COASTAL COUNTIES WORKFORCE, INC.

Your partner in business development and economic prosperity...



2025 ANNUAL REPORT

2025 CCWI STAFF & BOARD MEMBERS

Board of Directors

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Vice President, Commissioner Jim Cloutier, Cumberland County
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Commissioner Kevin Kelley, Waldo County
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Justin Cotta Holmes, Vice Chair, Coastal Counties Workforce Board
Lydia Sy, Past Chair, Coastal Counties Workforce Board

Coastal Counties Workforce Board

Chair - Carrie Murphy, MaineHealth - Coastal Healthcare Alliance
Vice Chair - Justin Cotta Holmes, Transworld Business Advisors

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Christopher Arbour, Maine Correctional Center
Kate Bellmore, Camden National Bank
Pamela Bennett, United Way of Southern Maine - GPWI
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Samantha Fenderson, MDOL Division of Vocational Rehabilitation
Kelly Flagg, Associated General Contractors of Maine
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Cory King, Bath-Brunswick Regional Chamber
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Margaret McDiarmid, Bigelow Laboratory for Ocean Sciences
Brie O'Malley, ReVision Energy Training Center
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Brian Pomelow, USM UMPSA Chapter
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Monique Roy, Intermed
Rene Smith, MDOL, Brunswick CareerCenter
Jennifer Steeves, CCB, Inc.
Lydia Sy, Manpower Maine
Jim Whitten, Southern Maine Community College
Robin Wood, Reed & Reed, Inc.

Staff to Board

Antoinette Mancusi, Executive Director
Heather Stott, Deputy Director
Kyle Olson, Senior Program Manager
Jennifer Galletta, Executive Assistant

MESSAGE FROM

Antoinette Mancusi

Executive Director, CCWI

Program Year (PY25)
2025 – 2026



Welcome, Everyone!

On September 14, 2026, I will retire from Coastal Counties Workforce, Inc. after two decades of service. As I write my final annual report message, I find myself reflecting not only on the past year, but on a meaningful 21-year journey. While I have written many annual report letters over the years, this one is different. It marks the close of a chapter that has become an important part of both my professional and personal identity.

When I entered the workforce development field, it had not yet emerged as the recognized profession and public policy priority it is today. What began as a job quickly became a calling, and ultimately the mission that shaped my life's work.

Over the past two decades, I have witnessed enormous change in our economy, our workforce, and our communities. Through every challenge and opportunity, our mission remained constant: helping individuals achieve economic opportunity and stability through meaningful employment while helping employers build the workforce they need to succeed.

The true legacy of Coastal Counties Workforce is not found in reports, funding awards, or performance measures, though during my time at CCWI we administered approximately $110 million in grant funding and served more than 35,000 Mainers. Rather, our legacy is reflected in the lives changed, the opportunities created, and the partnerships that strengthened our communities. Being entrusted with this work has been one of the greatest privileges of my life.

None of it would have been possible without the extraordinary people who shared this journey with me. To the CCWI team: thank you. Your dedication, professionalism, and commitment to public service made every success possible. One of the most difficult parts of retirement is leaving behind colleagues whom I admire and respect so deeply.

I also extend my sincere appreciation to the members of our Board of Directors, past and present. Thank you for your trust, guidance, and steadfast support. Your leadership helped ensure that this organization remained focused on serving the people and businesses of our region.

I am equally grateful to know that CCWI's future is in excellent hands. Heather Stott, our current Deputy Director, will become Executive Director, and I can think of no one better suited to lead this organization forward. Her experience, integrity, and commitment to our mission give me great confidence in the years ahead.

Leaving is bittersweet, exactly as it should be when departing something that has meant so much. Yet I do so with immense gratitude for the opportunities, relationships, and trust that have defined these past 21 years. The measure of a career is not what we accomplish alone, but what we leave behind in the lives of others. If my years at CCWI have contributed in some small way to greater opportunities for Maine workers, stronger businesses, and healthier communities, then I leave this role deeply grateful and fulfilled.

