMPLOYER SERVICES:

This is not an all-inclusive list but identifies services that are routinely offered and some that may be offered as customized services.

| EMPLOYER SERVICES | |
|-------------------------|---|
| Business Services | Definitions |
| Labor Exchange Services | <p>Must be made available and include:</p> <p>Appropriate recruitment services on behalf of employers;</p> <p>Information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;</p> <p>Provision of workforce and labor market employment statistics information, including accurate information related to local, regional and national labor market areas;</p> <p>Job vacancy listings in labor market areas;</p> <p>Info on the skills necessary to obtain vacant jobs;</p> <p>Info relating to occupations in-demand and the earnings, skill requirements and opportunities for advancement for those jobs (career pathways info for employers)</p> |

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| Customized Services | <p>May be provided to employers, employer associations or other such organizations. These services are tailored for specific employers and may include:</p> <ol style="list-style-type: none"> 1. Customized screening and referral of qualified WIOA participants in training services to employers; 2. Customized services or information regarding employment-related issues, including workforce needs assessments; 3. Customized recruitment events and related services, including targeted job fairs; 4. Referrals to assistance in development of registered apprenticeship program; 5. Referrals to assistance for averting layoffs; 6. Referrals to assistance with skills upgrading and skill standard development; 7. Info on local, State or Federal tax credits; 8. Info on Bonding Programs; 9. Info on recruitment of specialized populations (Hire a Vet); 10. Info on local area industry/sector initiatives; 11. Human Resource Consultation services that may include assistance: <ol style="list-style-type: none"> a. Writing and reviewing job descriptions, employee handbooks; b. Developing performance evaluation and personnel policies; c. Creating orientation sessions for new workers; d. Honing job interviewing techniques for efficiency and compliance; e. Analyzing employee turnover; f. Creating job accommodations and use of assistive technologies; g. Explaining labor and employment laws to help employers comply with nondiscrimination, wage/hour and safety/health regulations. |
| Customized LMI | LMI specially prepared for specific employers, sectors, industries, or clusters |

SPECIAL REQUIREMENTS:

WIOA core programs are required to work toward an integrated intake system that will: streamline the intake process for customers who would benefit from the services from multiple one-stop system partners, further collaboration between partners on behalf of customers, maximize the use of scarce resources available from partners, and eliminate unnecessary duplication.

OPERATIONS DURING COVID-19:

Services are performed virtually and in-person, whatever is best for the client’s needs and the safety of clients and staff. The Service Provider will mirror, with variations as needed based on locations, the operating plan and reopening schedule of the MDOL’s CareerCenters.

ADULT EDUCATION AND FAMILY LITERACY

PARTNER:

The **Maine Department of Education** is the grant administrator of the Adult Education and Family Literacy Act funds for Maine, which it awards to local Adult Education service providers. Maine Adult Education is an education, life and career pathways system that enables adults to be prepared for post-secondary education and/or employment. Providing courses in literacy and adult basic education, high school completion, Maine college transition, and career preparation and enrichment. Maine Adult Education has over 70 programs organized into 9 regional hubs. Each Workforce Development Board has 3 Regional Adult Education hubs within their geographic bounds.

Adult education programs provide a range of instructional services to help adults develop the skills for further educational opportunities, job training and better employment, and to realize their full potential as productive workers, family members and citizens. Academic instruction is focused on supporting students in their effort to meet the College and Career Readiness Standards (CCRS) for Adult Education created by the Office of Career, Technical and Adult Education. The CCRS Standards were, in turn, adopted by the Maine Office of Adult Education.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Adult Education and Family Literacy Act | | | | | | |
|---|---|--|----------|------------------|--|------------------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Phone |
| Lawrence Adult & Community Education | 4 School St., Fairfield, ME | fairfield.maineadulted.org | | Office | adulted@msad49.org | 207-453-4200 ext. 3114 |
| MSAD 53 Adult Education | 167 School St., Pittsfield, ME | msad53.maineadulted.org | | Carol Anthony | cathony@msad53.org | 207-487-5107 |
| RSU 54 Adult Education | 61 Academy Circle, Skowhegan, ME | msad54.maineadulted.org | | Office | adulted@msad54.org | 207-474-7553 |
| Spruce Mountain Adult Education | 9 Cedar St., Livermore Falls, ME | rsu73.maineadulted.org | | Robyn Raymond | rraymond@rsu73.com | 207-897-6406 |
| Augusta Adult & Community Education | 33 Union St. #2, Augusta, ME | augusta.maineadulted.org | | Office | adulted@augustaschools.org | 207-626-2470 |
| Maranacook Adult Education | 2250 Millard Harrison Dr, Readfield, ME | maranacook.maineadulted.org | | Office | adulted@maranacook.org | 207-685-4923 ext. 1065 |
| Mid-Maine Regional Adult & Community Education | One Brooklyn Ave., Waterville, ME | midmaine.maineadulted.org | | Office | adulted@aos92.org | 207-873-5754 |

| | | | | | | |
|---|---|--|--|---------------|-----------------------------|----------------------|
| Monmouth/Winthrop Adult & Community Education | 39 Highland Ave., Winthrop, ME | winthrop- monmouth.maineadulted.org | | Office | adulted@winthropschools.org | 207-377- 2265 |
| MSAD 11 Adult & Community Education | 40 West Hill Road Gardiner, ME 04345 | msad11.maineadulted.org | | Office | adulted_office@msad11.org | 207-582- 3774 |
| Auburn Adult Education | 77 Harris St., Auburn, ME | auburn.maineadulted.org | | William Grant | wgrant@auburnschl.edu | 207-333- 6661 |
| Lewiston Adult Education | 156 East Ave., Lewiston, ME | lewiston.maineadulted.org | | Office | | 207-795- 4141 |
| Lisbon Adult & Community Education | 19 Gartley St., Lisbon, ME | lisbon.maineadulted.org | | Deb Whitaker | deb.whitaker@rsu4.org | 207- 407- 6065 |
| MSAD 44 Adult & Community Education | 284 Walkers Mills Rd., Bethel, ME | sad44.maineadulted.org | | Office | adulted@sad44.org | 207-824- 2136 |
| MSAD 52 Adult Education | 486 Turner Center Rd., Turner, ME | msad52.maineadulted.org | | Kelly Cabral | kelly.cabral@msad52.org | 207-225- 1010 |
| Oak Hill Adult & Community Education | 56 School Rd., Wales, ME | sabattus.maineadulted.org | | Deb Whitaker | deb.whitaker@rsu4.org | 207-375- 6605 |
| Oxford Hills/Nezinscot Adult Education | 256 Main St., South Paris, ME | sad17.maineadulted.org | | Office | adulted@msad17.org | 207-743- 8842 |
| Region 09 Adult Education | 377 River Rd., Mexico, ME | region9.maineadulted.org | | Office | AdultEd@region9school.org | 207-364- 2012 |
| RSU 16 Adult Education | 129 Elm St., Mechanic Falls, ME | mechanicfalls.maineadulted.org | | Office | rsu16adulted@rsu16.org | 207-345- 3217 |
| Sacopee Valley Adult & Community Education | 213 South Hiram Rd., South Hiram, ME | sacopee.maineadulted.org | | Renee Payeur | rpayeur@sad55.org | 207-625- 3092 |

REFERRAL PIPELINE:

| Referral Pipeline – Adult Education and Family Literacy Act | | |
|---|-----------------------------------|--|
| Web Address | Contact | Email Address |
| https://www.maine.gov/doe/learning/adulted | Amy Poland | amy.poland@maine.gov |
| https://maineadulted.org/programs/ | Maine Adult Education Association | info@maineadulted.org |

SERVICE LOCATIONS:

To access the program and course portal and find local adult education providers go to the following web link:

<http://www.maine.gov/doe/adulted/basic/index.html>

| Service Locations – Adult Education and Family Literacy Act | | | | |
|---|---|---------------|--|------------------------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| Lawrence | 4 School St., Fairfield, ME | Adam Sikora | adam.sikora@msad49.org | 207-453-4200 |
| Pittsfield | 167 School St., Pittsfield, ME 04967 | Brian Cole | bcole@msad53.org | 207-487-5107 |
| Skowhegan | 61 Academy Circle, Skowhegan, ME | Jeremy Lehan | jlehan@msad54.org | 207-474-7553 |
| Livermore Falls | 9 Cedar St., Livermore Falls, ME | Robyn Raymond | rraymond@rsu73.com | 207-897-6406 |
| Augusta | 33 Union St. #2, Augusta, ME | Monique Roy | monique.roy@augustaschools.org | 207-626-2470 |
| Readfield | 2250 Millard Harrison Dr, Readfield, ME | Stephen Vose | steve_vose@maranacook.org | 207-685-4923 ext. 1009 |
| Waterville | One Brooklyn Ave., Waterville, ME | Hannah Bard | hannahbard@aos92.org | 207-873-5754 |
| Monmouth/Winthrop | 39 Highland Ave., Winthrop, ME | Joshua Farr | jfarr@msad11.org | 207-377-2265 |
| Gardiner | 40 West Hill Road Gardiner, ME 04345 | Joshua Farr | jfarr@msad11.org | 207-582-3774 |
| Auburn | 77 Harris St., Auburn, ME | Jen Tiner | jtiner@lewistonpublicschools.org | 207-333-6661 |
| Lewiston | 156 East Ave., Lewiston, ME | Jen Tiner | jtiner@lewistonpublicschools.org | 207-795-4141 |
| Lisbon | 19 Gartley St., Lisbon, ME | James Palmer | jim.palmer@rsu4.org | 207-353-6711 |
| Bethel | 284 Walkers Mills Rd., Bethel, ME | Julie Hart | hartj@sad44.org | 207-824-2136 ext.1340 |
| Turner | 486 Turner Center Rd., Turner, ME | Bryan Brito | bryan.brito@msad52.org | 207-225-1010 |

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|------------------------|---|------------------------|--|--------------|
| Wales | 56 School Rd., Wales, ME | James Palmer | jim.palmer@rsu4.org | 207-375-6605 |
| Oxford Hills/Nezinscot | 256 Main St., South Paris, ME | Tina Christophersen | t.christophersen@msad17.org | 207-743-8842 |
| Mexico | 377 River Rd., Mexico, ME | Duane Dorion | ddorion@region9school.org | 207-364-2012 |
| Mechanic Falls | 129 Elm St., Mechanic Falls, ME | Jenny Rose | jrose@rsu16.org | 207-345-3217 |
| Sacopee Valley | 213 South Hiram Rd., South Hiram, ME | Dave Durkee | ddurkee@sad55.org | 207-625-3092 |

ELIGIBILITY:

Participants must be at least 16 years of age and no longer enrolled to receive services. There are no other eligibility requirements for basic education and literacy programs.

SERVICES:

Adult Education programs offer a variety of services and programs ranging from basic literacy skills to occupational certifications. Offerings vary at each location. While most grant-funded courses are free of charge some may have fees to help offset materials, supplies, licensure exams, etc. Enrichment classes are fully self-sustaining.

Here are some of the services and programs offered by Adult Education Programs in Maine:

| Course/Service | Description |
|---|--|
| CASAS Assessments | Assess academic readiness for various programs |
| Academic and Career Advising | Assist adults in making career pre decisions |
| Maine Adult College Transition Success Course | Prepare for admission or a return to a college program. |
| High School Completion | Preparation for adult high school diploma |
| High School Equivalency Test HiSET Preparation | Writing, Social Studies, Science, Reading, and Math |
| Adult Basic Education | Further develop math, reading and writing skills |
| English Language Learner Classes | English proficiency, and other ELL classes |
| Computer Literacy | Intro to computers, and fluency in multiple software programs. Instruction on how to use computers to research information, apply for employment and engage in online learning |
| Professional Skills and Industry Recognized Credentials | Accounting, Office, Financial, Healthcare, Trades |
| Academic / College Pre-requisites | English, History, Civics, World History, Math, Science, etc. |
| General Interest | From ASL or Spanish to Cooking and Archery |
| Health & Safety | From Basic CPR to Child Development and Wellness classes |

ADDITIONAL COMMITMENTS:

Maine Adult Education and Family Literacy Act programs will:

- Conduct initial assessments (through formal and informal instruments) of academic proficiency levels, career interests, aptitudes, and abilities to guide learners in their educational and career Conduct post-tests to determine academic gain after at least 24 instructional hours or at program completion whenever possible;
- Use assessment results to refer adult education participants to other one-stop partner services consistent with their unique strength, priorities, concerns, abilities, capabilities, interests and informed choice;
- Provide updated information concerning new adult education programs, initiatives, and grants via links to the website and email announcements to MOU partner distribution lists;
- Provide program information and data, if available, with respect to this MOU;
- Provide Adult Education and Literacy services that:
 1. Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
 2. Assist adults who are parents or family members to obtain the education and skills that:
 - a. are necessary to becoming full partners in the educational development of their children; and

- b. lead to sustainable improvements in the economic opportunities for their families.
- 3. Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and
- 4. Assist immigrants and other individuals who are English language learners in:
 - a. improving their reading, writing, speaking, and comprehension skills in English; and their mathematics skills, and
 - b. acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.
- Develop job training programs and services that align with the occupational and industry demands described in the Workforce Development Board's local WIOA plan;
- Provide performance data on Adult Education Service Provider WIOA-funded activities and costs as appropriate;
- Provide data on the number of participants attending partner-funded Adult Education Service Provider activities in the region; such data to include numbers: enrolled, completing and attaining high school completion, entering post-secondary or credential programs;
- Provide an up-to-date directory of adult education and career training programs; and
- Provide CASAS assessments, as well as training in test administration and analysis of results.

SERVICE CHANGES DUE TO COVID-19:

Adult education programs have continued providing services throughout the pandemic. Local providers are making use of multiple delivery modalities and investing in technology to assist participants in staying connected.

CAREER AND TECHNICAL EDUCATION AND TRAINING MAINE COMMUNITY COLLEGE SYSTEM

PARTNER:

Maine Department of Education, the grant administrator of the Strengthening Career and Technical Education for the 21st Century Act of 2018 (aka Perkins Act), distributes the portion of these funds (50%) identified for Career and Technical Education and Training (CTE) at the post-secondary level to the **Maine Community College System**, who in turn, distributes the money via funding formula to the seven Maine Community Colleges. The funds help to support specific activities aimed at developing and enhancing CTE programs offered at each campus that prepare students for technical occupations.

