77 Winthrop Street
Augusta, Maine 04330
207-241-4100
www.cwmwdb.org
draft until June 25, 2020

March 26, 2020 Full Board Meeting
PY 2019 Q 3

Chair Craig Nelson called the virtual meeting to order. After introductions, a qurorum was declared. The minutes from the 2019 PY Q2 full Board of Directors meeting that was rescheduled to January 28, 2020 *were reviewed and adopted by the full Board, after a motion and a second.*

Virginal Carroll of the Maine Department of Labor explained changes in the Incumbent Worker Training Policy that the service provider and the Board were working on to help along two projects involving veterans and workforce development and an IT company.

Sara Mc Laughlin reviewed the finances and commented that the organization was on budget and in a good position. She also reviewed two budget requests one for Staffing and another for Public Information and promotion. She also went over the technical detail of the administrative and NEG Opioid funding sources. *Both budget requests were proposed, seconded and unanimously approved by the full* Board.

Mr. Jim Trundy of WMCA gave a favorable report on the performance activities of the Service Provider and detailed what was happening due to the emerging public health situation and also for the Quarterly Update.

Dr. Alexis Mann, John T. Gorman Foundation*, appointed by the CLEO Board was ratified as member by the full CWDWDB in an unanimous vote.*

Executive Director asked for the adoption of the Baldridge based One Stop Certification Methodology & Strategy. It was *proposed, seconded and unanimously approved by the full* Board.

Future Full Board Meetings
06/24/20 Wed 9:00 am
CWMWDB 2020 Q2 Board Meeting
https://us02web.zoom.us/j/962020744
Meeting ID: 962 020 744
+1 929 205 6099 US (New York)

77 Winthrop Street
Augusta, Maine 04330
207-241-4100
www.cwmwdb.org

March 26, 2020 Board Meeting

Time:	9:00 am - 10:30 am
Date:	03/26/2020
Call In Number:	1 929 205 6099
Meeting ID:	281-170-190
Zoom In:	https://zoom.us/j/281170190

1. Introductions
2. Review & Adopt Minutes
3. Review & Adopt Incumbent Worker Training Policy
4. Financial Advisor Report (separate)
    a. Review & Approve Administrative Budget Staffing & Public Information Plan Budget Requests
    b. Review & Approve Phase 1 - Opioid Grant- Administrative Hire Job Description Attached Page 39
5. Service Provider Quarterly Update (separate)
6. Report New Board Nominee – Dr. Alexis Mann, John T. Gorman Foundation
7. Directors Report (One Stop Certification, RFP Update, MOU Status)
    a. Review & Adopt One Stop Certification Methodology & Strategy Page 19
8. Future Full Board Meetings:
    a. 06/24/20 Wed 9:00 am; TBD if at ME Manufacturing Extension Partnership, 87 Winthrop St, Augusta;
    b. 09/24/20 Thurs 9:00 am; TBD if at Lewiston Career Center, 5 Mollison Way, Lewiston;
    c. 12/16/20 Wed 9:00 am; TBD if at ME Manufacturing Extension Partnership, 87 Winthrop St, Augusta;

Central Western Maine Workforce Development Board

Androscoggin Franklin Kennebec Oxford Somerset

Board Meeting Minutes **DRAFT until 3.26.2020.**

1/28/2020 2:00 pm
https://zoom.us/j/8568063574
+1 929 205 6099,,8568063574# USA
MEP, 87 Winthrop Street, Augusta, Maine

1. The meeting was called to order at 2:04 pm. The previous meeting minutes were postposed pending third-party transcription. A quorum of the board was declared by 2.

2. Mr. Craig Nelson, Chair. Mr. Nelson performed introductions and a roll call in the room and on the telephone.

3. ***ACTION Transfer of Funds from Dislocated Worker to Adult*** - A motion was made, and seconded, passing unanimously - for the Transfer of Funds from the Dislocated Worker to the Adult Program, in an amount up to $80,000. Mr. James Trundy, WMCA representative and CWMWDB Executive Board member, explained the item.

4. ***A State requested timeline*** of major events for the next 7 months was reviewed (attached), along with a draft RFP schedule. The items were discussed.

5. ***Performance Report*** - Mr. James Trundy also gave recent preliminary performance numbers showing good MDOL results for long term employment retention.

6. **ACTION Appointment of William Tracy** - The CWMWD Board ratified the appointment of William Tracy as a member by the Chief Local Elected Officials.

7. **Conflict of interest policy and Procurement policy** - The Board discussed the suggested Conflict of interest policy and Procurement policy, which feature both WIOA and public charity (not for profit) compliance. Mr. Nelson explained there are benefits to having 501(c)3 status.

   a. ***ACTION Conflict of interest policy & disclosure form*** - A motion was made, and seconded, the item passing unanimously.

   b. ***ACTION Procurement policy*** - A motion was made, and seconded, the item passing unanimously.

Meeting adjourned.

Board Meeting Minutes
09/25/2019 9:00 am - 10:30 am
Zoom In: https://zoom.us/j/586652386
Call In Number: 1 929 205 6099
Meeting ID: 586-652-386

1. Before the meeting is started, a roll call of members is done in order to assess the quorum. Chair Nelson declares a quorum. The meeting starts at 9:07 am. Introductions were performed. The longevity of the Board was noted in the introductions
2. Mrs. Reynaldo suggests a format where meeting information is reviewed at meetings and then later voted on. The Chair offered comment and the idea was discarded.
3. A Board Criteria Form for membership was discussed. The Chair discussed the WIOA current criteria and how it developed. The possible membership criteria were discussed. The Chair spoke about meeting WIOA credentials first and then other issues. The State offered comment to discuss the State Policy. A list of the policies that need updating was discussed. The Vice Chair asked that the conflict of interest policy be reviewed by the Chair. It was asked if this was a conflict of interest in jest.
4. Meeting Invites for 2020 Meeting Schedule were discussed and in the future the board meeting information including documents will be posted online on the new website. However, the website is in the process of being done.
5. There was a **State Workforce Board Meeting Update** by Commissioner Sezak, who is a member of the SWB. The 70% training threshold policy was discussed.
6. **Policy– Supportive Services Vote** – Mr. Trundy asks to consider a change in the Supportive Services Policy. The motion is to accept the $1,000 limit for tools for approved training within the supportive services policy and other changes, motioned by Michelle Hawley. Chair Nelson called a voice vote. One abstention by James Trundy. The motion passes, all in favor.
7. **Industry Sector Development Update** - The IT Sector was briefly discussed as Mrs. Reynaldo noted how strong the Board was in all other measures.
8. **Introduction of Amanda Gallant, a New Board member** and whose firm Sunday River uses the Apprentice program through Central Maine Community College. Ms. Gallant gave a brief bio. Michelle Hawley described their mutual program. Ms. Gallant described the hiring struggles at Sunday River Resort.
9. Mrs. Reynaldo spoke about **social media efforts**, including one example that reached 21,000 targeted people with focused demographic efforts. She noted the economical nature of online recruitment and public information and its predominance in communications.
10. **PY 19 Operational Budget Review & Approval** by Ms. Sara McLaughlin, noting a slight increase in the State appropriation of funds but a decrease in our expenses. The front-loaded expenses of salary were discussed, with it noted that Harry Simones' leaving results in a decrease in expenses. The typical percentages of expenditure by certain points in the year were compared and the Board is on target.
11. **Operating Budget Vote –** A motion was made to accept the budget as presented. The chair called a voice vote. All were in favor and the motion passed to accept the operating budget.
12. **Performance Budget Additional Funds**. The opportunity of having an increase in program funds and using them for Board programmatic work was discussed and presented. Items included a digital outreach, website, social media presences, Chair Nelson described how Business Services have been integral in the past. The chair discusses how we need to focus efforts carefully because of the last eight years. He wants to be sure all options are thoroughly explored. Vice Chair Dale Morrell asks for information on purpose, outcomes and wants to measure benchmarks, and what is the needed in our

area in terms of barriers to employment. Ms. Ginny Carroll explains barriers to employment and their frequency. Mr. Morrell speaks on the incumbent worker pilot and the suggested programs as being regular work. He describes a higher level of discussion and debate that is needed for the proposal before it can be supported. Mrs. Reynaldo requests advice on this and also suggests a budget sheet for each item. Mr. Morrell says to work with Chair Nelson. Amy Landry adds that a further discussion and more time would be a good idea. Mrs. Reynaldo has no problem with the requests and think them sound.

