

CENTRAL WESTERN MAINE WORKFORCE DEVELOPMENT SYSTEM MEMORANDUM OF UNDERSTANDING

Androscoggin, Franklin, Kennebec, Oxford, and Somerset Counties



*Developed: September 2025
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Introduction

The primary goals of the Workforce Innovation and Opportunity Act (WIOA) are to increase access to employment, education, training, and support services for individuals, particularly those with barriers to employment; align workforce development efforts with education and economic development; improve the quality and relevance of workforce programs; and enhance the prosperity of workers and employers. WIOA also aims to create a more customer-centered public workforce system that is responsive to the needs of both job seekers and businesses. A Memorandum of Understanding serves as a functional tool to meeting these WIOA goals.

Memorandum of Understanding

The Workforce Innovation and Opportunity Act (WIOA) calls for an agreement (Memorandum of Understanding) developed and executed between the local workforce development board, and one-stop partners, with the agreement of the chief elected official, relating to the operation of the one-stop center and its delivery system in the local area (20 CFR 678.500).

This Memorandum of Understanding (MOU) is carried out 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. The Lewiston CareerCenter is the Board’s Comprehensive One Stop Center.

A. 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 are 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 system.
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, 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 amended as needed.

B. Duration:

This service coordination portion of this MOU is entered into on July 1, 2025. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2028, unless any of the reasons in the Termination section apply. 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.

C. 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 amendments(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 accessed 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 signing and accepting 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 obeyed.

D. 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 deemed 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 between parties shall first be attempted to be resolved informally prior to invoking CWMWI appeals processes.

E. 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 unavailable 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.

II. System Structure and Services

The Central Western Maine Workforce Development Board oversees one of Maine's three workforce development areas comprised of Androscoggin, Franklin, Kennebec, Oxford, and Somerset counties. The Board, its chief elected officials, and all required WIOA partners (20 CFR 678.400) that serve the five-county area comprise the region's workforce development system.

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

A. Comprehensive One-Stop (COS)

Each local area must have one comprehensive one-stop center from which all partner programs are accessible. The Lewiston CareerCenter serves as 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 affiliated or specialized site 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 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.

B. One-Stop Operator (OSO)

The Central Western Maine Workforce Development Board selected Eastern Maine Development Corporation (EMDC) as its One-Stop Operator through a competitive process in accordance with OMB Uniform Guidance and WIOA regulations. The State requires that the One-Stop Operator is recompeted at least every three years and not later than every four years.

The OSO serves as a liaison to the 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 execute this MOU with the Central Western Maine Workforce Development Board are:

1. Local Workforce Boards, WIOA 1B 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, Wagner-Peyser 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.
11. Associates for Training and Development (A4TD), Senior Community Services Employment Programs.

12. PathStone Corporation, National Farmworker Jobs Program.
13. Career Systems Development for Loring and Equus Workforce Solutions for Penobscot Job Corps 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 seekers, workers, and employer customers alike.

Partners agree to commit to 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). In addition, [20 CFR 678.420](#) outlines the role of required partners, which includes providing access to its programs or activities through the comprehensive one-stop center and, as able, throughout the one-stop system. is identified as follows:

2. Partner Commitments

In addition to the roles identified under the link 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. To facilitate such a system, Partners agree to:

- Familiarize their staff with the basic eligibility and participation requirements and available services and benefits offered by each of the Partner programs identified in this MOU.
- Allow their staff to participate in cross-training opportunities developed to facilitate such familiarity.
- Assist in developing materials and/or participating in delivery of cross-training to facilitate such familiarity.
- Work to utilize common intake, assessment and registration tools, and standards.
- Regularly evaluate ways to improve the referral process including the use of customer satisfaction surveys.
- Commit to robust and ongoing communication with partners required for an effective referral process.
- Commit to actively follow-up on the results of referrals and assure that partner resources are

being leveraged at the optimum levels.

- Provide suitable referrals and service coordination in accordance with the Referral Requirements Section below.
- Participate in meetings and informational interviews with CWMWDB and the regional One-Stop Operator (OSO) to design a collaborative integrated service delivery plan for the Local Area.