POINTS OF ENROLLMENT ACCESS:

Students may enroll in short-term training programs, individual credit courses, or full academic programs at each of our colleges. The primary point of access for traditional programming is through the Admissions office, with other opportunities available through Workforce Development (training) or dual/concurrent enrollment (high school students). Students intending on pursuing a degree or certificate program can apply online via the website, and may register for courses online once admitted. High school students taking classes in conjunction with their secondary studies may register with the assistance of their school counselors/permission of their parents through our online OnCourse program. An online registration platform for short-term training and badging opportunities is currently in production.

| Points of Enrollment Access – Carl D. Perkins Career and Technical Education and Training Act | | | | | |
|---|---|--|------------------|--|--------------|
| Enrolling Entity | Physical Address | Web Address | Location Contact | Email Address | Phone |
| Central Maine Community College | 1250 Turner St. Auburn, ME 04210 | www.cmcc.edu | Admissions | enroll@cmcc.edu | 207-755-5273 |
| Eastern Maine Community College | 354 Hogan Rd. Bangor, ME 04401 | www.emcc.edu | Admissions | admissions@emcc.edu | 207-974-4680 |
| Kennebec Valley Community College | 92 Western Ave. Fairfield, ME 04937/Alfond Campus, Stanley Rd. Hinckley, ME 04944 | www.kvcc.me.edu | Admissions | enrollment@kvcc.me.edu | 207-453-5822 |
| Northern Maine Community College | 33 Edgemont Dr. Presque Isle, ME 04769 | www.nmcc.edu | Admissions | admissions@nmcc.edu | 207-768-2785 |
| Southern Maine Community College | Main Campus, 2 Fort Rd South Portland, ME 04106 | www.smccme.edu | Admissions | admissions@smccme.edu | 207-741-5800 |

| | | | | | |
|--|-------------------------------------|--|------------|--|--------------|
| Washington County Community College | One College Dr. Calais, ME 04619 | www.wccc.me.edu | Admissions | admissions@wccc.me.edu | 207-454-1000 |
| York County Community College | 112 College Dr. Wells, ME 04090 | www.yccc.edu | Admissions | info@yccc.edu | 207-216-4300 |

REFERRAL PIPELINE:

Colleges refer students to social services and assistance primarily through their Financial Aid offices, but also via Advising offices, Offices of Disability Services, Learning Support centers, faculty, and more. Financial Aid and Advising contacts are listed below:

| Referral Pipeline – Carl D. Perkins Career and Technical Education and Training Act | | |
|--|------------------------------|--|
| Web Address | Contacts | Email Addresses |
| www.cmcc.edu | Financial Aid Advising | finaid@cmcc.edu advising@cmcc.edu |
| www.emcc.edu | Financial Aid Advising | finaid@emcc.edu advising@emcc.edu |
| www.kvcc.me.edu | Financial Aid Advising | financialaid@kvcc.me.edu tsmith@kvcc.me.edu |
| www.nmcc.edu | Financial Aid Advising | finaid@nmcc.edu info@nmcc.edu |
| www.smccme.edu | Financial Aid Advising | finaid@smccme.edu advising@smccme.edu |
| www.wccc.me.edu | Financial Aid TRIO Office | fa@wccc.me.edu trio@wccc.me.edu |
| www.yccc.edu | Financial Aid Advising | finaid@yccc.edu info@yccc.edu |

SERVICE LOCATIONS:

The MCCS Central Office is located at: 323 State Street, Augusta, Maine 04330. The seven colleges' campus locations are as follows; however, college services are also rendered at many satellite locations, including high schools, career and technical centers, and adult education centers.

| Service Locations – Carl D. Perkins Career and Technical Education and Training Act | | | | | |
|---|-------------------------------------|---|---------------------|--|--------------|
| Branch | Service Area | Physical Address | Contact | Email Address | Phone |
| CMCC | Central Maine Community College | 1250 Turner St. Auburn, ME 04210 | Admissions | enroll@cmcc.edu | 207-755-5100 |
| EMCC | Eastern Maine Community College | 354 Hogan Rd. Bangor, ME 04401 | Admissions | admissions@emcc.edu | 207-974-4600 |
| KVCC | Kennebec Valley Community College | 92 Western Ave. Fairfield, ME 04937/ Alfond Campus, Stanley Rd. Hinckley, ME 04944 | Admissions | enrollment@kvcc.me.edu | 207-453-5822 |
| NMCC | Northern Maine Community College | 33 Edgemont Dr. Presque Isle, ME 04769 | General Information | info@nmcc.edu | 207-768-2700 |
| SMCC | Southern Maine Community College | 2 Fort Rd, South Portland, ME 04106 | Admissions | admissions@smccme.edu | 207-741-5500 |
| SMCC | Southern Maine Community College | Main Campus, 2 Fort Rd., South Portland, ME 04106 | Admissions | admissions@smccme.edu | 207-741-5800 |
| WCCC | Washington County Community College | One College Dr. Calais, ME 04619 | Admissions | admissions@yccc.edu | 207-454-1000 |
| YCCC | York County Community College | 112 College Dr. Wells, ME 04090 | General Information | info@yccc.edu | 207-646-9282 |

PROGRAMS OF STUDY:

Visit <https://www.mccs.me.edu/> to access the current degree and certificate programs offered by the system.

Individual program requirements are indicated on each college's website. College websites also include short-term training and professional development opportunities available to the general public and/or offered through partnerships with business and industry.

REQUIRED USES OF FUNDS

The following is a summary of the full list of required uses of Perkins V funding. Included are all of the subparts (condensed) of the first and the relevant subparts of the fifth items, as they pertain directly to career exploration and workforce collaboration. That detail was left out of the other items to highlight only the primary idea from each.

Please note that although the title of the section infers that these uses of funds are "required", the subsequent language suggests broader allowability with the use of the words "may" and "or". In Perkins IV, the MDOE interpreted similar language to mean that there are certain activities that must be carried out, but that the funding for such activities could come from Perkins and/or non-Perkins funds. Additionally, this flexibility opens the door to fund activities in certain areas one year, and other areas in subsequent years.

From SEC.135, Part (b) condensed: Funds made available to eligible recipients shall be used to support career and technical education programs, which may include—

1. provide **career exploration and development**, which may include--

- (A) introductory **courses or activities** focused on career exploration and awareness;
- (B) readily available career and **labor market information**;
- (C) programs and activities related to the development of student **graduation and career plans**;
- (D) **career guidance and academic counselors** that provide information on postsecondary education and career options;
- (E) any other activity that **advances knowledge of career opportunities** and assists students in making informed decisions about future education and employment goals; OR
- (F) providing students with strong **experience in**, and comprehensive understanding of, all aspects of **an industry**.

2. provide **professional development** for teachers, faculty, school leaders, etc.
3. provide within **career and technical** education the **skills** necessary to pursue careers in high-skill, high-wage, or in-demand industry sectors or occupations
4. support integration of academic skills into career and technical education
5. plan and carry out elements that support the implementation of career and technical education programs that result in increasing **student achievement** of the local levels of performance, which may include—
 - (B) sustainable **relationships** among education, business and industry, and other community stakeholders that are designed to facilitate the process of continuously updating and aligning programs of study with

- skills that are in demand in the State, regional, or local economy, and in collaboration with business outreach staff in one-stop centers and other appropriate organizations;
- (E) a continuum of **work-based learning** opportunities;
- (F) industry-recognized certification examinations or other **assessments** leading toward a recognized postsecondary credential;
- (K) improving **career guidance and academic counseling** programs that assist students in making informed academic and career and technical education decisions, including academic and financial aid counseling;
- (L) supporting the integration of **employability skills** into career and technical education programs and programs of study;
- (R) **partnering with a qualified intermediary to improve training**, the development of public-private partnerships, systems development, capacity-building, and scalability of the delivery of high-quality career and technical education;

6. develop and implement evaluations of the activities carried out

CENTRAL WESTERN REGIONAL PERKINS V BUDGET

In order to illustrate the ways in which the three colleges of the MCCS within the Central Western Region utilize their Perkins V funding, below are the totals budgeted for each of the six required areas for the current grant year, along with the total allocated to Administration. Again, while identified as required, the language allows some latitude, including the fact that funds for required activities do not need to come from Perkins, and colleges may establish new grant activities each year that could fall into any category. Activities related to all areas occur at every institution; however, this table accounts only for activities paid for by Perkins funds in the current grant year. Also, though each college’s allocation includes the potential for administrative uses (up to 5%), the presidents of all seven colleges have signed an agreement allowing the consolidation of those funds for use by the System for the centralized administration of Perkins V.

| Category of Use | Example(s) | Central Western Budget |
|--|---|-------------------------------|
| Career Exploration and Development | Director of Admissions | \$35,000 |
| Professional Development (faculty/staff) | In-service & external professional development | \$10,490 |
| Career and Technical Skills | New Program Faculty to develop & implement hands-on, technical programming | \$254,317 |
| Academic Skills | Curriculum development & improvement | \$5,000 |
| Student Achievement | CTE Navigator/Advisors Coordination of Dual/Concurrent enrollment opportunities Tutoring Services Disability Services Lab Equipment Purchase/Upkeep | \$600,439 |

| | | |
|---|---|----------------------------|
| Evaluation | Regular program evaluation & consultation with advisory committees | No Perkins funds allocated |
| Administration (4.25% of postsecondary allocations this grant year) | Portions of MCCA staff salaries & professional development directly related to grant administration | \$34,730 |
| Total | | \$939,976 |

INFRASTRUCTURE COST SHARING ACTIVITIES

In order to account for the MCCA's contribution to the Central Western Region's One-stop, the following are ongoing and proposed activities with their estimated, associated valuation:

| Activity | Value |
|--|---------------------|
| Referrals to One-stop/Communication with One-stop regarding WIOA participants as appropriate/necessary | \$1,500 per year |
| Test administration for college admission and course placement, including specialized college intake and navigation services for WIOA participants | \$750 per year |
| Application fee waivers for WIOA participants | \$500 per year |
| Provision of access to and direction for registering on Maine JobLink for all MCCA students | \$1,500 per year |
| Regular communication between college offices and One-stop (admissions, advising, financial aid, billing, etc.) to provide operational & curricular updates | \$1,500 per year |
| Provision of space on campuses for MDOL activities (though not directly contributing to the physical location of the One-stop, this does support their efforts) | \$2,000 per year |
| Maintenance of college websites to include key information and appropriate links to One-stop services (exists to an extent, proposal to expand upon these efforts) | \$1,000 per website |
| Development of electronic media for use at the One-stop outlining essential elements of college affairs: How to Apply; Placement Testing Requirements; Navigating Financial Aid; College Success Skills (proposed) | \$5,000 per topic |

As these categories of required and allowable uses of Perkins funding do not align directly to the categories of one-stop infrastructure cost-sharing outlined in the IFA, this documents and demonstrates the ways in which our existing support meets the intent behind WIOA's requirements for partnership/collaboration via Perkins dollars and that our proposed activity development serves to exceed expected contributions.

SPECIAL REQUIREMENTS /COMMITMENTS:

The Maine Community College System office will work to:

- Ensure students enrolled in and graduating from Maine's community colleges register for the Maine JobLink a system that provides students with information about employment and occupations in demand in Maine and nationally and that matches skilled workers and recent graduates to employers;
- Communicate community college initiatives, goals, and challenges to the local workforce development board and the broader one-stop system partnership and likewise, communicate workforce system initiatives, goals and challenges to the Maine Community College System;
- Collaborate to identify, support and articulate Career Pathways for Maine's high-growth, high-wage sectors, that may include implementing articulation agreements between the MCCA and secondary and adult education, universities, and apprenticeship programs;
- Promote formal partnership between WIOA workforce programs and Maine Quality Center initiatives that support workers and employers through mutually beneficial braided service approach to both student/worker and employer customers;
- Collaborate to implement proactive models for addressing the skill needs of current and emerging industry sectors;
- Collaborate to ensure student retention to increase the number of college completers and expand the number of Maine citizens with a post-secondary degree;
- Collaborate to assist non-traditional students to transition to and succeed in college;
- Collaborate to promote accelerated learning for students who may be academically challenged by participating in Integrated Education and Training pilot projects.

SERVICE CHANGES DUE TO COVID-19:

Maine's community colleges have responded rapidly to make the changes necessary to continue providing educational services, keeping the safety and well-being of our students, faculty, and staff at the forefront of decision-making and continuously adapting as circumstances evolve. Much of what has been learned and developed during these challenging times has proven beneficial and will remain in practice once the current pandemic is behind us. Up-to-date information related to each college's COVID-19 response is maintained on their respective websites.

COMMUNITY SERVICES BLOCK GRANT PROGRAM

PARTNER:

The **Maine Department of Health and Human Services, Office of Child and Family Services** is the grant administrator of the Community Services Block Grant (CSBG); a grant that provides core funding to Maine’s ten Community Action Agencies (CAAs). The goal of the CSBG is to reduce poverty, revitalize low-income communities and empower low-income families to become economically self-sufficient.

Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. This board structure consists of elected public officials, representatives of the low-income community, and appointed leaders from the private sector. Because the CSBG funds the central management and core activities of these agencies, the CSBG network is able to mobilize additional resources to combat the central causes of poverty. CSBG funds support the network of CAAs and their ability to access numerous other resources on behalf of their customers.

SERVICE LOCATIONS:

A map of state CAAs and their locations can be found at <https://mecap.org/our-network/>

| Service Locations – CSBG | | | |
|--------------------------|--|------------------------------------|--------------|
| Abbreviation | Agency | Physical Address | Phone |
| ACAP | Aroostook County Action Program | 771 Main St. Presque Isle, ME | 207-764-3721 |
| CCI | Community Concepts, Inc. | 240 Bates St. Lewiston, ME | 207-795-4065 |
| DCP | Downeast Community Partners | 248 Bucksport Rd., Ellsworth, ME | 207-664-2424 |
| KVCAP | Kennebec Valley Community Action Program | 97 Water St., Waterville, ME | 207-859-1500 |
| MMCA | Midcoast Maine Community Action | 34 Wing Farm Pkwy, Bath, ME | 207-442-7963 |
| Penquis | Penquis | 262 Harlow St., Bangor, ME | 207-973-3500 |
| TOA | The Opportunity Alliance | 50 Lydia Lane, So. Portland, ME | 207-874-1175 |
| WCAP | Waldo Community Action Partners | 9 Field St., Belfast, ME | 207-338-6809 |
| WMCA | Western Maine Community Action | 20A Church Street, East Wilton, ME | 207-645-3764 |
| YCCAC | York County Community Acton Corporation | 6 Spruce St., Sanford, ME | 207-324-5762 |

ELIGIBILITY:

Eligible individuals are those whose income is at or below 125% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA. Due to COVID-19, The Administration of Children and Families and the Office of Community Services has increased the client eligibility criteria to those whose income is at or below 200% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA until no longer supported and approved by federal

Continuing Resolutions.

SERVICES:

The types of services offered vary from agency to agency as identified below: <https://mecap.org/member-agencyservices/>

| Services | | ACAP | CCI | DCP | KVCAP | MMCA | Penquis | TOA | WCAP | WMCA | YCCAC |
|--------------------------------------|--|------|-----|-----|-------|------|---------|-----|------|------|-------|
| Asset Development | Matched Savings | * | | * | | * | * | | | * | * |
| | Financial Counseling | * | * | * | * | * | * | | | | * |
| | Free Income Tax Preparation | | | * | | * | * | | | * | * |
| | Business Development | | * | * | | | * | | | | |
| Childcare and Youth Development | Child Care & School Readiness | * | * | * | * | * | * | * | * | | * |
| | Juvenile Justice | * | | | | | * | * | | | |
| | Head Start/ Early Head Start | * | * | * | * | * | * | * | * | | * |
| | Specialized Care & Education | * | | * | * | * | * | | * | | * |
| | Youth Development | * | * | | * | | * | * | | | |
| Employment Training | Transition Teams | * | | * | | | * | | | * | |
| | Workforce Development Services | * | * | | | | | | | | |
| | Youth & Young Adults | * | * | | | | | * | | * | |
| | Vocational & Skills Training | * | * | | | | | * | | * | |
| | Employer Assistance | * | * | | | | | * | | * | |
| Energy Assistance and Weatherization | Energy Assistance & Emergency Fuel | * | * | * | * | | * | * | * | * | * |
| | Heating Systems Improvement | * | * | * | * | | * | * | * | * | * |
| | Weatherization | * | * | * | * | | * | * | * | * | * |
| Health | Substance Abuse Prevention & Counseling | * | * | | | | * | * | | | * |
| | Health Care Services | * | | * | | | | | | | * |
| | ACA Health Insurance Navigator | * | | | | | | | | | * |
| | Disease Prevention, Counseling, Outreach | * | | | | | | | | | * |
| | Behavioral Health Services | | * | | | | * | * | | | * |
| | Dental Services | * | | | | | | | | | * |

| Services | | ACAP | CCI | DCP | KVCA P | MMCA | Penquis | TOA | WCAP | WMCA | YCCA C |
|------------------------|---|------|-----|-----|-----------|------|---------|-----|------|------|-----------|
| Housing | Affordable & Subsidized Housing | | * | * | * | * | * | | | | * |
| | Emergency Rental/Mtg Payments | | | * | | * | | * | * | | * |
| | Foreclosure Counseling | * | * | * | * | * | * | * | | | * |
| | Supportive / Transitional | | | | | * | * | | | | * |
| | Housing | | | | | | | | | | |
| | Home Ownership Education | * | * | * | * | * | * | | * | | * |
| | Home Loans | * | * | | | * | | | | | |
| | Home Repair & Modification | * | * | * | * | | * | * | * | * | * |
| | Homelessness Prevention | * | * | * | * | * | * | | | | * |
| | Rapid Rehousing | | | | | | | * | | | |
| | Residential Care and Support Services | | | | | | * | | | | |
| Nutrition | Child & Adult Food Care Program | * | | * | * | * | * | * | * | * | |
| | Nutrition Education, Food Programs | * | | * | * | * | * | * | * | * | * |
| | Women, Infants, & Children WIC | * | | | | * | | * | | * | * |
| Seniors | RSVP & Senior Volunteer Programs | | | * | * | | * | * | | | |
| | Senior Support Services | * | | * | * | * | | * | | * | * |
| | Assisted Living | | | | | | * | | | | |
| Strengthening Families | Family Development/Parenting Education | * | * | * | * | * | * | * | * | | * |
| | Case Management/ Info & Referral | * | * | * | * | * | * | * | * | | * |
| | Domestic Violence Prevention & Education | | * | | | * | * | | | | |
| | Home Visiting | * | * | * | * | * | * | * | * | | |
| Transportation | Medical &/or Special Population Transport | | * | * | * | * | * | | * | | * |
| | Public Transportation | | | * | * | * | * | | * | | * |

