

2009

Workforce Investment Act Annual Report



Submitted by:
Maine Jobs Council
and the
Maine Department of Labor

MAINE
DEPARTMENT OF
LABOR

CareerCenter
The Maine Employment Resource

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Introduction

Civil War hero and former Maine Governor Joshua Chamberlain once said, “No one can call our people lazy. They have been industrious; nay hard workers. But they acted as if the only law of labor was hard work. They have been slow to see that true labor seeks not simply where it can find obstacles to overcome, but how it can work most advantageously.”

Two thousand ten has been a difficult year for Maine’s economy and its workers. High unemployment rates and longer periods of joblessness are contrary to the historical work ethic that the Maine workforce is known for. The primary economic drivers of the Maine economy have changed. The challenge is substantial; however, Maine has always risen to meet its challenges head on.

As a recent report by the Maine State Chamber of Commerce and Maine Development Foundation entitled *Making Maine Work: Critical Investments for the Maine Economy* says,

Maine has faced such a challenge before. After the Civil War, the railroads opened up the West. Farms in Maine struggled. Young people left. Meanwhile the industrial revolution brought steel to shipbuilding and refrigerators to homes and businesses, threatening traditional boatbuilding and ice industries....Within decades, Bath Iron Works modernized shipbuilding; University of Maine research revolutionized forest management and farming; and entrepreneurs created renewable water power to sustain paper, shoe and textile industries. Now it is our generation’s turn to meet the challenge.

In the face of the worst recession since the 1930s and unprecedented demand for services, Maine’s Workforce Development System has responded admirably. In almost every program, Maine increased the number of participants served, achieved better performance overall, and reduced per-participant costs.

State of Workforce Development in Maine

The Maine Jobs Council Responds to Change

A Shift in Focus. In response to the severe economic downturn and the evolution in skills demands by the state's businesses and industries, the Maine Jobs Council (MJC) has re-examined its original legislative charge and has articulated several recommendations crucial to the state's workforce development system.

First, the Council is recommending returning to the broader scope of workforce development issues that will institute a more formal collaboration with those entities involved in education and economic development. This broader attention to all aspects that influence the workforce development system will help to bring resources that any program area by itself cannot afford to address.

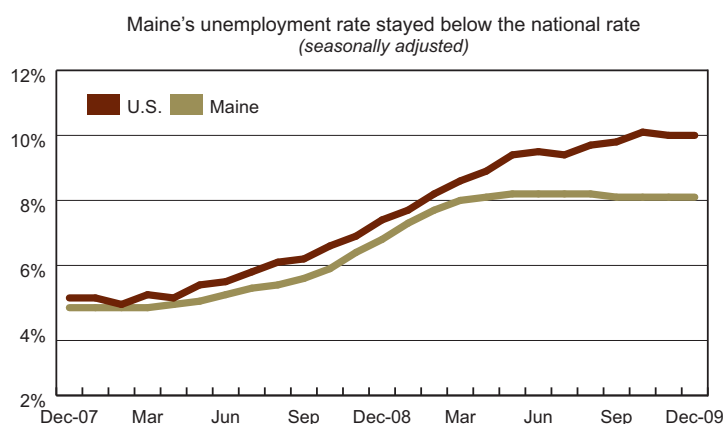
A second recommendation is the development of a performance management system of evaluating training. Also called a "workforce development system report card," outcomes would be evaluated against standardized measures. Using the same measures for all workforce development programs would enable comparisons to be made. By utilizing the new Department of Education's Longitudinal Data System Maine will generate data linking student achievement to wages. Working with a number of partners, the MJC will help to develop a report format that gives critical performance data to all stakeholders.

A third recommendation is to align the work of the MJC with sector strategies and initiatives to address the skills mismatch between unemployed workers and the jobs being created by the private sector. With workforce development resources at a premium, the creation of sector strategies will solicit information from businesses with growth potential about the education and training needs of their workforce (both current and projected). This successful approach is used in a number of other states and Maine can benefit from their experience.

The goal of the Workforce Investment Act dictates a three-pronged collaborative approach between *workforce development*, *economic development*, and *education*. The MJC's final recommendation is to formalize these connections by carrying out deliberate and strategic outreach such as including Economic Development and Education stakeholders in the development of the aforementioned system report card and sector strategies.

Unemployment and the Labor Force

As job losses mounted, the Maine unemployment rate rose. The seasonally-adjusted unemployment rate rose slowly in the first half of 2008. As the extent of the national financial crisis became more apparent in the fall, unemployment started to rise more rapidly reaching 8.2 percent for May 2009. The unemployment rate remained at or near 8.2 percent for the rest of 2009, the highest rates since 1991. Maine's unemployment rate remained below the national rate due primarily to a lower rate of job loss, but would likely have been higher if not for the declining labor force.



After rising by slightly over 4,000 between 2007 and 2008, the number of Maine residents participating in the labor force fell by an annual average of 1,100 between 2008 and 2009. This labor force decline was likely due to 1) unemployed ceasing to look for work (discouraged workers, and 2) individuals deferring entry to a poor labor market to go to school or follow some other pursuit.

The seasonally-adjusted Maine unemployment rate has changed little so far in 2010, with a rate of 8.0 percent recorded for August 2010. The rate has ranged between 8.0 percent and 8.3 percent this year. In part, discouragement over job prospects led to a drop in labor force participation between 2008 and 2009 which continued in 2010, with the number of labor force participants falling from 704,500 for December 2009 to 693,800 for August 2010.

Nonfarm Wage and Salary Jobs – Jobs in Maine fell by 32,900, or 5.3 percent, between December 2007 and December 2009. Nationally, job losses totaled 8.4 billion, or 6.1 percent. Over the course of these two years, 14 of the 18 major industry sectors in Maine had net job losses totaling 35,200, with manufacturing (-8,400), construction (-6,800), and retail trade (-6,600) accounting for 62 percent of the net job loss. Two sectors, administrative support and waste management and educational services, recorded no job change. Two sectors registered job gains, healthcare and social assistance (2,300) and arts, entertainment and recreation (200).

Change in Nonfarm Wage and Salary Jobs, Maine and the U.S.
(seasonally adjusted in thousands)

Industry	Maine Employment		Dec 07 to Dec 09 Change		
	Dec 2007	Dec 2009	Maine Net	Percent	
				Maine	U.S.
Nonfarm Wage and Salary Jobs	620.2	587.3	-32.9	-5.3	-6.1
Natural Resources & Mining	2.6	2.5	-0.1	-3.8	-8.5
Construction	30.7	23.9	-6.8	-22.1	-24.0
Manufacturing	59.6	51.2	-8.4	-14.1	-16.0
Wholesale Trade	20.9	18.8	-2.1	-10.0	-7.9
Retail Trade	86.2	79.6	-6.6	-7.7	-7.7
Transportation, Warehousing and Utilities	19.1	16.5	-2.6	-13.6	-7.4
Information	11.1	10.3	-0.8	-7.2	-9.1
Finance & Insurance	25.7	24.3	-1.4	-5.4	-6.2
Real Estate, Rental, Leasing	7.1	6.2	-0.9	-12.7	-8.9
Professional, Scientific and Technical Svcs.	23.9	22.6	-1.3	-5.4	-4.7
Management of Companies	6.7	6.5	-0.2	-3.0	-4.2
Administrative Support and Waste Mgmt.	24.8	24.8	0	0.0	-13.4
Educational Services	19.6	19.6	0	0.0	4.3
Health Care & Social Assistance	97.4	99.7	2.3	2.4	4.2
Arts, Entertainment and Recreation	8.2	8.4	0.2	2.4	-5.0
Accommodation and Food Services	52.4	51.5	-0.9	-1.7	-3.8
Other Services	19.8	19.3	-0.5	-2.5	-3.6
Government	104.4	102.8	-1.6	-1.5	0.5

With a few exceptions, job changes were similar in Maine and the nation. Major losses were in manufacturing and construction; a net job gain was recorded in healthcare and social assistance. In administrative support and waste management, educational services, and government, gains were reported nationally while either no gains, or a job loss in the case of government, were recorded in Maine.

At the end of 2009, the number of nonfarm wage and salary jobs stood at 587,300 – a loss of 32,900 since the start of the recession in December 2007. Between December 2009 and August 2010, jobs have increased 2,100 to 589,400 for August 2010. Gains in manufacturing; trade, transportation, and utilities; and leisure and hospitality services were partially offset by losses in construction, education and health services, and financial activities.

Substantial monthly swings in the preliminary count of seasonally-adjusted nonfarm jobs in 2010 make it difficult to interpret. However, revisions to this data which take place in early 2011 will likely show that slight job growth has occurred between September 2009 and August 2010.

Employment Projections, Short Term - The current national forecast by Economy.com projects GDP will grow by 2.8 percent in 2010. Some job growth is expected in the last half of 2010, with accelerating growth in 2011 and 2012, although job gains will not be substantial enough to lower unemployment significantly.

The latest forecast (February 2010) from the Maine Consensus Economic Forecasting Committee (CEFC) indicated that statewide nonfarm wage and salary employment would bottom out in the second quarter of 2010, with a modest recovery in mid-2010. The most recent forecast for Maine from Economy.com supports the CEFC forecast from February 2010, with the number of nonfarm jobs slowly rising in the last half of 2010.

