

# MAINE'S NORTHEASTERN WORKFORCE DEVELOPMENT SYSTEM

## MEMORANDUM OF UNDERSTANDING



northeastern  
WORKFORCE DEVELOPMENT BOARD

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## Local Area Introduction

The Workforce Innovation and Opportunity Act (WIOA) calls for an integrated and coordinated service delivery system that leverages and maximizes resources in a way that reduces unnecessary duplication of services; Memorandums of Understanding (MOU) serve as the blueprint for how this will occur at each local level.

One of the main goals of WIOA is to strengthen the ability of the public workforce system to align investments in workforce education, and economic development in support of local and regional in-demand industry sectors and jobs. Another key goal is providing customers with access to high-quality one-stops that are customer-centered and provide access to a full range of services.

It is the role of the local boards to negotiate and facilitate the MOU with required partners. The MOU serves as a functional tool, as well as a visionary plan, for how the local board and local partners will work together to create a unified service delivery system that meets the needs of their shared customers. The MOU development process can be viewed in two stages: stage one addresses service coordination and collaboration amongst the partners; stage two addresses how to sustain the unified system through cost sharing. Collaboration is essential for implementing a system that will meet the skilled workforce needs of employers and prepares an educated and skilled workforce.

To support and advance our vision and address the challenges and opportunities of our regional labor market and workforce, the Northeastern Workforce Development Board (NWDB) worked with partner representatives of the NWDB to formulate goals and strategies targeted to employers, job seekers and workers, and the workforce development system.

## NWDB's Vision/Mission

**Vision:** Effectively identify and respond to the workforce development changes and needs of businesses and workers alike as they strive to create and expand economic opportunities within the region's high-wage, high-growth industries.

Cultivate, convene, manage and participate in successful partnerships that bring traditional and non-traditional, public and private partners together to address economic and workforce challenges.

The Board approaches the building of these partnerships with the view that we can accomplish our mutual goals more effectively—and that the region, as a whole, will be more successful—by working together.

**Mission:** The Northeastern Workforce Development Board is a local organization dedicated to bringing together employers and employees in **Aroostook, Hancock, Penobscot, Piscataquis, and Washington** counties to promote a healthy economy in the region. We seek to provide citizens with access to training and educational opportunities and the necessary support to obtain sustainable employment that leads to a livable wage as defined by the Maine State Workforce Board and provide employers with a skilled workforce.

The Northeastern Workforce Development Board will direct the use of employment resources for the benefit of our citizens and current and future employers by:

- Nurturing partnerships.
- Working in conjunction with local economic development initiatives.
- Being mindful of the needs of the local economy.

## NWDB's Key Priorities and Strategies

### Key Priority 1: Communication

- Increase brand recognition and awareness of resources the NWDB represents
- Increase awareness among employers of workforce development resources
- Market workforce services to job seekers to increase pool of workers, emphasize the jobs, careers, and wages training can lead to
- Host centralized calendar of workshops, etc. on NWDB website

- Train employers and board members to serve as advocates of workforce system and speak to civic and business organizations
- Attract talent by leveraging alumni networks to market directly to former Maine higher education students
- Utilize social media to disseminate information about workforce services
- Continue to improve visibility and access to NWDB Website through search engine optimization
- Share and utilize common-set of data regarding employment and occupations, and entrepreneurship

**Key Priority 2: Upskill job seekers including the unemployed and underemployed to meet employer and job seeker needs**

- Communication: market training opportunities and career pathways in high-demand occupations – emphasize the benefits of training (career prospects, future wages, etc.)
- Provide training opportunities through apprenticeships, work experiences, on-the-job training, transitional job opportunities and internships in partnership with employers, with emphasis on supporting targeted industries and in-demand occupations
- Promote incumbent worker training by directly engaging employers and using employer advocates
- Leverage suite of partner resources to not only provide training but also to provide “wraparound” services to help participants overcome barriers to education and training to complete program

**Key Priority 3: Improve coordination and seamlessness of workforce system for customers and partners**

- Communication: improve communication among partners by developing collateral that explains partner resources and priorities, by engaging in regular meetings, and by creating opportunities for training and updates
- Implement improvements to common intake system to increase seamlessness of referrals
- Increase communication among partners to increase trust and awareness of resources. Could take the forms of annual (or more frequent) meetings for all partners, webinars, or newsletters
- Incorporate “Workforce 101” training into new staff orientation so they understand the resources and partners in the region
- Engage partners in Regional Partnership Advisory Groups (RPAGs)

**Key Priority 4: Grow labor force**

- Communication: market training and career opportunities to youth, veterans, individuals with disabilities, students who have left the region, and older workers to increase the labor force size
- Conduct outreach to graduates of Maine colleges and universities to make them aware of career opportunities in the region
- Engage with Maine students before graduation to connect them to internship and job opportunities
- Consider co-locating on college campuses to directly provide career services to students
- Identify best practices from the “Ticket to Work” to continue to help individuals with disabilities access employment opportunities (Ticket to Work is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, all while they keep their Medicare or Medicaid. Individuals who receive Social Security benefits because of a disability and are age 18 through 64 probably already qualify for the program.)
- Offer training to senior citizens to help them transition into new careers
- Increase partner awareness of supportive services to help participants complete training programs and stay employed
- Support addiction recovery programs to allow participants to recover and access employment when ready

**Key Priority 5: Assess, Adapt, and Administer**

- Revisit strategic plan at least annually to ensure on progress priorities and strategies
- Regularly reassess targeted industries to determine if any should be added or removed
- Assign committees to track implementation of initiatives, measure success, and report to Board on progress
- Conduct Board orientation for all members to ensure they understand their responsibilities as board members and the workforce system

## Memorandum of Understanding

This MOU is executed between the NWDB and the one-stop partners listed throughout this MOU that are collectively referred to as “one-stop partners” or “Parties” to this MOU.

This MOU is developed to confirm the understanding of the parties regarding the operation and management of the Northeastern Workforce Area one-stop center network for which the NWDB provides oversight.

The NWDB, with the agreement of the CEO (Chief Elected Official), has competitively selected Eastern Maine Development Corporation (EMDC), Aroostook County Action Program (ACAP) and RSU 39, Eastern Aroostook Adult Community and Education as the one-stop operator consortium for the Northeastern Workforce Area, the role of the Northeastern Workforce Area one-stop operator consortium is further outlined below.

The One-Stop Operating Budget and Infrastructure Funding Agreement establish a financial plan, including terms and conditions, to fund the service and operating costs of the Northeastern Workforce Area one-stop network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Northeastern Workforce Area’s high standards.

Among other items found herein, the Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget and Infrastructure Funding Agreement outlined reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Northeastern Workforce Area community.

### **A. Legal Authority:**

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the local board, with the agreement of the Chief Elected Official (CEO), to develop and enter into a Memorandum of Understanding between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA Joint Rule for Unified and Combined Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA Sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance at 2 CFR part 200).

### **B. Components of the MOU:**

Pursuant to 20 CFR 678.500, each local MOU must (at a minimum) include the following components:

1. A description of the services that will be made available through the system and ways services will be coordinated and delivered by the partners
2. Agreement on funding the costs of the services and operating costs of the system, including:
  - i. Funding of infrastructure costs of the one-stop centers in accordance with 20 CFR 688.700 through 678.55; and
  - ii. Funding of the shared services and operating costs of the one-stop delivery system.
3. Methods for referring individuals between the one-stop partners for appropriate services and activities;
4. Methods to ensure the needs of workers, youth and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system
5. The duration of the MOU and the procedures for amending it; and
6. Assurances that the MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services.