Thank you for allowing me the privilege of serving the Coastal Counties Workforce Board, our communities, and the people of Maine. Serving as a steward of this organization and the workforce system we represent has been the honor of my lifetime.

With heartfelt gratitude,

Antoinette Mancusi
Executive Director

Program Year 2025
(July 1, 2025 – June 30, 2026)

9,088 Individuals served with basic career services and resource navigation

Individuals received WIOA funded, individualized employment and training services. **705**

68% Entered employment

Annual Program Highlights

- Successfully closed out major workforce grants with exceptional results, including the QUEST Dislocated Worker Grant (624 participants served, 133% of target) and the Rural Healthcare Project (568 participants served, 118% of target).
- Rural Healthcare Project exceeded nearly all performance measures, surpassed national outcome averages, and received U.S. Department of Labor recognition for program excellence.
- Exceeded WIOA enrollment goals for Adult and Dislocated Worker programs and increased Occupational Skills Training participation by 60% over the prior year.
- Advanced implementation of Employment Recovery and Green Jobs for Maine grants, serving more than 249 participants and supporting entry into construction, skilled trades, engineering, and clean energy careers.





"For some time Reed & Reed has been committed to developing the next generation of skilled tradespeople through our pre-apprenticeship and apprenticeship programs. Early in that journey, we were fortunate to partner with Coastal Counties Workforce, Inc. (CCWI), whose supportive services have played an invaluable role in helping our employees succeed.

Over the years, we have worked closely with CCWI to ensure that individuals facing barriers to employment have access to meaningful opportunities, the support they need to overcome challenges, and a clear pathway to rewarding careers. Together, we are helping employees build the skills, confidence, and experience necessary to thrive in the construction industry.

We are proud of our partnership with CCWI and the positive impact it continues to have on our employee-owners. As our apprenticeship programs grow, so do the opportunities for our workforce to advance into highly skilled, high-wage careers while strengthening the future of our company and the communities we serve."

