

Activities Report
under the

**Workforce Investment Act
Title 26 MRSA Section 3101**

July 1, 2008 to June 30, 2009

Presented to the
Joint Standing Committee on Labor

MAINE
DEPARTMENT OF
LABOR

CareerCenter
The Maine Employment Resource

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INTRODUCTION

This is the annual report of activities under the Workforce Investment Act (WIA) as required by 26 MRSA §3101.

Annual expenditures and activities occur within a Program Year (PY), from July 1 to June 30. The time frame for this report - July 1, 2008 through June 30, 2009 - corresponds to state Fiscal Year 2009.

WIA funding allocations are highlighted in the Budget section of this report. WIA has three funding streams: Adult, Dislocated Worker, and Youth. Funds for these programs are appropriated by Congress and are allocated annually by law and by formula to states. The Maine Department of Labor, Bureau of Employment Services (BES), receives the allocation that is then distributed to Maine's four local areas and six service providers by the same formula that is used for the state allocations. Illustrated in this report are the WIA Adult and Dislocated Worker funding streams. The allocation for Youth is excluded from the statute governing this report.

The addition of General Funds as a source of investment in worker training is included to provide a more comprehensive picture of resources used to fund occupational skills training. The General Funds allocated to the CareerCenters are intended to be used to augment or add to the total available for occupational skills training. While the appropriation authorizes funds to be targeted to CareerCenter infrastructure and staff costs, the expressed priority is that they be used to fund occupational skill training.

I. Summary of Workforce Funding and Service Outcomes

There are numerous federal, state, and local programs which operate in CareerCenters and contribute to serving the needs of job seekers and employers. The contribution of WIA funds to the actual training of numbers of individuals is relatively small. However, the use of WIA funds to leverage other resources is a large contribution to the workforce investment effort. WIA funds are spent on the infrastructure of the CareerCenter system to integrate many other resources designed to find employment for those who seek it.

CareerCenter Performance Highlights:

- CareerCenter services are geared toward assisting businesses with hiring qualified workers by offering employers recruitment, screening, job matching assistance and workforce training.
- In PY08, the Department of Labor registered **115,523** people who are looking for work.

- Employers list approximately **16,000** job openings each year.
- We refer an average of **29,200** people to the job openings posted with the CareerCenters and approximately **64%** of those are placed.
- Workforce Investment Act training programs target primarily low-skilled, low-wage workers. Services are designed to provide:
 - intensive counseling and career development
 - basic skills (math, computer, etc.)
 - literacy (reading and writing)
 - occupational skills training (welders, accountants, radiologists, etc).
- With limited training dollars we were able to serve about **1,904** adults, **1,418** unemployed workers and **1,007** youth.
 - Approximately **84%** found jobs
 - **86%** of the adults served were still working more than 6 months after placement
 - Approximately **73%** of the youth served were still working 6 months after placement.
- Training services focus on providing a skill based credential such as a diploma or equivalency, certificate or degree.
 - **63%** of the adults served received a credential
 - **72%** 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, etc, and/or occupational skills (medical assistant, welder, accountant).
 - In 2007, **85%** of the youth served successfully completed some type of skill goal.

Specific Program Highlights:

1) Trade Adjustment Assistance

Compared to the previous year, the number of individuals trained and the number of companies who benefited was up considerably, due to Trade Adjustment Act funds that were used to fund training expenses for **933** workers and exited **370** workers. Overall, the Trade Adjustment Act program provided reemployment services to **1,785** individuals.

TAA program outcomes for PY 2008:

- **Entered Employment Rate:** 81.4%
- **Retention Rate:** 93.6%
- **Average Earnings:** \$16,668

The following summary of other federal and state programs and outcomes for PY 2008 illustrates the extent to which WIA funds help to leverage resources and contribute to workforce development:

2) National Emergency Grants

In PY 08, 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). We applied for and received six new NEG awards during the period July 1, 2008 through June 30, 2009.

| | |
|---|---------------------|
| New NEG awarded in PY08: Manufactured Housing | \$ 149,107 |
| New NEG awarded in PY08: Katahdin Paper | \$ 527,465 |
| New NEG awarded in PY08: Prime Tanning | \$ 528,722 |
| New NEG awarded in PY08: Wausau Paper | \$ 254,516 |
| New NEG awarded in PY08: Wood Structures | \$ 627,961 |
| New NEG awarded in PY08: True Textiles | <u>\$ 462,096</u> |
| Total New NEG awards for PY08: | \$ 2,549,867 |

In addition, the Bureau of Employment Services and Local Workforce Boards continued activities to assist workers who were affected by downsizing and closures through NEG funded projects awarded in prior years:

- Georgia Pacific
- Moosehead
- Sensata
- Forest Industry
- BRAC Implementation
- San Antonio Shoe

Through PY 2008, a total of **1,002** workers received work search assistance and training in these NEG projects, with a **59.3%** entered employment rate.

