



COASTAL COUNTIES WORKFORCE BOARD

Minutes of Workforce Board Meeting Southern New Hampshire University December 11, 2014

Board Members in Attendance: Jennifer Andrews, Josh Atkinson, Christa Baade, Mary Ellen Barnes, Joni Boissonneault, Julie Chase, David Collins, Tammy Combs (9:07 a.m.), Staci Coomer (9:17 a.m.), Charles Crosby III, Samantha Fenderson, Kelly Flagg, Carolyn Farkas-Noe, Denise Griffin, Yvonne McAllister, Jennifer McKenna, Kelly Osborn, Leon Ouimet, Tricia Richardson, Peter Russell, Bob Schmidt, Lydia Sy, Chris Trider, Neal Williamson, Linda Winton, Michelle Wyman

Board Members Absent: Craig Burgess, Debbie Chipperfield, Brenda Gagne, Brian Hodges, Justin Holmes, Michelle Love, Jill Moody, Erika Stone

Staff in Attendance: Mike Bourret, Executive Director; Antoinette Mancusi, Deputy Director; Don Marino, Program Manager; Sarah O'Connell, Program Manager; Kristen Perkins, Executive Assistant

Others in Attendance: Jade Arn, Brenda Beaulieu, Bill Card, Kevin Connors, Mariah Cunningham, Dagmar Decker, Gail Kezer, Carolyn Lockwood, Jaimie Logan, Kim Moore, Zach Mosher, Mike Roland, Kristine Schuman, Dawn Self-Cooper, Heather Stott, Kaileigh Tara, Steve Westra, Susan Wiley, Grimes Williams

I. WELCOME / CALL TO ORDER – *CCWB Chair Bob Schmidt*

Chair Bob Schmidt called the meeting to order at 9:01 a.m., welcomed everyone to the meeting, and made the following announcements:

A. CCWB Membership Announcements

- New CCWB Members
 1. Christa Baade – Program Developer, Coastal Enterprises, Inc. (CEI)
 2. Yvonne McAllister – Senior Director of HR, Southern Maine Health Care
 3. Michelle Wyman – Manager of Organizational and Employee Development, General Dynamics Bath Iron Works
 4. Tammy Combs – Human Resource Manager, Front Street Shipyard

- Recent Resignations
 1. Cathy Cole – Boothbay Region School-Based Healthcare
 2. Cindy Talbot – Hussey Seating

B. Minutes of September 11, 2014 Meeting

VOTED: To approve the minutes of the September 11, 2014, meeting as written. (A copy is attached to the official minutes.)

Motion: Leon Ouimet

Second: Denise Griffin

Vote: All in Favor

II. EXECUTIVE DIRECTOR'S REPORT – *CCWI Executive Director Michael Bourret*

A. WIOA Town Hall Meeting – Boston Regional Office (10/27/2014)

- Provided opportunity for comments, concerns, feedback, etc. regarding new Act. CCWI prepared written statements (included in today's packets) to submit to the USDOL ETA at this meeting. Points included:
 - Concerns regarding the regional planning requirement (redundancy) – Maine has 4 local areas each developing a local plan, so this would lead to 3 levels of planning (local, regional, and state); states need flexibility to opt out of regional planning where applicable
 - Incumbent Worker Training – language in Act stipulates that this can only be done when workers are at risk of being laid off – would need a statement from employer that they are planning to lay off workers (not a reasonable expectation)
- Preliminary rulemaking is expected to be completed by the 3rd week of January 2015 followed by a 6-month comment period. Based on the feedback, changes to the rules may be implemented over the following 6-month period, with final rules expected to be released in January of 2016.

B. Incentive Funds

- Maine is eligible for approximately \$900,000 of incentive funds. Those funds usually go out to the local boards and Adult Ed providers to decide how the money would be used. This time, MDOL held the money and created a solicitation process through which local boards would have to apply for funds.
- The LWIB Directors were asked to provide input into the application process. Mike wrote a letter to the IPAC members (included in today's packets) – Industry Partnership Advisory Committee. The message in the letter was to encourage letting the LWIBs determine how to use the money.
- By late November, no applications were submitted by any of the LWIBs. The criteria were just too stringent.
- Another suggestion was to invest half of the incentive money into the technology system in Augusta and replace the OSOS system. The 4 LWIBs met with Ginny Carroll and it was clear that we need the technology system fixed in Augusta in order to comply with WIOA requirements – we will be unable to collect the data that WIOA requires using the current technology. A letter was sent to Jeanne Paquette (included in today's packets) outlining these concerns.