Additionally, all Parties shall:

- Collaborate and 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 regard 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.

III. System Operating Costs

See **Appendix B** for the Infrastructure Funding Agreement that outlines the system operating costs.

IV. Other Terms and Conditions

A. Data Sharing and Protection of Personally Identifiable Information

While the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers, partners understand 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 agree that their 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. In addition, in carrying out their respective responsibilities, 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.

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.

a. 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, considering 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.

b. 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.

c. 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.

d. 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 ensure 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.

D. 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.

E. 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.

F. 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.

G. 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 law. 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.

V. System Partners and Services

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 Eastern Maine Development Corporation 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:

Information can be obtained, and referrals can be made at any of EMDC's locations or via phone or email.

Email: workforce@emdc.org

Phone: 207-991-0147

Service Providers Locations:

Lewiston CareerCenter: 5 Mollison Way (Comprehensive One-Stop Center)

Augusta CareerCenter: 45 Commerce Drive

Northern Kennebec Valley CareerCenter: 23 Stanley Road, Hinckley

Rumford: 60 Lowell Street (by appointment only)

South Paris: 4 Western Avenue (by appointment only)

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.

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; Training Services which may be offered based on a determination that the customer/participant meets specific criteria; and Supportive Services that fill in additional needs like transportation and clothing.

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 succeed 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
- 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, 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 because 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 WIOA 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 Section 3, paragraph 16(B)(1).

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 (adult education is exempt).
- B. is aged 16 to 24 at time of enrollment; and identifies as one or more of the following:
 - 1) a high school dropout.
 - 2) within the age of compulsory school attendance but has not attended for at least the most recent school year quarter.
 - 3) received a high-school diploma or equivalent, is low income and is either basic skills deficient or an English language learner.
 - 4) an offender.
 - 5) homeless.
 - 6) in the foster care system or has aged out of the foster care system.
 - 7) pregnant or parenting.
 - 8) an individual with a disability.
 - 9) 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:

For a full list of services with definitions for the Adult and Dislocated Worker Program Services please see the following [link](#) or contact workforce@emdc.org.

Youth Program Services:

For a full list of services with definitions for the Youth Program Services please see the following [link](#) or contact workforce@emdc.org.

Follow Up Services:

For a full list of services with definitions for the Follow Up Services please see the following [link](#) or contact workforce@emdc.org.

Employer Services:

For a full list of services with definitions for the Employer Services please see the following [link](#) or contact workforce@emdc.org.

Adult Education and Family Literacy

Partner:

The Maine Department of Education (MDOE) 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. Offerings include courses in literacy and adult basic education, high school completion, Maine college transition, and career preparation and enrichment. Maine Adult Education has [20 programs](#) within the five-county region of CWMWDB. These programs are organized into three regional [hubs](#)—4,5,and 6.

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:

For key points of access to Adult Education programs please reach out to the adult education program nearest your client. The MDOE created a booklet called [Maine Adult Education: A Directory of Services](#)

[and Providers](#) that lists a physical address, phone number, and email address of each adult education program, grouped by Hubs. The booklet is updated and posted online every six months. MDOE also includes a [provider listing](#) on its website. The link lists programs alphabetically and includes information on county, physical address, phone, and website. If you would like to organize the list by “county” simply click on “county” and it will alphabetize it from Androscoggin County to York County.

Eligibility:

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

Services:

Adult Education programs offer a variety of services, training, and courses 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 HI SET 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
Digital 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/or career path.
- Conduct post-tests to determine academic gain after at least twenty-four 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:
3. 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 become 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.

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 any of Maine's community colleges. Central Maine Community College (CMCC) in Auburn and Kennebec Valley Community College (KVCC) in Fairfield are located in the CWMWDB region. The primary point of access for traditional programming in these regional colleges is:

CMCC: cmccadmissions@mainecc.edu or (207) 755-5273

KVCC: kvccadmissions@mainecc.edu or (207) 453-5822

The primary point of access for short-term trainings through Workforce Development is:

CMCC: (207) 755-5280 or on [online contact form](#)

KVCC: (207) 453-5083 or kvccworkforce@mainecc.edu

Point of access for dual/concurrent enrollment courses for high school students is the School Counselor at each high school.