3) Governor's Training Initiative Activity:

| | |
|--|--------------------------|
| ■ Number of companies assisted: | 24 (unduplicated) |
| ■ Number of new hires trained: | 324 |
| ■ Number of incumbent workers trained: | 2,575 |
| ■ Number of Maine workers impacted by GTI: | 2,899 |
| ■ GTI investment in Maine workers: | \$ 1,511,788 |
| ■ Total private sector match: | \$ 8,910,953 |
| ■ Total investment in Maine workforce: | \$10,422,741 |

4) Highlights of the program activities report on Page 6:

- Average wages at exit for core/intensive and training services represent what customers reported to their case managers when they left the program.
- The most accurate barometer of wage earnings comes from six-month follow-up data obtained from the Bureau of Unemployment Compensation's wage data system. For those in the adult program, the statewide activities report on Page 7 shows that, on average, adults are earning **\$9,797** for the six-month period after exiting the program. Computer programmers at the Maine Department of Labor (MDOL) use a formula that translates this figure to a statewide adult average hourly wage of **\$9.42**. This is only an estimate, though, since the wage data system includes only summary wages reported by employers. The wage database does not report wages by the hour, but rather the earnings reported in the aggregate for each worker. The most accurate figure is the **\$9,797** that compares post-program and pre-program average earnings. These figures will fluctuate through December 31, 2009, because of the six-month follow-up time frame for people exiting the program during June, 2009.
- As with the adult program, the most accurate barometer of wage earnings comes from six-month follow-up data obtained from the wage data system. For those in the dislocated worker program, the statewide activities report shows that, on average, dislocated workers are earning **\$13,154** for the six-month period after exiting the program. Computer programmers at the Maine Department of Labor (MDOL) use the same formula as with adults to translate this figure to a statewide dislocated worker average hourly wage of **\$12.65**. The same time frame principle applies to dislocated workers. Numbers will be final at the end of 2008.
- The three primary vehicles for obtaining marketable occupational skills are classroom instruction, on-the-job training and customized occupational training (please see the Glossary for specific definitions), with the latter two being employer based. No customized training occurred during the program year; therefore, the number of reported employer-based training (**25**) is On-the-Job training through specific employers.

5) Highlights of the program expenditure reports beginning on Page 6:

- Total expenditures include PY 2008 allocations plus carry over from PY 2007.

- Overall training expenditures equal the sum of training plus supportive services. To illustrate, the statewide summary report on Page 6 shows that, of total expenditures, \$939,468 was spent on occupational skills training and \$257,240 on supportive services. The specific grants break down as follows for Program Year 2007:

| Grant | Total Available | Total Expenditures | Training and Supportive Service Expenditures | Percentage Expended on Training and Supportive Services |
|--------------------|-----------------|--------------------|--|---|
| Adults | \$2,303,452 | \$2,123,088 | \$505,022 | 23.8% |
| Dislocated Workers | \$2,019,496 | \$1,875,270 | \$445,530 | 23.8% |
| 10% | \$0 | \$0 | \$0 | NA |
| General Fund | \$255,943 | \$246,446 | \$246,156 | 99.9% |

