

COASTAL COUNTIES WORKFORCE, INC.

*Your partner in business development
and economic prosperity...*



2012



ANNUAL REPORT

2012

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Vice President, Commissioner Sallie Chandler, York County
Secretary/Treasurer, Commissioner Betty Johnson, Waldo County
Commissioner Rick Parent, Knox County
Commissioner Jim Cloutier, Cumberland County
Commissioner Mary Trescot, Lincoln County
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Lydia Sy, Vice Chair, Coastal Counties Workforce Board
Denise Griffin, Chair, Youth Council Committee
Esther Clenott, Ex-Officio
Ted St. Amand, Ex-Officio

Coastal Counties Workforce Board

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Commission
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Cynthia Talbot, Hussey Seating
Christopher Trider, IBEW, Local 1253
Steven Wallace, Southern Midcoast Maine Chamber
of Commerce
Craig Wanggaard, Apogee Performance
James Whitten, Southern Maine Community College

Staff to Board

Mike Bourret, Executive Director
Antoinette Mancusi, Deputy Director
Christine Dube, Executive Assistant
Jade Arn, Program Manager



LETTER FROM

Michael Bourret
Executive Director, CCWI



It has been a year of much activity at both the federal and state level with respect to workforce development. At the federal level the House of Representatives has passed the SKILLS Act which eliminates and streamlines more than 30 separate federally funded workforce development programs and creates a single Workforce Investment Fund. However, this approach does raise a number of concerns which have yet to be heard. For this reason, it is likely that the Senate will develop their own version, which will differ on a number of key issues. The important thing is that WIA Reauthorization may be moving forward after all.

Here in Maine, the Governor has submitted another version of the State Workforce Plan to the United States Department of Labor, while the Maine Legislature has formed a Special Committee on Maine’s Workforce and Economic Future which may ultimately result in underwriting certain workforce activities with state funds.

Coastal Counties Workforce, Inc. (CCWI) has been reaching out to our economic development partners by participating in the region’s three Mobilize Maine economic development initiatives that have been taking place with the Midcoast Economic Development District, Greater Portland Economic Development Council and Southern Maine Regional Planning Commission. We have also become party to an alliance with

the seven economic development districts and the other three local workforce investment boards in Maine entitled Maine’s Workforce & Economic Development Alliance (MWEDA). Our hope is that by forming this alliance we can promote more training and economic opportunities for Maine’s businesses and citizens through private sector-led initiatives and also bring alignment to our board goals and strategies including the five year Comprehensive Economic Development Plan. Incidentally, the Coastal Counties Workforce Board has just completed another two year planning cycle, has recently reviewed its achievements and is now working on a new set of action steps.

Finally, I must mention the important demand-side work that has been performed throughout the region for the last two years by Goodwill Workforce Solutions—CCWI’s service provider. The daily one-on-one interface with the business community has resulted in a marked increase in employer-led training and an increase in the entered employment rate by at least 10%! This is indeed impressive and validation that it is the right strategy.

I remain grateful to the board members, staff and service provider for our 2012 accomplishments that through thick and thin continue to promote the development of a high quality workforce in the region.

Sincerely,

Michael Bourret
Executive Director





Mike Bourret, Executive Director, explains the impact of the State of Maine Workforce Investment Plan.

I have worked with the people of CCWI for about five years and was so impressed with the quality of their work and dedication to helping the people of Maine that I joined the CCWI Board. These are some of the hardest working people I have ever met as a professional and now that I am a Board member I can help them assist many Maine citizens in need of training and job opportunities. It is a genuine privilege to be able to help CCWI make a positive difference in the lives of others.

Peter Russell, Human Resources/
Recruiting CIANBRO
Corporation

2012 ACCOMPLISHMENTS

- Orchestrated National Emergency Grants for multiple dislocations, providing training resulting in employment to over 1,000 dislocated and long-term unemployed.
- CCWI met and/or exceeded all Workforce Investment Act (WIA) National Performance Standards.
- Completed a successful Maine Health Education Collaborative involving four community colleges, and area hospitals which provided training to over 1,000 participants.
- Completed the statewide Aging Worker Initiative—a successful national demonstration grant for mature workers.
- Received a \$5 million discretionary (H1-B) grant entitled Technology Occupations through Pathways Strategies (TOPS) which is employer driven, STEM related, OJT based, and an industry partnership led effort.
- Enrolled over 500 WorkReady participants since 2008—the program is increasingly being integrated into Maine Career and Technical Education Centers (CTE schools) via Cooperative Education.
- Since 2010, placed over 200 unemployed workers in On-the-Job Training directly resulting in private sector employment.
- Commenced Veterans/Military Services Personnel service strategies initiative.



