

COASTAL COUNTIES WORKFORCE, INC.

Your partner in business development
and economic prosperity...

2019



ANNUAL REPORT

2019

CCWI STAFF AND BOARD MEMBERS

Board of Directors

President, Commissioner Charles Crosby III, Sagadahoc County
Vice President, Commissioner Steve Gorden, Cumberland County
Secretary/Treasurer, Commissioner Betty Johnson, Waldo County
Commissioner Rick Parent, Knox County
Commissioner Richard Clark, York County
Commissioner Mary Trescot, Lincoln County
Denise Griffin, Chair, Coastal Counties Workforce Board
Michelle Y. Love, Vice Chair, Coastal Counties Workforce Board
Lydia Sy, Past Chair, Coastal Counties Workforce Board
Bob Schmidt, Past Chair, Coastal Counties Workforce Board

Coastal Counties Workforce Board

Christopher T. Arbour, Region 1 Adult Community Corrections
Mary Ellen Barnes, Lincoln County Regional Planning
Kate Bellmore, Camden National Bank
Joni Boissonneault, Portland Housing Authority
Paulette Bonneau, Biddeford Adult Education
Jim Butler, Mathews Brothers
J. Scott Christman, General Dynamics / BIW
Charles Crosby III, Sagadahoc County Commissioner
Samantha Fenderson, Maine Dept. of Labor / BRS
Denise Griffin, The First, N.A.
Cory King, Southern Midcoast Maine Chamber
Laura Lindblom, Wayfair, LLC
Michelle Y. Love, Androscoggin Bank
Laura S. Moskwa, Bradley Inn
Carrie Murphy, athenahealth
Thomas Nickerson, UMA / Brunswick Center
Nick Paquet, IBEW Local 1253
Diana Roberge, Hannaford Supermarkets
Jennifer Rice, Sephora / LVMH
Diana Roberge, Hannaford Supermarkets
Peter Russell, IDEXX
Steve Ryan, Belfast Area Chamber of Commerce
Bob Schmidt, LL Bean
Kelley L. Scott, Tyler Technologies
Anthony Sirois, UA Local 716 / Plumbers & Pipefitters
Heather Stott, Goodwill Industries of Northern New England
Lydia Sy, Manpower
Jim Whitten, Southern Maine Community College
Kwame Yeboah, Greater Portland Workforce Initiative

Staff to Board

Antoinette Mancusi,
Executive Director
Jillian Sample,
Director of Operations
Adrian Cohen,
Sr. Program Manager
Valerie Odams,
Executive Assistant

COASTAL COUNTIES REGIONAL WORKFORCE PLANNING

Vision

To meet the changing workplace needs of businesses and job seekers by promoting economic opportunities through developing workforce skills in demand. CCWI supports the regional economy by advancing a range of workforce training services that meet current business needs.

Mission

To accomplish our vision of creating economic opportunities, CCWI is committed to the effective use of resources to improve workforce skills throughout the region. Existing resources are leveraged and enhanced through strategic partnerships with organizations of similar vision, thereby raising the economic capacity of our regional community, its businesses, and citizenry.

Workforce Board Goals

1. Employers are actively engaged with a regional workforce development system that understands and appropriately responds to their skilled workforce needs.
2. Job seekers and current workers easily access and participate in workforce services relevant and appropriate to their career goals and align with the skilled workforce needs of the local economy.
3. Regional workforce system partners align and integrate services and resources to create a “no wrong door” employment and training network easily accessed by workers and employers.



WORKFORCE DEVELOPMENT SERVICES DURING THE COVID-19 PANDEMIC

In March 2020, responding to the Covid-19 pandemic, Workforce Solutions pivoted to offering virtual services to new and existing clients. This operational change required transitioning staff out of the office and setting them up in virtual work environments. As staff were transitioning to virtual work, their priority was to contact all clients to discuss the logistics of virtual services and address their technology access or connectivity issues. As a result of the pandemic, our system experienced a severe slow-down in referrals and enrollments. This was due to both an adjustment period needed to alter our system’s outreach and recruitment strategies in order to work virtually, in addition to the lack of interest or inability to commit to services by clients during this time of crisis.

