

COASTAL COUNTIES WORKFORCE DEVELOPMENT SYSTEM

MEMORANDUM OF UNDERSTANDING



**COASTAL COUNTIES
WORKFORCE, INC.**

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

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Introduction

The Workforce Innovation and Opportunity Act (WIOA) calls for an integrated and coordinated service delivery system that leverages and maximizes resources in a way that reduces unnecessary duplication of services; Memorandums of Understanding (MOU) serve as the blueprint for how this will occur at the local level.

One of the main goals of WIOA is to strengthen the ability of the public workforce system to align investments in workforce education, and economic development in support of local and regional in-demand industry sectors and jobs. Another key goal is providing customers with access to high-quality one-stop career centers that are customer-centered and provide access to a full range of services.

It is the role of the local boards to negotiate and facilitate the MOU with required partners. The MOU serves as a functional tool, as well as a visionary plan, for how the local board and local partners will work together to create a unified service delivery system that meets the needs of their shared customers. The MOU development process can be viewed in two stages: stage one addresses service coordination and collaboration amongst the partners; stage two addresses how to sustain the unified system through cost-sharing. Collaboration is essential for implementing a system that will meet the skilled workforce needs of employers and prepares an educated and skilled workforce.

Coastal Counties Workforce, Inc. (CCWI) worked with partner representatives of the Coastal Counties Workforce Board to formulate goals and strategies targeted to employers, job seekers, and workers, and the workforce development system in order to support and advance its vision and address the challenges and opportunities of the regional labor market. The following goals will play a key role in how CCWI, the Chief Elected Officials (CEO), and the Workforce Board guide investments in order to maximize workforce preparation and skill development that will address the skill-demand concerns of the local employers. These goals not only align and support the Workforce Board's vision and mission, but also support the State of Maine's Strategic Vision and the six strategic objectives outlined in the State Unified Plan. See [Coastal Counties Regional Plan](#) for more information.

I. Local Area Vision/Mission/Goals

The Coastal Counties Region was established with the implementation of the State Workforce Plan of 2000 and the Workforce Development Board was established by the Chief Elected Officials by September 2000.

In 2002, CCWI was founded to administer and oversee the delivery of the workforce system's services for the Coastal Counties Region in Maine. CCWI is the nonprofit entity working on behalf of the Region's Local Board and CEOs to ensure their responsibilities under federal workforce development law and federal funding are met. CCWI's jurisdiction includes Maine's six coastal counties: York, Cumberland, Sagadahoc, Lincoln, Waldo, and Knox. CCWI's region is geographically large and diverse; its Local Area is also the most populous, with approximately half of Maine's residents and business community located within its borders.

As the administrative entity for the Local Area, CCWI undertakes the administration of all required workforce development responsibilities for the regional programs such as service delivery, reporting, monitoring, and both the execution and administration of contracts with funders and service providers. Importantly, CCWI also develops and directs the Local Area's workforce development policies and regional strategies. Through its role as regional convener and its partnerships with other local, state, and federal agencies, education, and economic

development organizations, CCWI strives to provide access to jobs, skill development, and business services vital to the social and economic well-being of the communities it serves.

VISION:

To meet the changing workplace needs of business and job seekers by creating 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 available 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.

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.

In alignment with the State Unified Plan, CCWB’s Regional Plan emphasizes greater levels of integration, alignment, and coordination among Core Partners, i.e., Adult Education and Family Literacy Act program, Vocational Rehabilitation, Wagner-Peyser Employment Services, and WIOA Adult, Dislocated Worker, and Youth programs, in order to create a “no wrong door” employment and training network easily accessed by workers and employers. See the Coastal Counties Regional Plan at www.coastalcounties.org for more information.

II. Memorandum of Understanding

This MOU is executed between the Coastal Counties Workforce Board and the one-stop partners listed throughout this MOU that are collectively referred to as “one-stop partners” or “Parties” to this MOU. These partners may be “Core Partners,” “required” WIOA program partners, and system partners generally.

This MOU is developed to confirm the understanding of the parties regarding the operation and management of the Coastal Counties Area one-stop center network, i.e., regional delivery, for which the Coastal Counties Workforce Board provides oversight.

The Coastal Counties Workforce Board (CCWB), with the agreement of the Chief Elected Officials (CEO), has selected the One-Stop Operator for the Coastal Counties Area, the role of the local area One-Stop Operator is further outlined below.

The One-Stop Operating Budget and Infrastructure Funding Agreement (IFA) establish a financial plan, including terms and conditions, to fund the service and operating costs of the Coastal Counties Area one-stop network.

The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Coastal Counties Area's high standards.

Among other items found herein, the Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined reflect the commitment of the Parties to their job-seeker and business customers, as well as to the overall Coastal Counties Area's community.

A. Legal Authority:

The Workforce Innovation and Opportunity Act (WIOA) (sec. 29 USC §3151) requires the local board, with the agreement of the Chief Elected Official, to develop and enter into a Memorandum of Understanding (MOU) between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 29 USC §3151, concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA Joint Rule for Unified and Combined Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA Sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance at 2 CFR part 200).

B. Components of the MOU:

Pursuant to 20 CFR 678.500, each local MOU must (at a minimum) include the following components:

1. A description of the services that will be made available through the system, and ways in which services will be coordinated and delivered by the partners;
2. Agreement on funding the costs of the services and operating costs of the system, including:
 - i. Funding of infrastructure costs of the one-stop comprehensive center in accordance with 20 CFR 688.700 through 678.55; and
 - ii. Funding of the shared services and operating costs of the one-stop delivery system.
3. Methods for referring individuals between the one-stop partners for appropriate services and activities;
4. Methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system;
5. The duration of the MOU and the procedures for amending it; and
6. Assurances that the MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services.

In addition, the MOU contains information on compliance with Federal, State, and Local laws and regulations and process steps for negotiating and coming to consensus. Given the evolving nature of

WIOA implementation and system integration, partners understand that this is an “ever-green” document, which from time to time shall be expanded and amended as needed.

C. Duration:

This service coordination portion of this MOU is entered into on July 1, 2022. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2025, unless any of the reasons in the Termination section apply.

All Parties agree that this service coordination provision of this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate delivery of services.

Infrastructure Cost Agreement (IFA):

All Parties agree that the local cost sharing agreement provision of this MOU shall be reviewed and renewed not less than once per year (annually) to ensure appropriate funding of the one-stop center.

All Parties agree that the local cost sharing agreement will be reconciled at least twice a year to assure that costs contributed are reasonable based on the Partner’s proportionate share relative to benefit received.

D. Amendment Procedures:

1. Notification: When a Partner wishes to amend the MOU, the Partner must first provide written notification to all signatories of the existing MOU, and outline the proposed amendment(s).
2. Discussion/Negotiation: Upon notification, the local board Chair (or Designee) must ensure that discussions and negotiations related to the proposed amendment(s) take place with partners in a timely manner, as appropriate. Depending upon the type of amendment(s), this can be accomplished through email communications to all the Parties. If the proposed amendment(s) is extensive and is met with opposition, the Local Board Chair (or Designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, the amendment(s) will be processed.
3. Substituted Party: If the amendment(s) involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into this MOU with local board approval.

As may be appropriate, if determined that a Partner is unwilling to sign the MOU, then the local board Chair (or Designee) must ensure that the dispute resolution process is followed.

E. Dispute Resolution:

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. CCWI will follow its appeals and bylaws processes for disputes pertaining to this MOU’s subject matter. (Note: This is separate from the Coastal Counties Area Customer Grievance and Complaint Management Policy.)

A disagreement is considered to have reached the level of dispute resolution when an issue arises out of

the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the local board Chair (or Designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

All Parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally prior to invoking CCWI appeals processes.

F. Termination:

This MOU will remain in effect until the end date specified in the Duration section, unless:

1. All Parties mutually agree to terminate this MOU prior to the end date;
2. Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU;
3. WIOA is repealed or superseded by subsequent federal law;
4. Local area designation is changed under WIOA;
5. A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the local board specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately. In the event of termination, pertaining to a breach, the Parties to the MOU must convene within thirty (30) after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed; or
6. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

Parties agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchasers after termination of this agreement.

III. System Structure and Services

Maine's workforce development system is made up of multiple partners and workforce boards responsible for developing and implementing workforce strategies at both the State and local levels. The State Workforce Development Board is an advisory board to the Governor that provides leadership to the education and workforce system, and which sets and communicates the vision for Maine's workforce system, convenes key strategic partnerships to achieve the vision, and uses data and accountability systems to ensure the system is on track.

Local boards take on a similar strategic role but have somewhat different functions pertaining to implementation of workforce programs and services. Maine has three local workforce development areas overseen by the following local boards:

- Northeastern WDB, covering Aroostook, Hancock, Penobscot, Piscataquis, and Washington counties;
- Central Western Maine WDB, covering Androscoggin, Franklin, Kennebec, Oxford, and Somerset counties; and
- Coastal Counties WDB, covering Cumberland, Lincoln, Knox, Sagadahoc, Waldo, and York counties.

Local area governance begins with the chief elected official (CEO); each county within the local area assigns a representative commissioner to the CEO Board in each local area. Collectively the counties are financially liable for local WIOA funds allocated by the State to the local area through a sub-award. The CEOs are also responsible for appointing local workforce development board members, approving the local board's local workforce plan and budget and serving as the local grant recipient. However, the CEOs may designate an entity to serve as a fiscal agent on their behalf.

Local workforce development boards are responsible for defining and overseeing strategies, goals, objectives, and requirements for the use of grant funds. Local boards are made up primarily of business members representing employers from the local area and leads from agencies that serve job-seekers and workers. Local boards are facilitated by a chairperson, selected from among the business membership of the board. Local boards have many functions and are responsible for convening industry partners and educational institutions to identify career pathways within key industry sectors in the local area. Local boards hire staff to assist in grant administration and implementation. Local board staff conducts monitoring and oversight of local service providers that deliver WIOA programs, create and submit required performance reports, disseminate information to local area stakeholders, and more.

The goal of Maine's workforce development system is to enhance the range, integration, and quality of workforce development services available to job-seekers and businesses through a coordinated approach among partner agencies utilizing a network of physical sites known as the one-stop system.

Local boards establish strategic direction for their local areas through contracts with service providers by generating policies, and through establishing a One-Stop Operator to coordinate the integration of services provided by the partner agencies that make up the local one-stop system.

A. American Job Centers

System services are delivered through various kinds of physical centers referred to nationally as American Job Centers and referred to in Maine as Career Centers, Workforce Solutions Centers, and, in this MOU, as one-stop centers. There are three levels of one-stop centers as follows:

1. **Comprehensive One-Stops (COS)** Each local area must have one comprehensive one-stop center from which all partner programs can be accessed. The Lancaster Street one-stop center in Portland is the COS for the Coastal Counties Workforce Area. Partner programs are required to provide "access" to their services from the COS in the local area at a minimum, but are encouraged to provide access to services at any or all of the centers in the local one-stop delivery system. Ways to provide "access" to partner services includes:

Option 1: Having a partner program staff member physically present at the comprehensive one-stop center;

Option 2: Having a staff member from a different partner program physically present at the comprehensive one-stop center who is appropriately trained to provide information to customers about the partner's programs, services, and activities; or

Option 3: Making available a “direct linkage” through technology to a program staff member who can provide meaningful information or services.

- A “direct linkage” means providing direct connection at the comprehensive one-stop center, within a reasonable time, by phone or through a real-time Web-based communication, to a partner program staff member who can provide program information or services to the customer.
 - A “direct linkage” cannot exclusively be providing a phone number, a website address, or printed pamphlets or materials; it means a direct linkage to a partner program staff person.
2. **Affiliate One-Stops (AOS)** Local boards may also choose to operate other access points to service in addition to comprehensive one-stops. Additionally, they may “approve” other regional centers that are not operated by them such as the MDOL centers in Springvale, Portland, Brunswick, and Rockland. Such access points are called affiliate or specialized one-stop centers, and are established to supplement and enhance customer access to partner services. Affiliate sites make one or more of the one-stop partners’ program services and activities available to job seekers, workers, and employers.
3. **Specialized One-Stop Centers (SOC)** Local boards may establish specialized centers for a variety of reasons depending on local workforce needs. The local board, in conjunction with the partners and one-stop operator may determine that a specialized center is warranted. Specialized centers are not required to provide access to every service partner, however, partner services provided through specialized one-stop centers must also be determined through partner negotiations at the local level and incorporated into this MOU.

See **Appendix D** for a map of Coastal Counties Workforce service delivery area.

B. One-Stop Operator (OSO)

The Coastal Counties Workforce Board attempted to select the One-Stop Operator through a competitive process (i.e., RFP), in accordance with OMB Uniform Guidance, WIOA and its implementing regulations, and procurement laws and regulations. Although an RFP process was deployed twice, since there were no responses to the RFPs, CCWB with the approval of the MDOL, engaged in a Sole Source procurement to secure the services of a One-Stop Operator. All documentation for the competitive One-Stop Operator procurement and selection process is published and may be viewed on the Coastal Counties Website at: www.coastalcounties.org. The State requires that the One-Stop Operator is re-competed at least every three years and not later than every four years.

In the Coastal Counties Area, the role of the OSO is to facilitate and lead the Committee of Required Entities (CORE) through the design and implementation of integrated service delivery (ISD). The OSO will work cooperatively with WIOA CORE and other required partners, and will regularly convene meetings of the WIOA core partners which are WIOA:

- Title I - Youth, Adult, and Dislocated Worker Program;
- Title II - AEFLA Program (i.e., adult education);
- Title III – Wagner-Peyser Act Employment Service Program; and
- Title IV - Vocational Rehabilitation Program.

Additionally, the OSO will convene regular meetings of the WIOA partners (see 20 CFR § 361.400 for required

partners under WIOA) in order to implement service delivery that fosters an integrated service model. The OSO will be responsible for the following system's work:

- Serving as a liaison between CCWI, CORE, and other required partners;
- Convening Partnership meetings, setting agendas, recording of minutes, and distributing action steps;
- Leading and convening core partners (and as appropriate required partners) in the design and implementation of functional integration to the degree possible, with the goal of seamless delivery;
- Drafting WIOA-required Area MOUs; Deploying a process for executing all MOUs;
- Facilitating negotiations and establishing the One-Stop Comprehensive Center's Infrastructure Cost Agreement;
- Being knowledgeable of the mission and performance standards of all partners and when necessary, identifying cross-training needs among all staff;
- Addressing and resolving issues related to space usage and site location; site operations, space configuration, customer flow, and integration;
- Defining and providing a means to meet common operational needs, such as training, technical assistance, additional resources, etc.;
- Facilitating sharing of data and information; and
- Ensuring effective referral processes are in place.

C. Partners

Per 20 CFR 678.415, the partners required to enter into this MOU with the Coastal Counties Workforce Board are those partner entities that act as the grant recipient / administrative entity responsible for administering the program grant funds. The term "entity" does not include service providers that the grant administrators contract with, nor does it include sub-recipients of the local administrative entity.

Some of these entities are the required partner for all three local areas in the State and some are required partners only in the local area in which their program is physically located. WIOA required partners in Maine are the administrators of the following national grant-funded programs:

1. Local Workforce Boards, Adult, Dislocated Worker, and Youth programs;
2. Maine Department of Education, Adult Education, and Family Literacy Act programs;
3. Maine Department of Labor, Bureau of Employment Services, Employment Services programs;
4. Maine Department of Labor, Bureau of Employment Services, Trade Adjustment Assistance programs;
5. Maine Department of Labor, Bureau of Employment Services, Jobs for Veteran's State Grant programs;
6. Maine Department of Labor, Bureau of Unemployment Compensation, Unemployment programs;
7. Maine Department of Labor, Bureau of Rehabilitation Services, Vocational Rehabilitation programs;
8. Maine Community Colleges, Postsecondary Carl B. Perkins Act Grant recipients;
9. Maine Department of Health and Human Services, Community Services Block Grant;
10. Maine Department of Health and Human Services, Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE);
11. Associates for Training and Development (A4TD), Senior Community Services Employment programs;
12. Eastern Maine Development Corporation, National Farmworker Jobs program;

13. Housing and Urban Development, Employment and Training Programs; ****
14. Career Systems Development for Loring and Penobscot Job Corps programs;*
15. Penobscot Indian Nation, Native American program grant; **
16. Goodwill Industries of Northern New England, YouthBuild Lewiston grant; ***
17. Learning Works, YouthBuild Portland grant; ***

* Job Corps programs serve state and national customers regardless of their physical location and are required partners for all three local areas.

** Native American programs serve customers in the local area in which their program is physically located; per WIOA, Native American programs are not required to contribute to infrastructure cost sharing; there are no Native American programs serving the Coastal Counties Area.

*** YouthBuild grantees service customers in the local in which their program is physically located: YouthBuild Portland is administered by Learning Works in the Coastal Counties Area.

****HUD Employment and Training Programs serve customers in the towns in which each housing authority is located.

1. Partner Roles and Responsibilities

The primary expectation of this MOU is partner support for the alignment and coordination of workforce development, education, and community and economic development resources in the local area. Partners agree to support a comprehensive, accessible, high-quality one-stop system in each local area, a system that is accessible and easily navigated by job seeker, worker, and employer customers alike.

Partners agree to commit to a new level of collaboration required to bring about a local workforce system that: promotes improvement in the structure of and delivery of multiple partner services; addresses the employment and skill needs of workers, jobseekers, and employers; articulates career pathways for in-demand occupations and industries; results in workforce participation and preparation of underutilized populations and individuals with barriers; and enables workforce participants to enter career pathways that provide self-sustaining wages and offer upward mobility.

Under WIOA all required partners of the one-stop delivery system are expected to have the necessary level of knowledge of each partner's programs to be able to make appropriate referrals and braid appropriate resources on behalf of shared customers. Per 20 CFR 678.430 there are basic career services that all partners are expected to provide which are primarily informational and relate to an integrated and coordinated system of services (to job seekers, workers, and in some cases employers). A list of these services can be found on page 4 of **Appendix A**. In addition to 678.420, the role of required partners are identified as follows:

- a) Provide access to its programs or activities through the comprehensive one-stop center and as able throughout the one-stop system;
- b) Use a portion of funds made available to the partners' programs, to the extent consistent with Federal law authorizing the partners' programs and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring among other things, that costs are allowable, reasonable necessary, and allocable) to:
 - 1) Provide applicable career services; and
 - 2) Work collaboratively with the State and local boards to establish and maintain

the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:

- i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
 - ii. Federal cost principles; and
 - iii. Any local administrative cost requirements in the Federal law authorizing the partners' programs;
- c) Enter into an MOU with the local board relating to the operation of the one-stop delivery system that meets all the requirements contained herein;
 - d) Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and
 - e) Provide representation on the State and Local boards as required and participate on board committees, as needed.

2. Partner Commitments

In addition to the roles identified under WIOA as delineated above, Partners to this MOU agree to work with the local One-Stop Operator to align and coordinate workforce development resources in a way that is seamless to the customer, maximizes resources, reduces redundancies, and improves the outcomes of participants of each partner program. In order to facilitate such a system, Partners agree to:

1. Familiarize their staff with the basic eligibility and participation requirements and available services and benefits offered by each of the Partner programs identified in Appendix A;
2. Allow their staff to participate in cross-training opportunities developed to facilitate such familiarity;
3. Assist in developing materials and/or participating in delivery of cross-training to facilitate such familiarity;
4. Work to utilize common intake, assessment and registration tools, and standards;
5. Regularly evaluate ways to improve the referral process including the use of customer satisfaction surveys;
6. Commit to robust and ongoing communication with partners required for an effective referral process;
7. Commit to actively follow-up on the results of referrals, and assure that partner resources are being leveraged at the optimum levels;
8. Provide suitable referrals and service coordination in accordance with the Referral Requirements Section below; and
9. Attending quarterly one-stop partner meetings and additional meetings as necessary to support integration.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above; and
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating

to privacy rights of customers, maintenance of records, and other confidential information relating to customers.