Coastal Counties Workforce Board leadership meets with Senator Collins at her Washington D.C. office.





Coastal Counties could not be a more indispensable ally in the endeavor to put unemployed Mainers back on the job. The work you accomplish day in and day out directly impacts thousands of lives, and to say that you are a beacon of hope for citizens throughout our state is certainly no exaggeration.

Former Senator Olympia Snowe

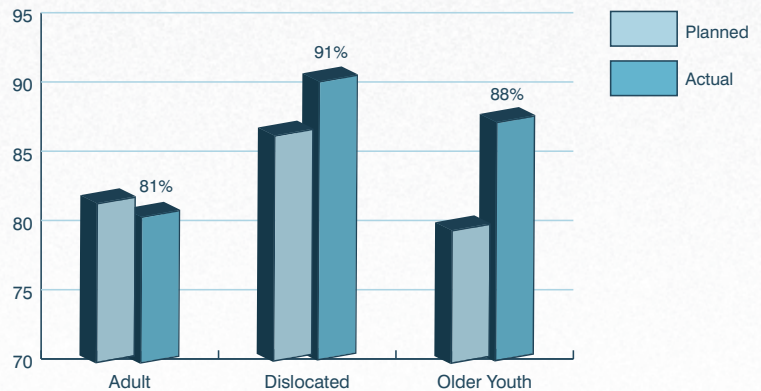
WORKFORCE INVESTMENT ACT

Since 2000, Coastal Counties Workforce, Inc. (CCWI) has administered the federal Workforce Investment Act (WIA), which Congress passed to consolidate, coordinate and improve employment, training, literacy and vocational rehabilitation programs in the U.S. CCWI is one of four local Workforce Investment Boards in the state with its region consisting of the six coastal counties of Waldo, Knox, Lincoln, Sagadahoc, Cumberland and York.

CCWI, working with Goodwill Workforce Solutions (CCWI's primary service provider), supports the regional

economy by advancing a range of workforce training programs to meet the changing needs of local businesses and job seekers. In the most recent completed Program Year (PY 2011-2012) more than 1,100 individuals received WIA-funded job training services, with an average entered employment rate of 86% across the WIA formula programs. The region's CareerCenters/Workforce Solutions Centers had over 70,000 customer visits during that period. All WIA National Performance Standards were met or exceeded in this program year.

Entered Employment Rate by Population





We are very grateful to our employment counselors and everyone at Goodwill Workforce Solutions for helping us achieve our goals to go to college.

2012 Participants of the Year- Francine Muhora and Milika Ruthiririza, two sisters who immigrated from the Congo to Portland, Maine.

WORKFORCE INVESTMENT ACT continued

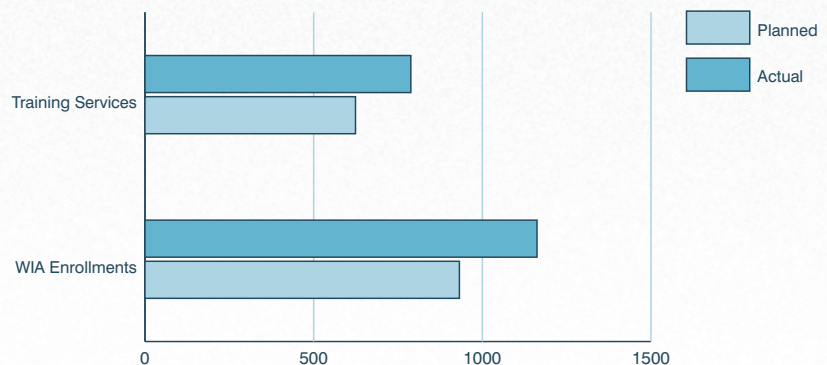
WIA ADULT & DISLOCATED WORKER PROGRAMS

The Adult Program provides employment and job training services to eligible individuals, age eighteen and over, who require assistance and skills upgrading in order to secure meaningful employment, with priority to those who are low income. The Dislocated Worker program provides these services to eligible individuals who have been terminated or laid off or have received a notice of termination or layoff from employment, who are eligible for or have exhausted unemployment insurance, or who are displaced homemakers.