However, during this time, Workforce Solutions staff worked diligently to assist clients to connect with resources for basic needs (housing, food, etc.). Although referrals to such services may occur while rendering basic career services, the volume of such referrals during this period was unprecedented. Additionally, Workforce Solutions’ staff responded to a huge need in assistance with filing for unemployment. Staff reported that many of the challenges stemmed from a lack of basic digital literacy skills among clients.

In May 2020, Workforce Solutions launched a series of virtual workshops and information sessions to support existing clients, attract new enrollments, and support the job-seeking public. Workforce Solutions offered workshops on topics including Resume and Cover Letter Writing, Interviewing, Navigating Career Decisions, Job Preparation and Retention, and Job-Getting for Individuals with a Criminal History. Workforce Solutions’ Youth program also developed and offered a cohort-style virtual work readiness training and work experience. The opportunity to participate in the paid training was open to enrolled clients, and the Youth team was able to utilize this opportunity to expand interest in the program and recruit new participants. Workforce Solutions developed the curriculum to include interactive workshops that prepared young people for job acquisition and career exploration, including mock interviews with business community members and a career panel made up of professionals in careers of interest to the youth participants, all conducted virtually.

NOTE: As of this publication’s print date (Sept. 28, 2020) all CareerCenters and Workforce Solutions Centers throughout the state remain closed.

DISASTER RELIEF EMPLOYMENT NATIONAL EMERGENCY GRANT (COVID-19 PANDEMIC)

In June 2020, CCWI was awarded \$900,000 in funding through the Maine Department of Labor via the U.S. Department of Labor to provide disaster relief employment to address the impact of coronavirus in Cumberland and York Counties. Ten disaster relief workers will be trained to assist eligible individuals affected by the pandemic by directly connecting them to necessary humanitarian services, including: housing assistance, foodbanks, SNAP, TANF, and re-employment assistance programs. The Coastal Counties region will serve a total of 160 participants over the 12-month grant period. Of this total, 10 will be hired as disaster relief workers. The remaining 150 dislocated workers will receive career services through the grant.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

WIOA took effect on July 1, 2015, superseding the Workforce Investment Act (WIA) of 1998, and amending the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. It is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

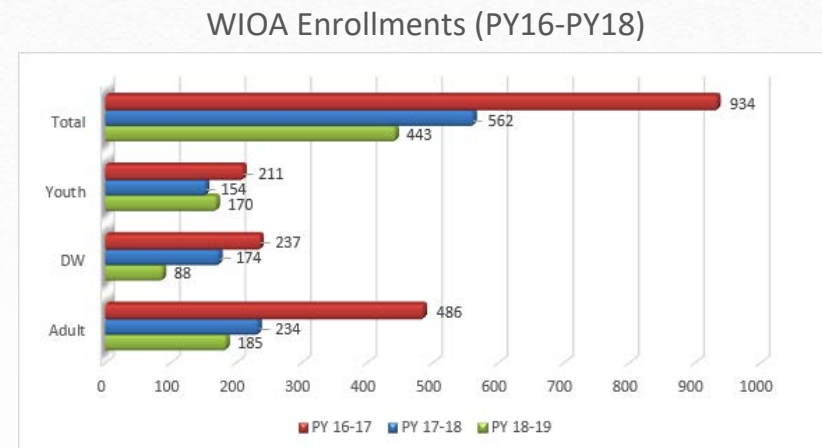
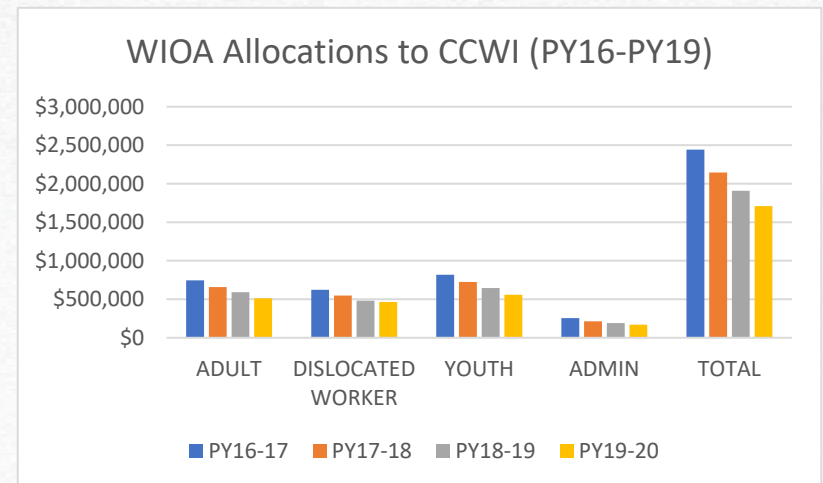
WIOA improves connections to employment and training opportunities that lead to economic prosperity for workers and their families. It strengthens existing workforce development and adult education programs in four ways that can benefit adults and youth with barriers to economic success:

