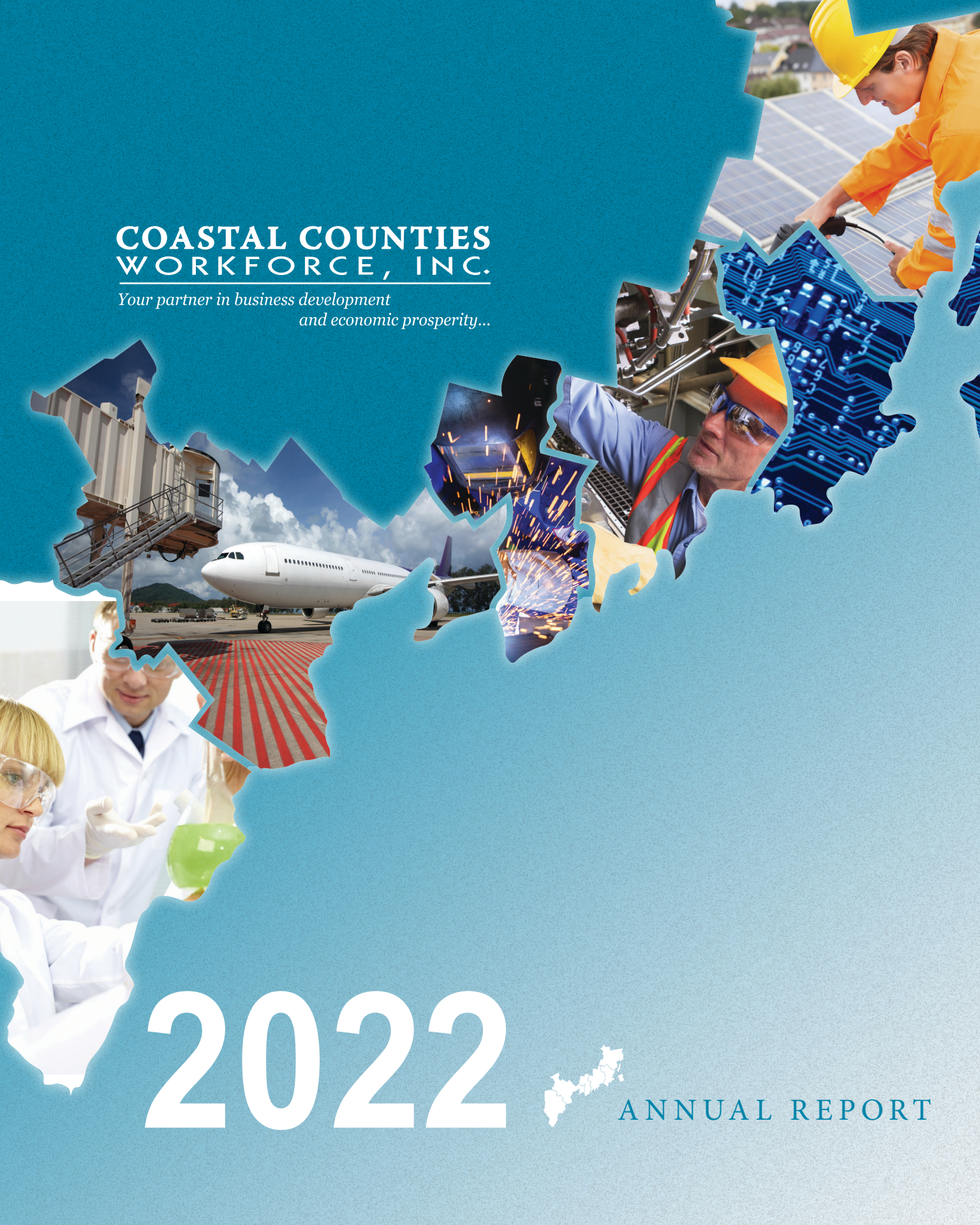


COASTAL COUNTIES WORKFORCE, INC.