Robin Wood
Director of Human Resources
Reed & Reed

COASTAL COUNTIES REGIONAL WORKFORCE PLANNING

Vision

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

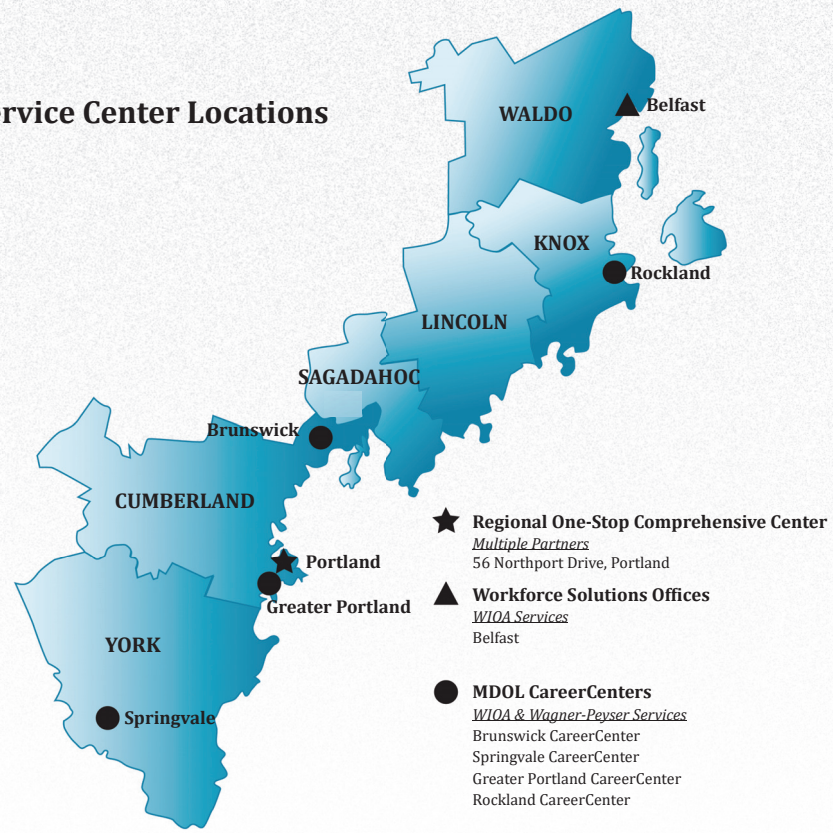
Mission

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

Workforce Board Goals

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

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 job seekers.



"As a Life Navigator with Workforce Solutions, I've learned that sometimes people just need someone to believe in them until they believe in themselves."

Workforce Solutions Employee of the Year

Rachel Turner

Workforce solutions employee of the year - Rachel Turner:

Rachel was chosen as Workforce Solutions Employee of the Year based on her care and dedication to her work as a Life Navigator. For the past six years, she has always been ready to jump in and help wherever needed. Her positive attitude and sense of humor are contagious around the office. Rachel is deeply committed to the well-being and success of her clients—whenever a life navigation referral is made to her, there's complete confidence that those clients are in great hands and will receive every bit of support possible. She also uplifts her coworkers, offering encouragement and thoughtful advice when challenges arise.

Rachel has a remarkable ability to navigate difficult conversations with tact and grace, balancing direct feedback with genuine kindness and compassion. She meets people where they are, taking time to build a holistic understanding of each client's complex circumstances so she can support them as best she can. Whether for her clients or her coworkers, Rachel shows up fully—100%, every single time.

Thank you, Rachel!



Today his focus remains on growth, continuous improvement, and building the future he wants. When asked what advice he would offer those facing obstacles of their own, his answer was simple: "Just Keep Trucking."

Adult Participant of the Year
Glenn Wilson

WIOA ADULTS & DISLOCATED WORKERS

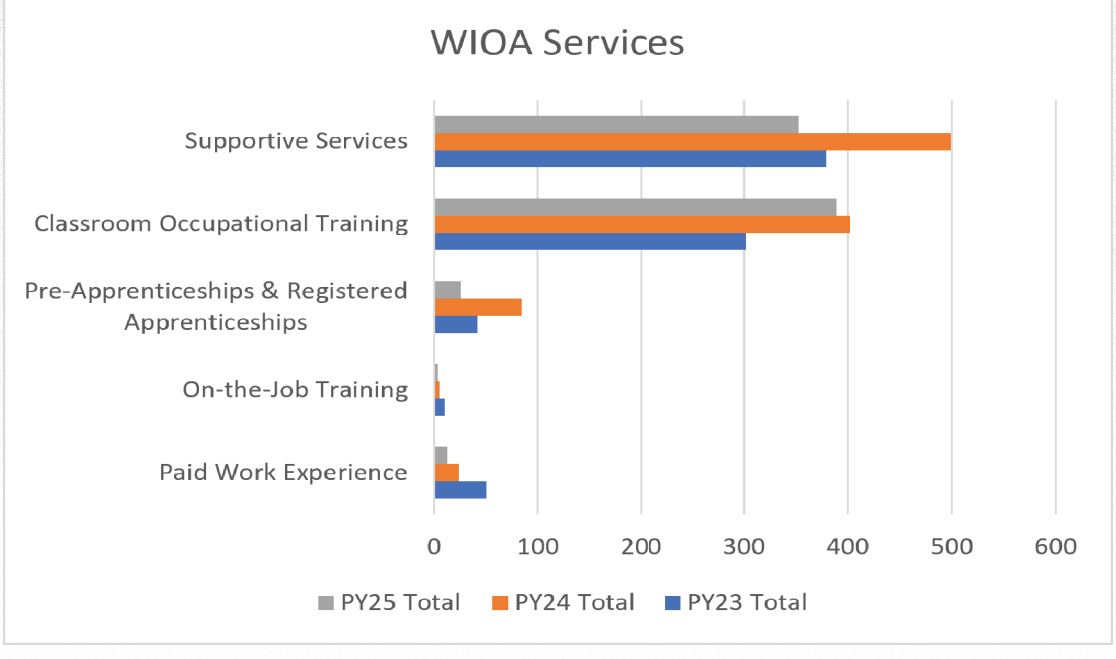
The Adult Program provides employment and training services to eligible individuals ages 18 and older who require assistance and skills upgrading to secure meaningful employment, with priority given to those who are low-income. The Dislocated Worker Program provides services to eligible individuals who 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 2025, the two programs served 492 job seekers throughout the region.

