

COASTAL COUNTIES WORKFORCE, INC.

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



2020



ANNUAL REPORT

2020

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Commissioner Richard Clark, York County
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Lydia Sy, Past Chair, Coastal Counties Workforce Board
Bob Schmidt, Past Chair, Coastal Counties Workforce Board

Coastal Counties Workforce Board

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Heather Stott, Goodwill of Northern New England
Lydia Sy, Manpower
Jim Whitten, Southern Maine Community College
Andrew Wing, Zachau Construction
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Staff to Board

Antoinette Mancusi, Executive Director
Jillian Sample, Director of Programs
Adrian Cohen, Senior Program Manager
Valerie Odams, Executive Assistant

LETTER FROM

Antoinette Mancusi

Executive Director, CCWI



Despite negative worldwide effects and difficulties of Covid-19, I am pleased to be able to report that this has been a good year for us at Coastal Counties Workforce, Inc. (CCWI) and the Coastal Counties Workforce Board (CCWB).

In Spring of 2020, when everything came to a halt, we were fortunate enough to have a resilient and nimble structure that allowed our system to communicate and serve clients despite having to shut our doors to in-person services. Our service provider, Workforce Solutions (WFS) (operated by Goodwill of Northern New England) followed Maine Department of Labor’s (MDOL) lead when deciding to shut down physical locations in our region. Goodwill’s leadership guided staff to pay close attention to Covid’s “destabilizing” impact on customers – ensuring staff was supporting customers to the degree possible.

Although service enrollments were down across our area and the nation, WFS devised a plan to deliver basic career services through “virtual” career workshops. Virtual program information sessions were also deployed to disseminate information on existing program resources. Staff was directed to reach out to customers, find new customers – essentially to “hit the pavement” making sure services were being offered to persons in need.

While externally our system operations exhibited low activity (i.e., service centers being shut to foot traffic) – internally our system hummed like a dynamic beehive with the activity and effort necessary to deploy all these new service modalities. WFS provided 900 clients with intensive programing this past year. Over 3,000 people received basic career services (virtually) through our region’s 2 physical centers. Over 10,000 people signed up for virtual workshops WFS deployed last spring that ultimately turned into a statewide collaboration among Workforce Innovation and Opportunity Act (WIOA) Title IB providers, so that providers were not overlapping with each other.

Despite the difficulties of our Covid-19 environs, our performance metrics were strong (see page 3). We were also able to accomplish much in way of our WIOA compliance work, e.g., the certification of all centers in our area along with a renewed system partner Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) with our core partners. We also busily worked to develop a new four-year Local Workforce Development Plan (2021-2025) and are happy to convey that on July 23, 2021, the Maine State Workforce Board approved our Local Plan.

Moreover, as depicted in the adjacent chart, for the first time in many years we saw an *increase* of our Workforce Innovation and Opportunity (WIOA) allocation (approximately 19% for PY21-22), we received two new National Emergency Grants (Covid NEG and Opioid NEG) (see page 6) which provided our system

with approximately \$3.5 million dollars more in federal WIOA resources for our region. Additionally, in February of 2021 we were awarded a USDOL \$2.5 million “Rural Health Care Grant” for which we competitively applied (see page 7).

Our upcoming priorities include a local area Youth Service Provider procurement process as mandated by WIOA. Our goal is to announce the selected Youth Service Provider sometime in January of 2022. Additionally, we will be working in earnest to deploy the strategies set forth in our new Local Plan while we also prepare ourselves for WIOA re-authorization. We are also working to ensure that we are well positioned for any new influx of federal funding. At the time of this writing, there is much unknown about future funding through “The Infrastructure Investment and Jobs Act.” One thing we do know is that if the Jobs Act provides additional funding, as did the 2009 American Recovery and Reinvestment Act (ARRA) under the Obama Administration, it will happen very quickly and will require a very nimble CCWI response. Honestly, this would be a good problem to have! We stand prepared.

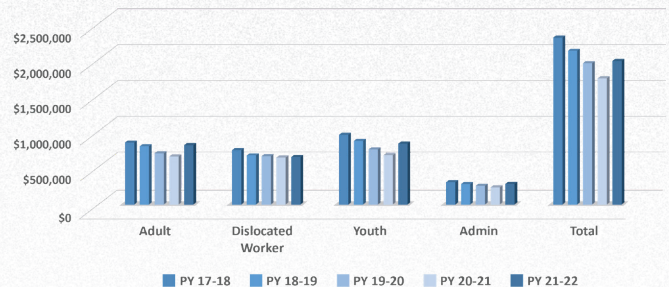
In conclusion, I am indeed grateful for a good year considering less-than-optimal circumstances. I am thankful for being part of a great team that somehow manages to get it all done no matter what! I am additionally appreciative of new funding resources that will allow us to serve more of our region’s residents. Finally, I remain beholden to our Board of Directors and members of our Coastal Counties Workforce Board (CCWB) for their unwavering support.