Employment Projections, 2008-2018 - With the uncertainty surrounding the strength of the economic recovery and the rapid changes taking place in the workplace, projections of future job change must be viewed with caution. Whenever technological innovation, new market developments, and public policy initiatives combine and transform the employment landscape, formidable challenges confront those charged with producing official employment estimates and projections. The traditional industrial and occupational

employment projections are developed to provide the basis for educational and training programs that prepare students to meet demands of the future job market and guide jobseekers making a career choice. However, these projections must be viewed as a base from which to operate, and should be analyzed and amended with current information. For example, the healthcare sector is expected to be the source of many new jobs between 2008 and 2018. However, the effect of recently enacted healthcare reforms and changes in funding for Medicare and Medicaid may have an impact on healthcare jobs not accounted for by the projections. Employment projections for 2008 to 2018 are presented below with these caveats in mind.

The outlook for the 2008 to 2018 period is for a continuation of trends that have been ongoing for some time. Employment is expected to record a net increase of about 14,400, or 2.1 percent, with wage and salary job growth almost exclusively among service-providing industries. Education and health services are expected to account for more than two-thirds of the net increase in wage and salary jobs. The manufacturing sector is expected to continue to lose jobs.

The occupational structure of employment will shift along with changes in the industrial structure and technology. Healthcare practitioners and technicians; healthcare support; business and financial operations; computers and mathematics; life, physical, and social science; protective service; and personal services jobs are expected to grow at more than twice the rate for all occupations. These occupations will account for more than half of the net gain in jobs between 2008 and 2018. Production; farming, fishing and forestry; transportation and material moving; and building and grounds cleaning and maintenance jobs are expected to decline as a result of a combination of trends, including continued manufacturing job losses, and challenges in agriculture, forest products, and fishing industries. Some of the expected job losses will be due to mechanization and other productivity improvements that allow for less labor per unit of output.

Where the Jobs Are - Jobs have become more centralized in Maine as a result of job changes recorded during the first nine years of this decade. Between 2000 and 2007, the number of nonfarm wage and salary jobs rose 18,400 in the three metropolitan areas (net job gain of 12,900 in the Portland-South Portland-Biddeford area). Jobs in non-metropolitan (rest of the state) areas fell 4,200. During this time frame, the number of jobs in manufacturing continued to decline, with many of these losses occurring in rural Maine. At the same time, jobs increased in most of the other industry sectors, with much of the job gain in many of the services industries located in metropolitan areas.

With the onset of the recession, job losses were more widespread as manufacturing firms cut back or closed, construction activity dropped, and the number of service-related jobs (with the exception of healthcare) fell. As a result, all of the areas lost jobs between 2007 and 2009. **Metropolitan area jobs fell 10,500 (Portland-South Portland-Biddeford, -7,200; Lewiston-Auburn, -1,900; Bangor, -1,400); jobs located in non-metropolitan Maine dropped 12,200.**

Between 2000 and 2009, nonfarm wage and salary jobs statewide fell by 8,500. As a result of the job growth disparities during this decade, the metropolitan areas gained 7,900 jobs, while the nonmetropolitan areas lost 16,400 jobs. The metropolitan areas accounted for 51 percent of nonfarm wage and salary jobs in 2009, up from 48 percent in 2000.

Percent Change in Nonfarm Wage and Salary Jobs

Area	2000-2007	2007-2009	2000-2009
Maine	2.4%	-3.7%	-1.4%
Metropolitan Areas	6.3%	-3.4%	2.7%
Portland-South Portland-Biddeford	7.1%	-3.7%	3.1%
Lewiston-Auburn	3.4%	-3.9%	-0.6%
Bangor	6.3%	-2.1%	4.0%
Non-Metropolitan	-1.4%	-4.0%	-5.3%

Population Trends-Labor force growth is primarily driven by long-term demographic trends in the

population, including birth and death rates, migration patterns, and shifts in labor force participation. Labor force growth surged from the mid 1960s to the late 1980s as the baby boom generation reached adulthood and the share of women working outside the home increased sharply. During the 1990s an aging population and peaking of female labor force participation slowed labor force growth. During the 2000s labor force growth slowed further as the Maine population continued to age, total population growth stalled, and labor force participation rates for all age groups under 55 declined.

Although there is a labor surplus now, shortages are expected in the future as the population grows slowly and older. This makes training the labor force in place to meet the current and future needs of Maine employers vitally important. Maine employers and policy makers will need to pursue innovative ways to grow the labor force.

Summary - The impact of the national recession on the Maine labor market was severe. More than 30,000 nonfarm wage and salary jobs were lost between December 2007 and December 2009. The national recovery, which began in mid-2009, has yet to make a significant impact on national and Maine labor markets. The Maine labor market stabilized in 2010, with monthly unemployment rates ranging between 8.0 and 8.3 percent and very slight job growth. Current forecasts call for jobs to increase, but not fast enough in the near term to significantly reduce unemployment.

Reemployment faces some challenges, in addition to forecasted slow net job growth. Currently, there are mismatches between the skills of people who are out of work and the skills needed by employers. For example, many workers are separated from construction and production occupations while job openings offering good wages are concentrated in healthcare and information technology. There is also a geographic mismatch as the growing services sector centralizes in the urban areas while rural areas experience a continued erosion of jobs. Even as the number of job ads in Maine began to increase this year, unemployment remained at high levels, likely due in part to these mismatches.

American Reinvestment and Recovery Act of 2009 (ARRA)

Governor Baldacci's vision for Maine is to become the renewable energy leader in New England. To this end, the Governor directed the workforce development system to focus Recovery funds on the areas of renewable energy, "green" jobs, and weatherization. In addition, we are expanding our efforts to invest in new opportunities within the growing sectors of information technology and health care. Recovery funds are providing a much-needed infusion of resources targeted at training workers within these fields.

The Governor required that at least 80% of the Recovery Act funds distributed to the four Local Workforce Investment Boards (LWIBs) be spent on direct training and support. He requested that we look to maximize opportunities to leverage these valuable resources with other funding sources and related programs. He directed us to look for opportunities to partner with existing programs and leverage other resources to carry out the intent of the Recovery Act workforce development funding.

Of the 15% of funds allocated for administration and statewide capacity building, nearly all of these monies are being invested in worker retraining. The 5% portion is being targeted for layoff aversion. The program is designed to serve workers who require skills upgrading — similar to Maine's Governor's Training Initiative which provides training resources to companies to upgrade workers skills and/or create new jobs.

The other 10% is being invested in the state's Competitive Skills Scholarship Program (CSSP) for WIA-eligible dislocated workers receiving unemployment insurance. The Competitive Skills Scholarship Program is utilizing the ARRA 10% funds to support training that results in certificates, two or four year degrees and targets high-wage, in-demand occupations. CSSP provides wrap-around supports such as child care, transportation, books, supplies, equipment, remedial and prerequisite training. CSSP aims both to meet the employment needs of the Maine business, nonprofit, and community sectors and to enable low-income and unemployed Maine residents to participate in postsecondary education and certificate and training programs. Nearly \$400,000 of ARRA dollars targeted to eligible Dislocated Workers created 115 training slots in CSSP. Training for Recovery CSSP participants are enrolled in training in Healthcare; IT Computers: Technicians/Software Engineers; Energy and Green Energy: Heating-Air Conditioning, Plumbing, Electrical, Machinists, Welding, and Construction.

The remaining ARRA 5% funds are supporting Targeted Training Initiative (TTI) Training for companies within the clusters of healthcare, weatherization, energy, the "green economy," or information technology. TTI funds are providing companies partial reimbursement of training costs to help prevent future workforce layoffs or financial curtailments. TTI companies contribute at least 50% of the training costs for either incumbents or new hires. Thus far, TTI has spent over \$263,000 in ARRA funds and leveraged over \$315,000 (51%) from companies resulting in 102 jobs retained/saved and 32 jobs created.

Maine Jobs Council Committee Reports: 2009 - 2010

In preparation of this WIA Annual Report, MJC Committees were asked to address a number of questions about their activities in the past year. The areas to be addressed were: the policy objective(s) of the committee; significant activities/initiatives undertaken in the past year; outcomes and activities contributing to the overall goals of the MJC; strengths of the committee; and, challenges faced in the past year.

As is obvious in the following committee reports, each committee focused on the employment issues faced by the population represented by the committee. The various activities and initiatives that were carried out in PY 09 reflect both the critical and immediate employment needs of that population in this challenging economic time and the demands of committee work, such as recruiting committee members, turnover of staff available to the committee, and the time available for meetings.

The quality and quantity of the committees' work was significant, and it made a laudable contribution to the workforce development efforts in Maine.

Apprenticeship Committee

The Maine Department of Labor is the State Apprenticeship Agency (SAA) that is recognized by the US DOL Office of Apprenticeship (OA) and has responsibility and accountability for the Maine Apprenticeship Program.

The State Apprenticeship Council (SAC) is the Standing Committee on Apprenticeship of the Maine Jobs Council and was established to assist the SAA. In Maine, the SAC is regulatory and may promulgate Apprenticeship Rules at the direction of the SAA. The SAC provides guidance on and approves newly registered programs.

