

**Activities Report  
under the**

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

July 1, 2013 to June 30, 2014

Presented to the  
**Joint Standing Committee on  
Labor, Commerce, Research and  
Economic Development**

September 16, 2014

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**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, 2013 through June 30, 2014 — corresponds to state Fiscal Year 2014.

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 five 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.

## Summary of Workforce Funding and Service Outcomes

Job seekers and employers are able to access numerous federal, state and local programs through Maine's CareerCenter. The use of WIA funds for actual training 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

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CareerCenter services are geared toward connecting businesses with jobseekers by offering employers recruitment, screening, job matching assistance and workforce training free of charge.

- In program year 2013, **75,057** individuals registered with the Maine Job Bank.
- Employers posted **52,146** job openings on the Maine Job Bank.
- Through the Maine Job Bank, **over 4,500,000** referral notifications were sent out to profiles that matched job openings.
- In PY13, **188,828** job referrals were accepted from the Maine Job Bank.
- **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 **832** adults, **713** unemployed workers and **822** youth
  - On average, approximately **82.0%** found jobs
  - **87.5%** of the adults served were still working more than six months after placement
  - Approximately **82.7%** 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.
  - **65.9%** of the adults served received a credential
  - **47.7%** 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 program year **2013**, **76.7%** of the youth served successfully completed some type of skill goal.

## Specific Program Highlights

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### Trade Adjustment Assistance

The number of individuals enrolled and the number of companies certified in the Trade Adjustment Act (TAA) program decreased during the last year. Funds from the TAA were used towards training expenses for 525 workers. Overall, the Trade Adjustment Act program provided reemployment services to 976 individuals.

#### TAA program outcomes for PY 13:

|                          |          |
|--------------------------|----------|
| Entered Employment Rate: | 76.70%   |
| Retention Rate:          | 92.70%   |
| Average Earnings:        | \$16,726 |

The following summary of other federal and state programs and outcomes for PY 13 illustrates the extent to which WIA funds help to leverage resources and contribute to workforce development:

### National Emergency Grants

In PY 13, The Bureau of Employment Services and local workforce boards responded to a couple of downsizing and closure events by applying for and administering National Emergency Grants (NEGs). We applied for and received two new NEG awards during the period July 1, 2013 through June 30, 2014.

#### New NEG's awarded in PY13:

|                                       |                   |
|---------------------------------------|-------------------|
| Maine Military Authority (Additional) | \$ 463,144        |
| Lincoln Paper & Tissue                | \$ 256,696        |
| <b>Total New NEG awards for PY13:</b> | <b>\$ 719,840</b> |

The Bureau of Employment Services and local workforce board continued activities to assist workers who were affected by downsizing through the other NEG project for Maine Military awarded in prior years.

Through PY 13, a total of 174 workers received work search assistance and training in these NEG projects, with a 86.05% entered employment rate.

## Highlights of the Program Activities Report in Table A

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- 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 in Table B shows that, on average, adults are earning **\$11,556** for the six-month period in the second and third quarter 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 **\$11.11**. This is only an estimate, as 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 **\$11,556** that counts post-program average earnings posted. These figures will fluctuate through September 30, 2014, because of the six-month follow-up time frame for people exiting the program up through March, 2014.
- As with the adult program, the most accurate barometer of wage earnings for dislocated workers derives from the follow-up data obtained from the wage data system for the six-month period in the second and third quarter after exiting the program. For those in the dislocated worker program, the statewide activities report shows that on average, dislocated workers earned **\$15,048** 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 **\$14.47**. The same time frame principle applies to dislocated workers. Numbers will be final at the end of 2014.
- 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. Ten customized trainings occurred during the program year and fourteen on-the-job trainings occurred through specific employers.