Program Year 2011 was very busy for the Adult and Dislocated Worker programs, as the economy continued its struggle to

rebound. Despite the difficult job market, customers realized their employment goals through training and assistance provided by WIA. One such story involves a man who was laid off from his steady fulltime maintenance position. He was enrolled in the Dislocated Worker program and earned his Green Energy Auditor and Building Analyst certification through the local Community College. As a result of this short term training, this individual was hired as the Head of Maintenance at a retirement community. He is working fulltime with benefits and wages comparable to those prior to his layoff.

Workforce Investment Act 2011



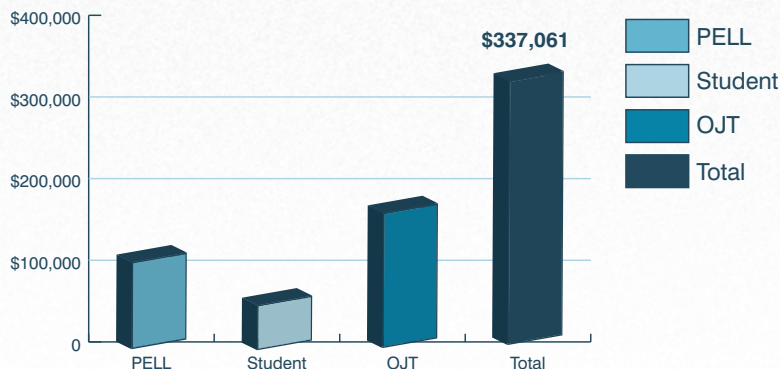
WIA YOUTH SERVICES

Youth Services provides employment and training opportunities to youth between the ages of 14-21 with a focus on youth who are out of school and disengaged. Last program year (PY 2011), the program served 258 youth throughout the region; 201 were out of school and 57 were in school.

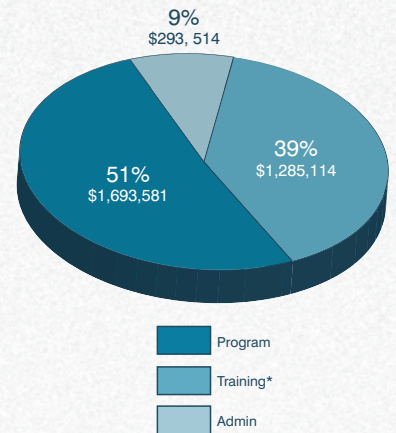
Despite challenges that many of the youth face, they often experience great successes. A recent example of such a success can be found in the story of a young man who was referred to the program after being involved with the criminal justice system for several years through the age of eighteen. He had earned his high school diploma and gained some work experience as a laborer during his time

at the Long Creek Youth Development Center. This young man was enrolled in the Youth Services program and participated in Goodwill's National Center for Construction Education and Research (NCCER) training where he learned about construction safety, math, and introduction to power tools and gained a nationally recognized construction credential. His natural aptitude, soft skills and work ethic were noted by the course instructors. After completing the course, he was placed on a twelve-week paid Work Experience with a local construction company to gain some practical experience in the field and was ultimately hired as a construction helper.

WIA Leveraged Training: July-December 2012



Total PY2011 WIA Formula Funds



* Total PY2011 WIA Formula Funds allocated to region was \$2,935,148. Figures shown include an additional \$337,061 of training dollars that were leveraged from employer contributions via OJT, student contributions and PELL Grants.



Robert Schmidt, Coastal Counties Workforce Board Chair.

We are proud to partner with Goodwill Workforce Solutions, CCWI's WIA service provider, on the grant programs. Each contract we participate in encourages and allows our staff to really take the time and energy needed to get a new employee up and running in their new position. On the Job training is vital in our field and this program uniquely benefits both the employer and the employee.

Systems Engineering Inc.

A SUCCESSFUL REGIONAL BUSINESS STRATEGY CONTINUES

Coastal Counties Workforce, Inc. (CCWI) implemented a business engagement strategy to more effectively involve employers in training programs and increase the number of job placements. This was a paradigm shift—one with a greater focus on business demands.

This shift in approach has resulted in the BEARS building positive relationships with the business community while deploying an effective outreach campaign through attendance at events such as: Chamber after Hours, Rotary events, SHRM Meetings, Mobilize Maine events, or the Momentum Convention.