D. System Services and Provider

The services, eligibility criteria, and funding sources for each required partner are identified in **Appendix A: Partner Services Information**. In this section, each partner identifies the grant administrator, the service providers and service locations, an overview of each partner's services, eligibility criteria for each partner's services, and a list of actual services offered and special requirements requested by each partner in regards to this MOU.

E. Referral Requirements

As mentioned, Appendix A provides an overview of services offered by each required partner and the level of those services that will be made accessible through the comprehensive and affiliate one-stop centers in the local area. A robust referral mechanism is to be put in place to ensure a customer-centric, integrated, and seamless delivery of services to workers, job seekers, and employers.

After informing customers about the opportunities and resources available to them, partners will make referrals based on the level of interest expressed by the customer and/or the readiness or need of the customer (worker, job seeker, and/or employer) for the services of the partner program to which the customer is being referred. There are two types of referrals: an "informal referral" to customers who, after learning about another partner's services, expresses an interest in more information; and a more formal referral known as a "coordinated referral" that is by and between partner agencies that intend to enroll and serve a specific customer who would benefit from the services of other partners.

Referral Types:

The referral process may be either **Informal** or **Coordinated (Formal)**

An **Informal Referral** is a paper or online referral provided to the customer by the initiating Partner that refers and guides that customer to another Partner program. This level of referral allows the customer to utilize the referral according to his or her needs and does not require a formal follow-up from the receiving partner agency.

A **Coordinated Referral** is a staff-initiated referral on behalf of a customer that is currently receiving enrolled services from the referring partner and/or who specifically requires the services of the partner to which they are being referred. Such referrals may require customer approval and/or a release of information. Coordinated referrals involve direct contact between staff of the referring partner and the staff of the receiving partner that discuss the specific needs of the customer requiring shared services.

Partners agree to collaborate to standardize the referral process across partner programs and to ensure provider staff understand these referral types.

IV. System Operating Costs

One-stop infrastructure cost sharing, as required under WIOA Section 121(h), is negotiated at the local area level through methods agreed upon by the local board, chief elected official, and one-stop partners. WIOA guidance has provided additional time for Partners to work on cost sharing agreements.

Local Area Operating Costs: The MOU must identify information about the costs for the one-stop

comprehensive center. Operating costs include costs such as facilities rent, utilities, equipment and interactive technologies, and staff costs salaries, fringe, and benefits, insurances, and service delivery costs such as materials. In addition, to clear identification of operating costs, the MOU must include a copy of the infrastructure cost sharing agreement (IFA) in place.

See **Appendix B** for Local Areas Operating Costs and Infrastructure Cost Sharing Agreement.

V. Other Terms and Conditions

A. Data Sharing and Protection of Personally Identifiable Information

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' Personally Identifiable Information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

1. Customer PII will be properly secured in accordance with the Federal, State, and local policies and procedures regarding the safeguarding of PII.
2. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
3. All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR Part 603 and TEGL 07-16.
4. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
5. Customer data may be shared with other programs, for those programs' purposes, within the one-stop network only after the informed written consent of the individual has been obtained, where required.
6. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
7. All data exchange activity will be conducted in machine readable format (such as HTML or PDF, for example) and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).
8. All one-stop center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

B. Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding

confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations.

In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties. Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.

With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

C. Accessibility

Accessibility to the services provided by the American Job Centers and all Partner agencies is essential to meeting the requirements and goals of the one-stop center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations, as well as in virtual sites, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

1. Physical Accessibility:

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high-traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

2. Virtual Accessibility:

The local board will work with the State board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010, the law that requires that federal agencies use "clear Government communication that the public can understand and use," and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the local board or the State board to post content through their website or applicable one-stop system websites.

3. Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf or hard of hearing, individuals with vision impairments, and individuals with speech/language impairments.

In addition, communications access means taking reasonable steps to provide meaningful access to programs and services to individuals with Limited English Proficiency (LEP) or for whom English is not their primary language. Such steps may include using signage with multiple language statements in order to assess the individual's native language, by providing general informational materials in non-English languages known to be spoken in the local area, and/or by providing adequate notice of and accessing language translation services as appropriate.

4. Programmatic Accessibility

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that those policies and procedures have been disseminated to their employees and otherwise posted as required by law.

Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all one-stop center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the one-stop center network.

D. Monitoring and Evaluation

The local board, or its designated staff, officials from the State and other local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies;
- Those laws, regulations, and policies are enforced properly;
- Performance data is recorded, tracked, and reviewed for quality to ensure accuracy and completeness;
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met;
- Appropriate procedures and internal controls are maintained, and record retention policies are followed; and
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate. Failure to comply with local monitoring shall result in official “findings.”

E. Nondiscrimination and Equal Opportunity Compliance

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

All Parties to this agreement specifically assure that they will comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016);
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352);
- Section 504 of the Rehabilitation Act of 1973, as amended;
- The Americans with Disabilities Act of 1990 (Public Law 101-336);
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor;
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 29 USC §3248;
- The Family Educational Rights and Privacy Act (FERPA) (20 USC § 1232g; 34 CFR part 99);
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38);
- Confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603); and
- All amendments to each and all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political

beliefs, or religion be excluded from participation in, or denied, any aid, care, services, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

F. Indemnification

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the local board and the One-Stop Operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the local board or the One-Stop Operator.

G. Severability

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

H. Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient individuals, and English language learners.

I. Governing Law

This MOU will be construed, interpreted, and enforced according to the laws Maine. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

SYSTEM SERVICES BY PARTNER

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The following information is provided on each program:

- Program and partner overview
- Program funding authority
- Program service access locations
- Program eligibility requirements
- Program services description
- Special requirements or commitments

Adult, Dislocated Worker, and Youth Services

Partner:

Coastal Counties Workforce, Inc. (CCWI) is the grant administrator of Title IB Adult, Dislocated Worker, and Youth programs and contracts with one or more service providers to deliver these services. Title IB programs are funded through a grant from the US Department of Labor that is distributed to States and then to local areas based on a formula that takes several factors into consideration about the local area, including: the number of unemployed, number living in poverty, number of disadvantaged youth, the amount of funds the local area received the previous year, the areas of substantial unemployment, and the number of significant plant downsizings in the local area.

Funding Authority:

Workforce Innovation and Opportunity Act Title IB

Service Providers and Service Locations:

The Title IB Adult, Dislocated Worker and Youth service provider in this local area is Workforce Solutions. Workforce Solutions staff are mobile and can meet clients in any appropriate partner or public space throughout the Coastal Counties region as well as provide services virtually. Workforce Solutions also provides services from the following locations:

TABLE A – Workforce Solutions Locations - WIOA Title IB		
Service Area	Address	Phone
Belfast	15 Starrett Drive, Suite F Belfast, ME 04915	207-930-7047
Portland	One-Stop Center 190 Lancaster St, Ste 200 Portland, ME 04101	207-930-7047
Topsham*	126 Main Street, Topsham, ME 04086	207-930-7047

**Affiliate Workforce Solutions sites where WIOA services are available*

Services Overview:

Varied levels of services are offered to Adult, Dislocated Workers, Youth participants and Employers, including: the Basic Career Services that must be provided by all required partners and which must be made available to everyone accessing the local one-stop system; Individualized Career Services, which may be made available based on an identified customer need; Follow-Up services which are made available to Adults and DWs who received enrolled services and then entered into unsubsidized employment, and to all Youth enrolled in services; and Training Services which may be offered based on a determination that the customer/participant meets specific criteria.

Youth customers are served differently from Adult and Dislocated Worker customers, under Title IB. There are fourteen youth service elements and various other services that may be provided to youth customers.

Business/Employer services may be offered directly by Title IB staff or in collaboration with other partners.

The Adult formula program provides career and training services through the local one-stop network to help job seekers who are at least 18 years old to success in the labor market. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals and recipients of public assistance, as well as individuals who are basic skills deficient.

The Adult program’s delivery of career and training services are tailored to the individual needs of job-seekers. The Adult program is identified as a core program under WIOA and, among other things, is responsible for combined planning and shared performance indicators, and aligned service delivery with other core one-stop partner programs.

Eligibility – Adult Program:

Eligible individuals are age 18 or older, work-authorized and draft registered (if applicable) and have been assessed by WIOA partner staff and deemed necessary to receive individualized services to obtain or retain employment. Priority for services is given to eligible veterans and individuals:

- A. Whose individual income is at or below the poverty level, or whose family income is at or below the Lower Living Standard Income Level (LLSIL); or
- B. Who are recipients of public assistance; or
- C. Who are identified as Basic Skills Deficient (see glossary for definition).

Eligibility – Dislocated Worker Program:

To be eligible for the Dislocated Worker Program or National Dislocated Worker Grant Programs, an individual must be determined to be a “dislocated worker,” which means an individual who:

- A. (1) Has been terminated or laid off, or who has received a notice of termination or layoff, from employment;
(2) (i) is eligible for or has exhausted entitlement to unemployment compensation; or
(ii) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
(iii) is unlikely to return to a previous industry or occupation;
- B. (1) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
(2) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
(3) for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
- C. was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;
- D. is a displaced homemaker; or
- E. (1) is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
(2) is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16)(B).

A displaced homemaker is also considered a dislocated worker for eligibility purposes. The term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who:

- A. (1) has been dependent on the income of another family member but is no longer supported by that income; or
(2) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and
- B. is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Eligibility – In-School Youth Program:

In-School Youth are individuals who are:

- A. attending school (High school or College);
- B. aged **14 to 21** at time of enrollment;
- C. **low income; *and*** one or more of the following:
 - 1) basic skills deficient;
 - 2) an English language learner;
 - 3) an offender;
 - 4) homeless;
 - 5) is in the foster care system or has aged out of the foster care system;
 - 6) pregnant or parenting;
 - 7) an individual with a disability; and/or
 - 8) an individual who requires additional assistance (per the Local Board definition)

Eligibility – Out-Of-School Youth Program:

Out-of-School Youth are individuals who are:

- A. not attending any school;
- B. aged **16 to 24** at time of enrollment; and one or more of the following:
 - 1) a high school dropout;
 - 2) within the age of compulsory school attendance, but has not attended for at least the most recent school year quarter;
 - 3) received a high-school diploma or equivalent, is low income and is either basic skills deficient or an English language learner; (must also be low-income)
 - 4) an offender;
 - 5) homeless;
 - 6) in the foster care system or has aged out of the foster care system;
 - 7) pregnant or parenting;
 - 8) an individual with a disability; and/or
 - 9) low income and requires additional assistance to complete an educational program or secure employment (per the local board definition).

Adult and Dislocated Worker Program Services:

BASIC CAREER SERVICES	
Primarily informational, many may be self-accessed, all must be provided through the one-stop delivery system.	
Basic Career Services	Definitions
Eligibility Determination	Eligibility for Adult, DW, or Youth Title I-B programs
ETPL Information	Provision of information on training programs including cost, jobs they prepare one for, expected employment and earnings, and credential types.
Financial Aid Assistance Info	Provision of assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA, such as PELL, State, or Local funded programs, scholarships, etc.
Initial Assessment	Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities/skill gaps, support service needs, includes CASAS
Labor Exchange Services	Includes: <ul style="list-style-type: none"> • Job Search & Placement Assistance • Career Counseling • Provision of information on in-demand industry sectors and occupations • Provision of information on nontraditional employment for women • Recruitment related services to businesses, including referrals to services not traditionally delivered through the one-stop system
Labor Market Information	Provision of workforce and LMI, including: <ul style="list-style-type: none"> • Job vacancy listings in labor market areas (Local, State, National) • Info on the skills necessary to obtain the vacant jobs listed; and Occupational info about in-demand jobs, such as earnings, skill requirements, opportunities for advancement
Local Area Performance Info	Provision of information about local area performance, including accountability measures, one-stop certifications, etc.
Outreach – Intake – Orientation	Providing an orientation to or information about services available through the one-stop system including worker profiling. Must also include opportunity for an individual to initiate an application for TANF services.
Referrals to & Coordination	Referrals to and coordination of activities with other programs and services, including programs and services of one-stop system partners and other appropriate services, including supportive services.
Supportive Services Info	Provision of information on availability of supportive services or assistance and appropriate referrals to agencies that provide them, including: <ul style="list-style-type: none"> • Childcare • Child Support • Health Services (MaineCare, CHIP, Medicare, Health Insurance Options) • Food Stamps • TANF • Etc.
UI Claims Assistance	Provision of “ meaningful assistance ” to individuals seeking to file a UI claim via on-site staff trained in UI claims filing and claimant rights and responsibilities; or providing a direct link, within a reasonable amount of time, to a UI staff person who can answer such questions.

INDIVIDUALIZED CAREER SERVICES

May be made available if determined appropriate in order for an individual to obtain or retain employment.

Individualized	Definitions:
Career Planning	<p>A client-centered approach in service delivery, designed to assist the participant in understanding the steps in a career pathway, and</p> <ol style="list-style-type: none"> a. Prepare and coordinate comprehensive employment plans to ensure access to necessary activities and support services, using where feasible, computer-based technologies, and b. Provide job, education, and career counseling, as appropriate both during participation and after job placement. WIOA Sec(3)(8) <p>Note: career planning services must be provided in order for an individual to be eligible to receive “training” services.</p>
Comprehensive Assessment	Specialized assessments of skill levels/service needs of A/DW such as diagnostic testing or in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
English Language Acquisition	<p>A program of instruction designed to help eligible individuals who are English language learners to achieve competence in reading, writing, speaking, and comprehension of the English language; and that leads to:</p> <ul style="list-style-type: none"> • Attainment of a secondary school diploma or equivalent; • Transition to post-secondary education; or • Employment Title II WIOA Section 203(6)
Financial Literacy	May include activities that support participants’ ability to: create budgets; initiate checking/savings accounts; make informed financial decisions; effectively manage spending, credit, and debt; understand credit reports/scores and how to ensure accuracy of same; maintain good credit; improve poor credit; understand/evaluate/compare financial products and services; understand identity theft and other rights pertaining to personal identity and financial data; and to address the financial literacy need of non-English speakers; including distribution of materials on these topics in other languages.
Group Counseling	Involves two or more participants addressing certain issues, problems or situations that may be shared by the group members, such as: long-term unemployment, addressing ex-offender status with prospective employers, planning for living expenses while attending college, etc.
Individual Counseling	One-on-one session that may go into greater detail about a particular participant’s needs regarding specific issues, problems or situations she/he is facing, such as planning for living expenses while in training, addressing ex-offender status during an interview, etc.
Individual Employment Plan (IEP) Development	Developed jointly with the participant and career consultant, may include other one-stop partner as appropriate. The IEP identifies employment goals, appropriate achievement objectives, and an appropriate combination of services the participant will need to achieve his/her goals, including information about ETPL. It is an ongoing strategy that must be signed and dated by both the participant and the career consultant. Participant progress should be reviewed on an ongoing basis and the IEP revised if goals, objectives, or services to be provided change.
Out-of-Area Job Search or Relocation	Financial or technical assistance to conduct out-of-area job search activities, and/or informational or support services that support relocation to enter unsubsidized employment.
Short Term Pre-Vocational	Often referred to as Pre-employment competency or Work-Ready – it is the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. May also include digital/computer literacy.
Work Experience / Internship	Planned, structured, leaning experiences, linked to careers, that takes place in a workplace for a limited amount of time. May be in the non-profit, for-profit, or public sectors. May be paid or unpaid depending on whether it meets the employer/employee relationship as identified in the FLSA.
Workforce Preparation	Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy, self-management skills-including competencies in utilizing resources and information, working with others, understanding systems, obtaining skills necessary for transition into and completion of post-secondary education or training, or employment Title II WIOA definitions Section 203(17)

FOLLOW UP SERVICES are required for Adult/DW and Youth populations but are different as below:

FOLLOW-UP SERVICES	
Follow-Up DW / Adult	<p>Must be made available to Adult and Dislocated Worker participants (as determined appropriate by the Local WDB), for a minimum of 12 months following the first day of employment.</p> <p>Follow-Up services for A/DW are primarily tied to job retention. Follow-up services include counseling regarding continued success in the workplace.</p>

CRITERIA FOR TRAINING SERVICES – Training services may be made available to individuals who:	
	<p>A. A one-stop center or one-stop partner determines, after an interview, evaluation, or assessment, <u>and</u> career planning, are:</p> <ol style="list-style-type: none"> 1. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services; 2. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and 3. Have the skills and qualifications to participate successfully in training services; <p>B. Select a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate;</p> <p>C. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (provisions relating to fund coordination are found at §680.230 and WIOA sec. 134(c)(3)(B)); and</p> <p>D. If training services are provided through the adult funding stream, are determined eligible in accordance with the State and Local priority system in effect for adults under WIOA 134(c)(3)(E) and §680.600.</p>

TRAINING SERVICES	
Training	Definitions
Adult Education & Literacy in combination w/ occupational training	Training funds may be used to support Adult education and literacy activities if they are provided concurrently or in combination with occupational training, (including training for non-traditional occupations), OJT, Incumbent Worker Training, Workplace training that combines training and related instruction, training programs operated by the private sector, skills upgrading or entrepreneurial training.
Customized Training <i>Unemployed Individuals</i>	Training designed to meet the special requirements of an employer (or group of employers), that is conducted with a commitment by the employer to employ the individual upon successful completion of the training, for which the employer pays a significant cost of the training as determined by LWDB policy.
Customized Training <i>Employed Individuals</i>	<p>Customized training of an eligible employed individual may be provided for an employer or group of employers when:</p> <ul style="list-style-type: none"> • The employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment as determined by LWDB policy; • The requirements of CT as listed above are met; and • The CT relates to new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy.

Entrepreneurial Training	Training to prepare participants to enter self-employment, start microenterprises, may include: writing a business plan, understanding market research, market or product development, financial request proposals, staffing, business accounting, record keeping, and more.
Incumbent Worker Training	Incumbent worker training must meet the requirements of WIOA §134(d) and must increase the competitiveness of the employee or the employer. It is training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert layoff of employees by assisting workers in obtaining the skills necessary to retain employment; and that is conducted with a commitment by the employer to retain or avert the layoffs of the incumbent workers trained. Note: LWDB employer criteria and cost-sharing requirements apply. Not more than 20% of Local A/DW funds may be used for incumbent worker training.
Job Readiness in combination w/occupational training	If funded as a training activity job readiness must be provided in combination with occupational skills training including classroom or work-based occupational training.
Occupational Skills Training	Program of training offered by an Eligible Training Provider, paid for with an Adult/DW Individual Training Account (ITA), which may also include related instruction cost of Registered Apprenticeship program listed on ETPL.
On-the-Job Training Unemployed Individual	<p>Training provided by an employer to a paid participant engaged in productive work in a job that:</p> <ul style="list-style-type: none"> • Provides knowledge or skills essential to the full and adequate performance of the job ; • Is made available through a contract that provides a reimbursement of up to 50% of the participant wage to the employer to cover the extraordinary cost of training and additional supervision; and • Is limited in duration as appropriate to the occupation, taking into account the content of the training, the participant's existing skills and prior work experience, and the participant's IEP. <p>May include the cost of OJT for a Registered Apprenticeship program listed on the ETPL. LDWB policy may allow for greater than 50% wage reimbursement based on size of employer, participant characteristics, quality of training and opportunity for advancement as delineated in LWDB policy. May not be entered into with any employer who under previous OJT contracts failed to provide long term employment as a regular employee with wages, benefits, and working conditions equal to other employees working for a similar length of time.</p>
On-the-Job Training Employed Individual	<p>OJT contract may be written for eligible workers when:</p> <ul style="list-style-type: none"> • The employee is not earning a self-sufficient wage, or wages comparable to or higher than wages from previous employment, as determined by LWDB policy; • Meets the requirements for OJT listed above; <p>Relates to introduction of new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy.</p>
Pre-Apprenticeship Training	A program designed to prepare an individual to enter and succeed in a registered apprenticeship program and that provides: Training & curriculum that aligns with the skill needs of employers in the local or State economy, access to educational and career counseling and other supportive services, directly or indirectly, hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options hands-on, understanding how course work applies on the job, leads to an opportunity to attain at least one industry-recognized credential; and is in partnership with one or more registered apprenticeship programs/sponsors that assist individuals who complete the pre-apprenticeship to enter a registered apprenticeship program.