13. **Performance Budget Approval Vote-** Vice Chair Morrell makes a motion *to approve the service provider allocation without the budget additions*. The Chair calls a voice vote. James Trundy abstains. The motion passes with all in favor.
14. A **brief update on the RFP Committee** was given, which included introducing Vice Chair Dale Morrell as Chair of the RFP Committee, and what needs to be bid per the MDOL. Vice Chair disclosed that the service provider has unrelated contracts at his workplace, St. Mary's. The Chair mentions his conflict with the RFP process because one of his
15. **Human Resource/Domestic Partner Coverage Vote** The MMEHT requires a board vote for any participating employer wishing to adopt Domestic Partner Coverage and that it must be the exact language on the proposal). Mr. Trundy makes a motion to adopt the proposal. It was seconded by Ms. Landry. The Chair calls a voice vote. All are in favor and the item is adopted.
16. The **State's Economic Development Strategic Plan** was discussed. In particular, Ms. Landry spoke of her efforts on the State team. There are 10 primary goals areas that have been identified, which includes workforce development. MDOL mentions the two planning efforts at the State Workforce Board being the State Plan and a more macrolevel effort. Chair Nelson mentions the importance of Employer engagement and incumbent workforce projects. The discussion continued.
17. MDOL gave an update on **the State Workforce Board**. New counties, education and business members slots were added and in the future the legislature must approve nominations to the board. Also, it was noted the SWB was working with the AG on new by-laws. Proxy and electronic will be eliminated. Chair Nelson explains that the law has not caught up to the technology. Vice Chair asked about the SWB process. MDOL mentions that there is a new healthcare addition of Northern Lights.
18. Well wishes were suggested by Mr. Trundy for Mr. Edward Upham, BES Director on the occasion of his retirement. Mr. Upham praised the Board and thanked them.
19. The meeting was adjourned.

Required Language for
Adoption of Domestic Partner Coverage

Any participating employer in the Maine Municipal Employees Health Trust wishing to adopt Domestic Partner Coverage must do so via a vote of the public governing body.

The language below must be approved, as written, and in accordance with the individual employer requirements:

Effective **September *25, 2019,* Central Western Maine Workforce Initiatives** amends its personnel benefits policy to allow any employee who is eligible to enroll in the employer benefits the option of enrolling a domestic partner.*

Any employee who wishes to add a domestic partner will be advised of the requirements set forth in the Domestic Partner Affidavit to add said partner. Furthermore, said employee has been advised there could be tax implications for adding a domestic partner.

The Domestic Partner of an Employee shall be:

- A "life partner of either the same sex or opposite sex of the employee;
- Not legally married or separated, to either the employee or anyone else;
- At least 18 years of age and mentally competent to consent to contract;
- Are each other's Domestic Partners and intend to remain so indefinitely;
- Have been each other's Domestic Partner for at least 12 months prior to the date of the signed Affidavit;
- Are not related by blood to a degree of closeness that would prohibit marriage in the State of Maine
- Are jointly responsible for each other's common welfare; share financial obligations and share their primary residence

Please note:

Passage of Domestic Partner coverage will allow enrollment in all of the following MMEHT applicable benefits offered by the employer group: ***Medical, Dental and Vision.*** *Domestic Partner coverage must be employer-wide. It cannot be limited to specific unions, departments, or certain hours worked.*

Incumbent Worker Training

- **Different rules than the regular Adult or Dislocated Worker Program**
- **Work with Businesses to train and promote within to create entry level opportunity**
- **Reporting requirements are being finalized**

Budget Requests for Strategic Duties of CWMWDB

- Work with DOL and our required collaborators to strategically design and test a variety of programs for Individuals with Barriers to Employment and Incumbent Workers
- Create and spread information to educate businesses about our region, our role and our responsibilities
- Collect Public Input
- Educate Board on Regulations and Establish Best Practices
- US DOL Best practice: Outreach using modern techniques such as targeted social media and email service provider campaigns
- ION Innovation and Opportunity Network – US DOL's Workforce GPS

Business Aide

- Collect C- Suite information on our Local Businesses and service them in systemic fashion
- Create survey to database members to collect real time, original information
- Media Event - Release of our Local Annual CWMWDB Economic Survey Results
- Get leads and give to service provider

Innovation & Opportunity Network
Implementing WIOA

Outreach

The XYZ Local WDB and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner,
- An outreach plan to the region's human resources professionals,
- An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need,
- An outreach and recruitment plan for out-of-school youth,
- Sector strategies and career pathways,
- Connections to registered apprenticeship,
- A plan for messaging to internal audiences,
- An outreach tool kit for Partners,
- Regular use of social media,
- Clear objectives and expected outcomes, and
- Leveraging of any statewide outreach materials relevant to the region.

Website, Online & Digital Outreach
Per WIOA Best Practice Suggestions

- Business – to describe benefits available to employers, provide resources for superior local economic data for each county, survey forms for businesses to provide data about the industry, & past business success stories
- Job Seeker – to provide an additional unique local resource site of available program services for employment and training with a call to action form, links to Maine Job Link, page of other WIOA partner community programs, library of video resources for job seekers, information on Maine Public Library free courses
- Public Data - CWMWDB's public information organized better, policies updated and codified, input surveys on workforce conditions, live feed of meetings, resource for where to find market data o

Budget Request

- Website, Online & Digital Identity $15,750
- Public Information Reporting $ 4,550
- Needed Staffing

Verifying # With SM $19,531

Total $39,831

Staff Proposal

Part Time – Business Aide & Assistant

- Annual Salary for 20 hours a week
- Update businesses information in MJL and our databases; meet with businesses
- Update content and copy for online text related to business and economic development
- IT skills to coordinate online meetings, sources and leverage technology

Consultant

- Strategic Planning Sessions
- Beginning Industry Sectors
- High level, high quality credentials for economic development and/or business development
- MBA from a well-known school or Certified as as Economic Developer
- Third party verification of our processes to freshen them up
- New approach but using our format from the last plan

Digital Outreach, Website, Online &
Per WIOA Best Practice Suggestions

DESCRIPTION

This PY 19 proposal will update the website infrastructure, add WIOA appropriate content, and use a digital public information strategy to increase employer recruitment, facilitate job seeker services,

DELIVERABLE

1. Updated website focused on the Central Western Maine workforce & its employers.
2. Report - 40 Page SEO Plan for updated Website
3. Report 20 Page Digital Outreach Plan for A Governmental NonProfit
4. Summmary - 1 page Local SEO Findings
5. Reports on Website Analytics - Before and After