In PY 09, Maine apprenticeship has been working with the USDOL Office of Apprenticeship to revise current Maine Statute in order to bring Maine law into alignment with the revised Federal Law 29.29 which expands the methods by which sponsors can provide apprenticeship training from strictly time-based to a more modern competency-based approach. The new approach delineates how competency-based and or hybrid approaches (part time-based/part competency based) must be documented. In addition, the law requires that all new or revised programs developed at the state level be approved by the USDOL-OA for federal purposes such as Federal Contracts that must meet Davis-Bacon or other employment-related thresholds such as Affirmative Action. Maine received a grant to assist with these revisions.

Maine apprenticeship enrolled significant apprentices into a new training program "Composite Technician." Initial funding for these apprentices came from Maine's North Star Alliance Initiative," a USDOL grant. Numbers continue to expand in this and other programs related to Maine's emerging composite manufacturing industries. Maine apprenticeship leveraged \$750,000 of federal match from this grant.

Maine apprenticeship is taking the first steps toward integrating Maine apprenticeship and WIA programs. Maine also received a \$25,000 grant toward this outcome that will fund a team from Maine to attend an Action Clinic in Boston in 2010. The clinic will help partners in the workforce investment system understand the value of apprenticeship as a training and placement outcome and will enable partners in the apprenticeship system an expanded understanding of how to work with workforce investment agencies and resources.

These initial steps toward new approaches are contributing to the overall goals of the Maine Jobs Council. Anticipated outcomes have not yet been realized.

One of the strengths of the committee is that it is Chaired by the President of the Maine AFL-CIO (Don Berry) and co-chaired by the Chair of the Maine Jobs Council (Phil Dionne). These two key officials play an integral role in assuring continuing commitment of General Fund resources and integration of WIA and similar resources. Committee members represent private industry, secondary education, and several occupational specialties.

A challenge that the Apprenticeship Committee faces is funding. Due to budget constraints, State funding has declined, and there is no Federal funding that supports Apprenticeship.

Commission on Disability and Employment

The Commission on Disability and Employment, which serves as a subcommittee of the Maine Jobs Council, works toward the goal of full opportunity for people with disabilities who work or want to work. The Commission envisions a future in which people with disabilities have jobs that meet their economic and personal needs -- a future in which there is fair treatment of workers with disabilities and full support for their endeavors.

Being a committee within the structure of the Maine Jobs Council as the State Workforce Investment Board under WIA gives a wider opportunity to work collaboratively with other committees that have common concerns, such as the Older Workers Committee, the Veterans' Employment Committee, and the Youth Transitions Committee, thus supporting the MJC's goals.

The Commission serves as the Steering Committee for the Disability Program Navigator Initiative that promotes system change in the employment of people with disabilities by increasing accessibility to programs and services at Maine's CareerCenters. Supplemental funding that was received allowed for extension of the statewide program for an additional year.

The Commission supported the transfer of State general funds (\$304,000) from the Department of Health and Human Services Office of Adults with Mental Illness Employment Services to the Bureau of Rehabilitation Services to help with bringing down the Federal Vocational Rehabilitation match amount. These funds equate to \$1.4

million in combined state and federal funds that Maine would not have otherwise had for vocational services.

An on-going activity was to maintain awareness of disability employment issues across state departments.

As part of the larger MJC organization focused on the workforce development system, this committee's work informs all the subcommittees as well as the MJC as a whole on the issues of employment among people with disabilities. Because this system needs to encompass all workers and jobseekers, this is an important function. The Commission will work with the next administration to achieve the next Governor's workforce goals.

The Commission on Disability and Employment is made up of experts, advocates, and concerned citizens from the public and private sectors. Fifty-eight percent of its members are people who identify themselves as having a disability.

A challenge that the Commission faces is the collection of complete and accurate data for understanding the numbers of customers of the workforce development system who are disabled. Since some data provision is voluntary, it tends not to be reliably provided in all parts of the state.

Older Workers Committee

The Older Worker Committee (OWC) of the Maine Jobs Council promotes the value of Maine's older workers through advocacy, education, and policy development to meet the needs of workers and employers.

In Maine, workers age 55 and over comprised 21.5 percent of total employment in 2009, up from 13.7 percent for 2001. While the number of workers under the age of 45 declined 17%, workers aged 45 to 54 increased 4.6 percent, and those over the age of 54 rose over 53.8 percent.

The OWC assumed responsibility as the Advisory Committee for the \$1,000,000 Aging Worker Initiative grant program, ensuring that the strategies implemented connect to and leverage the broader workforce and economic development activities taking place across the state.

The Older Workers Committee hired a summer intern in May 2010 to update its annual *Maine's Aging Workforce: Opportunities and Challenges* report.

The OWC heightened awareness of the issues around older workers, job seekers, employers, and policy makers. Under the Maine Jobs Council rubric, the OWC's efforts contribute to the effort to create a world-class workforce development system, fill in the older workforce details in the big picture, embody the MJC's tone of collaboration, and use the framework of the Aging Worker Initiative to encourage alignment of the needs of an older workforce with WIA required performance measures.

The strengths of the OWC are that its membership is involved, energetic, participatory, and diverse. Through the Silver Collar Award, awarded to Reny's Inc. in 2009, and the Maine's Aging Workforce report, the OWC demonstrates activity and involvement. This past year also saw greater commitment from the Maine Department of Health and Human Service's (DHHS) Office of Elder Services, with DHHS assigning its SCSEP Program Manager to staff the OWC.

The Older Workers Committee and the Women's Employment Issues Committee partnered to present a forum on Sexual Discrimination of Older Workers by Dr. Amy Blackstone, Associate Professor at the University of Maine at Orono.

Some of the challenges the committee faced were not enough representation among employers, a need for greater diversity on the committee, and erratic staffing requiring a temporary staff person.

Veterans' Employment Committee

The Veterans' Employment Committee works to improve employment and training opportunities for Maine veterans, disabled veterans, and eligible spouses. The Committee focuses on broadening the awareness of potential benefits and entitlements available for the veteran community. The Committee's main focus, however, will be on building awareness among employers of the advantages of hiring veterans. The Committee will also develop policy recommendations to increase the effectiveness and efficiency of veterans' employment and training programs in Maine.

Maine is among the states that have the highest percentage of its National Guard members deployed to the battlefield of Iraq and Afghanistan. Since 2003, more than 1,500 soldiers have deployed.

We survey Guard members in Maine to determine their labor force status. We are finding unemployment rates within deploying units that range from 17% to 23%. They leave Maine as unemployed National Guard members; they return home as unemployed combat veterans. We are focused on ensuring that we provide as much help and support as possible to find good-paying jobs with benefits.

Initially, the focus of the Committee was one of educating its membership about some of the core programs available to assist veterans and eligible spouses to find jobs. A formal presentation was provided about Maine's Jobs for Veterans State grant and the new five-Year VETS Plan. Key to the plan is a shift to more "outreach" to Federal contractors, employers who do not use the Maine Department of Labor's Maine's Job Bank as a vehicle to seek new employees, and to businesses owned by Veterans. Other topics of an educational nature included: (1) priority of service for veterans and eligible spouses; (2) an analysis of the State's economy and the employment-related challenges faced by veterans; and (3) some of the core benefits and entitlements of veterans. The outcome was very positive, in that many members commented they had had no knowledge of many of the services and support available for veterans and eligible spouses.

A very detailed presentation was provided by Chaplain Andy Gibson to the Veterans committee about the Substance Abuse and Mental Health Services Administration (SAMHSA). He offered a history of inter-agency cooperation between Employer Support for the Guard and Reserves, Military Assistance Program, and the Maine Military Community Network. He discussed Maine's Family Program, Military One Source, and the State's Yellow Ribbon Program. Maine sent a team to the SAMHSA Policy Academy in June to start the process of developing a State-level action plan to assist veterans and family members dealing with mental and substance abuse. Chaplain Gibson related that Maine has a network of local groups/individuals providing multi-faceted medical-related services upwards to some 1,000 professionals and volunteers.

The Committee was very responsive to this presentation and the plan that's unfolding. They understand that there are serious problems associated with post-traumatic stress disorder and mild traumatic brain injury, and they are pleased with Maine's efforts to put in place a plan and some structure to deal with these issues.

Bob Haley, Director of the State Approving Agency for Veterans' Education & New England Troops to Teachers, covered the process to access the GI Bill (particularly the new Post-9/11 GI Bill). There's been a huge increase in the use of the Post-9/11 GI Bill. The Bill provides opportunities for on-the-job training and apprenticeship as well. He related the eligibility requirements and how tuition and fees are covered, as well as the provision of a housing allowance and stipends for books and supplies. For more information, the website is www.gibill.va.gov. Committee members were very pleased to have received this presentation. Many acknowledged that being in a recession could be the best time to take advantage of the new Post 9/11 GI Bill.

The Committee's outcomes and activities are totally aligned with Maine Jobs Council's vision, mission, and guiding principles. The Committee understands that skilled workers are essential to economic growth, and they feel very strongly that those skilled workers are currently available in the form of veterans. The Committee supports the concept of having sector strategies for economic development, with the caveat the veterans receive priority of service for training and hiring. The Committee stands ready to work with all entities to ensure that veterans are provided with the services and support that they need to take care of themselves and their families.