Registered Apprenticeship	WIOA participant entry into a registered apprenticeship program as a training pathway. Performance measures include: Employment 2nd & 4th Qtr, Earnings 2nd Qtr, and A measurable skill gain. Enrollment for the full term of RA program is not necessary, if enrolled for up to one year the above measures apply, if the apprentice receives a certification of apprenticeship within one year of exit of program a credential measure also applies.
Skills Upgrade & Retraining	Training designed to enhance the skills of currently employed participants who are working at less than their potential and have minimal or no advancement capability without gaining the skills required for them to upgrade and retrain to move them to self-sufficiency.
Training programs operated by the private sector	Private sector training programs that provide specific skills pertaining to a plant function or plant machine that cannot be provided by an ETP or OJT.
Transitional Jobs	A time-limited work experience, for which wages are subsidized by the program and that are targeted to individuals with barriers to employment that are chronically unemployed or have inconsistent work history, as determined by LWDB. Transitional jobs are designed to enable individuals to establish a work history, demonstrate success in an employee/employer relationship and develop skills that will lead to unsubsidized employment. Transitional job training must be combined with comprehensive career services and supportive services. Funds for this type of training are limited to 10% A/DW total funds.
Workplace training combined with related instruction	Training that combines hands-on occupational training with related instruction classes, such as cooperative education.

Youth Program Services:

YOUTH SERVICES must be made available to all enrolled youth participants. To be considered a youth participant the following four enrollment steps must occur:

- (1) An eligibility determination;
- (2) Provision of an objective assessment;
- (3) Development of an individual service strategy; and
- (4) Participation in any of the 14 WIOA youth service elements*

NOTE: If a youth does not meet enrollment requirements or cannot be served by the Title IB program, the service provider must refer the youth for further assessment or refer the youth to other appropriate programs that will enable them to address their skill and training needs.

YOUTH SERVICES	
Youth Service Elements	Definitions
Adult Mentoring*	Required to last at least 12 months and may take place both during and after exit from program. Is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee and that matches the youth with an individual mentor who interacts on a face-to-face basis. May include workplace mentoring where the local program matches a youth with an employer or employee of a company 681.490 .
Alternative Secondary School*	Alternative secondary school services or secondary dropout recovery programs.
Comprehensive Guidance & Counseling*	Individualized counseling that may include: drug and alcohol abuse counseling, mental health counseling, and referral to counseling provided by partner programs. When referring to such programs the local youth provider must coordinate with the organization it refers the youth in order to ensure continuity of service.

Education concurrently w/ workforce preparation*	Reflects an integrated education & training model which details how workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and are connected to training for a specific occupation, occupational cluster, or career pathway.
Entrepreneurial Skills Training*	Provide the basics for starting or operating a business and include activities that develop entrepreneurial skills such as the ability to: <ul style="list-style-type: none"> • Take initiative; • Develop budgets and forecast resource needs; • Understand options for acquiring capital and the trade-offs associated with such options; and • Communicate effectively and market oneself and one's ideas. Approaches may include: <ul style="list-style-type: none"> • Introduction to the values and basics of starting & running a business, such as development of a business plan and simulations of business startups and operations; • Enterprise development and provision of supports and services that incubate and help youth develop their own businesses such as accessing small loans or grants necessary to begin business operation and by provision individualized attention to the development of viable business ideas.
Financial Literacy Education*	May include activities which support: <ul style="list-style-type: none"> • Ability to create budgets, initiate checking/savings accounts, & make informed financial decisions; • Learning how to manage spending, credit and debt, including student loans, consumer credit & credit cards; • Learning: significance of credit reports/scores, rights pertaining to credit & financial information, how to determine credit report accuracy, how to improve or maintain good credit; • Ability to understand, evaluate and compare financial products/services; • Knowledge about, rights regarding and protection from identity theft; • The financial literacy needs of non-English speakers including provision of financial literacy information in other languages • The financial literacy needs of youth with disabilities including connecting them to benefits planning and work incentives counseling; • Age appropriate, timely education and opportunities to put lessons into practice, such as by access to safe, affordable financial products that enable money management and savings; and • Other approaches that promote knowledge, skills and confidence in making financial decisions.
Follow-up Services*	Following exit from the program, services determined necessary to ensuring youth success in employment or post-secondary education may include regular contact with a youth's employer to provide assistance addressing work-related problems or may also include: supportive services, adult mentoring, financial literacy education, labor market information and information on in-demand industry sectors in the local area, career awareness and career exploration, and activities that help a youth prepare to transition to postsecondary education & training. Follow-up services must be offered for a minimum of 12 months after exit unless the youth declines such services or cannot be located. Follow-up services must include more than a mere attempt to contact a youth to document a performance outcome.
Incentive Payments	Incentive payments are for recognition and achievement directly tied to training activities and work experiences. The LB or service provider must have written policies and procedures in place that govern the award of incentive payments. Such payments may not include entertainment-related activities such as sporting events or movie tickets or other venues whose sole purpose is entertainment.
Individual Employment Plan	This activity is recorded by creating the ISS. The ISS must: be tied to Youth performance measures, identify a career pathway that includes education and employment goals, consider career planning activities, results of the objective assessment, and service needs of the participant.

	If another program has already developed an ISS with a youth participant, the service provider may continue to use the initial ISS if it meets these requirements.
Individual Training Account Youth ITA	Allowed to enhance individual participant choice in their education and training plans and to provide flexibility to service providers, may be used for youth ages 16-24 when appropriate . In general, program staff should use the assessment process to determine which program would best meet the youth's needs (adult or youth) for youth who are aged 18+.
LMI & Career Counseling*	Includes provision of information on local labor market (jobs and skills in-demand), Career Counseling, including identifying appropriate Career Pathways, Career Awareness, and Career Exploration & Career Planning activities
Leadership Development*	Linking youth with opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as: <ul style="list-style-type: none"> • Exposure to postsecondary education possibilities; • Community and service learning projects; • Peer-centered activities, including peer mentoring & peer tutoring; • Organizational and teamwork training and team leadership training; • Decision making, determining priorities and problem solving; • Citizenship training, including life-skills such as parenting & work behavior; • Civic engagement activities which promote quality of life in a community; and • Putting youth in leadership roles such as committee membership.
Objective Assessment	Includes a review of academic & occupational skill levels, as well as service needs, career readiness, individual strengths, prior work experience, and employability - for the purpose of identifying appropriate services and career pathways and to inform the Individual Service Strategy. Note: not required if already provided by another program.
Occupational Skills Training*	Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by in-demand occupational fields at the entry, intermediate, or advanced levels, and that: <ul style="list-style-type: none"> • Is outcome-oriented and focused on a specific occupational goal identified in the youth ISS; • Is of sufficient duration to impart the skills needed to meet the occupational goal; and • Leads to attainment of a recognized postsecondary credential. Such program must meet the quality standards in WIOA §123.
Supportive Services*	Services that enable the youth to participate in WIOA activities, such as linkages to community services, assistance with childcare, transportation, housing, educational testing, reasonable accommodations for youth with disabilities, legal aid services, uniforms, work attire, safety gear, tools, books, fees, school supplies, and other training related costs such as test, application, and/or certification fees and more to be provided as identified in Local Board policy.
Transition Activities*	Activities that prepare youth to transition to postsecondary education and training, may include linkage to programs like TRIO or GEAR UP, how to apply for financial aid & scholarships, understanding college application processes, preparing for entrance exams, essays. Understanding pre-requisites, college culture and more.
Tutoring / Study Skills*	Tutoring, Study Skills techniques, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of a secondary diploma or equivalent (including a recognized certificate of attendance for youth with disabilities) or to a recognized post-secondary credential.

Work Experience*	<p>Planned, structured learning experiences that take place in a workplace for a limited period of time. May take place in the private-for-profit, non-profit, or public sector. Must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience, further academic and occupational education may occur inside or outside the work site. Types of WE include:</p> <ul style="list-style-type: none"> • Summer youth employment opportunities or WE during the school year; • Pre-Apprenticeship programs; • Internships and Job Shadowing; and • On-the-Job Training.
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*= one of 14 Youth Service Elements

Employer Services:

This is not an all-inclusive list but identifies services that are routinely offered and some that may be offered as customized services.

EMPLOYER SERVICES	
Business Services	Definitions
Labor Exchange Services	<p>Must be made available and include:</p> <ul style="list-style-type: none"> • Appropriate recruitment services on behalf of employers; • Information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system; • Provision of workforce and labor market employment statistics information, including accurate information related to local, regional and national labor market areas; • Job vacancy listings in labor market areas; • Info on the skills necessary to obtain vacant jobs; and • Info relating to occupations in-demand and the earnings, skill requirements and opportunities for advancement for those jobs (career pathways info for employers).
Customized Services	<p>May be provided to employers, employer associations or other such organizations. These services are tailored for specific employers and may include:</p> <ol style="list-style-type: none"> 1. Customized screening and referral of qualified WIOA participants in training services to employers; 2. Customized services or information regarding employment-related issues, including workforce needs assessments; 3. Customized recruitment events and related services, including targeted job fairs; 4. Referrals to assistance in development of registered apprenticeship program; 5. Referrals to assistance for averting layoffs; 6. Referrals to assistance with skills upgrading and skill standard development; 7. Info on local, State or Federal tax credits; 8. Info on Bonding Programs; 9. Info on recruitment of specialized populations (Hire a Vet); 10. Info on local area industry/sector initiatives; 11. Human Resource Consultation services that may include assistance: <ol style="list-style-type: none"> a. Writing and reviewing job descriptions, employee handbooks; b. Developing performance evaluation and personnel policies; c. Creating orientation sessions for new workers; d. Honing job interviewing techniques for efficiency and compliance; e. Analyzing employee turnover; f. Creating job accommodations and use of assistive technologies; and g. Explaining labor and employment laws to help employers comply with nondiscrimination, wage/hour and safety/health regulations.
Customized LMI	LMI specially prepared for specific employers, sectors, industries, or clusters

Special Requirements:

WIOA core programs are required to work toward an integrated intake system that will: streamline the intake process for customers who would benefit from the services from multiple one-stop system partners, further collaboration between partners on behalf of customers, maximize the use of scarce resources available from partners, and eliminate unnecessary duplication.

Employment and Labor Exchange Services

Partner:

The Maine Department of Labor, Bureau of Employment Services is the grant administrator of WIOA Title III Wagner-Peyser Funds and is the provider of employment and labor exchange services across the State. Wagner-Peyser staff are co-located with other required partners in the following one-stops:

Service Provider and Service Locations:

The Maine Department of Labor, Bureau of Employment Services is the provider of Wagner-Peyser Employment and Labor Exchange Services. These services are offered at the following locations:

Center	Location	Manager	Phone	Email
Augusta	45 Commerce Dr., Augusta, ME 04330	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Bangor	45 Oak Street, Ste. 3, Bangor, ME 04401	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Southern MidCoast (Brunswick)	29 Sewall St., Brunswick, ME 04011	Rene Smith	207-707-2195	Rene.l.smith@maine.gov
Calais	5 Lowell Street, Suite #1, Calais, ME 04619	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Lewiston	5 Mollison Way, Lewiston, ME 04240	Rene Smith	207-707-2195	Rene.l.smith@maine.gov
Machias	53 Prescott St., Machias ME 04654	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Greater Portland	151 Jetport Blvd, Portland, ME 04102	Rob Klaiber	207-557-3274	Robert.Klaiber@maine.gov
Presque Isle	66 Spruce St., Presque Isle, ME 04769	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Rockland	91 Camden St. Rockland, ME 04841	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Northern Kennebec Valley (Hinckley)	Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Springvale	9 Bodwell Ct., Springvale, ME 04083	Rob Klaiber	207-557-3274	Robert.Klaiber@maine.gov
Wilton	865 US Rt.2E, Wilton, ME 04924	Rene Smith	207-707-2195	Rene.l.smith@maine.gov

Services Overview:

Bureau of Employment Services (BES) staff provides all of the Basic Career services identified in the table above. BES staff may also provide Individualized Career Services, as appropriate.

Bureau of Employment Services staff work directly with employers to provide many of the services identified in the Employer Services portion of the above tables. In addition, BES staff participates in the Maine- At-Work Initiative (MAWI), a collaboratively developed, web-based platform that allows job seekers and/or employers to request information on available programming/services to meet their needs. When a job seeker or employer completes the MAWI online request form, an email to BES is generated and the appropriate workforce and economic development resource providers are notified. MAWI assists job seekers and employers navigate the numerous workforce and economic development resources.

Bureau of Employment Services’ staff administer and coordinate the Maine JobLink, a labor exchange and case management system, designed to link employers to workers and workers to jobs and to track information about participants required by multiple Federal workforce programs.

Bureau of Employment Services offer customized job fairs and recruitment services to employers and a variety of job search assistance workshops to the general public.

Eligibility:

Basic Career Services and Labor Exchange services are universally accessible to all individuals and employers; there are no eligibility requirements for use of these services. These services can be self-accessed virtually or through one-stop centers and can be accessed with staff assistance as necessary.

Services:

Employment Services include all of the Basic and Individualized Career Services and Employer Services identified in the charts above under Title IB. In addition, BES provides the following services:

<p>Maine JobLink (MJL) https://joblink.maine.gov</p> <p>Employment Services also include labor exchange services that are processed through the online application Maine JobLink (MJL). MJL is used by employers, job Seekers, and partners to post jobs, find jobs and track and share participant and employer data.</p> <p>MJL allows registered job seekers to search for jobs online, post a resume, and get direct referrals to jobs. Employers use the MJL to post job listings at no charge, review profiles of interested applicants, and -contact potential job seekers directly. The Bureau of Unemployment Compensation requires unemployment insurance claimants to register for MJL as part of their job search requirements. MJL is also a participant and employer tracking system designed to track service data for Federal reporting purposes.</p> <p>Additional benefits that result from Employer, Job Seeker and Partner use of the MJL system include:</p> <ul style="list-style-type: none">✓ Job listings posted on the MJL meet basic affirmative action requirements for employers required to recruit from minority populations;✓ Job listings that go unfilled provide the State with data that informs and documents need for industry sector skill training grants and strategic investment of existing grant funds;✓ Ability for service providers to communicate and share information about services provided to employers and job seekers
<p>Job Fairs – These can be set up for particular types of recruitment, for example IT job fairs, or more commonly - a job fair that hosts a variety of employers and job seekers. In some instances, the Job Fair can be a single employer recruiting from a particular target group of job seekers such as a group of workers who have been laid off from a downsizing or closure.</p>
<p>Customized Recruitment – Specialized recruitment services provided to an employer, such as a single employer job fair hosted by a one-stop and set up with individual interview rooms for employer staff to conduct screening interviews one-on-one with individual job seekers.</p>
<p>Layoff Aversion – A service offered through the State Rapid Response Unit and may include skill upgrade, and/or retraining of existing workers to assist an employer to transition to new products or services, and retain the workers.</p>
<p>Rapid Response – Respond to layoffs and plant closings by quickly coordinating services and providing immediate assistance, including connection to WorkShare, to companies and their affected workers to ensure rapid reemployment and minimize the negative impacts of the layoff. These services can include job getting skills training, labor market information services, resume development, interview preparation and even specialized job fairs that connect affected workers with employers who are looking to hire workers with their skill set.</p>

Special Requirements:

BES requests that all system partners to promote use of the Maine JobLink, job match system to help employers recruit workers, workers find jobs, and connects recent college and training graduates with employers and jobs. There is no cost to use the system and the more broadly it is used, the greater its value to all its users.

Service Changes Due to COVID-19:

Due to COVID19 risks, services under the Bureau of Employment Services, services are being provided both virtually and in-person. Job seekers and employers may call, email, or Live Chat with staff or they may visit the centers on days and times listed on the Maine CareerCenter website.

Maine Unemployment Compensation Program

Partner:

The **Maine Department of Labor, Bureau of Unemployment Compensation** is the grant administrator of Unemployment Insurance Program that includes Benefits, Tax, and Appeal services.

Service Locations:

Unemployment Benefit services are accessible online or by phone. Employment Services staff have been trained to provide meaningful assistance to claimants who enter one-stops with inquiries about Unemployment Insurance Claims and each comprehensive one-stop provides access to an electronic contact option, which will result in a call-back to the claimant within 24 hours. This electronic contact option is only available through the one-stops, and limited other non-public portals. However, claimant or employer questions or issues can also be submitted online via the customer messaging portal via the "Contact Us" section of the Maine Department of Labor website. Response is generally within 24 hours. Claims Representatives are available by phone from 8:00 am to 3:00 pm Monday through Friday.

Service & Eligibility Overview:

Unemployment insurance provides a temporary source of financial assistance to individuals who have lost their jobs through no fault of their own while they are seeking new employment. Unemployment Benefits are funded solely by unemployment taxes paid by employers; workers do not pay into the unemployment system. An unemployed individual can apply for unemployment benefits as soon as they become unemployed. A person's benefit year begins Sunday of the week in which an initial claim is filed and generally, up to 26 weeks of benefits can be collected during one's benefit year if the individual meets initial eligibility, is unemployed and otherwise, remains physically able to work, is available to accept work and is actively seeking new employment.

Individuals can apply for unemployment online, by telephone, or by mail (mail is not recommended as it is the slowest way to initiate one's claim). The best and quickest option for filing an unemployment claim is to file online. Filing by phone is also an option and a relatively quick process although callers may experience a wait getting connected to a claims representative during the winter months (mid-November, through February) when unemployment levels increase. During the winter, Mondays and Tuesdays can be the busiest days to call but volumes drop later in the week, especially on Wednesdays and Thursdays. Claim-related calls may be made between 8:00 a.m. and 3:00 p.m. by calling 1-800-593-7660. Furthermore, online inquiries may be sent through the Bureau's "Contact us" link on the department's website.

An individual will need the following information to file a claim:

- Their Social Security Number (and Alien Work Authorization information if applicable);
- The business name, address, and telephone number of each place they worked during the past 18 months; and
- The jobs they held and the dates they worked (for each employer).
- Veterans separated from the armed forces within the past 18 months will need to provide a copy of their DD-214 form.
- Federal civilian employees who have been separated from their employer will be asked to provide their Standard Form (SF) – 8, or SF-50.

Once an individual has filed a claim, the bureau will reach out to their former employer(s) to verify the reason for separation, dates of employment, and other information necessary to determine eligibility for benefits. The dollar amount an individual is qualified to receive each week is called the **weekly benefit amount (WBA)**. It is based on their earnings during a one-year 'set' period of time (base period) prior to their job loss. Effective June 1, 2022, the maximum WBA a person can receive is \$538.00, plus \$25 per dependent. The dependency allowance can total no more than 75% of the individual's WBA.