JOB CORPS PROGRAM

PARTNERS:

Career Systems Development is the contractor for Loring Job Corps and Penobscot Job Corps Programs.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Job Corps | | | | | | |
|---|--|---|-------------------|------------------------------------|---|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Penobscot Job Corps Center | 22 Armory St Room 16 Augusta, ME 04330 | https://penobscot.jobcorps.gov | Virtual/In Person | Andrea Mitchell & Krystal Randlett | Mitchell.andrea@jobcorps.org ; Randlett.krystal@jobcorps.org | (207)458-5369 |
| Penobscot Job Corps Center | 9 Bodwell Ct Springvale, ME 04083 | https://penobscot.jobcorps.gov | Virtual/In Person | Heidi Hanson Gillis | HansonGillis.Heidi@jobcorps.org | (207) 852-6803 |
| Penobscot Job Corps Center | 190 Lancaster St Portland, ME 04101 | https://penobscot.jobcorps.gov | Virtual/In Person | Jen Caswell | Caswell.jennifer@jobcorps.org | (207) 631-0784 |
| Loring Job Corps Center | 36 Montana Rd., Limestone, ME 04750 | https://loring.jobcorps.gov | Virtual | Tammy Foster | Foster.tamara@jobcorps.org | (207) 540-3800 |
| Loring Job Corps Center | 1375 Union St., Bangor, ME 04401 | https://loring.jobcorps.gov | Virtual | Cassie Ring | Ring.cassie@jobcorps.org | (207) 745-1579 |
| Loring Job Corps Center | 1375 Union St., Bangor, ME 04401 | https://loring.jobcorps.gov | Virtual | Deb Boyle | Boyle.debra@jobcorps.org | (207) 745-1539 |
| Loring Job Corps Center | 1375 Union St., Bangor, ME 04401 | https://loring.jobcorps.gov | Virtual | Colby Darling | Darling.colby@jobcorps.org | (207) 951-4992 |

REFERRAL PIPELINE:

| Referral Pipeline – Job Corps | | |
|---|--------------|--|
| Web Address | Contact | Email Address |
| https://penobscot.jobcorps.org | Michael Keim | Keim.michael@jobcorps.org |
| | | |

SERVICE LOCATIONS:

| Service Locations – Job Corps | | | | |
|--------------------------------------|--|--------------|--|--------------|
| Center | Physical Address | Director | Email Address | Phone |
| Loring Job Corps | 36 Montana Rd., Limestone, ME 04750 | Kristie Moir | Moir.Kristie@jobcorps.org | 207-328-4701 |
| Penobscot | 1375 Union Street, Bangor, ME 04401 | Molly Ginn | Ginn.Molly@jobcorps.org | 207-561-8512 |

SERVICES OVERVIEW:

Job Corps is a residential program that assists eligible youth to connect to the labor force by providing intensive social, academic, career and technical education, work-based learning opportunities, college programming, and access to apprenticeships. Youth attain academic and industry credentials leading to successful careers in high-demand industry sectors, occupations, or the Armed Forces, that will result in economic self-sufficiency and opportunities for advancement.

ELIGIBILITY:

To be eligible, individuals must be:

A. Between the ages of 16 & 24; and

B. Income eligible (income requirement is waived for Veterans, Homeless individuals, victims of Human Trafficking, individuals in Foster Care system).

SERVICES:

SERVICES - PENOBSCOT JOB CORPS

GENERAL

- Career Counseling
- Residential Services
 - o Veterans Hall – Male Dormitory
 - o Cooper Hall – Female Dormitory
- Basic Medical/Dental Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

CAREER TECHNICAL TRAINING OPPORTUNITIES

- Certified Nursing Assistant (CNA)
- Certified Medical Assistant (CMA)
- Culinary
- Advanced Baking & Pastry
- Carpentry (United Brotherhood of Carpenters)
- Welding
- Advanced Marine Pipefitting

ACADEMIC OPPORTUNITIES

- High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)
- Penn Foster (Online High School Diploma Program)
- Concurrent Enrollment Agreements with Local High Schools (Credit Recovery)
- College Program—Eastern Maine Community College
- Driver's Education Program

PARTNERS

- Orono/Old Town/Hampden Adult Education
- Bangor Adult Learning Center
- Bureau of Rehabilitation Services
- Eastern Maine Development Corporation (WIOA Youth Service Provider)
- Eastern Maine Community College

SERVICES - LORING JOB CORPS

GENERAL

- Career Counseling
- Residential Services o Penobscot Hall – Male Dormitory o Katahdin Hall – Female Dormitory
- Basic Medical/Dental Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

Career Technical Training Opportunities

- Advanced Computer Systems Administration
- Advanced Cisco Cybersecurity Operations
- Advanced Heavy Truck Driving
- Automotive (NATEF Certified)
- Carpentry (United Brotherhood of Carpentry (UBC))
- CISCO Networking Academy
- Electrical (Home Builders Institute (HBI))

- Heavy Truck Driving (CDL)
- Masonry (Operative Plasterer's and Cement Mason's International Association (OCPMIA))
- Painting (International Union of Painters & Allied Trades (IUPAT))

ACADEMIC OPPORTUNITIES

- High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)
- Penn Foster (Online High School Diploma Program)
- Caribou High School Diploma
- Concurrent Enrollment Agreements with Local High Schools (Credit Recovery)
- College Program—Northern Maine Community College
- Driver's Education Program

VETERANS SERVICES

(under the Jobs for Veterans State Grant (JVSG))

PARTNER:

The **Maine Department of Labor, Bureau of Employment Services** offers specialized employment and training services to veterans of the U.S. Armed Forces and their eligible spouses. Disabled veterans and veterans with significant barriers to employment may receive any of the services offered through the one-stop system but in addition, can receive individual assistance connecting them to a multitude of specialized resources and programs. Dedicated staff members work directly with Maine employers to assist in placing veterans into employment. In addition to employment counseling and specialized referral services – Maine participates in a number of innovative initiatives including the “Hire a Vet” campaign which showcases the talents, specialized expertise and occupational skills of individual veteran’s to employers.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – JVSG | | | | | | |
|--|--|--|----------|------------------|---------------|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Maine Dept of Labor Employment Services Administrative Office (for partner agencies) | 55 State House Station Augusta, ME 04344 | www.mainecareercenter.gov | | | | 207.215.6677 |

REFERRAL PIPELINE:

| Referral Pipeline – JSVG | | |
|---|---------|--|
| Web Address | Contact | Email Address |
| https://www.facebook.com/MaineHireAVet/ | | mainehireavet.dol@maine.gov |

SERVICE LOCATIONS:

Veterans can access all of the services offered under Title IB, Adult, Dislocated Worker, and Youth programs, any of the services offered under Wagner Peyser Employment and Labor Exchange services listed above. Veteran's services are accessed through the one-stop centers.

| Service Locations – JVSG | | | | |
|-------------------------------------|---|---------------|--|--------------|
| Center | Physical Address | Contact | Email Address | Phone |
| Augusta | 45 Commerce Dr., Augusta, ME 04330 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Bangor | 45 Oak Street, Ste. 3, Bangor, ME 04401 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Southern Midcoast (Brunswick) | 29 Sewall St., Brunswick, ME 04011 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |
| Calais | 1 Calais Drive., Calais, ME 04619 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Lewiston | 5 Mollison Way, Lewiston, ME 04240 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |
| Machias | 53 Prescott St., Machias ME 04654 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Greater Portland | 151 Jetport Blvd, Portland, ME 04102 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Rockland | 91 Camden St. Rockland, ME 04841 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Northern Kennebec Valley (Hinckley) | Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Springvale | 9 Bodwell Ct., Springvale, ME 04083 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Wilton | 865 US Rt.2E, Wilton, ME 04924 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |

SERVICES OVERVIEW & ELIGIBILITY:

WIOA also requires that partners who identify a veteran with significant barriers to employment must refer that veteran to a DVOP (Disabled Veteran's Outreach Program Specialist) who will ensure they are made aware of all of the additional services and resources available to eligible veterans.

Specifically, WIOA requires that workforce partners to refer the following types of veterans to a DVOP:

1. A special-disabled or disabled veteran, as defined in 38 U.S.C. §4211(1) & (3), is a veteran who:
 - i. Is entitled to compensation (or who but for the receipt of military retirement pay would be entitled to compensation) under the laws administered by the Secretary of Veterans Affairs; or,
 - ii. Was discharged or released from active duty because of a service-connected disability;

2. A veteran who is a homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 1302 (a) and (b), as amended. This is updated to include paragraph (b) of Section 103 of the McKinney-Vento Homeless Assistance Act, which considers “homeless” to be any individual or family member who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
3. A veteran who is who during the three-year period beginning on the date of such veteran's discharge or release from active duty has been unemployed for 27 or more weeks in the previous 12 months (*does not have to be 27 consecutive weeks*);
4. A veteran who is an offender, as defined by WIOA Section 3 (38), refers to any eligible veteran or eligible spouse who is currently incarcerated or has been released from incarceration;
5. A veteran lacking a high school diploma or equivalent certificate;
6. A veteran who is low-income as defined by WIOA Section 3 (36);
7. A transitioning service member (TSMs) of the Armed Forces who has been identified as in need of intensive / individualized career services;
8. A member of the Armed Forces who is wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition unit;
9. The spouses or other family caregivers of such wounded, ill or injured member; and
10. Any veteran between the ages of 18-24.
11. Vietnam-era Veterans. Pursuant to 38 U.S.C. 4211, the term “Veteran of the Vietnam Era” is an eligible veteran any part of whose active military, naval or air service was during the Vietnam era. “Vietnam-era” means the period beginning on February 28, 1961 and ending on May 7, 1975.

SPECIAL REQUIREMENTS:

Under the Jobs for Veterans Act and WIOA, veterans must receive priority of services; this means that if a veteran qualifies for any federally-funded employment and training program per its eligibility criteria, the veteran is given priority over a non-veteran eligible person.

NATIONAL FARMWORKER JOBS PROGRAM

PARTNER:

Pathstone Corporation is the grant administrator of the National Farmworker Jobs Program (NFJP) for Maine. The NFJP program is designed to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on job in agriculture labor. The NFJP provides funding to help migrant and seasonal farmworkers and their families achieve economic self-sufficiency by providing services to them while they work in agriculture or by assisting them to acquire new job skills in occupations offering higher wages and more stable future employment. In addition to connecting participants with WIOA career and training services – NFJP also provides housing assistance services, youth services, and related assistance to low income migrant and seasonal farmworkers (MSFWs), including MSFW youth and their dependents.

Participants access these services using the Maine JobLink registration form, either through self-registration on-line or with the assistance of one-stop center staff. In addition, a farmworker or depending may reach staff directly through the agricultural community or grower sites.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – National Farmworker Jobs Program | | | | | | |
|--|------------------|--|----------|------------------|--|--------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Phone |
| Pathstone Corporation | | www.pathstone.org | | Elizabeth Grout | egrout@pathstone.org | 207-307-6174 |

REFERRAL PIPELINE:

| Referral Pipeline – National Farmworker Jobs Program | | |
|--|---------------------------|--|
| Web Address | Contact | Email Address |
| www.pathstone.org | Elizabeth Grout, Director | egrout@pathstone.org |

SERVICE LOCATIONS:

| Service Locations – National Farmworker Jobs Program | | | | |
|--|------------------|------------------------------|--|--------------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| | | Elizabeth Grout, Director | egrout@pathstone.org | 207-307-6174 |

PROGRAM ELIGIBILITY:

To be eligible to participate in the NFJP, individuals must:

- A. Have been an agricultural farmworker whose family was disadvantaged during any consecutive 12-month period within the 24-month period preceding application for enrollment;
- B. Be citizens or nationals of the United States, lawfully admitted permanent resident aliens, or be residing in the U.S. under other legal immigrant status granting employment authorization; and
- C. Have not violated Section 3 of the Military Selective Service Act by failing to register as required with a local draft board; or
- D. Be a dependent of the qualifying farmworker and qualifying under B and C above.

SPECIAL REQUIREMENTS AND COMMENTS:

- Whenever feasible EMDC will co-enroll NFJP participants in WIOA or other workforce programs so that additional training services and employment services are made available.
- NFJP staff is committed to providing information about agricultural events, timelines and trends so that onestop system partners are aware of and can make their services available to migrant seasonal farmworkers.

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT EMPLOYMENT & TRAINING

PARTNER:

The **Augusta Housing Authority** administers Family Self Sufficiency (FSS) program to assist eligible Housing Choice Voucher holders in the Augusta area to navigate their challenges, attain suitable employment and meet their financial goals.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Employment & Training | | | | | | |
|---|---------------------------------|--------------------|------------------------------------|------------------|-------------------------------|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Augusta Housing | 33 Union St., Augusta, ME 04330 | Augustahousing.org | Phone, Virtual Meetings, In-Person | Nancy hale | Nancy.hale@augustahousing.org | 207-530-2105 |

REFERRAL PIPELINE:

| Referral Pipeline – Employment & Training | | |
|---|------------|-------------------------------|
| Web Address | Contact | Email Address |
| Augustahousing.org | Nancy Hale | Nancy.hale@augustahousing.org |

SERVICE LOCATIONS:

| Service Locations – Employment & Training | | | | |
|---|------------------|---------|---------------|-------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| n/a | | | | |

SERVICES OVERVIEW:

Augusta Housing Family Self Sufficiency Program participants with an integrated experience through which they can receive coaching and referrals to aid with stabilization, as well as work towards suitable employment, financial capabilities, and asset building. Family Self Sufficiency also provides participants with a free savings

account to those who increase their earned income, which is accessible during participation for goal attainment and upon successful completion of the program.

ELIGIBILITY:

| | |
|---------------------------------------|--|
| <p>Family Self Sufficiency</p> | <ul style="list-style-type: none"> • Must be receiving housing subsidy through Augusta Housing Authority through the Housing Choice Voucher Program • Must be willing and able to work • Ages 18+ |
|---------------------------------------|--|

SERVICES:

| | |
|---------------------------------------|--|
| <p>Family Self Sufficiency</p> | <ul style="list-style-type: none"> • Needs based assessment • Informal and coordinated referrals to appropriate resources • Goal setting • One on one coaching • Workshops • Assistance areas same as above, with a focus on, but not to be limited to: <ul style="list-style-type: none"> ○ Job Training ○ Education ○ Employment ○ Financial goal setting and coaching ○ Saving money ○ Building or repairing credit ○ Pathway to homeownership • Participation in a savings program that allows families who increase their earned income to keep a portion of their rent in a savings account until they meet their program goals |
|---------------------------------------|--|

SECOND CHANCE ACT EMPLOYMENT AND TRAINING PROGRAMS

PARTNER: The **Maine Department of Corrections** is the administrator of the Second Chance Act Employment and Training Programs.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Second Chance Act Employment and Training Programs | | | | | | |
|--|--|--|----------|------------------|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Adult Community Corrections | 140 Canal St. Suite 3 Lewiston, ME 04240 | www.maine.gov/corrections/ | | Lewiston | Adam.Silberman@Maine.Gov | 207-557-8477 |
| Juvenile Community Corrections | Center Street Auburn , ME 04210 | www.maine.gov/corrections/ | | Auburn | Sue.A.Nee@Maine.Gov | 207-592-1750 |
| Maine Dep. Of Corrections All facilities | State House Station 111, Augusta ME 04333 | www.maine.gov/corrections | | Augusta | David.Simpson@Maine.Gov | 207-215-2149 |

SERVICE LOCATIONS:

| Service Locations – Second Chance Act Employment and Training Programs | | | | |
|--|--|---------------|--|--------------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| Maine Correctional Center | 17 Mallison Falls Rd. Windham, MW 04062 | Sue Carr | Susan.L.Carr@Maine.Gov | 207-893-7060 |
| Long Creek Youth Development Center | 675 Westbrook St. S. Portland, ME 04106 | Pam Richards | Pam.Richards@Maine.Gov | 207-822-2690 |
| Maine State Prison | 807 Cushing Rd. Warren, ME 04864 | Tony Cantillo | Anthony.Cantillo@Maine.Gov | 207-273-5524 |
| Mt.View Correctional Facility | 1202 Dover Rd. Charleston, ME 04222 | Chad Curtis | Chadwick.Curtis@Maine.Gov | 207-285-0800 |

| | | | | |
|------------------------------------|-------------------------------------|--------------------|--|--------------|
| Women's Re-Entry Center | 25 Tyson Dr. Augusta, ME 04333 | Amanda Woolford | Amanda.Woolford@Maine.Gov | 207-441-6342 |
| Bolduc Correctional Facility | 516 Cushing Rd. Warren, ME 04864 | Shane Blakley | Shane.Blakely@Maine.Gov | 207-273-5135 |

SERVICES OVERVIEW: The Maine Department of Corrections (MDOC) has five adult correctional facilities spanning from Southern Maine through Central and Western Maine. Long Creek Youth Development Center is in South Portland.

