

Quarterly One-Stop Partner Meeting  
Minutes

December 13, 2022

1:30 – 3:00 PM

*Integration Plan Priorities*

*The following four items have been identified as initial priorities for improving integration:*

- *One Stop Comprehensive Center - Vision alignment and integration of required partner services at the One Stop Comprehensive Center to strengthen regional service delivery*
- *Referral ('Warm Handshake') Process - Improve referral process & align shared forms*
- *Information Sharing - Enhance collaboration between partners through improved information sharing & awareness of regional services*
- *Cross-training- Coordinate and collaborate on cross-training opportunities for partners and front-line staff*

*Moderator:* Amy Geren

*Attending:*

- Julian Baer, Senior Program Manager, TANF/ASPIRE
- Jennifer Bealmer, CSBG Program Specialist, DHHS
- Joni Boissoneault, Portland Housing Authority
- Jaimi Clifford, Office of Child and Family Services (CSBG)
- Joan Dolan, Director of Apprenticeship, Maine Department of Labor
- Brenda Drummond, Division for the Blind and Visually Impaired
- Roger Felix, Business/Community Liaison, Career Systems Development Corp.
- Karen Fraser, MDOL Bureau of Rehabilitation Services
- Michelle Gayne, Director of the Lake Region & Fryeburg Area Adult Education
- Molly Ginn, Penobscot Job Corps Center
- Rob Klaiber, Maine DOL/BES
- Sanaz Mahmoudi, ASPIRE Regional Planner/ OFI / DHHS
- Dawn Mealey, Deputy Director of Employment Services
- Tom Nash, Director, Adult Ed, RSU 14
- Allie Novicki, Senior Community Service Employment Program Coordinator (SCSEP)
- Cassie Robichaux, Career Advancement & Navigation Specialist, Maine Adult Ed & RSU 40
- Jillian Sample, Director of Programs, Coastal Counties Workforce, Inc.
- Libby Stone-Sterling, Division of Vocational Rehabilitation (MDOL)
- Jim Whitten, Dean of Workforce Development, SMCC
- Linda Winton, Director, BEHS Adult Education
- David Wurm, Goodwill of Northern New England

Agenda Item	Notes	Next Steps
1. Welcome / Introductions	<p>Recent workforce development highlights from participants:</p> <ul style="list-style-type: none"> <li>• <i>Amy Geren</i> – Invited by the Staff at Coastal Counties workforce to team up with our Title 1B service provider to do community outreach in teams of 2-3 covering 6 coastal counties in our region; met with businesses, economic development departments, Main Street programs, nonprofits, individuals.</li> <li>• <i>Michelle Gayne</i> – Lake Region &amp; Fryeburg Area Adult Education Program recently became a member of the Maine Workforce Development Compact. In addition, we have applied for our license to include a CDL Program which we hope to offer early in the new year.</li> <li>• <i>Joni Boissoneault</i> – Portland Housing Authority – A family member in our Self-Sufficiency (SS) program recently graduated after meeting all the required criteria. They plan to use their funds to buy into a business and will continue her education through New Ventures.</li> <li>• <i>Rob Klaiber</i> – Reviewing new candidates and looking forward to bringing some new collaborations.</li> <li>• <i>Allie Novicki</i> – Looking forward to placing a participant to provide work training at the Career Center in Portland.</li> <li>• <i>Brenda Drummond</i> – Hired a new consultant position. As a business developer, she has expanded communication and education of our programs by speaking to employers and attending job fairs. She recently attended Maine Accelerates Growth (MxG) event and was able to connect a recent graduate of St. Joseph’s College with Navitour who offered an internship as a Marketing Assistant with the possibility of it becoming a full-time position with the company. NaviTour was recently featured in MaineBiz.</li> <li>• <i>David Wurm</i> – Pre-Apprenticeship (5-weeks) to Apprenticeship (1 year) Pipeline project with Reed &amp; Reed Construction. Trained approximately 5-6 students in carpentry skills. We were able to offer employment case management, on-the-job training and subsidize costs.</li> <li>• <i>Molly Ginn</i> – Given an opportunity by US Secretary of Labor, Marty Walsh, to choose one student go to Washington DC to focus on the role JobCorps plays in states throughout the country and ways students can have impact in workforce development. In addition, we had a young person who became the first person in family to earn HS diploma.</li> <li>• <i>Tom Nash</i> – Finally have full staff – have been understaffed for a while – good for our workforce development programming, etc. Currently organizing a regional hub, HUB 8, that will provide more workforce training. We have had requests for CDL and CNA training and hope our Pharmacy Tech program continues to be successful. Also, we’re currently serving a group of 12 men from Equator who are taking English speaking and customer service skills.</li> <li>• <i>Linda Winton</i> – Currently offering a Certified Clinical Medical Assistant course with 10 participants. Former students have found employment through MaineHealth and other healthcare providers. Currently understaffed and looking for 28 hr./week secretary. We will be hiring a part-time workforce coordinator to help expand the program.</li> </ul>	

