

***WORKFORCE INVESTMENT ACT***

***PROGRAM YEAR 2012 ANNUAL REPORT***



***SUBMITTED BY THE  
STATE WORKFORCE INVESTMENT BOARD***

***NOVEMBER 2013***



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## Reporting Assurance

The Maine Department of Labor submits all required WIA financial, participant, and performance data reports in accordance with instructions issued by USDOL and as laid out in 20 CFR 667.300 and within required reporting deadlines. In addition, Maine performs all federally mandated report and data element validation annually.

Maine will continue to meet all deadlines for reporting the additional data elements required as a result of recent changes in the TAPR, LEX, and WIASRD report formats, even though changes in the TAPR, LEX, and WIASRD have put a financial strain on our state due to limited WIA 5 percent resources and the additional IT programming costs required to adhere to these changes.

## Maine's Workforce System Performance Highlights

During PY212 all four local areas in Maine met or exceeded negotiated Common Performance Measures Goals for the first time in almost ten years. Part of this can be accredited to a slight uptick in the Maine economy, a lower unemployment rate statewide, and an increased emphasis on performance of Maine's workforce investment system overall.

Program	PY12 Goal	PY12 Actual
Adult Entered Employment	82.0%	84.7%
Adult Retained Employment	85.3%	86.5%
Adult Average Earnings	\$10,097	\$11,668
Dislocated Worker Entered Employment	87.0%	88.1%
Dislocated Worker Retained Employment	90.1%	92.1%
Dislocated Worker Average Earnings	\$14,500	\$14,532
Youth Placed in Employment / Education	62.3%	64.2%
Youth Earned a Degree or Diploma	68.9%	73.0%
Youth Literacy Numeracy Gains	20.0%	24.7%

## TRADE ADJUSTMENT ASSISTANCE

Funds from the TAA were used towards training expenses for **759** workers. Overall, the TAA program provided reemployment services to **1,367** – all TAA customers served.

### TAA program outcomes for PY 2012:

Entered employment rate:	<b>64.9%</b>
Retention rate:	<b>91.6%</b>
Average earnings:	<b>\$16,740.19</b>

## WAGNER-PEYSER and WIA Performance Highlights - PY 2012

During PY12, **81,689** individuals registered with the Maine Job Bank. Overall Maine Job Bank activity is summarized in chart below:

<b>Job Bank Statistics</b>	<b>PY 2011</b>
Jobs Opened	18,126
Total Positions Opened	36,719
Jobs Closed	17,872
Total Positions Closed	36,559
Job Seeker Accounts Activated	49,524
Employer Accounts Activated	1,377
Job Notices Sent	4,000,974
Referrals Accepted	263,124

### Top 20 Job Openings by Occupational Category

<b>Occupational Category</b>	<b>Total Job Openings</b>
Office and Administrative Support Occupations	1846
Production Occupations	1455
Sales and Related Occupations	1366
Construction and Extraction Occupations	859
Food Preparation and Serving Related Occupations	710
Healthcare Support Occupations	696
Transportation and Material Moving Occupations	637
Protective Service Occupations	535
Community and Social Services Occupations	515
Healthcare Practitioners and Technical Occupations	462
Installation, Maintenance and Repair Occupations	426
Management Occupations	392
Farming, Fishing, and Forestry Occupations	350

Personal Care and Service Occupations	254
Business and Financial Operations Occupations	196
Building and Grounds Cleaning and Maintenance Occupations	188
Computer and Mathematical Occupations	168
Education, Training and Library Occupations	138
Architecture and Engineering Occupations	126
Arts, Design, Entertainment, Sports and Media Occupations	109

With limited training dollars, we were able to serve **1,033 adults, 1,071 unemployed workers** and **919 youth**:

- On average, approximately **86 percent** of all those enrolled found jobs;
- **86 percent** of the adults served were still working more than six months after placement; and
- Approximately **85 percent** of the older youth (ages 19–21) served were still working six months after placement.

Training services focus on providing skills-based credentials such as a diploma or equivalency, certificate or degree:

- 65 percent of the adults served received a credential;
- 73 percent of the youth served received a degree or certificate.

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 2012, 89 percent of the youth served successfully completed some type of skill goal.

## APPRENTICESHIP

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

<b>Total Apprentices</b>	<b>1235</b>
Total New in 2012	282
Change since 2011	-206
Average Hourly Entry Wage	\$12.64
Average Hourly Completion Wage	\$20.16
Average Completion Rate Women in NTO	4%
Percentage of Apprenticeships in Precision Manufacturing	53%
Percentage of Apprenticeships in Construction	28%
Percentage of Apprenticeships in Service	19%

## Workforce Investment Cost Data

UNIT COST DATA	Cost-Efficiency RATIO	TOTAL OBLIGATIONS*	TOTAL INDIVIDUALS SERVED
<b>Overall, All Program Strategies</b>	\$3,176	\$9,599,616	3,023
<b>Adult Program</b>	\$2,426	\$2,506,276	1,033
<b>Dislocated Worker Programs</b>	\$2,481	\$2,657,344	1,071
<b>Youth Programs</b>	\$2,641	\$2,427,310	919

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

## Monitoring and Evaluation Activities

During PY12, the Bureau of Employment Services conducted Workforce Investment Act and Wagner-Peyser Act monitoring and evaluation of each of the four Local Workforce Investment Boards and Service Providers for PY11.

Program monitoring has two main purposes: 1.) to ensure that the CareerCenter system is in compliance with the intent and substance of the rules governing funding streams; and 2.) to provide an understanding of the systems operating to achieve the overall workforce investment goals.

The first purpose satisfies the mandate of the State oversight agency to ensure that statutes, regulations, and policies are being followed. While comparatively more narrow in scope than the second purpose, monitoring for compliance supports the State Workforce Investment Board's goal of accountability and meets legislated oversight requirements.

The second purpose allows the monitoring effort to take a strategic perspective. Monitoring becomes a way to develop an understanding of the systems the CareerCenters draw upon to deliver information and services to customers. Presumably, the systems in place are a result of efforts to achieve State and local board goals. The systems are composed of the working relationships with public and private entities and may take such forms as partnerships, agreements, collaborations, coalitions, and protocols. Working relationships may be internal or

external to the CareerCenter facility. They may have been established by a local board for the entire area or established independently by a CareerCenter.

The monitoring plan this past year included a thorough review of both programmatic and fiscal/administrative compliance for the previous PY11 period. The following represents a schedule of specific Local Area monitoring activity:

### **Programmatic Monitoring Review**

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Local Area 3: Central/Western Workforce Board

Site Visit: August 13–16, 2012

Site: Lewiston CareerCenter

Local Area 2: Tri-County Workforce Board

Site Visit: December 3–6, 2012

Site: Bangor CareerCenter

Local Area 4: Coastal Counties Workforce Board Inc.

Site Visit: February 19–22, 2013

Site: Portland CareerCenter

Local Area 1: Aroostook/Washington Workforce Board

Site Visit: April 22–25, 2013

Site: Presque Isle CareerCenter

### **Financial and Administrative Systems Review**

Local Area 3: Central Western Maine Workforce Investment Board (CMMWIB)

Site Visit: October 3–5, 2012

Site: Lewiston

Local Area 1: Aroostook and Washington County Workforce Investment Board (AWWIB)

Northern Maine Development Commission (Fiscal Agent)

Site Visit: May 6–8, 2013

Site: Caribou

Local Area 2: Eastern Maine Development Corporation (EMDC)

Site Visit: January 14–16, 2013

Site: Bangor

Local Area 4: Coastal Counties Workforce, Inc.

Site Visit: December 4–5, 2012

Site: Brunswick

The monitors have completed their reports of the programmatic and fiscal findings, and areas of concern and corrective action plans have been developed.

## Waivers

The following waivers were requested and approved on April 23, 2013 by Jane Oates, Assistant Secretary of Labor, in her response to the submittal of the State Strategic Plan:

### **Waiver permitting the state to replace the performance measures required under WIA Section 136(b) with the Common Performance Measures**

The state requested a waiver to negotiate and report WIA outcomes against the Common Performance Measures only. This waiver removes the requirement for the State to negotiate and report performance measures tied to WIA adult and dislocated worker credential rates; participant and employer customer satisfaction; older youth measures; and younger youth measures. The State will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult and Dislocated Worker programs. The State will use the three youth common performance measures to report outcomes for the WIA Youth program.