The Department operates three adult work release facilities:

- Bolduc Correctional Facility
- Mountain View Correctional Facility
- Southern Maine Women's Reentry Center

MDOC offers many vocational training opportunities throughout our adult facilities. Vocational programming is taught by Education Department Teachers and Vocational Trades Instructors (VTIs). Along with community partners, residents are trained in skills for trades and vocations which are employable upon release. These programs combine classroom time with hands on, and on the job training.

Recognizing the positive impact technology has in preparing residents for return to their communities, the Maine Department of Corrections partnered with the correctional tablet company, Edovo, in 2018. Edovo, a social impact company, brings a unique approach to the use of technology. Edovo's tablet platform allows residents to access free educational programming, free job training programs and evidence-based rehabilitation. Edovo tablets are specifically designed for corrections and operate on a closed, managed network. Currently all adult facilities provide residents with tablets, more than 730 are in use across the MDOC.

The Division of Juvenile Services is committed that all Maine youth successfully transition into adulthood. The DJS works to ensure all justice involved youth experience a fair, equitable, and responsive juvenile justice system that provides them with positive outcomes. The DJS is committed to reducing the use of institutional secure confinement by increasing the capacity and the use of community-based programming and supports.

LCYDC is committed to providing opportunities for success through personal growth in a safe and secure environment. In addition, LCYDC continues to redefine many of its program functions to enable a total multi-disciplined team approach when working with youth committed and held within the facility. It functions as a total educational rehabilitative resource within the state-wide correctional setting and provides care, custody and security for its residents and holds for court evaluations/diagnostic services.

The Maine Department of Corrections Juvenile Community Corrections serves both male and female youthful offenders throughout the State of Maine. Juvenile Community Corrections (JCC) is the first place a youth enters into the system after contact with a Law Enforcement agency. We partner with the youth and family during the youth's time engaged in the juvenile justice system. We collaborate with many other state agencies while a youth is under supervision, to include DHHS/OCFS, DOE and DOL. These collaborative partnerships ensure youth have positive outcomes as they transition to adulthood. We also have many community partnerships that provide mental health support, substance use counseling, residential placements, as well as restorative justice, transforming mentoring, and attendant care.

Juvenile Community Corrections is divided into three regions with numerous sub-offices. The main offices are in Portland (Region 1), Lewiston (Region 2), and Bangor (Region 3). Regional offices (including numerous sub-offices) receive referrals from law enforcement officers at which point the JCCOs must, based on specified criteria, screen for possible diversion, case manage youth placed on probation or on aftercare status from one of the facilities, and/or determine detention decisions. JCC is also responsible for the administration of the Interstate Compact for Juveniles.

The Division of Adult Community Corrections (formerly referred to as Probation and Parole) was established to provide community-based supervision and related services to convicted clients sentenced to probation or parole. Adult Community Corrections serves more than 6,000 clients on probation. Adult Community Corrections (ACC) is divided into three regions with numerous sub-offices. The main offices are in Portland (Region 1), Lewiston (Region 2), and Bangor (Region 3).

ACC's primary role is to supervise, and case manage post-conviction clients who are either on probation or are still under supervision after being released from a county jail or from a state correctional facility. Case management is driven by using an evidence-based risk assessment to identify criminogenic needs to be addressed by a comprehensive case plan. The case plan outlines targeted treatment and program interventions to reduce criminal behavior and promote pro-social behaviors. Probation officers also use graduated sanctions to reduce probation violations. Probation officers provide other essential duties such as pardons and commutation investigations for the Governor's office, pre-sentence investigations for the courts, post-sentence, pre-parole, furloughs and other investigations for the correctional facilities. In addition, problematic sexual behavior registration, restitution/fine collection, DNA and substance use testing, data collection, community notification, and supervision of adult probationers under the interstate compact are some of the newer duties assumed by probation officers as new laws and court cases impact their duties and responsibilities.

ELIGIBILITY ADULT: RESIDENTS THAT ARE SENTENCED TO A TERM OF INCARCERATION TO THE MAINE DEPT. OF CORRECTIONS

ELIGIBILITY JUVENILE: RESIDENTS THAT ARE COMMITTED TO THE MAINE DEPT. OF CORRECTIONS

ADULT SERVICES: CLIENTS THAT ARE SENTENCED TO A TERM OF SUPERVISION (PROBATION/PAROLE) WITH THE MAINE DEPT. OF CORRECTIONS

JUVENILE SERVICES: CLIENTS THAT ARE SENTENCED OR PLACED ON A TERM OF SUPERVISION (PROBATION OR INFORMAL ADJUSTMENT) WITH THE DEPT. OF CORRECTIONS

SERVICE CHANGES DUE TO COVID-19:

PLEASE REFER TO OUR WEBSITE FOR CURRENT INFORMATION ON THE DEPARTMENT'S COVID-19 RESPONSE

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

PARTNER:

The grant administrator for the Senior Community Service Employment Program (SCSEP) in Maine and several other states is **Associates for Training and Development (A4TD)**. A4TD enrolls qualified older workers into part-time work experience positions (usually for 20 hours/week) with public or 501c3 non-profit organizations in the local community. The purpose of the program is to enable participants to transition back into the workforce.

Participant wages and other costs are paid by the SCSEP. There is no cost to an organization for hosting an SCSEP participant. Every effort is made to make the match between the participant and the host site as mutually beneficial as possible. Program participants are required to attend periodic training classes and/or workshops to help increase their skills. Participants are expected to utilize the employment services of the one-stop network to find unsubsidized employment. Program staff help participants with career counseling, skills and interest assessments, job portfolio development, job search skills growth, and job referrals.

SCSEP participants gain work experience in a variety of community service agencies, such as schools, hospitals, museums, libraries, and senior centers. Participants train for an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Senior Community Service Employment Program | | | | | | |
|---|---|--|----------|--|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Associates for Training and Development (A4TD) | 26 Franklin St., Bangor, ME 04401 | www.a4td.org | | Mike Carroll, Regional Director | mcarroll@a4td.org | 207-577-6823 |

REFERRAL PIPELINE:

| Referral Pipeline – Senior Community Service Employment Program | | |
|---|--------------|--|
| Web Address | Contact | Email Address |
| www.a4td.org | Heidi Turner | hturner@a4td.org |

SERVICE LOCATIONS:

The main office in Maine is located at **26 Franklin St., Bangor, ME 04401, 207-577-6823**. Services are provided statewide, except in Cumberland and Lincoln counties, in which the state of Maine directly operates the program. Office locations can be found on the company's website:

<https://a4td.org/locations/>. The sole regional director in Maine is:

Michael Carroll
Regional Director – East
207-577-6823 mcarroll@a4td.org

| Service Provider Locations – Senior Community Service Employment Program | | | | |
|--|---|--------------|--|--------------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| Skowhegan, Somerset County | Hospice Volunteers 165 Madison Avenue Skowhegan, ME 04976 | Heidi Turner | hturner@a4td.org | 207-577-6492 |

ELIGIBILITY:

SCSEP eligibility is established under Title V of the Older Americans Act. It is important to note that although someone may meet eligibility criteria, that does not guarantee they will be enrolled, as many more participants are eligible than the program has capacity to serve. To be eligible for SCSEP participants must:

- Be Age 55+
- Be Unemployed

- Reside within our service area (all Maine Counties except Cumberland and Lincoln)
- Have income not greater than 125% of the federal poverty level.
- Be in need of training and want to work

SERVICES:

| | |
|--------------------------------------|----------------------------------|
| Outreach, intake, system orientation | Referrals to supportive services |
| Initial Assessment | Comprehensive Assessment |
| Referrals to other programs | Individual Employment Plan |
| Labor Market Information | Career Planning & Counseling |
| Internships and work experiences | Follow-up services |
| Workforce Preparation | |

SERVICE CHANGES DUE TO COVID-19:

A4TD continues to operate throughout pandemic-related shutdowns. Participants in the program continue to receive services, and A4TD's staff are working full-time remotely. The program also continues to enroll new applicants during this time, although availability is limited by slots available and other program requirements. Remote training options are available. Anyone interested in this program should contact the staff listed above, or visit www.a4td.org where applications can be completed online.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/ADDITIONAL SUPPORT FOR PEOPLE IN RETRAINING AND EMPLOYMENT (TANF/ASPIRE)

PARTNER

The **Maine Department of Health and Human Services, Office for Family Independence** helps connect Maine families to benefits and services that foster health, safety, resilience, and opportunity and help them to meet a wide variety of needs. Families or specified relatives with dependent children living in their home and pregnant women may be eligible for monthly TANF cash benefits. Applicants must meet financial and non-financial eligibility requirements.

ASPIRE works with most parents who receive TANF benefits to help them become employed and self-sufficient. There are certain exceptions in place that exempt a parent or specified relative from participating in the ASPIRE program. ASPIRE case management services are provided by a contractor with locations throughout the state. When a

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – TANF/ASPIRE | | |
|---|------------------|---|
| Enrolling Entity | Physical Address | Web Address & application options |
| TANF-ASPIRE | See below | <p>For questions regarding program eligibility and applications Temporary Assistance for Needy Families(TANF) please call 1-855-797-4357 (Fax: 207-778-8429), or visit the OFI website at https://www.maine.gov/dhhs/ofl/programs/services/tanf.</p> <hr/> <p>Apply: Online through My Maine Connection – there is a screening tool available for people who want to see if they are eligible; or</p> <p>Download an application from the OFI website and mail to: Office for Family Independence 114 Corn Shop Lane Farmington, ME 04938; or</p> <p>E-mail to Farmington.DHHS@Maine.gov; or Fax an application to (207) 778-8429; or</p> <p>Visit one of our district offices and apply in person.</p> |

REFERRAL PIPELINE:

| Referral Pipeline – TANF/ASPIRE | | |
|---|---|--|
| Web Address | Contact | Email Address |
| https://www.maine.gov/dhhs/ofi/programs-services/tanf | Julian Baer, Sr Program Manager TANF/ASPIRE TANF Program Manager, Alexandria Lauritzen Dawn Croteau, ASPIRE Program Manager | Julian.Baer@maine.gov Alexandria.Lauritzen@maine.gov Dawn.croteau@maine.gov |
| https://fedcapmaine.org/btc/ | Serena Powell, Executive Director Shannon Emery, Regional Director | Spowel@fedcap.org semery@fedcap.org |

SERVICE LOCATIONS:

| Service Area | Physical Address & |
|---|---|
| Office for Family Independence District offices 1-855-797-4357 | ASPIRE Case Management Provider -FEDCAP Breaking the Cycle |
| Augusta District Office 35 Anthony Avenue Augusta, Maine 04333 | Fedcap Opportunity Center 442 Civic Center Drive, Suite 300 Augusta, ME 04330 844-562-0188 |
| Bangor District office 19 Maine Avenue, Bangor, Maine 04401 | Fedcap Opportunity Center 242 State St. Brewer, ME 04412 844-469-5786 |
| Biddeford District Office Park One Eleven 407 Alfred Street, Suite A-1 Biddeford, Maine 04005 | Fedcap Opportunity Center 420 Alfred Street, Suite 170 Biddeford, ME 04005 844-469-5787 |
| Calais District Office 338 North Street, STE 1 Calais, ME 04619 | Fedcap Opportunity Center 10 Barker Street Calais, ME 04619 877-369-0935 |
| Caribou District Office 30 Skyway Drive Unit 100 Caribou, Maine 04736 | Fedcap Opportunity Center 25 Sweden Street Caribou, ME 04736 844-469-5789 |
| Ellsworth District Office 17 Eastward Lane Ellsworth, Maine 04605 | Fedcap Opportunity Center 158 High Street Ellsworth, ME 04605 844-503-607 |

| | |
|--|--|
| Farmington District Office 114 Corn Shop Lane Farmington, Maine 04938 | Fedcap Opportunity Center 642 A Wilton Road Farmington, ME 04938 877-369-0930 |
| Fort Kent District Office 139 Market Street, Suite 109 Fort Kent, Maine 04743-1447 | Fedcap Opportunity Center 10 Pearl Street Suite 101 Fort Kent, ME 04743-1121 877-369-0939 |
| Houlton District Office 11 High Street Houlton, Maine 04730 | Fedcap Opportunity Center 2 Market Square Houlton, ME 04730 877-369-0931 |
| Lewiston District Office 200 Main Street Lewiston, Maine 04240 | Fedcap Opportunity Center 1035 Lisbon Street Lewiston, ME 04240 844-429-3867 |
| Machias District Office 38 Prescott Drive Machias, Maine 04654 | Fedcap Opportunity Center 89 Court Street Machias, ME 04654 844-585-2505 |
| Portland District Office 151 Jetport Boulevard South Portland, ME (Mailing address - 151 Jetport Boulevard, Portland, ME 04102-1946) | Fedcap Opportunity Center 220 Maine Mall Road South Portland, ME 04106 844-562-0190 |
| Rockland District Office 91 Camden Street Suite 103 Rockland, ME 04841 | Fedcap Opportunity Center 235 Camden Street, Suite 6 Rockland, ME 04841 844-469-5788 |
| Sanford District Office 890 Main Street Suite 208 Sanford, Maine 04073 | Fedcap Opportunity Center 11 Daigle Lane, Unit D Sanford, ME 04073 844-562-9811 |
| Skowhegan District Office 98 North Avenue Suite 10 Skowhegan, Maine 04976 | Fedcap Opportunity Center 78 Madison Ave Skowhegan, ME 04976 844-585-2504 |
| South Paris District Office 243 Main Street Suite #6 South Paris, Maine 04281 | Fedcap Opportunity Center 1570 Main Street Oxford, ME 04270 844-469-5790 |

TANF Overview: TANF provides cash assistance to families while they work towards becoming self-sufficient. Once enrolled in TANF, the parent or specified relative may also be eligible for help receiving job training and education. The **ASPIRE** program helps TANF recipients move toward financial independence through case management, job training, education, support, and employment services. TANF participants are referred to the ASPIRE Case Management contractor for the services below.

Services:

- Intake & Orientation to ASPIRE/TANF program rules.
- Initial Assessment includes review of family structure, work history, education completed, financial status, physical and emotional health status, environmental supports systems, personal and employment related goals, and barriers.
- Determine barriers to employment and request appropriate support services such as transportation assistance, childcare, auto repairs, auto insurance, clothing, dental and eye care, educational expenses, books and supplies, occupational expenses, relocation expenses, and other support services.
- Case management services for individualized employment, training, and education planning.
- Coordination with medical partners to complete a comprehensive health assessment, including Functional Capacity and wellness plan.
- Collaborate with partner agencies, including the Department of Labor and New Ventures Maine for self-employment plans, employers, training and education partners, social support service providers, medical providers and advocates.
- Job search and job readiness activities and workshops for workforce preparation.
- Employment placement and retention services.
- Field trainings, volunteer placements, and work experiences.

SERVICE CHANGES DUE TO COVID-19:

Services have been modified to accommodate virtual meetings and trainings and to offer online and telephonic signature.

Eligibility: Families or specified relatives with dependent children living in their home and pregnant women may be eligible for monthly TANF cash benefits. Applicants must meet financial and non-financial eligibility requirements.

ASPIRE works with most parents who receive TANF benefits to help them become employed and self-sufficient. There are certain exceptions in place that exempt a parent or specified relative from participating in the ASPIRE program. ASPIRE case management services are provided by a contractor with locations throughout the state.