The maximum amount of benefits a claimant may receive during their benefit year is also based on prior base period earnings. As mentioned earlier, a person may collect **up to** 26 weeks of benefits during their benefit year, but weeks do not have to be filed for consecutively if new or temporary work is found. As this is an insurance program, individuals must satisfy certain responsibilities each week in which a claim is filed to receive benefits. A person must have been able to work and available to accept work throughout the week claimed, and have been actively looking for work unless under a department approved work search waiver.

If someone is unsure whether they would qualify to receive unemployment benefits, the department recommends filing an unemployment initial claim. Eligibility is determined based on many factors and filing an initial claim is the right place to start. Staff members that work in the one-stop center can assist individuals with information about filing for unemployment insurance but specific claim questions should be directed to the Bureau either online through the Contact Us page of the Maine Department of Labor website at www.maine.gov/labor or by speaking with a claims representative by calling toll free at 1-800 593-7660.

Trade Adjustment Assistance Act Programs

Partner:

The **Maine Department of Labor, Bureau of Employment Services** is the statewide administrator and service provider of Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA), and Trade Readjustment Allowance (TRA) services that help trade-affected workers (those who have lost their jobs as a result of increased imports or shifts in production to companies outside of the United States as a result of an international Trade Agreement).

Service Locations:

Center	Location	Manager	Phone	Email
Augusta	45 Commerce Dr., Augusta, ME 04330	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Bangor	45 Oak Street, Ste. 3, Bangor, ME 04401	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Southern MidCoast (Brunswick)	29 Sewall St., Brunswick, ME 04011	Rene Smith	207-707-2195	Rene.l.smith@maine.gov
Calais	5 Lowell Street, Suite #1, Calais, ME 04619	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Lewiston	5 Mollison Way, Lewiston, ME 04240	Rene Smith	207-707-2195	Rene.l.smith@maine.gov
Machias	53 Prescott St., Machias ME 04654	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Greater Portland	151 Jetport Blvd, Portland, ME 04102	Rob Klaiber	207-557-3274	Robert.Klaiber@maine.gov
Presque Isle	66 Spruce St., Presque Isle, ME 04769	Patricia Perry	207-707-2195	Patricia.S.Perry@maine.gov
Rockland	91 Camden St. Rockland, ME 04841	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Northern Kennebec Valley (Hinckley)	Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944	Susan LeClair	207-530-0520	Susan.A.LeClair@maine.gov
Springvale	9 Bodwell Ct., Springvale, ME 04083	Rob Klaiber	207-557-3274	Robert.Klaiber@maine.gov
Wilton	865 US Rt.2E, Wilton, ME 04924	Rene Smith	207-707-2195	Rene.l.smith@maine.gov

Services Overview:

There are steps a certified worker must take to ensure their certification is documented and that they have met certain timeframes in which they have to make choices about the type of trade services they would like to pursue. Certified workers may be eligible to receive job search assistance, training, relocation allowances, additional weeks of unemployment benefits and a tax credit on health insurance premiums. RTAA provides eligible workers (50 years old or older) with a wage subsidy if they find new employment within two years from layoff and their new job has lower wages than their old job.

Trade affected workers may receive any of the services identified as Basic and Individualized Services listed under Title IB services.

Eligibility:

Eligibility for Trade Adjustment Assistance Services is based on employer certification that is conducted by the US Department of Labor on companies that have closed or undergone significant downsizing as a result of jobs going outside of the U.S.A. Workers of companies that have been Trade Certified are referred to as certified workers. The Bureau of Employment Services works to contact all TAA eligible participants and to inform them of their eligibility and how they can access services. Individuals who qualify for TAA also qualify for the Title IB Dislocated Worker program and USDOL encourages co-enrollment in both programs to address the service needs of the individual.

Services:

TAA provides the same services as those provided to Title IB Dislocated Workers listed above, including Basic and Individualized Career Services and Training Services.

Veterans Services

(Under the Jobs for Veteran State Grant (JSVG))

Veteran Service Overview, Partners, and Service Locations:

The Maine Department of Labor, Bureau of Employment Services offers priority of services to all veterans and specialized employment and training services to veterans of the U.S. Armed Forces and covered persons. Disabled veterans and veterans with significant barriers to employment may receive any of the services offered through the one-stop system, but in addition can receive individual assistance connecting them to a multitude of specialized resources and programs. Dedicated staff members work with Maine employers to assist in veteran job placement.

Maine also participates in a number of innovative initiatives including the “Maine Hire-a-Vet” campaign which raises awareness of the Veterans’ employment program at MDOL as well as showcases the talents, specialized expertise and occupational skills of individual veterans to employers. MDOL ensures that priority of service opportunities are clearly visible and articulated to all customers who engage in one-stop services and at a minimum, priority of service to veterans and veteran spouses are integrated in our outreach, recruitment, notification and intake efforts, to include:

- Inclusion of information regarding veterans’ priority of service in printed materials targeted to customers and employers
- Inclusion of information regarding veterans’ priority of service in presentations made to customers and employers
- Addition of veterans’ priority of service information to service providers, Maine one-stop centers and MDOL web sites
- Pro-active recruitment of veterans by targeted strategies that focus on employers as well as job seeking veterans
- Addition of a veterans’ priority of service rights statement to the complaint procedures provided to a Veteran customer
- Addition of a veterans’ priority of service rights statement to the signature portion of the paper intake forms
- Provision of the opportunity for veterans and covered persons to make known their veteran status
- The Maine JobLink job notification system, which will inform eligible veterans of job opportunities before all other registrants
- Written policies to establish that service providers who receive WIOA funds for employment and training programs will be required to identify covered persons at the point of entry to programs and/or services, so that veterans and covered persons can take full advantage of priority of service
- Written policies and procedures to ensure veterans and covered persons understand their entitlement to priority of service, the full array of employment and training services available, the eligibility requirements that veterans and covered persons must meet in order to enter programs and services

Services Overview and Eligibility:

Eligibility for Services will be delineated in written policies and procedures:

- That ensure veterans and covered persons meet the statutory eligibility requirements applicable to the specific employment and training program
- That ensure veterans and covered persons are given priority of service where statutory or mandatory priorities are in effect and particularly, where local area service providers have instituted mandatory priorities due to limited funds
- That ensure eligible veterans and covered persons receive access to services or resources before non-covered persons when resources for services are limited
- That target special populations of veterans, including Special Disabled Veterans, Campaign Badge Veterans, Disabled Veterans, and covered persons

Veterans can access all of the services offered under Title IB, Adult, Dislocated Worker, and Youth programs, any service offered under Wagner-Peyser Employment and Labor Exchange services. Veteran's services are accessed through the one-stop centers.

For one-stop centers and WIOA partners who identify a veteran with significant barriers to employment and are eligible for additional services, they must refer that veteran to a DVOP (Disabled Veteran's Outreach Program Specialist) who will ensure that the veteran and covered persons are made aware of all additional services and resources available. Delivery of services through the one-stop system to veterans and covered persons is standardized to ensure that no veteran or covered person is turned away without receiving some level of service. All Wagner-Peyser staff are trained to provide initial assessment and triage for all customers entering our CareerCenters, including veterans. After initial assessment, Wagner-Peyser staff will determine if they will provide needed services to the veteran/covered person or if a referral to the local Disabled Veterans Outreach Program Specialist (DVOP) is required.

An assessment is conducted by all CareerCenter staff to assist in the triaging of veterans and covered persons to a DVOP. Staff are trained on front desk customer flow and screen process for veterans, in compliance with VPL 03-14, changes 1 and 2 and VPL 03-19. An assessment form asks veterans specific questions and provides check-off boxes to make it easier for Wagner Peyser staff to appropriately sort and triage the veteran to the DVOP, other one-stop partners or community resources, depending on the veteran's responses to SBE related questions with a direct focus on "Priority of Service for all Veterans".

In accordance with VPL 03-14, changes 1 and 2 and VPL 03-19, DVOPs will serve the following eligible veterans/persons in the year(s) ahead and adjust if new VPLs instruct otherwise:

- A special-disabled or disabled veteran, as defined in 38 U.S.C. §4211(1) & (3), is a veteran who:
- Is entitled to compensation (or who but for the receipt of military retirement pay would be entitled to compensation) under the laws administered by the Secretary of Veterans Affairs; or,
- Was discharged or released from active duty because of a service-connected disability;
- A veteran who is a homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 1302 (a) and (b), as amended. This is updated to include paragraph (b) of Section 103 of the McKinney-Vento Homeless Assistance Act, which considers "homeless" to be any individual or family member who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
- A recently separated service member, as defined in 38 U.S.C. 4211(6) who has been unemployed for 27 weeks or more in the previous 12 months;
- A veteran who is an offender, as defined by WIOA Section 3 (38), refers to any eligible veteran or covered persons who is currently incarcerated or has been released from incarceration;
- A veteran lacking a high school diploma or equivalent certificate;
- A veteran who is low-income as defined by WIOA Section 3 (36);
- A transitioning service member (TSMs) of the Armed Forces who has been identified as in need of intensive / individualized career services;
- A member of the Armed Forces who is wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition unit;
- The spouses or other family caregivers of such wounded, ill or injured member; and
- Any veteran between the ages of 18-24.
- Vietnam-era Veterans. Pursuant to 38 U.S.C. 4211, the term "Veteran of the Vietnam Era" is an eligible veteran any part of whose active military, naval or air service was during the Vietnam era. "Vietnam-era" means the period beginning on February 28, 1961 and ending on May 7, 1975.

Disabled veterans, covered persons and veterans with significant barriers to employment that qualify for JVSG eligibility, may receive any of the services offered though the one-stop system and are referred to the CareerCenter's Disabled

Veterans Outreach Program Specialist (DVOP) for additional individual assistance connecting them to a multitude of specialized resources and programs. DVOP's work exclusively with veterans and covered persons to facilitate their access to all programs and services for which they are eligible under the priority of service policy. These specialists provide one-on-one assistance that includes case management, assessment, planning, provision of individualized career services, advocacy, job development, job matching, referral to other state and federal programs and follow-up. DVOP's ensure that the veteran/covered person is registered in Maine JobLink, that his/her basic military information is documented, and that provision of individualized career services is documented along with case notes, as appropriate.

In addition, a DVOP Specialist serves in the role of Intensive Services Coordinator (ISC) at the Togus VA, spending time, weekly, to conduct outreach to veterans with significant barriers to employment (SBEs) and to support the VA's Vocational Rehabilitation and Employment (VR&E) Program. The Intensive Services Coordinator (ISC) serves as the DVOP's central point of contact for service to VR&E participants. In addition to case management responsibilities, our ISC facilitates the dissemination of information to, and compiles information from, our DVOP Specialists who serve Chapter 31 participants.

If the veteran/covered person does not qualify for the Jobs for Veteran Services Grant (JVSG) target population or if a DVOP is not currently available, the veteran will be served by the next available CareerCenter staff person and will provide individualized career services for the veteran and/or covered person. This may include assessment, planning, advocacy, job development, job matching, referral to other state and federal programs and follow-up.

CareerCenters also employ Local Veterans Employment Representatives (LVERs). The LVER conducts employer outreach and establish employment and training opportunities on behalf of all veteran clients that are served in their regions. LVERs conduct outreach to employers, facilitate employment and training sessions, build relationships with required partners on employer outreach for veteran opportunities and completing reporting requirements. LVERs assist in the coordination and participation of job fairs and/or hiring events, either in-person or on a virtual platform which can be conducted on both local and statewide levels and in both general and sector specific industries. LVERs are trained to know about one stop partner services that have the potential to improve employment and training options for employers and focus on the promotion of Veterans as job seekers who have highly marketable skills and experience. LVERs work directly with Wagner-Peyser, Workforce Innovation Opportunity Act, State Vocational Rehabilitation and Adult Education staff to better understand options for employers in Maine and to increase employment opportunities for veterans and to educate and encourage employers to participate in employment support programs such as On the Job training (OJT), GI BILL OJT, Maine's Apprenticeship Program, Competitive Skills Scholarship Program (CSSP), Workforce Innovation Opportunity Act (WIOA), State of Maine Vocational Rehabilitation, Work Opportunity Tax Credit (WOTC) and Federal Bonding.

LVERs advocate on behalf of Veterans for employment and training opportunities with Maine businesses and industry, community-based organizations, or with any entity that provides quality jobs offering good pay and benefits. Through these efforts, our LVERs develop relationships, jobs, training, or training opportunities for veterans and covered persons.

As veterans and covered persons may be referred to any available employment and training service open to the general public regardless of funding source, it is important that all one-stop center staff establish and maintain effective working relationships with one-stop system partners and service networks. These relationships will strengthen coordination of interagency efforts to help support veteran service initiatives. Veterans' priority of service language will be integrated into financial and nonfinancial working agreements and Memoranda of Understanding with other organizations to ensure Maine's workforce development system is "Keeping the Promise!"

Vocational Rehabilitation

Partner:

The Maine Department of Labor, Bureau of Rehabilitation Services (BRS), Division of Vocational Rehabilitation (DVR) and the Division for the Blind and Visually Impaired (DBVI), are the grant administrators of funds allotted by the U.S Department of Education. DVR and DBVI staff provide services through the one-stop system to individuals who have disabilities that are a significant impediment to employment. Priority is given to individuals with the most significant functional limitations.

Service Locations:

Center	Location	Phone
Augusta	45 Commerce Dr., Augusta, ME 04333	800-760-1573
Bangor	45 Oak Street, Suite 1, Bangor, ME 04401	888-545-8811
Brunswick	29 Sewall St., Brunswick, ME 04011	888-836-3355
Houlton	11 High St., Houlton, ME 04730	800-432-7338
Hinckley	23 Stanley Rd, Hinckley, ME 04944	800-760-1572
Lewiston	5 Mollison Way, Lewiston, ME 04240	800-741-2991
Machias	53 Prescott St., Suite 2, Machias ME 04654	800-770-7774
Portland	151 Jetport Blvd, Portland, ME 04102	877-594-5627
Presque Isle	66 Spruce St., Presque Isle, ME 04769	800-635-0357
Wilton	865 US Rt.2E, Wilton ME 04924	800-982-4311

Services Overview:

Eligibility for Vocational Rehabilitation (VR) services is determined within 60 days based upon documentation of disability as a barrier to employment. Individuals who are not determined eligible for VR services or cannot be served because of insufficient funds are referred to other one-stop and comparable services providers for assistance.

Based upon a comprehensive assessment of rehabilitation needs, employment plans are developed with eligible individuals, which include services provided directly by DVR/DBVI, as well as many other partners and contracted providers. Individuals that work with DVR/DBVI are in various stages of rehabilitation and adjustment to disability; they are encouraged to utilize all available resource to successfully achieve their vocational goals, including registering with the Maine JobLink when ready to search for employment.

BRS DVR/DBVI actively works as part of the One-Stop Operator's CORE teams to support the integration of services with other partners in each local area. BRS assists with the coordination of services on behalf of DVR/DBVI customers and provides technical assistance, training and consultation to other partners to ensure the physical and programmatic accessibility of the one-stop centers for all customers with disabilities.

Eligibility for the Division of Vocational Rehabilitation Services:

An individual is eligible for DVR services if the individual:

- A. Has a physical or mental impairment which, for the individual, constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a physical or mental impairment hinders the individual from preparing for, engaging in, retaining, or advancing in employment, consistent with the individual's abilities and capabilities, and
- B. Requires vocational rehabilitation services to prepare for, secure, retain, advance or regain employment

consistent with the applicant’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. VR services must be necessary to overcome disability-related barriers. Lack of resources by itself does not constitute a disability-related barrier.

Eligibility for the Division for the Blind and Visually Impaired Services:

An individual is eligible for DBVI vocational rehabilitation services if the individual:

- A. Has a significant visual impairment which, for the individual, constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a visual impairment hinders the individual from preparing for, engaging in, retaining, or advancing in employment, consistent with the individual’s abilities and capabilities, and
- B. Requires vocational rehabilitation services to prepare for, secure, retain, advance, or regain employment consistent with the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Required VR services must be necessary to overcome disability-related barriers. Lack of resources by itself does not constitute a disability-related barrier.

An individual is eligible for DBVI Independent Living Services if the individual:

- A. Has less than 20/70 vision in the better eye with best correction or less than 20-degree fields and/or a significant functional impairment directly related to the visual limitations; and
- B. Blindness services are reasonably expected to significantly assist the individual to improve independent functions in family or community. Improvement in ability to function independently in family or community refers to a demonstration in functional or behavioral terms of an individual’s greater independence or maintenance of independence in such areas as self-care, activities of daily living, leisure activities, community, or orientation and mobility.

Services for Individuals with Disabilities:

Services are individualized and based upon specific rehabilitation needs. Each individual’s employment plan is unique and services listed below are those that might be considered for vocational rehabilitation.

Division of Vocational Rehabilitation
Vocational Guidance and Counseling
Comprehensive Assessment of Rehabilitation Needs
Medical and Psychological Evaluations
Physical Restoration Services
Deaf Services, including ASL Interpreting
Pre-Employment Transition Services to Students
Vocational Exploration
Vocational Assessment
Job Readiness Assessment
Individual Employment Plan
Job Development and Placement Services
Job Coaching
Occupational Skill Training
Postsecondary Education and Training
On-the-Job Training
Apprenticeship
Assistive Technology
Referral to Supportive Services Resources

Short-term Transportation Assistance
Short-term Supportive Services
Occupational Tools & Equipment
Self-Employment Exploration and Planning
Ticket to Work Services
Benefits Counseling
Post-Employment Placement Services
Work Opportunity Tax Credit
Division for the Blind & Visually Impaired
Vocational Rehabilitation Guidance & Counseling
Comprehensive Assessment of Rehabilitation Needs
Medical and Psychological Evaluations
Orientation and Mobility Instruction
Rehabilitation Teaching Services
Adaptive Technology Assessments and Services
Computer Access Training
Teacher of Visually Impaired Instruction
Low Vision Evaluation
Personal Adjustment Counseling
Reader Services
Individual Employment Plan Development
Occupational Skill Training
Postsecondary Education and Training
Apprenticeship
Job Development and Placement Services
Pre-Employment Transition Services to Students
Vocational Exploration
Vocational Assessment
Job Readiness Assessment
Job Coaching
Referral to Supportive Service Resources
Short-term Transportation Assistance
Short-term Supportive Services
Occupational Tools & Equipment
Self-Employment Exploration and Planning
Ticket to Work Services
Benefits Counseling
Post-employment Services
Work Opportunity Tax Credit

Services for Employers:

Through its Division of Vocational Rehabilitation (DVR) and Division for the Blind and Visually Impaired (DBVI), the Bureau of Rehabilitation Services (BRS) partners with businesses interested in the inclusion of people with disabilities to meet workforce needs and expand market share. The following services are offered:

Staffing and Recruitment of Qualified Job Seekers with Disabilities: BRS Business Account Managers coordinate services with employers and assist DVR/DBVI Vocational Rehabilitation counselors to identify and refer qualified

individuals with disabilities for job openings based upon employer workforce needs. Through extensive career development and work-based learning with youth with disabilities, BRS also works with employers to develop the next generation of workers for their workforce.

Job Support, Coaching and Training for Job Seekers with Disabilities: For those who need it, DVR/DBVI engage certified community-based employment specialists to provide the assistance necessary on and off the job site for individuals with disabilities to learn and perform job tasks for successful ongoing employment.