BUDGET SUMMARY

Channel	Item	Amount
ProSite	Migrate and update existing Word Press website.	8,000
SEO Analysis & Plan	Optimize Content with Keyword Analysis for WIOA	4,000
LSEO Analysis	Local cleansing of to improve visibility for correct searches	750
Digital Outreach Plan	Economical public information plan based on WIOA mission	3,000
	Total	**15,750**

Digital Outreach, Website, Online & Per WIOA Best Practice Suggestions

BUDGET DETAIL

Prosite Webiste	**8,000**
• Mockup of new home page and an internal page using framework chosen	
• Blog/YouTube/Success Gallery	
• Addition of 10 pages of provided content	
• WordPress training to manage the website	
• Google Analytics & Search Console setup/configuration	
• Integrating MailChimp signup to contact forms. (ESP)	
• Staff training in Word Press to update sight	
SEO	**4,000**
• A master keywords for WIOA spreadsheet	
• 40 Page SEO Plan with Website word list to create fitting public information and linkages, monthly searches and digitasl call to actions	
• Matrix with site info including page headers, titles, and meta description	
LSEO	**750**
• Improve local visibiliy in search rankings in the five counties	
Digital Outreach Plan - Professional Communications Expert	**3,000**
• Review WIOA appropriate websites, analytics, and social media profiles.	
• Suggest digital modes for outreach campaigns	
• Report which features: i. oppportunities for proven word of mouth social media channels, ii. communication ideas, iii. a 3-month editorial calendar and iv. a spreadsheet measuring your key performance indicators	
Total	**15,750**

Public Information Reporting

DESCRIPTION

This systematically puts in place staff created public information tools and dissemination methods and plans for a nonprofit.

DELIVERABLE

1 Annual Report 5-10 pages
2 Quarterly Reports
3 Private Information for WD in local counties
4 Technology to make collaboration & connections easier
5 Social Network Pilot Project - Word of Mouth 100,000 impressions

BUDGET SUMMARY

Item	Amount	
Adobe Communications Software Nonprofit Price	400	
Placed reports/blog Linkd, Press releases $69-$99	500	
Communication/Operation Plugins & Add-ins	850	
Zoom Media, Doodle, Docusign, & Mail Chimp		
Social Media Word of Mouth Project 2 Year	1,500	*two year to build connections*
Nielsen/Claritas ED Proprietary Data -Strategic Plan, 5 years	1,300	*every five years*
	Total 4,550	

Public Information Detail

BUDGET DETAIL

Adobe Communications Software Nonprofit Price

20 applications including Acrobat Professional as well as a collection of software used for graphic design, web development, photography, along with a set of mobile applications and also some optional cloud services.

Neilsen/Clartias ED Propietary Data -Strategic Plan, 5 years

Buyerside demographics of each county, and Maine incuding technology and transportation purchases
Used by developers and for economic and workforce development

Communication/Operation Plugins & Addins

Zoom Media, Doodle, Docusign, Mail Chimp

Social Media Word of Mouth Project - 1 Year to Create Network

Facebook	52 Posts/Listings	6 Posts for A&Y Program 6 Posts for Customized Training & 6 Event Listings
Facebook		12 Posts Employer & Career Center Job Fairs & 12 Events
Instagram	12 Posts/Listings	10 Posts for Youth Program 2 Snap Chat Filters - Training Completed, New Job *TBD*
Twitter	12 Posts/Listings	12 Posts for A&Y Program
Linked In	12 Posts/Listings	12 Events for Employer & Career Center Job Fairs
Pinterest	6 Boards	Work Appropriate Attire & Appearance

Proposed New Board Member
Alexis Mann, Ph.D.

Dr. Alexis Mann is a Program Associate at the John T. Gorman Foundation. As part of Dr. Mann's responsibilities, she oversees building, growing, and managing the Foundation's workforce strategy and grant portfolio. The John T. Gorman Foundation has been and remains committed to strengthening workforce development opportunities for workers and families in the Central Western area and strategically and financially collaborates with many local organizations on workforce issues including the current State DOL Commissioner and the LA Chamber.

Before joining the Gorman Foundation, Dr. Mann served at:

- The Institute on Assets and Social Policy as a a Senior Research Associate
- Maine Center for Economic Policy
- The Brunswick Local Redevelopment Authority.

Dr. Mann's education includes:

- a Ph.D. in Social Policy and Sociology from Brandeis University
- a B.A. from Hamilton College.

CWMWDB 2020 One Stop Certification Methodology

- **Follows WIOA Section 121(g) and State Policy PY16-04 (attached);**
- **Uses the State minimum criteria in PY 16-04 for certification;**
- **assesses these minimum criteria using process and result scoring dimensions from the Baldridge Excellence Framework (as allowed in State policy);**
- **Uses additional local criteria to perform a self assessment**
- **Collects scoring data linking State and local criteria.**

Central Western Workforce Development Board
One Stop Center Certification Methodology & Strategy

The Region 3 One Stop Center must be assessed and certified by the local board at least once every three years using criteria established under WIOA Section 121(g) and following State Policy PY16-04.

The CWMWDB 2020 One Stop Certification Methodology:

- follows WIOA Section 121(g) and State Policy PY16-04 (attached);
- uses the State minimum criteria in PY 16-04 for certification;
- assesses these minimum criteria using process and result scoring dimensions from the Baldridge Excellence Framework (as allowed in State policy);
- uses additional local criteria to perform a continuous improvement self-assessment to prepare a long-term improvement plan for the next certification;
- collects scoring data in an excel spreadsheet, linking State and local criteria.

The CWMWDB 2020 One Stop Certification Action Plan:

• Formulate Certification Team
  ○ Local Service Provider's Career Center Manager
  ○ Lewiston Career Center Manager
  ○ Voc Rehab Career Center Representative
  ○ LWIB Executive Director
  ○ Other Regional DOL staff
	March 20, 2020

• CWMWDB approves this Methodology & Strategy	March 26, 2020
• Convene Certification Team for a series of three meetings to provide information, data, verification and guidance	April 1 – April 29, 2020
• Collect scores and justifications for minimum standards from each Certification Team member	May 1- May 8, 2020
• Average scores in each dimension to achieve final result	May 11, 2020
• Prepare narrative describing minimum standard certification along with final scoring sheet	May 13, 2020
• Prepare self-assessment and plan on additional local criteria as needed (continuous improvement)	May 15, 2020

The Baldrige Excellence Framework - Scoring Dimensions

CITATION

Baldrige Performance Excellence Program. 2019. ***2019–2020 Baldrige Excellence Framework: Proven Leadership and Management Practices for High Performance.*** Gaithersburg, MD: U.S. Department of Commerce, National Institute of Standards and Technology. https://www.nist.gov/baldrige.

HISTORY

Malcolm Baldrige served Secretary of Commerce from 1981 until his tragic death in a rodeo accident in 1987. His managerial excellence contributed to long-term improvement in efficiency and effectiveness of government. In 1987, the Malcolm Baldrige National Quality Award was created under the authority of the Malcolm Baldrige National Quality Improvement Act of 1987 (Public Law 100-107; codified at 15 U.S.C. § 3711a) within the National Institute of Standards and Technology (NIST). It is the highest level of national and Presidential recognition for performance excellence that a U.S. organization can receive.

PURPOSE

The Baldrige Excellence Framework is an official publication of The National Institute of Standards and Technology (NIST) under the Malcolm Baldrige National Quality Improvement Act. It was developed to help organizations achieve the same Baldrige criteria that award winning well-functioning organizations use. State Policy **PY16-04, dated September 30, 2018 identifies** it as a recognized certification mechanism and allows for a combination of Baldrige criteria and other methods as determined by the local board.