Activities Report for the Workforce Investment Act of 1998

July 1, 2008 – June 30, 2009

| Item | Statewide | ACAP | Goodwill | Labor | MMCA | TDC | WMCA |
|---|-----------|----------|----------|----------|----------|----------|----------|
| Total Receiving Limited Assistance Universal Access Core Services | 115,526 | 8,043 | 20,016 | 39,191 | 10,861 | 21,270 | 23,751 |
| Adults and Dislocated Workers Receiving Assisted Core and Intensive Services | 2,060 | 175 | 180 | 556 | 178 | 609 | 362 |
| Adults and Dislocated Workers Exiting Assisted Core and Intensive Services | 237 | 13 | 14 | 47 | 20 | 104 | 39 |
| Wage Rates and Benefits Information at Exit | | | | | | | |
| Adults and Dislocated Workers Exiting to Part-time Employment | 10 | 1 | 0 | 3 | 1 | 2 | 3 |
| Adults and Dislocated Workers Exiting to Full-time Employment | 173 | 8 | 13 | 27 | 15 | 81 | 29 |
| Adults and Dislocated Workers Receiving Benefits | 134 | 7 | 7 | 21 | 13 | 64 | 22 |
| Adults and Dislocated Workers Receiving Health Insurance | 91 | 7 | 5 | 10 | 8 | 47 | 14 |
| Average Wage | \$10.61 | \$11.05 | \$13.84 | \$9.50 | \$11.79 | \$10.65 | \$9.66 |
| Training | | | | | | | |
| Adults and Dislocated Workers Receiving Occupational Skills Training through Classroom Training Vouchers (Contracts or Individual Training Accounts), On-the-Job Training (OJT) or Customized Occupational Training (COT) | 1,140 | 141 | 128 | 405 | 69 | 238 | 159 |
| Type of Training Institution | | | | | | | |
| University | 373 | 79 | 24 | 95 | 4 | 89 | 82 |
| Technical College | 716 | 188 | 39 | 380 | 12 | 56 | 41 |
| Adult Education | 384 | 9 | 101 | 101 | 36 | 74 | 63 |
| Secondary School | 6 | 0 | 0 | 4 | 0 | 1 | 1 |
| Proprietary School | 100 | 0 | 41 | 38 | 14 | 6 | 1 |
| Employer Based | 25 | 1 | 4 | 11 | 5 | 0 | 4 |
| Other | 359 | 36 | 29 | 82 | 15 | 118 | 79 |
| Adults and Dislocated Workers Exiting from Occupational Skills Training | 485 | 42 | 56 | 177 | 55 | 98 | 57 |
| Wage Rates and Benefits at the time of exit from Occupational Training | | | | | | | |
| Exiting to Part-time Employment | 60 | 1 | 4 | 28 | 6 | 12 | 9 |
| Exiting to Full-time Employment | 324 | 34 | 45 | 109 | 37 | 61 | 38 |
| Average Wage at Exit | \$10.88 | \$11.52 | \$11.50 | \$10.12 | \$11.77 | \$10.51 | \$11.86 |
| Number Receiving Benefits | 282 | 31 | 30 | 97 | 39 | 55 | 30 |
| Number Receiving Health Insurance | 201 | 18 | 27 | 64 | 25 | 41 | 26 |
| Number who became licensed or certified to perform a particular job or received academic degree or equivalent as result of participation in WIA | 134 | 14 | 14 | 54 | 16 | 25 | 11 |
| Supportive Services | | | | | | | |
| Clothing | 31 | 5 | 0 | 0 | 0 | 24 | 2 |
| Medical | 32 | 5 | 8 | 2 | 2 | 14 | 1 |
| Housing | 6 | 0 | 0 | 1 | 4 | 1 | 0 |
| Subsistence | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Transportation | 344 | 95 | 15 | 124 | 5 | 102 | 3 |
| Family Care | 27 | 7 | 0 | 3 | 0 | 17 | 0 |
| Needs Related Payments | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 34 | 2 | 7 | 0 | 1 | 24 | 0 |
| Six-Month Follow-up | | | | | | | |
| Adult Average Earnings | \$9,797 | \$6,703 | \$11,352 | \$10,157 | \$8,432 | \$10,270 | \$9,794 |
| Adult Average Wage | \$9.42 | \$6.45 | \$10.92 | \$9.77 | \$8.11 | \$9.87 | \$9.42 |
| Dislocated Worker Wage Replacement Rate | \$13,154 | \$13,771 | \$13,300 | \$13,539 | \$12,984 | \$12,080 | \$13,991 |
| Dislocated Worker Adult Average Wage | \$12.65 | \$13.24 | \$12.79 | \$13.02 | \$12.48 | \$11.62 | \$13.45 |

| Statewide Aggregate | | Quarter Ending: June 30, 2008 | | |
|-----------------------------|--------------|--------------------------------------|----------------------------------|--------------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 2,303,452 | 2,019,496 | 255,943 | 4,581,734 |
| Salaries and Benefits | 1,099,386 | 956,439 | 0 | 2,055,825 |
| Equipment/Maintenance | 25,511 | 28,489 | 0 | 54,000 |
| Supplies/Materials | 16,544 | 17,277 | 0 | 33,821 |
| Rent | 182,984 | 164,002 | 0 | 346,986 |
| Utilities | 7,525 | 7,244 | 0 | 14,769 |
| Telephone/Communication | 62,228 | 47,595 | 0 | 109,823 |
| Postage | 2,854 | 2,287 | 0 | 5,141 |
| Travel | 14,061 | 10,872 | 0 | 24,933 |
| Other, Miscellaneous | 206,973 | 195,535 | 290 | 402,798 |
| All Other Sub-total: | 518,680 | 473,301 | 290 | 992,271 |
| Training Account/Tuition | 332,877 | 328,770 | 212,743 | 874,390 |
| On-The-Job Training | 8,313 | 23,186 | 20,736 | 52,235 |
| Customized Training | 6,476 | 2,445 | 3,922 | 12,843 |
| Training Sub-total: | 347,666 | 354,401 | 237,401 | 939,468 |
| Clothing | 110 | 0 | 0 | 110 |
| Medical | 4,068 | 2,888 | 0 | 6,956 |
| Housing | 2,100 | 1,188 | 0 | 3,288 |
| Transportation | 94,022 | 55,898 | 5,076 | 154,996 |
| Child Care | 19,081 | 12,363 | 0 | 31,444 |
| Need Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 37,975 | 18,792 | 3,679 | 60,446 |
| Support Services Sub-total: | 157,356 | 91,129 | 8,755 | 257,240 |
| Grand Totals: | 2,123,088 | 1,875,270 | 246,446 | 4,244,804 |

Local Area 1:
Aroostook County Action Program Quarter Ending: June 30, 2008
Maine Department of Labor

| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
|-----------------------------|--------------|--------------------------|----------------------------------|--------------|
| Total One-Year Availability | 486,857 | 254,408 | 45,816 | 787,081 |
| Salaries and Benefits | 167,600 | 73,325 | 0 | 240,925 |
| Equipment/Maintenance | 3,699 | 1,220 | 0 | 4,919 |
| Supplies/Materials | 3,498 | 1,507 | 0 | 5,005 |
| Rent | 39,183 | 18,306 | 0 | 57,489 |
| Utilities | 1,926 | 960 | 0 | 2,886 |
| Telephone/Communication | 18,680 | 8,713 | 0 | 27,393 |
| Postage | 885 | 356 | 0 | 1,241 |
| Travel | 4,772 | 637 | 0 | 5,409 |
| Other, Miscellaneous | 26,221 | 10,886 | 290 | 37,397 |
| All Other Sub-total: | 98,864 | 42,585 | 290 | 141,739 |
| Training Account/Tuition | 112,409 | 76,038 | 41,654 | 230,101 |
| On-The-Job Training | 2,282 | 0 | 0 | 2,282 |
| Customized Training | 6,476 | 0 | 0 | 6,476 |
| Training Sub-total: | 121,167 | 76,038 | 41,654 | 238,859 |
| Clothing | 0 | 0 | 0 | 0 |
| Medical | 779 | 1,300 | 0 | 2,079 |
| Housing | 54 | 0 | 0 | 54 |
| Transportation | 56,607 | 22,458 | 3,872 | 82,937 |
| Child Care | 15,838 | 5,098 | | 20,936 |
| Need Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 7,061 | 1,244 | 0 | 8,305 |
| Support Services Sub-total: | 80,339 | 30,100 | 3,872 | 114,311 |
| Grand Totals: | 467,970 | 222,048 | 45,816 | 735,834 |

**Local Area 2:
Training and Development Corp**

Quarter Ending: June 30, 2008

| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
|-----------------------------|--------------|------------------------------|--|--------------|
| Total One-Year Availability | 499,183 | 395,795 | 56,197 | 951,175 |
| Salaries and Benefits | 268,533 | 208,943 | 0 | 477,476 |
| Equipment/Maintenance | 3,244 | 2,524 | 0 | 5,768 |
| Supplies/Materials | 4,747 | 3,694 | 0 | 8,441 |
| Rent | 40,270 | 31,334 | 0 | 71,604 |
| Utilities | 0 | 0 | 0 | 0 |
| Telephone/Communication | 23,102 | 17,975 | 0 | 41,077 |
| Postage | 1,028 | 800 | 0 | 1,828 |
| Travel | 2,927 | 2,278 | 0 | 5,205 |
| Other, Miscellaneous | 48,146 | 45,090 | 0 | 93,236 |
| All Other Sub-total: | 123,464 | 103,695 | 0 | 227,159 |
| Training Account/Tuition | 75,438 | 51,048 | 54,668 | 181,154 |
| On-The-Job Training | 0 | 0 | 0 | 0 |
| Customized Training | 0 | 0 | 0 | 0 |
| Training Sub-total: | 75,438 | 51,048 | 54,668 | 181,154 |
| Clothing | 0 | 0 | 0 | 0 |
| Medical | 2,447 | 1,240 | 0 | 3,687 |
| Housing | 546 | 191 | 0 | 737 |
| Transportation | 15,658 | 7,949 | 1,204 | 24,811 |
| Child Care | 576 | 5,009 | 0 | 5,585 |
| Need Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 902 | 1,145 | 325 | 2,372 |
| Support Services Sub-total: | 20,129 | 15,534 | 1,529 | 37,192 |
| Grand Totals: | 487,564 | 379,220 | 56,197 | 922,981 |

**Local Area 3:
Western Maine Community Action
Maine Department of Labor**

Quarter Ending: June 30, 2008

| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
|-----------------------------|--------------|------------------------------|--|--------------|
| Total One-Year Availability | 886,895 | 673,023 | 95,717 | 1,655,635 |
| Salaries and Benefits | 459,025 | 328,386 | 0 | 787,411 |
| Equipment/Maintenance | 15,122 | 13,668 | 0 | 28,790 |
| Supplies/Materials | 6,523 | 6,058 | 0 | 12,581 |
| Rent | 64,982 | 47,877 | 0 | 112,859 |
| Utilities | 3,000 | 1,929 | 0 | 4,929 |
| Telephone/Communication | 14,831 | 12,730 | 0 | 27,561 |
| Postage | 526 | 463 | 0 | 989 |
| Travel | 3,816 | 2,539 | 0 | 6,355 |
| Other, Miscellaneous | 95,352 | 68,822 | 0 | 164,174 |
| All Other Sub-total: | 204,152 | 154,086 | 0 | 358,238 |
| Training Account/Tuition | 75,684 | 81,626 | 84,817 | 242,127 |
| On-The-Job Training | 2,947 | 8,940 | 2,132 | 14,019 |
| Customized Training | 0 | 1,944 | 0 | 1,944 |
| Training Sub-total: | 78,631 | 92,510 | 86,949 | 258,090 |
| Clothing | 110 | 0 | 0 | 110 |
| Medical | 651 | 348 | 0 | 999 |
| Housing | 1,500 | 997 | 0 | 2,497 |
| Transportation | 18,705 | 16,092 | 0 | 34,797 |
| Child Care | 2,367 | 688 | 0 | 3,055 |
| Need Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 19,626 | 11,835 | 0 | 31,461 |
| Support Services Sub-total: | 42,959 | 29,960 | 0 | 72,919 |
| Grand Totals: | 784,767 | 604,942 | 86,949 | 1,476,658 |