TRADE ADJUSTMENT ASSISTANCE ACT PROGRAMS

PARTNER:

The **Maine Department of Labor, Bureau of Employment Services** is the statewide administrator and service provider of Trade Adjustment Assistance (TAA) and Alternative Trade Adjustment Assistance (ATAA) services that help trade-affected workers (those who have lost their jobs as a result of increased imports or shifts in production to companies outside of the United States as a result of an international Trade Agreement).

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – TAA, ATAA, TRA | | | | | | |
|--|--|--|----------|------------------|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Maine Dept of Labor Employment Services Administrative Office (for partner agencies) | 55 State House Station Augusta, ME 04344 | www.mainecareercenter.gov | | Judith Pelletier | Judith.A.Pelletier@maine.gov | 207.215.6677 |

REFERRAL PIPELINE:

| Referral Pipeline – TAA, ATAA, TRA | | |
|---|---------|---------------|
| Web Address | Contact | Email Address |
| https://www.maine.gov/labor/careerctr/livehelpoffline.shtml | | |

SERVICE LOCATIONS:

| Service Locations – TAA, ATAA, TRA | | | | |
|------------------------------------|---|---------------|--|--------------|
| Center | Physical Address | Contact | Email Address | Phone |
| Augusta | 45 Commerce Dr., Augusta, ME 04330 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Bangor | 45 Oak Street, Ste. 3, Bangor, ME 04401 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |

| | | | | |
|-------------------------------------|---|---------------|--|--------------|
| Southern Midcoast (Brunswick) | 29 Sewall St., Brunswick, ME 04011 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |
| Calais | 1 Calais Drive., Calais, ME 04619 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Lewiston | 5 Mollison Way, Lewiston, ME 04240 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |
| Machias | 53 Prescott St., Machias ME 04654 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Greater Portland | 151 Jetport Blvd, Portland, ME 04102 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Rockland | 91 Camden St. Rockland, ME 04841 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Northern Kennebec Valley (Hinckley) | Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Springvale | 9 Bodwell Ct., Springvale, ME 04083 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Wilton | 865 US Rt.2E, Wilton, ME 04924 | Rene Smith | Rene.I.smith@maine.gov | 207-707-2195 |

SERVICES OVERVIEW:

There are steps a certified worker must take to ensure their certification is documented and that they have met certain timeframes in which they have to make choices about the type of trade services they would like to pursue. Certified workers may be eligible to receive job search assistance, training, relocation allowances, and additional weeks of unemployment benefits. RTAA provides eligible workers (50 years old or older) with a wage subsidy if they find new employment within two years from layoff and their new job has lower wages than their old job.

Trade affected workers may receive any of the services identified as Basic and Individualized Services listed under Title IB services.

ELIGIBILITY:

Eligibility for Trade Adjustment Assistance Services is based on employer certification that is conducted by the US Department of Labor on companies that have closed or undergone significant downsizing as a result of jobs going outside of the U.S.A. Workers of companies that have been Trade Certified are referred to as certified workers. The Bureau of Employment Services works to contact all TAA eligible participants and to inform them of their eligibility and how they can access services. Individuals who qualify for TAA also qualify for the Title IB Dislocated Worker program and USDOL requires co-enrollment in both programs to address the service needs of the individual.

SERVICES:

TAA provides the same services as those provided to Title IB Dislocated Workers listed above, including Basic and Individualized Career Services and Training Services.

MAINE UNEMPLOYMENT COMPENSATION PROGRAM

PARTNER:


The **Maine Department of Labor, Bureau of Unemployment Compensation** is the grant administrator of Unemployment Insurance Program including Unemployment Benefits, Tax and Appeal services.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Unemployment Insurance Employer Services (Tax) and Benefits Unemployment Compensation (BUC Direct Contact Person for WIOA Paterns) | | | | | | |
|---|--|---|--------------------------------------|--|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Maine Dept. of Labor (MDOL) | 45 Commerce Drive Augusta, ME 04333 | https://www.maine.gov/labor/index.shtml | ReEmployME System | Laura Boyett , Bureau Director/Bureau of Unemployment Compensation | Laura.boyett@maine.gov | N/A |
| Bureau of Unemployment Compensation (BUC) | 45 Commerce Drive 54 State House Station Augusta, ME 04333 | https://www.maine.gov/unemployment/ | ReEmployME Claimant Self-Service | Suzan McKechnie , Deputy Bureau Director, oversees Benefits Services Division | Suzan.C.McKechnie@maine.gov | N/A |
| Bureau of Unemployment Compensation (BUC) | 45 Commerce Drive 47 State House Station Augusta, ME 04333 | https://www.maine.gov/unemployment/employers/ | ReEmployME Tax Services Self-Service | Kerry Heki , Director, Division of Tax Services | Kerry.P.Heki@maine.gov | N/A |
| Bureau of Unemployment Compensation (BUC) | 45 Commerce Drive Augusta, ME 04333 | https://www.maine.gov/labor/index.shtml | ReEmployME System | Kristi Burns , Director, Program Policy & Perf. Div.; MRM Consortium Business Lead; UC Admin. & Pgrm Performance (BUC) | Kristi.J.Burns@maine.gov | N/A |
| Bureau of Unemployment Compensation (BUC) | 45 Commerce Drive 30 State House Station Augusta, ME 04333 | https://www.maine.gov/unemployment/appeals/ | ReEmployME System Self-Service | Wayne Reed, Acting Director, Div. of Administrative Hearings; Chief Administrative Hearings Officer | Wayne.r.reed@maine.gov | N/A |

REFERRAL PIPELINE:

| Referral Pipeline - Unemployment Insurance Tax and Benefits unemployment Compensation | | | | |
|---|--|--|--|---|
| Web Address | Contact Address | Other Contact Information | General Inquiries | Services Available |
| https://www.maine.gov/labor/ https://www.maine.gov/labor/online_services/index.shtml https://www.maine.gov/labor/news_events/index.shtml https://www.maine.gov/labor/bureaus/ https://www.maine.gov/labor/publications/ https://www.maine.gov/labor/covid19/ https://www.maine.gov/labor/for_workers/index.shtml https://www.maine.gov/labor/for_job_seekers/index.shtml https://www.maine.gov/labor/for_employers/index.shtml | Maine Department of Labor 45 Commerce Drive 54 State House Station Augusta, ME 04333-0054 | Maine Department of Labor Administrative Office 45 Commerce Drive Augusta, ME 04333 | (207) 623-7900 | <ul style="list-style-type: none"> Website Active 24/7 Extensive client and or customer self-service and MDOL staff customer services opportunities available |
| https://www.maine.gov/unemployment/ | Benefit Services Unemployment Claims | To file a claim: https://reemploy.me | (800) 593-7660 | Benefits Rep. Available: Monday - Friday 8:00 AM - 3:00 PM |
| https://www.maine.gov/unemployment/employers/ | Employer Services Unemployment Tax | To register with unemployment: https://reemploy.me | (207) 621-5120 | Tax Rep. Available: Monday - Friday 8:00 AM - 12:30 PM |
| https://www.maine.gov/unemployment/appeals/ | Appeal Services | <ul style="list-style-type: none"> ReEmployMe Self-Service: https://reemploy.me Appeal Email Address: admin.hearings@maine.gov Calling: (207) 621-5001 Fax: (207) 287-5949 | (207) 621-5001 | Appeal services of decisions can be done by Self-Service, Email, Phone or by Fax |
| http://www.mainecareercenter.com/locations/index.shtml | Employment Services CareerCenters | <ul style="list-style-type: none"> CareerCenter Website and Index Limited in-person appointments Phone: Varies to CC Location LiveChat or Email Weekly Newsletters | Hyperlink: LiveChat (Live Chat Window displays - How can I help you today?) Email Address: MaineDOL.CareerCenter@maine.gov | Extensive services provided by self-service via website, in-person appointments, live chat, phone and email communication |
| ReEmployME System Portal Hyperlink | ReEmployME System | <ul style="list-style-type: none"> System is used by Claimants | https://reemploy.me | <ul style="list-style-type: none"> Select ReEmployMe Icon: |

| | | | |
|---|---|--|--|
| https://reemploye.maine.gov/accessme/faces/login/login.xhtml | and Employers for self-service on their accounts. <ul style="list-style-type: none"> • System is used by BUC staff for Benefits, Tax and DAH activities. | aine.gov |  <ul style="list-style-type: none"> • "File a new claim" hyperlink brings user to ReEmployME |
|---|---|--|--|

SERVICE LOCATIONS:

Unemployment services area accessible via the internet, phone or postal system. Employment Services staff have been trained to provide meaningful assistance to claimants who enter one-stops with inquiries about Unemployment Insurance Claims and each comprehensive one-stop provides access to an electronic contact option, which will result in a call-back to the claimant within 24 hours. This electronic contact option is only available through the one-stops and limited other non-public portals. Questions or issues with benefit claims and employer accounts can also be submitted through the online 'contact us' form on the Maine Department of Labor website: <https://www.maine.gov/labor/contact/index.html>.

| Service Locations - Unemployment Insurance Tax and Unemployment Compensation | | | | | |
|--|--|---------------------------------------|---|--|----------------------------------|
| Service Area | Physical Address | Hours | Website | Email Address | Phone |
| Augusta CareerCenter | 45 Commerce Drive Augusta, ME 04333-0109 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/augusta.shtml | augusta.careercenter@maine.gov | (207) 624-5120 (800) 760-1573 |
| Tri-County CareerCenter | 45 Oak Street, Suite 3 Bangor, ME 04401-0568 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/tri-county.shtml | bangor.careercenter@maine.gov | (207) 561-4050 (888) 828-0568 |
| Southern Midcoast CareerCenter | 29 Sewall Street Brunswick, ME 04011 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/southern_midcoast.shtml | brunswick.careercenter@maine.gov | (207) 721-8200 (888) 836-3355 |
| Calais CareerCenter | One College Drive Calais, ME 04619-0415 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/calais.shtml | calais.careercenter@maine.gov | (207) 454-7551 |
| Northern Kennebec Valley CareerCenter | 23 Stanley Road Hinckley, ME 04944 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/hinckley.shtml | nkv.careercenter@maine.gov | (207) 474-4950 (800) 760-1572 |
| Lewiston CareerCenter | 5 Mollison Way Lewiston, ME 04240 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/lewiston.shtml | lewiston.careercenter@maine.gov | (207) 753-9001 (800) 741-2991 |
| Machias CareerCenter | 53 Prescott Drive, Suite 1 Machias, ME 04654 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/machias.shtml | machias.careercenter@maine.gov | (207) 255-1900 (800) 292-8929 |
| Greater Portland CareerCenter | 151 Jetport Blvd Portland, ME 04102 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/greater_portland.shtml | portland.careercenter@maine.gov | (207) 822-3300 (877) 594-5627 |
| Presque Isle CareerCenter | 66 Spruce Street, Suite 1 Presque Isle, ME 04769-322 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/presque_isle.shtml | presqueisle.careercenter@maine.gov | (207) 768-6829 (800) 635-0357 |
| Rockland CareerCenter | 91 Camden Street, Suite 201 Rockland, ME 04841-3424 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/rockland.shtml | rockland.careercenter@maine.gov | (207) 596-2600 (877) 421-7916 |
| York County CareerCenter | 9 Bodwell Court Springvale, ME 04083 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/york_county.shtml | springvale.careercenter@maine.gov | (207) 324-5460 (800) 343-0151 |
| Wilton CareerCenter | 865 US Route 2E Wilton, ME 04294-6649 | Monday - Friday 8:00 AM to 5:00 PM | https://www.mainecareercenter.gov/locations/wilton.shtml | wilton.careercenter@maine.gov | (207) 645-5800 (800) 982-4311 |
| Other Service Locations - Unemployment Insurance Tax and Unemployment Compensation (Many Workforce Partners also provide employment services at access points across the State) | | | | | |
| Central Western Maine Workforce Development Board (CWMWDB) | 77 Winthrop Street Augusta, ME 04330 | Monday - Friday 8:00 AM to 5:00 PM | https://cwmwdb.org/ | erica@cwmwdb.org | (207) 241-4100 |
| Eastern Maine Development Corp. | 40 Harlow Street Bangor, ME 04401 | Monday - Friday 8:00 AM to 5:00 PM | https://www.emdc.org/connect/contact-us/ | Workforce@emdc.org | (207) 942-6389 |
| EMDC - Dover-Foxcroft CareerCenter | 50 Mayo Street Dover-Foxcroft, ME 04426 | Monday - Friday 8:00 AM to 5:00 PM | https://www.emdc.org/connect/contact-us/ | None | (207) 951-0835 |
| EMDC - East Millinocket | 1 Dirigo Drive, Suite 2 East Millinocket, ME 04430 | Monday - Friday 8:00 AM to 5:00 PM | https://www.emdc.org/connect/contact-us/ | None | (207) 991-2128 |
| EMDC - Ellsworth | 248 State Street, Suite 15A Ellsworth, ME 04605 | Monday - Friday 8:00 AM to 5:00 PM | https://www.emdc.org/connect/contact-us/ | None | (207) 610-1521 |
| Western Maine Community Action (Administrative Office) | 20A Church Street PO Box 200 East Wilton, ME 04234 | Monday - Friday 8:00 AM to 5:00 PM | http://www.wmca.org/our-locations/ | None | (207) 645-3764 (800) 645-9636 |
| WMCA - Rumford CareerCenter | 60 Lowell Street Rumford, ME 04276 | Monday - Friday 8:00 AM to 5:00 PM | http://www.wmca.org/our-locations/ | None | (207) 369-5000 |
| WMCA - South Paris CareerCenter | 4 Western Ave. S Paris, ME 04281 | Monday - Friday 8:00 AM to 5:00 PM | http://www.wmca.org/our-locations/ | None | (207) 743-7763 (877) 237-6171 |
| Workforce Solutions Portland Lancaster Street Comprehensive One-Stop | 190 Lancaster St, Ste 200 Portland, ME 04101 | Monday - Friday 8:00 AM to 5:00 PM | https://www.workforcesolutionsme.org/ | sarah.overlock@workforcesolutionsme.org | (207) 775-5891 |
| Workforce Solutions Belfast Location Comprehensive One-Stop | 15 Starrett Drive, Ste F Belfast, ME 04915 | Monday - Friday 8:00 AM to 5:00 PM | https://www.workforcesolutionsme.org/ | sarah.overlock@workforcesolutionsme.org | (207) 930-7047 |

SERVICE & ELIGIBILITY OVERVIEW:

Unemployment insurance provides a temporary source of income to individuals who have lost their jobs through no fault of their own. Unemployment insurance is funded solely by unemployment taxes paid by employers; workers do not pay into the unemployment system. An unemployed individual can apply for unemployment compensation as soon as they become unemployed. Any weeks prior to the date their application is filed cannot be considered and are not eligible for benefits, so

UI claimants must not wait to file their claim but must file it immediately after separation.

Individuals can apply for unemployment online, by telephone, or by mail. Their best option for filing an unemployment claim is to file online. Calling to speak with a customer service representative may be difficult during periods of higher claim volumes, from mid-November, through mid-March, especially Mondays and Tuesdays when they may experience a long wait time on the phone or get a message to call back later. Wait times are typically shorter on Wednesdays and Thursday mornings. Claims related calls may be made between 8:00 a.m. and 12:30 p.m. Furthermore, electronic inquiries may be made via email through the Bureau's "Contact us" link on the website.

If an individual is temporarily laid off and their employer is expected to hire them back within a short period, they may be provided with a partial claim form.

An individual will need the following information to file a claim:

- Their Social Security Number (and Alien Registration Number if applicable);
- The business name, address and telephone number of each place they worked during the past 18 months; and
- The jobs they held and the dates they worked (for each employer).
- Veterans separated from the armed forces within the past 18 months will need to provide their Member 4 DD-214 copy.
- Federal civilian employees who have been separated from their employer will be asked to provide their Standard Form (SF) – 8, or SF-50.

There are many specific rules and regulations pertaining to unemployment compensation and everyone's circumstances are taken into consideration. Staff members that work in the one-stop center can assist claimants with information about filing for unemployment insurance but cannot answer questions about specific benefits a claimant may be able to receive; only BUC can provide this level of information to a claimant.

BUC services can be accessed via: <https://www.maine.gov/unemployment/>

VOCATIONAL REHABILITATION

PARTNER:

The **Maine Department of Labor, Bureau of Rehabilitation Services (BRS), Division of Vocational Rehabilitation (DVR) and the Division for the Blind and Visually Impaired (DBVI)**, are the grant administrators of funds allotted by the **U.S Department of Education**. DVR and DBVI staff provide services through the one-stop system to individuals who have disabilities that are a significant impediment to employment. Priority is given to individuals with the most significant functional limitations.