While the documentation of a recognized credential is waived for performance purposes, Maine will continue to identify the type of credentials earned by participants on the Workforce Investment Act Standardized Record Data system (WIASRD) as required. This waiver has been granted through June 30, 2017.

The new nine measures include:

- Adult Entered Employment Rate
- Adult Retention of Employment Rate
- Adult Average Earnings
- Dislocated Worker Entered Employment Rate
- Dislocated Worker Retention of Employment Rate
- Dislocated Worker Average Earnings
- Youth Placement in Employment or Education Rate
- Youth Attainment of a Degree or Credential Rate
- Youth Numeracy and Literacy Gains Rate

### **Waiver of the time limit on the period of initial eligibility for training providers as provided in 20 CFR 663.530**

Maine has requested and been granted this waiver previously. This waiver, which has also been approved through June 30, 2017, postpones the requirement of the state to determine subsequent eligibility of eligible training providers each year. The waiver offers training providers an opportunity to re-enroll and be considered as initially eligible training providers without requiring detailed studies on performance of students completing

their programs. WIA adult and dislocated worker participants can only utilize their Individual Training Accounts (ITAs) to pay the cost of tuition for programs and providers that have been approved to go on the Eligible Training Provider List (ETPL).

Without this waiver, subsequent eligibility determination would involve a costly review on behalf of the training providers requesting approval to be on the list. Data that would have been required to be reported and analyzed in order for a program to remain on the list would be based on:

- Completion rates for *all* individuals participating in the program of study;
- Percentage of *all* individuals in the program of study who obtain unsubsidized employment;
- Earnings at placement of *all* individuals in the program of study;
- Completion rates for just WIA participants in the program of study;
- Percentage of just WIA participants in the program who obtain unsubsidized employment;
- Retention rates of WIA participants in the program of study six months after obtaining employment;
- Earnings of *Workforce Investment Act* participants who participated in the program of study six months after obtaining employment; and
- Rates of licensure, certification, and skill attainment for *Workforce Investment Act* participants completing the program of study.

While many educational institutions are starting to conduct studies and document student outcomes, the specific requirement for this level of research and analysis would be off-putting to training providers who do not have the resources and would have a negative impact on number of providers from which WIA participants can select approved programs. This waiver will continue to be important for all states until such time as funding can be provided to support training provider performance mandates or WIA is reauthorized.

### **Waiver of the required 50 percent employer contribution for customized training as provided in WIA Section 101(8)(C)**

Maine requested the ability to permit the use of a sliding fee scale for the employer contribution to the cost of Customized Training (CT) based on the size of the employer. The Act requires that employers pay a minimum of 50 percent of the cost of Customized Training. While larger employers can absorb this level of cost, over 90 percent of employers in the state of Maine are very small with fewer than 20 employees, and this cost would be prohibitive for most. This waiver will encourage smaller employers to hire and train WIA participants using the Customized Training approach—an approach which will provide them with specific occupational skills required by the business and result in direct employment.

The waiver sets the employer cost match based on business size as follows:

- Employers with 50 or fewer employees would be required to pay 10 percent of cost;
- Employers with 51–250 employees would be required to pay 25 percent of the cost; and
- Employers with more than 250 employees would be required to pay the full 50 percent of the cost as required by law.

Maine will continue to abide by the requirement to utilize CT funds only for adults who meet low income priority or dislocated-worker eligibility requirements. This waiver has been granted through June 2017, and while it has yet to be utilized, the Coastal Counties Workforce Investment Board has been working to align training resources

with their employer services approach and it is expected that they will utilize this waiver for CT training in the very near future.

### **Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training.**

The State requested a waiver to permit local areas to conduct allowable activities as defined under WIA Section 134(a)(3) with local WIA formula funds, specifically to use funds for incumbent worker training. Under this waiver up to 10 percent of local WIA Adult formula and Dislocated Worker formula funds can be used to provide incumbent worker training when it is used as a layoff aversion strategy.

Because of this, and the fact that these funds are also restricted to serving lower income adults, this waiver has not been used. Many companies at risk of downsizing are not identified until the actual downsizing occurs or, if identified in advance, pay wages that would put the potential incumbent participants outside of the income guidelines. These factors have made it very difficult to use this waiver, which local areas originally understood would allow additional skill training for low income workers.

### **Future waiver requests**

As a result of the loss of the 10 percent Governor's Reserve funding in 2010 and sequestration during the first quarter of PY13, Maine anticipates it will need to request waivers for two of the required administrative functions: A.) The requirement to conduct evaluation studies of WIA program strategies; and B.) The requirement to provide incentive funds to local areas.

## Additional Information

*In addition to required information provided in this report, the USDOL ETA encourages states to include information that highlights initiatives in service delivery, unique programs, strategies for serving employers, performance improvement, Veteran services, and recent accomplishments. The following are ways in which the state, local areas and service providers have addressed these items through the leveraging of WIA and Wagner-Peyser resources.*

### Re-Employment Eligibility and Assessment Program

The Re-Employment Assistance (REA) Program has existed in Maine since 2005 and is designed to interact with participants in the early stages of their Unemployment Insurance (UI) benefit claim. The re-employment of claimants and the reduction of erroneous payments are high priorities for Maine, and the REA program addresses both of these priorities.

This important initiative was a big step for Maine. It focuses on connecting UI claimants with re-employment and introduces the full array of services available at CareerCenters, while also ensuring that participants comply with all UI eligibility requirements and the goals of the REA program. With the implementation of the program we have found that attention to claimants' efforts in finding new jobs, and their re-employment service needs, has resulted in shorter claim durations, prevention of improper payments that result in overpayments, and improved employment outcomes. In 2012 we met and worked with over 16,000 participants.

Maine's REA Program has been successful and was recently cited as having best practices with the new Pre & Post Lab Workshop Format. This new template allows REA staff to spend one-on-one time with each participant, developing an Individual Employment Plan, assessing work search logs, and conducting eligibility review interviews and questionnaires. Along with these one-on-ones, the group portion of the workshop disseminates information on re-employment and job search using labor market information from the Center for Workforce Research and Information website, CareerCenter orientations, Maine's Job Bank registration and activation, USDOL's CareerOneStop, and O\*NET assessments, My Skills My Future, My Next Move, etc.

Maine data shows participants in the REA treatment group have shorter duration—a cost savings to the Unemployment Trust Fund, lower exhaustion rate and higher re-employment rate than those in the comparison group who are NOT receiving REA services.

Maine

Period ending 3/31/2012	Comparison Group	REA Treatment Group	Difference
Average Duration	15.66	14.71	-0.96
Benefits per Claimant	\$4,481	\$4,018	-\$463

Percent Exhaustion	41.3%	38.5%	-2.7%
Percent Reemployment	32.9%	32.9%	0.0%

### **The Disabilities Employment Initiative Asset Development**

In PY12, the USDOL-funded DEI met its primary objectives regarding Ticket to Work participation, state level collaboration, and robust activity at the local level. There were many notable developments, such as the hiring of a state coordinator for the Ticket to Work program and the establishment of a Business Leadership Network (BLN) in the Maine Chamber of Commerce. The BLN, while not a DEI activity *per se*, was an important partner for reaching employers.

Asset development was a major focus of the DEI in PY12, with various approaches to enhancing long-term economic self-sufficiency for people with disabilities. For example, the Bangor and Machias Asset workgroups hosted “Stretch Your Dollar Day” financial literacy events in cooperation with their local CA\$H Coalitions. Services offered at the events provided one-on-one asset coaching, free tax preparation, and workshop presentations on debt pay-down strategies, reducing expenses, credit, home buying, SSA work incentives, and more. In addition, the success of the Bangor based DEI project’s “Greater Bangor Disability Asset Network,” which acts as a catalyst to promote financial literacy for individuals with disabilities so they can achieve greater financial independence, security, and enjoy an enhanced quality of life through skillful asset-building, has brought it statewide recognition.