Adult Participant of the Year - Glenn Wilson:

After nearly two years of incarceration and facing significant financial, legal, and educational barriers, Glenn took a pivotal step by enrolling in Workforce Solutions. Partnering with his Career Advisor, he identified a strong interest in the HVAC industry and enrolled in training at NTI in Scarborough, Maine, securing funding and student loans to support his education. Excelling throughout the program, he earned multiple credentials, including required EPA certifications, and demonstrated exceptional dedication, commitment, and accountability.

Upon completing his training, Glenn successfully overcame a major regulatory hurdle by advocating for himself before the Maine Propane and Natural Gas Licensing Board with the backing of a formal recommendation letter from his Career Advisor, ultimately earning his Maine Gas and Propane license. Today, he is employed full-time as a Heat Pump Installation Technician with Enertec in Portland, Maine, earning $26 per hour. His remarkable journey of resilience and professional growth makes him an outstanding Adult Participant of the Year.

WIOA Services PY23 - PY25



WIOA YOUTH PROGRAM

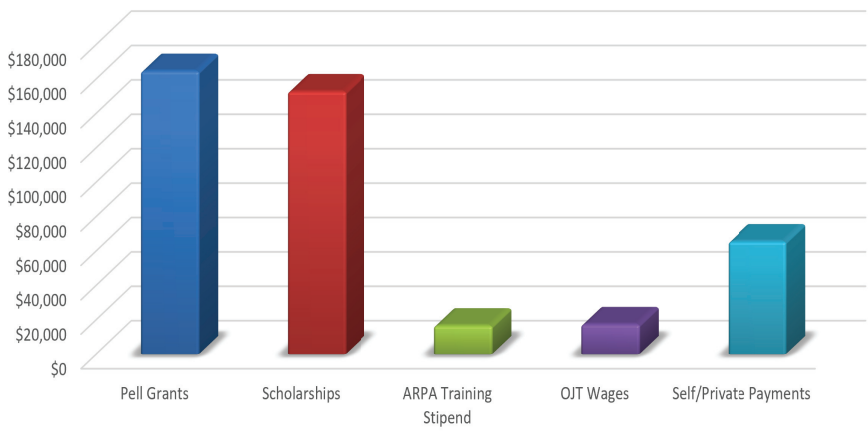
Youth Services provides employment and training opportunities to young adults between the ages of 14 and 24 who have barriers to employment, with a focus on youth who are out of school and disengaged. Chief among these barriers are factors such as poverty, homelessness, basic skills deficiency, lack 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 2025, the program served 214 youth throughout the region.

Despite a reduction in WIOA Youth funding during Program Year 2025, the program continued to deliver strong results by expanding career pathway opportunities through strategic partnerships with employers, adult education providers, apprenticeship programs, and community organizations. Youth participants earned industry-recognized credentials, completed work-based learning and pre-apprenticeship experiences, and successfully transitioned into employment and post-secondary education in high-demand industries including skilled trades, construction, manufacturing, healthcare, and automotive technology. Through careful resource management and a continued focus on high-quality services, the program met or exceeded federal performance targets while helping young people overcome barriers, gain in-demand skills, and build long-term economic independence.