POINTS OF ENROLLMENT ACCESS:

| Enrolling Entity | Physical Address | Web Address |
|------------------|--------------------------------|--|
| DBVI | See Service Locations below | https://www.maine.gov/rehab/dbvi/index.shtml Online VR Application |
| DVR | See Service Locations below | https://www.maine.gov/rehab/dvr/index.shtml Online VR Application |

REFERRAL PIPELINE:

| Web Address | Contact |
|--|--|
| BRS: https://www.maine.gov/rehab/index.shtml | Central Administrative Office Tel. 207-623-6799 |
| DBVI: https://www.maine.gov/rehab/dbvi/index.shtml | Please see Service Locations below. |
| DVR: https://www.maine.gov/rehab/dvr/index.shtml | Please see Service Locations below. |

SERVICE LOCATIONS:

| Center | Physical Address | Phone |
|--------------|--|--------------|
| Augusta | 45 Commerce Dr., Augusta, ME 04333 | 800-760-1573 |
| Bangor | 45 Oak Street, Suite 1, Bangor, ME 04401 | 888-545-8811 |
| Brunswick | 29 Sewall St., Brunswick, ME 04011 | 888-836-3355 |
| Houlton | 11 High St., Houlton, ME 04730 | 800-432-7338 |
| Hinckley | 23 Stanley Rd, Hinckley, ME 04944 | 800-760-1572 |
| Lewiston | 5 Mollison Way, Lewiston, ME 04240 | 800-741-2991 |
| Machias | 53 Prescott St., Suite 2, Machias ME 04654 | 800-770-7774 |
| Portland | 151 Jetport Blvd, Portland, ME 04102 | 877-594-5627 |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769 | 800-635-0357 |
| Springvale* | 9 Bodwell Ct., Springvale, ME 04083 | 800-343-0151 |
| Wilton | 865 US Rt.2E, Wilton ME 04924 | 800-982-4311 |

*Need for this location is under evaluation.

SERVICES OVERVIEW:

Eligibility for Vocational Rehabilitation (VR) services is determined within 60 days based upon documentation of disability as a barrier to employment. Individuals who are not determined eligible for VR services or cannot be served because of insufficient funds are referred to other one-stop and comparable services providers for assistance.

Based upon a comprehensive assessment of rehabilitation needs, employment plans are developed with eligible individuals, which include services provided directly by DVR/DBVI, as well as many other partners and contracted providers. Individuals that work with DVR/DBVI are in various stages of rehabilitation and adjustment to disability; they are encouraged to utilize all available resource to successfully achieve their vocational goals, including registering with the Maine JobLink when ready to search for employment.

BRS DVR/DBVI actively works as part of the One-Stop Operator's CORE teams to support the integration of services with other partners in each local area. BRS assists with the coordination of services on behalf of DVR/DBVI customers and provides technical assistance, training and consultation to other partners to ensure the physical and programmatic accessibility of the one-stop centers for all customers with disabilities.

ELIGIBILITY FOR THE DIVISION OF VOCATIONAL REHABILITATION SERVICES:

An individual is eligible for DVR services if the individual:

- A. Has a physical or mental impairment which, for the individual, constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a physical or mental

impairment hinders the individual from preparing for, engaging in, retaining, or advancing in employment, consistent with the individual's abilities and capabilities, and

- B. Requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. VR services must be necessary to overcome disability related barriers. Lack of resources by itself does not constitute a disability-related barrier.

ELIGIBILITY FOR THE DIVISION FOR THE BLIND AND VISUALLY IMPAIRED SERVICES:

An individual is eligible for DBVI vocational rehabilitation services if the individual:

- A. Has a significant visual impairment which, for the individual, constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a visual impairment hinders the individual from preparing for, engaging in, retaining, or advancing in employment, consistent with the individual's abilities and capabilities, and
- B. Requires vocational rehabilitation services to prepare for, secure, retain, advance or regain employment consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Required VR services must be necessary to overcome disability related barriers. Lack of resources by itself does not constitute a disability related barrier.

An individual is eligible for DBVI Independent Living Services if the individual:

- A. Has less than 20/70 vision in the better eye with best correction or less than 20-degree fields and/or a significant functional impairment directly related to the visual limitations; and
- B. Blindness services are reasonably expected to significantly assist the individual to improve independent functions in family or community. Improvement in ability to function independently in family or community refers to a demonstration in functional or behavioral terms of an individual's greater independence or maintenance of independence in such areas as self-care, activities of daily living, leisure activities, community, or orientation and mobility.

SERVICES FOR INDIVIDUALS WITH DISABILITIES:

Services are individualized and based upon specific rehabilitation needs. Each individual's employment plan is unique and services listed below are those that might be considered for vocational rehabilitation.

| |
|--|
| Division of Vocational Rehabilitation |
| Vocational Guidance and Counseling |
| Comprehensive Assessment of Rehabilitation Needs |
| Medical and Psychological Evaluations |
| Physical Restoration Services |
| Deaf Services, including ASL Interpreting |

| |
|--|
| Pre-Employment Transition Services to Students |
| Vocational Exploration |
| Vocational Assessment |
| Job Readiness Assessment |
| Individual Employment Plan |
| Job Development and Placement Services |
| Job Coaching |
| Occupational Skill Training |
| Postsecondary Education and Training |
| On-the-Job Training |
| Apprenticeship |
| Assistive Technology |
| Referral to Supportive Services Resources |
| Short-term Transportation Assistance |
| Short-term Supportive Services |
| Occupational Tools & Equipment |
| Self-Employment Exploration and Planning |
| Ticket to Work Services |
| Benefits Counseling |
| Post-Employment Placement Services |
| Work Opportunity Tax Credit |
| Division for the Blind & Visually Impaired |
| Vocational Rehabilitation Guidance & Counseling |
| Comprehensive Assessment of Rehabilitation Needs |
| Medical and Psychological Evaluations |
| Orientation and Mobility Instruction |
| Rehabilitation Teaching Services |
| Adaptive Technology Assessments and Services |
| Computer Access Training |
| Teacher of Visually Impaired Instruction |
| Low Vision Evaluation |
| Personal Adjustment Counseling |

| |
|--|
| Reader Services |
| Individual Employment Plan Development |
| Occupational Skill Training |
| Postsecondary Education and Training |
| Apprenticeship |
| Job Development and Placement Services |
| Pre-Employment Transition Services to Students |
| Vocational Exploration |
| Vocational Assessment |
| Job Readiness Assessment |
| Job Coaching |
| Referral to Supportive Service Resources |
| Short-term Transportation Assistance |
| Short-term Supportive Services |
| Occupational Tools & Equipment |
| Self-Employment Exploration and Planning |
| Ticket to Work Services |
| Benefits Counseling |
| Post-employment Services |
| Work Opportunity Tax Credit |

SERVICES FOR EMPLOYERS:

Through its Division of Vocational Rehabilitation (DVR) and Division for the Blind and Visually Impaired (DBVI), the Bureau of Rehabilitation Services (BRS) partners with businesses interested in the inclusion of people with disabilities to meet workforce needs and expand market share. The following services are offered:

Staffing and Recruitment of Qualified Job Seekers with Disabilities: BRS Business Account Managers coordinate services with employers and assist DVR/DBVI Vocational Rehabilitation counselors to identify and refer qualified individuals with disabilities for job openings based upon employer workforce needs. Through extensive career development and work-based learning with youth with disabilities, BRS also works with employers to develop the next generation of workers for their workforce.

Job Support, Coaching and Training for Job Seekers with Disabilities: For those who need it, DVR/DBVI engage certified community-based employment specialists to provide the assistance necessary on and off the job site for individuals with disabilities to learn and perform job tasks for successful ongoing employment.

Workplace Accommodations: DVR/DBVI can assist an employer with identifying reasonable changes in the workplace that enable a person with a disability to apply for a job and/or perform job duties equal to similarly situated employees without disabilities. A majority of accommodations are low cost and can include assistive technology.

Job Retention/ Return-to-Work Services: DVR/DBVI can provide guidance and information to an employer for existing employees who currently have, or in the future may incur, a disability. This can save the employer the cost of hiring and training new staff while retaining a valuable current employee.

Financial Incentives: This includes low risk participation for employers through DVR/DBVI paid work experiences, such as vocational assessment and On-the Job training, as well as the Work Opportunity Tax Credit, which all assist in the placement and hire of an individual with a disability in competitive employment.

Technical Assistance, Consultation and Training: Based upon employer needs, this includes training on Disability Awareness/Etiquette; the Americans with Disability Act; Section 503 for Federal Contractors; and disability specific information, such as Deaf Culture.

Linkage to Nationwide Resources: BRS can connect employers to business leadership networks, such as Disability: IN and other Maine-based businesses that hire people with disabilities and are willing to share their experiences.

SERVICE CHANGES DUE TO COVID-19:

Vocational Rehabilitation services remain available through the Division of Vocational Rehabilitation and the Division for the Blind and Visually Impaired (DVR/DBVI) but the modality is based upon client need and contingent upon guidance from the Maine Center for Disease Control and Prevention (CDC) at the time the service is delivered to ensure the health and safety of DVR/DBVI clients, employers and staff.

DVR/DBVI have expanded the use of video and teleconferencing, as well as developed many new virtual service options, including an online [VR application](#) , Career Exploration Workshops, job shadows, Orientation & Mobility instruction, and college preparation programs. DVR/DBVI staff are able to provide in person services following CDC safety precautions when needed in safe community settings.

EMPLOYMENT AND LABOR EXCHANGE SERVICES

PARTNER:

The **Maine Department of Labor, Bureau of Employment Services** is the grant administrator of WIOA Title III Wagner-Peyser Funds and is the provider of employment and labor exchange services across the State. Wagner- Peyser staff are co-located with other required partners in the following one-stops:

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – WIOA Title III Wagner-Peyser | | | | | | |
|--|---|--|----------|------------------|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| MDOL, BES CareerCenter Lewiston | 5 Mollison Way, Lewiston, ME 04240 | www.mainecareercenter.gov | | Rene Smith | Rene.L.Smith@maine.gov | 207-707-2195 |
| MDOL, BES CareerCenter Fairfield | Averill Building, Alfond Campus, 23 Stanley Rd., Hinckley, ME 04944 | www.mainecareercenter.gov | | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| MDOL, BES CareerCenter Augusta | 45 Commerce Dr., Augusta, ME 04330 | www.mainecareercenter.gov | | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |

REFERRAL PIPELINE:

| Referral Pipeline – WIOA Title III Wagner-Peyser | | |
|---|---------|---------------|
| Web Address | Contact | Email Address |
| https://www.maine.gov/labor/careerctr/livehelpoffline.shtml | | |

SERVICE LOCATIONS:

The Maine Department of Labor, Bureau of Employment Services is the provider of Wagner-Peyser Employment and Labor Exchange Services. These services are offered at the following locations:

| Service Locations – WIOA Title III Wagner-Peyser | | | | |
|--|---|------------------|--|--------------|
| Center | Physical Address | Contact | Email Address | Phone |
| Augusta | 45 Commerce Dr., Augusta, ME 04330 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Bangor | 45 Oak Street, Ste. 3, Bangor, ME 04401 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Southern Midcoast (Brunswick) | 29 Sewall St., Brunswick, ME 04011 | Rene Smith | Rene.l.smith@maine.gov | 207-707-2195 |
| Calais | 1 Calais Drive., Calais, ME 04619 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Lewiston | 5 Mollison Way, Lewiston, ME 04240 | Rene Smith | Rene.l.smith@maine.gov | 207-707-2195 |
| Machias | 53 Prescott St., Machias ME 04654 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Greater Portland | 151 Jetport Blvd, Portland, ME 04102 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769 | Patty Perry | Patricia.S.Perry@maine.gov | 207-707-2195 |
| Rockland | 91 Camden St. Rockland, ME 04841 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Northern Kennebec Valley (Hinckley) | Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944 | Susan LeClair | Susan.A.LeClair@maine.gov | 207-530-0520 |
| Springvale | 9 Bodwell Ct., Springvale, ME 04083 | Rob Klaiber | Robert.Klaiber@maine.gov | 207-557-3274 |
| Wilton | 865 US Rt.2E, Wilton, ME 04924 | Rene Smith | Rene.l.smith@maine.gov | 207-707-2195 |

SERVICES OVERVIEW:

Maine CareerCenters provide a variety of employment and workforce training and services at no charge for both workers and businesses in the State of Maine. Job seekers can receive staff assistance and have free access to computers and wireless internet access (Wi-Fi) for employment activity.

Employers with active job openings can utilize the interview and conference rooms within Maine CareerCenters for recruiting and interviewing purposes. Services under the Bureau of Employment Services are being provided both in-person and virtually. Job seekers and employers may call, email, or Live Chat with staff. They may also schedule appointments to use in-person resources or speak to a consultant in-person. As the public health situation improves, CareerCenters will continue to add in-person options to those who drop-in as well as those who choose to make appointments.

For job seekers or individuals looking to change careers, the Maine CareerCenters help customers:

- Register and navigate Maine JobLink accounts
- Gain knowledge through one-on-one career counseling and guidance
- Develop competitive resumes and/or cover letters
- Improve in-person or virtual interviewing skills
- Explore new careers
- Reset passwords for both Maine JobLink and ReEmployME accounts
- Register and attend workshops on a variety of job search and training topics
- Find occupational skills training and education opportunities including Registered Apprenticeship
- Access a library of online resources and printed materials
- Research and understand labor market information
- Access other services to expand employment and training-related opportunities and supports needed to succeed in training or in job search. (Individuals receive direct and indirect referrals through CareerCenters extensive partner collaboration network.)

For employers needing assistance with workforce needs, the Maine CareerCenters assists them to:

- List current job openings
- Navigate their Maine JobLink account
- Search for resumes and job seekers
- Explore service strategies for recruitment
- Develop competitive job descriptions
- Write job orders
- Create, customize and host hiring events
- Market positions through job boards and social media
- Recruit specialized populations such as veterans, justice involved, etc.
- Develop a registered apprenticeship program
- Apply for Work Opportunity Tax Credits and Federal Bonding
- Access a library of online resources relating to human resources, safety, business incentives, Americans with Disabilities Act, labor laws, labor market information, licensing, and more.
- Find labor market information
- Understand layoff aversion strategies
- Manage downsizing events and transition employees from their current employment to other opportunities

Bureau of Employment Services' staff administer and coordinate the Maine JobLink, a labor exchange system, designed to link employers to workers and workers to jobs. MJL is used by employers, job seekers, and partners to post jobs, and find jobs. Basic Career Services and Labor Exchange services are universally accessible to all individuals and employers; there are no eligibility requirements

MJL allows registered job seekers to search for jobs online, post a resume, and get direct referrals to jobs. Employers use the MJL to post job listings at no charge, review profiles of interested applicants, and contact potential job seekers directly. Unemployment claimants are required to register for MJL as part of their job search requirements.

Benefits of using the MJL system:

- MJL job listings meet basic affirmative action requirements for employers required to recruit from minority populations;
- Job listings provide data that informs and documents need for industry sector skill training grants and strategic investment of existing grant funds;

LiveChat (accessed through CareerCenter website), assists with a variety of questions, resources, referrals and password resets for both the Maine JobLink and ReEmployME. The BES CareerCenter Hotline serves as an entry point and triage to BES and partnering services, including information and resources, scheduling appointments and workshops, and referral to events and workforce services.

The Bureau of Employment Services (BES) staff also work directly with employers to provide a variety of services inclusive of participation in the Maine- At-Work Initiative (MAWI), a collaboratively developed, web-based platform that allows job seekers and/or employers to request information on available programming/services to meet their needs. MAWI was developed with workforce partners and continues to be an easy way for employers to request assistance with their workforce needs. An on-line request is generated and sent to MDOL staff who either respond to the employer inquiry directly or forward it to an appropriate workforce and economic development resource partner for response. Maine-At-Work is also marketed through a flyer enclosed with each employer's yearly unemployment insurance tax information to prompt them to request assistance if they have any workforce development assistance needs.

Bureau of Employment Services' staff administer and coordinate the Maine JobLink, a labor exchange and case management system, designed to link employers to workers and workers to jobs and to track information about participants required by multiple Federal workforce programs.