**Local Area 4:
Maine Department of Labor
Training Resource Center
Coastal Economic Development Corp**

Quarter Ending: June 30, 2008

| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
|-----------------------------|--------------|------------------------------|--|--------------|
| Total One-Year Availability | 430,517 | 696,270 | 58,213 | 1,187,843 |
| Salaries and Benefits | 204,228 | 345,785 | 0 | 550,013 |
| Equipment/Maintenance | 3,446 | 11,077 | 0 | 14,523 |
| Supplies/Materials | 1,776 | 6,018 | 0 | 7,794 |
| Rent | 38,549 | 66,485 | 0 | 105,034 |
| Utilities | 2,599 | 4,355 | 0 | 6,954 |
| Telephone/Communication | 5,615 | 8,177 | 0 | 13,792 |
| Postage | 415 | 668 | 0 | 1,083 |
| Travel | 2,546 | 5,418 | 0 | 7,964 |
| Other, Miscellaneous | 37,254 | 70,737 | 0 | 107,991 |
| All Other Sub-total: | 92,200 | 172,935 | 0 | 265,135 |
| Training Account/Tuition | 69,346 | 120,058 | 31,604 | 221,008 |
| On-The-Job Training | 3,084 | 14,246 | 18,604 | 35,934 |
| Customized Training | 0 | 501 | 3,922 | 4,423 |
| Training Sub-total: | 72,430 | 134,805 | 54,130 | 261,365 |
| Clothing | 0 | 0 | 0 | 0 |
| Medical | 191 | 0 | 0 | 191 |
| Housing | 0 | 0 | 0 | 0 |
| Transportation | 3,052 | 9,399 | 0 | 12,451 |
| Child Care | 300 | 1,568 | 0 | 1,868 |
| Need Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 10,386 | 4,568 | 3,354 | 18,308 |
| Support Services Sub-total: | 13,929 | 15,535 | 3,354 | 32,818 |
| Grand Totals: | 382,787 | 669,060 | 57,484 | 1,109,331 |

Training Providers
Statewide
 July 1, 2008 - June 30, 2009

| TRAINING PROVIDER | LOCATION | |
|--------------------------------|-----------------|----|
| ADULT EDUCATION | AUGUSTA | ME |
| ADULT EDUCATION | SKOWHEGAN | ME |
| ANDOVER COLLEGE | LEWISTON | ME |
| ANDOVER COLLEGE | PORTLAND | ME |
| APOLLO GROUP INC. | PHOENIX | AZ |
| ARTHUR GARY REAL ESTATE | WESTBROOK | ME |
| ASK FOR HOME CARE | SOUTH THOMASTON | ME |
| ASSOCIATED TRAINING SERVICES | BRENTWOOD | NH |
| BANGOR HIGH SCHOOL | BANGOR | ME |
| BEAL COLLEGE | BANGOR | ME |
| BIDDEFORD SCHOOL DEPT | BIDDEFORD | ME |
| BOAT SCHOOL, THE | EASTPORT | ME |
| BONNY EAGLE HIGH SCHOOL | STANDISH | ME |
| BRIDGTON ELEMENTARY SCHOO | BRIDGTON | ME |
| BRUNSWICK SCHOOL DEPT | BRUNSWICK | ME |
| BUCKSPORT SCHOOL DEPT | BUCKSPORT | ME |
| C S D 4 | SULLIVAN | ME |
| C S D 10 | READFIELD | ME |
| CAPILO SCHOOL OF HAIR DESIGN | AUGUSTA | ME |
| CAREER CENTER | AUGUSTA | ME |
| CAREER CENTER | BIDDEFORD | ME |
| CAREER CENTER | LEWISTON | ME |
| CAREER CENTER | PORTLAND | ME |
| CAREER CENTER | PRESQUE ISLE | ME |
| CAREER CENTER | RUMFORD | ME |
| CAREER CENTER | SKOWHEGAN | ME |
| CAREER CENTER | WATERVILLE | ME |
| CAREER CENTER | WILTON | ME |
| CARIBOU SCHOOL DEPT | CARIBOU | ME |
| CEC PARTNERSHIP LP | BRANFORD | CT |
| CENTRAL MAINE COMMUNITY COLLEG | AUBURN | ME |
| CENTRAL MAINE MEDICAL FAMILY | LEWISTON | ME |
| COURTLAND REHAB & LIVING CTR | ELLSWORTH | ME |
| DEER ISLE STONINGTON HIGH | DEER ISLE | ME |
| DENTAL CAREERS INSTITUTE | PORTLAND | ME |
| DEVRY INC | EVANSTON | IL |
| EASTERN MAINE COMMUNITY COLLEG | BANGOR | ME |
| EDWARD LITTLE HIGH SCHOOL | AUBURN | ME |
| ELLSWORTH SCHOOL DEPT | ELLSWORTH | ME |
| EMERY STREET GROUP HOME | SOUTH PORTLAND | ME |
| EMPLOYMENT SPECIALISTS OF ME | AUGUSTA | ME |
| FAMILY EAR NOSE & THROAT LLC | KITTERY | ME |
| FIBER MATERIALS INC | BIDDEFORD | ME |
| FORT KENT COMMUNITY HIGH SCHL | FORT KENT | ME |
| GARDINER PUBLIC SCHOOLS | GARDINER | ME |
| GOODWILL INDUSTRIES OF NORTHER | PORTLAND | ME |