The Committee's strength is its membership. Many members hold, or have held, senior management positions in the private sector. They understand the types of employees that the private sector needs to thrive, and they recognize that veterans have the skills, knowledge, and abilities that Maine businesses are looking for. The Committee is energized to find new and different ways to assist and connect veterans with Maine employers looking for dependable employees.

The Committee is relatively new and has struggled a bit to understand where they fit and their role(s) in enhancing Maine's workforce development system. That said, they are now aware of how they can work on programs, products and policies to assist in moving the system in a desired direction to improve access and services for veterans and eligible spouses.

Women's Employment Issues Committee

The Women's Employment Issues Committee's (WEIC) policy is to foster action on current factors affecting women's participation in the workforce.

The Committee highlights employment issues, develops recommendations to the Maine Jobs Council, and supports initiatives that remove barriers preventing women in Maine from attaining complete economic success and security.

The Committee proposes and promotes policies, programs, and legislation that provide full economic opportunity for all Maine women. Through 2010, the Committee will establish quantifiable benchmarks to measure, monitor, and annually evaluate Maine's progress in achieving that economic opportunity and security for all Maine women.

The main objective of the WEIC is the achievement of prosperity for all Mainers through the economic equality and security for Maine women, particularly women in the workforce.

The WEIC believes that:

When Maine women are economically secure, their families, their communities and the state as a whole benefit.

In the past year, the WEIC held a collaborative activity with the Older Workers Committee: a presentation by Dr Amy Blackstone on her research concerning the workplace harassment of older workers

Governor Baldacci endorsed the WEIC's recommendation that at least 30% of ARRA funded training and job placement for women be in the nontraditional occupations

The committee also released its annual report, *Working Women in Maine, 2008-2009*, and drafted the next report for 2010 including five-year trends in eight indicators of occupational and economic progress for working women.

The above activities and others undertaken by the WEIC contribute to the MJC's "tone of collaboration," "educating policy makers and the public," "making recommendations to the Governor and Legislature," and placing the conditions of working women, particularly the women served by the WIA and Wagner-Peyser programs, within the context of the MJC's focus on "the big picture."

The strengths of the committee are its large, stable, committed membership several whom are also voting members of the MJC (for continuity and representation); the diverse perspectives and expertise among the members; using Polycom to include members from western and northern Maine in meetings; holding meetings in areas other than Augusta to reach more interested parties; and *Working Women in Maine*, the annual report that contributes a public presence and credibility.

Challenges faced by the committee include the economic and social barriers to women's workplace equality that present the WEIC with a sometimes overwhelming collection of

complex issues that beg for attention, analysis, and action. Women's participation and success in the workforce are affected by access to child care, domestic violence and sexual harassment, slow acceptance of women in some high paying jobs currently dominated by male workers, access to education for single parents, poor transportation options for workers and students, etc.

Another difficulty is having local workforce investment areas embrace changes that would help them better serve women with training and placement in higher paying occupations and careers.

Youth Transitions Committee

The Maine Jobs Council (MJC) Youth Transitions Committee (YTC) recognizes that a critical factor to success within our society lies in the ability to navigate change successfully. For youth those transitions include the move from home to elementary school, from elementary to middle school, from middle to high school, and from high school into further education, military service, work, family and/or a combination of those options. Failure to transition successfully at any of those points can mean another societal intervention. This can occur in a voluntary manner, such as alternative education, or in an involuntary manner such as incarceration, which is often more costly to the society and to the individual.

Like most populations in need, there are insufficient resources to comprehensively serve youth needs in Maine. Therefore, the MJC Youth Transition Committee has focused its efforts on identifying, evaluating and supporting youth programs in Maine that need resources to sustain or expand their initiatives. To support its objectives, it has sought grants and/or aligned itself with initiatives that youth service organizations developed (such as the Gold Collar Worker initiative and the Stakeholders sessions respectively).

YTC members supported the "2010 Maine Regional Education, Business & Community Stakeholders Sessions" sponsored by Jobs for Maine's Graduates (JMG), the MDOL, and several private businesses. Six regional sessions were held between 1/1/10 and 6/30/10 and provided opportunities for approximately 150 individuals to affirm and refine the employment competencies used by youth service providers. *For additional information, please see separate attachment.*

The Stakeholder Sessions helped renew the essential connection between the business community and the youth service community: to update both the skills sets needed by students transitioning into the workforce and those needed for existing occupations. The Stakeholder Sessions provided the forum for young people to respectfully and thoughtfully engage with adults for their community.

A strength of this committee is that it's comprised of a diverse group of individuals dedicated to supporting and improving the lives of Maine youth. Membership includes state employees and representatives from the private and nonprofit sectors.

One of the committee's challenges has been that the Maine Jobs Council's Youth Transition Committee has not met as frequently in 2009-10 as it did in previous years.

The American Recovery and Reinvestment Act (ARRA), which passed in February 2009, has demanded an enormous amount of time from all employment and training providers, including youth services providers, which has reduced their availability for meetings (even virtual meetings). Also, an unintended result of the MDOL's decision to roll out the ARRA youth funds directly to the four Local Workforce Investment Areas was to shift youth service providers focus from the State to the local levels. As a result of these two factors, the Committee members agreed to support the MDOL – JMG Stakeholders events rather than attempt any independent activities in 2009-2010.

Highlights of Local Workforce Board Activities

Local Workforce Investment Boards were asked to submit information on the significant activities and initiatives taken on in PY 09, as well as the major awards or recognition received. They also included challenges faced in the last year.



The most significant activity for this area was the change of both fiscal agent (now the Northern Maine Development Commission) and the hiring of a new Executive Director, Ryan Pelletier, who has been in place since March.

The major activity of the Board has been recruiting new board members. They have added representatives of major agencies in the area (Welfare to Work, CBOs, HUD, SESCEP, veterans, and UI) as well as business representatives.

The industry sector they are focused on is healthcare. The Local Area partnered with MDOL and the other Local Areas and has received a \$4.9 million healthcare sector grant. In addition, Local Area 1 has received a congressional earmark of \$500,000 to supplement its efforts around tuition reimbursement for training/education. A strength that this area brings is a local advisory committee that has been in place for five years. The experience of this advisory committee will help to get activities started quickly.

Other activities in the area include work on an NEG application for the service industry in partnership with the CareerCenters in that area. They are also partnering with the economic development agencies on a grant application to the Economic Development Administration to provide distance education across the two counties via enhanced broadband capabilities. In addition, they are providing workforce development technical assistance on a HUD grant for a Regional Sustainable Community Planning grant.

Finally, they are partnering with the Adult Education Directors in the area to expand two WorkReady sites and to add three additional sites.

Of particular importance has been the area's success in meeting all the WIA performance standards. They are still challenged, however, with historical issues that brought findings from a Federal monitoring in 2009 even as the fiscal agent changed and a new Executive Director was brought in.



In June 2009, the Tri-County Workforce Investment Board (Hancock, Piscataquis, and Penobscot Counties) and the Chief Local Elected Officials took the first step to build a more effective economic and workforce development system for the region. The region's economic development agency, Eastern Maine Development Corporation (EMDC), was hired to deliver Workforce Investment Act services. EMDC now houses the Workforce Investment Board and is the service provider for all Workforce Investment Act services in the Tri-County region.

Housing the workforce program board and the WIA operations with economic development services under one roof provides the opportunity to develop a new *architecture* for the area's economic and workforce development systems - one that is unique in the State of Maine.

In response to growing demands for employment services in the region, the Tri-County CareerCenter partners including EMDC, Bureau of Employment Services, and Bureau of Rehabilitation Services have collaborated to develop and implement an integrated job search and networking program for job seekers. Staff at the three agencies shares curriculum development and instructional duties with the goal of creating a common set of supports for all job seekers accessing the CareerCenter. This integration of resources at the point of services is part of an overall CareerCenter management philosophy in the Tri-County area. Management staff meets weekly to plan services, discuss operational needs and opportunities, and share information while front line staff engage in extensive cross-training and program development activities.

During PY09, the TCWIB and EMDC have focused on the construction industry sector including energy efficient building skills, plumbing, and electrical skills. In addition, a large portion of our activities have been within the health care industry sector and includes training of medical assistants, registered nurses, certified nurse assistants, and other allied health occupations.

The Tri-County region has increased its investment in skills training in both the construction and healthcare industries through our formula WIA grants, ARRA funds, Trade Adjustment Assistance, and the Competitive Skills Scholarship Program. The local area has created sector partnerships with the educational systems in the region (Adult Education, Secondary Education and the Community College), community-based organizations, and organized labor. These partners will develop and deliver a full menu of “green” construction skills training as noted above in the description of the Pathways out of Poverty demonstration and other ARRA-supported training in construction skills for offenders transitioning from the corrections system to the community. In the health care sector, the TCWIB and EMDC have established a partners group including education and industry leaders to implement the Statewide Health Care Sectors Grant in our region. We have also sponsored ARRA-funded training for Medical Assistants and have increased the number of participants training through Individual Training Accounts pursuing health care-related occupations.