Service Locations:

Central Maine Community College is located at 1250 Turner Street, Auburn, ME 04210. Kennebec Valley Community College is located at 92 Western Avenue, Fairfield, ME 04937. Locations for other campuses in the Maine Community College System can be found at <https://www.mccs.me.edu/our-colleges/>.

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 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 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 conducted, 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.

- g) introductory courses or activities focused on career exploration and awareness.
- h) readily available career and labor market information.
- i) programs and activities related to the development of student graduation and career plans. career guidance and academic counselors that provide information on postsecondary education and career options.
- j) introductory courses or activities focused on career exploration and awareness.
- k) readily available career and labor market information.
- l) programs and activities related to the development of student graduation and career plans.
- m) career guidance and academic counselors that provide information on postsecondary education and career options.
- n) any other activity that advances knowledge of career opportunities and assists students in making informed decisions about future education and employment goals, OR
- o) 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

plan and carry out elements that support the implementation of career and technical education programs provide professional development for teachers, faculty, school leaders, etc.

5. provide within career and technical education the skills necessary to pursue careers in high-skill, high- wage, or in-demand industry sectors or occupations.

6. support integration of academic skills into career and technical education

7. plan and conduct 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—

- 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.
- continuum of work-based learning opportunities.
- industry-recognized certification examinations or other assessments leading toward a recognized postsecondary credential.
- 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.
- 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.

8. develop and implement evaluations of the activities conducted.

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, which may include implementing articulation agreements between the MCCS 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 initiative-taking 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.

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 Community Action Agencies (CAAs) three of which serve the CWMWDB's region: [Kennebec Valley Community Action Program](#), [Community Concepts, Inc.](#), and [Western Maine Community Action](#). 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 can 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/>

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. Support is available for employment, education, income and asset building, housing, healthcare, civic engagement and community involvement, childcare and youth development, energy assistance and weatherization of homes, health and nutrition, and transportation. See <https://mecap.org/member-agency-services/> for a snapshot of services provided by all Community Action Agencies.

Jobs for Veterans State Grant

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 qualifying 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 JVSG 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 displays the talents, specialized expertise, and occupational skills of individual veterans to employers.

Points of Enrollment Access:

JVSG is under the purview of the Bureau of Employment Services. BES staff in Maine CareerCenters are trained to screen for JVSG eligibility. All referrals must go through BES first to complete screening and will be referred directly to JVSG if eligible. Information can be obtained by calling (207) 623-7981 or through a Live Chat, via the web, available weekdays 8 am to 4 pm. Live chat appears in the lower right corner: <https://www.myworksourcemaine.gov/>. Information and referrals can be made at any CareerCenter. Below are the addresses and emails of career centers located in CWMWDB's region.

Lewiston CareerCenter (Comprehensive One-Stop Center)
5 Mollison Way, Lewiston, ME 04240
lewiston.careercenter@maine.gov

Augusta CareerCenter
45 Commerce Drive, Augusta, ME 04333
augusta.careercenter@maine.gov

Northern Kennebec Valley CareerCenter
Averill Building, Alford Campus
23 Stanley Road, Hinckley, ME 04944
nkv.careercenter@maine.gov

Wilton CareerCenter
865 US Route 2E
Wilton, ME 04294
wilton.careercenter@maine.gov

Services Overview & Eligibility:

WIOA also requires that partners who identify a veteran with qualifying 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 the additional services and resources available to eligible veterans.

Specifically, WIOA requires that workforce partners 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 unemployed for any duration.
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.

Job Corps Program

Partners:

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

POINTS OF ENROLLMENT ACCESS:

Information can be obtained, and referrals can be made at either of JobCorps locations.