| | | |
|---------------------------------|----------------|----|
| GORHAM SCHOOL DEPARTMENT | GORHAM | ME |
| GREAT ISLAND BOAT YARD | HARPSWELL | ME |
| GREATER ANDROSCOGGIN HUMANE SO | LEWISTON | ME |
| H & S GARAGE INC | MADAWASKA | ME |
| HANCOCK COUNTY TECHNICAL CENTE | ELLSWORTH | ME |
| HEADHUNTER SPA TECH INSTITUTE | SOUTH PORTLAND | ME |
| HEALING SPIRIT HEALTH CARE LLC | INDIAN ISLAND | ME |
| HELPING HANDS MAINTENANCE SERV | BREWER | ME |
| HELPING HANDS TRADE SCHOOL | WATERVILLE | ME |
| HOULTON SCHOOLS | HOULTON | ME |
| HUSSON COLLEGE | PRESQUE ISLE | ME |
| HUSSON COLLEGE | BANGOR | ME |
| INTERCOAST INST | SOUTH PORTLAND | ME |
| KENNEBEC COUNTY CO-OP EXTENSIO | AUGUSTA | ME |
| KENNEBEC VALLEY COMMUNITY COLL | FAIRFIELD | ME |
| LAPOINT INDUSTRIES INC | AUBURN | ME |
| LAVALLEY LUMBER | SANFORD | ME |
| LAVALLEY LUMBER | WINDHAM | ME |
| LAWRENCE JR & SR HIGH SCHOOLS | FAIRFIELD | ME |
| LEWISTON SCHOOL DEPARTMENT | LEWISTON | ME |
| M S A D 48 | NEWPORT | ME |
| M S A D 49 | FAIRFIELD | ME |
| M S A D 61 | BRIDGTON | ME |
| MAINE CAREER ADVANTAGE | SOUTH PORTLAND | ME |
| MAINE COMMUNITY COLLEGE SYSTEM | AUGUSTA | ME |
| MAINE CRIMINAL JUSTICE ACADEMY | VASSALBORO | ME |
| MAINE MACHINE PRODUCTS CO | SOUTH PARIS | ME |
| MAINE MARITIME ACADEMY | CASTINE | ME |
| MAINE OIL DEALERS ASSOC | BRUNSWICK | ME |
| MAINE OXY ACETYLENE SUPPLY CO | AUBURN | ME |
| MAINE STATE HOUSING AUTHORITY | AUGUSTA | ME |
| MAINE'S OUTDOOR LEARNING CENTE | LINCOLN | ME |
| MAPLECREST REHAB & LIVING CTR | MADISON | ME |
| MARJA CORP. | SANFORD | ME |
| MASSABESIC HIGH SCHOOL | WATERBORO | ME |
| MDI HIGH SCHOOL | BAR HARBOR | ME |
| MESSALONSKEE SCHOOL DISTRICT | OAKLAND | ME |
| METHOT AGENCY INC, NORMAND M | BIDDEFORD | ME |
| MIDCOAST ADULT COMM | ROCKLAND | ME |
| MIDCOAST MAINE COMMUNITY ACTION | BATH | ME |
| MOTIVATIONAL SERVICES INC | AUGUSTA | ME |
| MT BLUE SR HIGH SCHOOL | FARMINGTON | ME |
| MWAVE INDUSTRIES LLC | WINDHAM | ME |
| NOKOMIS REGIONAL HIGH SCHOOL | NEWPORT | ME |
| NORTHEAST TECHNICAL INSTITUTE | HERMON | ME |
| NORTHEAST TECHNICAL INSTITUTE | SCARBOROUGH | ME |
| NORTHEAST TECHNICAL INSTITUTE | SOUTH PORTLAND | ME |
| NORTHEAST TRACTOR TRAILER SCHO | MANCHESTER | NH |
| NORTHERN MAINE COMMUNITY COLLE | PRESQUE ISLE | ME |
| NORTHERN PENOBSCOT TECH. REGIO | LINCOLN | ME |
| NTI | SCARBOROUGH | ME |
| OFFICE OF THE SUPERINTENDENT | FARMINGTON | ME |