Focusing on sustaining established best practices guarantees continuance of events aimed at providing resources and information to people with disabilities in order to gain financial independence, ownership of their destiny, and self-esteem. In addition, continuance of asset building best practices is key to maintaining and growing the partnerships and collaborations thus far established. These partnerships and collaborations are illustrated by a recent Asset Building Resource guide created by the DEI Disability Rights Center in collaboration with the asset coalition workgroup in Bangor. The guide outlines 14 services from “Managing Your Finances” to “Assistive Technology,” and includes the names of agencies providing the services and contact information for agency representatives.

### **Tri-Agency Collaboration**

The Maine Departments of Labor, Education, and Health and Human Services initiated a tri-agency collaborative in PY11 that began to yield results in PY12. The collaborative, endorsed by the commissioners of all three Departments, was conceived as a way to better synchronize and energize cross-agency efforts toward the common goal of helping TANF and SNAP participants achieve independence for themselves and their families.

During the summer of 2012, DHHS initiated an effort to enhance the ASPIRE program in more effectively moving TANF recipients from welfare to work. From the beginning, DHHS engaged both the Department of Education’s Adult Education division and the Department of Labor in this effort.

Working together both at the state and local level, the Departments have designed and are implementing a “Pathways to Employment” model that recognizes the participant’s employment related strengths and challenges. The pathway begins with a full vocational assessment that leads to appropriate referrals for

employment, education, training, and/or necessary social supports. As part of this effort, DHHS has also engaged the DOL in work-site development specifically for this population.

Goals for the first year of this effort included:

- Strengthening the state-level tri-Department commitment;
- Establishing and strengthening the local commitment among the three Departments, employers, and educational, training, and support-services providers;
- Build a network of supports to better prepare shared clients for employment; and
- Decrease the number of Maine citizens in need of public assistance.

Eleven local partnerships have been established; each has a distinct work plan developed using the above cited goals. As a result, in one local area, the DOL and DHHS are now co-sponsoring quarterly job fairs.

Additionally, regional groups representing the local services for adult education, TANF, SNAP and WIA/One-Stops were formed to establish unique collaborative arrangements that would meet the needs of their common customers/participants, and ensure a more smooth co-enrollment and more comprehensive education/training/employment/public support for better employment outcomes for individuals receiving public assistance. Progress of these regional collaborations is reported at semi-annual conferences, where models are shared.

Some of the systemic issues seem small but are significant in nurturing the effectiveness of the collaboration. One example is the development of a common release form that programs in all three Departments can utilize. As PY13 proceeds, there are further discussions taking place for a greater partnership between Maine's TANF-based ASPIRE program and the Department of Labor's Bureau of Employment Services (BES) to improve TANF work participation rates by tapping BES's expertise with worksite development.

### **Health Care Sector Grant**

The Maine Department of Labor was awarded a \$4.9 Million Dollar Health Sector Grant in March 2010. The grant, funded by the American Recovery and Reinvestment Act (ARRA) through the U.S. Department of Labor Employment and Training Administration, concluded in June of 2013. The goal of the project was to increase the training, education, and employment of credentialed health care workers through a sector partnership that included the health care industry, education, workforce system partners, and the Maine Department of Labor.

There were three key components to the grant: incumbent worker training; unemployed, dislocated worker or low-wage worker training; and an expansion of the state's nursing clinical training capacity. The health care occupations targeted for training were clinical and nurse instructors, registered nurses, certified nurse assistants, and regionally identified high demand allied health occupations.

The successful metrics outlined below provide an overview of the impact grant funding made on individual trainees.

<b>Goals vs. Outcomes</b>	<b>Original Grant Goals</b>	<b>Actual Numbers Achieved Through 6/30/2013</b>	<b>Difference Between Goal and Outcome</b>	<b>Percent of Goal Obtained</b>
Participants Served	400	1150	750	288%
Beginning Education/Training	400	1143	743	286%
Complete Education/Training	346	925	579	267%
Complete Education/Training and Receive Degree/Certificate	332	906	574	273%
Placed Into Unsubsidized Employment	310	495	185	160%
Placed Into Training Related Unsubsidized Employment	225	479	254	213%

The original proposal expected 400 individuals to be enrolled in health care training funded by the grant. Ultimately, grant funds were used to train 1,150 people and to develop, fund and implement over two-dozen training programs that were designed to result in long-term solutions for the challenge of preparing Maine’s health care workforce to meet current and future needs.

In addition to positively impacting individuals through grant funded training activities, many new partnerships with health care employers and education partners were established; partnerships that are well-poised to continue beyond the end of the grant. By effectively collaborating with our partners, grant funds were used to develop, fund and implement 28 pilot training programs designed to result in long-term solutions that will better prepare the workforce to meet the demands of today’s and tomorrow’s patients.

Throughout the grant period, maintaining and developing relationships and getting input from interested parties was absolutely critical in moving grant efforts forward. The successful engagement of businesses and the connection of silos with similar goals that occurred during the implementation of the healthcare grant are being used as the model for sector-based workforce development moving forward in Maine.

The outreach and networking facilitated by the Healthcare Forum throughout the grant period, assisted grant staff in developing and implementing strategies to achieve grant outcomes specified in the original SGA. Through the Forum, many sub-groups with a specific healthcare focus were established. Maine’s population growth is statistically neutral (1.3 million) and one of the oldest in the nation. In 2012, 51 percent of Maine’s workforce was 45 years or older. The population of young people who will age into the labor force is much smaller than the population who will be aging out of the labor force in the next two decades. As a result, we will have a smaller labor force at a time when health care demand will be significantly rising. To realize economic prosperity, Maine needs all work-aged individuals capable of self-sufficiency to be gainfully employed.

The foreign-trained health professionals group, which brought attention to the licensure and credentialing issues faced by these workers, is an example of an effective subgroup of the Forum that was established during the grant period. Grant funds were used to provide support for 31 foreign-trained individuals to obtain their credentials through training, testing materials, and/or foreign earned credential evaluation. This subgroup has

expanded its focus and will likely result in the development and implementation of a statewide program targeting the needs of skilled, foreign-trained professionals and, in turn, help to address a looming healthcare workforce shortage in Maine.

### **OneFlow Case Management System**

Throughout PY12 and into PY13, the BES has been designing and implementing a new One Stop Operating System that includes an employer module for job matching and referrals. The goals of this project are to create, in fact, a virtual Career Center, and allow all State of Maine residents access to training and employment programs while replacing a legacy system for the Department of Labor. Many state partners, including LWIBs, have committed money and resources to this project, as they have a vested interest in ensuring its success as well.

Job seekers can easily be connected to the right resources based on their personalized situation. Each local area and their partners can view a complete picture of each participant to ensure that a coordinated strategy of delivering services is in place. OneFlow aims to address the silos that create redundancy, reduce operating efficiency, and provide incomplete pictures leading to poor outcomes, while consuming too many limited dollars that are vital to getting job seekers back to work.

As an example, a jobseeker in Fort Kent no longer has to drive excessively far to their nearest Career Center to receive BES services. He or she will be able to create an account online, search for jobs, interact with a case manager and attend courses without having to leave their home. If he or she does not have high speed Internet at their home, over 100 state libraries have received equipment that may be used for the same scenario. The business operations for BES will obviously change quite a bit with this new system as Mainers will have more access to our services, and the state will have better data collection, tracking and reporting capabilities.

OneFlow, which is targeted for a January 2014 launch, is designed to provide customer and user access anywhere Internet is available. It will offer one-on-one time with job seekers, including through virtual platforms such as Skype. The system will be user-friendly so that older and younger workers alike will be able to use it comfortably, and, eventually, employers will also be able to use OneFlow. Future objectives include increasing partner access to the system and integrating OneFlow with other systems, such as university and community college platforms.

### **Maine Public Library Information Commons Project**

A three-year, \$1,362,459 grant from the Broadband Technology Opportunities Program (BTOP), part of the American Recovery and Reinvestment Act, made it possible for the Maine State Library to initiate the Maine Public Library Information Commons Project in July 2010. In PY12, the project continued its partnership between public libraries and the Department of Labor, specifically the Maine CareerCenters.