The National Association of Development Organizations (NADO) Annual Innovation Awards program has been acknowledging the creative approaches to regional community and economic development since 1986. Since the program's inception, more than 1,300 projects have been honored. The Tri-County Workforce Investment Board's service provider, Eastern Maine Development Corporation (EMDC), received two awards at this year's annual conference held in San Diego, California.

The first award was for EMDC's integration of economic and workforce development, the first in the state of Maine, under the Blueprint for Success: A New Architecture for Business and Workforce Initiatives. In partnership with the Tri County Workforce Investment Board, EMDC has been working over the past year to realign its traditional economic development mission and to create the initial framework of this new architecture for the region's business and workforce systems. It is a work in progress – but EMDC has achieved some early success and is receiving positive feedback on their efforts from local, state, and federal partners.

The second award was for the Greater Bangor Mobilize Maine Initiative which utilizes an innovative, bottom-up approach to addressing the region's limited resources, transportation gaps, remoteness, and energy inefficiencies to turn the economy around. Local business and community leaders are taking stewardship of the region's economic future by creating a foundation that is innovative, vibrant and sustainable.

Michael Aube, EMDC's President & CEO, and Jon Farley, EMDC's Director of Workforce and Economic Development, were invited to present EMDC's new workforce and economic development model at the *U.S. Department of Labor - Region I Employment and Training Administration (ETA)*, **“ONE-STOP STRATEGIES IN A NEW ECONOMY: PUTTING THE FRONT LINE FIRST.”** The conference was held from June 1, 2010 to June 3, 2010 at the Rhode Island Convention Center in Providence, Rhode Island. The model was well-received, with significant interest generated in EMDC's approach to successfully mobilized workforce and economic development activities.

The challenge of high unemployment, particularly in the rural communities in this region over the past year, coincided with the planned reduction of CareerCenter resources in

those communities and reduced our service response capability in those areas. The TCWIB has subsequently re-established more comprehensive service centers in those areas and has been working to meet the demands more effectively.

With growing demand for training and educational assistance, we are also experiencing some constraints in the availability of appropriate training capacity within the region.

CENTRAL / WESTERN MAINE WORKFORCE BOARD

Ongoing short-term, occupational training continues to be a focus Central/Western ME's CareerCenters. The training is focused on key sectors like healthcare, skilled trades, and energy/green jobs when appropriate. Additional industry sector focus includes business services, tourism and hospitality, and precision manufacturing. Examples of types of certificate-based training include CNA courses, as well as medical billing and coding. Training has also been focused on machine tools, and welding training.

ARRA funds have been utilized to develop weatherization training programs with youth.

TDL Collaborative training project, which leveraged JOLI grant funds, targets a key sector for Androscoggin County and involves a four-week work readiness training (WorkReady) with industry-specific training over the remaining four weeks. Training could be supplemented by WIA funding if a participant required additional training. WorkReady (funded outside WIA training monies) has been a key area of focus in Local Area 3.

Beginning in March 2009, in recognition that traditional recruiting events like job fairs are not effective during an economic downturn of the magnitude that Maine is experiencing, the business services team at the Lewiston CareerCenter developed what has come to be called "Industry Information Tuesday."

Each month, a key sector is highlighted and area businesses recruited to participate in a two-hour facilitated dialogue with job seekers about skills needed, hiring opportunities, and other pertinent information about the sector/industry highlighted that particular month.

These events have helped solidify business relationships with existing employers and have been key in developing new ones. This is the focus on the demand side of the equation that CareerCenters were encouraged to develop under WIA.

Central Western LWIB is currently implementing new projects for PY 09 and PY 10. Since these projects are still in progress, no rewards/recognitions have been received during PY 09.

Challenges have included helping a large segment of our job seeker population acquire the requisite skills employers are looking for and providing them with the training required to access the increasingly complex jobs of the 21st century under WIA.

The current economic downturn, along with long-term unemployment, highlights the need for Maine to have a 21st century workforce development system in place that can provide workers with necessary training and that can provide employers with the highly-skilled employees they need.



Coastal Counties Workforce, Inc. (CCWI) undertook a Request for Proposal (RFP) process with the goal of consolidating our region's service delivery from three to one single provider. The decision was to award the solicitation to Goodwill Workforce Solutions, a division of Goodwill Industries of Northern New England.

As a direct result of this decision to consolidate, more of the allocation has been used to support direct training of customers, which was one of the primary goals of the board in issuing the RFP. Workforce Investment Act (WIA) training dollars for workers have been increased from 20% to 35%. This proactive training policy has been very important in assisting the high volume of unemployed workers in this current economy. In addition, the American Recovery and Reinvestment Act of 2009 (ARRA) training funds also boosted our ability to assist many workers who would otherwise not have received training assistance.

Consistent with CCWI's vision for increased service delivery options, along with the increasing numbers of job seekers obtaining services, the goal of launching the Workforce Solutions Sites (WSS) became increasingly more important. This has been an innovative approach to increasing access to services through the development of service network access points or WSS. This strategy took shape during the program year and was included in the 2009-2010 contract for WIA Service Provider services. Although these sites represent additional service access points, they do not come at an added WIA cost because at the heart of the WSS system is the use of community partners (and their infrastructure) to make services more widely available.

Workforce Solutions Sites are designed to support urban and rural areas that are seeking additional access to Maine's One-Stop CareerCenters and/or Workforce Solutions Centers. The purpose of these sites is to provide basic tools for those seeking employment. Each site has a direct link to Workforce Solutions Centers and/or the Maine CareerCenters, allowing jobseekers to search for job openings, sign up for CareerCenter workshops, and to receive one-on-one support from the site staff. Ten

Workforce Solutions Sites will open throughout the six coastal counties of Maine within a two-year period. As of the date of this writing, Workforce Solutions operates four WSS. Workforce Solutions is in the development stages of finding additional appropriate locations to reach the more rural areas of the six coastal counties.

On August 17, 2009, CCWI was awarded \$1 million from the U.S. Department of Labor through a High Growth Job Training Initiative. The Aging Worker Initiative is a three-year statewide demonstration grant intended to address the workforce challenges facing older individuals by developing models for talent.

The goal of the AWI is to promote seasoned workers as a solution for businesses and to connect them to viable employment and training opportunities leading to placement in high-growth, high-demand occupations. A program manager was hired in September 2009 and has been busy with the implementation of the grant including executing contracts, orientation and training of the Navigators, facilitation of the Grant Management Team and oversight of the Seasoned Worker Forums. Over 250 seasoned workers were served through the Forums during PY 09.

The Maine Health and Education Collaborative grant provides health care training in coastal and southern Maine. All of the college sub-grantees have students in training and the project is going well. The U.S. Department of Labor Employment and Training Administration conducted a site review of MHEC at CCWI, visiting two sub-grantees in the process. The site review went exceptionally well and highlighted the hard work and dedication of those working to make this project a success.

Progress toward grant objectives continues across the region. Central Maine Community College and Southern Maine Community College are busy training over a dozen nursing students each on their expanded campuses. Kennebec Valley Community College developed clinical placements at southern Maine health care facilities and enrolled its first class of students last fall with another enrollment planned for next fall, reaching a total of sixteen students. York County Community College has already trained half of its sixty CNA students. Goodwill Industries of Northern New England, Workforce Solutions, has been a vital partner in the grant providing important data collection and analysis which keeps the grant running smoothly.

CCWI developed a strategic partnership with the Maine Health Workforce Forum, a group charged by the Maine State Legislature to assess current and future health care workforce shortages in Maine and make recommendations for improving the training capacity and outcomes in Maine. As a result of this partnership, the Maine Department of Labor was successful in its bid for a statewide health care training grant of which CCWI is a sub-grantee providing an increase of health care training funding in our region.

In 2009, the Youth Services program served 234 youth throughout the region with “year-round” programming and an additional 199 youth participated in the Summer Youth Employment Program. Many new private sector partnerships were developed under the summer youth employment program. As a result of those partnerships, there are more opportunities for WIA youth to participate in work experiences. During the summer and fall of 2009, youth received services through American Recovery and Reinvestment Act Workforce Investment Act Annual Report

of 2009 funding. All youth were provided a paid work experience and work readiness training. During the summer months, eight youth participated in paid work experiences at *TJ Maxx* stores located in Brunswick, Biddeford and South Portland. Of those eight, four were offered permanent positions, and three youth accepted and are currently still employed with *TJ Maxx*. This also led to a new relationship that has continued to provide work experiences for WIA formula-funded youth services and has extended to include all *TJ Maxx* stores in the Coastal Counties Region.

In PY 09, CWI targeted four industry sector areas: Green, Construction, Health Care and Information Technology. Participants whose goals *included* these areas were enrolled in ARRA.

One of the strategies employed by CCWI to address industry needs for our region is to work collaboratively with Maine's community colleges to design and implement education and training programs that provide a pipeline of skilled workers for sectors which are expanding, requiring additional workers, or those which are being transformed by technology and other innovations, requiring a re-training of their current workforce.