	<ul style="list-style-type: none"> <li>• <i>Libby Stone-Sterling</i> – Recent success story about a single father who had taken the machinist training – was recently promoted after having had experienced homelessness, is now able to purchase a new car – testament to how resources, process, and connections work!</li> <li>• <i>Karen Fraser</i> – Seeing opportunities for apprenticeship for people with disabilities and getting them on pathways to success.</li> <li>• <i>Joan Dolan</i> – With 3 Federal Grants – over \$12 million awarded to expand apprenticeship in Maine and able to hire an Apprenticeship Navigator who will work to connect BRS Counselors and clients to create new apprenticeship opportunities. With our RFA, we funded 14 projects through December 2024 – 8 in the coastal county area – hoping to support approximately 2,000 new pre-apprentice opportunities (unpaid, some stipends will be available to offset living expenses) and 1,000 apprenticeships. In addition, the Gorham School District is creating a para-professional to certified teacher apprenticeship program registering all EdTech I, II and III in the apprenticeship program to obtain credits for the work they’re doing in the classroom toward associate degree, matriculating to USM, and eventually getting a 4-year degree in teaching certification for special education.</li> <li>• <i>Jim Whitten</i> – Expanded apprentice model with several programs and have asked additional funding for Portland, South Portland, SAD 15 for approximately 58 people in an apprentice program track towards a 2-year degree while working full time and going to school onsite. Have served approximately 2000 people in the last 14 months.</li> </ul>	
<p>2. Programmatic One-Sheet Status Update</p>	<p>The following is included on the One-Sheet template for each partner program:</p> <ul style="list-style-type: none"> <li>• Organization</li> <li>• Website/ program overview</li> <li>• Populations served including eligibility</li> <li>• Available services</li> <li>• Resources</li> <li>• Modalities and locations (hybrid vs. in-person)</li> <li>• Days and hours availability</li> <li>• Enrollment process</li> <li>• Contact information</li> </ul>	<p>OSO: Save snapshots on the CCWI website for new staff to access. OSO: Share drafts created from MOU details for feedback and edits; moving forward will plan to make sure updates are made as needed.</p>
<p>3. Business Services Assessment Survey</p>	<p><b>Overview of survey results:</b></p> <ul style="list-style-type: none"> <li>• 100% participation with one caveat – funds through the Community Services Block Grant through ME DHHS OCFS may be hard to track, so they did not participate</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• All WIOA suggestions for business services are currently being offered</li> <li>• Preliminary recommendations are to promote business services to local employers, and provide cross-training between partner agencies</li> </ul>	<p>OSO: Integrate feedback and incorporate into final draft of document.</p>

	<p>Break-out rooms: Ways to promote business services throughout the group, how to share as partners, etc.</p> <p><i>Group share-out on next steps, ideas, and recommendations:</i></p> <p>Room 2:</p> <ul style="list-style-type: none"> <li>• People on the ground, business services team</li> <li>• Expand invites to Lunch and Learns</li> <li>• Share referrals</li> <li>• Step back and think more broadly</li> <li>• Challenges marketing to businesses – with meaningful content – what roles does chamber play – cross-training information</li> <li>• Work Source Maine, a new site with Maine Workforce Development, will serve jobseekers and businesses, offering connections to multiple services; RFP going out soon</li> </ul> <p>Room 1:</p> <ul style="list-style-type: none"> <li>• Importance of networking relationships with employers</li> <li>• Look at developing employer standards/assessment</li> <li>• Best supports for employers</li> <li>• Expectations for front line staff</li> <li>• Response times</li> <li>• Consistency with and provide employers with ‘next steps’</li> <li>• Challenges filling workforce shortages</li> </ul> <p>Room 3:</p> <ul style="list-style-type: none"> <li>• Find more ways to get the word out, i.e., promoting physically or through social media (Tik Tok), local chambers</li> <li>• Provide more face to face or virtual interactions for groups</li> <li>• Importance of relationships and connections</li> <li>• Thinking about the basic skills of the student</li> </ul>	
<p>4. Integration Plan Future Progress</p>	<p><b>Integration of required partner services at the One-Stop Comprehensive Center:</b></p> <ul style="list-style-type: none"> <li>• Co-location</li> <li>• Large conference spaces and breakout/offices</li> <li>• Adult Ed has been invited to use the space for overflow, mock interviews, CASAS testing, etc.</li> </ul>	<p>The One-Stop Center is available for everyone’s use. Ask OSO for a tour or connection to WFS to utilize the space.</p>

	<ul style="list-style-type: none"> <li>• One-stop center has been certified as a designated age-friendly business by the City of Portland’s Office of Elder Affairs due to ADA compliant access throughout – easy access at ground floor on Oxford Street side, ramps and elevators on the Lancaster Street side, etc.</li> <li>• Belfast location has the same accessibility as Portland location</li> </ul> <p><b>Improve referral process &amp; align shared forms:</b></p> <ul style="list-style-type: none"> <li>• Unique to agency and data collection – opportunities to collect information in a way that doesn’t require you to change. How to collect date and track referrals – does not require any extra staff work. Send out survey to group to gather basic information – ideas?</li> <li>• Linda Winton – 2014 approved a referral form that tells who referring to and what services needed – maybe some funds can be appropriated for this? Done in other states, but need coordination</li> <li>• Consent – tricky – limited access. Only partners with MJL</li> <li>• New Virtual American Job Center will be in development soon and may be an opportunity for data collection</li> <li>• Workforce Maine website – keep on radar</li> </ul>	<p>Linda Winton: Investigate a way to track grant funding and students’ history, courses, etc.</p> <p>OSO: Send out request for collecting de-identified data for referral categories as an integration strategy.</p>
<p><b>5. Review Next Steps</b></p>	<ul style="list-style-type: none"> <li>• Go over all feedback shared and how we can connect business services to business communities</li> <li>• Cross-promote and cross-train throughout the group</li> </ul>	

**Resources/Other**

- Maine Accelerates Growth (MxG) – <https://maineacceleratesgrowth.weebly.com/>
- Various models for education apprenticeships can be found at <https://www.apprenticeship.gov/apprenticeship-industries/education>
- NaviTour – <https://navitour.com/>
- MaineBiz article – NaviTour - <https://www.mainebiz.biz/article/touring-company-partners-with-state-on-new-internship-program>