Loring Job Corps: 36 Montana Road, Limestone, ME 04750

Penobscot Job Corps: 1375 Union Street, Bangor, ME 04401

Loring Job Corps has an office at the Bangor CareerCenter, 45 Oak Street, Bangor, ME 04401, open 8 am to 5 pm; or call (207) 745-1539 or visit <https://loring.jobcorps.gov/>.

Penobscot Job Corps has an office at the Lewiston CareerCenter, 5 Mollison Way, Lewiston, ME 04240, open 8 am to 5 pm; or call (207) 561-8516 or visit <https://penobscot.jobcorps.gov/>.

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, which will result

in economic self-sufficiency and opportunities for advancement.

Eligibility:

To be eligible, individuals must be:

- A. Between the ages of sixteen & twenty-four; 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
 - Veterans Hall – Male Dormitory
 - Cooper Hall – Female Dormitory
- Basic Medical Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

Career Technical Training Opportunities

For a list of career and technical training opportunities visit <https://penobscot.jobcorps.gov/train>.

Academic Opportunities

- High School Equivalency preparation and testing in the High School Equivalency Test (HI SET)
- Penn Foster (Online High School Diploma Program)
- Penobscot Job Corps Center High School Diploma Program (Private School on site)
- College Program - Eastern Maine Community College
- Driver's Education Program

Partners

- 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
 - Penobscot Hall
 - Katahdin Hall
- Basic Medical Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

Career Technical Training Opportunities

For information on the career technical training programs visit <https://loring.jobcorps.gov/train>.

Academic Opportunities

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

Partners

- Bureau of Rehabilitation Services
- MSAD #1 Adult & Community Education
- Eastern Aroostook Adult & Community Education
- Northern Maine Community College

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 jobs in agriculture labor. Information regarding the National Farmworker Jobs Program can be found at <https://www.dol.gov/agencies/eta/agriculture>.

Participants access these services using the Maine JobLink registration form, either through self-registration online or with the assistance of one-stop center staff. In addition, a farmworker may reach staff directly through the agricultural community or grower sites, and by contacting a PathStone staff member or by visiting one of their office locations directly.

Points of Enrollment Access:

While PathStone has an office in Bangor, the best way to refer or get information is to call or email their regional administrator, Elizabeth Grout: (207) 307-6174 or egrout@pathstone.org

Service Locations:

PathStone has two office locations in Maine to service the entire state: 263 State Street, Suite #24, Bangor, ME 04401 and 147 Academy Street, Presque Isle, ME 04769. PathStone staff can meet people in career centers or other professional locations.

Program Eligibility:

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

- A. Be actively, or recently, working as 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 PathStone 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 one stop system partners are aware of and can make their services available to migrant seasonal farmworkers.

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 compensated 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 federal, state, or local minimum wage.

Points of Enrollment Access:

Information can be obtained, and referrals can be made in person, via phone, email or website:

Physical Address:

Seniors Plus, 8 Falcon Road, Lewiston, ME 04240

Town of Madison, 26 Weston Avenue, Madison, ME 04950

Phone: (207) 577-6492

Email: info@a4td.org or rbugbee@a4td.org

Website: www.a4td.org

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, it 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.
- Need training and want to work

SERVICES:

- Outreach, intake, system orientation
- Initial assessment
- Referrals to other programs
- Labor Market Information
- Internships and work experiences
- Workforce Preparation
- Referrals to supportive services

- Comprehensive Assessment
- Individual Employment Plan
- Career Planning & Counseling
- Follow-up services

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 services and programs 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.

Points of Enrollment Access:

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 www.mymaineconnection.gov. The nearest regional office is located at 200 Main Street, Lewiston, ME 04240.