WIOA Leveraged Training

(July 2025 - June 2026)

* As a result of the work performed by WIOA staff, $537,793.54 in leveraged funding was obtained to augment our program resources.





"When I did the Workforce Solutions Youth program, it definitely helped me a lot to get here. When I heard I was nominated, it felt even better. It felt like a huge weight was off my shoulders. I felt super accomplished and amazing."

Youth Participant of the Year

Casey Trimper

Youth Participant of the Year - Casey Trimper:

After relocating from Massachusetts to Waldo County, Maine, to live with his fiancé and her family, Casey faced an unexpected layoff from Aubuchon Hardware. Drawing on his high school graduation and Tier 1 Plumbing Certification, and successfully managing ADHD and an auditory processing delay with his physician, he partnered with a Career Advisor to pivot away from plumbing toward the higher-wage heat pump and HVAC installation field. Together, they completed the O*NET assessment, reviewed labor market trends, updated his resume, and utilized job search platforms like Maine JobLink, Indeed, and Jobsinme.com.

Through these targeted efforts, his Career Advisor connected him with Logix, Inc., where a successful mock interview led to a 12-week work experience at $23.00/hour with clothing and boot support. This opportunity rapidly advanced into a WIOA-funded On-the-Job Training program at $25.00/hour, which he successfully completed with glowing evaluations. Recently married and detailing cars on the side, he is now a permanent employee at Logix learning the business from the ground up in the warehouse, running parts, and setting his sights on future growth as either a warehouse manager or a field technician.



"Goodwill Workforce Solutions has been a valuable partner for Evergreen Home Performance. Through programs like YouthBuild and the On-the-job Training Program, they help us connect with people who want to get into a new clean energy career."

Employer of the Year
Evergreen Home Performance

ACTIVE GRANTS

EMPLOYMENT RECOVERY GRANT - NATIONAL DISLOCATED WORKER COMMUNITY IMPACT GRANT

June 27, 2025 - June 26, 2028

In June of 2025, CCWI was awarded a $2.0 million Dislocated Worker Community Impact Grant from USDOL. These grants assist in areas where several small employer closures or dislocations increase the total number of unemployed individuals. In 2024, over 1,770 workers were laid off in the Coastal Counties region, which prompted CCWI to apply for this funding to serve these individuals.

The Employment Recovery Grants promote rapid reemployment support for clients who have been recently laid off and are ready to reconnect to the workforce. The work entails promoting rapid reemployment for clients who have been recently laid off and supporting long-term dislocated workers in their acquisition of employment through structured employment and training services.

As of June 30, 2026, the Employment Recovery Dislocated Worker Grant has served 109 individuals, achieving 41% of its enrollment goal while only one-third of the program period had elapsed.

GREEN JOBS FOR ME GRANT

September 2023 – September 2028
In September 2023, Coastal Counties Workforce, Inc. was awarded $2,000,000 through the U.S. Department of Labor's Employment and Training Administration to develop a new sector partnership in renewable energy to prepare target populations for high-wage, high-skill careers as Engineers and Construction Managers. Also known as the Building Pathways to Infrastructure (BIG) H-1B grant, this regional partnership will deliver existing education and training programs through On-the-Job Training; Subsidized Training and Work Experience; Pre-apprenticeship and Apprenticeship; Stackable Credits and Certificates; and Incumbent Worker Training.

As of June 30th, 2026, the Green Jobs for ME grant has served 140 individuals, including 29 incumbent workers. This 5-year grant will serve a total of 315 individuals, with 31 slots available for entry-level incumbent workers.