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



2022



ANNUAL REPORT

2022

CCWI STAFF & BOARD MEMBERS

Board of Directors

President, Commissioner Charles Crosby III, Sagadahoc County
Vice President, Commissioner Jim Cloutier, Cumberland County
Secretary/Treasurer, Commissioner Betty Johnson, Waldo County
Commissioner Rick Parent, Knox County
Commissioner Richard Clark, York County
Commissioner Mary Trescot, Lincoln County
Carrie Murphy, Chair, Coastal Counties Workforce Board
Peter Russell, Vice Chair, Coastal Counties Workforce Board
Bob Schmidt, Past Chair, Coastal Counties Workforce Board
Lydia Sy, Past Chair, Coastal Counties Workforce Board

Coastal Counties Workforce Board

Christopher Arbour, Region 1 Adult Community Corrections
Mary Ellen Barnes, Lincoln County Regional Planning Commission
Kate Bellmore, Camden National Bank
Sara Brinker, WCP, The MEMIC Group
J. Scott Christman, General Dynamics / Bath Iron Works
Justin Cotta Holmes, Baystate Financial
Charles Crosby III, Sagadahoc County Commissioner
Jonathan DaSilva, CVS Health
Marianne Doyle, M.Ed., Scarborough Public Schools
Derek Fassett, HospitalityMaine
Samantha Fenderson, MDOL Division of Vocational Rehabilitation
Kelly Flagg, Associated General Contractors of Maine
Cory King, Southern Midcoast Maine Chamber
Robert Klaiber, MDOL / Greater Portland CareerCenter

Jennifer Kopp, MaineHealth
Laura Lindblom, Wayfair, LLC
Benjamin Millick, People's United Bank
Carrie Murphy, athenahealth
Tom Nickerson, UMA - Brunswick Center
Nick Paquet, IBEW Local 1253
Diana Roberge, Hannaford Supermarkets
Peter Russell, IDEXX
Bob Schmidt, L.L. Bean
Jennifer Steeves, CCB, Inc.
Heather Stott, Goodwill Northern New England
Lydia Sy, Manpower Maine
Jim Whitten, Southern Maine Community College

Staff to Board

Antoinette Mancusi, Executive Director
Jillian Sample, Director of Programs
Kyle Olson, Senior Program Manager
Lynn Dondis, Program Manager
Valerie Odams, Executive Assistant

LETTER FROM

Antoinette Mancusi

Executive Director, CCWI

PY 2022 – 2023



Welcoming back a measure of normality – or steadying ourselves in the “new normal” – was PY (program year) 2022-2023’s theme. New workforce trends manifested which impacted our work and the clients we serve. We were confronted with an increasingly unpredictable environment -- an environment which is keeping most of us guessing. Businesses across the country were experimenting with return-to-office policies whilst experiencing high employee turnover. Another workplace characteristic which manifested was employee “burn-out” adding to turnover. Concepts like “quiet quitting” took hold while businesses also dealt with the establishment of hybrid workplaces for office-based jobs.

The dearth of potential employees pressed upon employers to make paradigm shifts in hiring. The pursuit of nontraditional candidates (i.e., candidates that might have been overlooked in the past) has been a new hiring trend – expanding talent pipelines. This is a very good thing! Employers may now be more comfortable hiring candidates based on skills and experience versus credentials and formal education.

A negative trend that has materialized is the workforce-wide erosion of soft skills. The hardest hit are our newer workers from Generation Z. Many new-to-the-workforce employees are reporting that they are not ready for the workforce. The pandemic interfered with their ability to find “in-person” work and consequently, since their education has not readied them to enter the workforce, they do not feel prepared. Youth and young adults being served tell the tale of a less than adequate educational experience during the Covid years. As a result, this is a group experiencing a more difficult transition – one of greater instability, social isolation, and one of not persisting in their work environments. Having to adapt to the needs of our clients, our service provider is spending more time triaging clients in order to help refer clients to mental health resources and other supports, when needed.