- I. **Increases the focus on serving the most vulnerable workers** – low-income adults and youth who have limited skills, lack work experience, and face other barriers to economic success.
- II. **Expands education and training options** to help participants access good jobs and advance in their careers.
- III. **Helps disadvantaged and unemployed adults and youth earn while they learn** through support services and effective employment-based activities; and
- IV. **Aligns planning and accountability policies across core programs** to support more unified approaches to serving low-income, low-skilled individuals.

Since 2000, Coastal Counties Workforce, Inc. (CCWI) has administered these WIA and now WIOA employment and training dollars. CCWI is one of three Local Workforce Development Boards in the state, with its region consisting of the six coastal counties of Waldo, Knox, Lincoln, Sagadahoc, Cumberland, and York. CCWI's region is geographically large and diverse. Our Local Area is also the most populous, with approximately half of Maine's residents and business community located within our borders. CCWI, working with its primary service provider, Workforce Solutions, supports the regional economy by advancing a range of workforce training programs to meet the changing needs of local businesses and job seekers.

WORKFORCE INNOVATION & OPPORTUNITY ACT (ADULTS & DISLOCATED WORKERS)

The Adult Program provides employment and training services to eligible individuals ages 18 and older who require assistance and skills upgrading in order to secure meaningful employment, with priority given to those who are low income. The Dislocated Worker Program provides services to eligible individuals who have been terminated or laid off or who have received a notice of termination nor layoff from employment, who are eligible for or have exhausted unemployment insurance, or who are displaced homemakers. In Program year 2019, the two programs served 273* job seekers throughout the region.



* Lowered enrollment numbers are a direct result of lowered allocations and the effects of Covid-19.

WORKFORCE INNOVATION & OPPORTUNITY ACT (YOUTH SERVICES)

Youth Services provides employment and training opportunities to young adults between the ages of 14 and 24 who have barriers to employment, with a focus on youth who are out of school and disengaged. Chief among these barriers are factors such as poverty, homelessness, basic skills deficiency, lack of high school diploma or equivalency, pregnancy and/or parenting, involvement in the juvenile justice system, and speaking English as a second language. The Youth Services team works with youth to address these barriers and facilitate a path to employment. In program year 2019, the program served 170 youth throughout the region.

WIOA YOUTH SUCCESS STORY

2020 WIOA Youth Participant of the Year – Adriana Valentin

Adriana had been displaced by Hurricane Maria in Puerto Rico and as a result moved to Maine to live with family on the coast of Maine. Not sure of her options, Adriana began attending Merrymeeting Adult Education where she was a student of the English Language Learner (ELL) program. Seeing the drive Adriana had, one of the Merrymeeting Adult Education staff made the referral to Workforce Solutions to begin her path toward a career. Adriana was quickly enrolled in the Workforce Solutions Youth program.