**Table A Activities Report for the Workforce Investment Act of 1998**

July 1, 2013 – June 30, 2014

| Item  | Statewide | ACAP    | EMDC    | Goodwill | Labor   | WMCA    |
|---|-----------|---------|---------|----------|---------|---------|
| <b>Total Receiving Limited Assistance Universal Access Core Services</b>  | 75,060    | 6,204   | 14,491  | 29,544   | 18,058  | 14,853  |
| <b>Adults and Dislocated Workers Receiving Assisted Core and Intensive Services</b>   | 1,223     | 83      | 236     | 549      | 208     | 147     |
| <b>Adults and Dislocated Workers Exiting Assisted Core and Intensive Services</b>   | 138       | 11      | 32      | 39       | 42      | 14      |
| <b>Wage Rates and Benefits Information at Exit</b>  |           |         |         |          |         |         |
| Adults and Dislocated Workers Exiting to Part-time Employment   | 12        | 1       | 2       | 4        | 4       | 1       |
| Adults and Dislocated Workers Exiting to Full-time Employment   | 75        | 5       | 21      | 22       | 21      | 6       |
| Adults and Dislocated Workers Receiving Benefits  | 69        | 5       | 18      | 20       | 20      | 6       |
| Adults and Dislocated Workers Receiving Health Insurance  | 46        | 1       | 15      | 15       | 10      | 5       |
| Average Wage  | \$12.91   | \$11.10 | \$12.34 | \$13.04  | \$13.45 | \$13.98 |
| <b>Training</b>   |           |         |         |          |         |         |
| 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) | 801       | 83      | 179     | 289      | 151     | 99      |
| <b>Type of Training Institution</b>   |           |         |         |          |         |         |
| University  | 226       | 35      | 66      | 41       | 74      | 10      |
| Technical College   | 321       | 80      | 46      | 32       | 161     | 2       |
| Adult Education   | 251       | 16      | 91      | 102      | 24      | 18      |
| Secondary School  | 13        | 0       | 8       | 5        | 0       | 0       |
| Proprietary School  | 70        | 0       | 23      | 29       | 16      | 2       |
| Employer Based  | 70        | 0       | 6       | 58       | 4       | 2       |
| Other   | 299       | 19      | 43      | 103      | 14      | 120     |
| Adults and Dislocated Workers Exiting from Occupational Skills Training   | 780       | 65      | 116     | 376      | 114     | 109     |
| <b>Wage Rates and Benefits at the time of exit from Occupational Training</b>   |           |         |         |          |         |         |
| Exiting to Part-time  | 102       | 10      | 5       | 46       | 19      | 22      |

**Workforce Investment Act Activities Report**

| <b>Item</b>   | <b>Statewide</b> | <b>ACAP</b> | <b>EMDC</b> | <b>Goodwill</b> | <b>Labor</b> | <b>WMCA</b> |
|---|------------------|-------------|-------------|-----------------|--------------|-------------|
| Employment  |                  |             |             |                 |              |             |
| Exiting to Full-time Employment   | 434              | 36          | 84          | 190             | 63           | 61          |
| Average Wage at Exit  | \$12.81          | \$11.63     | \$12.31     | \$13.36         | \$13.10      | \$12.15     |
| Number Receiving Benefits   | 415              | 38          | 71          | 193             | 60           | 53          |
| Number Receiving Health Insurance   | 288              | 24          | 40          | 143             | 38           | 43          |
| Number who became licensed or certified to perform a particular job or received academic degree or equivalent as result of participation in WIA | 181              | 21          | 48          | 74              | 19           | 19          |
| Clothing  | 50               | 2           | 37          | 8               | 3            | 0           |
| Medical   | 10               | 0           | 6           | 2               | 1            | 1           |
| Housing   | 1                | 0           | 1           | 0               | 0            | 0           |
| Subsistence   | 0                | 0           | 0           | 0               | 0            | 0           |
| Transportation  | 411              | 37          | 172         | 114             | 71           | 17          |
| Family Care   | 22               | 2           | 8           | 1               | 10           | 1           |
| Needs Related Payments  | 0                | 0           | 0           | 0               | 0            | 0           |
| Other   | 18               | 0           | 6           | 7               | 0            | 5           |
| Adult Average Earnings  | \$11,556         | \$11,883    | \$10,005    | \$13,425        | \$11,594     | \$9,166     |
| Adult Average Hourly Wage   | \$11.11          | \$11.43     | \$9.62      | \$12.91         | \$11.15      | \$8.81      |
| Dislocated Worker Average Wage  | \$15,048         | \$13,426    | \$13,584    | \$17,095        | \$13,790     | \$12,014    |
| Dislocated Worker Average Hourly Wage   | \$14.47          | \$12.91     | \$13.06     | \$16.44         | \$13.26      | \$11.55     |



## Highlights of the program expenditure reports Tables B through G

- Total expenditures include PY 2013 allocations plus carry over from PY 2012.
- Overall training expenditures equal the sum of training plus supportive services. To illustrate, the statewide summary report in Table B shows that, of total expenditures, \$858,811 was spent on occupational skills training and \$221,246 on supportive services. The specific grants break down as follows for PY13:

**Table B**

| Grant                     | Total Available | Total Expenditures | Training and Supportive Service Expenditures | Percentage Expended on Training and Supportive Services |
|---------------------------|-----------------|--------------------|--|---|
| <b>Adults</b>             | \$2,986,432     | \$1,998,948        | \$514,788                                    | 25.75%  |
| <b>Dislocated Workers</b> | \$2,982,981     | \$2,178,381        | \$565,269                                    | 25.95%  |
| <b>10%</b>                | \$0             | \$0                | \$0  | NA  |
| <b>General Fund</b>       | \$0             | \$0                | \$0  | NA  |