A sampling of businesses that have utilized the On-the-Job training program are: Pratt & Whitney, Martin's Point, Sea Bags, Saco Dye House, Unified Technologies, Washburn & Doughty, and Oxford Networks, filling over 160 positions such as: MRT technician, Inside Sales, Legal Secretary, Chemist, Field Engineer, and Quality Control Manager.

Mobilize Maine is a grass roots model of economic development that was developed and implemented by VitalEconomy, a consulting firm based

in Washington State. Mobilize Maine utilizes a bottom up approach to economic development that focuses on mapping and strengthening regional asset. Mobilize Maine initiatives are occurring in all seven of the State's Economic Development Districts (EDDs). Three of those Districts are in the Coastal Counties Workforce, Inc. region and include: Southern Maine Regional Planning Commission (SMRPC - York County plus a bit of Oxford), Greater Portland Council of Governments District (GPCOG - Cumberland County minus Brunswick), and Midcoast Maine Economic Development District (MCEDD - Lincoln, Sagadahoc, Knox and part of Waldo).

The Mobilize Maine effort focuses on creating local leadership teams to address issues and opportunities identified by its communities. For all three EDDs in the Coastal Counties region, there are several action teams that have been formed such as a leadership team, an access to capital team, a workforce development team, and so forth. CCWI has been actively involved in the workforce development team efforts in SMRPC and GPCOG; MCEDD is working on a workforce development initiative at this time.





Photo courtesy of U.S. Navy

Right now, the number one challenge for Maine Guardsmen and Veterans is jobs. Current and former members of the military are loyal, dependable, skilled, and can operate even under the most stressful situations. Organizations and Boards such as The Coastal Counties Workforce Board, which help match up these valuable assets with jobs, training and support, are integral to our mutual success.

CH (COL) Andy Gibson

BASE REALIGNMENT AND CLOSURE (BRAC) NATIONAL EMERGENCY GRANTS

After almost five years and two large National Emergency Grants (NEGs), Coastal Counties Workforce, Inc. (CCWI) closed out of its last NEG for Naval Air Station Brunswick in Spring of 2012. After identifying workforce development needs of civilian workers on the base – the primarily affected workforce, in addition to the closure’s impact on the secondary affected population, the community workforce outside the base’s gate, CCWI applied for two grants, one for each population.

Participants faced challenges to retraining/re-employment as the economy experienced a significant slowdown, just as funded training opportunities got underway. The earlier projections for business growth did not materialize to the degree anticipated, and many of the industries expected to expand instead reduced their existing staff. The result was longer average periods of unemployment for job seekers with fresh skills.

Programmatic success occurred through CCWI’s ability to expand partnerships for training. One partnership with the University of Southern Maine resulted in the development of Project Lodestone, a mid-level IT skills training program of a semester in length. Lodestone targeted occupations identified by the Center for Workforce Research and Information as having high growth. Another success came in the increase of courses offered at Merrymeeting Adult Education, locally providing many of the entry level IT skills area employers require of their workforce.

The NEG, originally scheduled to end in September 2011, was extended to June 30, 2012 and resulted in a total of 549 enrollments.



We know that this group has been hit the hardest by high rates of unemployment over the course of the recession and accompanying weak labor market. Data from the U.S. Bureau of Labor Statistics show that the unemployment rate for Iraq and Afghanistan veterans is more than 20% higher than the rate for all Americans.

Antoinette Mancusi, Deputy Director of Coastal Counties Workforce, Inc. (CCWI) in her opening remarks to the Board

FOCUS ON SERVICES FOR VETERANS AND MILITARY SERVICES PERSONNEL

Launched at the Coastal Counties Workforce Board (CCWB) quarterly meeting on December 13, 2012, during which an informative panel discussion took place, CCWI staff is now engaged in an effort to focus attention on service delivery issues for this population. There are many agencies doing great work to provide readjustment, training, and career services for this population but despite these efforts, returning

veterans continue to experience significant unemployment. As a result of the panel discussion, recognizing that further analysis must take place, CCWI established a Veterans Services Work Group to study the outstanding issues and where appropriate make recommendations regarding services for this population. Recommendations and follow-up are anticipated in PY13.