With help from her Career Advisor at Workforce Solutions, Adriana was able to narrow down her areas of career interest. After completing career assessments with her Career Advisor, Adriana identified that she wanted to pursue a career working with animals. Adriana's Career Advisor set up a work experience for her at the Bath Animal Hospital, where she worked part time for 12 weeks learning tasks such as bathing animals, holding animals during examinations, and cleaning up during animal visits. Through this experience at Bath Animal Hospital, Adriana made the decision that animal grooming is the career path that she would like to pursue. Adriana's Career Advisor identified an opportunity for a grooming apprentice at a local pet store. The Career Advisor set up an informational interview with the store manager. Adriana applied for the apprenticeship program for the store and a week later was offered the position! Upon completion of this program, Adriana will be a Certified Pet Groomer. See her story here: https://youtu.be/7_zdn7XOpEg

TECHHIRE SUCCESS STORY

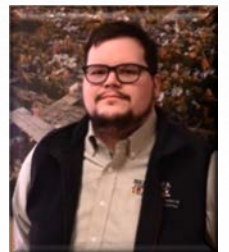
Kevin enrolled in the TechHire grant, while working part-time as a sales representative for Staples. Having heard about the TechHire program through a friend, Kevin enrolled in the program looking to obtain an industry credential and to get help finding a job as a helpdesk professional.

In hopes of landing his first job as a Helpdesk Specialist, Kevin worked with his TechHire Navigator to explore training providers for the CompTIA A+ certification. Known for being one of the best starting points for any career in IT, CompTIA A+ certified means that individuals understand the cutting-edge fundamentals of computer hardware and software, allowing users to effectively troubleshoot a wide range of devices, from computers to smartphones. Kevin enrolled in the CompTIA A+ training at Central Maine Community College. After 60 hours of in-class instruction and many hours spent studying for the exam, Kevin successfully passed both exams which earned him the CompTIA A+ credential.

Following the completion of the exams, Kevin and his Career Navigator focused on helping Kevin obtain full-time employment in the IT field. Kevin's Career Navigator support Kevin with developing his resume and cover letter. Kevin also participated in mock interviews offered through the TechHire program. Therefore, Kevin felt well prepared when he interviewed for a position as a Helpdesk Engineer. Kevin was offered and accepted the Helpdesk Engineer position, earning \$35,000 per year with benefits. This was \$6 more per hour than his previous job at Staples. Additionally, Kevin is now secured in a job within a career pathway. Recently, as a result of his hard work since joining the organization, Kevin was promoted to Level 2 Help Desk Engineer.



“Through TechHire I received support and assistance in getting an important certificate and the start of my career in IT. The help I received through TechHire with resume building and interview skills will continue to be invaluable to me throughout my career for years to come. Thanks TechHire!” – Kevin, TechHire participant



HEALTHCARE CAREERS FOR NEW IMMIGRANTS (CITY OF PORTLAND TIF GRANT)

In November 2020, Coastal Counties Workforce, Inc. (CCWI) was awarded \$150,000 through the City of Portland for *Healthcare Careers for New Immigrants*. *Healthcare Careers for New Immigrants* is a partnership between CCWI, Goodwill Northern New England and MaineHealth. *Healthcare Careers for New Immigrants* will provide 65 new immigrants with a structured set of services that prepare participants for healthcare careers including career coaching; short-term, occupational training; and support for transportation, childcare and other needs. These services will be offered to 50 incumbent workers who are current employees of Maine Medical Center, as well as 15 unemployed or underemployed Portland residents.

Grant funding through *Healthcare Careers for New Immigrants* has created the opportunity to place a Career Navigator on-site at Maine Medical Center within the MaineHealth Center for Workforce Development. The career counseling and coaching – to assess Maine Medical Center’s employees’ interests and address their personal and academic barriers – are essential to supporting new immigrants with a path to advancement. The Career Navigator uses a combination of resources to support employees navigate career pathways within MaineHealth. The addition of the Career Navigator role has allowed MaineHealth Center for Workforce Development the ability to better enhance career pathways for current and future employees.