PROCESSES

Process refers to the methods the organization uses and improves itself with. The four factors used to evaluate process are **approach, deployment, learning, and integration (ADLI)**. Baldrige-based feedback reflects strengths and opportunities for improvement in these factors. A score for a process item is based on a holistic assessment of your overall performance, taking into account the four process factors.

Approach (A) comprises

- the methods used to carry out the process,
- the appropriateness of these methods to the item questions and your operating environment,
- the effectiveness of the use of the methods, and
- the degree to which the approach is repeatable and based on reliable data and information (i.e., systematic).

PROCESSES (continued ADLI):

Deployment (D) is the extent to which

- the approach addresses item questions that are relevant and important to your organization,
- the approach is applied consistently, and
- the approach is used by all appropriate work units.

Learning (L) comprises

- the refinement of your approach through cycles of evaluation and improvement,
- the encouragement of breakthrough changes to your approach through innovation, and
- the sharing of refinements and innovations with other relevant work units and processes in your organization.

Integration (I) is the extent to which

- your approach is aligned with the organizational needs identified in the Organizational Profile and other process items;
- your measures, information, and improvement systems are complementary across processes and work units; and
- your plans, processes, results, analyses, learning, and actions are harmonized across processes and work units to support organization-wide goals.

RESULTS

Results are the outputs and outcomes the organization achieves.

The four factors used to evaluate results are **levels, trends, comparisons**, and **integration (LeTCI).** A score for a results item is based on a holistic assessment of the overall performance, taking into account the four results factors.

Levels are the current performance on a meaningful measurement scale.

Trends comprise your rate of performance improvement or continuation of good performance in areas of importance (i.e., the slope of data points over time).

Comparisons comprise your performance relative to that of other, appropriate organizations, such as competitors or organizations similar to yours, or benchmarks.

RESULTS (continued (LeTCI)

Integration is the extent to which your results measures (often through segmentation) address important performance requirements relating to customers, products, markets, processes, action plans, and organization-wide goals and in process items.

In the scoring of results items, look for data on performance levels, trends, and relevant comparisons for key measures and indicators of your organization's performance, as well as integration with your organization's key requirements. Results items should also show data on the breadth of the performance results reported. This is directly related to deployment and organizational learning; if improvement processes are widely shared and deployed, there should be corresponding results.

Process Scoring Guidelines (For Use with Categories 1–6)

SCORE	DESCRIPTION
0% or 5%	• No SYSTEMATIC APPROACH to item questions is evident; information is ANECDOTAL. (A) • Little or no DEPLOYMENT of any SYSTEMATIC APPROACH is evident. (D) • An improvement orientation is not evident; improvement is achieved by reacting to problems. (L) • No organizational ALIGNMENT is evident; individual areas or work units operate independently. (I)
10%, 15%, 20%, or 25%	• The beginning of a SYSTEMATIC APPROACH to the BASIC QUESTION in the item is evident. (A) • The APPROACH is in the early stages of DEPLOYMENT in most areas or work units, inhibiting progress in achieving the BASIC QUESTION in the item. (D) • Early stages of a transition from reacting to problems to a general improvement orientation are evident. (L) • The APPROACH is ALIGNED with other areas or work units largely through joint problem solving. (I)
30%, 35%, 40%, or 45%	• An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC QUESTION in the item, is evident. (A) • The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT. (D) • The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident. (L) • The APPROACH is in the early stages of ALIGNMENT with the basic organizational needs identified in response to the Organizational Profile and other process items. (I)
50%, 55%, 60%, or 65%	• An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL QUESTIONS in the item, is evident. (A) • The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units. (D) • A fact-based, SYSTEMATIC evaluation and improvement PROCESS and some organizational LEARNING, including some INNOVATION, are in place for improving the efficiency and EFFECTIVENESS of KEY PROCESSES. (L) • The APPROACH is ALIGNED with your overall organizational needs as identified in response to the Organizational Profile and other process items. (I)
70%, 75%, 80%, or 85%	• An EFFECTIVE, SYSTEMATIC APPROACH, responsive to MULTIPLE QUESTIONS in the item, is evident. (A) • The APPROACH is well DEPLOYED, with no significant gaps. (D) • Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING, including INNOVATION, are KEY management tools; there is clear evidence of refinement as a result of organizational-level ANALYSIS and sharing. (L) • The APPROACH is INTEGRATED with your current and future organizational needs as identified in response to the Organizational Profile and other process items. (I)
90%, 95%, or 100%	• An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE QUESTIONS in the item, is evident. (A) • The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units. (D) • Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING through INNOVATION are KEY organization-wide tools; refinement and INNOVATION, backed by ANALYSIS and sharing, are evident throughout the organization. (L) • The APPROACH is well INTEGRATED with your current and future organizational needs as identified in response to the Organizational Profile and other process items. (I)

Page 32. Baldrige Performance Excellence Program. 2019. ***2019–2020 Baldrige Excellence Framework: Proven Leadership and Management Practices for High Performance***

Results Scoring Guidelines (For Use with Category 7)

SCORE	DESCRIPTION
0% or 5%	• There are no organizational PERFORMANCE RESULTS, or the RESULTS reported are poor. (Le) • TREND data either are not reported or show mainly adverse TRENDS. (T) • Comparative information is not reported. (C) • RESULTS are not reported for any areas of importance to the accomplishment of your organization's MISSION. (I)
10%, 15%, 20%, or 25%	• A few organizational PERFORMANCE RESULTS are reported, responsive to the BASIC QUESTION in the item, and early good PERFORMANCE LEVELS are evident. (Le) • Some TREND data are reported, with some adverse TRENDS evident. (T) • Little or no comparative information is reported. (C) • RESULTS are reported for a few areas of importance to the accomplishment of your organization's MISSION. (I)
30%, 35%, 40%, or 45%	• Good organizational PERFORMANCE LEVELS are reported, responsive to the BASIC QUESTION in the item. (Le) • Some TREND data are reported, and most of the TRENDS presented are beneficial. (T) • Early stages of obtaining comparative information are evident. (C) • RESULTS are reported for many areas of importance to the accomplishment of your organization's MISSION. (I)
50%, 55%, 60%, or 65%	• Good organizational PERFORMANCE LEVELS are reported, responsive to the OVERALL QUESTIONS in the item. (Le) • Beneficial TRENDS are evident in areas of importance to the accomplishment of your organization's MISSION. (T) • Some current PERFORMANCE LEVELS have been evaluated against relevant comparisons and/or BENCHMARKS and show areas of good relative PERFORMANCE. (C) • Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER, market, and PROCESS requirements. (I)
70%, 75%, 80%, or 85%	• Good-to-excellent organizational PERFORMANCE LEVELS are reported, responsive to MULTIPLE QUESTIONS in the item. (Le) • Beneficial TRENDS have been sustained over time in most areas of importance to the accomplishment of your organization's MISSION. (T) • Many to most TRENDS and current PERFORMANCE LEVELS have been evaluated against relevant comparisons and/or BENCHMARKS and show areas of leadership and very good relative PERFORMANCE. (C) • Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. (I)
90%, 95%, or 100%	• Excellent organizational PERFORMANCE LEVELS are reported that are fully responsive to the MULTIPLE QUESTIONS in the item. (Le) • Beneficial TRENDS have been sustained over time in all areas of importance to the accomplishment of your organization's MISSION. (T) • Industry and BENCHMARK leadership is demonstrated in many areas. (C) • Organizational PERFORMANCE RESULTS and PROJECTIONS are reported for most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. (I)

Page 33. Baldrige Performance Excellence Program. 2019. ***2019–2020 Baldrige Excellence Framework: Proven Leadership and Management Practices for High Performance***