Bureau of Employment Services offer customized job fairs and recruitment services to employers and a variety of job search assistance workshops to the general public. Job fairs and/or hiring events are held regularly through the Maine CareerCenters either through in-person methods or a virtual platform. Events and recruitment services to employers, can be customized for individual employer needs, for general job seeker activity and/or for sector-based industries.

The Maine Department of Labor, Bureau of Employment (MDOL, BES) services has formal and informal staff-development for all new and existing Wagner-Peyser staff members to ensure staff have an understanding of the requirements of WIOA and the basic and individualized services that are offered by employment services staff to job seekers, workers, and employers. Some training includes:

- Overview of Labor Exchange and provision of Career Services
- Introduction to Maine JobLink (MJL, Maine's labor exchange and case management system)
- Introduction to ReEmployME, the Bureau of Unemployment Compensation (BUC) claims system and how to provide support to individuals seeking to file unemployment insurance (UI) claims
- Career information and expectations, including overview of career information tools from labor market and occupational information to career decision making tools.
- Overview of the Trade Adjustment Assistance Act and Training Readjustment Act
- Understanding rapid response and layoff aversion
- Understanding of RESEA reemployment services as a partnership program between the BUC and the Bureau of Employment Services.
- Introduction to standards of procedure in one-stop information centers
- Overview of veteran's services and referral requirements
- Migrant and seasonal farmworker program outreach and partnering with the National Farmworker Jobs Program
- Intro to training programs (Maine Apprenticeship, Competitive Skills Scholarship, Title IB Adult, Dislocated Worker and Youth programs, Job Corps, YouthBuild, etc.
- Overview of the Work Opportunity Tax Credit and Federal Bonding Program

MDOL,BES is committed to collaboration with required WIOA partners to assist in the development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures. This includes the design and implementation of common intake, data collection, and case management information, and performance accountability measurement and reporting processes, and the incorporation of local input into such design and implementation, to improve coordination of services across one-stop partner programs.

SERVICE CHANGES DUE TO COVID-19:

Due to COVID19 risks, services under the Bureau of Employment Services are being provided virtually. Job seekers and employers may call, email, or Live Chat with staff. Customers may choose to attend virtual workshops, meet with CareerCenter Consultants over phone, through videoconferencing, in-person by appointment or through email. When the health threat subsides, BES will continue to offer virtual services and slowly begin to offer in-person services by appointment only and with safety precautions. The Bureau looks forward to offering a choice of virtual or in-person, walk-in services when the health crisis is over.

YOUTHBUILD

PARTNER:

Goodwill Northern New England is the grant administrator and contractor of YouthBuild Lewiston, a WIOA YouthBuild program that is funded through a grant from the US Department of Labor, Employment and Training Administration, and is available to residents of Lewiston, Maine and surrounding communities.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – YouthBuild Lewiston | | | | | | |
|---|------------------------------------|--|----------|------------------|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| GoodwillINNE | 60 Pine Street, Lewiston, ME 04240 | www.goodwillnne.org | | Sandra Goss | Sandra.goss@goodwillnne.org | 207-776-0556 |

REFERRAL PIPELINE:

| Referral Pipeline – YouthBuild Lewiston | | |
|--|-----------------------|--|
| Web Address | Contact | Email Address |
| www.newbeginmaine.org | 207-795-4077 | ethan@newbeginmaine.org |
| www.community-concepts.org | 1-800-866-5588 | lhartnett@community-concepts.org |
| www.lewistonpublicschools.org | 1-207-376-8001 | jcaouette@lewistonpublicschools.org |

SERVICE LOCATION:

| Service Location – YouthBuild Lewiston | | | | |
|--|----------------------------------|-------------|--|--------------|
| Center | Physical Address | Contact | Email Address | Phone |
| Lewiston | 60 Pine Street Lewiston ME 04240 | Sandra Goss | Sandra.goss@goodwillnne.org | 207-776-0556 |

SERVICES OVERVIEW:

YouthBuild Lewiston (YBL) is a YouthBuild program that assists eligible teenage and young adult participants to connect to the labor force by providing rigorous academic instruction, occupational skills training for in-demand professions, career and technical education, service learning and leadership development opportunities, and post-program placement and follow-up services designed to assist participants in obtaining the HiSET and/or industry-recognized credentials leading to successful post-secondary placements or careers in in-demand industry sectors or occupations that will result in economic self-sufficiency and opportunities for advancement.

ELIGIBILITY:

The objective of the YouthBuild Lewiston program is to provide education/training services to any individual who:

- 1)** is between the ages of 16 and 24 at time of enrollment; **and**
- 2)** is a member of a low-income family, a youth in foster care (including youth aging out of foster care), an offender, a youth who is an individual with a disability, a child of an incarcerated parent, a homeless youth, a migrant youth; **and**
- 3)** is a school dropout, or an individual who was a school dropout and has subsequently reenrolled;

Participants in the program may be youth who do not meet criteria 2 or 3 above, but they must be identified basic skills deficient, despite attainment of a high school diploma or its state-recognized equivalent. To learn more about eligibility for participation in YouthBuild Lewiston, please visit www.goodwillnne.org.

SERVICES:

In addition to Basic Career Services, YouthBuild Lewiston participants are afforded the following services as components of the YBL program:

| YBL Service Elements | Descriptions |
|---|---|
| Assessment | Upon enrollment, all YBL participants undergo a review of academic & occupational skill levels, as well as service needs, career readiness, aptitudes, abilities/skill gaps, individual strengths, prior work experience, and employability - for the purpose of identifying appropriate services and career pathways and to inform the Individual Career Development Plan. |
| Individual Career Development Plan (ICDP) | YBL engages each participant in developing career goals, understanding career pathway options, and developing a strengths and needs based, assessment- informed Individualized Career Development Plan (ICDP) that includes steps to improve participants' employability extending through |

| | |
|---|---|
| | <p>the follow-up period. The ICDP is tied to participant performance measures, identifies a career pathway that includes education and employment goals, considers career planning activities, results of the objective assessment, and service needs of the participant.</p> |
| Education concurrently w/ workforce preparation | <p>YBL offers alternative educational services intended assist participants to make the academic gains necessary to successfully complete the HiSET. Our education program component is also integrated with occupational training in which workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and are connected to training for a specific occupation, occupational cluster, or career pathway.</p> |
| Occupational Skills Training | <p>YBL offers an intensive training program that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by in-demand occupational fields at the entry, intermediate, or advanced levels, and that is focused on a specific occupational goal identified in participants' ICDP, and leads to attainment of a recognized post-secondary credential in construction, or culinary arts + hospitality.</p> |
| Work Experience | <p>YBL facilitates planned, structured learning experiences that take place in workplaces situated in the private-for-profit, non-profit, or public sector. Examples include:</p> <ul style="list-style-type: none"> • Pre-Apprenticeship programs; • Internships and Job Shadowing; and • On-the-Job Training |
| Labor Market Information & Career Counseling | <p>YBL's Student Development Coordinator provides information on local labor market (jobs and skills in-demand), Career Counseling, including identifying appropriate Career Pathways, Career Awareness, and Career Exploration & Career Planning activities.</p> |
| Counseling and Case Management | <p>YBL's Case Manager connects participants with any necessary supportive services to promote program success, including but not limited to transportation, housing, mental health services, substance abuse treatment, legal aid services, and family reunification programs. The Case Manager also provides assessment services, personal goal development, monitoring of personal goal achievement, crisis intervention, post- placement transition services and follow-up.</p> |

| | |
|---|--|
| Supportive Services | YBL offers an array of services that enable participants to engage in YBL activities, such as linkages to community services, assistance with childcare, transportation, housing, educational testing, reasonable accommodations for participants with disabilities, legal aid services, work attire, safety gear, tools, books, fees, school supplies, and other training- related costs such as test, application, and/or certification fees and more. |
| Leadership Development | <ul style="list-style-type: none"> Putting participants in leadership roles such as committee membership. |
| Stipends & Financial Literacy Education | <p>YBL participants may earn a stipend as recognition for participation and achievement directly tied to training activities and work experiences. Concurrent with receiving a stipend, participants receive the training necessary to: create budgets, initiate checking/savings accounts, & make informed financial decisions; manage spending, credit and debt, including student loans, consumer credit & credit cards; and, understand the significance of credit reports/scores, rights pertaining to credit & financial information, how to determine credit report accuracy, how to improve or maintain good credit; and, understand, evaluate and compare financial products and services.</p> <p>Participants also receive opportunities to put lessons into practice with access to safe, affordable financial products that enable money management and savings, and other approaches that promote knowledge, skills and confidence in making financial decisions.</p> |
| Transition Activities | YBL engages participants in activities that prepare them to transition to postsecondary education or occupational training, including linkage to programs like TRIO, Jobs for Maine Graduates, application for financial aid & scholarships, understanding college application processes, preparing forentrance exams, essays, understanding pre-requisites, college culture and more. |
| Transition and Follow-up Services | <p>Following graduation from the YBL program, participants are given access to services needed to ensure their success in employment or post- secondary education placements. This may entail regular contact with a participant’s employer to provide assistance addressing work-related problems or may also include: supportive services, financial literacy education, labor market information and information on in-demand industry sectors in the local area, career awareness and career exploration, and activities that help a youth prepare to transition to postsecondary education & training.</p> <p>Follow-up services are offered for 12 months after exit unless the participant</p> |

| | |
|--|--|
| | declines such services or cannot be located. |
|--|--|

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM/FOOD SUPPLEMENT EMPLOYMENT & TRAINING (FSET)

PARTNER: The **Maine Department of Health and Human Services, Office for Family Independence** is the administrator of the Supplemental Nutrition Assistance Program, which includes an employment and training program called FSET.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Supplemental Nutrition Assistance Program | | | | | | |
|---|------------------|---|----------|------------------|---------------|-------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Phone |
| SNAP | | <p>Option 1: Apply online through My Maine Connection.</p> <p>Option 2: Download and mail an application.</p> <p>Office for Family Independence 114 Corn Shop Lane Farmington, ME 04938</p> <p>Option 3: E-mail an application to Farmington.DHHS@Maine.gov</p> <p>Option 4: Fax an application to (207) 778-8429.</p> | | | | |
| FSET | | www.maine.gov/dhhs/ofi/programs-services/food-supplement/fset | | | | |
| | | | | | | |

REFERRAL PIPELINE:

| Referral Pipeline – Food Supplement Employment and Training | | |
|--|---------|---------------|
| Web Address | Contact | Email Address |
| www.maine.gov/dhhs/ofi/programs-services/food-supplement/fset | | |

| | | |
|---|--|--|
| https://www.maine.gov/dhhs/ofi/programs-services/food-supplement/fset/service-providers | | |
| | | |

SERVICE LOCATIONS: SERVICE PROVIDERS MAY BE FOUND HERE: [HTTPS://WWW.MAINE.GOV/DHHS/OFI/PROGRAMS-SERVICES/FOOD-SUPPLEMENT/FSET/SERVICE-PROVIDERS](https://www.maine.gov/dhhs/ofi/programs-services/food-supplement/fset/service-providers)

| Service Locations – FSET | | | |
|---------------------------------|---|---------|---|
| Service Area | Physical Address | Contact | Email Address |
| Washington County | Axiom Education and Training 6 Colonial Way Machias, ME | | https://aetc.us/ |
| Androscoggin and Oxford County | Community Concepts 240 Bates Street Lewiston, ME | | www.ccmaine.org |
| Washington County | Family Futures Downeast 7 Ames Way Machias, ME | | https://familyfuturesdowneast.org/contact |
| Augusta/Waterville | Goodwill | | https://goodwillnne.org/jobs/job-connection |
| Bangor/Belfast/Ellsworth | Goodwill | | https://goodwillnne.org/jobs/job-connection |
| Lewiston/Auburn | Goodwill | | https://goodwillnne.org/jobs/job-connection |
| Greater Portland/York County | Goodwill | | https://goodwillnne.org/jobs/job-connection |

| | | | |
|-------------------|--|--|---|
| Statewide | Maine Educational Opportunity Center | | https://meoc.maine.edu/contact-us/ |
| Washington County | Start Up Downeast Washington County/Calais 330 North Street Suite 1 Calais, ME | | http://startupdowneast.org |
| Aroostook County | ACAP Aroostook County Action Program | | www.acap-me.org |
| Statewide | Dept of Labor CSSP | | https://www.mainecareercenter.gov/index.shtml |

SERVICES OVERVIEW: FSET helps Maine Food Supplement recipients get job training, education and supports, so they can find and keep good paying jobs. Services are available statewide, at no cost to participants. If you receive federally funded Food Supplement, and not receiving a TANF cash benefit, you may qualify.

ELIGIBILITY: To qualify for FSET the participant must:

Be enrolled in the federally funded Food Supplement Program

NOT receiving TANF cash benefit

Be legally eligible to work in Maine

Be at least 16 years old

BE seeking education or training for a job that will lead to self-sufficiency, measured by the decrease of need for public assistance.

Have the ability to undertake and complete the education or training program, as assessed by FSET providers.

SERVICES: The Services include:

- Job search training and assistance, case management, supports
- Vocational training (including Adult Education, certificate and degree programs), tuition
- Job retention services, and more.

SERVICE CHANGES DUE TO COVID-19:

Case management and some classes have been happening virtually, however many programs are opening up to in-person delivery as the State of Maine allows.

WOMEN, INFANTS AND CHILDREN NUTRITION PROGRAM

PARTNER: Western Maine Community Action is the administrator of the Women, Infant and Children Nutrition program.

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access – Women, Infant and Children Nutrition program | | | | | | |
|--|---|-------------|----------|------------------|----------------|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| Western Maine Community Action Women Infant and Children Program | 79 Main St Auburn, Maine | WMCA.org | | Katherine Lary | klary@wmca.org | 207-491-3634 |
| Western Maine Community Action Women Infant and Children Program | 9 Marston St Norway, Maine | WMCA.org | | Katherine Lary | klary@wmca.org | |
| Western Maine Community Action Women Infant and Children Program | 6 Mollyockett Drive Fryeburg, Maine | WMCA.org | | Katherine Lary | klary@wmca.org | |
| Western Maine Community Action | 20 B Church St E. Wilton, Maine | WMCA.org | | Katherine Lary | klary@wmca.org | |

| | | | | | | |
|--|----------------------------------|----------|--|----------------|----------------|--|
| Women Infant and Children Program | | | | | | |
| Western Maine Community Action Women Infant and Children Program | 126 York St. Rumford Maine | WMCA.org | | Katherine Lary | klary@wmca.org | |

REFERRAL PIPELINE:

| Referral Pipeline – Women, Infant and Children Nutrition program | | |
|--|----------------|----------------|
| Web Address | Contact | Email Address |
| WMCA.ORG | Katherine Lary | klary@wmca.org |

SERVICE LOCATIONS:

| Service Locations - Women, Infant and Children Nutrition program | | | | |
|--|--------------------------------|---------|---------------|-------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| | See Points of Enrollment above | | | |

SERVICES OVERVIEW:

Western Maine Community Action (WMCA) is a non-profit human service agency incorporated on June 1, 1965 as Franklin County Community Action Council, Inc. Its mission is to advocate for, strengthen, and coordinate all resources – private, local, state, and federal – that will assist us in promoting the self-sufficiency and independence of people. WMCA serves low- and moderate-income individuals and families in Androscoggin, Franklin, and Oxford Counties with a multi-faceted combination of programs focused on helping people achieve economic self-sufficiency. A strong component of all programming at WMCA is to ensure that clients are provided referrals to resources to help meet the individual family's needs. WIC staff provide referrals for routine pediatric and obstetric care through area health care providers in Androscoggin, Franklin, and Oxford Counties. WIC clients benefit from several decades of building strong relationships with the health care providers in the WMCA service area. These partnerships continue to result in on-going primary health care to WIC families. This strength is demonstrated in part by formal MOUs with Community Clinical Services (CCS) and the Franklin County Children's Task Force. Additionally, very strong relationships exist with area pediatricians such as Franklin Pediatrics, Central Maine Pediatrics, Pediatric Associates, among others. Referrals are also made to other social service and health related programs including Community Concepts' Head Start, Maine Families, LIHEAP, emergency shelters, domestic violence organizations, and breastfeeding support.