In addition, the MOU contains information on compliance with Federal, State, and Local laws and regulations and process steps for negotiating and coming to consensus. Given the evolving nature of WIOA implementation and system

integration partners understand that this is an “ever-green” document which from time to time shall be expanded and amended as needed.

### **C. Duration**

This service coordination portion of this MOU is entered into on July 1, 2017. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2020, unless any of the reasons in the Termination section apply.

All Parties agree that this service coordination provision of this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate delivery of services.

An interim cost sharing agreement is in place until January 1, 2018, at which time a WIOA approved local cost sharing agreement will be implemented and will remain effective until June 30, 2018, at which time it will terminate and be reviewed and revised by or before every July 1, thereafter.

All Parties agree that the local cost sharing agreement provision of this MOU shall be reviewed and renewed not less than once per year (annually) to ensure appropriate funding of the one-stop center system.

All Parties agree that the local cost sharing agreement will be reconciled on at least a quarterly basis to assure that costs contributed are reasonable based on the Partner’s proportionate share relative to benefit received.

### **D. Amendment Procedures**

1. Notification: When a Partner wishes to amend the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed amendment(s).
2. Discussion/Negotiation: Upon notification, the local board Chair (or Designee) must ensure that discussions and negotiations related to the proposed amendment(s) take place with partners in a timely manner as appropriate. Depending upon the type of amendment(s), this can be accomplished through email communications to all the Parties. If the proposed amendment(s) is extensive and is met with opposition, the Local Board Chair (or Designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties the amendment(s) will be processed.
3. Substituted Party: If the amendment(s) involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into this MOU with local board approval.

As may be appropriate, if determined that a Partner is unwilling to sign the MOU, then the local board Chair (or designee) must ensure that the dispute resolution process is followed.

### **E. Dispute Resolution**

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. (Note: This is separate from the local area Customer Grievance and Complaint Management Policy.)

A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the local board Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

All Parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the

local board Chair (or designee) and Parties to the MOU regarding the conflict within 108 business days. The local board Chair (or designee) shall place the dispute on the agenda of a special meeting of the local board's Executive Committee and/or Appeals Committee and such committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved according to the local board Executive or Appeals Committee decision process or by a 2/3 majority consent of the committee.

The decision of the Executive or Appeals Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure. The Executive or Appeals Committee must provide a written response and dated summary of the proposed resolution to Parties to the MOU.

The local board Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

## **F. Termination**

This MOU will remain in effect until the end date specified in the Duration section, unless:

1. All Parties mutually agree to terminate this MOU prior to the end date.
2. Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
3. WIOA is repealed or superseded by subsequent federal law.
4. Local area designation is changed under WIOA.
5. A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the local board specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately. In the event of termination, pertaining to a breach, the Parties to the MOU must convene within thirty (30) after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.
6. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

Parties agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchasers' after termination of this agreement.

## **System Structure and Services**

Maine's workforce development system is made up of multiple partners and workforce boards responsible for developing and implementing workforce strategies at both the State and local levels. The State Workforce Development Board is an advisory board to the Governor that provides leadership to the education and workforce system and which sets and communicates the vision for Maine's workforce system, convenes key strategic partnerships to achieve the vision, and uses data and accountability systems to ensure the system is on track.

Local boards take on a similar strategic roles but have somewhat different functions pertaining to implementation of workforce programs and services. Maine has three local workforce development areas overseen by the following local boards:

-  Northeastern WDB, covering Aroostook, Hancock, Penobscot, Piscataquis and Washington counties.
-  Central Western Maine WDB, covering Androscoggin, Franklin, Kennebec, Oxford and Somerset counties.

Coastal Counties WDB, covering Cumberland, Lincoln, Knox, Sagadahoc, Waldo, and York counties.

Local area governance begins with the chief elected official (CEO) a County Commissioner from each local area who on behalf of all the counties in the local area, takes on financial liability for WIOA funds allocated by the State to each local area through sub-awards. The chief elected officials (CEOs) are also responsible for appointing local workforce development board members, approving the local board's local workforce plan and budget and serving as the local grant recipient and who may designate an entity to serve as a fiscal agent on their behalf.

Local workforce development boards are responsible for defining and overseeing strategies, goals, objectives, and requirements for the use of grant funds. Local boards are made up primarily of business members representing employers from the local area and leads from agencies that serve job seekers and workers. Local boards are facilitated by a chair person, selected from among the business membership of the board. Local boards have many functions and are responsible for convening industry partners and educational institutions to identify career pathways within key industry sectors in the local area. Local boards hire staff to assist in grant administration and implementation. Local board staff conducts monitoring and oversight of local service providers that deliver WIOA programs, create and submit required performance reports and disseminate information to local area stakeholders and more.

The goal of Maine's workforce development system is to enhance the range, integration, and quality of workforce development services available to job seekers and businesses through a coordinated approach among partner agencies through a network of physical sites known as the one-stop system.

Local boards establish strategic direction for their local areas through contracts with service providers, by generating policies and through establishing a One-Stop Operator to coordinate the integration of services provided by the partner agencies that make up the local one-stop system.

### A. American Job Centers

System services are delivered through various kinds of physical centers referred to nationally as American Job Centers and referred to in Maine as CareerCenters, Workforce Solutions Centers and in this MOU as one-stop centers. There are three levels of one-stop centers as follows:

1. **Comprehensive One-Stops (COS).** Each local area must have one comprehensive one-stop center from which all partner programs can be accessed. The Bangor and Machias one-stop centers are the Comprehensive One-Stops for the Northeastern Workforce Area. Partner programs are required to provide "access" to their services from the COS in the local area at a minimum, but are encouraged to provide access to services at any or all of the centers in the local one-stop delivery system. Ways to provide "access" to partner services includes:

**Option 1:** Having a partner program staff member physically present at the comprehensive one-stop center;

**Option 2:** Having a staff member from a different partner program physically present at the comprehensive one-stop center who is appropriately trained to provide information to customers about the partner's programs, services, and activities; or

**Option 3:** Making available a "direct linkage" through technology to a program staff member who can provide meaningful information or services.

- A "direct linkage" means providing direct connection at the comprehensive one-stop center, within a reasonable time, by phone or through a real-time Web-based communication, to a partner program staff member who can provide program information or services to the customer.
- A "direct linkage" cannot exclusively be providing a phone number or a Web site address or printed pamphlets, or materials; it means a direct linkage to a partner program staff person.

2. **Affiliate One-Stops (AOS)** Local boards may also choose to operate other access points to service in addition to comprehensive one-stops. Such access points are called affiliate or specialized one-stop centers and are established

to supplement and enhance customer access to partner services. Affiliate sites may make one or more of the one-stop partner's program services and activities available to job seekers, workers and employers.

3. **Specialized One-Stop Centers (SOC)** Local boards may establish specialized centers for a variety of reasons depending on local workforce needs. The local board, in conjunction with the partners and one-stop operator may determine that a specialized center is warranted. Specialized are not required to provide access to every partner service; however, partner services provided through specialized one-stop centers must be determined through partner negotiations at the local level and incorporated into this MOU.

See **Appendix-D** for a map of the Northeastern workforce area one-stops.

## **B. One-Stop Operator**

The NWDB selected the one-stop operator consortium (EMDC, ACAP and RSU 39), through a competitive process (i.e.: RFP), in accordance with OMB Uniform Guidance, WIOA and its implementing regulations, and procurement laws and regulations. All documentation for the competitive one-stop operator procurement and selection process is published and may be viewed on the Northeastern Workforce Development Board's Website at: <http://www.northeasternwdb.org/resources/rfp-proposal/>. The State requires that the one-stop operator/consortium is re-competed at least every three years and not later than every four years.