CWMWDB - ONE STOP CERTIFICATION MINIMUM CRITERIA & IMPROVEMENT STANDARDS

#	CWMWDB Self Assessment Criteria Local Board Continuous Improvement	State Mandated Minimum Criteria			
A	**Governance**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
A1	MOU executed		100	PROCESS	
A2	One-Stop Center Operator has been selected		100	PROCESS	
A3	Functional organizational chart		100	PROCESS	
A4	EO provisions		100	PROCESS	
A5	LWIB is certified and board members are current		100	PROCESS	
A6	System in place to track customer satisfaction	Has a system in place to capture and respond to customer feedback and to ensure customer-centric service delivery and customer satisfaction (workers, seekers and employers); and	100	PROCESS	
A7	There is a process for identifying and responding to technical assistance needs of staff and partners;	Has a process for identifying and responding to technical assistance needs of staff and partners;	100	PROCESS	
A8	The Center operates in a cost-efficient manner;	Operates in a cost-efficient manner;	100	PROCESS	
B	**Professional Staffing**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
B1	Center staff roles and responsibilities are clear	Has a system of ensuring professional staff have the requisite abilities, knowledge and skills required to administer services, including a system for provision of continuing professional development activities on behalf of professional staff, as necessary;	100	PROCESS	
B2	The Center provides staff development		100	PROCESS	
B3	The Center has a system in place to assess staff members' skills and core competencies		100	PROCESS	
B4	Equal Opportunity Awareness. Center staff and program partners are familiar with applicable laws, regulations and policies regarding nondiscrimination and equal opportunity for all customers.		100	PROCESS	
C	**Responsive to the Needs of Jobseekers**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
C1a	There is an Integrated service strategy.	Integrates available services for participants and businesses in a way that *is tied to locally negotiated performance goals;*	100	RESULT	
	The integrated service strategy is formulated to meet negotiated performance goals.	Integrates available services for participants and businesses in a way that is tied to locally negotiated performance goals;	100	PROCESS	
C1b		Provides access to partner program services to the maximum extent possible; including providing services outside of regular business hours where and when there is a workforce need identified by the local board.	100	PROCESS	

CWMWDB - ONE STOP CERTIFICATION MINIMUM CRITERIA & IMPROVEMENT STANDARDS

#	CWMWDB Self Assessment Criteria Local Board Continuous Improvement	State Mandated Minimum Criteria			
C2	Jobseekers have multiple paths to access services and leverage of resource	Meets the workforce development needs of participants through provision of services and leverage of resources;	100	PROCESS	
C3	Customers are provided information about all services available in service-focused, customer-friendly manner without duplication of service	Coordinates services among and between one-stop programs in a way that is seamless to the customer and eliminates duplication of services;	100	PROCESS	
C4	The Center tracks customer activity, experiences and outcomes		100	PROCESS	
C5	Identifies ways the center responds to local and regional economic and workforce needs		100	PROCESS	
C6	The Center has a developed strategy and provided staff training for helping those with barriers to employment.	Ensures equal opportunity for all individuals, including individuals with barriers to employment, to participate in or benefit from one-stop center services; (Staff training element)	100	PROCESS	
D	**Responsive to the Needs of Businesses**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
D1	Identifies ways the Center responds to local and regional economic and workforce needs	Meets the employment needs of local employers;	100	PROCESS	
E	**The Center has a Business Services Team**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
E1	The Business Services Team has processes for contracting employers in each targeted industry sector and can direct access to appropriate services or make referrals to other services	Outreach to employers to provide information about the types of services, information and **sector initiatives o**ffered by and through the system;	100	PROCESS	
E2	The Business Services Team partners with employers to identify their needs and provide timely solutions	Meets the employment needs of local employers;	100	PROCESS	
F	**Performance**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
F1	Partners, with the assistance of the One-Stop Operator, share performance information	Has a system in place to assess itself in regard to these requirements and to implement continuous improvements.	100	PROCESS	
F2	Systems are in place to identify and track service efficiencies and effectiveness	Has a system in place to capture and respond to customer feedback and to ensure customer-centric service delivery and customer satisfaction (workers, seekers and employers); and	100	PROCESS	
F3	Program Services: all customers are treated equally an processed without any delay when applying for the Center services		100	PROCESS	

CWMWDB - ONE STOP CERTIFICATION MINIMUM CRITERIA & IMPROVEMENT STANDARDS

#	CWMWDB Self Assessment Criteria Local Board Continuous Improvement	State Mandated Minimum Criteria			
F5	The Service Provider achieves or exceeds State negotiated levels of performance and other performance measures established by the local board for the local area;	Achieves or exceeds State negotiated levels of performance and other performance measures established by the local board for the local area;	100	RESULT	
G	**Program Coordination**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
G1	Prioritizes the development of integrated programs, services and activities	Integrates available services for participants and businesses in a way that *is tied to locally negotiated performance goals;*	100	PROCESS	
G2	Partner programs and services are coordinated in accordance with the MOU		100	PROCESS	
G3	Best practices and internal communications are developed and maintained		100	PROCESS	
H	**Operations**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
H1	Integration of services	Integrates available services for participants and businesses in a way that *is tied to locally negotiated performance goals;*	100	PROCESS	
H2	Customers are provided information about all services available		100	PROCESS	
H3	Best practices in internal communications are adopted		100	PROCESS	
H4	Resource Room contains up-to-date, high-quality information about career services, training and supportive services		100	PROCESS	
H5	Websites and resource materials are available		100	PROCESS	
H6	Optimum business hours are offered		100	PROCESS	
H7	Services are available through direct connection with onsite staff or technology consisting of the "direct linkage" requirement		100	PROCESS	
H	**Physical Layout and Accommodations**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
H1	The **location** and center **layout** eliminate barriers and is accessible to customers of all capacities	Providing for the physical and programmatic accessibility of the one-stop center to individuals with disabilities.	100	PROCESS	
H2	The **location** and center **layout provides an integrated setting for all** customers of all capacities	Administering programs in the most integrated setting appropriate;	100	PROCESS	
H2	The Center is inclusive and in compliance with federal, state and local laws and regulations	Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against individuals with disabilities;	100	PROCESS	
H3	The Center has adequate space and capacity		100	PROCESS	

CWMWDB - ONE STOP CERTIFICATION MINIMUM CRITERIA & IMPROVEMENT STANDARDS

#	CWMWDB Self Assessment Criteria Local Board Continuous Improvement	State Mandated Minimum Criteria			
H4	The Center has technology to support functions of the center	Providing appropriate auxiliary aids and services, including assistive technology devices and services to afford individuals with disabilities equal opportunity to participate in, and enjoy the benefits of, program activities; and	100	PROCESS	
H5	The Center partners have communication guidelines, auxiliary aides, and other processes and told to communicate effectively with persons with dis ability	Communicating with persons with disabilities as effectively as with others;	100	PROCESS	
H6	Reasonable Accommodations are available for individuals with disabilities through a process or by request.	Making reasonable accommodations for individuals with disabilities;	100	PROCESS	
I	**Center Location**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
I1	The Center is accessible by public transportation, driving or walking.		100	PROCESS	
K	**Center Appearance and Safety**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
K1	The Center maintains a professional and welcoming appearance		100	PROCESS	
K2	The Center provides a safe and secure environment for customers and employees		100	PROCESS	
K3	The Center displays the one-stop system identifier		100	PROCESS	
L	**Outreach who can not access physical location**	**State Minimum Standard**	**Score out of 100**	**PROCESS or RESULTS**	**DOCUMENTATION (using scoring matrix as guide)**
L1	Outreach to individuals who cannot easily access the services at the physical one-stop centers, including:	Outreach to individuals who cannot easily access the services at the physical one-stop centers, including:	100	PROCESS	
L2	Individuals in remote areas;	Individuals in remote areas;	100	PROCESS	
L3	Individuals with disabilities;	Individuals with disabilities;	100	PROCESS	
L4	Individuals with limited English proficiency or literacy; and	Individuals with limited English proficiency or literacy; and	100	PROCESS	
L5	Individuals who are currently incarcerated and preparing for release.	Individuals who are currently incarcerated and preparing for release.	100	PROCESS	