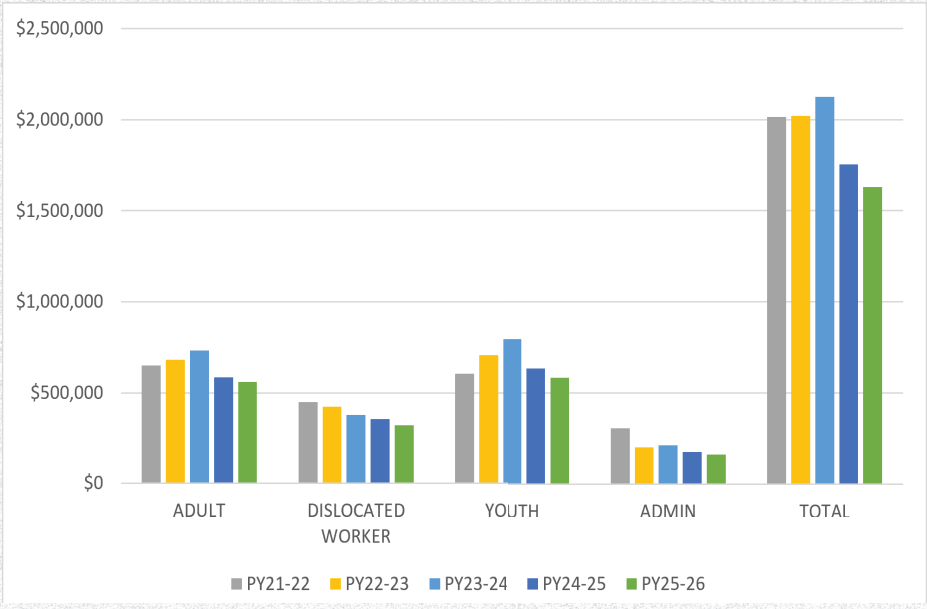
AMERICAN RESCUE PLAN ACT (ARPA)

November 1, 2022 - September 30, 2026

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 was utilized toward our area's outreach efforts.

As of June 30, 2026, CCWI received an additional $59,686 from the state to expand capacity for the service provider and increase participants served. The ARPA grant has served a total of 138 individuals, with the new enrollment goal of 143 individuals over a four-year period.

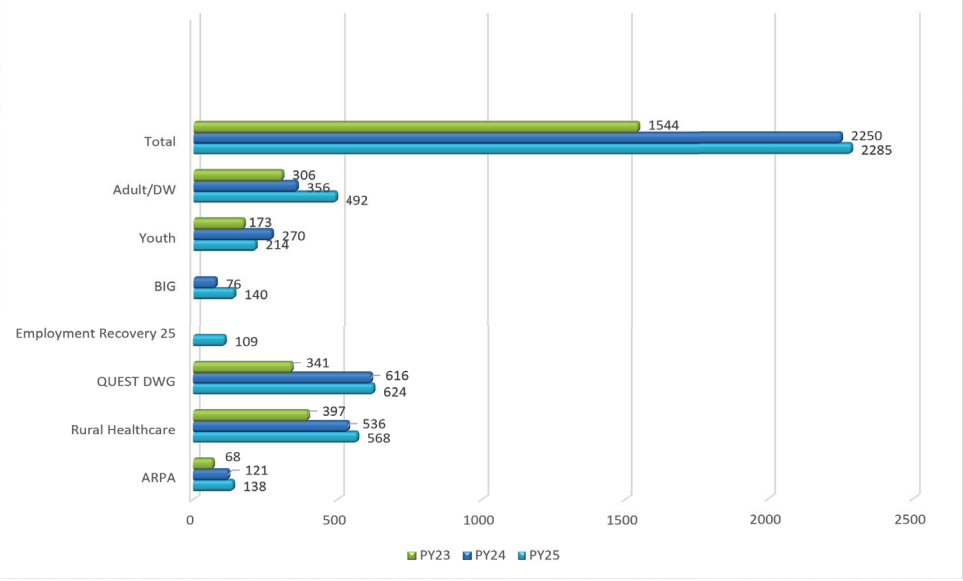
CCWI WIOA Allocations 2021-2026



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.