The primary function of the one-stop operator (OSO) is to coordinate the One Stop Partners' meetings, services of the required partners and to implement the Northeastern Workforce Area MOU. Coordinating in partnership with the NWDB staff the one-stop delivery system integration ensuring the engagement of all required WIOA partners.

The OSO consortium will increase use of all required services and assure that they are accessible and being effectively delivered in the local area and:

- Ensure universal access to career and training services
- Provide data, information, and analysis of appropriate labor market data to local partners
- Retain, support and establish relationships and networks with large and small employers and their intermediaries. Use partners and other community based organization to boost and build the system and support the one stop
- Assist in the development, writing and execution of the One Stop Partners (OSP) Memorandum of Understanding (MOU)
- Collect and report on shared cost within the one stop career centers and using the report template provided by the NWDB to report to the NWDB quarterly.

## **C. Partners**

Per 20 CFR 678.415, the partners required to enter into this MOU with NWDB are those partner entities that act as the grant recipient / administrative entity responsible for administering the program grant funds. The term "entity" does not include service providers that the grant administrators contact with, nor does it include subrecipients of the local administrative entity.

Some of these entities are the required partner for all three local areas in the State and some are required partners only in the local area in which their program is physically located. WIOA required partners in Maine are the administrators of the following national grant-funded programs:

1. NWDBs, Adult, Dislocated Worker and Youth programs;
2. Maine Department of Education, Adult Education and Family Literacy Act programs;
3. Maine Department of Labor, Bureau of Employment Services, Employment Services programs;

4. Maine Department of Labor, Bureau of Employment Services, Trade Adjustment Assistance programs;
5. Maine Department of Labor, Bureau of Employment Services, Jobs for Veteran's State Grant programs;
6. Maine Department of Labor, Bureau of Unemployment Compensation, Unemployment programs;
7. Maine Department of Labor, Bureau of Rehabilitation Services, Vocational Rehabilitation programs;
8. Maine Community College System and Campuses, Postsecondary Carl B. Perkins Act grants;
9. Maine Department of Health and Human Services, Community Services Block Grant;
10. Association for Training and Development (A4TD), Senior Community Services Employment Programs;
11. Eastern Maine Development Corporation, National Farmworker Jobs Program;
12. Housing and Urban Development, HUD Employment and Training Programs; \*\*\*
13. Career Systems Development for Loring and Penobscot Job Corps Programs; \*
14. Penobscot Indian Nation, Native American Programs; \*\*
15. Goodwill Industries of Northern New England, YouthBuild Lewiston grant; \*\*\*
16. Learning Works, YouthBuild Portland grant; \*\*\*

**Note:** Governor LePage has informed the USDOL that TANF programs in Maine will not be required partners for cost sharing or performance reporting purposes; however, partnerships with agencies that provide TANF services are encouraged in order to further assist TANF recipients meet employment and training goals.

\*Job Corps programs serve state and national customers regardless of their physical location and are required partners for all three local areas.

\*\*Native American programs serve customers in the local area in which their program is physically located; per WIOA Native American programs are not required to contribute to infrastructure cost sharing. **(Penobscot Indian Nation)**

\*\*\*YouthBuild grantees serve customers in the locality in which their program is physically located.

\*\*\*HUD Employment and Training Programs serve customers in the towns in which each housing authority is located. **(City of Bangor Housing Authority, City of Caribou Housing Agency, City of Old Town Housing Authority, and City of Brewer Housing Authority)**

### **1. Partner Roles and Responsibilities**

The primary expectation of this MOU is partner support for the alignment and coordination of workforce development, education, community and economic development resources in the local area. Partners agree to support a comprehensive, accessible, high-quality one-stop system in each local area; a system that is accessible and easily navigated by job seeker, worker and employer customers alike.

Partners agree to commit to a new level of collaboration required to bring about a local workforce system that: promotes improvement in the structure of and delivery of multiple partner services; addresses the employment and skill needs of workers, jobseekers, and employers; articulates career pathways for in-demand occupations and industries; results in workforce participation and preparation of underutilized populations and individuals with barriers; and enables workforce participants to enter career pathways that provide self-sustaining wages and offer upward mobility.

Under WIOA all required partners of the one-stop delivery system are expected to have the necessary level of knowledge of each partner's programs to be able to make appropriate referrals and braid appropriate resources on behalf of shared customers. Per 20 CFR 678.430 there are basic career services that all partners are expected to provide which are primarily informational and relate to an integrated and coordinated system of services (to job seekers, workers, and in some cases employers) a list of these can be found on page 4 of **Appendix-A**. In addition, 678.420 the role of required partners is identified as follows:

- a) Provide access to its programs or activities through the comprehensive one-stop center and as able throughout the one-stop system;
- b) Use a portion of funds made available to the partners' program, to the extent consistent with Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring among other things, that costs are allowable, reasonable necessary, and allocable) to:
  1. Provide applicable career services; and
  2. Work collaboratively with the State and local boards to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
    - i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
    - ii. Federal cost principles; and
    - iii. Any local administrative cost requirements in the Federal law authorizing the partner's program;
- c) Enter into an MOU with the local board relating to the operation of the one-stop delivery system that meets all the requirements contained herein;
- d) Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and
- e) Provide representation on the State and Local boards as required and participate on board committees as needed.

## 2. Partner Commitments

In addition to the roles identified under WIOA as delineated above, Partners to this MOU agree to work with the local One-Stop Operator to align and coordinate workforce development resources in a way that is seamless to the customer, maximizes resources, reduces redundancies and improves the outcomes of participants of each partner program. To facilitate such a system, Partners agree to:

1. Familiarize their staff with the basic eligibility and participation requirements and available services and benefits offered by each of the Partner programs identified in Appendix-A;
2. Allow their staff to participate in cross-training opportunities developed to facilitate such familiarity;
3. Assist in developing materials and/or participating in delivery of cross-training to facilitate such familiarity;
4. Work to utilize common intake, assessment and registration tools and standards;
5. Regularly evaluate ways to improve the referral process including the use of customer satisfaction surveys;
6. Commit to robust and ongoing communication with partners required for an effective referral process;
7. Commit to actively follow-up on the results of referrals and assure that partner resources are being leveraged at the optimum levels;
8. Provide **suitable** referrals and service coordination in accordance with the Referral Requirements Section below.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above;
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers; and

## D. System Services and Provider

The services, eligibility criteria, and funding sources for each required partner are identified in **Appendix-A** Partner Services Information. In this section, each partner identifies the grant administrator, the service providers and service

locations, an overview of each partner’s services, eligibility criteria for each partner’s services and a list of actual services offered and special requirements requested by each partner regarding this MOU.

### **E. Referral Requirements**

As mentioned, **Appendix-A** provides an overview of services offered by each required partner and the level of those services that will be made accessible through the comprehensive and affiliate one-stop centers in the local area. A robust referral mechanism is to be put in place to ensure a customer-centric, integrated, and seamless delivery of services to workers, job seekers, and employers.

*After informing customers about the opportunities and resources available to them, partners will make referrals* based on the level of interest expressed by the customer and/or the readiness or need of the customer, (worker, job seeker, and/or employer) for the services of the partner program to which the customer is being referred. There are two types of referrals, an informal referral to customers who after learning about another partner’s services expresses an interest in more information; and a more formal referral known as a coordinated referral that is by and between partner agencies that intend to enroll and serve a specific customer who would benefit from the services of another partners.