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| OHI | BANGOR | ME |
| OHI | BREWER | ME |
| OLD TOWN HIGH SCHOOL | OLD TOWN | ME |
| ORONO COMMONS | ORONO | ME |
| OXFORD AVIATION INC | OXFORD | ME |
| OXFORD HILLS SCHOOL DISTRICT | OXFORD | ME |
| PORTLAND ADULT EDUCATION | PORTLAND | ME |
| PIERRE'S OF SANFORD | SANFORD | ME |
| PIERRE'S SCHOOL OF COSMETOLOGY | WATERVILLE | ME |
| PIERRE'S SCHOOL OF COSMETOLOGY | PORTLAND | ME |
| PISCATAQUIS VALLEY ADULT ED | DOVER-FOXCROFT | ME |
| PORTLAND SCHOOL DEPARTMENT | PORTLAND | ME |
| PRESQUE ISLE REHAB & NURSING | PRESQUE ISLE | ME |
| PRESQUE ISLE SCHOOL DEPT | PRESQUE ISLE | ME |
| PRODRIVE DRIVER DEVELOPMENT SV | PORTLAND | ME |
| RADIO COMMUNICATIONS MGMT INC | FALMOUTH | ME |
| REGION 8 COOP BOARD FOR VOC ED | ROCKLAND | ME |
| S A D 5 | ROCKLAND | ME |
| S A D 27 | FORT KENT | ME |
| S A D 29 | HOULTON | ME |
| S A D 49 | FAIRFIELD | ME |
| S A D 54 | SKOWHEGAN | ME |
| S A D 68 | DOVER-FOXCROFT | ME |
| S S C CORPORATION | AUGUSTA | ME |
| SACO RIVER ASSOCIATES | BIDDEFORD | ME |
| SACO RIVER SENIOR SERVICES | WATERBORO | ME |
| SANFORD HIGH SCHOOL | SANFORD | ME |
| SANFORD SCHOOL DEPT | SANFORD | ME |
| SCHOOL OF APPLIED TECHNOLOGY | MEXICO | ME |
| SCHOOL UNION 60 | GREENVILLE | ME |
| SEBASTICOOK VALLEY HEALTH CARE | PITTSFIELD | ME |
| SEBASTICOOK VALLEY HOSPITAL AS | PITTSFIELD | ME |
| SKOWHEGAN DRIVING SCHOOL INC | SKOWHEGAN | ME |
| SODEXHO OPERATIONS LLC | SOUTH PORTLAND | ME |
| SOUTH PARIS CAREER CENTER | SOUTH PARIS | ME |
| SOUTHERN KENNEBEC CHILD DEVELO | FARMINGDALE | ME |
| SOUTHERN MAINE COMMUNITY COLLE | SOUTH PORTLAND | ME |
| ST JOSEPHS COLLEGE OF MAINE | STANDISH | ME |
| SUMNER ADULT EDUCATION | SUMNER | ME |
| SUMNER MEMORIAL HIGH SCHOOL | SULLIVAN | ME |
| SUPERINTENDENT OF SCHOOLS | CARIBOU | ME |
| SUPERINTENDENT OF SCHOOLS | DOVER-FOXCROFT | ME |
| SUPERINTENDENT OF SCHOOLS | LISBON | ME |
| SUPERINTENDENT OF SCHOOLS | MADISON | ME |
| SUPERINTENDENTS OFFICE | AUBURN | ME |
| SUPERINTENDENTS OFFICE | VAN BUREN | ME |
| SUPERINTENDENTS OFFICE | WINDHAM | ME |
| SUPPORT SOLUTIONS INC | LEWISTON | ME |
| SUPT OF SCHOOLS WINTHROP | WINTHROP | ME |
| TEM INC | BUXTON | ME |
| THE LANDING SCHOOL | ARUNDAL | ME |
| THOMAS COLLEGE | WATERVILLE | ME |

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| TOPSHAM SCHOOLS | TOPSHAM | ME |
| TRAINING & DEVELOPMENT CORP. | BANGOR | ME |
| TRAINING & DEVELOPMENT CORP. | DOVER-FOXCROFT | ME |
| TRAINING & DEVELOPMENT CORP. | BUCKSPORT | ME |
| TRAINING & DEVELOPMENT CORP. | ELLSWORTH | ME |
| TRAINING RESOURCE CENTER | PORTLAND | ME |
| TRANSCRIPTION ASSOCIATES | BANGOR | ME |
| TRANSCRIPTION ASSOCIATES | BRUNSWICK | ME |
| U A LOCAL 716 PLUMBERS & PIPEF | AUGUSTA | ME |
| UNITED TECHNOLOGIES CENTER | BANGOR | ME |
| UNIVERSITY COLLEGE OF BANGOR | BANGOR | ME |
| UNIVERSITY COLLEGE OF ROCKLAND | ROCKLAND | ME |
| UNIVERSITY OF MAINE SYSTEM | AUGUSTA | ME |
| UNIVERSITY OF MAINE SYSTEM | BANGOR | ME |
| UNIVERSITY OF MAINE SYSTEM | BATH | ME |
| UNIVERSITY OF MAINE SYSTEM | FARMINGTON | ME |
| UNIVERSITY OF MAINE SYSTEM | FORT KENT | ME |
| UNIVERSITY OF MAINE SYSTEM | GORHAM | ME |
| UNIVERSITY OF MAINE SYSTEM | LEWISTON | ME |
| UNIVERSITY OF MAINE SYSTEM | MACHIAS | ME |
| UNIVERSITY OF MAINE SYSTEM | ORONO | ME |
| UNIVERSITY OF MAINE SYSTEM | PORTLAND | ME |
| UNIVERSITY OF MAINE SYSTEM | PRESQUE ISLE | ME |
| UNIVERSITY OF NEW ENGLAND | PORTLAND | ME |
| USM -- POLICE DEPARTMENT | PORTLAND | ME |
| VINEYARD MARINE | FREEDOM | ME |
| VOC EDUC REGION III | LINCOLN | ME |
| VOCATIONAL REGION 8 | ROCKLAND | ME |
| VTEC EDUCATION CENTER | SOUTH PORTLAND | ME |
| WALDO COUNTY TECHNICAL CENTER | WALDO | ME |
| WASHINGTON COUNTY COMMUNITY CO | CALAIS | ME |
| WESTERN MAINE COMMUNITY ACTION | LEWISTON | ME |
| WINDHAM SCHOOL DEPT | WINDHAM | ME |
| YORK COUNTY COMMUNITY COLLEGE | WELLS | ME |

GLOSSARY

Aroostook County Action Program: ACAP is the entity providing WIA services in Aroostook County.