Total Grant Enrollments (PY23, PY24, & PY25)





"People's Inclusive Welding is beyond proud to champion Coastal Counties Workforce Inc. and their hugely impactful work in workforce development. The trades industry is in constant and dire need of skilled workers. Often, the training needed to fill these positions has multiple barriers, and tuition cost is the most discouraging. CCWI has been providing tuition costs for our students for over 3 years, serving over 70 students who would not have been able to receive welding training without them. The resources provided by CCWI are life changing, and the success stories are inspiring. PIW wholeheartedly thanks and celebrates the transformative CCWI's work - THANK YOU!!!"

Jo Remillard
Founder and Director of Programs
People's Inclusive Welding



"MaineHealth is grateful for the partnership and leadership that Coastal Counties Workforce, Inc. has demonstrated in strengthening Maine's healthcare workforce. Through innovative approaches to career exploration, training, and supportive services, CCWI has helped hundreds of individuals overcome barriers, earn credentials, and prepare for meaningful careers in healthcare.

Their commitment to connecting people with education, opportunity, and purpose is making a lasting difference for individuals, employers, and the communities we serve. We are proud to work alongside CCWI and other partners to build sustainable pathways into healthcare careers and ensure a strong workforce for Maine's future."

Joe Baty
Manager of Workforce Development
MaineHealth

QUEST DISLOCATED WORKER GRANT

October 1, 2022 - September 30, 2025

CCWI was awarded $3,255,000 by the USDOL to serve individuals whose employment had been negatively impacted by the COVID pandemic. The goal of this grant was 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 had 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.

In the final quarter, the local area absorbed an additional $191,000 from the MDOL and successfully spent out the grant. As the grant period concluded, the QUEST Dislocated Worker Grant served 624 individuals over a three-year period, exceeding its enrollment goal of 470 by 133%.

MAINE RURAL HEALTHCARE PARTNERSHIP

February 1, 2021 - January 31, 2026

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 included 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 the grant period concluded, the Maine Rural Healthcare Partnership successfully served 568 individuals, including 43 incumbent workers. Five hundred and thirty-two (532) of those enrolled in healthcare training for frontline health careers. The project significantly surpassed all performance targets for serving unemployed and underemployed individuals and exceeded national averages across every outcome measure. The program enrolled 149 individuals in Medical Assistant training and 295 in Nursing Assistant training. Other occupations trained for were Phlebotomist, Registered Nurse, Pharmacy Technician, Community Health Worker, Licensed Practical Nurse, and Mental Health Social Worker.

ONE-STOP OPERATOR

The Coastal Counties Workforce Board has contracted with the Catherine E. Cutler Institute at the University of Southern Maine since 2020 to fulfill the Board's One-Stop Operator (OSO) services of the Workforce Innovation & Opportunity Act (WIOA).

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 included facilitating One-Stop Partner quarterly meetings and Coastal Operators Group monthly meetings, and updating the Memorandum of Understanding of the One-Stop Partners.

COASTAL COUNTIES WORKFORCE, INC.

2025 REVENUE & EXPENSE REPORT

CCWI Audited Financial Statement Year Ending June 30, 2025

REVENUES	
Federal Funds	$5,035,286
Other Funds	$14,940
Total Revenues	$5,050,226
EXPENSES	
CCWI Expenses	
Payroll	$452,974
Communication	$10,610
Conferences & Meetings	$1,965
Office Expenses	$40,210
Supplies	$4,661
Miscellaneous	$4,133
Professional Services	$92,518
Indirect	$1
	$607,072
Program & Training Expenses	
Subcontractor	$4,416,670
Total Expenses	$5,023,742
Change in Net Assets	$26,484

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 (2025). (See www.coastalcounties.org for more information.)



www.coastalcounties.org