Given the nature of our work – we are not impeded by the difficult climate. We are accustomed to helping individuals with barriers to employment. Although the genesis of the barriers may have been different, Covid was indeed unique. Whenever we have had a period of low unemployment, we have always served those most in need of services.

Despite this landscape, PY2022-2023 presented us with an opportunity to do some very good work! With the addition of new funding and continued efforts to maximize existing funding streams, the Workforce Solutions team was able to significantly increase the total number of participants served over the past 12 months. This year represented a 23% increase in total participants. Central to these efforts were continued efforts by the service provider, CCWI staff, and local workforce partners to outreach to priority populations, coordinate referrals, and streamline intakes and service delivery to effectively respond to jobseeker needs.

We move into PY2023-2024 with nine active grants in our portfolio: Workforce Innovation and Opportunity Act (WIOA) (2 separate awards for PY2021-22 and PY2022-23); Rural Health Care; Employment Recovery NEG; Opioid NEG; CAREER NEG; Afghan Refugee; QUEST NEG, and an ARPA grant. We have exciting work ahead!

Thank you to all the staff at both CCWI and Workforce Solutions that work tirelessly to ensure high quality services for our region. Thank you to our board members that support us and empower us so that we can continue our good work!

In gratitude,

Antoinette Mancusi
Executive Director

Program Year 2022
(July 1, 2022 – June 30, 2023)

6,005

Individuals served with basic career services and resource navigation

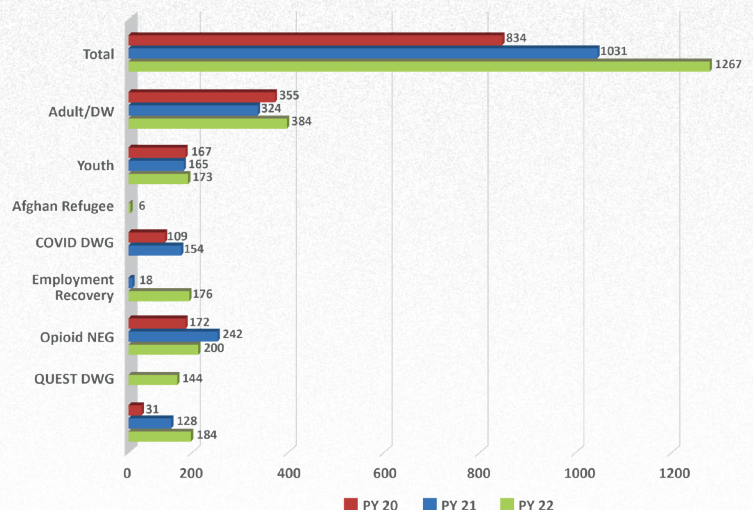
557

Individuals received WIOA-funded, individualized employment and training services

73.5%

Entered employment

WIOA Title IB Enrollments (PY20, PY21, & PY22)





“Coastal Counties Workforce, Inc. is a valued partner of the Maine Adult Education System. Our organizations have a long history of working together to serve the education and workforce needs of the region. Under WIOA we have been able to better align our educational and workforce offerings to CCWI’s priorities and have partnered to help educate and employ individuals in the IT and HealthCare industries. We are excited about continuing this work and expanding the focus to include multilingual learners and emerging industries in the region.”

Megan Dichter
State Adult Education Director
Maine Department of Education

COASTAL COUNTIES REGIONAL WORKFORCE PLANNING

Vision

To meet the changing workplace needs of businesses and jobseekers by promoting economic opportunities through developing workforce skills in demand. The Coastal Counties Workforce Board (CCWB) supports the regional economy by advancing a range of workforce training services that meet current business needs.