I hope you enjoy reviewing our 2020 Annual Report.

In gratitude,

Antoinette Mancusi
Executive Director

CCWI WIOA Allocations PY17 - PY21





As a Sagadahoc County Commissioner, my roles and duties are numerous and varied. Counties are complex organizations with multitudes of business functions. From that vantage point, I can say I am truly proud of the work performed at Coastal Counties Workforce, Inc. Like counties, CCWI's work is varied and complex. It never ceases to amaze me how such a small staff can carry out so much high quality work.

Commissioner Charles Crosby III
 CCWI President
 Sagadahoc County Commissioner

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. The Coastal Counties Workforce Board (CCWB) supports the regional economy by advancing a range of workforce training services that meet current business needs.

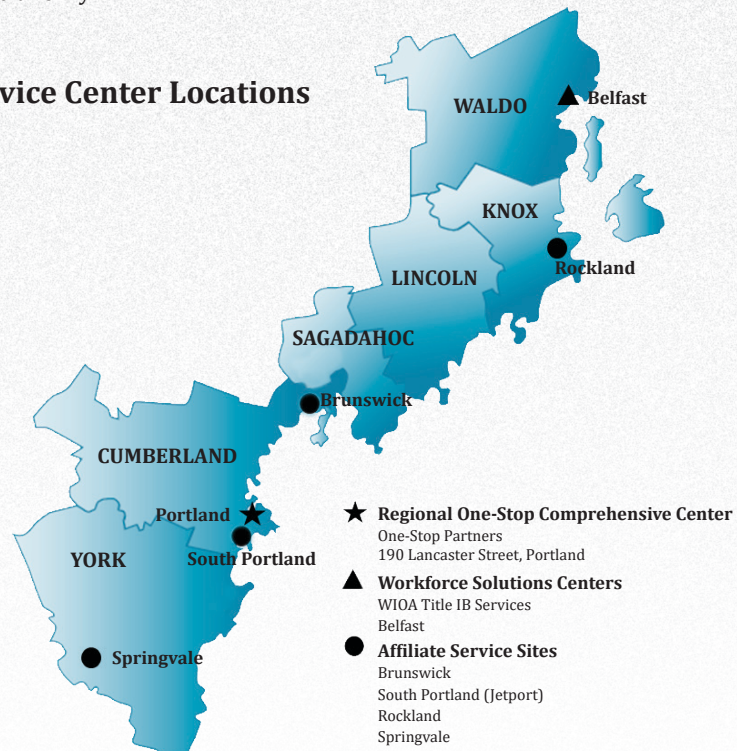
Mission

To accomplish our vision of creating economic opportunities, the Coastal Counties Workforce Board 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. 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.
2. Employers are actively engaged with a regional workforce development system that understands and appropriately responds to their skilled workforce needs.
3. 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.

Service Center Locations



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 the regional WIOA Title IB 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.



As COVID-19 resets our economy and workforce assumptions, such as the rise in remote work and learning, our regional training resources must be meaningful, responsive, and sufficient. As Chair of the Coastal Counties Workforce Board, I am encouraged by our year's performance and CCWI's success in obtaining needed training resources.

Denise Griffin, SPHR, SCP
CCWB Chair
Griffin Law Offices

Program Year 2020 (July 1, 2020 – June 30, 2021)

3,000 Individuals served with basic career services and resource navigation

520 Individuals received WIOA-funded individualized employment and training services

72% Entered employment



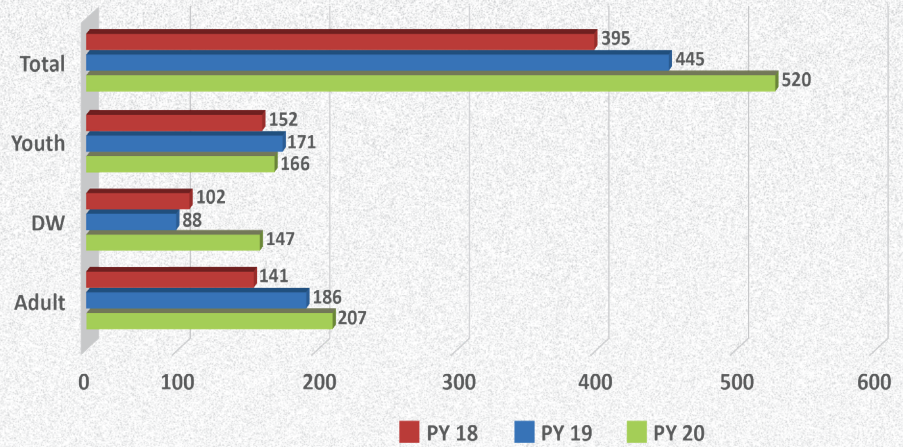
The programs administered through the Coastal Counties Workforce Board have had a great impact on my life. The programs have helped me better access community resources and trainings, stabilize my housing, try out employment, and most recently offered me a full-time, benefitted position that I can build off of.