Table C

| Statewide Aggregate                |           | Quarter Ending: June 30, 2014 |                           |           |
|------------------------------------|-----------|-------------------------------|---------------------------|-----------|
|                                    | Adult     | Dislocated Worker             | CareerCenter Funds, Me GF | Total     |
| <b>Total One-Year Availability</b> | 2,986,432 | 2,982,981                     | 0                         | 5,969,413 |
| <b>Salaries and Benefits</b>       | 940,278   | 1,005,277                     | 0                         | 1,945,555 |
| <b>Equipment/Maintenance</b>       | 11,788    | 17,181                        | 0                         | 28,969    |
| <b>Supplies/Materials</b>          | 11,322    | 10,775                        | 0                         | 22,097    |
| <b>Rent</b>                        | 106,924   | 125,428                       | 0                         | 232,352   |
| <b>Utilities</b>                   | 7,577     | 12,272                        | 0                         | 19,849    |
| <b>Telephone/Communication</b>     | 18,117    | 25,666                        | 0                         | 43,783    |
| <b>Postage</b>                     | 1,591     | 1,583                         | 0                         | 3,174     |
| <b>Travel</b>                      | 18,628    | 18,348                        | 0                         | 36,976    |
| <b>Other, Miscellaneous</b>        | 367,935   | 396,582                       | 0                         | 764,517   |
| <b>All Other Sub-total:</b>        | 543,882   | 607,835                       | 0                         | 1,151,717 |
| <b>Training Account/Tuition</b>    | 348,176   | 436,191                       | 0                         | 784,367   |
| <b>On-The-Job Training</b>         | 46,645    | 27,366                        | 0                         | 74,011    |
| <b>Customized Training</b>         | 433       | 0                             | 0                         | 433       |
| <b>Training Sub-total:</b>         | 395,254   | 463,557                       | 0                         | 858,811   |
| <b>Clothing</b>                    | 1,612     | 1,329                         | 0                         | 2,941     |
| <b>Medical</b>                     | 2,735     | 2,375                         | 0                         | 5,110     |
| <b>Housing</b>                     | 100       | 0                             | 0                         | 100       |
| <b>Transportation</b>              | 88,944    | 76,787                        | 0                         | 165,731   |
| <b>Child Care</b>                  | 17,194    | 12,685                        | 0                         | 29,879    |
| <b>Needs Related Payments</b>      | 0         | 0                             | 0                         | 0         |
| <b>All Other Support Services</b>  | 8,949     | 8,536                         | 0                         | 17,485    |
| <b>Support Services Sub-total:</b> | 119,534   | 101,712                       | 0                         | 221,246   |
| <b>Grand Totals:</b>               | 1,998,948 | 2,178,381                     | 0                         | 4,177,329 |

Table D

| <b>Local Area 1:<br/>Arroostook County Action Program Quarter Ending: June 30, 2014<br/>Maine Department of Labor</b> |              |                              |                                      |              |
|---|--------------|------------------------------|--------------------------------------|--------------|
|   | <b>Adult</b> | <b>Dislocated<br/>Worker</b> | <b>CareerCenter<br/>Funds, Me GF</b> | <b>Total</b> |
| <b>Total One-Year Availability</b>  | 351,379      | 261,096                      | 0                                    | 612,475      |
| <b>Salaries and Benefits</b>  | 102,340      | 95,025                       | 0                                    | 197,365      |
| <b>Equipment/Maintenance</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Supplies/Materials</b>   | 1,104        | 964                          | 0                                    | 2,068        |
| <b>Rent</b>   | 7,843        | 5,812                        | 0                                    | 13,655       |
| <b>Utilities</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Telephone/Communication</b>  | 1,802        | 1,551                        | 0                                    | 3,353        |
| <b>Postage</b>  | 352          | 287                          | 0                                    | 639          |
| <b>Travel</b>   | 2,763        | 2,329                        | 0                                    | 5,092        |
| <b>Other, Miscellaneous</b>   | 37,843       | 31,514                       | 0                                    | 69,357       |
| <b>All Other Sub-total:</b>   | 51,707       | 42,457                       | 0                                    | 94,164       |
| <b>Training Account/Tuition</b>   | 45,948       | 44,604                       | 0                                    | 90,552       |
| <b>On-The-Job Training</b>  | 6,923        | 0                            | 0                                    | 6,923        |
| <b>Customized Training</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Training Sub-total:</b>  | 52,871       | 44,604                       | 0                                    | 97,475       |
| <b>Clothing</b>   | 0            | 0                            | 0                                    | 0            |
| <b>Medical</b>  | 462          | 185                          | 0                                    | 647          |
| <b>Housing</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Transportation</b>   | 33,381       | 12,239                       | 0                                    | 45,620       |
| <b>Child Care</b>   | 13,844       | 4,195                        | 0                                    | 18,039       |
| <b>Needs Related Payments</b>   | 0            | 0                            | 0                                    | 0            |
| <b>All Other Support Services</b>   | 1,727        | 2,064                        | 0                                    | 3,791        |
| <b>Support Services Sub-total:</b>  | 49,414       | 18,683                       | 0                                    | 68,097       |
| <b>Grand Totals:</b>  | 256,332      | 200,769                      | 0                                    | 457,101      |