CWMWDB - BALDRIDGE SCORING DIMENSION & GUIDANCE ONE STOP CERTIFICATION

Category	Excellent 100-90 Score	Good 85-70 Score	Reasonable / Fitting 65-50
PROCESS CRITERIA	•An effective, systematic approach, fully responsive to the multiple questions in the item, is evident. (A) •The approach is fully deployed without significant weaknesses or gaps in any areas or work units.(D) •Fact-based, systematic evaluation and improvement and organizational learning through innovation are key organization-wide tools; refinement and innovation, backed by analysis and sharing, are evident throughout the organization. (L) •The approach is well integrated with your current and future organizational needs as identified in response to the Organizational Profile and other process items. (I)	•An effective, systematic approach, responsive to multiple questions in the item, is evident.(A) •The approach is well deployed, with no significant gaps. (D) •Fact-based, systematic evaluation and improvement and organizational learning, including innovation, are key management tools; there is clear evidence of refinement as a result of organizational-level analysis and sharing. (L) •The approach is integrated with your current and future organizational needs as identified in other process items. (I)	•An effective, systematic approach, responsive to the overall questions in the item, is evident.(A) •The approach is well deployed, although deployment may vary in some areas or work units. (D) •A fact-based, systematic evaluation and improvement process and some organizational learning, including some innovation, are in place for improving the efficiency and effectiveness of key processes.(L) •The approach is aligned with your overall organizational needs as identified in response to the Organizational Profile and other process items. (I)

Category	Excellent 100-90 Score	Good 85-70 Score	Reasonable / Fitting 65-50
RESULTS CRITERIA	• Excellent organizational performance levels are reported that are fully responsive to the multiple questions in the item. (Le) • Beneficial trends have been sustained over time in all areas of importance to the accomplishment of your organization's mission. (T) • Industry and benchmark leadership is demonstrated in many areas. (C) • Organizational performance results and projections are reported for most key customer, market, process, and action plan requirements. (I)	• Good-to-excellent organizational performance levels are reported, responsive to multiple questions in the item. (Le) • Beneficial trends have been sustained over time in most areas of importance to the accomplishment of your organization's mission. (T) • Many to most trends and current performance levels have been evaluated against relevant comparisons and/or benchmarks and show areas of leadership and very good relative performance. (C) • Organizational performance results are reported for most key customer, market, process, and action plan requirements. (I)	• Good organizational performance levels are reported, responsive to the overall questions in the item. (Le) • Beneficial trends are evident in areas of importance to the accomplishment of your organization's mission. (T) • Some current performance levels have been evaluated against relevant comparisons and/or benchmarks and show areas of good relative performance. (C) • Organizational performance results are reported for most key customer, market, and process requirements. (I)

CWMWDB BALDRIDGE SCORING DIMENSION & GUIDANCE ONE STOP CERTIFICATION

Category	Satisfactory, Some Work Needed 45-30	Early Stage, Work Needed 25-10	Work Needed 5-0
PROCESS CRITERIA	•An effective, systematic approach, responsive to the basic question in the item, is evident. (A) •The approach is deployed, although some areas or work units are in early stages of deployment. (D) •The beginning of a systematic approach to evaluation and improvement of key processes is evident.(L) •The approach is in the early stages of alignment with the basic organizational needs identified in response to the Organizational Profile and other process items. (I)	•The beginning of a systematic approach to the basic question in the item is evident. (A) •The approach is in the early stages of deployment in most areas or work units, inhibiting progress in achieving the basic question in the item. (D) •Early stages of a transition from reacting to problems to a general improvement orientation are evident. (L) •The approach is aligned with other areas or work units largely through joint problem solving. (I)	•No systematic approach to item questions is evident; information is anecdotal. (A) •Little or no deployment of any systematic approach is evident. (D) •An improvement orientation is not evident; improvement is achieved by reacting to problems. (L) •No organizational alignment is evident; individual areas or work units operate independently. (I)

Category	Satisfactory, Some Work Needed 45-30	Early Stage, Work Needed 25-10	Work Needed 5-0
RESULTS CRITERIA	• Good organizational performance levels are reported, responsive to the basic question in the item. (Le) • Some trend data are reported, and most of the trends presented are beneficial. (T) • Early stages of obtaining comparative information are evident. (C) • Results are reported for many areas of importance to the accomplishment of the Center's mission. (I)	• A few organizational performance results are reported, responsive to the basic question in the item, and early good performance levels are evident. (Le) • Some trend data are reported, with some adverse trends evident. (T) • Little or no comparative information is reported. (C) • Results are reported for a few areas of importance to the accomplishment of your organization's mission. (I)	• There are no organizational performance results, or the results reported are poor. (Le) • Trend data either are not reported or show mainly adverse trends. (T) • Comparative information is not reported. (C) • Results are not reported for any areas of importance to the accomplishment of your organization's mission. (I)

RFPs Update

- RFP Reviewed by a Third Party, Trade Certified & Lifetime Procurement Professional
  - Director of Procurement & Warehouse Operations, Atlanta Public School System
- Solid – suggested minor changes
- Vice Chair review is underway
- Web page is ready
- Public Notice and Press Releases written