Birindwa Ruhamia
Workforce Innovation and Opportunity Act (WIOA)
Adult Participant of the Year

WIOA ADULTS & DISLOCATED WORKERS

The Adult Program provides employment and training services to eligible individuals ages 18 and older 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 or layoff from employment, who are eligible for or have exhausted unemployment insurance, or who are displaced homemakers. In Program Year, 2020 the two programs served 354 job seekers throughout the region.

WIOA Title IB Enrollments (PY18, PY19, & PY20)



WIOA ADULT CASE STUDY:

Birindwa Ruhamia, an asylum seeker from the Democratic Republic of the Congo, came to Workforce Solutions with the goal of obtaining employment in the Information Technology field. Birindwa entered the program with numerous barriers to employment, as a result of contracting Polio as a child, his mobility was limited which made transportation challenging. Additionally, Birindwa was living in transitional housing, and relying on General Assistance and was not eligible for other resources due to his immigration status.

Birindwa's plan to alleviate his barriers to employment included accessing permanent housing through Avesta housing, which he did with the support of Workforce Solutions' Life Navigator; co-enrolling in Vocational Rehabilitation (VR) services and acquiring an electronic mobile scooter, which he did with VR's support; and continuing English as a Second Language classes through the YMCA and Job Skills classes through Portland Adult Education.

Birindwa showed an eagerness to work in IT, as he had done in his home country. His Career Advisor helped set up a Work Experience at Goodwill's GoodTech department, where he worked to refurbish, recycle, and sell used computing equipment. This work opportunity helped build his resume while he simultaneously pursued online classes in IT training, with the long term goal of acquiring permanent employment in the field.

When Covid-19 impacted the Coastal Counties region, Birindwa took a position as Disaster Relief Worker helping peers whose employment had been affected by Covid access the humanitarian assistance to ensure basic needs are met. Birindwa specifically works with individuals with disabilities, as well as new immigrants, through the Covid Dislocated Worker Grant.



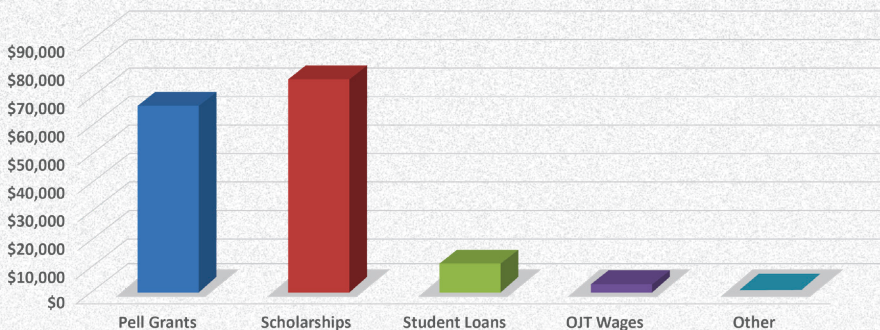
WIOA YOUTH PROGRAM

The WIOA Youth Program 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. In program year 2020, the program served 166 youth throughout the region.

In July of 2020, considering the restrictions caused by Covid 19, CCWI and Workforce Solutions developed a virtual cohort-style work experience for youth program participants. The virtual program combines work readiness training with hands on project work, all developed in line with best practices in youth development. The curriculum includes interactive workshops that prepares 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.

WIOA Leveraged Training (July 2020 - June 2021)

* As a result of the work performed by WIOA staff, \$178,638 in leveraged funding was obtained to augment our program resources.



Working with Workforce Solutions [program administered through Coastal Counties Workforce Board] gave me the confidence and skills I needed to chase down my dreams. Now I'm on my way to become a phlebotomist, which is just the first step of my career. I know Workforce Solutions will have my back should I ever want to pursue other opportunities in the future. I'm so grateful.