Service Locations:

Office for Family Independence

Augusta District Office
35 Anthony Avenue
Augusta, ME 04333
207-624-8000

Farmington District Office
114 Corn Shop Lane
Farmington, ME 04938
207-778-8400

Lewiston District Office
200 Main Street
Lewiston, ME 04240
207-795-4300

Skowhegan District Office
98 North Avenue
Skowhegan, ME 04976
207-474-4800

South Paris District Office
243 Main Street, Suite #6
South Paris, ME 04281
207-744-1200

ASPIRE-FEDCAP (provider)

Fedcap Opportunity Center
14 Gabriel Drive
Augusta, ME 04330
Statewide: 1-844-653-0316

Fedcap Opportunity Center
642 Wilton Road
Farmington, ME 04938
Statewide: 1-844-653-0316

Fedcap Opportunity Center
184 Maine Street
Lewiston, ME 04240
Statewide: 1-844-653-0316

Fedcap Opportunity Center
78 Madison Avenue
Skowhegan, ME 04976
Statewide: 1-844-653-0316

Fedcap Opportunity Center
243 Main Street, Suite 3B
South Paris, ME 04281
Statewide: 1-844-653-0316

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 self-support through case management, job training, education, employment services, and help with education and employment-related expenses. 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 challenges.
- Determine barriers to employment and request appropriate support services such as transportation assistance, childcare, auto repairs, auto insurance, clothing, 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.
- Collaborate with partner agencies, including the Maine 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 training, volunteer placements, and work experiences.

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 during the current hiatus previously trade certified workers may be served. (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:

Any Bureau of Employment Services staff member at any Career Center 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: <https://www.myworksourcemaine.gov/>

Service Locations:

Lewiston CareerCenter (Comprehensive One-Stop Center)
5 Mollison Way, Lewiston, ME 04240

lewiston.careercenter@maine.gov

Augusta CareerCenter

45 Commerce Drive, Augusta, ME 04333

augusta.careercenter@maine.gov

Northern Kennebec Valley CareerCenter

Averill Building, Alford Campus

23 Stanley Road, Hinckley, ME 04944

[nkvcareercenter@maine.gov](mailto:nkv.careercenter@maine.gov)

Wilton CareerCenter

865 US Route 2E

Wilton, ME 04294

wilton.careercenter@maine.gov

Services Overview:

There are steps a certified worker must take to ensure their certification is documented and that they have met certain deadlines in which they have to make choices about the type of trade services they would like to pursue. Certified workers may be eligible remaining weeks of training assistance based on prior certification.

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 Bureau of Unemployment Compensation

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:

Maine Dept. of Labor (MDOL)
Bureau of Unemployment Compensation (BUC)
45 Commerce Drive
Augusta, ME 04333 <https://www.maine.gov/unemployment/>
ReEmployME System
Suzan McKechnie, BUC Director; suzan.c.mckechnie@maine.gov

Bureau of Unemployment Compensation (BUC) Benefits Division
45 Commerce Drive
54 State House Station Augusta, ME 04333 <https://www.maine.gov/unemployment/>
ReEmployME Benefit Services
Sara Aubin, Director Division of Benefits Services; Sara.Aubin@maine.gov

Bureau of Unemployment - Compensation (BUC) Tax Division
45 Commerce Drive
47 State House Station Augusta, ME 04333 <https://www.maine.gov/unemployment/employers/>
ReEmployME Tax Services Self-Service
Kerry Hekl, Director, Division of Tax Services; kerry.p.hekl@maine.gov

Bureau of Unemployment - Compensation (BUC)
45 Commerce Drive
Augusta, ME 04333 <https://reemploy.me.maine.gov>
ReEmployME System
Kristi Burns, Director, Division of Program Policy & Performance Business Lea
UC Administration Program Policy & Performance; Kristi.J.Burns@maine.gov

Bureau of Unemployment Compensation (BUC) Appeals Division
45 Commerce Drive
30 State House Station Augusta, ME 04333 <https://www.maine.gov/unemployment/appeals/>
ReEmployME System Self-Service
Christopher Gagne Director, Division of Administrative Hearings; Christopher.Gagne@maine.gov

Referral Pipeline:

Referral Pipeline - Unemployment Insurance Tax and Benefits Unemployment Compensation

Maine Department of Labor Contact information:

Maine Department of Labor 45 Commerce Drive
54 State House Station Augusta, ME 04333-0054
207-623-7900

Maine Department of Labor Administrative Office
45 Commerce Drive
Augusta, ME 04333