RFP Process & Schedule

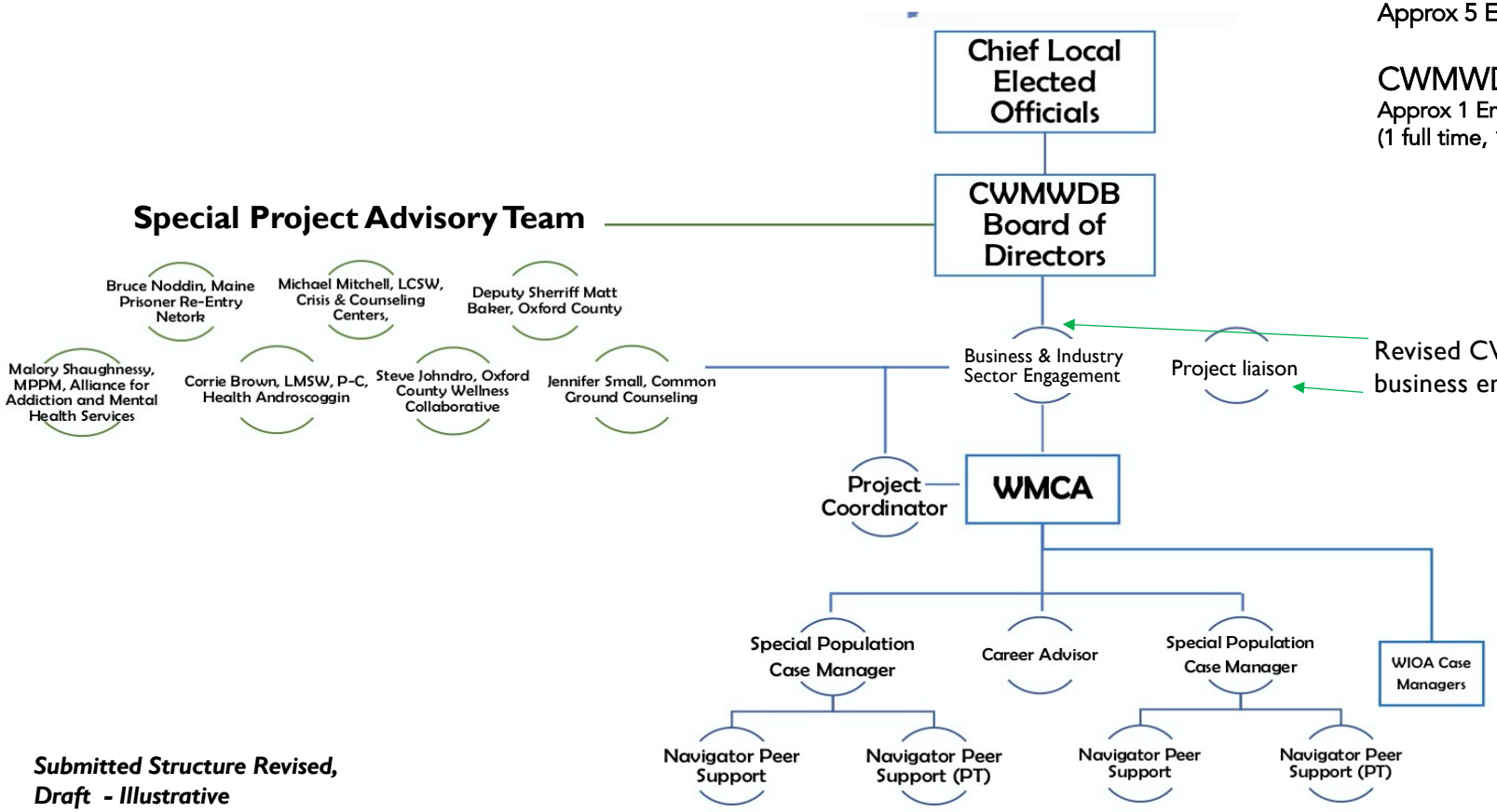
10/01/19	**Selection Committee Recruitment Complete**
11/01/19	**Requests for Proposals – must be on the State templates**
01/06/19	*Conflict of Interest Policy, Conflict Disclosure, Procurement Policy drafts*
01/31/2020	Friday **Draft Under Review by RFP Chair (VC)**
00/00/2020	**RFP(s) Released** *or alternate date to be decided*
00/00/2020	**Bidder Conference Online – Optional**
00/00/2020	**Questions Deadline**
00/00/2020	**Answers Posted – Final**
00/00/2020	**Proposal Deadline all RFPs**
00/2020	**Selection Committee Meeting** *– second, third week of April proposed, to be decided*
00/2020	**Decision Announced**

Opioid Grant Update

- **State Receives $6.28 M**
- **~30% of this to be released at first**
- **State says CWMWDB's award will be very similar with Northeast region**
- **CWMWDB Original Request $ 1.67M**
- **Need Approval to Hire Immediately**

Public Health Emergency Opioid Epidemic Dislocated Worker Training Grant

Organizational Structure 08/13/19



Revised CWMWDB role to be business engagement focused

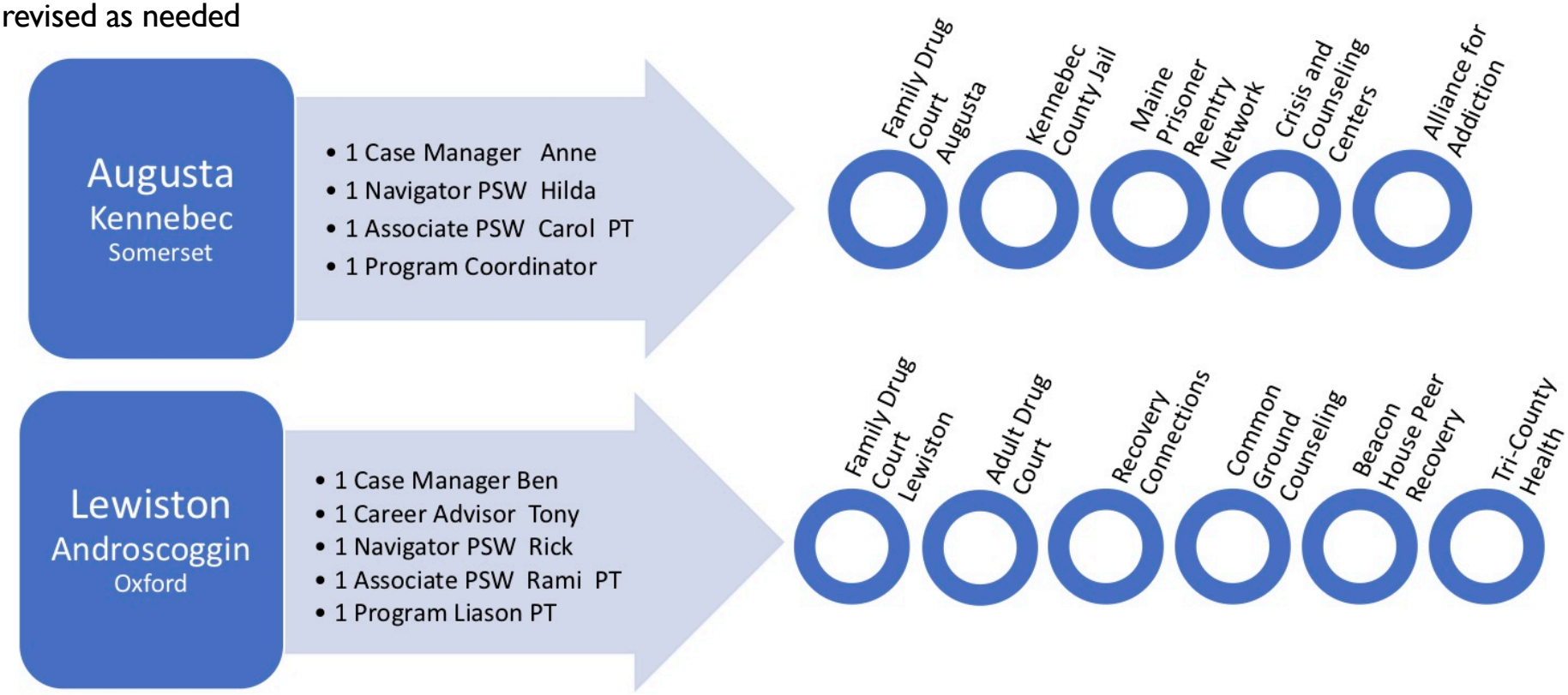
Submitted Structure Revised, Draft - Illustrative

Full Time Equivalent (FTE)
An employee working 37.5-40 hours per week is called 1 FTE