- The state liked the idea and they are moving forward to execute this. They have to modify the incentive grant with the feds and get them to approve the changes; however, it does not sound like the feds are going to have a problem with the modification and they have already communicated this.
- There is about \$450,000 that can be taken from the incentive funds. The cost to upgrade the technology is slightly more than that but the system doesn't get a large sum of money like this very often and it is a smart investment.
- There is a system called the American Job Links Alliance (AJLA) which is being used by several other states right now, and this is the one we want to implement for the state of Maine.

C. JD-NEG Grant (Job-Driven National Emergency Grant)

We just got this grant. It provides additional training money for the unemployed which allows the incentive funds to be used to improve the state's technology as we prepare for WIOA requirements.

D. WIOA Board Membership Compliance

- Changes need to be made to comply with WIOA membership requirements. At the CCWI Board of Directors meeting in November 2014, the County Commissioners voted to make a change to the CCWB which will take effect January 1, 2015. The downside is that we are losing three board members:
 - David Collins, Josh Atkinson, and Brenda Gagne
- It was made very clear that this is in no way a reflection upon David's, Josh's, or Brenda's service on the board and that all three are welcome to continue their involvement in board activities, meetings, subcommittees, etc.
- Because of the change, Christa Baade has joined the CCWB and represents CEI as a community-based organization (CBO).
- Under WIOA, there is a 20% Labor requirement which did not exist under WIA. However, meeting the Labor requirement extends beyond Labor organizations and allows for the presence of a CBO to assist in meeting that 20% requirement. Current board members Jennifer McKenna and Chris Trider both represent Labor organizations in addition to Christa Baade (CEI as a CBO), Kelly Osborn (Goodwill as a CBO), and Joni Boissonneault (Portland Housing as a CBO).
- From an employer perspective, we have 20 business representatives out of 31 members going forward. Historically, the CCWB has always tried to ensure that the business voice is heard. Part of how that is accomplished is to overfill seats on the business side. People are busy and it's not always possible for members to attend every meeting, so this also ensures we maintain our quorum.

E. Solicitation/RFQ to Add Technical Capacity

- CCWI put out an RFQ for Workforce Development Services that was posted on the NAWB (National Association of Workforce Boards) web site. We received 3 very good, high-caliber proposals from national organizations. This

is for developmental work with emphasis on industry partnerships and career pathways in our system

- The Council for Adult and Experiential Learning (CAEL) out of Chicago, well respected for the work they do with adult learning, was selected. Jade Arn, who previously worked for CCWI as a Program Manager, will be working on the project for CAEL.

CCWB Chair Bob Schmidt referred board members to the Grant Financial Statement included in today's packets. The statement will not be covered in today's updates but if anyone has questions they can contact the CCWI staff.

III. MAKE IT IN AMERICA GRANT UPDATE – *CCWI Program Manager Don Marino*

- MIIA is in the 4th quarter of the grant.
- During the 3rd quarter, there were 9 participants enrolled by the Goodwill Make It in America Career Navigator. During the 4th quarter, that number increased to 16 participants – 6 of whom have already completed paid internships. Two of those participants were the first two in the country out of all 11 MIIA grant recipients nationwide to complete an internship.
- Goodwill continues to meet with and assess additional participants. A lot of outreach is happening in an effort to make the community and businesses aware of these program opportunities.
- Paid internships and cohort learning activities began during Phase 1 of this grant and will continue for all 3 years of the grant. In Year 2, incumbent worker training begins. The layoff restriction for incumbent worker training associated with WIOA does not apply to MIIA. These are incumbent training opportunities for businesses who have workers in the 4 industry sectors who will be able to upgrade their skills and advance along their career pathways, resulting in a credential and, hopefully, a wage increase.
- The contract for the incumbent worker training is with Maine Manufacturing Extension Partnership (MEP) and began on October 1, 2014. There have been weekly meetings with Maine MEP to discuss opportunities and identify companies that could benefit from the grant. Companies include existing businesses and start-ups of all sizes.
- Brunswick Landing's TechPlace is scheduled to open very soon thanks to the efforts of another of CCWI's partners, the Midcoast Regional Redevelopment Authority (MRRA).
- Outreach efforts continue with presentations at the Busine\$\$ ME events, the most recent of which was on December 5th at York County Community College in Wells. There has been positive reception and feedback at the events as businesses are able to directly and immediately begin utilizing the services of workforce development, training, and education agencies as well as financial resource providers.
- "Traveling Show" – In an effort to promote the program, CCWI has joined with Goodwill, MRRA, and MEP to present an overview of the combined resources available specifically through Make It in America to the memberships of several industry organizations and associations.