In Maine, where a majority of the population lives in rural areas, broadband access and video conferencing services can be crucial for fostering economic development, expanding training opportunities, and providing support to community-serving organizations. The Maine State Library upgraded public computer centers at as many as 107 public libraries statewide and increased the number of available broadband workstations by as much as 60 percent by deploying approximately 500 new workstations and upgrading an additional 150. It also enhanced training opportunities by deploying 11 video conferencing regional hubs and three mobile computer labs to enable hands-on training in remote rural locations. The project leveraged the resources of three existing

Maine State Library programs, improving employment-related services offered by libraries and making legal information and services more accessible to the public.

The Maine State Library demonstrated that public computer centers are sources of opportunity for state residents, particularly in a weak economy. The state has experienced its highest increase in unemployment in recent years among residents with the least education, and many of these job seekers do not have the experience or educational prerequisites to enter occupations with the largest share of openings. To help address some of these challenges, Maine State Library's Information Commons Project provided free broadband access, career-development tools, and job-search resources.

Along with these new computer resources, the project created a web portal that brings together resources to help visitors learn new skills and get jobs. The portal, which can be accessed from home or at a public library, offers more than 80 free career and digital literacy courses, webinars, and resources. Additionally, the portal offers free access to the LearningExpress Library, a platform featuring more than 770 practice tests, tutorials, and e-books on job searches, workplace skills enhancement, GED exam preparation, certification and licensing exam preparation, and college and graduate school admissions exam preparation. The LearningExpress Library includes popular video-based tutorials on Microsoft® Office, Adobe® products, and other software used in the workplace today.

As part of this grant, public libraries focused on providing training and resources to the unemployed in their communities. The Maine State Library created and purchased resources to assist unemployed Maine citizens, and they shared those resources with CareerCenter staff. A trainer was hired who worked closely with the Department of Labor to help train job seekers throughout Maine.

Another result of this partnership is that the State Librarian and the Director of Library Development are now participating on the Virtual CareerCenter team set up by the Department of Labor. In addition, the State Librarian serves on the TriCounty Workforce Investment Board's Youth Council.

The Maine State Library also provided on-site training for job seekers, in partnership with the Maine Department of Labor's Rapid Response Team. The McArthur Public Library in Biddeford hosted a training session for unemployed workers, including a group laid off by a local branch of a home improvement chain. The session gave an overview of the online resources available to job seekers and covered such topics as interviewing skills, preparing for job fairs, and the use of social media during job searches. More sessions in libraries statewide are scheduled as the Maine State Library works with CareerCenters, Workforce Investment Boards, and Public Libraries to help residents develop practical skills to rejoin the workforce.

Among the PY12 highlights of this project was the Lisbon Public Library's ribbon-cutting ceremony for their new Career Development Center. The Maine State Library/Maine Department of Labor has helped both agencies better meet the needs of Maine job seekers. It has been a terrific collaboration and more concrete outcomes are expected.

The project ended on June 30, 2013, but the Maine State Library is continuing to sustain all efforts of the project.

In early 2013, the Maine Legislature formed a special joint select committee on Maine's Workforce and Economic Future (MWEF). This committee held hearings and consulted with experts in education, economic development, and labor, and crafted LD90, *An Act To Strengthen Maine's Economic and Workforce Future*—an omnibus bill.

Although many key elements of the original bill were not funded as its items were folded into the State budget, the following were included:

- \$320,000 in each year of the 2013–15 biennium to create new degree programs for Maine Community College System's Bring College to ME Program, designed to increase the number of community college scholarships available to rural Maine residents, expand distance learning opportunities, and increase rural high school students' access to the community colleges
- \$1,105,000 in 2013–14 and \$605,000 in 2014-15 for community colleges to reduce the backlog of students waiting for admission into high-demand programs that result in high wage employment opportunities, particularly in southern Maine
- \$500,000 in fiscal year 2014–15 to match \$500,000 in private funding from the University of Maine System to establish a new scholarship program
- \$500,000 in fiscal year 2013–14 and \$590,000 in fiscal year 2014–15 for the Maine Apprenticeship Program
- \$75,000 in each year of the 2013–15 biennium to the Office of Adult Education and Family Literacy for a pilot project that will establish a foreign-trained worker Welcome Center Initiative in the Portland adult education program

The Joint Select Committee will be reconvened in the next legislative session to continue addressing workforce and economic development programs and activities.

### **Industry Partnerships**

In June 2013, the SWIB coordinated a presentation on Industry Partnerships by Garrett Groves, Senior Policy Analyst for the National Governors Association. Mr. Groves spoke about "State Sector Strategies – Coming of Age: Implications for State Workforce Policymakers", to an audience of close to 100 from various state agencies, Chambers of Commerce, LWIBs and service providers, education, and additional workforce system stakeholders.

In response to the needs of the foresting industry, Local Area I hosted a comprehensive logger business training seminar in conjunction with the University of Maine at Fort Kent, industry representatives and other partners from the banking and insurance sectors. Sixty attendees participated in the two-day training that covered production management, accounting practices, human resources management, and basic business acumen skills.

Along with the afore mentioned construction trades initiative with the Penobscot Indian Nation, Local Area 2 continues to engage partners across the region in order to address the industry/sector needs. The TCWIB is an active partner of Mobilize Eastern Maine (MEM) and consistently informs and engages business and industry partners, educators, and economic development partners in workforce development activities throughout the region.

Over 200 job openings were available at customer support telecom centers throughout Local Area 3 during PY 12. CMMWIB worked closely with the Wilton CareerCenter, Central Maine Community College, Franklin County Community College Network, Mt. Blue Adult Education, Foster Tech Career & Technical Education (CTE), and other stakeholders to determine the employment and skills gap needs and of this industry.

A workgroup identified businesses throughout Franklin County that had or will have employment opportunities, and met with them to determine the specific skill sets necessary for employment with their organizations. Through a series of discussions, meetings and surveys with these companies, the workgroup identified common skills that were fundamental to the industry. As a result of the direct involvement and guidance from the companies, a 30-hour “Call Ready” occupational training program was developed by a call center trainer. The course outline was reviewed and modified by the participating companies to ensure that skill development met their needs and had occupational relevance and accuracy.

Much of the business engagement activity for Local Area 4 in PY12 was focused on companies with STEM-related occupations. Some of the primary industries targeted include healthcare, advanced manufacturing, composites technology, information technology, and aviation.

As mentioned, the Joint Select Committee on Maine’s Workforce and Economic Future (MWEF) worked with experts and industry leaders to formulate a plan to address Maine’s skills gap. Maine’s SWIB Director, Garret Oswald, testified in favor of Industry Partnerships, which made it into LD 90. While LD 90 was ultimately folded into the State’s budget with no funding for Industry Partnerships, the concept was identified as a needed resource for helping close the skills gap to meet business hiring needs.

The SWIB will continue to pursue Industry Partnerships as an important vehicle for workforce and economic development.

## Chamber Regions

Chambers of Commerce were introduced as a key partner for obtaining business-fed data in Maine’s 2012–2016 WIA State Plan. Local Workforce Investment Areas encompass multiples of these Chamber Regions, which combine counties into similar economic districts based on the Maine Department of Economic and Community Development’s (DECD) Tourism Regions.

These designated Chamber Regions are already aligned with the Local Workforce Investment Area structure as of November 15, 2013, with one exception in “Downeast & Acadia” where they are split.

<b>Chamber Region</b>	<b>Counties</b>	<b>Local Area</b>
Aroostook	Aroostook	LA 1
Downeast & Acadia	Washington*, Hancock**	*LA 1, **LA 2
The Maine Highlands	Penobscot, Piscataquis	LA2
Kennebec & Moose River Valley	Kennebec, Somerset	LA3
Maine's Lakes & Mountains	Androscoggin, Franklin, Oxford	LA3
Greater Portland & Casco Bay	Cumberland	LA4
The Maine Beaches	York	LA4
Mid-Coast	Knox, Lincoln, Sagadahoc, Waldo	LA4

The Maine State Chamber of Commerce reported in 2012 that Chamber members total 34 percent of our state’s number of businesses. In the WIA State Plan we focused heavily on obtaining locally fed, employer-driven business data with Chambers of Commerce as convening intermediaries.