Table E

| <b>Local Area 2:<br/>Eastern Maine Development Corp</b> |              |                              |                                      |              |
|---|--------------|------------------------------|--------------------------------------|--------------|
| <b>Quarter Ending: June 30, 2014</b>                    |              |                              |                                      |              |
|   | <b>Adult</b> | <b>Dislocated<br/>Worker</b> | <b>CareerCenter<br/>Funds, Me GF</b> | <b>Total</b> |
| <b>Total One-Year Availability</b>                      | 595,303      | 589,676                      | 0                                    | 1,184,979    |
| <b>Salaries and Benefits</b>                            | 227,066      | 209,302                      | 0                                    | 436,368      |
| <b>Equipment/Maintenance</b>                            | 0            | 0                            | 0                                    | 0            |
| <b>Supplies/Materials</b>                               | 2,209        | 1,501                        | 0                                    | 3,710        |
| <b>Rent</b>   | 0            | 0                            | 0                                    | 0            |
| <b>Utilities</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Telephone/Communication</b>                          | 375          | 386                          | 0                                    | 761          |
| <b>Postage</b>  | 280          | 224                          | 0                                    | 504          |
| <b>Travel</b>   | 3,029        | 3,822                        | 0                                    | 6,851        |
| <b>Other, Miscellaneous</b>                             | 138,648      | 126,219                      | 0                                    | 264,867      |
| <b>All Other Sub-total:</b>                             | 144,541      | 132,152                      | 0                                    | 276,693      |
| <b>Training Account/Tuition</b>                         | 99,978       | 144,563                      | 0                                    | 244,541      |
| <b>On-The-Job Training</b>                              | 3,264        | 9,619                        | 0                                    | 12,883       |
| <b>Customized Training</b>                              | 0            | 0                            | 0                                    | 0            |
| <b>Training Sub-total:</b>                              | 103,242      | 154,182                      | 0                                    | 257,424      |
| <b>Clothing</b>   | 690          | 729                          | 0                                    | 1,419        |
| <b>Medical</b>  | 995          | 1,295                        | 0                                    | 2,290        |
| <b>Housing</b>  | 100          | 0                            | 0                                    | 100          |
| <b>Transportation</b>                                   | 11,836       | 27,968                       | 0                                    | 39,804       |
| <b>Child Care</b>                                       | 1,550        | 4,180                        | 0                                    | 5,730        |
| <b>Needs Related Payments</b>                           | 0            | 0                            | 0                                    | 0            |
| <b>All Other Support Services</b>                       | 1,072        | 2,815                        | 0                                    | 3,887        |
| <b>Support Services Sub-total:</b>                      | 16,243       | 36,987                       | 0                                    | 53,230       |
| <b>Grand Totals:</b>                                    | 491,092      | 532,623                      | 0                                    | 1,023,715    |

Table F

| <b>Local Area 3:<br/>Western Maine Community Action Quarter Ending: June 30, 2014<br/>Maine Department of Labor</b> |              |                              |                                      |              |
|---|--------------|------------------------------|--------------------------------------|--------------|
|   | <b>Adult</b> | <b>Dislocated<br/>Worker</b> | <b>CareerCenter<br/>Funds, Me GF</b> | <b>Total</b> |
| <b>Total One-Year Availability</b>  | 1,022,364    | 1,000,350                    | 0                                    | 2,022,714    |
| <b>Salaries and Benefits</b>  | 394,277      | 387,623                      | 0                                    | 781,900      |
| <b>Equipment/Maintenance</b>  | 10,423       | 12,952                       | 0                                    | 23,375       |
| <b>Supplies/Materials</b>   | 4,065        | 4,198                        | 0                                    | 8,263        |
| <b>Rent</b>   | 54,278       | 40,657                       | 0                                    | 94,935       |
| <b>Utilities</b>  | 0            | 1                            | 0                                    | 1            |
| <b>Telephone/Communication</b>  | 10,056       | 10,245                       | 0                                    | 20,301       |
| <b>Postage</b>  | 382          | 408                          |                                      | 790          |
| <b>Travel</b>   | 4,980        | 5,044                        |                                      | 10,024       |
| <b>Other, Miscellaneous</b>   | 95,716       | 94,952                       | 0                                    | 190,668      |
| <b>All Other Sub-total:</b>   | 179,900      | 168,457                      | 0                                    | 348,357      |
| <b>Training Account/Tuition</b>   | 135,353      | 97,923                       | 0                                    | 233,276      |
| <b>On-The-Job Training</b>  | 220          | 0                            | 0                                    | 220          |
| <b>Customized Training</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Training Sub-total:</b>  | 135,573      | 97,923                       | 0                                    | 233,496      |
| <b>Clothing</b>   | 401          | 0                            | 0                                    | 401          |
| <b>Medical</b>  | 730          | 0                            | 0                                    | 730          |
| <b>Housing</b>  | 0            | 0                            | 0                                    | 0            |
| <b>Transportation</b>   | 26,880       | 15,196                       | 0                                    | 42,076       |
| <b>Child Care</b>   | 1,169        | 1,870                        | 0                                    | 3,039        |
| <b>Needs Related Payments</b>   | 0            | 0                            | 0                                    | 0            |
| <b>All Other Support Services</b>   | 4,477        | 2,637                        | 0                                    | 7,114        |
| <b>Support Services Sub-total:</b>  | 33,657       | 19,703                       | 0                                    | 53,360       |
| <b>Grand Totals:</b>  | 743,407      | 673,706                      | 0                                    | 1,417,113    |