IV. TOPS GRANT UPDATE – CCWI Program Manager Sarah O’Connell

- TOPS has completed its 3rd year.
- This past quarter, there were 16 new OJT contracts with a cumulative total of 220 OJT contracts with 44 different local companies.
- Of the individuals who have enrolled in TOPS, 61 have attained 79 credentials, with the average wage being \$23.70/hour (goal was \$24.00/hour).
- After Trevor Capon, TOPS grant FPO (Federal Project Officer), came to monitor the grant’s activities, CCWI submitted a request for modification which was accepted by USDOL and became effective October 8, 2014. The modification:
 - Expanded the participant capture area
 - Increased the service provider staff capacity
 - Realigned the budget
 - Increased targeted H-1B STEM-related industries to now include manufacturing, finance, insurance, and professional scientific-based services
 - Increased the number of participants served from the original goal of 300 to a new goal of 370

Sarah introduced Kim Moore, Goodwill Business Service Representative, to share information about some successful OJT contracts:

- Typically this is a slow time of year, with companies reviewing their budgets and waiting until springtime to hire; however, this was not the case this year.
- TOPS OJT contracts are very marketable because of the 50% reimbursement to employers for up to 12 weeks. In addition, SMCC is the preferred training provider, and they are able to provide training that can be customized to what companies are looking for.
- Recent OJT contracts include:
 1. Wolf Technology Group is absorbing laid-off workers from Unified Technologies and Legacy Publishing. One individual from Legacy Publishing is eligible for training under the TOPS grant and is focusing on in-depth IT training in preparation for an IT sales position with Wolf.
 2. Final Draft CAD specializes in computer-aided drafting (CAD) and building information modeling (BIM) services and technology. They have hired a second female in a nontraditional career as a CAD technician. Her background is in architecture and she does not have a lot of experience with the specialized programs they use. Through the partnership with SMCC, she will be trained on the technology and placed in a sustainable career.
 3. Credere Associates specializes in redevelopment planning, engineering, hydrogeology, and environmental sciences. There was an environmental engineer who found himself delivering pizzas after his contract with AmeriCorps ended. He just started at Credere doing environmental engineering and geological testing. He will obtain 7 certifications through SMCC in order to perform the role. Many of the certifications require supervised training, which falls under the OJT relationship.
- Many candidates are new Mainers with bachelor’s or master’s degrees from a foreign country who have been unable to secure employment here in the United States. Sometimes this is due to a language barrier, sometimes they are unable to communicate their skills on a resume, or the skills they used in their country may not translate to

working here. Goodwill has been working with numerous clients to get them trained to a level where they can qualify for the TOPS grant. Examples of candidates hoping to transition into a TOPS contract once they have completed their training include:

1. "AJ" is an Iraqi immigrant with a bachelor's degree in computer science and a master's degree from the University of Tennessee in electrical engineering. He has been going on interviews but not landing the jobs so he may have trouble with interviewing skills. One way to help him was through placement in one of the work experiences. Southworth Products, an engineering company, looked at his resume and found that AJ has the skillset for a special project they have going on. They interviewed AJ and he is now working at Southworth Products in an internship that will finish in December. He is hopeful that this will transition into permanent employment with the company. If not, they can provide referrals for him to other companies in the industry.
2. "SL" is an immigrant from China with a solid, high-level work history focused on supply chain and logistics. His skills did not translate well to the American economy but he wants to stay in Maine. He enrolled in SMCC's computer training program and is working on his associate's degree. He is now training to be a network engineer. Goodwill discussed with Unified Technologies/DSCI about offering him a work experience. They have a firewall project that will last into March in which SL can use his recently acquired skills.