Website Active 24/7 - Extensive client and or customer self-service and MDOL staff customer services opportunities 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 Unemployment:

Benefit Services Unemployment Claims (800) 593-7660
Benefits Rep. Available: Monday – Friday 8:00 AM - 3:00 PM

<https://www.maine.gov/unemployment/>
To file a claim: <https://reemploy.me.maine.gov>

Maine Department of Unemployment Appeal Services:

Appeal Services
<https://www.maine.gov/unemployment/appeals/>
Appeal Email Address: admin.hearings@maine.gov

Appeal services of decisions can be done by Self-Service, Email, Phone or by Fax
ReEmployME Self-Service: <https://reemploy.me.maine.gov>.
Calling: (207) 621-5001
Fax: (207) 287-5949

Maine Career Center Services:

Employment Services Career Centers
www.myworksourcemaine.gov
Live Chat or Email

Re-Employment Services:

Claimants use system and Employers for self-service on their accounts.
BUC staff uses system for Benefits, Tax and DAH activities.
<https://assist.reemploy.me.maine.gov/cp/landing>

Service Locations:

Unemployment services are accessible via the internet, phone, or postal system. Employment Services staff are trained to provide meaningful assistance to claimants who enter one-stop services 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.

Service Area	Contact Information	Hours	Website	Email Address
Augusta Career Center	45 Commerce Drive Augusta, ME 04333-0109 (800) 593-7660	Mon – Fri 8:00 AM to 5:00 PM	www.myworksourcemaine.gov	augusta.careercenter@maine.gov
Northern Kennebec Valley Career Center	23 Stanley Road Hinckley, ME 04944 (800)-593-7660	Mon – Fri 8:00 AM to 5:00 PM	www.myworksourcemaine.gov	nk.v.careercenter@maine.gov
Lewiston Career Center	5 Mollison Way Lewiston, ME 04240 (800) 593-7660	Mon – Fri 8:00 AM to 5:00 PM	www.myworksourcemaine.gov	lewiston.careercenter@maine.gov
Wilton Career Center	865 US Route 2E Wilton, ME 04294-6649 (800) 593-7660	Mon – Fri 8:00 AM to 5:00 PM	www.myworksourcemaine.gov	wilton.careercenter@maine.gov

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 their claim 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 3:00 p.m. Furthermore, electronic inquiries may be made via email through the Bureau's "Contact us" link on the website at <https://www.maine.gov/labor/contact/index.html>.

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	
DBVI: https://www.maine.gov/rehab/dbvi/index.shtml	1-866-DBVI-4ME (1-866-328-4463)
DVR: https://www.maine.gov/rehab/dvr/index.shtml	Central Administrative Office Tel. 207-623-6799

Service Locations:

Center	Physical Address	Phone
Augusta	45 Commerce Dr., Augusta, ME 04333	(207) 623-7981
Hinckley	23 Stanley Rd, Hinckley, ME 04944	(207) 623-7981
Lewiston	5 Mollison Way, Lewiston, ME 04240	(207) 623-7981
Wilton	865 US Rt.2E, Wilton ME 04924	(207) 623-7981

Services Overview:

The link found at <https://www.maine.gov/rehab/dvr/vr.shtml> (DVR) and

<https://www.maine.gov/rehab/dbvi/index.shtml> (DBVI) covers services provided by Vocational Rehabilitation (VR) in the state of Maine. It covers what is VR, who is eligible, virtual orientation, how to apply, employment goals, what services are provided. Further, this link will provide the VR and DBVI Consumer Handbooks as well.

Eligibility for the Division of Vocational Rehabilitation Services:

An individual is eligible for DVR services if the individual:

- A. Has a physical, mental, or emotional disability 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, orientation and mobility.

Services for Individuals with Disabilities:

The Division of Vocational Rehabilitation (DVR) and the Division for the Blind and Visually Impaired (DBVI) provide a wide range of individualized services to help people with disabilities prepare for, obtain, advance, and maintain meaningful employment. Services are identified through the Individualized Plan for Employment (IPE) and tailored to each person's unique strengths, interests, and needs.