Table G

| <b>Local Area 4:<br/>Goodwill Industries of Northern<br/>New England</b> |              |                              |                                      |              |
|--|--------------|------------------------------|--------------------------------------|--------------|
| <b>Quarter Ending: June 30, 2014</b>                                     |              |                              |                                      |              |
|  | <b>Adult</b> | <b>Dislocated<br/>Worker</b> | <b>CareerCenter<br/>Funds, Me GF</b> | <b>Total</b> |
| <b>Total One-Year Availability</b>                                       | 1,017,386    | 1,131,859                    | 0                                    | 2,149,245    |
| <b>Salaries and Benefits</b>   | 216,595      | 313,327                      | 0                                    | 529,922      |
| <b>Equipment/Maintenance</b>   | 1,365        | 4,229                        | 0                                    | 5,594        |
| <b>Supplies/Materials</b>  | 3,944        | 4,112                        | 0                                    | 8,056        |
| <b>Rent</b>  | 44,803       | 78,959                       | 0                                    | 123,762      |
| <b>Utilities</b>   | 7,577        | 12,271                       | 0                                    | 19,848       |
| <b>Telephone/Communication</b>   | 5,884        | 13,484                       | 0                                    | 19,368       |
| <b>Postage</b>   | 577          | 664                          | 0                                    | 1,241        |
| <b>Travel</b>  | 7,856        | 7,153                        | 0                                    | 15,009       |
| <b>Other, Miscellaneous</b>  | 95,728       | 143,897                      | 0                                    | 239,625      |
| <b>All Other Sub-total:</b>  | 167,734      | 264,769                      | 0                                    | 432,503      |
| <b>Training Account/Tuition</b>  | 66,897       | 149,101                      | 0                                    | 215,998      |
| <b>On-The-Job Training</b>   | 36,238       | 17,747                       | 0                                    | 53,985       |
| <b>Customized Training</b>   | 433          | 0                            | 0                                    | 433          |
| <b>Training Sub-total:</b>   | 103,568      | 166,848                      | 0                                    | 270,416      |
| <b>Clothing</b>  | 521          | 600                          | 0                                    | 1,121        |
| <b>Medical</b>   | 548          | 895                          | 0                                    | 1,443        |
| <b>Housing</b>   | 0            | 0                            | 0                                    | 0            |
| <b>Transportation</b>  | 16,847       | 21,384                       | 0                                    | 38,231       |
| <b>Child Care</b>  | 631          | 2,440                        | 0                                    | 3,071        |
| <b>Needs Related Payments</b>  | 0            | 0                            | 0                                    | 0            |
| <b>All Other Support Services</b>  | 1,673        | 1,020                        | 0                                    | 2,693        |
| <b>Support Services Sub-total:</b>                                       | 20,220       | 26,339                       | 0                                    | 46,559       |
| <b>Grand Totals:</b>   | 508,117      | 771,283                      | 0                                    | 1,279,400    |

## Individual Training Accounts

Table H includes a list of eligible institutions and programs that provided education or training to adults and dislocated workers with an Individual Training Account (ITA).

**Table H**

| Statewide Training Providers<br>July 1, 2013 - June 30, 2014 |                |    |
|--|----------------|----|
| TRAINING PROVIDER  | LOCATION       |    |
| A & B WELDING LLC  | UNION          | ME |
| A PLUS PET GROOMING INC                                      | NEW GLOUCESTER | ME |
| ADULT EDUCATION  | AUGUSTA        | ME |
| ADULT EDUCATION  | TURNER         | ME |
| AMETHYST TRAINING & CONSULTING                               | SOUTH GARDINER | ME |
| ANIMAL REFUGE LEAGUE   | WESTBROOK      | ME |
| ASA C ADAMS SCHOOL   | ORONO          | ME |
| AUBURN FIRE DEPT ENGINE 5                                    | AUBURN         | ME |
| AUGUSTA, CITY OF   | AUGUSTA        | ME |
| AUSTER DMD PA, MITCHELL                                      | LEWISTON       | ME |
| AVX CORP   | BIDDEFORD      | ME |
| BANGOR HIGH SCHOOL   | BANGOR         | ME |
| BANGOR SCHOOL DEPARTMENT                                     | BANGOR         | ME |
| BATH MIDDLE SCHOOL   | BATH           | ME |
| BEAL COLLEGE   | BANGOR         | ME |
| BEECH HILL FARM  | MT DESERT      | ME |
| BELLA LUNA TOYS INC  | ROCKLAND       | ME |
| BENS FLOORING & DESIGN CENTER                                | SACO           | ME |
| BIDDEFORD ADULT EDUCATION                                    | BIDDEFORD      | ME |
| BIDDEFORD HIGH SCHOOL  | BIDDEFORD      | ME |
| BIRCH BAY VILLAGE RETIREMENT C                               | BAR HARBOR     | ME |
| BLACKBOARD DELI, THE   | ROCKLAND       | ME |
| BOARD OF EDUCATION AND SUPT'S                                | AUGUSTA        | ME |
| BUCKSPORT HIGH SCHOOL  | BUCKSPORT      | ME |
| CAPILLO SCHOOL OF HAIR DESIGN                                | AUGUSTA        | ME |
| CAREERCENTER   | AUGUSTA        | ME |
| CAREERCENTER   | CALAIS         | ME |
| CAREERCENTER   | RUMFORD        | ME |
| CAREERCENTER   | WILTON         | ME |