Although there are individual Chamber members that also serve as members of Local Workforce Investment Boards, policies were developed that sought to formalize specific relationships between the two to provide deliberate business input.

These policies and criteria are intended to inform businesses and stakeholders on local workforce development activities, and programs and services, and to include Chamber Executive membership on Local Boards while also remaining in membership compliance.

The Governor, in partnership with the State Workforce Investment Board (SWIB), as outlined in WIA Sec. 117(b)(1), proposed criteria to be used by the Chief Local Elected Officials (CLEO) in the Local Workforce Areas for Local Board (LWIB) membership that will provide further input from businesses. These criteria include adding at least one Chamber Director from each Chamber Region, the DECD Governor’s Account Executive(s), a representative from the Economic Development District that serves the Chamber Region(s), and businesses representatives (employers from each Chamber Region).

## Performance Scorecard

The State Plan also introduced the SWIB’s performance scorecard, which collects U.S. Census population and demographic data, labor market information by Chamber Region, and additional data from publicly funded workforce development programs and partners for public dissemination. This detailed reporting tool will allow

Maine to assess goal attainment, program success, areas that require improvement, best practices, and, where practical, return on investment.

Businesses will be able to use the data presented in the performance scorecard to better target resources and programs that will help them hire candidates that best meet their recruitment needs. They will also be able to use the Chamber Region labor market data when competing for talent to seek an available labor force population, compare wages, identify education attainment levels, and target hiring those with barriers to employment.

Data was collected for PY12 in the performance scorecard's pilot year. Understanding that not all workforce system partners gather and report the same data, the goal was to collect what information that was able to be captured and review the reporting tool's process. The SWIB's Program Policy Committee (PPC) has begun to assess these measures, with many of its members representing these same workforce system programs and partners that are providing data.

Once the PPC has made their recommendations for the performance scorecard and the SWIB approves the final tool, data will be collected quarterly from programs and will be collected in an annual report at the end of that program year.

### **Customer Satisfaction Reporting Explanation**

In early 2010 Maine submitted a RFP for a new management information system that would replace the current One Stop Operating System (OSOS). Goals for the new system included not only the complete menu of participant tracking and reporting requirements but also the ability for customers to virtually access the majority of services through an Internet based application, which would allow for direct communications and, eventually, a paperless system. The RFP also included the ability to create and conduct surveys with both worker- and employer-customers on a regular basis, and regarding specific aspects of service.

A successful bidder was selected and work on process design using an existing software application had begun. Unfortunately, as is common when undertaking an enormous information system change, the rapidity at which the exhaustive volume of information could be migrated into the new system was underestimated. It was hoped the system would be up and running by August of 2013, at which time the state would begin its customer satisfaction surveys for PY12. However, the system will not actually be running until January of 2014. This being said, Maine has been unable to conduct any of the anticipated online surveys.

While Maine is now a Common-Measures state this will not affect our performance status, but it is still a required activity. As such, Maine is in the process of creating and mailing surveys to up to 10 percent of workforce participants and 5 percent of employers using a survey tool and process similar to the ACSI survey. It was hoped this activity would take place in September of 2013. However, the effect of not receiving formula funding during the Federal shutdown resulted in layoffs and staff furloughs at the Maine Department of Labor further delayed this activity.

### **WIA 5 Percent Funds**

In Maine, the WIA 5 Percent funds were used to cover the cost of administering the program and program oversight. Specifically, it funded personnel in the Bureau of Employment Services who conduct policy

development, monitoring, and evaluation activities and reporting. The level of these funds is not sufficient to fund all of the required activities under the law and as a result Maine has recently submitted requests for waivers of two criteria a) the requirement to conduct program evaluation studies, and b) the requirement to provide incentives to Local Areas – explained in this document in the Waiver Reports section.

### **Local Area Highlights**

#### **Local Area One - USDA Great Region Designation**

Maine’s Local Area One, encompassing Aroostook and Washington Counties, was recognized as a USDA Rural Development Great Region, the only such great region named to date in Maine.

The USDA defines a Great Region as a multi-county region with a regional economic development plan developed by a local/regional team with broad participation, where the plan is built upon careful analysis of the region's assets, including its key current and emerging economic clusters of agriculture and forestry, specifically supporting local and regional food systems and promoting the bio-based economy.

#### **Local Area One - Workforce Center of Excellence Education-Business Alignment**

In PY12, the region began developing a Workforce Center of Excellence to better align educational programs with the needs of businesses. This model will serve the newly formed Career Pathways committees in both Aroostook and Washington Counties to better connect training programs and providers with job seekers.

Initial projections are that more than 1,800 new jobs will become available in the next five years. About 125 of the region’s employers have responded with projected job openings, estimated salaries and required education levels. At least 750 jobs are projected in health care alone. This effort is still in the early stages, with more data being collected. The purpose of project is to help stem student outmigration, to inform junior high and high school students of upcoming job opportunities in the region, and to aid businesses with aging workforces by providing them with potential prospects to help them maintain or grow their businesses.

#### **Local Area Two - Penobscot Nation Construction Trades Training**

In Local Area Two, Eastern Maine Development Corporation (EMDC), the service provider for Tri-County Workforce Investment Board, was contacted by the Penobscot Indian Nation to request their assistance in developing and operating a construction trades training program. The program provides nationally recognized credentials in residential construction, an environment where classroom and experiential learning occur hand-in-hand, wrap-around services that encompass all barriers the trainees might encounter, capacity increase of Birch Point Construction Company, a native-owned construction company, through graduates of the program, and skills development that allow the Penobscot Indian Nation to draw on tribal members for growth and sustainability in the area of housing.

A total of 15 trainees were selected for the training program and classes began in February 2013. The program consisted of four, seven-hour days for 28 weeks; almost 800 hours of training. The curriculum for the class is primarily from the National Center for Construction Education and Research (NCCER), supplemented with additional training deemed relevant to their success. Curriculum includes Construction Math, OSHA10, NCCER

Core, Carpentry I and II, WorkReady, Advanced Blueprint Reading, Estimating, Weatherization, Lead Abatement, and Leadership Training.

### **Local Area Two - WIA Youth Program Career Compass**

EMDC launched the WIA youth program's Career Compass project in PY12, which is a 12-week youth development program designed to blend employability (soft skill) training, career exploration, and third-party certifications, with eight-week paid work experiences with local employers. The program combines hands-on training, career credentials, work experience, and reflective career exploration in a new and engaging manner for youth.

### **Local Area Three - Health Sector Partnership Grant**

Central Western Maine Workforce Investment Board continued to implement the Maine Health Care Sector Grant in Local Area 3 throughout PY12. The highly successful delivery and outcomes of the grant were largely due to the existing regional employer-driven partnerships and the close coordination and oversight by the Regional Grant Coordinator.

The original number of participants projected to be trained for the entire state of Maine was 400. Total number of participants trained in Local Area 3 alone was 413; 40 percent of the state total of 1,035.

#### **Grant Highlights:**

- 413 trained participants (*252 incumbents and 161 unemployed or underemployed recipients*).
- Average wage increase was \$3.50/hr. for incumbents.
- \$12.14 was the average starting wage for the unemployed.
- Fourteen of the 26 Health Care Projects were implemented in Local Area 3.
- Career Pathways were developed in the credentialing of Medical Assistants, the new Eldercare Specialist, and the Registered Nurse Apprenticeships.

### **Local Area Four - H-1B Technical Skills Training Grant**

In October 2011, Coastal Counties Inc. of Local Area 4 was awarded a four-year, \$5 million H-1B Technical Skills Training grant by the U.S. Department of Labor's Employment and Training Administration. This grant, funded by employer-paid H-1B Visa fees, is designed to encourage Maine's Midcoast employers to hire resident individuals with STEM-related skills. The goal of this public-private partnership is to provide a combination of On-the-Job (OJT) and classroom training to 300 participants. The project assists employers in hiring and training workers along a career pathway for a broad range of mid- and higher-level STEM-related occupations.