An example of this collaborative effort is the Maine TEAM (Transportation, Energy, and Advanced Manufacturing) project, developed in the final quarters of PY 2009. Partners in the TEAM Project included York County Community College, Kennebec Valley Community College, Southern Maine Community College, labor organizations, industry partners, community agencies and workforce development organizations. The goal of the Maine TEAM project was to increase the training capacity for incumbent, unemployed and dislocated workers across an 11 county region of central and southern Maine. Project participants would be able to upgrade their skills in order to obtain or retain employment or advance within their current position. This project would have provided Maine workers an opportunity to pursue undergraduate degrees or certificates in Heavy Equipment Maintenance; Heavy Equipment Operations; Energy Services & Technology; Renewable Energy Management; or Advanced Manufacturing. A funding request was made to the U.S. Department of Labor to fund this project but was declined.

CCWI's ARRA contract with its service provider (*Goodwill, Workforce Solutions*) included additional classrooms to be added for Adult and Dislocated "Training Contracts" that totaled \$186,000. *Goodwill* issued RFPs to all Adult Education Providers in the six-county region in October 2009. Implementation of the awards began in December and continued through PY 09. A separate contract with Southern Maine Community College was also issued. Under this Class Size –Targeted Training, the following Trainings *areas* were awarded: SMCC: Welding; Adult Education: Certified Nurse Aide, Certified Residential Medical Assistant, Personal Support, ESOL and GED, Work Ready /*Computer Basic Skills*; and at the Midcoast School of Technology: Green Construction and Information Technology.

One of the strategies employed by CCWI to address industry needs for the region was to seek potential training and employment opportunities in the emerging "green industries" sector. CCWI worked with over eleven organizations and multiple employers in its region to develop and submit a "green energy grant" to US DOL in September 2009. The partners included: Maine State Building Trades and Construction, United Brotherhood of Carpenters and Joiners of America, Local 1996, International Brotherhood of Electrical Workers, Locals 567 & 1253, United Association of Journeymen and Apprentices of the Workforce Investment Act Annual Report

Plumbing and Pipefitting Industry of the United States and Canada, Local 716, Maine Housing, Learning Works, Goodwill Industries of Northern New England, Mid-Coast School of Technology, Maine Department of Labor including the Center for Workforce Research and Information and the Maine Registered Apprenticeship (and Pre-Apprenticeship) Program, and Coastal Enterprises, Inc. Unfortunately, the grant application was not reviewed due to a strict USDOL interpretation of the SGA.

A new training pilot rolled out in 2009, Project Lodestone, a product of the USM Research Computing Group, USM Center for Continuing Education (CCE), and CCWI, provided 25 seats for IT skills at the mid-level range. Project Lodestone featured a choice between two IT tracks, Web Design and Network Administration/Security. Each track was augmented by a companion course in Business Fundamentals.

These IT courses were selected to meet the similar, yet varied, needs of today's small business where key employees are more frequently relied upon to construct and/or maintain company websites or expected to diagnose and resolve telecommunications issues, both internally and externally. The Business Fundamentals course assured an understanding of routine business practice, including effective workplace communications, HR, finance, marketing, and project management. Knowledge in these areas is essential amongst a professional workforce to efficiently conduct business. Each program resulted in CCE Certificates for successful participants, in both Information Technology (60 hours) and Business Fundamentals (42 hours).

Goodwill screened and enrolled 25 participants with existing IT skills sufficient to meet the challenges of this coursework. The Project Lodestone pilot concluded in January, 2010.

Maine's Workforce System Performance Highlights

Working with Maine's four Local Workforce Investment Boards (LWIBs), the Maine Jobs Council, the Maine Department of Labor and the service providers who deliver the programs funded by WIA through the CareerCenter system, Maine maximizes its WIA revenue by establishing an infrastructure to deliver employment and training programs for both citizens and employers. This infrastructure is not administrative; it is the street-level presence of services available in every county in Maine.

The following summary of other federal and state programs and outcomes for Program Year 2009 illustrates the extent to which WIA funds help to leverage resources and contribute to workforce development:

Trade Adjustment Assistance

The number of individuals enrolled and the number of companies certified in the Trade Adjustment Act (TAA) program increased in the last year. Funds from the TAA were used towards training expenses for **1,141** workers. Overall, the TAA program provided reemployment services to **2,376** individuals.

TAA program outcomes for PY 2009:	
Entered employment rate:	73.83%
Retention rate:	83.86%
Average earnings:	\$14,238

National Emergency Grants

In PY09, The Bureau of Employment Services and local workforce boards responded to significant downsizing and closure events by applying for and administering National Emergency Grants (NEGs). Total active National Emergency Grant Awards during the period July 1, 2009 through June 30, 2010 include:

Project Name	Award Date	Award Amount
BRAC Implementation	2/11/2008	\$4,497,927
Formed Fiber Technologies (ARRA)	8/31/2009	\$316,458
GE Security (ARRA)	10/29/2009	\$372,839
HCTC (ARRA)	3/16/2010	\$880,000
Hinckley Co. (ARRA)	11/10/2009	\$394,617
Katahdin Paper - Dual Enrollment	12/11/2008	\$527,465
Manufactured Housing - Dual Enrollment	10/17/2008	\$149,107
New Page Paper Mill (ARRA)	9/25/2009	\$323,565
Prime Tanning	1/22/2009	\$528,722
RR Donnelley (ARRA)	10/2/2009	\$851,120

Project Name	Award Date	Award Amount
Standard Insurance (ARRA)	10/2/2009	\$430,417
True Textiles- Dual Enrollment (ARRA)	5/18/2009	\$462,096
Wausau Paper - Dual Enrollment (ARRA)	4/25/2009	\$254,516
West Point Home - Dual Enrollment (ARRA)	10/16/2009	\$553,237
Wood Structures (ARRA)	4/29/2009	\$627,961
Total:		\$11,170,047
Average Award:		\$744,670

Governor's Training Initiative (GTI) Activity:

GTI provides financial assistance to employers intending to expand or locate in Maine, to train new or existing employees - to upgrade worker skills or to reorganize a workplace to remain competitive. The program is available to employers that are expanding, re-organizing, or locating in Maine, or are training new or existing employees in order to upgrade worker skills.

Number of companies assisted:	21
Number of new hires trained:	1,091
Number of incumbent workers trained:	717
Number of Maine workers impacted by GTI:	1,808
GTI investment in Maine workers:	\$ 965,744
Total private sector match:	\$ 8,960,513
Total investment in Maine workforce:	\$ 9,926.257

Maine's Registered Apprenticeship Performance:

MDOL develops apprenticeship programs and standards in cooperation with employers and employees to prepare future workers in skilled labor occupations under standards which ensure complete training in all aspects of an occupation, supplemented by the necessary technical instruction in related subjects.

Total Apprentices	1503
Total New in 2009	342
Increase over 2008	177
Average 1 st Year Wage	\$11.64
Average Completion Rate	\$17.66

Wagner-Peyser and WIA Performance Highlights:

- In 2009, **118,919** individuals registered with the Maine Job Bank.
- Overall Maine Job Bank activity is summarized in chart below:

Job Bank Statistics	Program Year 2009
Jobs Opened	11,012
Total Positions Opened	27,291
Jobs Closed	10,861
Total Positions Closed	26,650
Job Seeker Accounts Activated	51,473
Employer Accounts Activated	1,540
Job Notices Sent	2,311,431
Referrals Accepted	209,941

- The top 20 job openings by occupational category were:

Occupational Category	Total Job Openings
Sales and Related Occupations	730
Office and Administrative Support Occupations	648
Healthcare Support Occupations	467
Farming, Fishing, and Forestry Occupations	435
Production Occupations	428
Transportation and Material Moving Occupations	315
Personal Care and Service Occupations	288
Construction and Extraction Occupations	286
Food Preparation and Serving Related Occupations	273
Management Occupations	209
Community and Social Services Occupations	180
Architecture and Engineering Occupations	153
Building and Grounds Cleaning and Maintenance Occupations	152
Healthcare Practitioners and Technical Occupations	146
Protective Service Occupations	144
Installation, Maintenance and Repair Occupations	143
Computer and Mathematical Occupations	135
Business and Financial Operations Occupations	108
Arts, Design, Entertainment, Sports and Media Occupations	78
Education, Training and Library Occupations	65
Life, Physical, and Social Science Occupations	54

- With limited training dollars, we were able to serve **1,882** adults, **1,631** unemployed workers and **1,075** youth
 - On average, approximately **79%** of all those enrolled found jobs
 - **86%** of the adults served were still working more than six months after placement
 - Approximately **81%** of the older youth (ages 19-21) served were still working six months after placement.
- Training services focus on providing a skills-based credential such as a diploma or equivalency, certificate or degree.
 - **66%** of the adults served received a credential
 - **70%** of the youth served received a credential
- We measure skill attainment for youth when they successfully complete a goal such as improving basic skills (reading and math), work readiness skills (resume', interviewing, time management, budgeting) and/or occupational skills (medical assistant, welder, and accountant). In 2009, **78%** of the youth served successfully completed some type of skill goal.