**Statewide Training Providers  
July 1, 2013 - June 30, 2014**

| <b>TRAINING PROVIDER</b>       | <b>LOCATION</b> |    |
|--------------------------------|-----------------|----|
| CENTRAL LINCOLN COUNTY SCHOOL  | DAMARISCOTTA    | ME |
| CENTRAL MAINE COMMUNITY COLLEG | AUBURN          | ME |
| CENTRAL MAINE HEALTHCARE CORP  | LEWISTON        | ME |
| CENTRAL MAINE MEDICAL CENTER   | LEWISTON        | ME |
| CENTRAL OFFICE                 | BUCKSPORT       | ME |
| CITY OF BATH                   | BATH            | ME |
| CITY OF BIDDEFORD              | BIDDEFORD       | ME |
| COLLEGE OF THE ATLANTIC        | BAR HARBOR      | ME |
| CONY                           | AUGUSTA         | ME |
| DOWNEAST MARITIME INC          | FREEDOM         | ME |
| EASTERN MAINE COMMUNITY COLLEG | BANGOR          | ME |
| EASTERN MAINE DEVELOPMENT CORP | BANGOR          | ME |
| EDWARD LITTLE HIGH SCHOOL      | AUBURN          | ME |
| EMBRY RIDDLE AERONAUTICAL      | LIMESTONE       | ME |
| EMERY STREET GROUP HOME        | SOUTH PORTLAND  | ME |
| EVERGREEN HOME PERFORMANCE LLC | ROCKLAND        | ME |
| EXPERT STAFFING OF MAINE LLC   | LEWISTON        | ME |
| F H C INC                      | BOWDOIN         | ME |
| FAIRFIELD INN                  | SCARBOROUGH     | ME |
| FALMOUTH HOUSE AT OCEANVIEW    | FALMOUTH        | ME |
| FIBER MATERIALS INC            | BIDDEFORD       | ME |
| FLUID IMAGING TECHNOLOGIES INC | YARMOUTH        | ME |
| GILLESPIE & ASSOCIATES INC, R  | SACO            | ME |
| GOODWILL INDUSTRIES OF NORTHER | AUGUSTA         | ME |
| GOODWILL INDUSTRIES OF NORTHER | PORTLAND        | ME |
| GREAT WORKS INTERNET           | PORTLAND        | ME |
| H & R BLOCK-WATERVILLE         | WATERVILLE      | ME |
| H M THOMAS ASSOCIATES INC      | BRUNSWICK       | ME |
| HELPING HANDS                  | WINSLOW         | ME |
| HUSSON UNIVERSITY              | BANGOR          | ME |
| HUSSON UNIVERSITY              | SOUTH PORTLAND  | ME |
| INFORMATION TECHNOLOGY EXCHANG | SEARSPORT       | ME |
| JC EHRLICH COMPANY INC         | WYOMISSING      | PA |
| KAPLAN INC                     | PORTLAND        | ME |