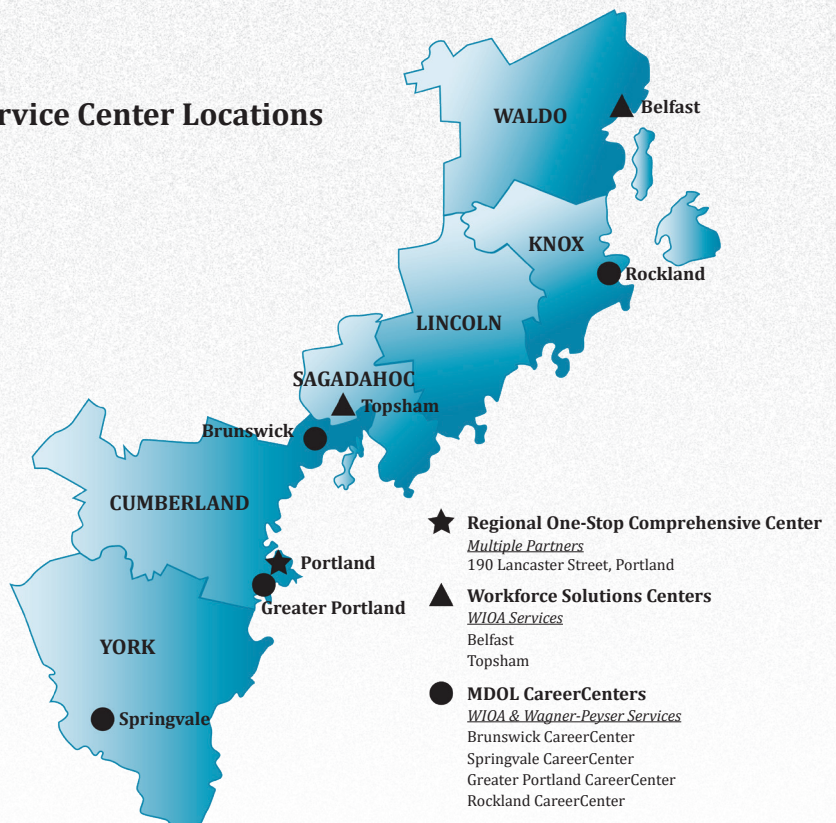
Mission

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

Workforce Board Goals

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

Service Center Locations



WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

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

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

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

Since 2002, Coastal Counties Workforce, Inc. (CCWI) has administered these WIA and subsequently the WIOA employment and training dollars. CCWI is one of three Local Workforce Development Boards in the state, with its region consisting of the six coastal counties of Waldo, Knox, Lincoln, Sagadahoc, Cumberland, and York. CCWI's region is geographically large and diverse. Our Local Area is also the most populous, with approximately half of Maine's residents and business community located within our borders. CCWI, working with the regional WIOA Title I-B service provider, Workforce Solutions (operated by Goodwill Northern New England), supports the regional economy by advancing a range of workforce training programs to meet the changing needs of local businesses and jobseekers.



"I've been lucky to have been able to do a job that I love everyday."

Outstanding Service Awardee

Sheila Muldoon, Program Manager
Workforce Solutions operated by
Goodwill Northern New England

OUTSTANDING SERVICE AWARDEE - SHEILA MULDOON:

Sheila Muldoon, Program Manager at Workforce Solutions, has been an active member of the workforce development community for over thirty years. She has been a pillar in the Waldo County community since she began her career as a Peer Support Worker for a layoff in the Belfast area. Sheila moved into a Case Manager/Youth Instructor position in 1991 to guide young people toward their goals of education and employment. Sheila's career has included working many different programs over the years and always with a strong dedication and passion for the work and the people served. We honor Sheila for her more than 30 years as a workforce development professional, mentor and trainer of workforce development professionals, and the dedication she has for all those served through workforce programs throughout the six coastal counties region. Thank you, Sheila!



“Workforce Solutions was wonderful for me and my family. They made sure I had everything I needed to succeed, so I could focus on what I was learning.”