Workplace Accommodations: DVR/DBVI can assist an employer with identifying reasonable changes in the workplace that enable a person with a disability to apply for a job and/or perform job duties equal to similarly situated employees without disabilities. A majority of accommodations are low cost and can include assistive technology.

Job Retention/ Return-to-Work Services: DVR/DBVI can provide guidance and information to an employer for existing employees who currently have, or in the future may incur, a disability. This can save the employer the cost of hiring and training new staff while retaining a valuable current employee.

Financial Incentives: This includes low risk participation for employers through DVR/DBVI paid work experiences, such as vocational assessment and On-the Job training, as well as the Work Opportunity Tax Credit, which all assist in the placement and hire of an individual with a disability in competitive employment.

Technical Assistance, Consultation and Training: Based upon employer needs, this includes training on Disability Awareness/Etiquette; the Americans with Disability Act; Section 503 for Federal Contractors; and disability specific information, such as Deaf Culture.

- Windmills Training Program - BRS staff are certified to deliver this disability awareness curriculum – either in whole or through selected modules - to meet employer needs. Windmills has been shown to improve understanding, change attitudes and create new perspectives that lead to better inclusion of workers with disabilities.

Linkage to Nationwide Resources: BRS can connect employers to business leadership networks, such as Disability: IN and other Maine-based businesses that hire people with disabilities and are willing to share their experiences.

Service Changes Due to COVID-19:

Vocational Rehabilitation services remain available through the Division of Vocational Rehabilitation and the Division for the Blind and Visually Impaired (DVR/DBVI) but the modality is based upon client need and contingent upon guidance from the Maine Center for Disease Control and Prevention (CDC) at the time the service is delivered to ensure the health and safety of DVR/DBVI clients, employers and staff.

DVR/DBVI have expanded the use of video and teleconferencing, as well as developed many new virtual service options, including an [online VR application](#), Career Exploration Workshops, job shadows, Orientation & Mobility instruction, and college preparation programs. DVR/DBVI staff are able to provide in person services following CDC safety precautions when needed in safe community settings.

Job Corps Program

Partners:

Career Systems Development is the contractor for Loring Job Corps and Penobscot Job Corps Programs.

Service Locations:

Center	Location	Phone	Director
Loring Job Corps	36 Montana Rd., Limestone, ME 04750	207-328-4701	Kristie Moir
Penobscot	1375 Union Street, Bangor, ME 04401	207-561-8510	Molly Ginn

Services Overview:

Job Corps is a residential program that assists eligible youth to connect to the labor force by providing intensive social, academic, career and technical education, work-based learning opportunities, college programming, and access to apprenticeships. Youth attain academic and industry credentials leading to successful careers in high-demand industry sectors, occupations, or the Armed Forces, that will result in economic self-sufficiency and opportunities for advancement.

Eligibility:

To be eligible, individuals must be:

- A. **Between the ages of 16 & 24; and**
- B. **Income eligible (income requirement is waived for Veterans, Homeless individuals, victims of Human Trafficking, individuals in Foster Care system).**

Services:

Penobscot Job Corps

General

- Career Counseling
- Residential Services
 - Veterans Hall – Male Dormitory
 - Cooper Hall – Female Dormitory
- Basic Medical/Dental Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

Career Technical Training Opportunities

- Certified Nursing Assistant (CNA)
- Certified Medical Assistant (CMA)
- Culinary Arts
- Advanced Baking & Pastry
- Carpentry (United Brotherhood of Carpenters)
- Welding
- Advanced Marine Pipefitting

Academic Opportunities

- High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)
- Penn Foster (Online High School Diploma Program)
- Concurrent Enrollment Agreements with Local High Schools (Credit Recovery)
- College Program—Eastern Maine Community College

- Driver's Education Program

Partners

- Orono/Old Town/Hampden Adult Education
- Bangor Adult Learning Center
- Bureau of Rehabilitation Services
- Eastern Maine Development Corporation (WIOA Youth Service Provider)
- Eastern Maine Community College

Loring Job Corps

General

- Career Counseling
- Residential Services
 - Penobscot Hall – Male Dormitory
 - Katahdin Hall – Female Dormitory
- Basic Medical/Dental Services
- Dining Services & Recreational Activities
- Placement Services (1 year)
- Drug/Alcohol Counseling
- Student Stipend and Clothing Allowances

Career Technical Training Opportunities

- Advanced Computer Systems Administration
- Advanced Cisco Cybersecurity Operations
- Advanced Heavy Truck Driving
- Automotive (NATEF Certified)
- Carpentry (United Brotherhood of Carpenters (UBC))
- CISCO Networking Academy
- Electrical (Home Builders Institute (HBI))
- Heavy Truck Driving (Commercial Driver's License (CDL))
- Masonry (Operative Plasterers' and Cement Masons' International Association (OCPMIA/NPIJATF))
- Painting (International Union of Painters and Allied Trades (IUPAT))

Academic Opportunities

- High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)
- Penn Foster (Online High School Diploma Program)
- College Program—Northern Maine Community College
- Driver's Education Program

Adult Education and Family Literacy

Partner:

The **Maine Department of Education** is the grant administrator of the Adult Education and Family Literacy Act funds for Maine, which it awards to local Adult Education service providers. Maine Adult Education is an education, life and career pathways system that enables adults to be prepared for post-secondary education and/or employment. Providing courses in literacy and adult basic education, high school completion, Maine college transition, and career preparation and enrichment, Maine Adult Education has over 70 programs located throughout the state.

Adult education programs provide a range of instructional services to help adults develop the skills for further educational opportunities, job training and better employment, and to realize their full potential as productive workers, family members and citizens. Academic instruction is focused on supporting students in their effort to meet the College and Career Readiness Standards (CCRS) for Adult Education created by the Office of Career, Technical and Adult Education. The CCRS Standards were, in turn, adopted by the Maine Office of Adult Education.

Service Locations:

To access the program and course portal and find local adult education providers go to the following web link:
<https://maineadulted.coursetorm.com/>

Eligibility:

Participants must be at least 16 years of age and no longer enrolled in K-12 day school to receive services. There are no other eligibility requirements for basic education and literacy programs.

Services:

Adult Education programs offer a variety of services and programs ranging from basic literacy skills to occupational certifications. Offerings vary at each location. While most grant-funded courses are free of charge some may have fees to help offset materials, supplies, licensure exams, etc. Enrichment classes are fully self-sustaining.

Here are some of the services and programs offered by Adult Education Programs in Maine:

Course/Service	Description
CASAS Assessments	Assess academic readiness for various programs
Academic and Career Advising	Assist adults in making career pre decisions
Maine College Transition Success Course	Prepare for admission or a return to a college program.
High School Completion	Preparation for adult high school diploma
High School Equivalency Test HiSET Preparation	Writing, Social Studies, Science, Reading, and Math
Adult Basic Education	Further develop math, reading and writing skills
Multilingual Learner Classes	English proficiency, and other classes to support multilingual learners
Computer Literacy	Intro to computers, and fluency in multiple software programs. Instruction on how to use computers to research information, apply for employment and engage in online learning
Professional Skills and Industry Recognized Credentials	Accounting, Office, Financial, Healthcare, Trades
Academic / College Pre-requisites	English, History, Civics, World History, Math, Science, etc.
General Interest	From ASL or Spanish to Cooking and Archery
Health & Safety	From Basic CPR to Child Development and Wellness classes

Additional Commitments:

Maine Adult Education and Family Literacy Act programs will:

- Conduct initial assessments (through formal and informal instruments) of academic proficiency levels, career interests, aptitudes, and abilities to guide learners in their educational and career goals. Conduct post-tests to determine academic gain after at least 24 instructional hours or at program completion whenever possible;
- Use assessment results to refer adult education participants to other one-stop partner services consistent with their unique strength, priorities, concerns, abilities, capabilities, interests and informed choice;
- Provide updated information concerning new adult education programs, initiatives, and grants via links to the website and email announcements to MOU partner distribution lists;
- Provide program information and data, if available, with respect to this MOU;
- Provide Adult Education and Literacy services that:
 1. Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
 2. Assist adults who are parents or family members to obtain the education and skills that:
 - a. are necessary to becoming full partners in the educational development of their children; and
 - b. lead to sustainable improvements in the economic opportunities for their families.
 3. Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and
 4. Assist immigrants and other individuals who are multilingual learners in:
 - a. improving their reading, writing, speaking, and comprehension skills in English, and their mathematics skills; and
 - b. acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.
- Develop job training programs and services that align with the occupational and industry demands described in the Workforce Development Board’s local WIOA plan;
- Provide performance data on Adult Education Service Provider WIOA-funded activities and costs as appropriate;
- Provide data on the number of participants attending partner-funded Adult Education Service Provider activities in the region, with such data to include numbers enrolled, completing and attaining high school completion, and entering post-secondary or credential programs;
- Provide an up-to-date directory of adult education and career training programs; and
- Provide CASAS assessments, as well as training in test administration and analysis of results.

Service Changes Due to COVID-19:

Adult education programs have continued providing services throughout the pandemic. Local providers are making use of multiple delivery modalities and investing in technology to assist participants in staying connected.

Career and Technical Education and Training Maine Community College System

Partner:

Maine Department of Education, the grant administrator of the Carl D. Perkins Career and Technical Education and Training Act of 2006, distributes the portion of these funds identified for Career and Technical Education and Training at the post-secondary level to the **Maine Community College System** office who in turn distributes the funds to the seven Maine Community Colleges. The funds support specific CTE programs offered at each campus that prepare students for technical occupations.

Service Locations:

The MCCS Central Office is located at: 323 State Street, Augusta, Maine 04330 The seven main campus sites are as follows:

NMCC	Northern Maine Community College	33 Edgemont Dr., Presque Isle, ME 04769	207-768-2700
WCCC	Washington County Community College	One College Dr., Calais, ME 04619	207-454-1000
EMCC	Eastern Maine Community College	354 Hogan Rd, Bangor, ME 04401	207-974-4600
KVCC	Kennebec Valley Community College	92 Western Ave., Fairfield, ME 04937	207-453-5822
CMCC	Central Maine Community College	1250 Turner St., Auburn, ME 04210	207-755-5100
SMCC	Southern Maine Community College	2 Fort Rd., South Portland, ME 04106	207-741-5500
YCCC	York County Community College	112 College Dr., Wells, ME 04090	207-646-9282

Programs of Study:

Visit: <https://www.mccs.me.edu/> to access the programs offered by the system.

Special Requirements /Commitments:

The Maine Community College System office will work to:

- Ensure students enrolled in and graduating from Maine’s community colleges register for the Maine JobLink a system that provides students with information about employment and occupations in demand in Maine and nationally and that matches skilled workers and recent graduates to employers;
- Communicate community college initiatives, goals, and challenges to the local workforce development board and the broader one-stop system partnership and likewise, communicate workforce system initiatives, goals and challenge to the Maine Community College System;
- Collaborate to identify, support and articulate Career Pathways for Maine’s high-growth, high-wage sectors, that may include implementing articulation agreements between the MCCS and secondary and adult education, universities, and apprenticeship programs;
- Promote formal partnership between WIOA workforce programs and Maine Quality Center initiatives that support workers and employers through mutually beneficial braided service approach to both student/worker and employer customers;
- Collaborate to implement proactive models for addressing the skill needs of current and emerging industry sectors;
- Collaborate to ensure student retention to increase the number of college completers and expand the number of Maine citizens with a post-secondary degree;
- Collaborate to assist non-traditional students to transition to and succeed in college;
- Collaborate to promote accelerated learning for students who may be academically challenged by participating in Integrated Education and Training pilot projects.

Service Changes Due to COVID-19:

COVID-19 Guidance and Information for MCCS Students

Please check the following link for up-to-date Covid-19 Guidelines at the Maine Community College System

[MCCS Covid-19 Guideline https://www.mccs.me.edu/covid-19/](https://www.mccs.me.edu/covid-19/)

Q: Will Maine's community colleges be open for in-person instruction this fall?

Yes, but in-person delivery will be limited to coursework where hands-on instruction and assessment is essential to developing the skills required of the program. All courses that can be taught remotely will be delivered online, using new online tools and methods that allow for more robust, enriched learning experiences.

Q: Will the dorms be open this fall

Yes, Residence halls at the five colleges that have them will be open, but with fewer students, including a one-person-per-bedroom limit. Students taking in-person classes will be given housing priority.

Q: Will I be required to wear a mask if I'm in a campus building?

Please check the link above for the most current Covid-19 Guidelines

Q: Will I be required to wear a mask if I'm outdoors on campus?

In some situations, yes. You must wear a cloth face covering if 1.) you cannot consistently maintain a six-foot distance from others, or 2.) if you are part of a "large gathering," defined by campus officials as any group of more than 10 people.

Q: I hear there's federal emergency aid money available for college students - how do I apply for that?

- If you are a Maine community college student facing financial challenges that are threatening your ability to remain in school, please reach out to the financial aid office at your college.
- Applications for the federal emergency aid money are available at the financial aid offices. In addition, each of the colleges has some emergency assistance that has been made available through private donations.
- All of these funds are targeted to students who experience COVID-19 related hardships that make it difficult for them to continue their education.
- Keep in mind, these funds are meant to help students continue their education and training. Emergency assistance is available to help with costs that might make it difficult for you to stay in school. This includes short-term support to help with immediate needs related to food, housing, child care, books, supplies, and computers.

Q: If I don't have access to reliable wifi, what should I do?

Your college may be able to help. Contact your instructor or advisor to learn who at your college can discuss your needs and what options exist.

Q: Can I still receive tutoring or disability services?

Yes. Tutoring and disability services continue to be available to students. Please contact the disabilities coordinator at your college or your instructor or advisor if you need help in accessing these services.

Q: What if I am sick or caring for others and can't complete my coursework?

Contact your instructor. They will work with you to extend deadlines and modify assignments if necessary to address your specific needs. You can also discuss with them the option of taking an incomplete and developing a plan for finishing the course at a later date.

If you have questions about the status of a specific course, please contact your instructor for the most up-to-date information.

Staying Safe: Information about the COVID-19 virus

Q: Where can I get reliable information and updates about COVID-19?

MCCS encourages you to stay-up-to-date on developments by seeking information through credible sources, such as the [Maine Center for Disease Control](#) and [U.S. Centers for Disease Control \(CDC\)](#). The CDC has also issued specific guidance regarding higher education institutions.

If you have a question that is not answered here, visit the [Maine CDC's Frequently Asked Questions](#).

In addition, [211 Maine](#) is a new option for Mainers to get answers to questions about COVID-19 at any time. This service is available by dialing 211 (or 1-866-811-5695), texting your ZIP code to 898-211, or emailing info@211maine.org.

Q: What precautions can I take to protect myself from COVID-19?

The best way to prevent infection is to avoid being exposed to this virus. People should avoid travel to affected areas, practice social distancing, and follow general respiratory prevention measures:

- Wash your hands often with soap and water for at least 20 seconds. This is especially important after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing. If soap and water is not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- When in public, wear a cloth face covering over your nose and mouth.
- Avoid touching high-touch surfaces in public.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze into a tissue, then throw the tissue in the trash and wash your hands.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Stay home when you are sick.

Q: What are the symptoms of COVID-19 and when do they appear?

- Signs and symptoms include: fever, cough, difficulty breathing/shortness of breath, and can range from mild to severe and even death.
- Symptoms may appear 2-14 days after exposure.

Q: What should I do if I become sick with COVID-19 or suspect I am infected with the virus that causes it?

The Centers for Disease Control provides the following advice. More detailed information about each of these recommendations is included in the CDC's information sheet: [What to Do if You are Sick](#):

- Stay home except to get medical care.
- As much as possible, you should stay in a specific room and away from other people and pets in your home. Also, you should use a separate bathroom, if available.
- Call ahead before visiting your doctor: If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office staff protect themselves and other patients.
- Wear a cloth face covering when you are around other people.
- Cover your coughs and sneezes.
- Clean your hands often.
- Avoid sharing dishes, cups, eating utensils, towels, and bedding. After using these items, wash them thoroughly with soap and water.
- Clean all "high-touch" surfaces daily.
- Monitor your symptoms: Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility.

Q: What if someone in my home is diagnosed with COVID-19?

If someone in your home has been diagnosed with COVID-19, immediately check with a medical professional for guidance. Contact your instructor or supervisor if the medical advice you receive will require you to miss class or work.

Q: What if someone in my home has been asked to self-monitor for symptoms?

If someone in your home has been asked by the Maine CDC or a health care provider to self-monitor for symptoms, you should also self-monitor.

Self-monitoring means people should monitor themselves for fever by taking their temperatures twice a day and remain alert for cough or difficulty breathing. If they feel feverish or develop measured fever, cough, or difficulty breathing during the self-monitoring period, they should self-isolate, limit contact with others, and seek advice by telephone from a healthcare provider to determine whether medical evaluation is needed.

If the person in your home becomes symptomatic, please check with a medical professional for guidance. Contact your supervisor if medical direction will require you to be out.

TANF/ASPIRE

Partner

The Office for Family Independence helps connect Maine families to benefits and services that foster health, safety, resilience, and opportunity and help them to meet a wide variety of needs.

Service Locations:

Office for Family Independence District offices 1-855-797-4357	ASPIRE Case Management Provider -FEDCAP Breaking the Cycle
Augusta District Office 35 Anthony Avenue Augusta, Maine 04333	Fedcap Opportunity Center 442 Civic Center Drive, Suite 300 Augusta, ME 04330 844-562-0188
Bangor District Office 19 Maine Avenue, Bangor, Maine 04401	Fedcap Opportunity Center 242 State St. Brewer, ME 04412 844-469-5786
Biddeford District Office 457 Alfred Street Biddeford, Maine 04005	Fedcap Opportunity Center 420 Alfred Street, Suite 170 Biddeford, ME 04005 844-469-5787
Calais District Office 338 North Street, STE 1 Calais, ME 04619	Fedcap Opportunity Center 10 Barker Street Calais, ME 04619 877-369-0935
Caribou District Office 30 Skyway Drive Unit 100 Caribou, Maine 04736	Fedcap Opportunity Center 25 Sweden Street Caribou, ME 04736 844-469-5789
Ellsworth District Office 17 Eastward Lane Ellsworth, Maine 04605	Fedcap Opportunity Center 158 High Street Ellsworth, ME 04605 844-503-607
Farmington District Office 114 Corn Shop Lane Farmington, Maine 04938	Fedcap Opportunity Center 642 A Wilton Road Farmington, ME 04938 877-369-0930

<p>Fort Kent District Office 139 Market Street, Suite 109 Fort Kent, Maine 04743-1447</p>	<p>Fedcap Opportunity Center 10 Pearl Street Suite 101 Fort Kent, ME 04743-1121 877-369-0939</p>
<p>Houlton District Office 11 High Street Houlton, Maine 04730</p>	<p>Fedcap Opportunity Center 2 Market Square Houlton, ME 04730 877-369-0931</p>
<p>Lewiston District Office 200 Main Street Lewiston, Maine 04240</p>	<p>Fedcap Opportunity Center 1035 Lisbon Street Lewiston, ME 04240 844-429-3867</p>
<p>Machias District Office 38 Prescott Drive Machias, Maine 04654</p>	<p>Fedcap Opportunity Center 89 Court Street Machias, ME 04654 844-585-2505</p>
<p>Portland District Office 151 Jetport Boulevard South Portland, ME <i>(Mailing address -</i> 151 Jetport Boulevard, Portland, ME 04102-1946)</p>	<p>Fedcap Opportunity Center 220 Maine Mall Road South Portland, ME 04106 844-562-0190</p>
<p>Rockland District Office 91 Camden Street Suite 103 Rockland, Me 04841</p>	<p>Fedcap Opportunity Center 235 Camden Street, Suite 6 Rockland, ME 04841 844-469-5788</p>
<p>Sanford District Office 890 Main Street Suite 208 Sanford, Maine 04073</p>	<p>Fedcap Opportunity Center 11 Daigle Lane, Unit C Sanford, ME 04073 844-562-9811</p>
<p>Skowhegan District Office 98 North Avenue Suite 10 Skowhegan, Maine 04976</p>	<p>Fedcap Opportunity Center 78 Madison Ave Skowhegan, ME 04976 844-585-2504</p>
<p>South Paris District Office 243 Main Street Suite #6 South Paris, Maine 04281</p>	<p>Fedcap Opportunity Center 1570 Main Street Oxford, ME 04270 844-469-5790</p>

TANF/ASPIRE Program contacts	FEDCAP Breaking the Cycle Program contacts:
Senior Program Manager TANF/ASPIRE: Julian Baer 207-624-4105	Fedcap BTC Executive Director: Serena Powell 207-835-8304
TANF Program Manager: Alexandria Lauritzen 207-624-4109	Fedcap BTC Director of Operations: Michael Bernier 207-835-8318
ASPIRE Program Manager: Dawn Croteau 207-624-6968 Whole Family Coaching Program Manager Judy Beale 207-212-4886	

TANF/ASPIRE Overview: TANF provides cash assistance to families while they work towards becoming self-sufficient. Once enrolled in TANF, the parent or specified relative may also be eligible for help receiving job training and education. The ASPIRE program helps TANF recipients move toward financial independence through case management, job training, education, support, and employment services.