**Referral Types:** The referral process may be either **Informal** or **Coordinated (Formal)**

**An Informal Referral** – is a paper or online referral provided to the customer by the initiating Partner that refers and guides that customer to another Partner program. This level of referral allows the customer to utilize the referral according to his or her needs and does not require formal follow-up from the receiving partner agency.

**Coordinated Referral** – is a staff- initiated referral on behalf of a customer that is currently receiving enrolled services from the referring partner and/or who specifically requires the services of the partner to which they are being referred. Such referrals may require customer approval and/or a release of information. Coordinated referrals involve direct contact between staff of the referring partner and the staff of the receiving partner that discuss the specific needs of the customer requiring shared services.

Partners agree to collaborate to standardize the referral process across partner programs and to ensure provider staff understand these referral types.

### **System Operating Costs**

One-stop infrastructure cost sharing as required under WIOA Section 121(h) is negotiated at the local area level through methods agreed upon by the local board, chief elected official, and one stop partners. WIOA guidance has provided additional time for Partners to work on cost sharing agreements.

The State will soon publish guidance for local areas to use to negotiate infrastructure cost sharing and shared service costs, in addition, it the State will publish the State Funding Mechanism that identifies the percentage of funds each required partners will be required to allocate toward infrastructure costs sharing should the local area be unable to establish agreement on infrastructure cost sharing.

The WIOA required Local Funding Mechanism (i.e.: infrastructure cost sharing agreement) is not required to be in place until January 1, 2018.

**Local Area Operating Costs**, the MOU must identify information about the full one-stop system operating costs of each local area. Operating costs include costs such as facilities rent, utilities, equipment and interactive technologies and staff costs salaries, fringe and benefits, insurances, and service delivery costs such as materials. In addition, to clear identification of operating costs, the MOU must include a copy of the Infrastructure cost sharing agreement in place. See **Attachment-B** for current local area infrastructure costs.

**Interim Infrastructure Cost Sharing Agreement**, WIOA allows for the infrastructure cost sharing agreements currently in place between those partners housed in and sharing the rent of one-stop centers, equipment and IT costs in the local area system today to remain in place until the new WIOA required cost sharing agreement is implemented.

**Duration**, the duration of the interim cost sharing agreement implemented July 1, 2017 will remain in place until December 31, 2017.

The duration of the new WIOA required Infrastructure Cost Sharing Agreement must be in place by January 1, 2018 and will remain in effect until June 30, 2018 at which time the annual WIOA-required local area cost sharing agreement will be entered into for a one-year period from July 1, 2018 through June 30, 2019.

The infrastructure cost sharing agreement will be reviewed and revised annually thereafter and must be in place by July 1, of each succeeding year.

## Other Terms and Conditions

### A. Data Sharing and Protection of Personally Identifiable Information

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

1. Customer PII will be properly secured in accordance with the Federal, State and Local policies and procedures regarding the safeguarding of PII.
2. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
3. All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR Part 603 and TEGL 07-16.
4. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
5. Customer data may be shared with other programs, for those programs' purposes, within the one-stop network only after the informed written consent of the individual has been obtained, where required.
6. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
7. All data exchange activity will be conducted in machine readable format (such as HTML or PDF, for example) and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).
8. All one-stop center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

### B. Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations.

In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all the other Parties. Each Party will ensure that the collection and use of any

information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals. To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.

With respect to confidential unemployment insurance information, any such data sharing must comply with all the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all the requirements set forth in 34 CFR 361.38.

### **C. Accessibility**

Accessibility to the services provided by the American Job Centers and all Partner agencies is essential to meeting the requirements and goals of the one-stop center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual sites, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

#### **a. Physical Accessibility:**

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

#### **b. Virtual Accessibility:**

The local board will work with the State board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the local board or the State board to post content through their website or applicable one-stop system websites.

**c. Communication Accessibility**

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

In addition, communications access means taking reasonable steps to provide meaningful access to programs and services to individuals with limited English proficiency (LEP) or for whom English is not their primary language. Such steps may include using signage with multiple language lines in order to assess the individual's native language, by providing general informational materials in non-English languages known to be spoken in the local area, and/or by providing adequate notice of and accessing language translation services as appropriate.

**d. Programmatic Accessibility**

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that those policies and procedures have been disseminated to their employees and otherwise posted as required by law.

Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all one-stop center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the one-stop center network.

**D. Monitoring and Evaluation**

The NWDB, or its designated staff, officials from the State and other local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

### **E. Nondiscrimination and Equal Opportunity Compliance**

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

All Parties to this agreement specifically assure that they will comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016);
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352);
- Section 504 of the Rehabilitation Act of 1973, as amended;
- The Americans with Disabilities Act of 1990 (Public Law 101-336);
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor;
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188;
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99);
- Confidentiality requirements governing the protection and use of personal information held by the: VR agency (34 CFR 361.38);
- Confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603);
- All amendments to each and all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

### **F. Indemnification**

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the local board and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the local board or the one-stop operator

### **G. Severability**

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

## **Federal Requirements**

### **Drug and Alcohol-free Workplace**

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 29 CFR Part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2

CFR Part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR Part 94.

### **Certification Regarding Lobbying**

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

### **Debarment and Suspension**

All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

### **Priority of Service**

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient individuals and English language learners.

### **Buy American Provision**

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the “Buy American Act.”) and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

### **Salary Compensation and Bonus Limitations**

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

### **Non-Assignment**

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

### **Governing Law**

This MOU will be construed, interpreted, and enforced according to the laws of the State of Any State. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

## Authority and Signature Pages

Example of Required Partner Signature Page(s) attached as **Appendix-F**

One completed, signed, and dated Authority and Signature page is required for each signatory official. Each signatory page shall include the name, title, agency, agency address, and contact information of each official with the authority to bind his/her agency to the terms of this MOU.

By signing my name below, I \_\_\_\_\_, certify that I understand and agree to the full contents of the attached MOU and that all of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

By signing this agreement, I also certify that I have the legal authority to bind my agency (outlined above) to the terms of:

- The MOU Services Coordination, Referral and Partner Commitments Section
- The Operating Budget
- The Infrastructure Funding Agreement

I understand this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a. In three years,
- b. Upon amendment, modification or termination, or
- c. On June 30, 2020, whichever occurs earlier

\_\_\_\_\_  
Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

**APPENDIX A**  
**SYSTEM SERVICES BY PARTNER**  
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## Title IB - Adult, Dislocated Worker and Youth Services

### Partner:

The Northeastern Workforce Development Board (NWDB) is the grant administrator of Title IB Adult, Dislocated Worker and Youth programs and contracts with one or more service providers to deliver these services. Title IB programs are funded through a grant from the US Department of Labor that is distributed to States and then to local areas based on a formula that takes several factors into consideration about the local area, including: the number of unemployed, number living in poverty, number of disadvantaged youth, the amount of funds the local area received the previous year, the areas of substantial unemployment and the number of significant plant downsizings in the local area.