*Adult Participant of the Year
Amber Hufsey*

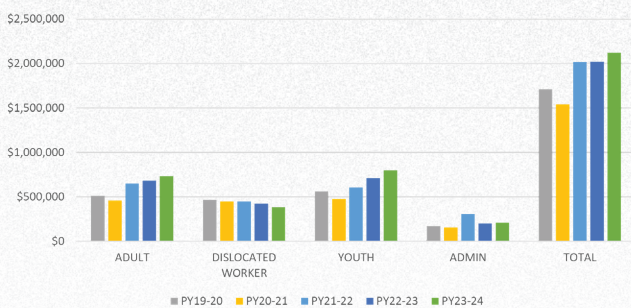
WIOA ADULTS & DISLOCATED WORKERS

The Adult Program provides employment and training services to eligible individuals ages 18 and older who require assistance and skills upgrading in order to secure meaningful employment, with priority given to those who are low-income. The Dislocated Worker Program provides services to eligible individuals who have been terminated or laid off, or who have received a notice of termination or layoff from employment, who are eligible for or have exhausted unemployment insurance, or who are displaced homemakers. In Program Year 2022, the two programs served 384 job seekers throughout the region.

ADULT PARTICIPANT OF THE YEAR - AMBER HUFSEY:

Aamber Hufsey came into the Maine Rural Healthcare Project/H-1B program unemployed and wanting to get into the medical field. She decided she would like to take a Certified Nursing Assistant (C.N.A.) training through the Mid-Coast School of Technology. She applied and was accepted into the program. As a resident of Vinalhaven, Aamber lives on an island that requires her to take a ferry to get to the “mainland”. To take the training, she had to take a ferry three days a week to the mainland. In addition, when Aamber’s clinicals started, she would stay in a hotel room two nights a week to make sure she never missed a day and wasn’t late to the clinicals. She did everything she could to make sure she was successful in this training. The program helped Aamber with the cost of the tuition, supportive cost with ferry tickets, and supplies for the training. She did great throughout the entire training and passed her state exam on her first try to become a C.N.A. The client was able to find employment as a C.N.A. on the island, starting out part-time and then moved up to full-time hours. She is loving her job!

CCWI WIOA Allocations PY19 - PY23



WIOA Services PY20 - PY22



WIOA YOUTH PROGRAM

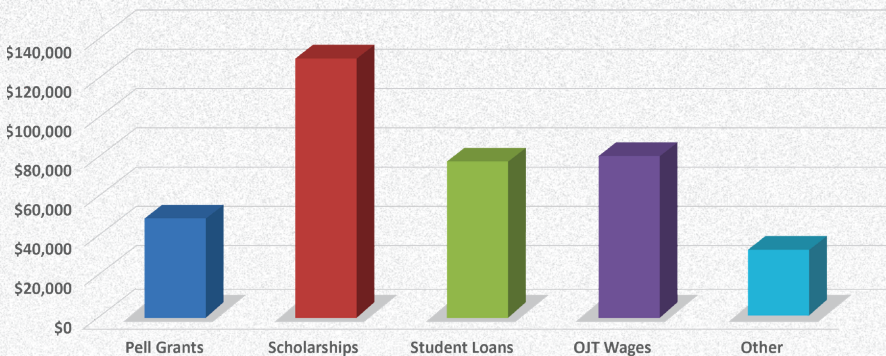
Youth Services provides employment and training opportunities to young adults between the ages of 14 and 24 who have barriers to employment, with a focus on youth who are out of school and disengaged. Chief among these barriers are factors such as poverty, homelessness, basic skills deficiency, lack of high school diploma or equivalency, pregnancy and/or parenting, involvement in the juvenile justice system, and speaking English as a second language. The Youth Services team works with youth to address these barriers and facilitate a path to employment. In program year 2022, despite the difficulty in recruiting youth participants, the program served 165 youth throughout the region.

Increase in Youth enrollments:

An achievement of note is the increase in WIOA Youth enrollments, both in terms of total served as compared to prior years and the increased rate of enrollments in the second half of Program Year 2022. With 172 total WIOA Youth served in this region during PY22, the provider has increased youth services over PY21 (165) and PY20 (167). This is no small accomplishment in this challenging environment.

WIOA Leveraged Training (July 2022 - June 2023)

* As a result of the work performed by WIOA staff, \$396,531.16 in leveraged funding was obtained to augment our program resources.