Services:

- Intake & Orientation to ASPIRE/TANF program rules.
- Initial Assessment includes review of family structure, work history, education completed, financial status, physical and emotional health status, environmental supports systems, personal and employment related goals, and barriers.
- Determine barriers to employment and request appropriate support services such as transportation assistance, child care, auto repairs, auto insurance, clothing, dental and eye care, educational expenses, books and supplies, occupational expenses, relocation expenses, and other support services.
- Case management services for individualized employment, training, and education planning.
- Coordination with medical partners to complete a comprehensive health assessment, including Functional Capacity and wellness plan.
- Collaborate with partner agencies, including the Department of Labor and New Ventures Maine for self-employment plans, employers, training and education partners, social support service providers, medical providers and advocates.
- Job search and job readiness activities and workshops for workforce preparation.
- Employment placement and retention services.
- Field trainings, volunteer placements, and work experiences.

Eligibility:

Families or specified relatives with dependent children living in their home and pregnant women may be eligible for monthly TANF cash benefits. Applicants must meet financial and non-financial eligibility requirements.

ASPIRE works with most parents who receive TANF benefits to help them become employed and self-sufficient. There are certain exceptions in place that exempt a parent or specified relative from participating in the ASPIRE program. ASPIRE case management services are provided by a contractor with locations throughout the state.

For questions regarding program eligibility and applications Temporary Assistance for Needy Families (TANF) please call 1-855-797-4357 (Fax: 207-778-8429), or visit the OFI website at <https://www.maine.gov/dhhs/ofi/programs-services/tanf>.

Apply:

- Online through [My Maine Connection](#) – there is a screening tool available for people who want to see if they are eligible; or
- Download an [application](#) from the OFI website and mail to:
Office for Family Independence
114 Corn Shop Lane
Farmington, ME 04938; or
- E-mail to Farmington.DHHS@Maine.gov; or
- Fax an application to (207) 778-8429; or
- Visit one of our [district offices](#) and apply in person.

Service Changes Due to COVID-19:

Services have been modified to accommodate virtual meetings and trainings and to offer online and telephonic signature.

Community Services Block Grant Program

Partner:

The Maine Department of Health and Human Services is the grant administrator of the Community Services Block Grant (CSBG); a grant that provides core funding to Maine’s ten Community Action Agencies (CAAs). The goal of the CSBG is to reduce poverty, revitalize low-income communities and empower low-income families to become economically self-sufficient.

Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. This board structure consists of elected public officials, representatives of the low-income community, and appointed leaders from the private sector. Because the CSBG funds the central management and core activities of these agencies, the CSBG network is able to mobilize additional resources to combat the central causes of poverty. CSBG funds support the network of CAAs and their ability to access numerous other resources on behalf of their customers.

Service Locations:

	Agency	Address	Phone
ACAP	Aroostook County Action Program	771 Main St. Presque Isle, ME	207-764-3721
CCI	Community Concepts, Inc.	240 Bates St. Lewiston, ME	207-795-4065
DCP	Downeast Community Partners	248 Bucksport Rd., Ellsworth, ME	207-664-2424
KVCAP	Kennebec Valley Community Action Program	97 Water St. , Waterville, ME	207-859-1500
MMCA	Midcoast Maine Community Action	34 Wing Farm Pkwy, Bath, ME	207-442-7963
Penquis	Penquis	262 Harlow St., Bangor, ME	207-973-3500
TOA	The Opportunity Alliance	50 Lydia Lane, So. Portland, ME	207-874-1175
WCAP	Waldo Community Action Partners	9 Field St., Belfast, ME	207-338-6809
WMCA	Western Maine Community Action	20A Church Street, East Wilton, ME	207-645-3764
YCCAC	York County Community Acton Corporation	6 Spruce St., Sanford, ME	207-324-5762

A map of state CAAs and their locations can be found at <https://mecap.org/our-network/>

Eligibility:

Eligible individuals are those whose income is at or below 125% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA. Due to COVID-19, the Administration of Children and Families and the Office of Community Services has increased the client eligibility criteria to those whose income is at or below 200% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA until no longer supported and approved by federal Continuing Resolutions.

Services:

The types of services offered vary from agency to agency as identified below: <https://mecap.org/member-agency-services/>

Services		ACAP	CCI	DCP	KVCAP	MMCA	Penquis	TOA	WCAP	WMCA	YCCAC
Asset Development	Matched Savings	*		*		*	*			*	*
	Financial Counseling	*	*	*	*	*	*				*
	Free Income Tax Preparation			*			*			*	*
	Business Development		*	*			*				
Childcare and Youth Development	Child Care & School Readiness	*	*	*	*	*	*	*	*		*
	Juvenile Justice	*					*	*			

	Head Start/ Early Head Start	*	*	*	*	*	*	*	*		*
	Specialized Care & Education	*		*	*	*	*		*		*
	Youth Development	*	*		*		*	*			
Employment Training	Transition Teams	*		*	*		*				
	Workforce Development Services	*	*								
	Youth & Young Adults	*	*		*			*			
	Vocational & Skills Training	*	*					*			
	Employer Assistance	*	*					*			
Energy Assistance and Weatherization	Energy Assistance & Emergency Fuel	*	*	*	*	*	*	*	*	*	*
	Heating Systems Improvement	*	*	*	*		*	*	*	*	*
	Weatherization	*	*	*	*		*	*	*	*	*
Health	Substance Abuse Prevention & Counseling	*	*				*	*			*
	Health Care Services	*		*							*
	ACA Health Insurance Navigator	*									*
	Disease Prevention, Counseling, Outreach	*									*
	Behavioral Health Services		*				*	*			*
	Dental Services	*									*
Housing	Affordable & Subsidized Housing		*	*	*	*	*				*
	Emergency Rental/Mtg Payments	*	*	*	*	*	*	*	*	*	*
	Foreclosure Counseling	*	*	*	*		*	*	*		*
	Supportive / Transitional Housing					*	*				*
	Home Ownership Education	*	*	*	*	*	*		*		*
	Home Loans	*	*			*					
	Home Repair & Modification	*	*	*	*		*	*	*	*	*
	Homelessness Prevention	*	*	*	*	*	*	*	*	*	*
	Rapid Rehousing	*						*		*	
	Residential Care and Support Services					*	*	*			
Nutrition	Child & Adult Food Care Program	*	*	*	*	*	*	*	*	*	
	Nutrition Education, Food Programs	*		*	*	*	*	*	*	*	*
	Women, Infants, & Children WIC	*				*		*		*	*
Seniors	RSVP & Senior Volunteer Programs			*	*		*	*			
	Senior Support Services	*		*	*	*		*		*	*
	Assisted Living						*				
Strengthening Families	Family Development/Parenting Education	*	*	*	*	*	*	*	*	*	*
	Case Management/ Info & Referral	*	*	*	*	*	*	*	*	*	*

	Domestic Violence Prevention & Education		*			*	*				
	Home Visiting	*	*	*	*	*	*	*	*		
Transportation	Medical &/or Special Population Transport		*	*	*		*		*		*
	Public Transportation			*	*		*		*		*

Senior Community Service Employment Program

Partner:

The grant administrator for the Senior Community Service Employment Program (SCSEP) in Maine and several other states is Associates for Training and Development (A4TD). A4TD enrolls qualified older workers into part-time work experience positions (usually for 20 hours/week) with public or 501c3 non-profit organizations in the local community. The purpose of the program is to enable participants to transition back into the workforce.

Participant wages and other costs are paid by the SCSEP. There is no cost to an organization for hosting an SCSEP work experience participant. Every effort is made to make the match between the participant and the host site as mutually beneficial as possible. Program participants are required to attend periodic training classes and/or workshops to help increase their skills. Participants are expected to utilize the employment services of the one-stop network to find unsubsidized employment. Program staff help participants with career counseling, skills and interest assessments, job portfolio development, job search skills growth, and job referrals.

SCSEP participants gain work experience in a variety of community service agencies, such as schools, hospitals, museums, libraries, and senior centers. Participants train for an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage.

Service Locations:

The main office in Maine is located at 26 Franklin St., Bangor, Maine 04401, 207-577-6823 or 800-439-3307. Services are provided statewide, except in Cumberland and Lincoln counties, in which the state of Maine directly operates the program. Office locations can be found on the company's website: <https://a4td.org/locations/>.

A4TD's Regional Director in Maine is:

Michael Carroll
Regional Director – East
207-577-6823 mcarroll@a4td.org

Eligibility:

SCSEP eligibility is established under Title V of the Older Americans Act. It is important to note that although someone may meet eligibility criteria, that does not guarantee they will be enrolled, as many more participants are eligible than the program has capacity to serve. To be eligible for SCSEP participants must:

- Be Age 55 or older;
- Be Unemployed;
- Reside within the service area (all Maine Counties except Cumberland and Lincoln);
- Have income not greater than 125% of the federal poverty level; and
- Be in need of training and want to work.

Services:

Outreach, intake, system orientation	Referrals to supportive services
Initial Assessment	Comprehensive Assessment
Referrals to other programs	Individual Employment Plan
Labor Market Information	Career Planning & Counseling
Internships and work experiences	Follow-up services
Workforce Preparation	

Service Changes Due to COVID-19:

A4TD continues to operate throughout pandemic-related shutdowns. Participants in the program continue to receive services, and A4TD's staff are working full-time remotely. The program also continues to enroll new applicants during this time, although availability is limited by slots available and other program requirements. Anyone interested in this program should contact the staff listed above or visit www.a4td.org where applications can be completed online.

National Farmworker Jobs Program

Partner:

PathStone Corporation is the grant administrator of the National Farmworker Jobs Program (NFJP) for Maine. The NFJP program is designed to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on job in agricultural labor. The NFJP provides funding to help migrant and seasonal farmworkers and their families achieve economic self-sufficiency by providing services to them while they work in agriculture or by assisting them to acquire new job skills in occupations offering higher wages and more stable future employment. In addition to connecting participants with WIOA career and training services – NFJP also provides housing assistance services, youth services, and related assistance to low income migrant and seasonal farmworkers (MSFWs), including MSFW youth and their dependents.

Participants access these services through NFJP staff outreach or, a farmworker or dependent may reach staff directly through the agricultural community, grower sites, or visiting office locations. Services can also be offered using the Maine JobLink registration form, either through self-registration on-line or with assistance of one-stop center staff.

Service Locations:

Services are provided through any of the one-stop sites throughout the state in addition to the physical office locations in Bangor and Presque Isle.

Bangor Office:
263 State Street, Suite 24,
Bangor ME 04401

Presque Isle Office:
771 Main Street
Presque Isle ME 04769

Services and client referrals are also offered through partners of the Farmworker Resource Network such as the Maine Migrant Health Program; *Mano en Mano*, a community-based organization in Washington County that offers housing and education expertise; the Maine Department of Education's Migrant Education Program, and others.

Program Eligibility:

To be eligible to participate in the NFJP, individuals must:

- A. Have been an agricultural farmworker whose family was disadvantaged during any consecutive 12-month period within the 24-month period preceding application for enrollment;
- B. Be citizens or nationals of the United States, lawfully admitted permanent resident aliens, or be residing in the U.S. under other legal immigrant status granting employment authorization; and
- C. Have not violated Section 3 of the Military Selective Service Act by failing to register as required with a local draft board; or
- D. Be a dependent of the qualifying farmworker and qualify under B and C above.

Special Requirements and Commitments:

- Whenever feasible PathStone will co-enroll NFJP participants in WIOA or other workforce programs so that additional training services and employment services are made available.
- NFJP staff is committed to providing information about agricultural events, timelines, and trends so that one-stop system partners are aware of and can make their services available to migrant seasonal farmworkers.

YouthBuild

Partner:

LearningWorks is the grant administrator and contractor of LearningWorks Youth Build (LWYB), a WIOA YouthBuild program that is funded through a grant from the US Department of Labor, Employment and Training Administration, and is available to residents of Portland, Maine and surrounding communities.

Service Location:

Center	Location	Phone	Director
Portland	181 Brackett Street, Portland, ME 04102	207-775-0105	Nate Snow

Services Overview:

LearningWorks Youth Build is a nationally accredited YouthBuild program that assists eligible teenage and young adult participants to connect to the labor force by providing rigorous academic instruction, occupational skills training for in-demand professions, career and technical education, service learning and leadership development opportunities, and post-program placement and follow-up services designed to assist participants in obtaining the HiSET and/or industry-recognized credentials leading to successful post-secondary placements or careers in in-demand industry sectors or occupations that will result in economic self-sufficiency and opportunities for advancement.

Eligibility:

The objective of the LWYB program is to provide education/training services to any individual who is:

- 1) between the ages of 16 and 24 **at time of enrollment**; **and**
- 2) a member of a low-income family, a youth in foster care (including youth aging out of foster care), an offender, a youth who is an individual with a disability, a child of an incarcerated parent, a homeless youth, a migrant youth; **and**
- 3) a school dropout, or an individual who was a school dropout and has subsequently reenrolled.

Participants in the program may be youth who do not meet criteria 2 or 3 above, but they **must** be identified basic skills deficient, despite attainment of a high school diploma or its state-recognized equivalent. To learn more about eligibility for participation in LWYB, please visit <http://learningworks.me/>.

Services:

In addition to Basic Career Services, LWYB participants are afforded the following services as components of the YBA program:

LWYB Service Elements	Descriptions
Assessment	Upon enrollment, all YBA participants undergo a review of academic & occupational skill levels, as well as service needs, career readiness, aptitudes, abilities/skill gaps, individual strengths, prior work experience, and employability - for the purpose of identifying appropriate services and career pathways and to inform the Individual Career Development Plan.

Individual Career Development Plan (ICDP)	LWYB engages each participant in developing career goals, understanding career pathway options, and developing a strengths and needs based, assessment-informed Individualized Career Development Plan (ICDP) that includes steps to improve participants' employability extending through the follow-up period. The ICDP is tied to participant performance measures, identifies a career pathway that includes education and employment goals, considers career planning activities, results of the objective assessment, and service needs of the participant.
Education concurrently w/ workforce preparation	LWYB offers alternative educational services intended assist participants to make the academic gains necessary to successfully complete the HiSET. Our education program component is also integrated with occupational training in which workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and are connected to training for a specific occupation, occupational cluster, or career pathway.
Occupational Skills Training	LWYB offers an intensive training program that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by in-demand occupational fields at the entry, intermediate, or advanced levels, and that is focused on a specific occupational goal identified in participants' ICDP, and leads to attainment of a recognized post-secondary credential in construction, or culinary arts + hospitality.
Work Experience	LWYB facilitates planned, structured learning experiences that take place in workplaces situated in the private-for-profit, non-profit, or public sector. Examples include: <ul style="list-style-type: none"> • Pre-Apprenticeship programs; • Internships and Job Shadowing; and • On-the-Job Training
Labor Market Information & Career Counseling	LWYB's Student Development Coordinator provides information on local labor market (jobs and skills in-demand), Career Counseling, including identifying appropriate Career Pathways, Career Awareness, and Career Exploration & Career Planning activities.
Counseling and Case Management	LWYB's Case Manager connects participants with any necessary supportive services to promote program success, including but not limited to transportation, housing, mental health services, substance abuse treatment, legal aid services, and family reunification programs. The Case Manager also provides assessment services, personal goal development, monitoring of personal goal achievement, crisis intervention, post-placement transition services and follow-up.
Supportive Services	LWYB offers an array of services that enable participants to engage in LWYB activities, such as linkages to community services, assistance with childcare, transportation, housing, educational testing, reasonable accommodations for participants with disabilities, legal aid services, work attire, safety gear, tools, books, fees, school supplies, and other training-related costs such as test, application, and/or certification fees and more.
Leadership Development	<ul style="list-style-type: none"> • Putting participants in leadership roles such as committee membership.

<p>Stipends & Financial Literacy Education</p>	<p>LWYB participants may earn a stipend as recognition for participation and achievement directly tied to training activities and work experiences. Concurrent with receiving a stipend, participants receive the training necessary to: create budgets, initiate checking/savings accounts, & make informed financial decisions; manage spending, credit and debt, including student loans, consumer credit & credit cards; and, understand the significance of credit reports/scores, rights pertaining to credit & financial information, how to determine credit report accuracy, how to improve or maintain good credit; and, understand, evaluate and compare financial products and services.</p> <p>Participants also receive opportunities to put lessons into practice with access to safe, affordable financial products that enable money management and savings, and other approaches that promote knowledge, skills and confidence in making financial decisions.</p>
<p>Transition Activities</p>	<p>LWYB engages participants in activities that prepare them to transition to postsecondary education or occupational training, including linkage to programs like TRIO, Jobs for Maine Graduates, application for financial aid & scholarships, understanding college application processes, preparing for entrance exams, essays, understanding pre-requisites, college culture and more.</p>
<p>Transition and Follow-up Services</p>	<p>Following graduation from the YBA program, participants are given access to services needed to ensure their success in employment or post-secondary education placements. This may entail regular contact with a participant's employer to provide assistance addressing work-related problems or may also include: supportive services, financial literacy education, labor market information and information on in-demand industry sectors in the local area, career awareness and career exploration, and activities that help a youth prepare to transition to postsecondary education & training.</p> <p>Follow-up services are offered for 12 months after exit unless the participant declines such services or cannot be located.</p>

HUD Employment & Training

Partner:

Portland Housing Authority administers the Department of Housing and Urban Development (HUD) Employment and Training Grants, Family Self Sufficiency (FSS) and Resident Opportunity for Self Sufficiency (ROSS). Service Coordinators assist eligible residents to navigate their challenges, attain suitable employment, and meet their financial goals.

Service Locations:

Portland Housing Authority
 14 Baxter Boulevard
 Portland, ME 04101

Services Overview:

Empowerme Program is composed of the Resident Opportunity for Self Sufficiency program and Family Self Sufficiency Program. The joining of these two programs under one name provides participants with an integrated experience through which they can receive coaching and referrals to aid with stabilization, as well as work towards suitable employment, financial capability, and asset building. Family Self Sufficiency also provides participants with a free savings account to those who increase their earned income, which is accessible during participation for goal attainment, and upon successful completion of the program.