Additional Highlights of ETA-Funded Programs

Maine allocated nearly the entire Governor's 15% ARRA to support new training initiatives. The Competitive Skills Scholarship Program (CSSP) is utilizing the ARRA 10% funds to support training that results in certificates, two or four year degrees and targets high wage, in-demand occupations. CSSP provides wrap around supports such as child care, transportation, books, supplies, equipment, remedial and prerequisite training. CSSP aims both to meet the employment needs of the Maine business, nonprofit, and community sectors and to enable low-income and unemployed Maine residents to participate in postsecondary education and certificate and training programs. Training is for **Recovery CSSP** participants are enrolled in training in Healthcare; IT Computers: Technicians/Software Engineers; Energy and Green Energy: Heating-Air Conditioning, Plumbing, Electrical, Machinists, Welding, and Construction.

- **Allocated \$1 Million ARRA Dislocated Worker Funds for "Recovery Competitive Skills Scholarship Program (R-CSSP)**
 - Launched Spring 2009 and began enrolling participants in June 2009. (Funds to be expensed by June 2011).
 - 120 Participants Enrolled in R-CSSP
 - Men (59.3%)
 - Women (40.7%)
 - High Wage In Demand Occupations that RCSSP participants are enrolled in:
 - Healthcare –
 - IT Computers: Technicians/Software Engineers
 - Energy and Green Energy: Heating-Air Conditioning - Plumbing/Electrical/Machinists/Welding/Construction
- **Energy & Green Energy CSSP**
 - Additional ARRA funding from the Maine Public Utilities Commission, Energy Program Division – Approximately \$300,000

- State Energy Program Formula Grant
- Opens for application on March 30, 2010. Applicants must be interested in energy and green energy occupational training.
- Anticipate enrolling up to 35 participants in certificate and 2-year degree programs statewide.
 - Program runs from March 30, 2010 – June 30, 2012

The remaining ARRA 5% funds are supporting the **Targeted Training Initiative (TTI)** Training to companies within the clusters of healthcare, weatherization, energy, the “green economy,” or information technology. TTI funds are providing companies for reimbursement for training costs to help prevent future workforce layoffs or financial curtailments. TTI companies contribute at least 50% of the training costs for either incumbent or new hires. Thus far, TTI has spent over \$263,000 in ARRA funds and leveraged over \$315,000 (51%) from companies resulting in 102 jobs retained/saved and 32 jobs created.

- **High Wage In Demand Occupations Training Enrollments:**
 - Health Care
 - Nursing
 - Counselors/Therapists (including OT / PT)
 - Dental Hygienist
 - Other Health Care (Medical Asst, Lab Tech, Radiation Tech)
 - Pharmacists
 - Business Management/Accounting/Operations/Sales
 - Education/Teachers/Special Ed
 - Truck Drivers/Heavy Equipment Operators/Mechanics
 - Heating/Air Conditioning/Plumbing/Electrical/Machinists/Welding
 - Programmers/Technicians/IT
 - Other (Marine Trades/Hospitality/Other)
- **In February 2010 the Maine Department of Labor was awarded a \$4,892,213 grant from the U.S. Department of Labor for a new initiative aimed at getting health care workers credentialed for jobs in high demand.**
 - Approximately 400 workers will benefit from the project, which will include every region of the state and all 16 counties.
 - The focus is on credentialing workers in the sector, as well as displaced and unemployed workers in training, for advancement into skilled nursing and other key allied health professionals.
 - Project activities will alleviate current bottlenecks in academic and clinical training pathways, addressing barriers to employee career development, and aligning workforce development investments with high demand occupations.
 - Participants will receive information, guidance and support, tuition assistance, and improved access to clinical training programs and Registered Apprenticeship, and employment assistance.
 - The proposal was developed by the Maine Jobs Council and Maine Department of Labor. It builds on work by the Maine Health Workforce forum to address health care workforce development needs in the long term.

Workforce Investment Cost Data

Maine allocates approximately 85% of the WIA Title I funds it receives to four Local Workforce Investment Areas. The WIA Title I funds allocated to adults, dislocated workers and youth had a direct impact of the range of strong performance outcomes for each of these groups.

The CareerCenters have been working as effective teams consisting of Workforce Investment Act, Wagner-Peyser, and to some extent Bureau of Rehabilitation service providers, to offer registered customers the highest level of support necessary to gain access to employment.

UNIT COST DATA	Cost-Efficiency RATIO	TOTAL OBLIGATIONS*	TOTAL INDIVIDUALS SERVED
Overall, All Program Strategies	\$1,975	\$9,082,525	4,598
Adult Program	\$1,189	\$2,244,903	1,888
Dislocated Worker Programs	\$1,278	\$2,088,889	1,634
Youth Programs	\$2,074	\$2,232,132	1,076

*Unit Cost Data is based only on WIA Formula Funded Adult, Dislocated Worker and Youth Programs. Table N includes both WIA Formula and WIA American Recovery and Reinvestment Act funding'

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	80%	78%	423	1,682	589	71.8%
Employers	76%	74%	512	1,026	712	71.9%

Table B – Adult Program Results

	Negotiated Performance Level	Actual Performance Level		
			Numerator	Denominator
Entered Employment Rate	82%	77.6%	194	250
			Denominator	250
Employment Retention Rate	87%	86.0%	228	265
			Denominator	265
Average Earnings	\$10,000	\$9,453	\$2,136,320	226
			Denominator	226
Employment and Credential Rate	68%	67.7%	159	242
			Denominator	242

Table C – Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	77.3%	116	72.7%	16	63.2%	24	55.6%	15
		150		22		38		27
Employment Retention Rate	83.8%	127	88.9%	16	74.2%	23	81.0%	17
		152		18		31		21
Average Earnings	\$9,432	\$1,192,337	\$10,140	\$162,234	\$8,344	\$191,915	\$7,604	\$129,268
		126		16		23		17
Employment And Credential Rate	63.7%	90	62.5%	10	52.9%	18	40.0%	8
		143		16		34		20

Table D – Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	78.8%	145	74.2%	49
		184		66
Employment Retention Rate	87.5%	154	83.1%	74
		176		89
Average Earnings	\$9,851	\$1,497,414	\$8,634	\$638,906
		146		74

Table E – Dislocated Worker Program Results

	Negotiated Performance Level	Actual Performance Level		
			Numerator	Denominator
Entered Employment Rate	87%	85.3%	388	455
			Denominator	455
Employment Retention Rate	90%	85.8%	290	338
			Denominator	338
Average Earnings	\$12,000	\$11,769	\$3,354,160	277
			Denominator	277
Employment And Credential Rate	69%	57.2%	190	332
			Denominator	332

Table F – Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81.6%	40	82.8%	24	76.2%	80	66.7%	2
		49		29		105		3
Employment Retention Rate	88.5%	23	81.5%	22	87.1%	61	66.7%	2
		26		27		70		3
Average Earnings	\$13,042	\$286,929	\$10,861	\$238,938	\$10,235	\$624,342	\$6,325	\$12,649
		22		22		61		2
Employment And Credential Rate	48.6%	17	60.9%	14	48.6%	36	0.0%	0
		35		23		74		1

Table G – Other Outcome Information for the Dislocated Worker Program				
	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	84.7%	266	86.5%	122
		314		141
Employment Retention Rate	88.0%	198	81.4%	92
		225		113
Average Earnings	\$11,737	\$2,265,176	\$11,837	\$1,088,984
		193		92

Table H.1 – Youth (14-21) Program Results				
	Negotiated Performance Level	Actual Performance Level		
Placement in Employment or Education	80%	59.5%	Numerator	116
			Denominator	195
Attainment of Degree or Certificate	65%	61.5%	Numerator	112
			Denominator	182
Literacy and Numeracy Gains	N/A	7.5%	Numerator	5
			Denominator	67

Table H.2 – Youth (19-21) Results				
	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	80%	72.7%	Numerator	48
			Denominator	66
Employment Retention Rate	80%	81.4%	Numerator	70
			Denominator	86
Six Months Earnings Increase	\$4,000	\$3,843	Numerator	\$318,963
			Denominator	83
Credential Rate	59%	58.4%	Numerator	59
			Denominator	101

Table I – Outcomes for Older Youth Special Populations								
	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	66.7%	24	0.0%	0	53.3%	8	75.9%	41
		36		1		15		54
Employment Retention Rate	82.7%	43	100.0%	1	53.3%	8	81.3%	61
		52		1		15		75
Average Earnings	\$3,010	\$153,534	\$3,688	\$3,688	\$715	\$10,008	\$3,625	\$260,496
		51		1		14		72
Credential Rate	52.3%	23	0.0%	0	52.4%	11	56.4%	44
		44		1		21		78

Table J – Younger Youth Results				
	Negotiated Performance Level		Actual Performance Level	
Skill Attainment Rate	99%		77.8%	311
			400	
Youth Diploma or Equivalent Rate	66%		81.8%	135
			165	
Retention Rate	69%		69.1%	121
			175	

Table K – Outcomes for Younger Youth Special Populations						
	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	81.3%	130	72.0%	95	63.8%	74
		160		132		116
Youth Diploma or Equivalent Rate	82.9%	58	82.5%	47	70.3%	26
		70		57		37
Retention Rate	66.3%	53	60.7%	34	66.7%	34
		80		56		51