Neo Sagov
Workforce Innovation and Opportunity Act (WIOA)
Youth Participant of the Year

WIOA YOUTH CASE STUDY: Neo Sago enrolled in Workforce Solutions' Youth Program after graduating from high school but facing a great deal of uncertainty about what her future would look like. She had many interests but, experienced insecurity and confronted challenges with advocating for herself and decision making..

Upon enrolling into the Youth Program and working with her Youth Career Advisor, Neo started working toward her goals by participating in the Youth Cohort Workforce Development Training. There, she learned basic work readiness skills, financial literacy, how to access community resources, and leadership and self-advocacy. During the training, Neo consistently displayed leadership skills and a willingness to learn and participate. She actively engaged in discussions, volunteered to lead warm up activities, and showed support for her peers.

Upon completion of the Youth Cohort, Neo worked with her Career Advisor to select an Occupational Skills Training that aligned with her goals. She decided to enroll into the full time phlebotomy technician course at Northeast Technical Institute. Neo was able to successfully enroll into and complete the 6-week Phlebotomy course this spring and will soon sit for the national exam to earn the credential. She has a job offer pending the successful passing of the exam.

NATIONAL EMERGENCY GRANTS

CONNECTING WITH OPPORTUNITIES INITIATIVE (OPIOID DWG)

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. In March 2020, Coastal Counties Workforce, Inc. was awarded \$2,687,896 – with \$875,941 released initially – to serve a total of 360 participants over a two-year grant period.

Focus and Approach: This grant is focused on assisting individuals who have been impacted, directly or indirectly, by the opioid crisis, access employment and training services that lead to stability. Workforce Solutions has deployed 5 teams of Career Advisors/Life Navigators throughout the Coastal Counties region to outreach, enroll, and serve participants.

Implementation Strategy and Challenges: The implementation of the Opioid Dislocated Worker Grant has required program staff to be flexible and resourceful, as services rolled out amongst Covid restrictions. Program staff have worked diligently to establish relationships with community-based partners and enroll and serve individuals eligible for this grant funding, all virtually. Participants are often coming out of incarceration or are in sober housing and have real and urgent needs. Individuals in the program are accessing employment and training services, including occupational skills training and work experiences, as well as support services to alleviate barriers to employment.



Laura Fortman, Commissioner
Maine Department of Labor

The pandemic has created one of the most challenging times in recent history. On behalf of the Maine Department of Labor, I'd like to express my sincere gratitude for the partnership with Coastal Counties Workforce, Inc. in addressing ongoing workforce development issues. I have particularly appreciated your leadership on several initiatives including: developing new strategies to address the unique workforce challenges related to the opioid crisis, the delivery of humanitarian relief services needed by those who have lost their jobs due to the COVID pandemic, and development of concrete plans to address Maine's rural healthcare workforce shortages. CCWI's dedication to data-driven methods that support and connect individuals with significant employment barriers to pathways that provide sustainable careers, is to be commended.

COVID DISLOCATED WORKER GRANT

In June 2020, Coastal Counties Workforce, Inc. 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 our region. Workforce Solutions hired ten disaster relief workers in the fall of 2020 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.

Resource Navigation Workshops: As one strategy, the Coastal Counties area is implementing resource navigation workshops to maximize the impact of the grant. Workforce Solutions offers workshops that are open to the public, as well as a more intensive multi-part workshop for enrolled clients. The intensive, four-part workshop for clients covers the following topics:

- DHHS Services: SNAP, TANF, Emergency Aid, MaineCare
- State Housing vouchers, Foreclosure and Eviction Prevention, Statewide Subsidized Housing
- Free Education and Career Programs, Financial and Digital Literacy
- Free Medical and Mental Health Programs
- Programs to Support Basic Needs



MAINE RURAL HEALTHCARE PARTNERSHIP

In January 2021, Coastal Counties Workforce, Inc. was awarded \$2,500,000 through the U.S. Department of Labor's Employment and Training Administration to address the healthcare worker shortage in Maine by training workers on career pathways in Nursing and Pharmacy. The grant will serve 480 individuals over the course of the four-year grant period.

The Maine Rural Healthcare Partnership focuses on training for four occupations: Home Health Aide, Certified Nursing Assistant, Medical Assistant, and Pharmacy Technician. Training for other frontline healthcare occupations may also be supported through grant funds, given demonstrable employer demand and availability of high-quality training programs.

Services available through the grant include:

One-on-one guidance: Healthcare Career Advisors assist individuals in finding training programs that meet their interests, aptitudes, career goals, schedule, and location preferences.

Training in healthcare careers: The grant pays for occupational training for participants, including the cost of required materials, uniforms, books, and tools.