Eligibility:

Resident Opportunity for Self Sufficiency	<ul style="list-style-type: none"> • Must be a Portland Housing Authority Resident of family public housing • Ages 18+
Family Self Sufficiency	<ul style="list-style-type: none"> • Must be receiving housing subsidy through Portland Housing Authority, including public housing, Housing Choice Voucher, or project-based voucher • Dwelling lease signatory • Must be willing and able to work • Ages 18+

Services:

Resident Opportunity for Self Sufficiency	<ul style="list-style-type: none"> • Needs based assessment • Informal and coordinated referrals to appropriate resources • Goal setting • One on one coaching • Workshops • Assistance areas, not to be limited to: <ul style="list-style-type: none"> ○ Home management ○ Mental and physical health ○ Domestic Violence ○ Job Training ○ Education ○ Employment ○ Financial capability coaching ○ Saving money ○ Building or repairing credit
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<p>Family Self Sufficiency</p>	<ul style="list-style-type: none"> • Needs based assessment • Informal and coordinated referrals to appropriate resources • Goal setting • One on one coaching • Workshops • Assistance areas same as above, with a focus on, but not to be limited to: <ul style="list-style-type: none"> ○ Job Training ○ Education ○ Employment ○ Financial capability coaching ○ Saving money ○ Building or repairing credit ○ Pathway to homeownership • Participation in a savings program that allows families who increase their earned income to keep a portion of their rent in a savings account until they meet their program goals
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Service Changes Due to COVID-19:

Connections to emergency supports such as food, masks, COVID-19 tests, and unemployment insurance guidance were provided without a needs-based assessment. Staff assisted with wellness checks, food pantries, and mask deliveries to name a few. Virtual support, digital documentation and signatory options are available.

Infrastructure Funding Agreement (IFA)

Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the One-Stop Comprehensive Center, including, but not limited to:

- Rental of the facilities;
- Utilities and maintenance;
- Equipment, including assessment-related products and assistive technology for individuals with disabilities; and
- Technology to facilitate access to the One-Stop Comprehensive Center, including technology used for the Center's planning and outreach activities.

The One-Stop Operating Budget and Infrastructure Funding Agreement establish a financial plan, including terms and conditions, to fund the service and operating costs of the Coastal Counties Area one-stop network. The Parties to this IFA agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Coastal Counties Area's high standards. All Parties to this IFA recognize that infrastructure costs are applicable to all Parties, whether they are physically located in the One-Stop Comprehensive Center or not. Each Party's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the programs' authorizing laws and regulations and the Uniform Guidance.

A. Legal Authority:

The Workforce Innovation and Opportunity Act (WIOA) (sec. 29 USC §3151) requires the local board, with the agreement of the Chief Elected Official, to develop and enter into a Memorandum of Understanding between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 29 USC §3151, concerning the operation of the one-stop delivery system in a local area.

The sharing and allocation of infrastructure costs is governed by WIOA Sec. 29 USC §3151, and the Federal Cost Principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance at 2 CFR part 200).

B. Components of the IFA:

Pursuant to 20 CFR 678.755, 34 CFR 361.755, and 34 CFR 463.755, each local IFA must (at a minimum) include the following components:

1. The period of time in which the IFA is effective (which may be a different time period than the duration of the MOU);
2. Identification of the infrastructure costs budget, which is a component of the one-stop operating budget;
3. Identification of all one-stop partners, CEO(s), and the Local WDB participating in the IFA;

4. A description of the periodic modification and review process to ensure equitable benefit among one-stop partners;
5. Information on the steps the Local WDB, CEO(s), and one-stop partner used to reach consensus or the assurance that the local area followed the SFM process; and
6. A description of the process to be used among partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.

C. Duration:

This IFA is entered into on the date of signing. This IFA will become effective as of July 1, 2022, and will terminate on June 30, 2025.

This herein becomes part of the Coastal Counties One-Stop System MOU executed on July 1, 2022.

D. Parties to IFA:

The Parties to this IFA are defined as the organizations listed in section D of the IFA.

Organization/Agency	Signatory	Program(s)	Authorization
Coastal Counties Workforce, Inc.	Antoinette Mancusi, Executive Director	Adult, Dislocated Worker, Youth Programs	WIOA Title IB, 29 U.S.C chapter 32
	Charles Crosby III, Chief Elected Official	Opioid National Emergency Grant	WIOA Sec. 170, National Dislocated Worker Grants
		Coastal Counties Employment Recovery Grant	WIOA Sec. 170, National Dislocated Worker Grants
Maine Department of Education, Office of Adult Education and Family Literacy	Daniel Chuhta, Deputy Commissioner Gail Senese, State Director	Adult Education and Family Literacy Act (AEFLA) Program	WIOA Title II
Maine Department of Labor, Bureau of Employment Services	Kimberley Moore, Bureau Director	Wagner-Peyser Employment Services	Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA Title III
		State Office of Apprenticeship	
		Trade Adjustment Assistance (TAA)	Trade Act of 1974, Chapter 2, Title II
		Jobs for Veterans State Grant (JSVG)	Chapter 41 of Title 38, U.S.C.
Maine Department of Labor, Bureau of Rehabilitation Services	Karen Fraser, Bureau Director Libby Stone-Sterling, VR Director Brenda Drummond, DBVI Director	State Vocational Rehabilitation Services Program (DBVI & DVR)	Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA Title IV
Maine Department of Labor, Unemployment Compensation	Laura Boyett, Bureau Director	Unemployment Compensation	

Career Systems Development Corp.	Molly Ginn, Director	JobCorps	WIOA Title IC, 29 U.S.C chapter 32
Southern Maine Community College (SMCC)	Joseph Cassidy, President	Postsecondary Career & Technical Education Programs	Strengthening Career & Technical Education for the 1st Century Act (Perkins V)
York County Community College (YCCC)	Michael Fischer, President	Postsecondary Career & Technical Education Programs	Strengthening Career & Technical Education for the 1st Century Act (Perkins V)
Maine Department of Health and Human Services (DHHS), State Office for Family Independence	Anthony Pelotte, Director	Temporary Assistance for Needy Families (TANF) Program	Par A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
Maine Department of Health and Human Services (DHHS), Office of Aging and Disability Services (OADS)	Paul Saucier, Director	Senior Community Service Employment Program (SCSEP)	Title V of Older Americans Act of 1965
Maine Department of Health and Human Services (DHHS), Office of Child and Family Services (OCFS)	Todd Landry, Director	Community Services Block Grant (CSBG) Programs	42 U.S.C. 9901 et seq.
LearningWorks	Heather Davis, Executive Director	YouthBuild	WIOA Title I, 29 U.S.C chapter 32
Portland Housing Authority	Cheryl A. Sessions, Executive Director	Housing & Urban Development, Employment and Training Programs	
PathStone	Jeffrey Lewis, Senior Vice President of Direct Services	National Farmworker Jobs Program	WIOA Title I, 29 U.S.C chapter 32
Associates for Training & Development (A4TD)	Pat Elmer, President & CEO	Senior Community Service Employment Program (SCSEP)	Title V of Older Americans Act of 1965

**The following Required Partners do not administer programs in the Coastal Counties Local Workforce Area: Indian and Native American Programs (WIOA title I, section 166 program, Indian and Native American Programs); and programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532).*

E. One-Stop Operating Budget:

Refer to the One-Stop Operating Budget in Attachment A.

F. Cost Allocation Methodology:

All Parties have been assigned a cost share allocation based on the following combined pieces of information:

- **Full-time Equivalent (FTEs) Staff Numbers-** The Parties physically located in the One-Stop Comprehensive Center will be responsible for sharing the costs of the office space. Cost allocation for each Party will be based on the number of FTEs each Party has located at the One-Stop Comprehensive Center. Refer to the Cost Share Allocations Sheet in Attachment B.
- **Anticipated % Usage-** All Parties are responsible for sharing a portion of the costs of the shared space at the One Stop Comprehensive Center. The share of these costs is calculated using an anticipated usage and/or proportional benefit, in addition to other benefits that may be derived (e.g., referrals, dissemination of information). All Parties were given a chance to review and negotiate this proportion. Moreover, costs may be determined to value derived such as referrals. Parties will agree upon this with the understanding that they must also implement a plan to begin tracking client traffic and referrals in future years to be included in the anticipated usage calculation. The Parties agree to start tracking customer traffic once in-person services normalize (i.e. post-Covid conditions). Refer to the Cost Share Allocations Sheet in Attachment B.

G. Cost Reconciliation:

All Parties agree that a bi-annual reconciliation of budgeted and actual costs will be completed to assure that costs contributed are reasonable based on proportionate share relative to benefit received. Workforce Solutions will provide an Operating Budget Financial Status Report on or before July 15, 2022, January 15, 2023 and July 15, 2023 so that the Parties can review budgeted to actual costs for each category of the operating budget.

H. Invoice:

Workforce Solution will invoice all Parties to this IFA on a quarterly basis. Payments should be sent to Goodwill Northern New England, 34 Hutcherson Drive, Gorham, Maine 04038. An invoicing schedule will be sent to all Parties of this IFA within 30 days of execution of the IFA. Refer to Attachment B for the quarterly payment amount for each Party.

I. Steps to Reach Consensus:

All Parties will make a concerted effort to negotiate the IFA, including the overall operating budget for the One-Stop Comprehensive Center. All Parties agree that the IFA shall be reviewed bi-annually and renewed annually to ensure appropriate funding of the One-Stop Comprehensive Center. The annual budget will be presented each year to all Parties and the allocation bases will be reviewed and modified, as necessary.

J. Dispute and Impasse Resolution:

All Parties will actively participate in Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in the Dispute Resolution section of the MOU must be followed. If the Parties to this IFA have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared, and the State Funding Mechanism (SFM) is triggered. For the State Funding Mechanism, refer to State Workforce Board Policy 19-04 (https://www.maine.gov/swb/laws/policies/PY19-04_Infrastructure_Cost_Sharing.pdf)

K. Infrastructure Agreement Signatory Page

Signatory Name	Organization/Program	Signature	Date
Antoinette Mancusi, Executive Director	Coastal Counties Workforce, Inc.		May 18, 2022
Charles Crosby III, Chief Elected Official	Coastal Counties Workforce, Inc.		May 18, 2022
Daniel Chuhta, Deputy Commissioner	Maine Department of Education, Office of Adult Education and Family Literacy	 <small>Daniel A. Chuhta (May 18, 2022 10:40 EDT)</small>	May 18, 2022
Gail Senese, State Director	Maine Department of Education, Office of Adult Education and Family Literacy	 <small>gail senese (May 18, 2022 10:09 EDT)</small>	May 18, 2022
Kimberley Moore, Bureau Director	Maine Department of Labor, Bureau of Employment Services	 <small>Kimberley Moore (Jun 1, 2022 14:51 EDT)</small>	Jun 1, 2022
Karen Fraser, Bureau Director	Maine Department of Labor, Bureau of Rehabilitation Services	 <small>Karen Fraser (May 18, 2022 13:29 EDT)</small>	May 18, 2022
Libby Stone-Sterling, VR Director	Maine Department of Labor, Bureau of Rehabilitation Services, VR	 <small>Libby Stone-Sterling (May 20, 2022 11:02 EDT)</small>	May 20, 2022
Brenda Drummond, DBVI Director	Maine Department of Labor, Bureau of Rehabilitation Services, DBVI	 <small>Brenda Drummond (May 18, 2022 16:25 EDT)</small>	May 18, 2022
Laura Boyett, Bureau Director	Maine Department of Labor, Unemployment Compensation		May 20, 2022
Molly Ginn, Director	Career Systems Development Corp., JobCorps	 <small>Molly Ginn (May 18, 2022 09:40 EDT)</small>	May 18, 2022
Joseph Cassidy, President	Southern Maine Community College (SMCC), Postsecondary Career & Technical Education Programs		May 18, 2022
Michael Fischer, President	York County Community College (YCCC), Postsecondary Career & Technical Education Programs	 <small>Michael Fischer (May 24, 2022 14:41 EDT)</small>	May 24, 2022
Anthony Pelotte, Director	State Office for Family Independence, TANF		May 27, 2022
Paul Saucier, Director	Office of Aging and Disability Services (OADS), SCSEP	 <small>Paul Saucier (Jun 2, 2022 08:03 EDT)</small>	Jun 2, 2022
Todd Landry, Director	Office of Child and Family Services (OCFS), CSBG	 <small>Todd A. Landry (May 18, 2022 09:58 EDT)</small>	May 18, 2022
Heather Davis, Executive Director	LearningWorks, YouthBuild		May 24, 2022
Cheryl A. Sessions, Executive Director	Portland Housing Authority, HUD	 <small>Christie Gaydos (May 27, 2022 08:45 EDT)</small>	May 27, 2022
Jeffrey Lewis, Senior Vice President of Direct Services	PathStone, NFJP		May 25, 2022
Pat Elmer, President & CEO	Associates for Training & Development (A4TD), SCSEP	 <small>Pat Saylor (May 18, 2022 11:27 EDT)</small>	May 18, 2022

Attachment A

One Stop Center Operating Budget PY 2022/23

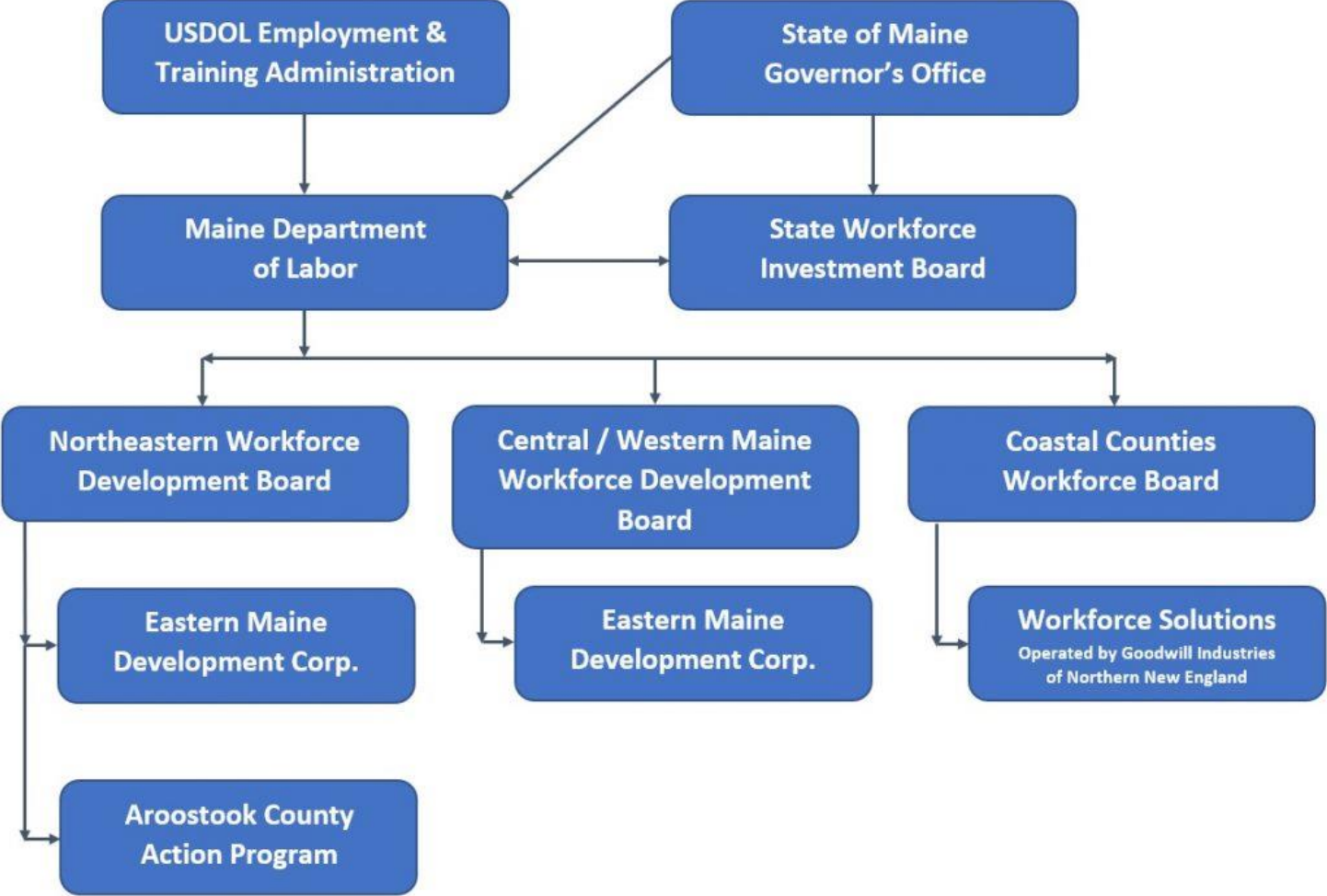
Workforce Solutions
 190 Lancaster Street, Suite 200
 Portland, ME

	TOTAL	Office Space Costs	Shared Area Costs	Description/Notes
SQ FT	7,585	6,171	1,414	
% of Total SQ FT		81%	19%	
Infrastructure Costs:				
Rent	\$ 115,194.00	\$ 93,719.47	\$ 21,474.53	Based on SQFT
Utilities	\$ 21,115.00	\$ 17,178.73	\$ 3,936.27	Based on SQFT
Building Maintenance	\$ 1,365.00	\$ 1,110.54	\$ 254.46	Based on SQFT
Cleaning	\$ 6,939.00	\$ 5,645.43	\$ 1,293.57	Based on SQFT
Building Security	\$ -			
Insurance	\$ 466.00	\$ 379.13	\$ 86.87	Based on SQFT
Telephone Costs	\$ 631.00	\$ 490.78	\$ 140.22	8 phones OS (22%), 28 phones in office (78%)
Computer/Internet	\$ 5,780.00	\$ 4,679.05	\$ 1,100.95	8 computers OS (19%), 34 computers in office (81%)
Office Supplies	\$ 519.00	\$ 422.25	\$ 96.75	
Equipment- New purchases, maintenance, and repair	\$ -			
Assistive Technology for individuals with disabilities	\$ -			
Printing/printers	\$ 4,093.00	\$ 3,104.53	\$ 988.47	Great American Leasing \$94.42/month (OS), TIAA \$221.55/month (office), Kyocera Maintenance \$75/month (office)
Postage	\$ -			
Shredding	\$ -			
Total	\$ 156,102.00	\$ 126,729.90	\$ 29,372.10	