### Statewide Training Providers July 1, 2013 - June 30, 2014

| TRAINING PROVIDER              | LOCATION       |    |
|--------------------------------|----------------|----|
| KAPLAN UNIVERSITY              | LEWISTON       | ME |
| KENNEBEC VALLEY COMMUNITY COLL | FAIRFIELD      | ME |
| LEARNING CENTER                | CARIBOU        | ME |
| LEAVITT HIGH & TRIPP JR HIGH   | TURNER         | ME |
| LEWISTON HIGH SCHOOL           | LEWISTON       | ME |
| LOWER KENNEBEC REGION          | BATH           | ME |
| M S A D 52                     | TURNER         | ME |
| M S A D 61/CENTRAL OFFICE      | BRIDGTON       | ME |
| MAINE BUSINESS REGULATION (DEP | GARDINER       | ME |
| MAINE CRIMINAL JUSTICE ACADEMY | VASSALBORO     | ME |
| MAINE DEPARTMENT OF PUBLIC SAF | AUGUSTA        | ME |
| MAINE ENERGY MARKETERS ASSOCIA | BRUNSWICK      | ME |
| MAINE OXY ACETYLENE SUPPLY CO  | AUBURN         | ME |
| MANCHESTER SCHOOL              | WINDHAM        | ME |
| MARANACOOK AREA SCHOOLS        | READFIELD      | ME |
| MASSABESIC HIGH SCHOOL         | WATERBORO      | ME |
| MCGOWAN INC, JILL              | PORTLAND       | ME |
| MOLNLYCKE HEALTH CARE US LLC   | BRUNSWICK      | ME |
| MORSE HIGH SCHOOL              | BATH           | ME |
| MOUSAM VALLEY MUSHROOMS        | SPRINGVALE     | ME |
| MSAD #49                       | FAIRFIELD      | ME |
| MSAD 11 /RSU 11                | GARDINER       | ME |
| MSAD 40 BUS GARAGE             | WALDOBORO      | ME |
| NORTHEAST CAREER SCHOOLS       | SOUTH PORTLAND | ME |
| NORTHEAST TECHNICAL INSTITUTE  | BANGOR         | ME |
| NORTHEAST TECHNICAL INSTITUTE  | HERMON         | ME |
| NORTHEAST TECHNICAL INSTITUTE  | SCARBOROUGH    | ME |
| NORTHERN MAINE COMMUNITY COLLE | PRESQUE ISLE   | ME |
| NORTHERN SUN FAMILY HEALTH CAR | TOPSHAM        | ME |
| NORTHWESTERN MUTUAL            | AUBURN         | ME |
| OFFICE OF THE SUPERINTENDENT   | BATH           | ME |
| OFFICE OF THE SUPERINTENDENT   | ELLSWORTH      | ME |
| OFFICE OF THE SUPERINTENDENT   | OXFORD         | ME |
| ORONO COMMONS                  | ORONO          | ME |

**Statewide Training Providers  
July 1, 2013 - June 30, 2014**

| TRAINING PROVIDER              | LOCATION       |    |
|--------------------------------|----------------|----|
| ORONO HIGH SCHOOL/MIDDLE SCHO  | ORONO          | ME |
| PARKER RIDGE                   | BLUE HILL      | ME |
| PATTEN TOOL & ENGINEERING INC  | KITTERY        | ME |
| PENN FOSTER                    | SCRANTON       | PA |
| PENOBSCOT COMMUNITY HEALTH CAR | BANGOR         | ME |
| PISCATAQUIS VALLEY ADULT EDUCA | DOVER FOXCROFT | ME |
| PORT RESOURCES                 | SOUTH PORTLAND | ME |
| PORTLAND ARTS & TECHNOLOGY HIG | PORTLAND       | ME |
| PORTLAND MATTRESS MAKERS       | PORTLAND       | ME |
| PORTLAND PUBLIC SCHOOLS        | PORTLAND       | ME |
| PRO DRIVE DRIVER DEVELOPMENT S | SCARBOROUGH    | ME |
| REGION 8 COOP BOARD FOR VOC ED | ROCKLAND       | ME |
| REGIONAL VOCATIONAL CENTER     | BATH           | ME |
| ROBINSON KRIGER & MCCALLUM     | PORTLAND       | ME |
| ROLLEASE INC                   | STAMFORD       | CT |
| RSU 22                         | HAMPDEN        | ME |
| RSU 37/SAD 37                  | HARRINGTON     | ME |
| S A D 24                       | VAN BUREN      | ME |
| S A D 75                       | TOPSHAM        | ME |
| SACO RIVER HEALTH SERVICES     | WATERBORO      | ME |
| SACO RIVER DYEHOUSE            | BIDDEFORD      | ME |
| SACORIVER DYEHOUSE             | BIDDEFORD      | ME |
| SANFORD SCHOOL DEPT            | SANFORD        | ME |
| SCHOOL OF APPLIED TECHNOLOGY   | MEXICO         | ME |
| SEACOAST CAREER SCHOOLS        | SANFORD        | ME |
| SEACOAST HARDWOOD LUMBER & PLY | SANFORD        | ME |
| SKOWHEGAN DRIVING SCHOOL LLC   | SKOWHEGAN      | ME |
| SMOOTH TRANSITIONS MAINE LLC   | BUXTON         | ME |
| SOLARIS LLC                    | PORTLAND       | ME |
| SOMERSET CAREER & TECHNICAL CE | SKOWHEGAN      | ME |
| SOUTHERN MAINE COMMUNITY COLLE | SOUTH PORTLAND | ME |
| SOUTHERN MAINE EMERGENCY SERVI | SOUTH PORTLAND | ME |
| SOUTHERN NEW HAMPSHIRE UNIVERS | BRUNSWICK      | ME |
| SPA TECH INSTITUTE             | PORTLAND       | ME |