### Funding Authority:

Workforce Innovation and Opportunity Act Title IB

### Service Providers and Service Locations:

The Title IB Adult, Dislocated Worker and Youth service providers in this local area are Aroostook County Action Program (ACAP), Eastern Maine Development Corporation (EMDC), and Bureau of Employment Services (BES). They provide services from the following locations:

| Center           | Location   | Provider | Phone         | Manager         |
|------------------|--|----------|---------------|-----------------|
| Augusta          | 21 Enterprise Dr., Augusta, ME 04330               | BES      | 800-760-1573  | Peter Diplock   |
| Bangor           | 45 Oak Street, Ste. 3, Bangor, ME 04401            | EMDC     | 888-828-0568  | Hook Wheeler    |
| Brunswick        | 275 Bath Rd., Ste.3, Brunswick, ME 04011           | WS       | 888-836-3355  | David Wurm      |
| Calais           | 1 Calais Drive, Calais, ME 04619                   | BES      | 800-543-0303  | Patty Perry     |
| Dover Foxcroft   | 50 Mayo Street, Dover Foxcroft (Higher Ed Center)  | EMDC     | 207-564-8196  | Hook Wheeler    |
| East Millinocket | 1 Dirigo Drive, East Millinocket (Learning Center) | EMDC     | 207-746-9608  | Hook Wheeler    |
| Ellsworth        | 248 State Street, Ellsworth (Mill Mall)            | EMDC     | 207-610-1521  | Hook Wheeler    |
| Houlton          | 91 Military Street, Houlton, ME 04730              | ACAP     | 207-532-5300  | Christy Daggett |
| Lewiston         | 5 Mollison Way, Lewiston, ME 04240                 | WMCA     | 800-7471-2991 | Patti Saarinen  |
| Machias          | 53 Prescott St., Machias ME 04654                  | BES      | 800-292-8929  | Patty Perry     |
| Portland         | 190 Lancaster St. Ste. 200, Portland, ME 04101     | WS       | 207-775-5891  | David Wurm      |
| Presque Isle     | 771 Main St. Presque Isle, ME 04769                | ACAP     | 207-768-3045  | Christy Daggett |
| Rockland         | 91 Camden St. Rockland, ME 04841                   | WS       | 877-421-7916  | David Wurm      |
| Skowhegan        | 98 North Ave., Skowhegan, ME 04976                 | BES      | 800-760-1572  | Peter Diplock   |
| Wilton           | 865 US Rt.2E, Wilton ME 04924                      | WMCA     | 800-982-4311  | Patty Ladd      |

**Key:**      **ACAP=Aroostook County Action Program**                      **BES = Bureau Employment Services**  
                  **WMCA = Western Maine Community Action**                      **WS = Workforce Solutions**  
                  **EMDC=Eastern Maine Development Corporation**

### Services Overview:

Varied levels of services are offered to Adult, Dislocated Worker and Youth participants and Employers, including: the Basic Career Services that must be provided by all required partners and which must be made available to everyone accessing the local one-stop system; Individualized Career Services, which may be made available based on an identified customer need; Follow-Up services which are made available to Adult and DWs who received enrolled services and then entered into unsubsidized employment and to Youth who enter unsubsidized employment or postsecondary education; and Training Services which may be offered based on a determination that the customer/participant meets specific criteria.

Youth customers are served differently from Adult and Dislocated Worker customers, under Title IB. there are fourteen youth service elements and various other services that may be provided to youth customers.

Business/Employer services may be offered directly by Title IB staff or in collaboration with other partners. The Adult formula program provides career and training services through the local one-stop network to help job seekers who are at least 18 years old to success in the labor market. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, as well

as individuals who are basic skills deficient. The Adult program's delivery of career and training services are tailored to the individual needs of job-seekers. The Adult program is identified as a core program under WIOA and, among other things, is responsible for combined planning and shared performance indicators, and aligned service delivery with other core one-stop partner programs.

### **Eligibility - Adult Program:**

Individuals must be aged 18 or older to participate in the Adult program. Priority for services is given to individuals:

- a. Whose individual income is at or below the poverty level, or whose family income is at or below the Lower Living Standard Income Level (LLSIL); or
- b. Who are recipients of public assistance; or
- c. Who are identified as Basic Skills Deficient (see glossary for definition)

### **Eligibility – Dislocated Worker Program**

To be eligible for the Dislocated Worker Program or National Dislocated Worker Grant Programs an individual must be determined to be a "dislocated worker" which means an individual who--

**(A)(i)** Has been terminated or laid off, or who has received a notice of termination or layoff, from employment;

**(ii)(I)** is eligible for or has exhausted entitlement to unemployment compensation; or

**(II)** has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and

**(iii)** is unlikely to return to a previous industry or occupation;

**(B)(i)** has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;

**(ii)** is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or

**(iii)** for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

**(C)** was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed because of general economic conditions in the community in which the individual resides or because of natural disasters;

**(D)** is a displaced homemaker; or

**(E)(i)** is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or

**(ii)** is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16)(B).

**A displaced homemaker** is also considered a dislocated worker for eligibility purposes. The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who--

**(A)(i)** has been dependent on the income of another family member but is no longer supported by that income; or

**(ii)** is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and

**(B)** is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

### **Eligibility In-School Youth Program:**

**In-School Youth** are individuals who are:

- a) attending school (High school or College)
- b) aged **14 to 21** at time of enrollment;

- c) **low income; and one** or more of the following:
1. basic skills deficient;
  2. an English language learner;
  3. an offender;
  4. homeless;
  5. pregnant or parenting
  6. an individual with a disability
  7. an individual who requires additional assistance (per the Local Board definition)

**Eligibility Out-Of-School Youth Program**

**Out-of-School Youth** is an individual who:

- a) **is not attending any school;**
- b) is aged **16 to 24 at time of enrollment;** and one or more of the following:
  1. is a high school dropout;
  2. is within the age of compulsory school attendance, but has not attended for at least the most recent school year quarter;
  3. has received a high-school diploma or equivalent, is low income and is either basic skills deficient or an English language learner;
  4. is an offender;
  5. is homeless;
  6. is pregnant or parenting;
  7. is an individual with a disability;
  8. is low income and requires additional assistance to complete an educational program or secure employment (per the local board definition)

**Adult and Dislocated Worker Program Services  
CAREER SERVICES - BASIC**

Primarily informational, many may be self-accessed, all must be provided through the one-stop delivery system.

| <b>Basic Career Services</b>   | <b>Definitions</b>  |
|--------------------------------|---|
| Eligibility Determination      | Eligibility for Adult, DW, or Youth Title I-B programs  |
| ETPL Information               | Provision of information on training programs including cost, jobs they prepare one for, expected employment and earnings, and credential types.  |
| Financial Aid Assistance Info  | Provision of assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA, such as PELL, State or Local funded programs, scholarships, etc.  |
| Initial Assessment             | Assessment of skill levels, including literacy, numeracy, English language proficiency, aptitudes, abilities/skill gaps, support service needs, includes CASAS  |
| Labor Exchange Services        | Includes: <ul style="list-style-type: none"> <li>• Job Search &amp; Placement Assistance</li> <li>• Career Counseling</li> <li>• Provision of information on in-demand industry sectors and occupations</li> <li>• Provision of information on nontraditional employment for women</li> <li>• Recruitment related services to businesses, including referrals to services not traditionally delivered through the one-stop system.</li> </ul> |
| Labor Market Information       | Provision of workforce and LMI, including: <ul style="list-style-type: none"> <li>• Job vacancy listings in labor market areas (Local, State, National)</li> <li>• Info on the skills necessary to obtain the vacant jobs listed; and Occupational info about in-demand jobs, such as earnings, skill requirements, opportunities for advancement</li> </ul>  |
| Local Area Performance Info    | Provision of information about local area performance, including accountability measures, one-stop certifications, etc.   |
| Outreach – Intake -Orientation | Providing an orientation to or information about services available through the one-stop system including worker profiling. Must also include opportunity for an individual to initiate an application for TANF services.   |

|                             |  |
|-----------------------------|--|
| Referrals to & Coordination | Referrals to and Coordination of activities with other programs and services, including programs and services of one-stop system partners and other appropriate services, including supportive services.   |
| Supportive Services Info    | Provision of information on availability of supportive services or assistance and appropriate referrals to agencies that provide them, including: <ul style="list-style-type: none"> <li>• Childcare</li> <li>• Child Support</li> <li>• Health Services (MaineCare, CHIP, Medicare, Health Insurance Options)</li> <li>• Food Stamps</li> <li>• TANF</li> <li>• Etc.</li> </ul> |
| UI Claims Assistance        | Provision of “ <b>meaningful assistance</b> ” to individuals seeking to file a UI claim -via on-site staff trained in UI claims filing and claimant rights and responsibilities; or providing a direct link, within a reasonable amount of time, to a UI staff person who can answer such questions.   |