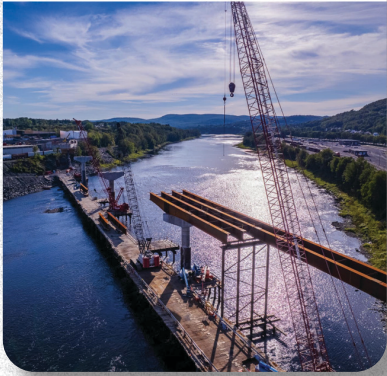
"I came to learn of the workforce services through the financial advisors at Northeast Technical Institute when I was going to get my Class B CDL. I'm a working dad, married with two kids, so it's really hard to save up that kind of money. It was \$5,000 just to get in. When I got in contact with my career advisor, she sat down with me and had a conversation about what my goals were. We figured out where my path was going to lead and how I could to achieve my goals. She was very adamant to help. I'm home every night and I love that. Being there for my kids is what matters to me."

Youth Participant of the Year
Zachary-Taylor Whitmore

YOUTH PARTICIPANT OF THE YEAR - ZACHARY-TAYLOR:

Zachary entered the WIOA Youth program looking for ways to increase his earnings. As a young parent raising two children with his partner, they were financially struggling. He was hoping to get assistance getting his Class B Commercial Driver's License so that he could get a raise at work to better support his family. The WIOA Youth program was able to support the whole cost of the Class B CDL program at Northeast Technical Institute. He has since completed his classwork and driving hours, and is waiting on his license test date. Zachary has already gotten a raise at work, Hancock Lumber, because of his hard work and hopes to get an additional raise once he attain his Class B License. Once he completes his Class B CDL, he will be looking ahead to possibly get his Class A and further his career. Zachary is extremely motivated and a joy to work with.

REED & REED



“Workforce Solutions has been a pleasure to work with! Their staff have been responsive to our needs as an employer, flexible, and a great support for our new employees. We hope to continue to build this partnership in coming years as we grow our workforce and look at new ways to support our employees in finding success.”

Employer of the Year
Robin Wood, Director of HR
Reed & Reed, Inc.



2022 Annual Report

NATIONAL EMERGENCY GRANTS

CONNECTING WITH OPPORTUNITIES INITIATIVE (OPIOID DWG)

March 2, 2020 - December 31, 2023

Coastal Counties Workforce, Inc. (CCWI) was awarded \$2,687,896 through an MDOL grant funded by the U.S. Dept of Labor (USDOL) to serve a total of 360 participants who have been impacted by the national opioid crisis. Since that time, the local area absorbed significant funding that was unspent in another region of Maine and received a no-cost extension through December of 2023. This grant has focused on assisting individuals who have been impacted, directly or indirectly, by the opioid crisis, to access employment and training services that lead to stability, including occupational skills training and work experiences, as well as support services to alleviate barriers to employment. As we prepare to close down this grant, we will work to keep partnerships alive and continue great work in the re-entry and recovery communities through our existing Quest DWG grant.

This Opioid DWG has served 407 individuals, exceeding the new goal of 405 which was established due to the extension.

QUEST DISLOCATED WORKER GRANT

October 1, 2022 - September 30, 2024

CCWI was awarded \$3,255,000 by the USDOL to serve individuals whose employment has been negatively impacted by the Covid pandemic. The goal of this grant is to promote equitable access to work in safe, well-paying employment, which further builds the participants' and the community's resilience to any continued economic impacts of the pandemic.

This award's eligibility criteria allows us to serve individuals from historically marginalized and underserved populations who have been disproportionately impacted by the pandemic. Individuals that can be served include: low-wage earners, women with children, racial and ethnic minorities, immigrants and refugees, individuals with disabilities, discouraged workers, justice-involved or incarcerated individuals soon to be released, individuals in recovery from substance use disorder, and individuals from historically marginalized communities.

This grant, known as the Quality jobs, Equity, Strategy, and Training (QUEST) Dislocated Worker Grant will serve 420 individuals over the two-year period.