WMCA has been a strong advocate of health and public health for many years. Western Maine Community Action is the lead agency for a statewide program, the WMCA Health Navigator Consortium. The Health Navigator program assists uninsured consumers enroll in affordable health care. WIC staff and WMCA Navigators refer consumers across our service area. Additionally, WMCA is a long-term partner with Consumers for Affordable Health Care (CAHC). That working relationship has recently been strengthened through a new project CAHC is leading. The Connecting Kids to Coverage project aims to enroll or re-enroll a minimum of 105 kids and parents in health insurance coverage through Medicaid and/or CHIP. This new initiative will help our WIC clients who need access to affordable health insurance coverage.

WMCA WIC is part of the agency's Public Health Services umbrella, which also includes the Child and Adult Care Food Program (CACFP). CACFP supports Family Day Care providers in Franklin County by providing nutrition supports and other resources. Connecting WIC participants seeking child care to Family Day Care providers is a component of existing referral practice and is one way we integrate WIC services with other WMCA programs.

ELIGIBILITY:

Pregnant, postpartum, and breastfeeding women, and infants and children up to age 5 are eligible. They must meet income guidelines, live in Maine, and be individually determined to be at "nutrition risk" by a health professional. To be eligible based on income, applicants' income must fall at or below 185 percent of the U.S. Poverty Income Guidelines (currently \$44,863/year for a family of four). A person who receives MaineCare, Supplemental Nutrition Assistance Program (SNAP), or Temporary Assistance for Needy Families (TANF) benefits automatically meet the income eligibility requirement.

SERVICES:

Nutrition Education Part of the WIC mission is making sure families have up-to-date health and nutrition information. WIC nutrition professionals engage with families to discuss topics that are relevant to good health. Evidence-based information is provided on a variety of topics that are important to the family. Breastfeeding Support Breast milk is the best food for a baby and WIC is committed to helping mothers be successful with breastfeeding. Most women have questions about breastfeeding. WIC can give you helpful information on the benefits of breastfeeding by discussing:

- Any questions and concerns you have about breastfeeding.
- How to get your family and friends engaged in your decision to breastfeed
- How to talk to your doctor about your decision to breastfeed
- Community resources for breastfeeding support, such as new mom and breastfeeding groups
- How to maintain breastfeeding when you will return to work or school.

Food Benefits

- WIC foods are provided to help meet the nutrition needs of participants. Foods include iron-fortified breakfast cereal, 100% juice, eggs, milk, cheese, peanut butter, dried and canned beans/peas, canned fish, soy-based beverage, tofu, fruits and vegetables, whole grains, infant cereal, jarred infant fruits, vegetables and meats and infant formula as needed to meet the nutritional needs of WIC participants. In the summer, vouchers are given for fresh fruits and vegetables from Maine farmers.
- WIC participants receive food benefits via an eWIC card to purchase specific foods each month that are designed to supplement their diets with specific nutrients that benefit WIC's target population.

Referrals WIC benefits don't stop at food and breastfeeding support. WIC staff can connect you with helpful resources in your community to meet your family's needs. These include, but are not limited to:

- Dental services
- Healthcare providers
- Maine Families
- Head Start
- Heating assistance
- DHHS programs

SERVICE CHANGES DUE TO COVID-19:

Some of our services are done remotely, please check with our office for information regarding the delivery of services.

HIGHER OPPORTUNITY FOR PATHWAYS TO EMPLOYMENT

PARTNER: The **Maine Department of Health and Human Services, Office for Family Independence** is the administrator of the Higher Opportunity for Pathways to Employment (HOPE)

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access - Higher Opportunity for Pathways to Employment | | | | | | |
|---|---------------------------------------|---|--|-------------------------------------|--|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| HOPE | 109 Capitol Street, Augusta, ME 04333 | https://www.maine.gov/dhhs/ofc/programs-services/hope | Facebook.com /hope.program | Sheri Wilkens, HOPE Program Manager | HOPE.DHHS@maine.gov | 207-624-4170 |

REFERRAL PIPELINE:

| Referral Pipeline - Higher Opportunity for Pathways to Employment | | |
|---|--|--|
| Web Address | Contact | Email Address |
| https://www.maine.gov/dhhs/ofc/programs-services/hope | phone: (207) 624-4170 fax: (207) 287-3455 | HOPE.DHHS@maine.gov |
| | Applications can be found at local DHHS offices, also. | |

SERVICE LOCATIONS:

| Service Locations - Higher Opportunity for Pathways to Employment | | | | |
|---|--|-------------------------------------|--|--------------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| Statewide | 109 Capitol Street, Augusta, ME 04333 or at any DHHS Regional Office | Sheri Wilkens, HOPE Program Manager | HOPE.DHHS@Maine.Gov | 207-624-4170 |

SERVICES OVERVIEW:

HOPE is a workforce development program aimed at helping parents with low incomes graduate from higher education training and education including licensing, certification, apprenticeships, associate and bachelor's degree programs. By offering financial supports for education-related costs and providing higher education navigators, HOPE helps parents achieve their career plans by addressing barriers that could interrupt the completion of valuable training and education for various occupations. HOPE's graduates have enhanced skills that allow them to become more competitive and advance within jobs in Maine's economy.

ELIGIBILITY:

Parents and caretaker relatives of minor children who are at or below 185% of the Federal Poverty Level (FPL) and not currently receiving a monthly TANF cash benefit may be eligible for HOPE. Individuals must also be already accepted to or enrolled in their training or education program. Eligible training and education programs are programs that will lead to an industry recognized credential, an associate degree, or a bachelor's degree and lead to a job that has at least an average job outlook. Bachelor's degree programs need to be in a healthcare, technology, or engineering field. Additional eligibility requirements can be found at www.maine.gov/dhhs/hope.

SERVICES:

HOPE can provide financial support to parents for education-related expenses. The types of support HOPE can pay for include: tuition and fees, child care, transportation, books and supplies, tools and equipment, vehicle inspection/insurance/registration, car repairs, eyewear, dental care and other supports related to training and education. Additionally, HOPE also offers Student Navigators to all participants to provide personal support and guidance throughout school.

SERVICE CHANGES DUE TO COVID-19:

Authority and Signature Page

**Local Workforce Board
Memorandum of Understanding**

With The

APPENDIX A

PARTNER ORGANIZATION

PARTNER ADDRESS

ON BEHALF OF THE **PROGRAM**

By signing my name below, I _____, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

By signing this agreement, I also certify that I have the legal authority to bind my agency (outlined above) to the terms of:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on Sept. 1, 2023.

| | | |
|-------------|-------|-------|
| _____ | | _____ |
| Name, Title | | Date |
| Email | Phone | |

PROGRAM NAME

PARTNER:

POINTS OF ENROLLMENT ACCESS:

| Points of Enrollment Access | | | | | | |
|-----------------------------|------------------|-------------|----------|------------------|---------------|----------------|
| Enrolling Entity | Physical Address | Web Address | Platform | Location Contact | Email Address | Textable Phone |
| | | | | | | |
| | | | | | | |
| | | | | | | |

REFERRAL PIPELINE:

| Referral Pipeline | | |
|-------------------|---------|---------------|
| Web Address | Contact | Email Address |
| | | |
| | | |
| | | |

SERVICE LOCATIONS:

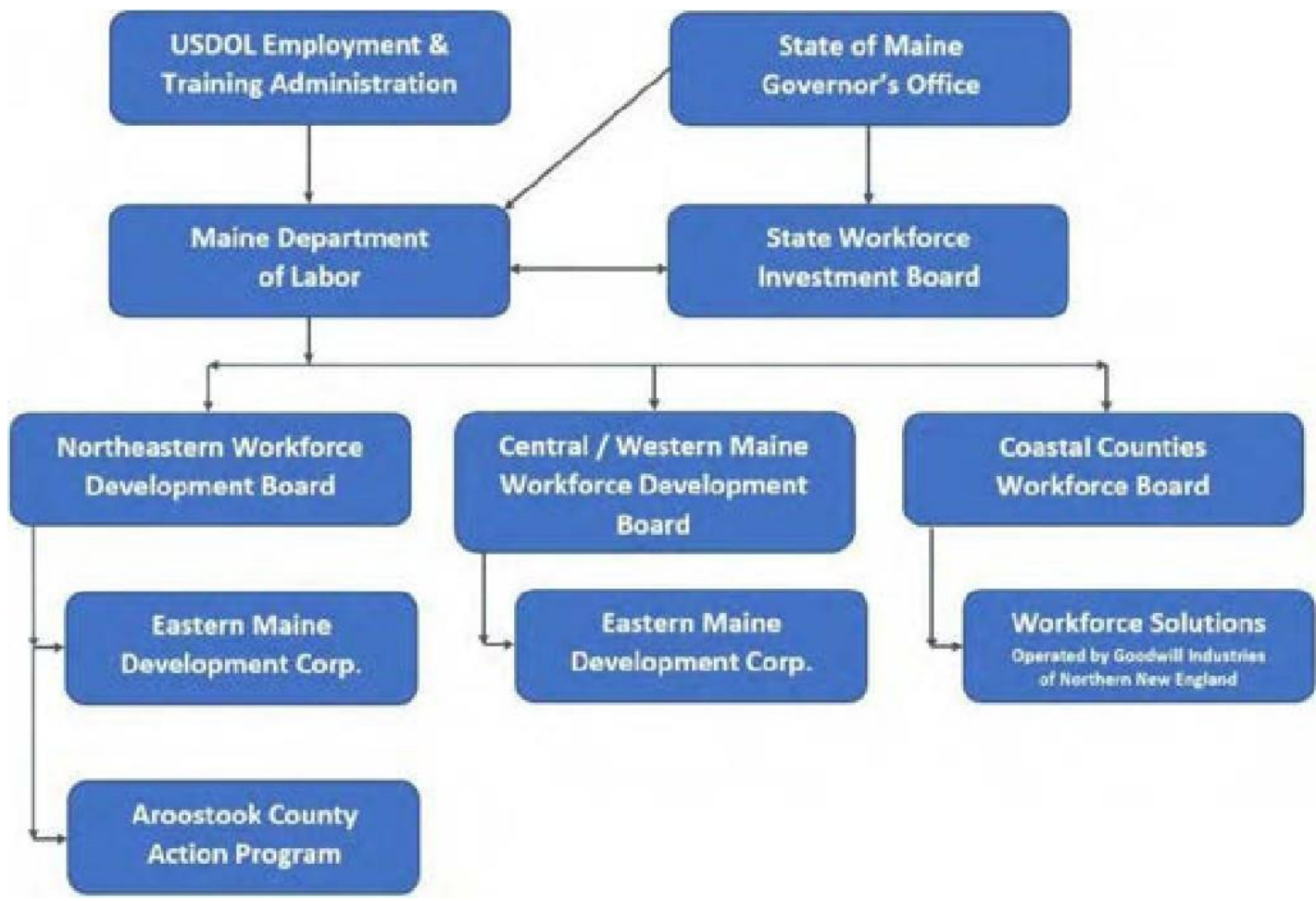
| Service Locations | | | | |
|-------------------|------------------|---------|---------------|-------|
| Service Area | Physical Address | Contact | Email Address | Phone |
| | | | | |
| | | | | |

SERVICES OVERVIEW:

ELIGIBILITY:

SERVICES:

Workforce Innovation and Opportunity Act
Delivery System



APPENDIX D

Central Western Maine Workforce Development Board. Local Area Service Delivery Map

Central Western Maine: Androscoggin, Franklin, Kennebec, Somerset, Oxford



-  Regional One-Stop Center
Multiple Partners
5 Mallison Way, Lewiston
-  Career Center Locations
WIOA & Wagner-Peyser Services
Augusta, Wilton, Hinckley, South Paris, Rumford, Lewiston
-  Community Concepts, Inc. Location
WIOA Services
Farmington

Glossary

| Term | Definition |
|---------------------------------|---|
| Affiliate One-Stop Center Sites | Physical locations at which some of the workforce system partners are co-located provide some of the services. In Maine, these may be referred to as Maine CareerCenter, Workforce Solutions Center of “A Proud Partner of the American Job Center Network” |
| Co-location | <p>Co-located partners:</p> <p>One-stop system partners who have a physical presence within a one-stop center, either full-time, part-time, or intermittent.</p> <p>Non-co-located partners:</p> <p>One-stop system partners with no physical presence in the one-stop center</p> |
| Comprehensive One-Stop Center | A physical location, in a local area, that provides access to career services, training services, employment services, and access to all required programs and activities of all required partners. In Maine, these are referred to as the CareerCenter. |
| Contributions | <p>Cash Contributions:</p> <p>Cash funds used to cover a partner’s proportionate share of the one-stop center infrastructure costs. Can be paid either directly from the partner or through an interagency transfer on behalf of the partner. 20 CFR 678.720(c).</p> <p>Non-Cash Contributions:</p> <p>Expenditures made by one partner on behalf of the one-stop center or contributions of goods or services contributed by a partner for the center’s use.</p> <p>Contributions must be valued consistent with the uniform guidance 2 CFR 200.306 20 CFR 678.720 (c)</p> <p>Third Party In-kind Contributions:</p> |

| | |
|-----------------------------|---|
| | <p>Contributions by an outside entity (not a required partner) to support the one-stop center in general; or contributions by an outside entity that resides in the one-stop center (not a required partner) to support its proportionate share of infrastructure costs. Unrestricted contributions that support the one-stop center in general would lower the total amount of infrastructure costs prior to proportionate division, whereas restricted contributions can be used by the intended partner(s) to lower their share of the infrastructure costs. 20 CFR 678.720 (c)(4)</p> |
| Full-time Equivalent | <p>The ratio of the total number of hours worked (whether part-time, full-time or contracted) divided by an average full-time week (e.g.: 40 hours).</p> <p>Example: One employee works 20 hours per week is expressed as .5 FTE</p> |
| Infrastructure Costs | <p>The non-personnel costs that are necessary for the general operation of the physical one-stop center, including:</p> <ul style="list-style-type: none"> ✓ Rental/lease costs of facilities ✓ Costs of utilities and maintenance ✓ Equipment (including assessment -related products and assistive technology for individuals with disabilities) <p>Technology to facilitate access to the center, including the center's planning and outreach activities</p> |
| Local Funding Mechanism | <p>The method used to cover infrastructure costs of the local comprehensive one-stop center in each local area when all co-located partner</p> |
| Memorandum of Understanding | <p>A document defining the agreement between the local board, CEO, and required partners pertaining to accessibility, delivery, and integration of services between required partners, and the sharing of infrastructure costs for the comprehensive one-stop center by those partners, and the sharing of costs of affiliated sites by the partners that are co-located therein.</p> |
| Proportionate Share | <p>An amount that represents a required partner's portion of shared infrastructure costs for the comprehensive one-stop center and any co-located partner's cost of any affiliated center, based on its proportionate use of the center and its relative benefits received. This amount is to be determined through a reasonable cost allocation methodology that assigns costs to partner in proportion to relative benefits received.</p> |

| | |
|--------------------------------|---|
| <p>Required Partners</p> | <p>WIOA identifies required program partners that must share in the cost of the local one-stop delivery system network of centers in the local area and that must be party to the Memorandum of Understanding, as follows:</p> <ol style="list-style-type: none"> 1. WIOA Title IB - Adult, Dislocated Worker, & Youth Programs (A, DW, Y) 2. WIOA Title II - Adult Education & Literacy Programs (AE) 3. WIOA Title III - Employment Services Program (BES) 4. WIOA Title IV - Vocational Rehabilitation Services Programs (BRS) 5. Carl D. Perkins Career & Technical Education Act, Post-Secondary Programs 6. Trade Adjustment Assistance Act Programs (TAA) 7. Senior Community Services Employment Program (SCSEP) 8. Community Services Block Grant Employment & Training Activities (CSBG) 9. Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE) programs 10. Housing and Urban Development Employment & Training Activities (HUD) 11. Unemployment Compensation Programs (BUC) 12. Activities under the Second Chance Act of 2007 (REO) 13. Veterans Services under the Jobs for Veterans State Grant (JSVG) 14. National Farmworkers Jobs Program Services (NFJP) 15. Job Corps 16. YouthBuild <p>Indian American Programs (not required to contribute funding)</p> |
| <p>Shared Service Costs</p> | <p>Costs one-stop partners may agree to share for common staff functions, such as center receptionist, intake specialist, assessment administrator, common staff cross-training and more.</p> |
| <p>State Funding Mechanism</p> | <p>The method used to cover infrastructure costs in a local area when required partners are unable to agree on how to share these costs. The amount each required partner must contribute is capped per WIOA Section 121(h)(3)(B).</p> |