### CAREER SERVICES - INDIVIDUALIZED

Maybe made available if determined appropriate in order for an individual to obtain or retain employment.

| Individualized                             | Definitions:   |
|--|--|
| Career Planning                            | A client-centered approach in service delivery, designed to assist the participant in understanding the steps in a career pathway, and <ol style="list-style-type: none"> <li>a. Prepare and coordinate comprehensive employment plans to ensure access to necessary activities and support services, using where feasible, computer-based technologies, and</li> <li>b. Provide job, education, and career counseling, as appropriate both during participation and after job placement. <a href="#">WIOA Sec(3)(8)</a></li> </ol> <p>Note, career planning services must be provided in order for an individual to be eligible to receive “training” services.</p> |
| Comprehensive Assessment                   | Specialized assessments of skill levels/service needs of A/DW such as diagnostic testing or in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.   |
| English Language Acquisition               | A program of instruction designed to help eligible individuals who are English language learners to achieve competence in reading, writing, speaking, and comprehension of the English language; and that leads to: <ul style="list-style-type: none"> <li>• Attainment of a secondary school diploma or equivalent;</li> <li>• Transition to post-secondary education; or</li> <li>• Employment Title II <a href="#">WIOA Section 203(6)</a></li> </ul>   |
| Financial Literacy                         | May include activities that support participants’ ability to: create budgets; initiate checking/savings accounts; make informed financial decisions; effectively manage spending, credit, and debt; understand credit reports/scores and how to ensure accuracy of same; maintain good credit; improve poor credit; understand/evaluate/compare financial products and services; understand identify theft and other rights pertaining to personal identify and financial data; and to address the financial literacy need of non-English speakers; including distribution of materials on these topics in other languages.  |
| Group Counseling                           | Involves two or more participants addressing certain issues, problems or situations that may be shared by the group members, such as: long-term unemployment, addressing ex-offender status with prospective employers, planning for living expenses while attending college, etc.   |
| Individual Counseling                      | One-on-one session that may go into greater detail about a particular participant’s needs regarding specific issues, problems or situations she/he is facing, such as planning for living expenses while in training, addressing ex-offender status during an interview, etc.  |
| IEP Individual Employment Plan Development | Developed jointly with the participant and career consultant, may include another one-stop partner as appropriate. The IEP identifies employment goals, appropriate achievement objectives, and an appropriate combination of services the participant will need to achieve his/her goals, including information about ETPL. It is an ongoing strategy that must be signed and dated by both the participant and the career consultant. Participant progress should be reviewed on an ongoing basis and the IEP revised if goals, objectives, or services to be provided change.   |

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| Out-of-Area Job Search or Relocation | Financial or technical assistance to conduct out-of-area job search activities, and/or informational or support services that support relocation to enter unsubsidized employment.  |
| Short Term Pre-Vocational            | Often referred to as Pre-employment competency or Work-Ready – it is the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. May also include digital/computer literacy.  |
| Work Experience / Internship         | Planned, structured, leaning experiences, linked to careers, that takes place in a workplace for a limited amount of time. May be in the non-profit, for-profit, or public sectors. May be paid or unpaid depending on whether it meets the employer/employee relationship as identified in the FLSA.   |
| Workforce Preparation                | Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy, self-management skills-including competencies in utilizing resources and information, working with others, understanding systems, obtaining skills necessary for transition into and completion of post-secondary education or training, or employment Title II WIOA definitions Section 203(17) |

### FOLLOW UP SERVICES

Required for Adult/DW and Youth populations but are different as below:

|                      |  |
|----------------------|--|
| Follow-Up DW / Adult | Must be made available to Adult and Dislocated Worker participants (as determined appropriate by the Local WDB), for a minimum of 12 months following the first day of employment. |
|                      | Follow-Up services for A/DW are primarily tied to job retention. Follow-up services include counseling regarding continued success in the workplace.                               |

### TRAINING SERVICES

| Training   | Definitions   |
|--|---|
| Adult Education & Literacy in combination w/ occupational training | Training funds may be used to support Adult education and literacy activities if they are provided concurrently or in combination with occupational training, (including training for non-traditional occupations), OJT, Incumbent Worker Training, Workplace training that combines training and related instruction, training programs operated by the private sector, skills upgrading or entrepreneurial training.  |
| Customized Training <i>Unemployed Individuals</i>                  | Training designed to meet the special requirements of an employer (or group of employers), that is conducted with a commitment by the employer to employ the individual upon successful completion of the training, for which the employer pays a significant cost of the training as determined by LWDB policy.  |
| Customized Training <i>Employed Individuals</i>                    | Customized training of an eligible employed individual may be provided for an employer or group of employers when: <ul style="list-style-type: none"> <li>• The employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment as determined by LWDB policy;</li> <li>• The requirements of CT as listed above are met; and</li> <li>• The CT relates to new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy.</li> </ul> |
| Entrepreneurial Training   | Training to prepare participants to enter self-employment, start microenterprises, may include: writing a business plan, understanding market research, market or product development, financial request proposals, staffing, business accounting, record keeping, and more.  |
| Incumbent Worker Training  | Incumbent worker training must meet the requirements of WIOA §134(d) and must increase the competitiveness of the employee or the employer. It is training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert layoff of employees by assisting workers in obtaining the skills necessary to retain employment; and that is conducted with a commitment by the employer to retain or avert the layoffs of the incumbent workers trained. Note: LWDB employer criteria and cost-sharing requirements   |