AMERICAN RESCUE PLAN ACT (ARPA)

November 1, 2022 - December 31, 2024

In November 2022, Coastal Counties Workforce, Inc. was awarded \$500,000 in funding through the Maine Department of Labor's federal ARPA funds. This grant has allowed us to implement a stipend pilot to incentivize participants' attendance and completion of occupational skills training. Stipends for individuals enrolled in occupational training will address the economic barriers that individuals face that can prevent them from choosing to attend and persist in training. Ten percent of this award will also be utilized toward our area's outreach efforts.

This ARPA grant will serve a total of 132 individuals over a two-year period.

IMMIGRANT SERVICES

Immigrants and refugees are critical to filling the workforce pipeline that is necessary for Maine employers to thrive. To receive services under our WIOA programs, individuals must be U.S. citizens or eligible noncitizens. Eligible noncitizens are those who are authorized to work in the United States. Immigrants or refugees who demonstrate their work authorization are eligible for services that mirror services provided by the WIOA Adult Program. Additionally, immigrant clients may also receive instruction in English language proficiency, work readiness, and workplace culture. Programs may also be able to cover the costs of foreign credential evaluation services to help individuals get back into their career of choice or find a career that aligns with their employment history.

MAINE REFUGEE CAREER PATHWAY PROGRAM

September 30, 2022 - September 29, 2025

CCWI was awarded a \$750,000 grant from the U.S. Department of Health and Human Services to oversee the provision of workforce development services to Afghan immigrants who came to the U.S. and Maine on or after July 31, 2021. CCWI created the Maine Refugee Career Pathway Program and partnered with Workforce Solutions and the Maine Office of Adult Education to provide training and education services. Services include skills training, education, and credentials needed to work in their chosen careers or to put them on new career pathways. Career counselors also provide individual career counseling and guidance on writing a resume and interviewing for a job.

Each participant in the Program works with Workforce Solutions and Adult Education to develop a Career Development Plan, which lays out short-term and long-term employment goals and the pathway the participant must follow to achieve them. The Program provides instruction in English language proficiency, work readiness, and workplace culture, as well as direct financial assistance for costs associated with career advancement, such as tuition, credential evaluation services, childcare, education supplies (e.g. textbooks, software), and transportation.

This grant will serve ~125 Afghans over a three-year period.

EMPLOYMENT RECOVERY GRANT - NATIONAL DISLOCATED WORKER COMMUNITY IMPACT GRANT

February 8, 2022 - February 29, 2024

In February of 2022, CCWI was awarded a \$2.3 million Dislocated Worker Community Impact Grant from USDOL. These grants provide assistance to areas where a number of small employer closures or dislocations increase the total number of unemployed individuals. In 2021, over 500 workers were laid off in the Coastal Counties region, which prompted CCWI to apply for this funding to serve these individuals.

The Employment Recovery promotes rapid reemployment support for clients who have been recently laid off and are ready to reconnect to the workforce; for individuals who need more intensive employment and training services, the grant promotes the use of work-based training, particularly on-the-job training modalities.

The Employment Recovery grant will serve a total of 315 Dislocated Workers over a two-year period.



“Recent immigrants to the U.S. often arrive with nothing but the ‘shirts on their backs’ and need substantial assistance with housing, English language instruction, and job placement services. Maine has welcomed approximately 290 Afghans who fled Afghanistan when the U.S. withdrew its forces from their country, with more yet to arrive. CCWI has been an essential partner in providing workforce development services to Maine’s immigrant population, and recently, has begun to help the Afghan population with English learning and getting the training and education they need to pursue their career goals and find jobs here in Maine. Catholic Charities Maine is proud to work with CCWI as it helps Afghans and other immigrants integrate into American society.”