V. GOODWILL UPDATE – Goodwill Senior Director Heather Stott

- Over the last few months, Goodwill has been monitored on several occasions.
 - Data validation – MDOL requires service providers to pull case files to provide documentation that they are serving participants.
 - A couple of weeks after the MDOL monitoring was the regular annual monitoring. For efficiency purposes, Antoinette and Sarah joined MDOL to perform the CCWI monitoring at the same time as MDOL which means Goodwill only had to pull the files once.
 - The monitoring with MDOL went well and Goodwill is waiting for the final write-up. Goodwill has undergone significant changes in leadership and staff. There have been improvements made which were recognized during the monitoring.
- Career Pathways/Industry Partnerships: One of the things that CCWI, GW, SMCC and York County Community College is working on is a course on the fundamental elements of manufacturing. There is a similar offering by SMCC as well. The course will include hands-on experience with precise manufacturing skills and incorporates work readiness skills like business communication, etc. The York County course will be held in Biddeford with a start date of January 5th. The SMCC class will start in late January and will be located on the South Portland campus.
- There have been changes made to the operating system which are not ideal. The implementation of the 90-day clock has started impacting performance, compliance, and goal-setting.

VI. YOUTH COUNCIL UPDATE – *Goodwill Senior Director Heather Stott*

- Youth Council had a meeting on December 3, 2014.
- WIA staff is confident that enrollment goals will be met.
- With WIOA, there is a requirement that changes the foundation of youth programming. In the past under WIA, it was required that a minimum of 30% of the funds were to be spent on out-of-school youth. Local Area 4 has excelled at this for several years and currently spends 75% to 80% of funds on out-of-school youth. Going forward with WIOA, the priority is on out-of-school youth and the percentages swap. There will not be any transitional issues with placing focus on out-of-school youth because our focus is already there.
- The definition of out-of-school youth was provided for the benefit of new members on the board. This terminology pertains to the most difficult individuals we serve with the greatest number of barriers. This is not referring to those youth who are out of school because they have completed high school and moved on. Examples include:
 - A high school dropout
 - A high school graduate with employment difficulty
 - A basic-skills-deficient individual who wants to move on to postsecondary education
- The focus on out-of-school youth was pushed by Youth Council, service providers, and CCWI because they truly are the hardest to serve. We may not always hit performance levels but we're doing the right thing by serving this population.
- In addition to WIA resources, Goodwill also has a contract with the Long Creek Youth Development Center in South Portland. The programs can be leveraged together. The Department of Corrections helps with staffing so Goodwill can have representation inside Long Creek regularly. For those who are eligible for WIA, GW provides resources to give them the most positive outcome possible upon release.
- Enrollments are on target. As of September 30th, in terms of attainment of degrees and certificates, we are at 95% of goal, including high school diplomas and also HiSETs instead of GEDs.
- One performance goal we have trouble meeting is literacy/numeracy because we are serving the hardest to serve, and we are currently below goal in this area. We are impacted when Youth are exited by the system and not manually. Literacy/numeracy is also affected by serving those with limited English-speaking skills.
- The age bracket for eligibility to Youth services is expanding from 14 to 21 years of age (WIA) to 14 to 24 years of age (WIOA).
- WIOA allows for workforce boards to either continue having a Youth Council or disband it. This will be dependent on what the board's focus is. In our area, the youth program has been a very important part of the work we do. As a board, there should be some discussion about this, possibly at the spring 2015 meeting?

VII. SOUTHERN MAINE COMMUNITY COLLEGE UPDATE – *SMCC Interim Dean of Business and Community Partnerships Julie Chase*

- Through the Maine community college system, funding is available to help businesses train their existing workforce and new workforce with pre-hire training, post-hire training, and incumbent worker training (this last one is new).