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|  | apply. Not more than 20% of Local A/DW funds may be used for incumbent worker training.  |
| Job Readiness in combination w/occupational training | If funded as a training activity job readiness must be provided in combination with occupational skills training including classroom or work-based occupational training.  |
| Occupational Skills Training                         | Program of training offered by an Eligible Training Provider, paid for with an Adult/DW Individual Training Account (ITA), which may also include related instruction cost of Registered Apprenticeship program listed on ETPL.  |
| On-the-Job Training<br><i>Unemployed Individual</i>  | <p>Training provided by an employer to a paid participant engaged in productive work in a job that:</p> <ul style="list-style-type: none"> <li>• Provides knowledge or skills essential to the full and adequate performance of the job;</li> <li>• Is made available through a contract that provides a reimbursement of up to 50% of the participant wage to the employer to cover the extraordinary cost of training and additional supervision; and</li> <li>• Is limited in duration as appropriate to the occupation, taking into account the content of the training, the participant’s existing skills and prior work experience, and the participant’s IEP.</li> </ul> <p>May include the cost of OJT for a Registered Apprenticeship program listed on the ETPL. LDWB policy may allow for greater than 50% wage reimbursement based on size of employer, participant characteristics, quality of training and opportunity for advancement as delineated in LWDB policy. May not be entered into with any employer who under previous OJT contracts failed to provide long term employment as a regular employee with wages, benefits, and working conditions equal to other employees working for a similar length of time.</p> |
| On-the-Job Training<br><i>Employed Individual</i>    | <p>OJT contract may be written for eligible workers when:</p> <ul style="list-style-type: none"> <li>• The employee is not earning a self-sufficient wage, or wages comparable to or higher than wages from previous employment, as determined by LWDB policy;</li> <li>• Meets the requirements for OJT listed above;</li> </ul> <p>Relates to introduction of new technologies, new production or service processes, upgrades to new job that requires additional skills, workplace literacy, or other appropriate purposes identified by LWDB policy.</p>   |
| Pre-Apprenticeship Training                          | A program designed to prepare an individual to enter and succeed in a registered apprenticeship program and that provides: Training & curriculum that aligns with the skill needs of employers in the local or State economy, access to educational and career counseling and other supportive services, directly or indirectly, hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options hands-on, understanding how course work applies on the job, leads to an opportunity to attain at least one industry-recognized credential; and is in partnership with one or more registered apprenticeship programs/sponsors that assist individuals who complete the pre-apprenticeship to enter a registered apprenticeship program.  |
| Registered Apprenticeship                            | WIOA participant entry into a registered apprenticeship program as a training pathway. Performance measures include: Employment 2 <sup>nd</sup> & 4 <sup>th</sup> Qtr., Earnings 2 <sup>nd</sup> Qtr., and A measurable skill gain. Enrollment for the full term of RA program is not necessary, if enrolled for up to one year the above measures apply, if the apprentice receives a certification of apprenticeship within one year of exit of program a credential measure also applies.   |
| Skills Upgrade & Retraining                          | Training designed to enhance the skills of currently employed participants who are working at less than their potential and have minimal or no advancement capability without gaining the skills required for them to upgrade and retrain to move them to self-sufficiency.  |
| Training programs operated by the private sector     | Private sector training programs that provide specific skills pertaining to a plant function or plant machine that cannot be provided by an ETP or OJT.  |
| Transitional Jobs                                    | A time-limited work experience, for which wages are subsidized by the program and that are targeted to individuals with barriers to employment that are chronically  |

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|  | unemployed or have inconsistent work history, as determined by LWDB. Transitional jobs are designed to enable individuals to establish a work history, demonstrate success in an employee/employer relationship and develop skills that will lead to unsubsidized employment. Transitional job training must be combined with comprehensive career services and supportive services. Funds for this type of training are limited to 10% A/DW total funds. |
| Workplace training combined with related instruction | Training that combines hands-on occupational training with related instruction classes, such as cooperative education.  |

**Youth Program Services:**

**YOUTH SERVICES** must be made available to all enrolled youth participants. To be considered a youth participant the following four enrollment steps must occur:

- (1) An eligibility determination;
- (2) Provision of an objective assessment;
- (3) Development of an individual service strategy; and
- (4) Participation in any of the 14 WIOA youth service elements\*

**NOTE:** If a youth does not meet enrollment requirements or cannot be served by the Title IB program, the service provider must refer the youth for further assessment or refer the youth to other appropriate programs that will enable them to address their skill and training needs.

**YOUTH SERVICES**

\*= one of 14 Youth Service Elements

| <b>Youth Service Elements</b>                    | <b>Definitions</b>   |
|--|--|
| Adult Mentoring*                                 | Required to last at least 12 months and may take place both during and after exit from program. Is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee and that matches the youth with an individual mentor who interacts on a face-to-face basis. May include workplace mentoring where the local program matches a youth with an employer or employee of a company <a href="#">681.490</a> .  |
| Alternative Secondary School*                    | Alternative secondary school services or secondary dropout recovery programs.  |
| Comprehensive Guidance & Counseling*             | Individualized counseling that may include: drug and alcohol abuse counseling, mental health counseling, and referral to counseling provided by partner programs. When referring to such programs the local youth provider must coordinate with the organization it refers the youth to ensure continuity of service.  |
| Education concurrently w/ workforce preparation* | Reflects an integrated education & training model which details how workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and are connected to training for a specific occupation, occupational cluster, or career pathway.  |
| Entrepreneurial Skills Training*                 | Provide the basics for starting or operating a business and include activities that develop entrepreneurial skills such as the ability to: <ul style="list-style-type: none"> <li>• Take initiative;</li> <li>• Creatively seek out and identify;</li> <li>• Develop budgets and forecast resource needs;</li> <li>• Understand options for acquiring capital and the trade-offs associated with such options; and</li> <li>• Communicate effectively and market oneself and one’s ideas.</li> </ul> Approaches may include: <ul style="list-style-type: none"> <li>• Introduction to the values and basics of starting &amp; running a business, such as development of a business plan and simulations of business startups and operations;</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Enterprise development and provision of supports and services that incubate and help youth develop their own businesses such as accessing small loans or grants necessary to begin business operation and by provision individualized attention to the development of viable business ideas;</li> <li>• Experiential programs that</li> </ul>  |
| Financial Literacy Education*            | <p>May include activities which support:</p> <ul style="list-style-type: none"> <li>• Ability to create budgets, initiate checking/savings accounts, &amp; make informed financial decisions;</li> <li>• Learning how to manage spending, credit and debt, including student loans, consumer credit &amp; credit cards;</li> <li>• Learning: significance of credit reports/scores, rights pertaining to credit &amp; financial information, how to determine credit report accuracy, how to improve or maintain good credit;</li> <li>• Ability to understand, evaluate and compare financial products/services;</li> <li>• Knowledge about, rights regarding and protection from identity theft;</li> <li>• Address of financial literacy needs of non-English speakers including provision of financial literacy information in other languages</li> <li>• Address of financial literacy needs of youth with disabilities including connecting them to benefits planning and work incentives counseling;</li> <li>• Age appropriate, timely education and opportunities to put lessons into practice, such as by access to safe, affordable financial products that enable money management and savings; and</li> <li>• Other approaches that promote knowledge, skills and confidence in making financial decisions.</li> </ul> |
| Follow-up Services*                      | <p>Following exit from the program, services determined necessary to ensuring youth success in employment or post-secondary education may include regular contact with a youth’s employer to provide assistance addressing work-related problems or may also include: supportive services, adult mentoring, financial literacy education, labor market information and information on in-demand industry sectors in the local area, career awareness and career exploration, and activities that help a youth prepare to transition to postsecondary education &amp; training. Follow-up services must be offered for a minimum of 12 months after exit unless the youth declines such services or cannot be located. Follow-up services must include more than a mere attempt to contact a youth to document a performance outcome.</p>  |
| Incentive Payments                       | <p>Incentive payments are for recognition and achievement directly tied to training activities and work experiences. The LB or service provider must have written policies and procedures in place that govern the award of incentive payments. Such payments may not include entertainment-related activities such as sporting events or movie tickets or other venues whose sole purpose is entertainment.</p>  |
| Individual Employment Plan               | <p>This activity is recorded by actually creating the ISS. The ISS must: be tied to Youth performance measures, identify a career pathway that includes education and employment goals, consider career planning activities, results of the objective assessment, and service needs of the participant.</p> <p>If another program has already developed an ISS with a youth participant, the service provider may continue to use the initial ISS if it meets these requirements.</p>   |
| Individual Training Account<br>Youth ITA | <p>Allowed to enhance individual participant choice in their education and training plans and to provide flexibility to service providers, may be used for youth ages 16-24 <b>when appropriate</b>. In general, program staff should use the assessment process to determine which program would best meet the youth’s needs (adult or youth) for youth who are aged 18+.</p>  |
| LMI & Career Counseling*                 | <p>Includes provision of information on local labor market (jobs and skills in-demand), Career Counseling, including identifying appropriate Career Pathways, Career Awareness, and Career Exploration &amp; Career Planning activities</p>   |
| Leadership Development*                  | <p>Linking youth with opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as:</p> <ul style="list-style-type: none"> <li>• Exposure to postsecondary education possibilities;</li> </ul>   |

