

## COASTAL COUNTIES WORKFORCE BOARD

Minutes of Workforce Board Meeting  
VIA ZOOM/Video Technology Meeting  
December 10, 2020

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**Board Members in Attendance:** Mary Ellen Barnes, Kate Bellmore, Scott Christman, Samantha Fenderson, Denise Griffin, Cory King, Robert Klaiber, Laura Lindblom, Michelle Love, Laura Moskwa, Carrie Murphy, Tom Nickerson, Jennifer O’Leary, Jennifer Rice, Diana Roberge, Peter Russell, Steve Ryan, Bob Schmidt, Tony Sirois, Heather Stott, Lydia Sy, Jim Whitten, Drew Wing, Kwame Yeboah

**Board Members Absent:** Chris Arbour, Joni Boissonneault, Jim Butler, Charles Crosby III, Marianne Doyle, Nick Paquet

**Staff in Attendance:** Antoinette Mancusi, Executive Director; Jillian Sample, Director of Programs; Adrian Cohen, Senior Program Manager; Valerie Odams, Executive Assistant

**Others in Attendance:** Ryan Anderson, Christa Baade, Lisa Blanchette, Paulette Bonneau, Ginny Carroll, Dawn Croteau, Megan Dichter, Barbara Gauvin, Molly Ginn, Linda Greer, Kim Hartley, Melissa Harvey, Stephanie Haskins, Gail Kezer, Liz Love, Laurie McDonnell, Kim Moore, Caroline Paras, Bonita Pothier, Shellie Pride, Nate Snow, David Watts, Kristen Wiegand, Nikki Williams, Linda Winton

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### I. WELCOME / CALL TO ORDER / INTRODUCTIONS – *Denise Griffin, CCWB Chair*

- A. Chair Denise Griffin called the meeting to order at 9:06a.m. and welcomed everyone to the meeting.
- Attendance was called and new CCWB members were introduced: Robert Klaiber & Drew Wing (Marianne Doyle was absent)
  - Carrie Murphy of athenahealth has renewed her term on the CCWB
  - Kelly Scott of Tyler Technologies and Paulette Bonneau have co
- B. Minutes of September 10, 2020 Meeting  
**VOTED: To approve the minutes of September 10, 2020 meeting as written.**  
Motion: Michelle Love    Second: Samantha Fenderson    Vote: All in Favor  
Abstained: Drew Wing
- C. The next meetings of the CCWB are March 11 & June 10 and the Annual Meeting will be September 17, hopefully in person in Freeport.
- D. New Board member training will be held in February. Anyone interested in attending is welcome.

## II. EXECUTIVE DIRECTOR'S REPORT – *Antoinette Mancusi, CCWI Executive Director*

### A. Financial Update

1. WIOA - Direct Participant Training Expenditure percentages for Adult & Dislocated Worker is 37.2% and for Youth is 49.8% - both are on target for this point in the fiscal year.
2. Grant Spending – As of 9/30/20, there is ~\$5mil as we move into the 2<sup>nd</sup> quarter.

### B. One Stop Center Certification

1. WIOA requires the certification of the region's One-Stop Center and Affiliate Sites by the board. CCWI has developed a process and assembled a Certification Review Team (CRT) made up of our Core Partners to complete these certifications.
2. It is the responsibility of each Center to submit documents and evidence that the requirements for certification are being met. The CRT reviews the Center's documents and based on their score, provides a recommendation to the CCWI Board of Directors on whether to certify or not. The Board of Directors then votes on final approval.
3. As of this meeting, the OSC has been certified. The Affiliate Sites are on track to complete certification by the end of January 2021.

### C. Infrastructure Funding Agreement (IFA) Update

1. The IFA is a required part of the Memorandum of Understanding under WIOA. The Partners are required to pay a portion of the expenses toward the infrastructure costs of the Regional One-Stop Center.
2. CCWI's Core Partners (MDOL: BES, Voc. Rehab, DBVI; MDOE-Adult Education; and Workforce Solutions) have agreed upon an IFA and are in process of signing the document by mid-December.

### D. USDOL Monitoring

1. We await a formal "write up" from USDOL's monitoring visit in November. There are a few items that CCWI will be written up on, but they are issues that affect the other Workforce Boards in Maine and have been on-going issues.

### E. USDOL Rural Healthcare Grant Update

1. In November, CCWI applied for a \$2.5mil grant to help with training and employing 480 rural healthcare workers in Maine. Grant is supposed to begin on January 1, 2021.

### F. CCWI Outreach Materials

1. CCWI "refreshed" the website: [www.coastalcounties.org](http://www.coastalcounties.org)
  - i. Under Resources – all outreach materials are available digitally
2. Opioid & Covid Brochures, Regional Services Brochure, and a TechHire flyer were developed and are available in digital & print formats.
3. All outreach materials are available in hard copy by request from CCWI.