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:

Disability Etiquette and Awareness Training: Training includes discussion of current guidelines for interacting effectively with people with disabilities, exploration of myths and facts, and provides a hands-on activity for individual/group sharing/learning. There will be time to answer questions participants may have about appropriate language and etiquette when communicating with people with disabilities.

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 collaborates 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 rehabilitation providers 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. Most 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.

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:

The Bureau of Employment Services staff CareerCenters across the state. Information can be obtained by calling (207) 623-7981 or through a Live Chat, via the web, available weekdays 8 am to 4 pm. Live chat appears in the lower right corner: <https://www.myworksourcemaine.gov/>. Information and referrals can be made at any career center. Below are the addresses and emails of career centers located in CWMWDB's region.

Lewiston CareerCenter (Comprehensive One-Stop Center)

5 Mollison Way, Lewiston, ME 04240
lewiston.careercenter@maine.gov

Augusta CareerCenter
45 Commerce Drive, Augusta, ME 04333
augusta.careercenter@maine.gov

Northern Kennebec Valley CareerCenter
Averill Building, Alford Campus
23 Stanley Road, Hinckley, ME 04944
nkv.careercenter@maine.gov

Wilton CareerCenter
865 US Route 2E
Wilton, ME 04294
wilton.careercenter@maine.gov

Services Overview:

Maine Career Centers 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 Career Centers 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.

For job seekers or individuals looking to change careers, the Maine Career Centers 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 Career Centers extensive partner collaboration network.) For employers needing assistance with workforce needs, the Maine Career Centers 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.

Live Chat (accessed through Career Center website), assists with a variety of questions, resources, referrals, and password resets for both the Maine JobLink and ReEmployME. The BES Career Center 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 public. Job fairs and/or hiring events are held regularly through the Maine Career Centers 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 industry.

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 efficiency 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.

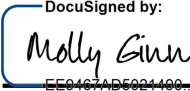
Central Western Maine Workforce Development Board
MOU Authority & Signature Page
Loring Job Corps

By signing my name below, I, Kristie Moir, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:  0D0EA373E07246A... _____ Kristie Moir, Center Director moir.kristie@jobcorps.org	5/4/2026 _____ Date 207-328-4701
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Central Western Maine Workforce Development Board
MOU Authority & Signature Page
Penobscot Job Corps

By signing my name below, I, Molly Ginn, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

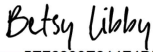
DocuSigned by:  EE0467AD5024400... _____ Molly Ginn, Center Director Ginn.Molly@jobcorps.org	5/5/2026 _____ Date 207-561-8512
--	---

Central Western Maine Workforce Development Board
MOU Authority & Signature Page
Central Maine Community College

On behalf of Career and Technical Education and Training

By signing my name below, I, Betsy H. Libby, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:



4/21/2026

Betsy H. Libby, President

Date

blibby@maineccc.edu

207-755-5250

Central Western Maine Workforce Development Board
MOU Authority & Signature Page
Kennebec Valley Community College

On behalf of Career and Technical Education and Training

By signing my name below, I, Karen Normandin, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:



4/21/2026

Karen Normandin, President

Date

knormandin@maineccc.edu

207-453-5129

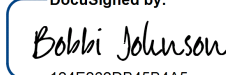
Central Western Maine Workforce Development Board

MOU Authority & Signature Page

ME Department of Health and Human Services, Office of Child and Family Services

On behalf of Community Services Block Grant Program

By signing my name below, I, Bobbi Johnson, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

DocuSigned by:	
	6/12/2026
Bobbi Johnson, Director	Date
bobbi.johnson@maine.gov	207-624-7900

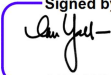
Central Western Maine Workforce Development Board

MOU Authority & Signature Page

ME Department of Health and Human Services, Office of Family Independence

On behalf of Temporary Assistance for Needy Families/Additional Support for People in Retraining and Employment (TANF/ASPIRE)