Charles Mugabe,
Assistant Program Director
Catholic Charities of Maine



“As a renewable energy contractor and growing business, ReVision Energy recognizes that collaboration and strategic investment in workforce development are central to achieving our mission of building our just and equitable electric future. CCWI recognizes the role that the energy transition plays in driving economic development and providing pathways to prosperity for workers. The organization’s initiative to build partnerships and attract funding to strengthen the local workforce also demonstrates the foresight that is needed to increase the resiliency of our communities and to ensure that Maine’s response to the climate crisis is one that is grounded in equity and justice.”

Vaughan Woodruff
Training Center Director
ReVision Energy



MAINE RURAL HEALTHCARE PARTNERSHIP

February 1, 2021 - January 31, 2025

Coastal Counties Workforce, Inc. was awarded \$2,500,000 through USDOL to address the healthcare worker shortage in Maine by training workers on career pathways in Nursing and Pharmacy. Strategic partners include the service provider, employer advisors (MaineHealth, Northern Light Healthcare, and CVS), education/training partners (local Adult Education and community college institutes), and workforce partners (Maine Department of Labor and Department of Health and Human Services).

As of June 30th, 2023, the Maine Rural Healthcare Partnership has served 127 individuals, including six incumbent workers. One hundred and eighteen (118) of those have enrolled in healthcare training for frontline health careers. The program has enrolled 60 individuals in Medical Assistant training and 44 in Nursing Assistant training. Other occupations trained for are Phlebotomist, Registered Nurse, Pharmacy Technician, Community Health Worker, Licensed Practical Nurse, and Mental Health Social Worker.

The grant will serve 480 individuals over the course of the four-year grant period.

CAREER DISLOCATED WORKER GRANT

December 1, 2021 - September 23, 2024

In December 2021, Coastal Counties Workforce, Inc., collaboratively with MDOL and the two other workforce boards in the State, were awarded \$380,308 from the U.S. Department of Labor for a Comprehensive and Accessible Reemployment Through Equitable Employment Recovery National Dislocated Worker Grant. The goal of the project is to reemploy dislocated workers most affected by the economic fallout from the COVID-19 pandemic. The grant is focused on research, development, and deployment of a multi-faceted virtual American Job Center (AJC) that will expand access to workforce development services for job seekers and employers. The virtual AJC will provide access to career and training services statewide, with special emphasis on ensuring that the platform is accessible to historically marginalized populations, is user friendly, and seamlessly integrates with the state’s workforce system.

Achievements on the project this program year include completing the research phase, developing an RFP, reviewing proposals, and conditionally awarding a contract to a consultant.

ONE-STOP OPERATOR

The Coastal Counties Workforce Board contracts with the Catherine E. Cutler Institute at the University of Southern Maine to serve as the Board’s One-Stop Operator (OSO). The role of the OSO is to facilitate and lead the WIOA-required partners through the design and implementation of integrated service delivery. The OSO works cooperatively with the partners, and regularly convenes meetings with WIOA Core partners, including Title I - Adult, Dislocated Worker, and Youth Programs; Title II - AEFLA Program; Title III - Wagner-Peyser Act Employment Service Program; and Title IV - Vocational Rehabilitation Program.

Achievements of the OSO this program year include facilitating One-Stop Partner quarterly meetings and Coastal Operators Group monthly meetings, assessing business services among One-Stop Partners, presenting to business membership groups, and creating training documents for partner program frontline staff.



2022 REVENUE & EXPENSE REPORT

CCWI Audited Financial Statement Year Ending June 30, 2022

REVENUES

Federal Funds	\$4,017,538
Other Funds	\$2,188
Total Revenues	\$4,019,726

EXPENSES

CCWI Expenses	
Payroll	\$374,654
Communication	\$8,203
Conferences & Meetings	\$3,089
Office Expenses	\$36,702
Supplies	\$5,429
Professional Services	<u>\$73,039</u>
	\$501,116
Program & Training Expenses	
Subcontractor	\$3,517,527
Total Expenses	\$4,018,643
Change in Net Assets	\$1,083

According to an independent auditor's report, CCWI complied in all material respects with compliance requirements on each of the federal programs operated for the year reviewed (2022). (See www.coastalcounties.org for more information.)