Another area of focus for the grant is the continuing redevelopment of the recently decommissioned Brunswick Naval Air Station, which is now known as Brunswick Landing: Maine's Center for Innovation. The Midcoast Regional Redevelopment Authority (MRRRA), who is charged with transforming the property for civilian use, has targeted several industries for business attraction, expansion and job creation, including advanced manufacturing, composite technology and information technology. Key partners on this initiative include Goodwill Industries of Northern New England, MRRRA, Southern Maine Community College and the Maine Centers for Women, Work and Community.

As of June 30, 2013 there were 111 OJT enrollments in mid- to high-level STEM occupations within 24 different companies. The average wage of these OJT's was roughly \$24/hour; the target average wage of the grant.

#### **Local Area Four - Aging Worker Initiative**

PY12 also saw the wrap-up of Coastal Counties Workforce, Inc.'s statewide Aging Worker Initiative (AWI). As Maine's population has the oldest median age in the country, focusing on older workers is just a crucial as working with youth.

AWI was designed to improve workforce services to serve the older worker population and develop innovative models to share with all local workforce investment areas. This \$1 million statewide grant was a collaborative effort of Coastal Counties Workforce, Inc., Maine's four local Workforce Investment Boards, the University of Southern Maine's Muskie School of Public Service, the State Workforce Investment Board's Older Worker Committee, adult education and Maine community colleges.

#### **Key Grant Activities:**

- Seasoned Worker Forums: 1,774 people attended forums across the state designed to connect Maine's mature workers with local employers.
- Employer Dialogues: 235 business representatives were educated on the benefits of attracting and retaining the 55+ workforce.
- Training: Occupational skills training in healthcare, green construction, energy and information technology for 253 enrollees.
- WorkReady 55+: 156 participants were taught basic computer skills and what it takes to succeed in the 21st century workplace.
- Workforce Solution Sites: 525 mature jobseekers accessed services through dedicated workspaces, across four sites, with computer access, information and trained resource staff.
- Project You Workshops: 206 participants learned the value mature workers bring to the workforce and how to market this value to employers. The workshops were designed specifically for this grant by the Council for Adult and Experiential Learning.
- Career Navigators: Served as touch points for mature workers and employers.

#### **Local Area Four - BEARs Program.**

In an effort to promote hiring by employers and placement of job seekers, Coastal Counties Workforce, Inc. (CCWI) unveiled a new initiative in August of 2010 that continues through today. The Business Employment Assistance Representatives (BEARs) project responds to supply-and-demand needs by developing relationships with employers and offering employment related services, including On-the-Job Training (OJT), to candidates appropriate for hire.

BEARs are a core group of 25 Line Staff and Managers from Goodwill Workforce Solutions and the Maine Department of Labor (MDOL), Bureau of Employment Services (BES). These two agencies are working collaboratively to provide outreach and to respond to needs with a host of available services. BEARs operate as local teams in Local Area 4: Knox and Waldo; Lincoln and Sagadahoc; Cumberland; and York Counties. This allows local contact for positive relationship building and more effective response to business needs.

During the planning phase of this initiative, each BEAR received three days of training to learn the finer points of successfully engaging with business. Partnerships were secured shortly thereafter with three area Chambers of Commerce. Training concluded in December 2010 and chamber agreements were inked in January 2011. Implementation began that January and, as a result, by June 30, 2011, 73 OJTs had been placed. At the end of Year 2 – 100 OJTs were written; and at the end of PY12, BEARs exceeded 125 OJTs.

This is a major accomplishment for this region, since prior to PY10 this region's OJT numbers were in the single digits. As we move forward, we are adding Customized Training to the mix of services for employers and we will broaden efforts to include area economic developers and Chambers of Commerce to the local BEAR Teams.

### **Veterans**

The LePage Administration's commitment to and support of Maine's veterans, service members and their families has been exemplary.

Maine's Governor and First Lady, Paul and Ann LePage, continued to show an unprecedented commitment to our Veterans, as advocates and supporters in PY12. In Lewiston, Maine's First Lady kicked off *Changing Lives*, a new public access television series in partnership with the local Vet Team and CareerCenter to provide local information for veterans' employment and services, and share her vision for the hiring and advancement of veterans in Maine.

At a job fair in Springvale, First Lady LePage welcomed hundreds of veterans and 65 employers with opening remarks, thanking both the veterans and the employers for their good work and support. At the Maine Military and Community Network's Annual Conference in Auburn, both the Governor and First Lady provided keynotes to over 200 veterans, employers and representatives from community groups and organizations.

### **Staffing and Training**

The Jobs for Veterans State Grant (JVSG), a USDOL funded program, provided \$811,000 in PY12, supporting 14.5 FTE veterans staff positions. Four of these were limited-term positions, added to build veterans staffing capacity in different regions of the state. Maine's JVSG staffing is comprised of seven full-time and five half-time Disabled Veterans Outreach Program specialists (DVOPs) and five full-time Local Veterans Employment Representatives (LVERs), working within 12 CareerCenter offices and numerous itinerant sites. One of the LVERs serves as the state Veterans Program Manager, based at the central office in Augusta. This staffing plan included a heavier emphasis on DVOP positions this past year to ensure that intensive services are adequately provided to veterans with barriers to employment.

The JVSG staff development plan for PY 2012 included training for both JVSG grant funded staff and for our CareerCenter partners. Seven of Maine's DVOPs and LVERs attended the Labor and Employment Specialist (LES) and/or the Case Management (CM) trainings at the National Veteran's Training Institute (NVTI) in Denver.

Local and statewide staff trainings for JVSG, WP, WIA and VR staff provided in PY12 included:

- **Military Culture 101 Workshops** - The Department, in cooperation with the Maine National Guard Directors of Deployment Cycle and Support and Psychological Health, provided three Military Culture

101 workshops at the Portland, Bangor, and Lewiston CareerCenters to over 75 staff and managers from the CareerCenters and LWIBs.

- OSOS Case Management Webinar - Our DVOPs and LVERs also participated in a two-hour OSOS (One Stop Operating System) case-management training webinar in June 2013. The workshop highlighted basic registration and enrollment processes (for the newer vet reps), as well as case management tools and functions available in our data management system for all vet reps. One-on-one follow-up training is currently being provided.
- CareerCenter Veterans Customer Flow Workshops - With the shift in JVSG staffing, we began to meet with CareerCenter managers and staff to discuss Veterans Customer Flow at our CareerCenters. Flow from the front desk and info center, to referral, to WP, WIA, VR or Veterans' staff, and on to referrals to workshops and community resources was addressed.
- Leadership for the Implementation of Veterans Services - To enhance the knowledge and skills of direct delivery team and managers, DVOPs, LVERs, CareerCenter Consultants, American Job Center Managers and Bureau of Employment Services Senior Managers participated in this program presented by the National Learning Center, National Veteran's Training Institute.

### **Special Initiatives & Collaboration**

Our JVSG and WP staff continued to support the VOW Gold Card, VRAP and Post 911 G.I. Bill OJT initiatives by providing the following services to Maine veterans:

#### VOW Gold Card:

- 1,189 Gold Card veterans were served by Maine's CareerCenter staff in PY12—about 15 percent of the 8,160 total veterans served.
- 131 gold card veterans received services from JVSG staff (21%), while 97 percent of the Gold Card veterans received staff assisted services.
- The JVSG staff conducted regular follow-up with Gold Card veterans (at least every 30 days), as well as others, until the veteran successfully found employment or was referred to VR&E or other resources.

VRAP – Veterans Retraining Assistance Program: Of the 429 Maine veterans who have applied for VRAP since its inception, 197 have been approved for training. To date, 59 have been reported to have completed their training. Maine's JVSG staff provides follow-up services.

Post 911 G.I. Bill OJT: The LVER in Portland teamed up with Bob Haley, Director of the Maine State Approving Agency for Veterans' Education to develop *the first successful Post 911 G.I. Bill OJT in Maine* to date. The partnership includes two employers (a real estate appraisal company and a real estate school) in the region.

Maine LVER, Mark Cafiso, was working with a vet who was laid off from Hostess International and wanted to get into real estate appraising. With Bob Haley's assistance, the Arthur Gary School of Real Estate earned accreditation so the vet could attend using VRAP. The other company, Diversified Appraisal Services, was motivated to get the G.I. Bill OJT approval because getting new employees qualified is such a long and cumbersome process (get hired, 13 month course, job shadow, certification test). With this approval the company was able to hire the vet and get them trained and certified at no cost under the GI Bill, and have them job shadow only having to pay an entry level salary! In addition, the company was able to obtain the Work Opportunities Tax Credit (WOTC) benefit. A win-win for all!