Table L – Other Reported Information										
	12 Mo. Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Workers) or Replacement Rate (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the training Received of Those Who Completed Training Services	
Adults	82.0%	218	\$2,667	\$704,003	6.2%	12	\$4,630	\$898,225	58.6%	85
		266		264		194		194		145
Dislocated Workers	86.6%	350	93.89%	\$4,289,970	5.7%	22	\$7,448	\$2,889,713	47.7%	127
		404		\$4,568,350		388		388		266
Older Youth	79.4%	77	\$4,112	\$390,619	6.3%	3	\$3,281	\$157,464		
		97		95		48		48		

Table M – Participation Levels		
	Total Participants Served	Total Exiters
Total Adult Customers	3,522	1,068
Total Adult (self-service only)	811	305
WIA Adults	1,888	718
WIA Dislocated Workers	1,634	689
Total Youth (14-21)	1,076	358
Younger Youth (14-18)	676	236
Older Youth (19-21)	400	122
Out-of-School Youth	560	182
In-School Youth	515	176

Table N– Cost of Program Activities			
Program Activities			Total Federal Spending
Local Adults			\$3,076,772
Local Dislocated Workers			\$3,407,084
Local Youth			\$4,815,526
Rapid Response (up to 25%) §134 (a) (2) (b)			\$1,134,068
Statewide Required Activities (up to 15%) §134 (a) (2) (b)			\$580,331
Statewide Allowable Activities §134 (a) (3)	Program Activity Description	10% of Adult, Youth, and DW funds for State Activities	\$1,764,570
Total of All Federal Spending Listed Above			\$14,778,351

Table O Statewide				
	Total Participants Served	Adults	1,077	
		Dislocated Workers	1,634	
		Older Youth (19-21)	400	
		Younger Youth (14-18)	676	
	Total Exiters	Adults	413	
		Dislocated Workers	689	
		Older Youth (19-21)	122	
		Younger Youth (14-18)	236	
		Negotiated Performance Level	Actual Performance Level	↔ %
Customer Satisfaction	Program Participants	80%	78%	98%
	Employers	76%	74%	97%
Entered Employment Rate	Adults	82%	78%	95%
	Dislocated Workers	87%	85%	98%
	Older Youth	80%	73%	91%
Retention Rate	Adults	81%	86%	106%
	Dislocated Workers	90%	86%	96%
	Older Youth	80%	81%	102%
	Younger Youth	68%	69%	100%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$9,453	(\$547)
	Dislocated Workers	\$12,000	\$11,769	(\$231)
	Older Youth	\$4,000	\$3,843	96%
Credential/Diploma Rate	Adults	68%	66%	97%
	Dislocated Workers	69%	57%	83%
	Older Youth	59%	58%	99%
	Younger Youth	66%	82%	124%
Skill Attainment Rate	Younger Youth	99%	78%	79%
Placement in Employment or Education	Youth (14-21)	80%	59%	74%
Attainment of Degree or Certificate	Youth (14-21)	65%	62%	95%
Literacy/Numeracy Gains	Youth (14-21)	0	7.7%	N/A
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				N/A
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	13	3

Table O Aroostook/Washington LA					
	Total Participants Served	Adults	456		
		Dislocated Workers	234		
		Older Youth (19-21)	100		
		Younger Youth (14-18)	160		
	Total Exiters	Adults	237		
		Dislocated Workers	136		
		Older Youth (19-21)	40		
		Younger Youth (14-18)	71		
		Negotiated Performance Level	Actual Performance Level	↕ %	
Customer Satisfaction	Program Participants	80%	86%	108%	
	Employers	76%	74%	97%	
Entered Employment Rate	Adults	82%	78%	95%	
	Dislocated Workers	87%	93%	107%	
	Older Youth	80%	57%	71%	
Retention Rate	Adults	81%	93%	115%	
	Dislocated Workers	90%	90%	100%	
	Older Youth	80%	88%	110%	
	Younger Youth	68%	50%	72%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$9,995	(\$5)	
	Dislocated Workers	\$12,000	\$13,403	\$1,403	
	Older Youth	\$4,000	\$7,037	176%	
Credential/Diploma Rate	Adults	68%	66%	97%	
	Dislocated Workers	69%	58%	84%	
	Older Youth	55%	57%	97%	
	Younger Youth	66%	89%	135%	
Skill Attainment Rate	Younger Youth	99%	91%	92%	
Placement in Employment or Education	Youth (14-21)	80%	54%	68%	
Attainment of Degree or Certificate	Youth (14-21)	65%	47%	72%	
Literacy/Numeracy Gains	Youth (14-21)	0	22	N/A	
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				N/A	
Overall Status of Local Performance			Not Met	Met	Exceeded
			2	8	7

Table O Tri-County LA					
	Total Participants Served	Adults	693		
		Dislocated Workers	461		
		Older Youth (19-21)	76		
		Younger Youth (14-18)	122		
	Total Exiters	Adults	308		
		Dislocated Workers	216		
		Older Youth (19-21)	22		
		Younger Youth (14-18)	51		
		Negotiated Performance Level	Actual Performance Level	↔ %	
Customer Satisfaction	Program Participants	80%	69%	86%	
	Employers	76%	74%	97%	
Entered Employment Rate	Adults	82%	85%	104%	
	Dislocated Workers	87%	90%	103%	
	Older Youth	80%	83%	104%	
Retention Rate	Adults	81%	78%	96%	
	Dislocated Workers	90%	81%	90%	
	Older Youth	80%	69%	86%	
	Younger Youth	68%	78%	113%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$8,938	(1,062)	
	Dislocated Workers	\$12,000	\$10,906	(\$1,094)	
	Older Youth	\$4,000	\$1,607	40%	
Credential/Diploma Rate	Adults	68%	66%	97%	
	Dislocated Workers	69%	38%	55%	
	Older Youth	55%	46%	78%	
	Younger Youth	66%	64%	97%	
Skill Attainment Rate	Younger Youth	99%	72%	73%	
Placement in Employment or Education	Youth (14-21)	80%	76%	95%	
Attainment of Degree or Certificate	Youth (14-21)	65%	78%	120%	
Literacy/Numeracy Gains	Youth (14-21)	0	0%	N/A	
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				N/A	
Overall Status of Local Performance			Not Met	Met	Exceeded
			4	9	4

Table O Central/Western LA					
	Total Participants Served	Adults	798		
		Dislocated Workers	441		
		Older Youth (19-21)	87		
		Younger Youth (14-18)	256		
	Total Exiters	Adults	296		
		Dislocated Workers	168		
		Older Youth (19-21)	25		
		Younger Youth (14-18)	77		
		Negotiated Performance Level	Actual Performance Level	↘ %	
Customer Satisfaction	Program Participants	80%	80%	100%	
	Employers	76%	74%	97%	
Entered Employment Rate	Adults	82%	69%	84%	
	Dislocated Workers	87%	77%	89%	
	Older Youth	80%	60%	75%	
Retention Rate	Adults	81%	87%	107%	
	Dislocated Workers	90%	84%	93%	
	Older Youth	80%	86%	108%	
	Younger Youth	68%	79%	114%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$9,286	(\$714)	
	Dislocated Workers	\$12,000	\$11,391	(\$609)	
	Older Youth	\$4,000	\$2,788	70%	
Credential/Diploma Rate	Adults	68%	58%	85%	
	Dislocated Workers	69%	57%	83%	
	Older Youth	55%	64%	108%	
	Younger Youth	66%	94%	142%	
Skill Attainment Rate	Younger Youth	99%	72%	73%	
Placement in Employment or Education	Youth (14-21)	80%	46%	58%	
Attainment of Degree or Certificate	Youth (14-21)	65%	59%	91%	
Literacy/Numeracy Gains	Youth (14-21)	0	0	N/A	
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				N/A	
Overall Status of Local Performance			Not Met	Met	Exceeded
			3	9	5

Table O Coastal Counties LA					
	Total Participants Served	Adults	764		
		Dislocated Workers	498		
		Older Youth (19-21)	137		
		Younger Youth (14-18)	138		
	Total Exiters	Adults	261		
		Dislocated Workers	169		
		Older Youth (19-21)	35		
		Younger Youth (14-18)	37		
		Negotiated Performance Level	Actual Performance Level	↗ %	
Customer Satisfaction	Program Participants	80%	81%	102%	
	Employers	76%	74%	97%	
Entered Employment Rate	Adults	82%	81%	99%	
	Dislocated Workers	87%	83%	95%	
	Older Youth	80%	84%	105%	
Retention Rate	Adults	81%	85%	105%	
	Dislocated Workers	90%	90%	100%	
	Older Youth	80%	81%	101%	
	Younger Youth	68%	68%	99%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$9,532	(\$468)	
	Dislocated Workers	\$12,000	\$11,934	(\$66)	
	Older Youth	\$4,000	\$3,747	94%	
Credential/Diploma Rate	Adults	68%	74%	109%	
	Dislocated Workers	69%	67%	97%	
	Older Youth	55%	59%	100%	
	Younger Youth	66%	74%	112%	
Skill Attainment Rate	Younger Youth	99%	79%	80%	
Placement in Employment or Education	Youth (14-21)	80%	69%	86%	
Attainment of Degree or Certificate	Youth (14-21)	65%	71%	109%	
Literacy/Numeracy Gains	Youth (14-21)	0%	0%	N/A	
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			N/A		
Overall Status of Local Performance			Not Met	Met	Exceeded
			0	11	6