

**Central Western Maine Workforce Development Board**  
**Access Guide for referring clients to WIOA partner programs**

Pursuant to 20 CFR 678.500, CWMWDB's MOU must include methods to ensure the needs of workers, youth, and individuals with barriers to employment are addressed by providing access to WIOA partners and services. Ways to provide "access" include:

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

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.

Bureau of Employment Services (BES) staff cover the reception area at the Lewiston Career Center, CWMWDB's Comprehensive One Stop Center. Staff can directly connect people with any partner co-located on site or offer assistance by appropriately connecting to all partners through the processes outlined below.

<b>WIOA Program</b>	<b>Partner</b>	<b>Process</b>
Title 1B Adult, Dislocated Work, Youth	Eastern Maine Development Corporation	EMDC is co-located in the Lewiston Career Center, the CWMWDB's Comprehensive One Stop Center, 8 am to 5 pm weekdays.
Title II Adult Education & Family Literacy Act	Lewiston Adult Education 145 Birch Street Lewiston, ME 04240	Contact the Lewiston Adult Education Program by calling the front desk at (207) 784-2928. For academics, ask for Barbara McAllister. For training Programs, ask for Josee Castonguay. Calls can be made 8 am to 4 pm weekdays. Email is also acceptable: <a href="mailto:bmcallister@lewistonpublicschools.org">bmcallister@lewistonpublicschools.org</a> <a href="mailto:jcastonguay@lewistonpublicschools.org">jcastonguay@lewistonpublicschools.org</a>

<b>WIOA Program</b>	<b>Partner</b>	<b>Process</b>
Title III Employment Services (Wagner-Peyser)	MDOL Bureau of Employment Services	BES has staff in the Lewiston Career Center, the CWMWDB's Comprehensive One Stop Center, 8 am to 5 pm weekdays. Live chat, via computer, is available weekdays 8 am to 4 pm. Live chat appears in the lower right corner: <a href="https://www.myworksourcemaine.gov/">https://www.myworksourcemaine.gov/</a>
Title IV Vocational Rehabilitation	MDOL Division of Vocational Rehabilitation MDOL Division of the Blind & Visually Impaired	A counselor of the day is provided at the Lewiston Career Center, the CWMWDB's Comprehensive One Stop Center, 8 am to 5 pm weekdays.  Staff can connect interested parties by calling 1-866-DBVI-4-ME (1-866-328-4463).
Jobs for Veterans State Grant	MDOL Bureau of Employment Services	JVSG is under the purview of the Bureau of Employment Services. BES staff, in Lewiston Career, are trained to screen for JVSG. All referrals must go through BES first to complete screening and will be referred directly to JVSG if eligible. BES has a Counselor of the Day available at the Lewiston Career Center weekdays 8 am to 5 pm.
Trade Adjustment Assistance	MDOL Bureau of Employment Services	BES staff can connect interested parties to the TAA program manager. Live chat is available weekdays 8 am to 4 pm. The Live Chat box appears in the lower right corner: <a href="https://www.myworksourcemaine.gov/">https://www.myworksourcemaine.gov/</a>
Unemployment Compensation	MDOL Bureau of Unemployment Compensation	UC staff are available in person at the Lewiston Career Center on Thursday from 8 am to 3 pm. BES staff at reception can connect interested parties to a UC staff member in-person on Thursday or by phone through the designated red phone or virtually via computer. If the UC staff member is busy, call 1-800-583-7660 TTY Maine Relay: 711 weekdays 8 am to 3 pm.

<b>WIOA Program</b>	<b>Partner</b>	<b>Process</b>
Job Corps	Equus Workforce Solutions	Penobscot Job Corps has a staff member on site at the Lewiston Career Center. This individual can answer general questions about Maine programs and can make referrals to the Loring Job Corps Center or other centers around the country. If staff member is not there, contact Michael Quinney at 207-631-1453 or <a href="mailto:Quinney.Michael@jobcorps.org">Quinney.Michael@jobcorps.org</a>
Carl Perkins Postsecondary	Central Maine Community College 1250 Turner Street Auburn, ME 04210	Central Maine Community College can answer general questions about the community college system and refer people to any of the seven campuses. For direct information to CMCC: Admissions: (207) 755-5273; <a href="mailto:cmccadmissions@maineccc.edu">cmccadmissions@maineccc.edu</a> Workforce programs: (207) 755-5280 <a href="https://www.cmcc.edu/business-community/workforce-professional-development/workforce-professional-development/">https://www.cmcc.edu/business-community/workforce-professional-development/workforce-professional-development/</a>
National Farmworker Jobs Program	Pathstone Corporation 263 State Street Bangor, ME 04401	Contact Region Administrator, Elizabeth Grout, at <a href="mailto:egrout@pathstone.org">egrout@pathstone.org</a> or <a href="mailto:info@pathstone.org">info@pathstone.org</a> . Someone will respond within 24 hours.
Senior Community Service Employment Program	Associates for Training and Development (A4TD)	Email <a href="mailto:info@a4td.org">info@a4td.org</a> to leave customer name, phone number, and email. A4TD checks email daily and will copy the referring agency when responding to client.
Community Block Services Grant (CBSG)	CAP agencies funded DHHS/OCFS	Community Concepts (CCI) can answer general questions about Maine CAP agencies and refer clients to the appropriate agency or offer assistance to residents of Androscoggin County. Call (207) 795-4065 or use <a href="https://ccimaine.org/#">https://ccimaine.org/#</a> to refer clients online.
Temporary Assistance For Needy Families (TANF)	DHHS Office of Family Independence	Contact the Office for Family Independence (OFI) Call Center available from 7 am to 4 pm weekdays at (855) 797-4357. Check eligibility for and apply for assistance at <a href="http://www.mymaineconnection.gov">www.mymaineconnection.gov</a> .