Ten distinguished Veteran's Panel Members address issues surrounding services to Veterans (from left to right):

- *Steve Wallace, President, Southern Midcoast Maine Chamber*
- *Robert Haley, Director, Maine State Approving Agency for Veterans Education Programs*
- *Chaplain Andrew Gibson, Maine National Guard and Maine Military Community Services*
- *Dennis Wellman, Executive Director, Employer Support of Guard & Reserve (ESGR)*
- *James (Jim) Doherty, Staff Assistant to Center Director, Togus VA Medical Center*
- *Jerry Smith, Veterans' Service Officer, Maine Veterans' Services*
- *Peter Ogden, Director, Bureau of Veterans' Services*
- *Roy W. Driver, MS, LCPC, ACS, Team Leader, Lewiston Vet Center*
- *Auta Main, Veterans Program Manager, Maine Department of Labor, Bureau of Employment Services*
- *Debbie Kelly, Maine Director, Veterans' Employment and Training Service, U.S. Department of Labor*





MIDCOAST TECHNOLOGY OCCUPATIONS THROUGH PATHWAY STRATEGIES

This program is excellent. It is great to have employed/trained a person such as A.H. Her talent has been put back into production and it really has been instrumental in our success with a couple of our current projects. I can only hope our business continues to grow so that I can, again, be in the position to hire and give you a call!

Daniel Welch, President of Final Draft CAD, LLC

I am very happy to be back in the workforce, being an active employee in the community and working for an exceptional company - Hussey Seating. I am grateful to all the people who helped me accomplish my goals.

Thomas Coffin, OJT candidate

In October 2011, Coastal Counties Workforce, Inc. (CCWI) was awarded a four-year \$5 million H-1B Technical Skills Training grant by the US Department of Labor's Employment and Training Administration. This grant, funded by employer-paid H-1B Visa fees, is designed to encourage Maine's Midcoast employers to hire resident individuals with science, technology, engineering, and math (STEM) related skills rather than skilled workers from outside the country through the H-1B Visa program.

Called the Midcoast Technology Occupations through Pathway Strategies (TOPS), the public-private partnership will provide a combination of On-the-Job (OJT) and classroom training to 300 participants. The project will assist employers to hire and train workers along a career pathway for a broad range of mid and higher level STEM-related occupations.

One of the primary focus areas of the grant is the continuing redevelopment of the recently decommissioned Brunswick Naval Air Station. The base has been

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Midcoast Technology Occupations through Pathways Strategies (TOPS) Performance Outcomes Thru 12/31/12

Measure	Outcome to Date	Grant Goal	% of Goal
Total number of participants beginning education/training activities	47	300	16%
Total number of participants completing education/training activities	32	270	12%
Total number of participants who complete education/training activities that receive a degree or other type of credential	5	60	8%
Total number of participants who complete education/training activities and who enter unsubsidized employment	32	270	12%



Mike Bourret, Executive Director, meets with Toby McGrath, Deputy Chief of Staff for Senator Angus King in D.C.

Coastal Counties Workforce, Inc. (CCWI) has done critical work to help displaced workers and local businesses for over a decade. Your contribution to the local economy and coastal region has been invaluable. I look forward to continuing to work closely with Coastal Counties Workforce in the years to come.

Congresswoman Chellie Pingree

MIDCOAST TECHNOLOGY OCCUPATIONS THROUGH PATHWAY STRATEGIES

continued

renamed Brunswick Landing: Maine's Center for Innovation. The Midcoast Regional Redevelopment Authority (MRRRA), which is charged with transforming the property for civilian use, has targeted several industries including advanced manufacturing, composite technology and Information Technology for business attraction, expansion and job creation.

Key partners on this initiative include Goodwill Industries of Northern New England, MRRRA, Southern Maine Community College and the Maine Centers for Women, Work & Community.

As of December 31, 2012, TOPS had provided 47 OJTs within 17 different companies including Good Works

Internet, Integrated Marine Systems, Mölnlycke Healthcare, Unified Technologies, Dream Local Digital, Systems Engineering, Maine Standard, Limerick Machine, and Fluid Imaging. Five of the OJT contracts to date also incorporated a classroom training component.

For more information, visit:
www.goodwillnne.org/tops





It was such a blessing to be able to learn new skills. I was working at a low-wage job and couldn't have afforded classes on my own. . . I was previously employed at \$8.25 per hour at a menial dead-end job. A new door has opened for me at Calais Regional Hospital. Tomorrow I begin there as a registration clerk. The training and knowledge provided to me, I am sure, greatly helped with landing this opportunity. I will be forever grateful! Thanks again so much!