- Maine Quality Centers is less stringent than TOPS, WIA, MIIA, etc. about occupation, industry, etc. so sometimes MQC can offer another way to fund training that may not qualify under the other programs.
- For fiscal year 2014-2015, there have been about 16 MQC projects with employers of all sizes in the coastal counties area – 12 from Cumberland and Sagadahoc counties, 3 from York County, and 1 from Lincoln County.
- There was a statewide Open House through the community college system on November 6th called “SkillUp Maine.” This provided unemployed, underemployed and part-time employees access to free online training in Microsoft products (PowerPoint, Word, Excel). Discussions are underway to offer this again later this winter with a different focus – perhaps small business owners.
- Regarding the manufacturing course currently in development and slated to start in January, Julie has been contacted by large manufacturing companies in our region telling her they will hire everyone who goes through the training program. There is such a need for individuals who have manufacturing training. The program will start January 20th at the SMCC manufacturing lab in South Portland.

DISCUSSION: Lydia was wondering if this program will be extended throughout the region in the future (currently South Portland and York County). Mike mentioned that the State Workforce Investment Board has a subcommittee looking at the work being done with YCCC and SMCC around manufacturing. They like what they see and are looking for a way to do something similar in other areas.

VIII. BALLOT CERTIFICATION – CCWB Nominations Committee Chair Leon Ouimet

Nominations Committee Chair Leon Ouimet presented a ballot certification letter to current CCWB Chair Bob Schmidt. Leon read a copy of the letter out loud to the group. Highlights of the letter included:

- Leon, David Collins, and Joni Boissonneault comprised the Nominations Committee.
- The committee accepted nominations for CCWB Chair and Vice Chair from board members over the past few weeks.
- The Nominations Committee reviewed the qualifications of the nominated individuals and certified in the letter the nomination of Lydia Sy as candidate for CCWB Chair and the nomination of Denise Griffin as candidate for CCWB Vice Chair.
- Once election results are tabulated later in today’s meeting, the work of the Nominations Committee will be complete and it will be disbanded.

IX. ELECTION OF BOARD CHAIR AND VICE CHAIR

Bob directed board members to the election ballot in their meeting packets. Members were instructed to fill out their ballot and turn it in to CCWI Executive Assistant Kristen Perkins, after which the networking break would take place. During the networking break, Leon and Kristen tabulated the election results.

10:16 to 10:31 – NETWORKING BREAK

2015 Coastal Counties Workforce Board Quarterly Meetings

March 12, 2015	Southern NH University (Brunswick), 9:00 a.m. – 11:45 a.m.
June 11, 2015	Southern NH University (Brunswick), 9:00 a.m. – 11:45 a.m.
September 10, 2015	Southern NH University (Brunswick), 9:00 a.m. – 11:45 a.m.
December 10, 2015	Southern NH University (Brunswick), 9:00 a.m. – 11:45 a.m.

2015 Coastal Counties Workforce, Inc. Annual Meeting

May 29, 2015
Hilton Garden Inn, Freeport
Brunch – Time to Be Determined

X. ANNOUNCEMENT OF NEW OFFICERS

Leon announced by unanimous vote the appointment of Lydia Sy as Chair and Denise Griffin as Vice Chair of the Coastal Counties Workforce Board.

XI. BOARD CHAIR APPOINTS NEW YOUTH COUNCIL CHAIR

The first order of business for the newly-elected CCWB Chair is to appoint the Youth Council Chair. Lydia advised the board that Mike and Antoinette had spoken with Michelle Love, who expressed interest in serving as the CCWB Youth Council Chair. CCWB Chair Lydia Sy appointed Michelle Love, HR Manager for Camden National Bank, as the new CCWB Youth Council Chair effective immediately.

XII. PRESENTATION

MEP Role in Make It in America Effort – *Steve Westra, Maine Manufacturing Extension Partnership (MEP)*

XIII. PRESENTATION

Target Sectors and Career Pathways Project – *Jade Arn, Council for Adult and Experiential Learning (CAEL)*

XIV. EXECUTIVE SESSION

None.

XV. ADJOURNMENT

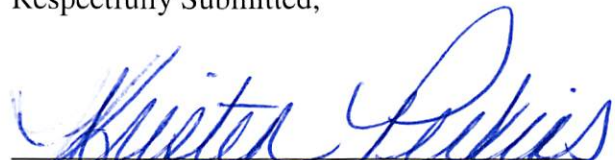
Meeting adjourned at 11:40 a.m.

Motion: Lydia Sy

Second: Denise Griffin

Vote: All in Favor

Respectfully Submitted,



Kristen Perkins
CCWI Executive Assistant

APPROVED: March 20, 2015