### III. One-Stop Operator Update – *Nikki Williams, Senior Policy Associate, Cutler Institute, USM*

- A. MOU Update – Requires 14 signatories representing 16 programs. MOU captures current state of service delivery changes as a result of Covid, as well as service integration and collaboration across the partners.
- B. Service Integration – Conversations between all One-Stop partners as well as some additional partners to discuss using a SWOT (strengths, weaknesses, opportunities, and threats) analysis framework and apply that framework to the system. Nikki has met with 27 individuals across a wide variety of organizations. The goal is to use the notes from these conversations to identify common themes, ideas, and recommendations of the partners. Using these notes, an implementation plan will be developed by the end of the contract year.

### IV. Program Reports

- A. Service Delivery Updates – *Adrian Cohen, Sr. Program Manager, CCWI*
  - 1. TechHire – Continuing to enroll trainees for CompTIA A+ at 5 Adult Ed Programs. Training has been opened up to virtual training state-wide due to Covid-19. Incumbent Worker training needs a boost. Employers are encouraged to reach out.
  - 2. Opioid NEG – Focus continues to be outreach for those who qualify for services but don't know about the program. So far, 51 people have been enrolled. A call out to the meeting members was made to help spread the word
  - 3. Covid-19 NEG – WFS has hired 10 disaster relief workers who have been trained to help participants navigate resources. As of Dec 4<sup>th</sup>, there have been 16 enrolled in this program. CCWB attendees have been requested reach out to CCWI for individualized outreach services.
- B. WIOA Title 1-B Update – *Ryan Anderson, Quality Assurance Manager, WFS*
  - 1. The primary focus lately has been trying to deliver WFS services remotely. Currently, the WFS sites are closed to walk-in traffic. Numbers are currently on track.
- C. Maine Quality Centers – *Jim Whitten, Dean of Workforce Development & Midcoast Campus, Southern Maine Community College*
  - 1. MQC had its most impactful year, training over 3,600 people in obtaining and upgrading their skills. Working with MaineHealth recruiting for their medical assisting apprenticeship, pharmacy technicians, medical coding, and phlebotomy training; BIW continues training for Welders & Laborers; and Wayfair is recruiting for Customer Service trainings.
- D. Adult Education Update – *Megan Dichter, Workforce Development Coordinator, Maine Department of Education, Education & Family Literacy*
  - 1. Working with the All Learning Counts grant on micro credentials to increasing the validation to non-institutional learning that occur outside the traditional post-secondary degree programs. Target populations are incarcerated, low-income, people of color/new Mainers, and Native Americans.
  - 2. In the field of IT, working on a pilot program for the Computer Support Specialist micro credential.
- E. Maine Department of Labor Update – *Kim Moore, Bureau Director, MDOL/BES*
  - 1. MDOL has adapted to the Covid-19 reality by creatively offering virtual services to anyone, anywhere in the state of Maine. These include virtual job fairs, weekly

newsletter and email blasts, live chat agents, Maine hire event 100 day campaign, statewide virtual counselors of the day providing services on demand, parking lot job fairs, and coordinated virtual workshops offered by MDOL and partners.

2. As of October, CareerCenters have begun limited, in-person appointments for individuals that cannot be served virtually. Following state county codes, not allowing in-person visits for counties coded yellow or above.

## V. Effects of COVID-19 in the Workplace – Breakout Session

Meeting attendees were broken off into 5 virtual breakout rooms to discuss how the pandemic has affected their businesses/organizations. When completed, they reported out on the consensus of the groups.

The reports were relatively similar and have noted the following:

1. Being nimble and adjusting to change including virtual meetings & working from home.
2. Identified mechanisms to keep post-covid – how many can continue to work from home, how to support training virtually, stay prepared & ready and flexible. Are brick-and-mortar locations still necessary or how to hybrid the model?
3. Concerns for the mental/emotional wellbeing of those working from home as well as on the front lines. Dealing with unpredictability dealing with schools and childcare.
4. Barriers included dealing with a different skill set in remote working, the paid leave and the state of emergency minimum wage in Portland, getting signed documents, and increased costs for IT.
5. Creating more virtual ability to apply for positions using email, Facebook, Zoom. Increase the outreach for workforce services regarding knowing who to contact for particular services.

## VI. ADJOURNMENT

*CCWB Chair Denise Griffin adjourned the meeting at 11:43a.m.*

Respectfully Submitted:



Valerie Odams  
CCWI Executive Assistant

APPROVED: 03/11/2021