CONNECTING WITH OPPORTUNITIES INITIATIVE (OPIOID NEG)

In October 2017, the U.S. Department of Health and Human Services declared the opioid crisis a national public health emergency. As a result, *National Health Emergency Dislocated Worker Grants* were made available. National Dislocated Worker grants temporarily expand the service capacity of dislocated worker programs at the service provider level. This grant creates a focus on assisting individuals who have been impacted, directly or indirectly, by the opioid crisis. In March 2020, CCWI was awarded \$2,687,896 – with \$875,941 released initially – to serve a total of 360 participants over the two-year grant period. Workforce Solutions will deploy 6 teams of Career Advisors/Life Navigators throughout the Coastal Counties region. Teams will be assigned to the following locations: Cumberland County Jail, Maine Pre-Trial/Region I Probation (one team in Cumberland County and one team in York County), Workforce Solutions One-Stop Center (Portland), Workforce Solutions Center (Belfast), and a mobile team in York County.

TECHHIRE GRANT

In July 2016, CCWI was awarded \$4,000,000 through the U.S. Department of Labor’s Employment and Training Administration to highlight Maine’s Information Technology (IT) industry and create a pipeline of skilled workers. TechHire Maine, a five- year grant, recruits, assesses, trains, and places individuals in well-paying, middle- and high-skilled occupations in Maine’s IT industry. Demand for well-qualified computing and IT professionals continues to be prevalent in a range of IT-supported sectors across Maine. TechHire provides an opportunity to replicate and expand competency-based curriculum and accelerated education and training delivery models statewide.

Education and training activities are customized based on a comprehensive assessment of participants’ vocational goals, skills, work experience, and IT competency. Services available to participants may include career counseling; paid internships; work experiences; on-the-job training and short-term occupational training. Employment and training activities are based on and align with the USDOL’s Information Technology Competency Model to ensure that they match the skills needed by employers. The goal is for all TechHire participants will obtain an industry-recognized credential as a result of training activities.

As of 6/30/20, the TechHire grant has served 352 individuals. Of the 352 individuals served, 274 have entered training and 129 have obtained employment.¹ CCWI has received a one-year no-cost extension through June 30, 2021.

CompTIA A+ Academies: This year, CCWI has partnered with the State Office of Adult Education to launch 5 CompTIA A+ Academies to serve the needs of 210 TechHire eligible out of school youth between the ages of 17-29 with an interest and aptitude for work in the IT sector. These CompTIA A+ Academies provide foundational digital skills (IC3) for those who need them and include the CompTIA A+ training and certification exams, as well as contextualized work readiness for the IT pathway. This model of training, which incorporates foundational digital literacy skills for those who need it and embeds the CompTIA A+ exams into the course, has proven to be the most successful in Maine and nationally.

Grant Partners: Coastal Counties Workforce, Inc., Eastern Maine Development Corporation, State Office of Adult Education and Workforce Solutions.

¹ CCWI is currently working with partners to increase the number of job placements. We are finding greater barriers to employment in the IT industry for individuals served by the grant including, lack of basic digital literacy skills and lack of post-secondary education. CCWI and its grant partners will continue to educate employers about the value of short-term occupational training and work with employers to establish career pathways into the IT field for individuals without post-secondary degrees.

2019 REVENUE & EXPENSE REPORT

CCWI Audited Financial Statement Year Ending June 30, 2019

REVENUES

Federal Funds	\$2,936,922
Other Funds	\$602
Total Revenues	\$2,937,524

EXPENSES

CCWI Expenses

Payroll	\$251,593
Communication	\$5,341
Conferences & Meetings	\$3,849
Office Expenses	\$33,844
Supplies	\$6,080
Miscellaneous	(\$7,709)
Professional Services	\$61,70
	\$354,698

Program & Training Expenses

Subcontractor	\$2,579,413
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Total Expenses

	\$2,934,111
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Change in Net Assets	\$3,413
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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 (2019). (See www.coastalcounties.org for more info.)

These programs are fully funded by the U.S. Department of Labor Employment and Training Administrations. They are awarded to and managed by Coastal Counties Workforce, Inc., the Local Workforce Development Board for Maine's six coastal counties. These are equal opportunity employers / programs. Auxiliary aids and services are available upon request to individuals with disabilities.