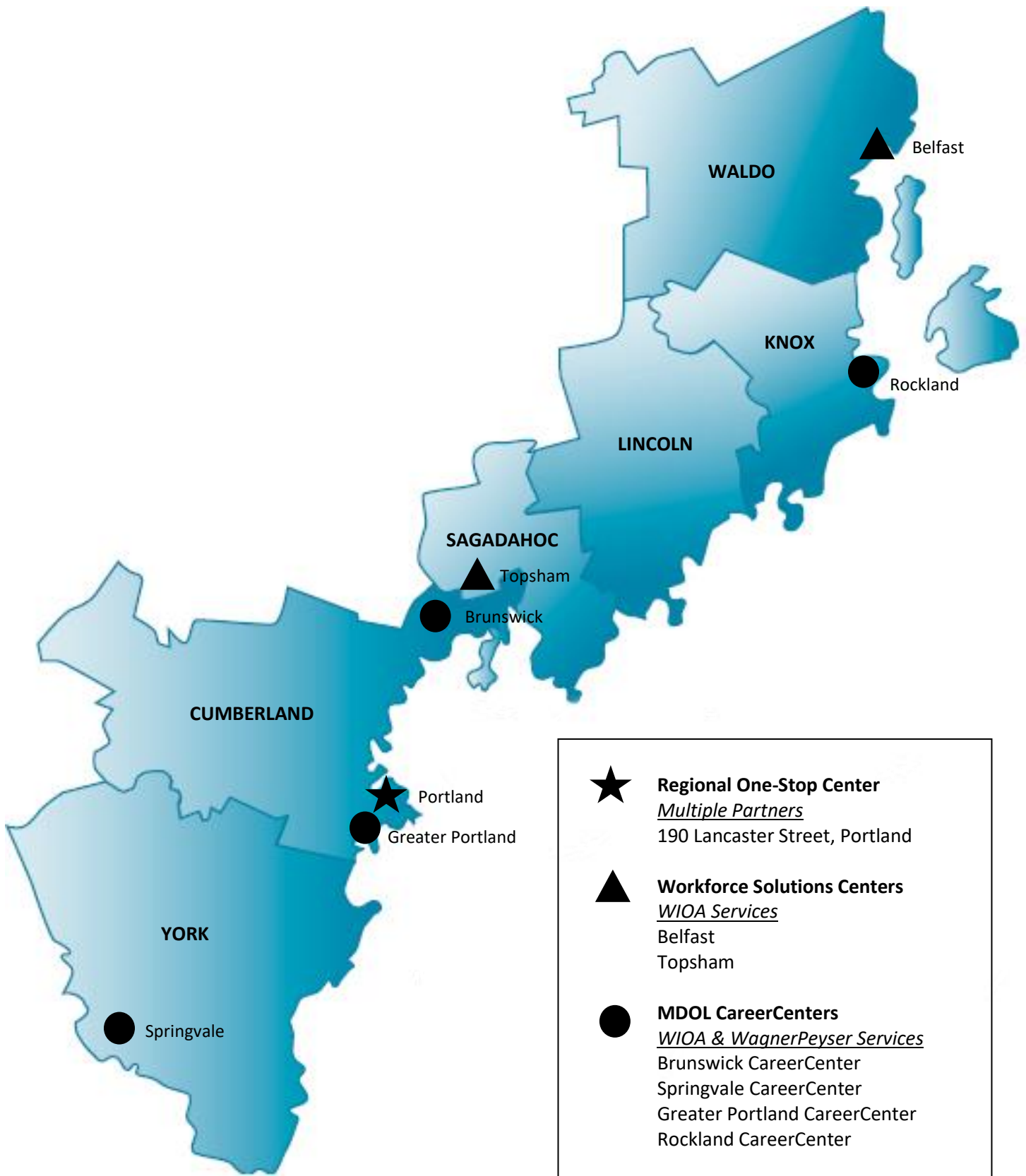
One Stop Center Cost Share Allocations and Partner Contributions PY 2022/23

Organization/Agency	Program	FTE	% of FTE	% Usage	Office Space Costs	Shared Space Costs	Total Annual Cost	Monthly Cost	Quarterly Invoice
Goodwill	Goodwill Snap E&T and AmeriCorps	7.6	19.8%	0.0%	\$ 25,131.04	\$ -	\$ 25,131.04	\$ 2,094.25	\$ 6,282.76
CCWI/Workforce Solutions	H-1B Rural Healthcare Grant	3.4	8.9%	0.0%	\$ 11,242.83	\$ -	\$ 11,242.83	\$ 936.90	\$ 2,810.71
CCWI/Workforce Solutions	Adult, Dislocated Worker, Youth Programs	13.0	33.9%	30.0%	\$ 42,987.31	\$ 8,811.63	\$ 51,798.94	\$ 4,316.58	\$ 12,949.74
CCWI/Workforce Solutions	Opioid National Emergency Grant	5.7	14.9%	0.0%	\$ 18,930.95	\$ -	\$ 18,930.95	\$ 1,577.58	\$ 4,732.74
CCWI/Workforce Solutions	Coastal Counties Employment Recovery Grant	5.3	13.8%	0.0%	\$ 17,525.60	\$ -	\$ 17,525.60	\$ 1,460.47	\$ 4,381.40
Career Systems Development Corp.	JobCorps	2.0	5.2%	2.0%	\$ 6,613.43	\$ 587.44	\$ 7,200.87	\$ 600.07	\$ 1,800.22
MDOE Adult Ed	Adult Education and Family Literacy Act (AEFLA) Program	0.0	0.0%	7.0%	\$ -	\$ 2,056.05	\$ 2,056.05	\$ 171.34	\$ 514.01
MDOL BES	Wagner-Peyser Employment Services	0.8	2.1%	20.0%	\$ 2,645.37	\$ 5,874.42	\$ 8,519.79	\$ 709.98	\$ 2,129.95
MDOL BES	State Office of Apprenticeship	0.2	0.5%	1.0%	\$ 661.34	\$ 293.72	\$ 955.06	\$ 79.59	\$ 238.77
MDOL BES	Trade Adjustment Assistance (TAA)	0.2	0.5%	2.0%	\$ 661.34	\$ 587.44	\$ 1,248.79	\$ 104.07	\$ 312.20
MDOL BES	Jobs for Veterans State Grant (JSVG)	0.0	0.0%	1.0%	\$ -	\$ 293.72	\$ 293.72	\$ 24.48	\$ 73.43
MDOL BRS	State Vocational Rehabilitation Services Program (DBVI)	0.0	0.0%	1.0%	\$ -	\$ 293.72	\$ 293.72	\$ 24.48	\$ 73.43
MDOL BRS	State Vocational Rehabilitation Services Program (Voc-Rehab)	0.1	0.3%	12.0%	\$ 330.67	\$ 3,524.65	\$ 3,855.32	\$ 321.28	\$ 963.83
MDOL UC	Unemployment Compensation	0.0	0.0%	12.0%	\$ -	\$ 3,524.65	\$ 3,524.65	\$ 293.72	\$ 881.16
DHHS OFI	Temporary Assistance for Needy Families (TANF) Program	0.0	0.0%	3.5%	\$ -	\$ 1,028.02	\$ 1,028.02	\$ 85.67	\$ 257.01
MCCS	Carl Perkins Postsecondary (SMCC)	0.0	0.0%	3.0%	\$ -	\$ 881.16	\$ 881.16	\$ 73.43	\$ 220.29
MCCS	Carl Perkins Postsecondary (YCCC)	0.0	0.0%	2.0%	\$ -	\$ 587.44	\$ 587.44	\$ 48.95	\$ 146.86
LearningWorks	YouthBuild	0.0	0.0%	1.0%	\$ -	\$ 293.72	\$ 293.72	\$ 24.48	\$ 73.43
PHA	Housing & Urban Development, Employment and Training Programs	0.0	0.0%	0.5%	\$ -	\$ 146.86	\$ 146.86	\$ 12.24	\$ 36.72
PathStone	National Farmworker Jobs Program (NFJP)	0.0	0.0%	0.5%	\$ -	\$ 146.86	\$ 146.86	\$ 12.24	\$ 36.72
A4TD	Senior Community Service Employment Program (SCSEP)	0.0	0.0%	0.5%	\$ -	\$ 146.86	\$ 146.86	\$ 12.24	\$ 36.72
DHHS OADS	Senior Community Service Employment Program (SCSEP)	0.0	0.0%	0.5%	\$ -	\$ 146.86	\$ 146.86	\$ 12.24	\$ 36.72
DHHS OCFS	Community Services Block Grant (CSBG) Programs	0.0	0.0%	0.5%	\$ -	\$ 146.86	\$ 146.86	\$ 12.24	\$ 36.72
Totals					\$ 126,729.90	\$ 29,372.10	\$ 156,102.00	\$13,008.50	\$39,025.50

Workforce Innovation and Opportunity Act Delivery System



Coastal Counties Workforce Board
Service Center Locations - 2022



Glossary

Term	Definition
Affiliate One-Stop Center Sites	Physical locations at which some of the workforce system partners are co-located provide some of the services. In Maine, these may be referred to as Maine CareerCenter, Workforce Solutions Center of “A Proud Partner of the American Job Center Network”
Co-location	<p><i>Co-located partners:</i></p> <p>One-stop system partners who have a physical presence within a one-stop center, either full-time, part-time, or intermittent.</p> <p><i>Non-co-located partners:</i></p> <p>One-stop system partners with no physical presence in the one-stop center</p>
Comprehensive One-Stop Center	A physical location, in a local area, that provides access to career services, training services, employment services, and access to all required programs and activities of all required partners. In Maine, these are referred to as the CareerCenter.
Contributions	<p><i>Cash Contributions:</i></p> <p>Cash funds used to cover a partner’s proportionate share of the one-stop center infrastructure costs. Can be paid either directly from the partner or through an interagency transfer on behalf of the partner. 20 CFR 678.720(c).</p> <p><i>Non-Cash Contributions:</i></p> <p>Expenditures made by one partner on behalf of the one-stop center or contributions of goods or services contributed by a partner for the center’s use. Contributions must be valued consistent with the uniform guidance 2 CFR 200.306 20 CFR 678.720 (c)</p> <p><i>Third Party In-kind Contributions:</i></p> <p>Contributions by an outside entity (not a required partner) to support the one-stop center in general; or contributions by an outside entity that resides in the one-stop center (not a required partner) to support its proportionate share of infrastructure costs. Unrestricted contributions that support the one-stop center in general would lower the total amount of infrastructure costs prior to proportionate division, whereas restricted contributions can be used by the intended partner(s) to lower their share of the infrastructure costs. 20 CFR 678.720(c)(4)</p>

Full-time Equivalent	The ratio of the total number of hours worked (whether part-time, full-time or contracted) divided by an average full-time week (e.g.: 40 hours). <i>Example: One employee works 20 hours per week is expressed as .5 FTE</i>
Infrastructure Costs	The non-personnel costs that are necessary for the general operation of the physical one-stop center, including: <ul style="list-style-type: none"> ✓ Rental/lease costs of facilities ✓ Costs of utilities and maintenance ✓ Equipment (including assessment -related products and assistive technology for individuals with disabilities) ✓ Technology to facilitate access to the center, including the center’s planning and outreach activities
Local Funding Mechanism	The method used to cover infrastructure costs of the local comprehensive one-stop center in each local area when all co-located partner
Memorandum of Understanding	A document defining the agreement between the local board, CEO, and required partners pertaining to accessibility, delivery, and integration of services between required partners, and the sharing of infrastructure costs for the comprehensive one-stop center by those partners, and the sharing of costs of affiliated sites by the partners that are co-located therein.
Proportionate Share	An amount that represents a required partner’s portion of shared infrastructure costs for the comprehensive one-stop center and any co-located partner’s cost of any affiliated center, based on its proportionate use of the center and its relative benefits received. This amount is to be determined through a reasonable cost allocation methodology that assigns costs to partner in proportion to relative benefits received.
Required Partners	WIOA identifies required program partners that must share in the cost of the local one-stop delivery system network of centers in the local area and that must be party to the Memorandum of Understanding, as follows: <ol style="list-style-type: none"> 1. WIOA Title IB - Adult, Dislocated Worker, & Youth Programs (A, DW, Y) 2. WIOA Title II - Adult Education & Literacy Programs (AE) 3. WIOA Title III - Employment Services Program (BES) 4. WIOA Title IV - Vocational Rehabilitation Services Program (BRS) 5. Carl D. Perkins Career & Technical Education Act, Post-Secondary Programs 6. Trade Adjustment Assistance Act Programs (TAA) 7. Senior Community Services Employment Program (SCSEP) 8. Community Services Block Grant Employment & Training Activities (CSBG) 9. Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE) programs 10. Housing and Urban Development Employment & Training Activities (HUD) 11. Unemployment Compensation Programs (BUC) 12. Activities under the Second Chance Act of 2007 (REO) 13. Veterans Services under the Jobs for Veterans State Grant (JSVG) 14. National Farmworkers Jobs Program Services (NFJP) 15. Job Corps 16. YouthBuild 17. Indian and Native American Programs (not required to contribute funding)

Shared Service Costs	Costs one-stop partners may agree to share for common staff functions, such as center receptionist, intake specialist, assessment administrator, common staff cross-training and more.
State Funding Mechanism	The method used to cover infrastructure costs in a local area when required partners are unable to agree on how to share these costs. The amount each required partner must contribute is capped per WIOA Section 121(h)(3)(B).

Authority and Signature Page

Local Workforce Board

With The

**Bureau of Employment Services
Maine Department of Labor
55 State House Station
Augusta, Maine 04330-0055**

On Behalf of the Following Programs & Services:

- Wagner-Peyser Labor Exchange and Employment Services
- Trade Adjustment Assistance Services
- Jobs for State Veterans Grant Services

By signing my name below, I Kimberley Moore certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

By signing this agreement, I also certify that I have the legal authority to bind my agency (outlined above) to the terms of:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:
Kimberley Moore
972A16C46B0D49B...
Authorized Signatory

8/25/2022
Date

Kimberley Moore Director, Bureau of Employment Services

Name/Title

Authority and Signature Page

Local Workforce Board

With The

**Bureau of Unemployment Compensation
Maine Department of Labor
57 State House Station
Augusta, Maine 04330-0055**

On Behalf of the **Unemployment Compensation Program**:

By signing my name below, I Laura Boyett, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

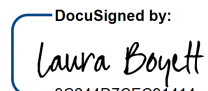
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DocuSigned by:

9C244D7CEC91414...

 Authorized Signatory

8/23/2022

 Date

Laura Boyett

 Bureau Director, Unemployment Compensation
 Name/Title

Authority and Signature Page

Local Workforce Board

With The

**Bureau of Rehabilitation Services
Maine Department of Labor
54 State House Station
Augusta, Maine 04330-0055**

On Behalf of the **Bureau of Rehabilitation Services:**

- Division of Vocational Rehabilitation Services
- Division of Services for the Blind and Vision Impaired

By signing our names below, we **Karen Fraser, Libby Stone-Sterling, and Brenda Drummond**, certify that we understand and agree to the full contents of the attached MOU and that all of our questions have been discussed and answered satisfactorily.

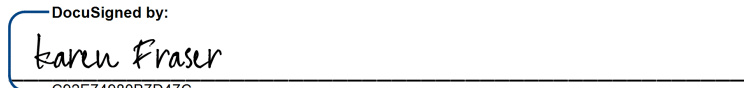
Our signatures certify our understanding of the terms outlined herein and agreement with:

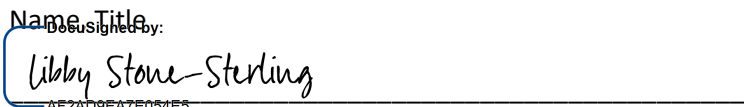
- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement


By signing this agreement, we also certify that we have the legal authority to bind our agency (outlined above) to the terms of:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

We understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

 C92E74980B7D47C...
 Authorized Signatory 8/18/2022
 _____ Date
 Karen Fraser Director, Bureau of Rehabilitation Services

DocuSigned by:

 AF2AD9EA7E054E5...
 Authorized Signatory 8/25/2022
 _____ Date
 Libby Stone-Sterling Director, Division of Vocational Rehabilitation

DocuSigned by:

 6CB4DC356E96486...
 Authorized Signatory 8/18/2022
 _____ Date
 Brenda Drummond Director, Division for the Blind and Visually Impaired

Name, Title

Authority and Signature Page

Maine Workforce Partners

Memorandum of Understanding

With

Coastal Counties Workforce, Inc.

14 Maine Street, Box 2

Brunswick, Maine, 04011

On Behalf of the **WIOA Title IB Adult, Youth and Dislocated Worker Programs and the Local Area**

By signing my name below, I Antoinette Mancusi, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

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- The Operating Budget
- The Infrastructure Funding Agreement

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- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:
Antoinette Mancusi
E176D88D30C24C0...
Authorized Signatory

8/26/2022
Date

Antoinette Mancusi, Executive Director

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

Office of Child and Family Services

Maine Department of Health and Human Services

2 Anthony Avenue

Augusta, Maine 04333-0011

On Behalf of the **Community Services Block Grant**

By signing my name below, I Todd A. Landry, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

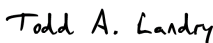
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- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

 77B44F528C264D5...

 Authorized Signatory

8/9/2022
 ____/____/____
 Date

Todd A. Landry Director, Maine OCFS

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

Office for Family Independence

Maine Department of Health and Human Services

109 Capitol Street

Augusta, Maine 04333

On Behalf of the Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE) programs

By signing my name below, I Anthony Pelotte, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

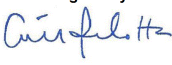
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- The Operating Budget
- The Infrastructure Funding Agreement

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- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

 9074206D2C844D1...

 Authorized Signatory

8/19/2022

 Date

Anthony Pelotte Director

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With

**PathStone Corporation
Bangor Office:
263 State Street, Suite 24,
Bangor ME 04401**

On Behalf of the **National Farmworker Jobs Program**

By signing my name below, I Jeffrey Lewis, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

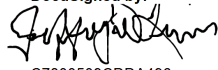
My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

By signing this agreement, I also certify that I have the legal authority to bind my agency (outlined above) to the terms of:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

67800509CDDA496...

 Authorized Signatory

8/19/2022

 Date

Jeffrey Lewis Senior Vice President

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

Loring Job Corps

36 Montana Road

Limestone, Maine 04750

On Behalf of the **Loring Job Corps Program:**

By signing my name below, I Kristie A. Moir, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.


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- The Infrastructure Funding Agreement

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DocuSigned by:

0D8EA373E07246A...

 Authorized Signatory

8/26/2022

 Date

Kristie A. Moir Center Director

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

Maine Community College System

323 State Street

Augusta, ME 04330

On Behalf of the **Maine Community College System**

By signing my name below, I Joseph Cassidy, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

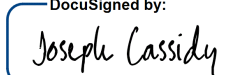
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- The Infrastructure Funding Agreement

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- The Operating Budget
- The Infrastructure Funding Agreement

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DocuSigned by:

87E0A1AB3193499...

 Authorized Signatory

8/11/2022

 Date

Joseph Cassidy President

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

Portland Housing Authority

14 Baxter Blvd.

Portland, Maine 04011

On Behalf of the **Department of Housing and Urban Development**

By signing my name below, I Cheryl Sessions, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

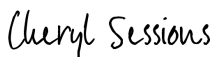
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- The Infrastructure Funding Agreement

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- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

B5E70671E15040F...

 Authorized Signatory

7/28/2022_____
 Date

Cheryl Sessions Executive Director

 Name/Title

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With The

**Penobscot Job Corps
1375 Union Street
Bangor, Maine 04401**

On Behalf of the Penobscot Job Corps Program

By signing my name below, I Molly Ginn, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

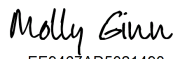
My signature certifies my understanding of the terms outlined herein and agreement with:

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- The Operating Budget
- The Infrastructure Funding Agreement

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- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

EE9487AD5021490...

 Authorized Signatory

7/28/2022

 Date

Molly Ginn

 Name/Title
 Center Director

Authority and Signature Page

Local Workforce Board

Memorandum of Understanding

With

Associates for Training and Development (A4TD)

37 Park Street

Lewiston, ME 04240

On Behalf of the Senior Community Service Employment Program

By signing my name below, I Pat Elmer, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

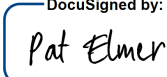
My signature certifies my understanding of the terms outlined herein and agreement with:

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- The Infrastructure Funding Agreement

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- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires on July 1, 2025.

DocuSigned by:

 BEC6C5882DA34C6...

 Authorized Signatory

8/9/2022

 Date

Pat Elmer

 Name/Title

President/CEO