By signing my name below, I, Ian Yaffe, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:	
	5/19/2026
Ian Yaffe, Director	Date
Ian.Yaffe@maine.gov	207-624-4101

Central Western Maine Workforce Development Board

MOU Authority & Signature Page

Associates for Training and Development (A4TD)

On behalf of Senior Community Service Employment Program

By signing my name below, I, Alex Fizz, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:



5/13/2026

Alex Fizz, President & CEO

Date

afizz@a4td.org

802-999-0219

Central Western Maine Workforce Development Board

MOU Authority & Signature Page

PathStone Corporation

On behalf of National Farmworkers Jobs Program

By signing my name below, I, Elizabeth Grout, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

DocuSigned by:



5/13/2026

Elizabeth Grout, Director

Date

egrout@pathstone.org

207-307-6174

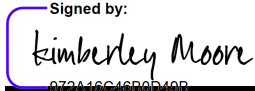
Central Western Maine Workforce Development Board

MOU Authority & Signature Page

ME Department of Labor, Bureau of Employment Services

On behalf of Wagner-Peyser Labor Exchange and Employment Services;
Trade Adjustment Assistance Services; and Jobs for State Veterans Grant Services

By signing my name below, I, Kimberley Moore, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:	
	6/18/2026
072A46C46B9D40B...	
Kimberley Moore, Bureau Director	Date
Kimberley.Moore@maine.gov	207-620-0183

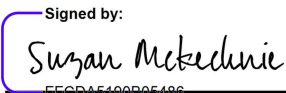
Central Western Maine Workforce Development Board

MOU Authority & Signature Page

ME Department of Labor, Bureau of Unemployment Compensation

On behalf of Community Services Block Grant Program

By signing my name below, I, Suzan McKechnie, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

Signed by:	
	5/28/2026
FFCDA5409D9540B...	
Suzan McKechnie, Bureau Director	Date
Suzan.C.McKechnie@maine.gov	207-621-5126

Central Western Maine Workforce Development Board
MOU Authority & Signature Page
ME Department of Adult Education
On behalf of Adult Education and Family Literacy

By signing my name below, I, Daniel Chuhta, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

DocuSigned by:



6/4/2026

7C42E09267714B5

Daniel A. Chuhta, Deputy Commissioner

Date

Daniel.Chuhta@maine.gov

207-624-6794

Central Western Maine Workforce Development Board
MOU Authority & Signature Page
Central Western Maine Workforce Initiatives
On behalf of Adult, Dislocated Worker, and Youth Programs

By signing my name below, I, Cathy Witherspoon, certify that I understand and agree to the full contents of the attached MOU. My signature certifies my understanding of the contents, as it pertains to all WIOA partners generally, and my agency specifically, and as outlined according to WIOA regulations. By signing this agreement, I also certify that I have the legal authority to bind my agency to its content. This MOU is in effect from the date of my signature to June 30, 2028.

DocuSigned by:



6/17/2026

6EE7BE4B60504EE

Cathy Witherspoon, Board Chair

Date

cwitherspoon@boyneresorts.com

207-807-3153

Central Western Maine Workforce Development Board
MOU Authority & Signature Page
ME Department of Labor, Bureau of Rehabilitation Services
On behalf of Vocational Rehabilitation

By signing our names below, we, Stephen Ball, Samantha Fenderson, and Elissa Rowe, certify that we understand and agree to the full contents of the attached MOU. Our signatures certify our understanding of the contents, as it pertains to all WIOA partners generally, and our agency specifically, and as outlined according to WIOA regulations. By signing this agreement, we also certify that we have the legal authority to bind our agency to its content. This MOU is in effect from the date of our signatures to June 30, 2028.

Signed by:



4/24/2026


Stephen Ball

Date

Stephen.Ball@maine.gov

207-530-6951

Signed by:



5/1/2026

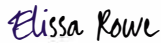

Samantha Fenderson, Director DVR

Date

Samantha.J.Fenderson@maine.gov

207-754-1726

Signed by:



5/4/2026


Elissa Rowe, Director DBM

Date

Elissa.Rowe@maine.gov

207-623-7954