Maine’s DVOPs and LVERs continue to collaborate with local agencies and programs such as the Disability Employment Initiative, Maine’s new Business Leadership Network that promotes the hiring and advancement of people with disabilities, the Apprenticeship Program, Ticket to Work, Bureau of Veterans Services, Maine Military Community Network, state Vocational Rehabilitation, Chambers of Commerce, Volunteers of America, Local Workforce Investment Boards (LWIBs), Homeless Shelters, American Legion, Maine National Guard, and the Employer Support of Guard and Reserve.

We also collaborate with Vocational Rehabilitation & Employment (VR&E-Togus) and have a Memorandum of Understanding (MOU) in place. Our DVOP and LVER staff provides labor market information, intensive services, case management, and job search and placement services for VR&E MOU referrals.

In addition, the Veterans Program Manager provides staff leadership on the State Workforce Investment Board’s Veterans’ Employment Committee, which focuses on Veteran “Priority of Service” programs and other issues impacting Veterans.

**Performance Targets and Outcomes for Jobs for Veterans State Grants**

<b>DVOP</b>	<b>Negotiated Standard</b>	<b>Actual Outcome</b>
Disabled Veterans EER	46	52
Disabled Veterans ERR	72	80
<b>LVER</b>		
Recently Separated Veterans EER	54	38
Recently Separated Veterans ERR	71	83
<b>DVOP/LVER Consolidated</b>		
Veterans EER – Weighted	53	58
Veterans ERR	76	80
Veterans Average Earnings (AE)	\$13,800	\$13,193

**Performance Targets and Outcomes for One-Stop Services for Veterans**

	<b>Negotiated Standard</b>	<b>Actual Outcome</b>
Veterans Entered Employment Rate (EER)	48	52
Veterans Employment Retention Rate (ERR)	78	81
Veterans Average Earnings (AE)	\$12,700	\$13,908
Disabled Veterans EER	43	47
Disabled Veterans ERR	75	81
Disabled Veterans AE	\$13,500	\$13,591

In the quarter ending June 30, 2013 Maine exceeded 11 of its 13 negotiated performance standards, continuing a positive trend for several consecutive quarters. We also met or exceeded 11 of our 13 negotiated standards in the first and second quarters of 2013. For JVSG, the EER for DVOP Disabled Veterans dropped by eight

percentage points, still exceeding our negotiated standard after several quarters dating back to first quarter 2011, where we had been unable to meet the standard.

The Disabled Veterans ERR increased slightly again (since the last quarter) by another one percentage point and remained above the negotiated standard. The recently separated veterans EER continues to be well below our negotiated standard – an area that needs improvement.

Although earnings under DVOP/LVER Consolidated Veterans Average Earnings increased slightly, it continues to remain slightly below the negotiated standard. Although average earnings for both One-Stop services to disabled veterans and veterans remained moderately above their respective standards.

### **Priority of Service**

The following guidelines and practices have been implemented and adhered to under the priority of services provisions:

Maine Department of Labor, the LWIBs, and CareerCenter Service Providers have taken the necessary actions to ensure that priority of service opportunities are clearly visible and articulated to all customers who engage in CareerCenter services. As such, MDOL and LWIBs are utilizing a diversity of strategies to successfully implement “*Priority of Service*” to include:

#### Outreach / Recruitment

- Inclusion of information regarding Veterans’ priority of service, in printed and online communications, targeted to customers and employers;
- Inclusion of information regarding Veterans’ priority of service in presentations made to customers and employers;
- Addition of Veterans’ priority of service information to LWIBs, service providers, Maine CareerCenters and MDOL websites; and
- Pro-active recruitment of Veterans by targeted contact strategies or other strategies, particularly when the region is not in compliance with Veterans’ priority of service performance measures.

#### Notification

- Addition of a Veterans’ priority of service rights statement to the complaint procedures provided to a Veteran customer; and/or
- Addition of a Veterans’ priority of service rights statement to the signature portion of the WIA (or other covered) program paper intake forms or applications;
- Inclusion of information regarding Veterans’ priority of service at front desk reception areas, as well as in universal access information center locations;
- Provision of the opportunity for Veterans and eligible spouses to make known their Veteran status; and
- The Maine Job Bank job notification system informs eligible veterans of job opportunities first and on a more frequent basis than all other registrants.

#### Intake/Registration for Services

- Written policies in place that establish that service providers who receive WIA funds for employment and training programs are required to identify covered persons at the point of entry (in person or electronically) to programs and/or services, so that Veterans and eligible spouses can take full advantage of the priority of service; and
- Written policies and procedures in place that ensure Veterans and eligible spouses understand their entitlement to priority of service and the full array of employment and training services available. Such policies will address eligibility requirements that Veterans and eligible spouses must meet in order to gain entry into programs and be provided applicable services.

#### Eligibility for Services

- Written policies and procedures in place that ensure Veterans and eligible spouses meet the statutory eligibility requirements applicable to the specific employment and training program;
- Written policies and procedures in place that ensure Veterans and eligible spouses are given priority of service where statutory or mandatory priorities are in effect and, particularly, where LWIBs have instituted mandatory priorities due to limited funds;
- Written policies and procedures in place to ensure that Veterans and eligible spouses receive access to services or resources earlier than non-covered persons, or before a non-covered person, if resources or services are limited; and
- Written policies in place that target special populations of Veterans including Special Disabled Veterans, Campaign Badge Veterans, Disabled Veterans and eligible spouses when services or resources are limited.

Each of Maine's LWIBs has developed a local policy issuance to providers to ensure that the priority of service for Veterans requirements is included in all written agreements for services (plans, contracts and subcontracts).

MDOL, in conjunction with Maine's DVET (Director of Veteran Employment and Training Services), is monitoring LWIB issuance, implementation and compliance of the priority of service statute and policy. LWIBs are subsequently conducting the same monitoring with any and all contractors receiving Department of Labor funds.

## Required Data Tables

### Table B – Adult Program Results

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	82%	84.7%	Numerator	300
			Denominator	354
Employment Retention Rate	85.3%	86.5%	Numerator	320
			Denominator	370
Average Earnings	\$10,097	\$11,668	Numerator	\$3,675,555
			Denominator	315

### Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans		Individuals With Disabilities		Older Individuals		
Entered Employment Rate	83.6%	178	82.5%	33	80.8%	21	86.1%	31
		213		40		26		36
Employment Retention Rate	87.6%	177	85.3%	29	90.5%	19	75.0%	21
		202		34		21		28
Average Earnings	\$11,154	\$1,940,881	\$12,951	\$362,641	\$9,744	\$185,139	\$13,244	\$278,119
		174		28		19		21

### Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	84.5%	262	86.4%	38
		310		44
Employment Retention Rate	86.7%	280	85.1%	40
		323		47
Average Earnings	\$11,709	\$3,220,051	\$11,388	\$455,504
		275		40



**Table E – Dislocated Worker Program Results**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>		
<b>Entered Employment Rate</b>	87%	88.1%	Numerator	510
			Denominator	579
<b>Employment Retention Rate</b>	90.1%	92.1%	Numerator	516
			Denominator	560
<b>Average Earnings</b>	\$14,500	\$14,532	Numerator	\$7,440,381
			Denominator	512

**Table F – Outcomes for Dislocated Worker Special Populations**

<b>Reported Information</b>	<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>		<b>Displaced Homemakers</b>	
<b>Entered Employment Rate</b>	80.9%	55	68.0%	17	83.8%	88	100.0%	1
		68		25		105		1
<b>Employment Retention Rate</b>	93.5%	58	84.2%	16	87.0%	80	100.0%	4
		62		19		92		4
<b>Average Earnings</b>	\$16,415	\$952,051	\$12,071	\$193,132	\$15,119	\$1,209,526	\$12,197	\$48,789
		58		16		80		4