Support services: Program participant's service plans address barriers to training and employment, including supplying technology such as laptop computers or internet access.

Support with virtual or hybrid training models: Program participants will receive support from staff in utilizing remote learning platforms, as needed.

Connection with employment: Healthcare Career Advisors will assist participants with the process of applying for and acquiring employment, including job searching, resume writing, and interviewing.

Grant partners: Coastal Counties Workforce, Inc., Workforce Solutions, CVS Health, MaineHealth, Northern Light Health, Maine Department of Labor, Maine State Office of Adult Education, and the Maine Community College System.



Our ongoing workforce development success relies on the ability to have meaningful and innovative collaborations within our communities - that is why we are a proud partner with Coastal Counties Workforce, Inc.

Judith West
Chief Human Resources Officer
MaineHealth

HEALTHCARE CAREERS FOR NEW IMMIGRANTS (CITY OF PORTLAND GRANT)

In November 2020, Coastal Counties Workforce, Inc. (CCWI) was awarded \$150,000 through the City of Portland for Healthcare Careers for New Immigrants, a partnership between CCWI, Goodwill Northern New England and MaineHealth. The grant closed on February 12, 2021.

Grant funding through Healthcare Careers for New Immigrants created the opportunity to place a Career Navigator on-site at Maine Medical Center within the MaineHealth Center for Workforce Development. The Career Navigator provided services including career coaching, short-term occupational training, and support services. This program model was entirely disrupted by Covid, as in-person services ceased, and Maine Medical Center was handling the healthcare response to the pandemic. Moving forward, services were provided virtually, and the grant adopted practices to ensure sustainability of the work. The training pathways supported by this grant include:

- Certified Nursing Assistant for English Language Learners
- Medical Assistant Apprenticeship Training
- Healthcare and Patient Services (HOPS) certificate



Coastal Counties Workforce, Inc. has been a pleasure to partner with. They listened to how we approached IT and Cybersecurity education, worked as a team, and created a customized program that would augment our own efforts. Their solution creates a path for our students to earn well-known industry certifications that will enhance their resumes and help them land the jobs that they want.

Mark Monnin
Chair & Lecturer, Dept. of Technology
University of Southern Maine

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 into IT and computing occupations. TechHire Maine, a five-year grant, which CCWI successfully closed on June 30, 2021, worked to strengthen the pathway into careers in IT for young adults with barriers to employment. Services available to participants included career counseling; paid internships; work experiences; on-the-job training short-term occupational training; and support services.

TechHire’s program model that has resulted in the greatest number of enrollments is the CompTIA A+ academies. CCWI partnered with the State Office of Adult Education to launch 5 CompTIA A+ Academies to serve the needs of 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 layered foundational digital skills, through the acquisition of the IC3 credential, with in-demand industry recognized IT training, through the CompTIA A+ training and certification. 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.

Partnership with University of Southern Maine:

CCWI partnered with University of Southern Maine (USM) to offer bootcamp style trainings that resulted in industry recognized credentials, to augment Computer Science students’ learning opportunities. USM’s professors assisted CCWI and Workforce Solutions in recruiting students for the opportunities, and students went through bootcamps that resulted the in CompTIA Security+ credential as well as a Certified Associate in Project Management credential.

We are very pleased with the success of the project as highlighted in the chart below.

Measure	Actual	Grant Target	% to Target
Participants Served	480	500	96.00%
Participants Enrolled into Education/Training Activities	402	450	89.33%
Participants Completing Education/Training Activities	321	405	79.26%
Participants Completing Education/Training Activities who Received a Degree or Other Credential ¹	204	405	50.37%
Number of Unemployed and Underemployed Participants Who Obtain Employment	257	248	103.63%
Number of Incumbent Workers Served	39	35	111.42%

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



¹ Grant performance for training credential rate mirror national performance for grant. Given the difficulty of the IT credential exams, grantees across the nation reported challenges with credential attainment for youth participants.



2020 REVENUE & EXPENSE REPORT

CCWI Audited Financial Statement Year Ending June 30, 2020

REVENUES

Federal Funds	\$2,970,824
Other Funds	\$1,813
Total Revenues	\$2,972,637

EXPENSES

CCWI Expenses	
Payroll	\$283,256
Communication	\$9,433
Conferences & Meetings	\$1,599
Office Expenses	\$31,958
Supplies	\$5,161
Miscellaneous	\$523
Professional Services	\$75,203
	\$407,133
Program & Training Expenses	
Subcontractor	\$2,587,515
Total Expenses	\$2,994,648
Change in Net Assets	(\$22,011)

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 (2020). (See www.coastalcounties.org for more information.)