Benefits: This refers to adults and includes dislocated workers who receive Social Security or other pension or medical benefits.

Core Services: These may be "self-directed" or "staff-assisted" services. Self-directed services are provided free of charge to everyone on a universal access basis. No registration is required. The services are specified in the Workforce Investment Act and include orientation to the CareerCenter, initial assessment, access to labor market information, Internet browsing, workshops and job clubs, and eligibility certification. Staff-assisted services are require customer registration and include staff assisted job search and placement assistance, career counseling, staff assisted job referrals such as testing and background checks, staff assisted job development, staff assisted workshops and job clubs, and follow-up services, including counseling regarding the workplace.

Customized Training: This is training that is designed to meet the special requirements of an employer who commits to employ the individual upon completion of the training and for which the employer pays at least 50% of the cost of the training. It differs from on-the-job training in that it includes a combination of classroom instruction with on-the-job training. The classroom instruction may be provided at a school or on-site with an employer.

Exit: An exit is a customer who has left WIA funded services and activities.

Follow-up Services: Studies have shown that programs which have a strong job placement component combined with follow-up services help increase the earnings, retention rate, and career progress of participants.

Adult and dislocated worker follow-up services are the same services identified as Core Services, including counseling regarding the workplace. Supportive services are not included in follow-up services. Follow-up services are available to registered participants who are placed in unsubsidized employment for a minimum of twelve months after employment begins, regardless of the level of service received at the time of placement.

Youth follow-up services include leadership development, regular contact with the youth's employer - including assistance in addressing work-related problems that arise, assistance in securing better paying jobs, career development and further education, work-related peer support groups, adult mentoring, and tracking the progress of youth in employment after training. Supportive services are included in this activity. Follow-up services may be provided to all youth for at least twelve months after the completion of participation.

Goodwill Industries of Northern New England: Goodwill is the entity that provides WIA services in Cumberland county. The Training Resource Center (TRC) is the former name of the entity providing WIA services in Cumberland county.

Health Insurance: This refers to adults and dislocated workers who have at least partial medical coverage.

Intensive Services: These are employment and training activities geared to eligible adults and dislocated workers who either are unable to find and retain a job using Core Services, or have acquired and retained employment but whose earnings do not provide a livable wage. Services include comprehensive and specialized assessment, full development of an individual employment plan, group and individual counseling and career planning, case management, and short-term pre-vocational services.

Local Area: The geographic unit within which WIA programs are organized and provided. Maine has four local areas each governed by a local board: Aroostook-Washington, encompassing Aroostook County Action Program and MDOL (for Washington County); the Tri-County area in which Training Development Corporation (TDC) operates programs in Piscataquis, Penobscot and Hancock counties; the Central/Western Maine area where Western Maine Community Action (WMCA) operates programs in Franklin, Oxford and Androscoggin counties, and MDOL operates them in Kennebec and Somerset counties; and the Coastal Counties area in which Midcoast Maine Community Action (MMCA) runs the programs in Knox, Lincoln, Sagadahoc and Waldo counties; Goodwill of NNE in Cumberland, and MDOL runs the program in York county.

Maine Department of Labor: MDOL is the WIA administrative agency on behalf of the state, and is also a direct service provider in Washington, Somerset, Kennebec and York counties.

Midcoast Maine Community Action: MMCA is the entity providing WIA services in Sagadahoc, Knox, Lincoln, and Waldo counties.

On-the-Job Training: OJT is training by an employer that is provided to a paid participant while engaged in productive work.

Service Provider: Six organizations deliver WIA programs in Maine: ACAP, MDOL, MMCA, TDC, Goodwill and WMCA.

Supportive Services: This refers to services such as transportation, childcare, dependent care, housing, and needs-related payments necessary to enable the individual to participate in the activities authorized under WIA.

Training Account/Tuition: This is a "voucher," called an "Individual Training Account" (ITA), established on behalf of a WIA eligible registrant in response to specific goals identified on the Employment Development Plan. In consultation with the case manager and up to the limits specified, the individual may purchase training from a list of eligible providers.

Training Development Corporation: TDC is the entity that provides WIA services in Hancock, Penobscot, and Piscataquis counties.

Training Provider List: This is an inventory of entities which are eligible under MDOL guidelines to provide WIA-funded occupational skills training.

Training Resource Center: TRC is the former name of the entity providing WIA services in Cumberland county. The new name is Goodwill Industries of Northern New England.

Training Services: Training Services may be made available to employed and unemployed adults and dislocated workers meeting eligibility requirements and focus on occupational skills training.

Wage Indicators for Exiters from the General Program Activities Report (Page 4)

Average Wage of Those Exiting: This is an average dollar amount for those who have left the program during a specified period. The data is gathered through self-declaration.

Western Maine Community Action: WMCA is the entity providing WIA services in Androscoggin, Franklin, and Oxford counties.