**Table G – Other Outcome Information for the Dislocated Worker Program**

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive Services</b>	
<b>Entered Employment Rate</b>	87.8%	438	90.0%	72
		499		80
<b>Employment Retention Rate</b>	92.6%	453	88.7%	63
		489		71
<b>Average Earnings</b>	\$14,391	\$6,475,926	\$15,556	\$964,455
		450		62

**Table H.1 – Youth (14-21) Program Results**

	Negotiated Performance Level	Actual Performance Level		
			Numerator	
<b>Placement in Employment or Education</b>	62.3%	64.2%	Numerator	199
			Denominator	310
<b>Attainment of Degree or Certificate</b>	68.9%	73.0%	Numerator	224
			Denominator	307
<b>Literacy and Numeracy Gains</b>	20.0%	24.7%	Numerator	38
			Denominator	154

**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			
<b>Adults</b>	87.0%	309	\$4,771	\$1,655,624	8.3%	25	\$5,213	\$1,532,636	69.1%	181
		355								347
<b>Dislocated Workers</b>	93.4%	493	105.4%	\$6,935,060	5.3%	27	\$6,779	\$3,416,643	62.8%	275
		528								\$6,580,091
<b>Older Youth</b>	80.7%	96	\$5,094	\$575,599	7.5%	5	\$3,499	\$220,437		
		119								113



Table M – Participation Levels		
	<b>Total Participants Served</b>	<b>Total Exitters</b>
<b>Total Adult Customers</b>	22,138	22,332
<b>Total Adult</b> <i>(self-service only)</i>	20,061	21,226
<b>WIA Adults</b>	21,094	21,755
<b>WIA Dislocated Workers</b>	1,071	588
<b>Total Youth (14-21)</b>	<b>919</b>	<b>431</b>
<b>Younger Youth (14-18)</b>	519	277
<b>Older Youth (19-21)</b>	400	154
<b>Out-of-School Youth</b>	509	217
<b>In-School Youth</b>	410	214

Table N– Cost of Program Activities			
<b>Program Activities</b>			<b>Total Federal Spending</b>
<b>Local Adults</b>			\$2,506,276
<b>Local Dislocated Workers</b>			\$2,657,344
<b>Local Youth</b>			\$2,427,310
<b>Rapid Response</b> <i>(up to 25%) §134 (a) (2) (b)</i>			\$1,058,052
<b>Statewide Required Activities</b> <i>(up to 15%) §134 (a) (2) (b)</i>			\$497,951
<b>Statewide Allowable Activities</b> §134 (a) (3)	<b>Program Activity Description</b>	<i>10% of Adult, Youth, and DW funds for State Activities</i>	\$419,683
<b>Total of All Federal Spending Listed Above</b>			\$9,566,616

Table O		Statewide	
<b>Total Participants Served</b>		Adults	1,033
		Dislocated Workers	1,071
		Older Youth (19-21)	400
		Younger Youth (14-18)	519
<b>Total Exiters</b>		Adults	529
		Dislocated Workers	588
		Older Youth (19-21)	154
		Younger Youth (14-18)	277
		Negotiated Performance Level	Actual Performance Level
<b>Entered Employment Rate</b>	Adults	82.0%	84.7%
	Dislocated Workers	87.0%	88.1%
<b>Retention Rate</b>	Adults	85.3%	86.5%
	Dislocated Workers	90.1%	92.1%
<b>Average Earnings</b>	Adults	\$10,097	\$11,668
	Dislocated Workers	\$14,500	\$14,532
<b>Placement in Employment or Education</b>	Youth (14-21)	62.3%	64.2%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.9%	73.0%
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	20.0%	24.5%
<b>Description of Other State Indicators of Performance</b> (WIA §136 (d)(1)) <i>(Insert additional rows if there are more than two "Other State Indicators of Performance")</i>			
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	0	9

Table O		Aroostook/Washington LA	
<b>Total Participants Served</b>	Adults		177
	Dislocated Workers		130
	Older Youth (19-21)		97
	Younger Youth (14-18)		69
<b>Total Exiters</b>	Adults		78
	Dislocated Workers		69
	Older Youth (19-21)		26
	Younger Youth (14-18)		25
		Negotiated Performance Level	Actual Performance Level
<b>Entered Employment Rate</b>	Adults	82.0%	93.6%
	Dislocated Workers	87.0%	87.9%
<b>Retention Rate</b>	Adults	85.3%	91.4%
	Dislocated Workers	90.1%	95.9%
<b>Average Earnings</b>	Adults	\$10,097	\$12,008
	Dislocated Workers	\$14,500	\$12,237
<b>Placement in Employment or Education</b>	Youth (14-21)	62.3%	90.0%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.9%	95.8%
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	20.0%	30.4%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) <i>(Insert additional rows if there are more than two "Other State Indicators of Performance")</i>			n/a
<b>Overall Status of Local Performance</b>	Not Met		Exceeded
			Met
		1	8

Table O		Tri-County LA		
<b>Total Participants Served</b>		Adults	208	
		Dislocated Workers	218	
		Older Youth (19-21)	77	
		Younger Youth (14-18)	96	
<b>Total Exiters</b>		Adults	148	
		Dislocated Workers	137	
		Older Youth (19-21)	29	
		Younger Youth (14-18)	36	
		Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	Adults	82.0%	78.2%	
	Dislocated Workers	87.0%	87.9%	
<b>Retention Rate</b>	Adults	85.3%	82.7%	
	Dislocated Workers	90.1%	90.1%	
<b>Average Earnings</b>	Adults	\$10,097	\$11,024	
	Dislocated Workers	\$14,500	\$14,176	
<b>Placement in Employment or Education</b>	Youth (14-21)	62.3%	78.2%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.9%	95.1%	
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	20.0%	34.2%	
Description of Other State Indicators of Performance (WIA §136 (d)(1)) <i>(Insert additional rows if there are more than two "Other State Indicators of Performance")</i>			n/a	
<b>Overall Status of Local Performance</b>	Not Met		Met	Exceeded
	0		4	5

Table O		Central/Western LA	
<b>Total Participants Served</b>		Adults	278
		Dislocated Workers	283
		Older Youth (19-21)	93
		Younger Youth (14-18)	223
<b>Total Exiters</b>		Adults	148
		Dislocated Workers	160
		Older Youth (19-21)	47
		Younger Youth (14-18)	160
		Negotiated Performance Level	Actual Performance Level
<b>Entered Employment Rate</b>	Adults	82.0%	81.8%
	Dislocated Workers	87.0%	89.0%
<b>Retention Rate</b>	Adults	85.3%	85.0%
	Dislocated Workers	90.1%	92.2%
<b>Average Earnings</b>	Adults	\$10,097	\$11,279
	Dislocated Workers	\$14,500	\$12,881
<b>Placement in Employment or Education</b>	Youth (14-21)	62.3%	54.9%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.9%	64.0%
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	20.0%	21.0%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) <i>(Insert additional rows if there are more than two "Other State Indicators of Performance")</i>			n/a
<b>Overall Status of Local Performance</b>	Not Met		Met
	0		5
			Exceeded
			4

Table O		Coastal Counties LA	
<b>Total Participants Served</b>	Adults	371	
	Dislocated Workers	444	
	Older Youth (19-21)	134	
	Younger Youth (14-18)	131	
<b>Total Exitters</b>	Adults	155	
	Dislocated Workers	225	
	Older Youth (19-21)	52	
	Younger Youth (14-18)	56	
		Negotiated Performance Level	Actual Performance Level
<b>Entered Employment Rate</b>	Adults	82.0%	91.2%
	Dislocated Workers	87.0%	87.8%
<b>Retention Rate</b>	Adults	85.3%	89.2%
	Dislocated Workers	90.1%	92.3%
<b>Average Earnings</b>	Adults	\$10,097	\$12,471
	Dislocated Workers	\$14,500	\$16,482
<b>Placement in Employment or Education</b>	Youth (14-21)	62.3%	69.4%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.9%	66.7%
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	20.0%	18.9%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) <i>(Insert additional rows if there are more than two "Other State Indicators of Performance")</i>			n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	2	7

\*Tables A, H-2, I, J, & K are no longer required as Maine is a common measures state. The employment and credential measure figures were removed from the following tables as they are also not required for common measures states.