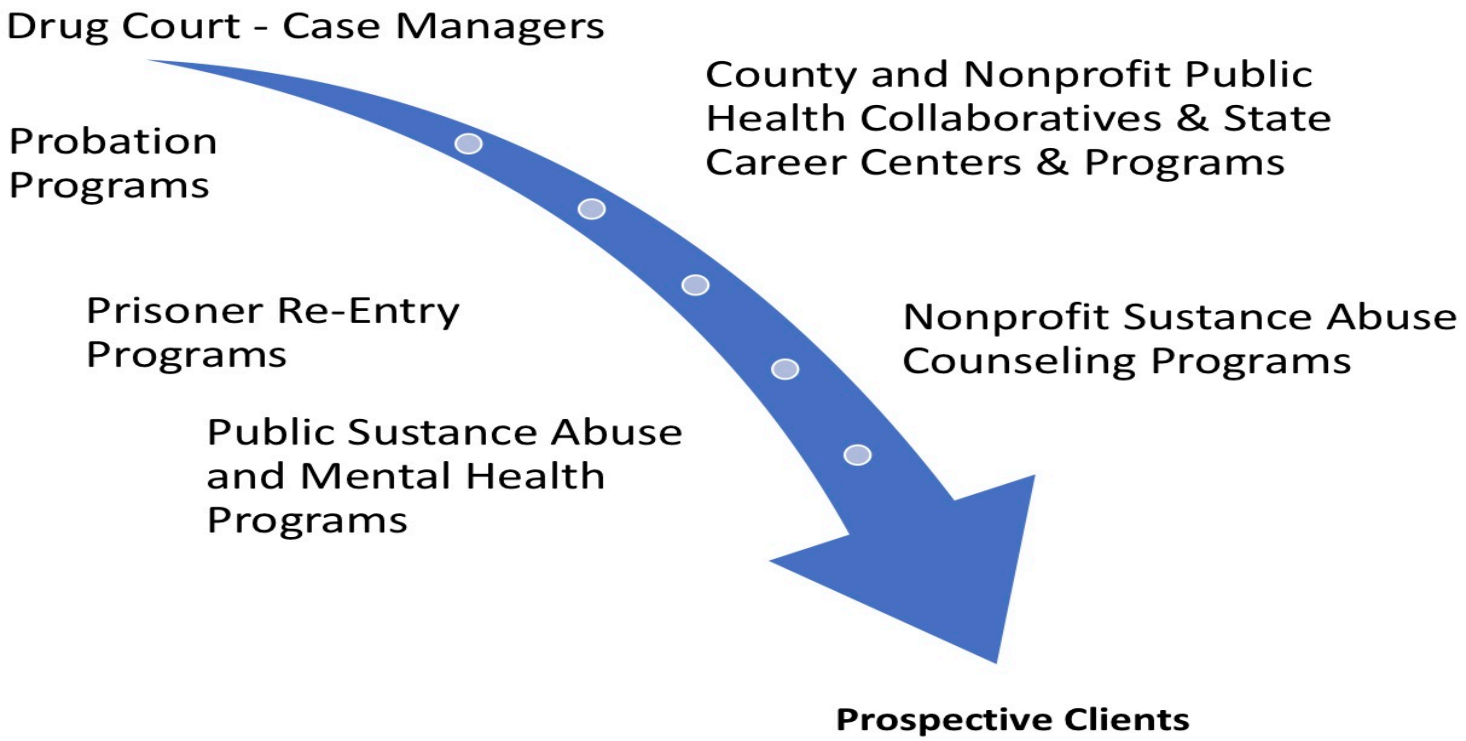
WMCA
Approx 5 Employees

CWMWDB
Approx 1 Employees - 1.5 FTE
(1 full time, 1 part time) to be decided

Submitted Structure, Draft to be revised as needed



Submitted Structure, Draft to be revised as needed



Business Operations Specialist
The Central Western Maine Workforce Development Board supports the mission of a diverse and satisfied workforce meeting the needs of employers in Androscoggin, Franklin, Kennebec, Oxford and Somerset counties.

The CWMWDB seeks a value motivated individual for a part-time position based in Augusta. The candidate has three years of communications or small business administrative or operations experience, a solid office technology skill set and certificate or A.A. level credentials;

The Business Operations Specialist will be an essential part of operations, digital communications, forming a business engagement strategy to improve communication to employers on workforce board issues and by providing the service provider with referrals.

The Business Operations Specialist will develop experience in nonprofit management, learn workforce policy, and create a communications platform.

The candidate we seek:
We seek a well-organized individual with a background in or experience in communications, business or informational technology and desire to add experience, knowledge and local business exposure to their existing qualifications. The candidate is reliable, can confidently and succinctly frame and communicate complex ideas. The candidate brings a sense of purpose and excitement to the work and is able to translate passion for workforce and economic development into actionable results.

Minimum Requirements:

- Three (3) years of communications or small business administrative/operations experience;
- Certificate or Associates Degree in business, communications, economics, or information technology; 5 years' work experience in business, communication, economics or informational technology may substitute for this requirement;
- Ability to use modern office, cloud, and mobile software;
- Possession of the State of Maine valid driver's license;
- The ability to get to meetings in an insured vehicle.

Knowledge, Skills and Abilities:

- Knowledge of job-related software applications: Microsoft Office, Adobe Reader, Zoom Media; Doodle; DocuSign,
- Experienced with small office hardware , IT operations or maintenance.
- Ability to prepare and coordinate large meetings, including PowerPoint presentations, web cloud communications, paper presentation packets and preparing meeting binders.
- Ability to update a template website, create ESP campaigns and track projects.

Physical Requirements:

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The employee occasionally lifts light objects..
- The work involves travel in an insured vehicle within Androscoggin and Kennebec mainly, with some travel to Oxford, Somerset and Franklin counties. Travel is reimbursed at the IRS rate of .575 per mile,
- Office work is performed in the Augusta office and also remotely.

Contact:
with cover letter and resume

Stacy Kilroy
Executive Director
Central Western Maine Workforce Development Board
skilroy@cwmwdbg.org
(207) 241-4100

Central Western Maine Public Policy Fellowship

The Central Western Maine Workforce Development Board supports the mission of a diverse and satisfied workforce meeting the needs of employers in Androscoggin, Franklin, Kennebec, Oxford and Somerset counties.

The CWMWDB seeks a Maine MBA, MPA, Economics or Business Marketing graduate student for a unique fellowship program to creates an integrated, local Industry Sector workforce development strategy based on employer engagement to combat the effects of the Opioid Epidemic in Androscoggin, Franklin, Kennebec, Oxford and Somerset counties. The term will be 2 years.

The Public Policy Fellow will be integral in forming and executing a local business and industry sector engagement strategy to improve communication to local businesses, local stakeholders and Maine policymakers on workforce issues related to the opioid epidemic, and other recovery or re-entry populations information related to the local area's employment and training offerings. The fellow will develop an experience in discussing workforce policy, business contexts and challenges.

The candidate we seek:
We seek a well-organized individual with a desire to add experience, knowledge and local business exposure to their existing qualifications. The candidate is reliable, can succinctly communicate complex ideas, and maintains a professional demeanor.

Minimum Requirements:

- Bachelor's degree, and enrollment in a Maine MBA, MPA, economics, communications, or government related graduate program.
- Two-year relevant work experience preferred.
- Ability to use modern office, cloud, and mobile software;
- Possession of the State of Maine valid driver's license;
- The ability to get to meetings in an insured vehicle.

Knowledge, Skills and Abilities

- Knowledge of job-related software: Microsoft Office, Zoom; Doodle; DocuSign,
- Knowledge of theories and practices of management and organizational analysis.
- Ability to create a local database of businesses and a customer relationship plan.
- Ability to make effective PowerPoint presentations.

Physical Requirements

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The employee occasionally lifts light objects.
- The work involves travel in an insured vehicle within Androscoggin and Kennebec counties mainly, with some travel to Oxford, Somerset and Franklin counties. Travel is reimbursed at the IRS rate of .575.

- Office work is performed in the Augusta office and also remotely to accommodate travel and student schedule.

Contact:
with cover letter and resume

Stacy Kilroy
Executive Director
Central Western Maine Workforce Development Board
skilroy@cwmwdbg.org
(207) 241-4100