A Mature Worker

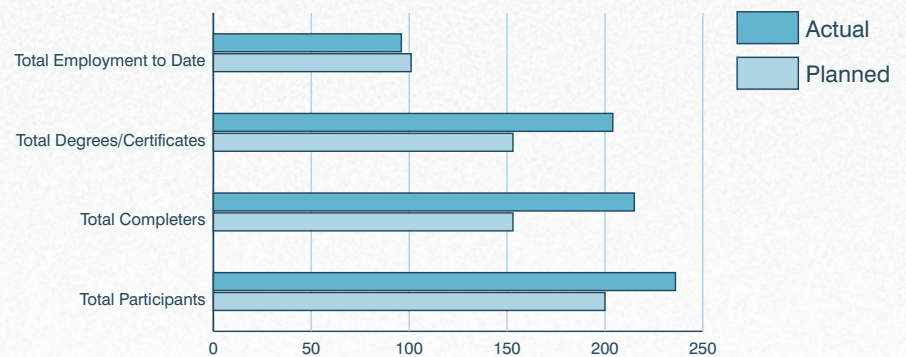
AGING WORKER INITIATIVE

In 2009, Coastal Counties Workforce, Inc. (CCWI) was one of ten sites across the country awarded a three-year Aging Worker Initiative (AWI) demonstration grant by the United States Department of Labor's Employment and Training Administration. This year CCWI requested and was granted a no-cost extension beyond the original grant end date of August 2012 to March 31, 2013. AWI was designed to improve workforce services to serve the older worker

population and develop innovative models to share with all local workforce investment areas. This \$1 million statewide grant was a collaborative effort of Coastal Counties Workforce, Inc., Maine's four local Workforce Investment Boards, the University of Southern Maine's Muskie School of Public Service, the Maine Jobs Council/Older Worker Committee, adult education, and Maine community colleges.

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Aging Worker Initiative



Some Lessons from the Aging Worker Initiative:

- Employers do not always grasp the value of the mature workers.
- There is self-inflicted ageism among the mature worker population.
- Mature workers benefit from the availability of system navigators.
- Short term training can yield long-term results.
- Hiring/retaining mature workers is an economic proposition, not a social service one.

AGING WORKER INITIATIVE

continued

Key Grant Activities through December 31, 2012:

- **Seasoned Worker Forums:** Forums designed to connect Maine's mature workers with local employers.
 - **1,774 people attended forums across the state**
- **Employer Dialogues:** Provided education to Maine's employers on how to best attract and retain the 55+ workforce.
 - **235 business representatives participated**
- **Training:** Occupational skills training in healthcare, green construction, energy, and information technology delivered by community colleges, adult education, and other qualified providers in subjects ranging from Administrative Medical Specialist to Weatherization Technician.
 - **236 individuals enrolled in occupational skills training**
- **WorkReady 55+:** Taught mature workers basic computer skills as well as guided them on what it takes to find a job and succeed in the 21st century workplace.
 - **121 participants got a competitive edge through WorkReady 55+**
- **Workforce Solution Sites:** Provided dedicated workspace for mature workers in four sites with computer access, information, and trained resource staff.
 - **493 mature jobseekers accessed services**
- **Project You Workshops:** Designed specifically for this grant by the Council for Adult and Experiential Learning, and emphasized the value mature workers bring to the workforce and how to market this value to potential employers.
 - **181 people boosted their confidence and learned how to put their best foot forward**
- **Career Navigators:** Served as touch points for mature workers and employers. Provided guidance to workers on how to access suitable training and work opportunities.





2012 REVENUE & EXPENSE REPORT

CCWI Audited Financial Statement Year Ending 2012

REVENUES

Federal Funds	\$5,202,799
Other Funds	\$12,326
Total Revenues	\$5,215,125

EXPENSES

CCWI Expenses

Payroll	\$495,442
Communication	\$8,474
Conferences & Meetings	\$1,479
Office Expenses	\$102,865
Supplies	\$4,098
Miscellaneous	\$29,317
Professional Services	\$38,503
	\$680,178

Program & Training Expenses

Subcontractor	\$4,536,952
Total Expenses	\$5,217,330

Change in Net Assets	-\$2,205
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According to an independent auditor's report, CCWI complied in all material respects with compliance requirements on each of the federal programs operated for the year reviewed (2012). (See www.coastalcounties.org for more information.)