**Statewide Training Providers  
July 1, 2013 - June 30, 2014**

| TRAINING PROVIDER              | LOCATION       |    |
|--------------------------------|----------------|----|
| SPECIAL SERVICES ADMINISTRATIV | CASCO          | ME |
| ST JOSEPHS COLLEGE             | STANDISH       | ME |
| SUMNER MEMORIAL HIGH SCHOOL    | SULLIVAN       | ME |
| SYSTEMS ENGINEERING INC        | PORTLAND       | ME |
| T&D TIMBER PRODUCTS            | BIDDEFORD      | ME |
| TD TIMBER PRODUCTS             | CAPE ELIZABETH | ME |
| TENA INVESTMENT CO             | EDDYSTONE      | PA |
| THOMAS COLLEGE                 | WATERVILLE     | ME |
| TP ENVIRONMENTAL               | BREWER         | ME |
| TRANSCRIPTION ASSOC INC        | BRUNSWICK      | ME |
| UMO                            | ORONO          | ME |
| UNIFIED TECHNOLOGIES INC       | PORTLAND       | ME |
| UNITED TECHNOLOGIES CENTER     | BANGOR         | ME |
| UNIVERSITY COLLEGE OF BANGOR   | BANGOR         | ME |
| UNIVERSITY OF MAINE AUGUSTA    | AUGUSTA        | ME |
| UNIVERSITY OF MAINE BATH/BRUNS | BATH           | 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     | MACHIAS        | ME |
| UNIVERSITY OF MAINE SYSTEM     | ORONO          | ME |
| UNIVERSITY OF MAINE SYSTEM     | PORTLAND       | ME |
| UNIVERSITY OF NEW ENGLAND      | PORTLAND       | ME |
| UNIVERSITY OF SOUTHERN MAINE P | PORTLAND       | ME |
| VOC EDUC REGION III            | LINCOLN        | ME |
| VOCATIONAL REGION 8            | ROCKLAND       | ME |
| VTEC                           | PORTLAND       | ME |
| WALDO COUNTY TECHNICAL CENTER  | WALDO          | ME |
| WASHBURN & DOUGHTY ASSOC INC   | EAST BOOTHBAY  | ME |

**Statewide Training Providers  
July 1, 2013 - June 30, 2014**

| <b>TRAINING PROVIDER</b>       | <b>LOCATION</b> |    |
|--------------------------------|-----------------|----|
| WASHINGTON COUNTY COMMUNITY CO | CALAIS          | ME |
| WATERVILLE SR HIGH SCHOOL/ADUL | WATERVILLE      | ME |
| WESMAC CUSTOM BOATS INC        | SURRY           | ME |
| WEST SCHOOL                    | PORTLAND        | ME |
| WESTBROOK REGIONAL VOCATI      | WESTBROOK       | ME |
| WINDHAM HIGH SCHOOL            | WINDHAM         | ME |
| WINXNET INC                    | PORTLAND        | ME |
| WISCASSET HIGH SCHOOL          | WISCASSET       | ME |
| YORK COUNTY COMMUNITY COLLEGE  | WELLS           | ME |

## Glossary

**Aroostook County Action Program (ACAP):** the entity providing WIA services in Aroostook County.

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

**Core Services:** "self-directed" or "staff-assisted" services proved by CareerCenters.

**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** 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:** training that is designed to meet the special requirements of an employer who commits to employ the individual upon completion of the training 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.

**Eastern Maine Development Corporation (EMDC):** the entity that provides WIA services in Hancock, Penobscot, and Piscataquis counties.

**Exit:** a customer who has left WIA funded services and activities.

**Follow-up Services:** available to registered participants who are placed in unsubsidized employment for a minimum of 12 months after employment begins, regardless of the level of service received at the time of placement. 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.

**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.

**Goodwill Industries of Northern New England (GWINNE):** the entity that provides WIA services in Cumberland, Knox, Lincoln, Sagadahoc, Waldo, and York counties.

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

**Intensive Services:** 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 (ACAP) and MDOL (for Washington County)

**Tri-County area** in which Eastern Maine Development Corporation (EMDC) operates programs in Piscataquis, Penobscot and Hancock counties

**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

**Coastal Counties area** in which Goodwill Industries of Northern New England (GWINNE) runs the programs in Cumberland, Knox, Lincoln, Sagadahoc, Waldo, and York counties.

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

**Maine Job Bank:** an electronic labor exchange designed to help employers and job seekers find each other via the internet via a job matching system that links a large pool of active job seekers with employer job order opportunities statewide. For employers it provides rapid, statewide exposure of current job openings and an easily accessible pool of candidates.

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

**Service Provider:** Five organizations deliver WIA programs in Maine: ACAP, MDOL, EMDC, Goodwill, and WMCA.

**Supportive Services:** 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:** 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 Provider List:** an on-line inventory of entities which are eligible under MDOL guidelines to provide WIA-funded occupational skills training.

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

**Average Wage of Those Exiting:** 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):** the entity providing WIA services in Androscoggin, Franklin, and Oxford counties.