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|                               | <ul style="list-style-type: none"> <li>• Community and service learning projects;</li> <li>• Peer-centered activities, including peer mentoring &amp; peer tutoring;</li> <li>• Organizational and teamwork training and team leadership training;</li> <li>• Decision making, determining priorities and problem solving;</li> <li>• Citizenship training, including life-skills such as parenting &amp; work behavior</li> <li>• Civic engagement activities which promote quality of life in a community;</li> <li>• Putting youth in leadership roles such as committee membership.</li> </ul>  |
| Objective Assessment          | <p>Includes a review of academic &amp; occupational skill levels, as well as service needs, career readiness, individual strengths, prior work experience, and employability - for the purpose of identifying appropriate services and career pathways and to inform the Individual Service Strategy.</p> <p>Note: not required if already provided by another program.</p>   |
| Occupational Skills Training* | <p>Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by in-demand occupational fields at the entry, intermediate, or advanced levels, and that:</p> <ul style="list-style-type: none"> <li>• Is outcome-oriented and focused on a specific occupational goal identified in the youth ISS;</li> <li>• Is of sufficient duration to impart the skills needed to meet the occupational goal; and</li> <li>• Leads to attainment of a recognized postsecondary credential.</li> </ul> <p>Such program must meet the quality standards in WIOA §123.</p>   |
| Supportive Services*          | <p>Services that enable the youth to participate in WIOA activities, such as linkages to community services, assistance with childcare, transportation, housing, educational testing, reasonable accommodations for youth with disabilities, legal aid services, uniforms, work attire, safety gear, tools, books, fees, school supplies, and other training related costs such as test, application, and/or certification fees and more to be provided as identified in Local Board policy.</p>  |
| Transition Activities*        | <p>Activities that prepare youth to transition to postsecondary education and training, may include linkage to programs like TRIO or GEAR UP, how to apply for financial aid &amp; scholarships, understanding college application processes, preparing for entrance exams, essays. Understanding pre-requisites, college culture and more.</p>   |
| Tutoring / Study Skills*      | <p>Tutoring, Study Skills techniques, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of a secondary diploma or equivalent (including a recognized certificate of attendance for youth with disabilities) or to a recognized post-secondary credential.</p>   |
| Work Experience*              | <p>Planned, structured learning experiences that take place in a workplace for a limited period of time. May take place in the private-for-profit, non-profit or public sector. <b>Must include</b> academic and occupational education. The educational component may occur concurrently or sequentially with the work experience, further academic and occupational education may occur inside or outside the work site. Types of WE include:</p> <ul style="list-style-type: none"> <li>• Summer youth employment opportunities or WE during the school year;</li> <li>• Pre-Apprenticeship programs;</li> <li>• Internships and Job Shadowing; and</li> <li>• On-the-Job Training.</li> </ul> |

**EMPLOYER SERVICES** – this is not an all-inclusive list but identifies services that are routinely offered and some that may be offered as customized services.

**EMPLOYER SERVICES**

| Business Services       | Definitions  |
|-------------------------|--|
| Labor Exchange Services | <p>Must be made available and include:</p> <ul style="list-style-type: none"> <li>• Appropriate recruitment services on behalf of employers;</li> <li>• Information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;</li> </ul> |

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|                            | <ul style="list-style-type: none"> <li>• Provision of workforce and labor market employment statistics information, including accurate information related to local, regional and national labor market areas;</li> <li>• Job vacancy listings in labor market areas;</li> <li>• Info on the skills necessary to obtain vacant jobs;</li> <li>• Info relating to occupations in-demand and the earnings, skill requirements and opportunities for advancement for those jobs (career pathways info for employers)</li> </ul>   |
| <p>Customized Services</p> | <p>May be provided to employers, employer associations or other such organizations. These services are tailored for specific employers and may include:</p> <ol style="list-style-type: none"> <li>1. Customized screening and referral of qualified WIOA participants in training services to employers;</li> <li>2. Customized services or information regarding employment-related issues, including workforce needs assessments;</li> <li>3. Customized recruitment events and related services, including targeted job fairs;</li> <li>4. Referrals to assistance in development of registered apprenticeship program;</li> <li>5. Referrals to assistance for averting layoffs;</li> <li>6. Referrals to assistance with skills upgrading and skill standard development;</li> <li>7. Info on local, State or Federal tax credits;</li> <li>8. Info on Bonding Programs;</li> <li>9. Info on recruitment of specialized populations (Hire a Vet);</li> <li>10. Info on local area industry/sector initiatives;</li> <li>11. Human Resource Consultation services that may include assistance:             <ol style="list-style-type: none"> <li>a. Writing and reviewing job descriptions, employee handbooks;</li> <li>b. Developing performance evaluation and personnel policies;</li> <li>c. Creating orientation sessions for new workers;</li> <li>d. Honing job interviewing techniques for efficiency and compliance;</li> <li>e. Analyzing employee turnover;</li> <li>f. Creating job accommodations and use of assistive technologies;</li> <li>g. Explaining labor and employment laws to help employers comply with nondiscrimination, wage/hour and safety/health regulations.</li> </ol> </li> </ol> |
| <p>Customized LMI</p>      | <p>LMI specially prepared for specific employers, sectors, industries, or clusters</p>   |

**Special Requirements:**

WIOA core programs are required to work toward an integrated intake system that will: streamline the intake process for customers who would benefit from the services from multiple one-stop system partners, further collaboration between partners on behalf of customers, maximize the use of scarce resources available from partners, and eliminate unnecessary duplication.

**Title II Adult Education and Family Literacy**

**Partner:**

The **Maine Department of Education** is grant administrator of the Adult Education and Family Literacy Act funds for Maine, which it awards to local Adult Education service providers. Maine Adult Education is an education, life and career pathways system that enables adults to be prepared for post-secondary education and/or employment. Providing courses in literacy and adult basic education, high school completion, Maine college transition, career preparation and enrichment, Maine Adult Education has over 70 programs located throughout the state.

Adult education programs provide a range of instructional services to help adults develop the skills for further educational opportunities, job training and better employment, and to realize their full potential as productive workers, family members and citizens. Academic instruction is focused on supporting students in their effort to meet the College and Career Readiness Standards (CCRS) for Adult Education created by the Office of Career, Technical and Adult Education. The CCRS Standards were, in turn, adopted by the Maine Office of Adult Education.

**Service Providers and Service Locations:**

To access the program and course portal and find local adult education providers go to the following web link:  
<http://www.maine.gov/doe/adulted/basic/index.html>

**Eligibility Requirements:**

There are no eligibility requirements for basic education and literacy programs.

**Services Provided:**

Adult Education programs offer a variety of services and programs ranging from basic literacy skills to occupational certifications. Offerings vary at each location. While some grant-funded courses are free of charge there is a nominal fee for most classes.

Here are just some of the services and programs offered by Adult Education Programs in Maine:

| Course/Service                                 | Description  |
|--|--|
| CASAS Assessments                              | Assesses readiness for various programs                      |
| Academic and Career Advising                   | Career Exploration and more                                  |
| Maine Adult College Transition Success Course  | Prepare for admission to a college program.                  |
| High School Completion                         | Classes or online learning for local High School Diploma     |
| High School Equivalency Test HiSET Preparation | Writing, Social Studies, Science, Reading, and Math          |
| Adult Basic Education                          | Further develop math, reading and writing skills             |
| English Language Learner Classes               | English proficiency, and other ELL classes                   |
| Computer Literacy                              | Intro to computers, keyboarding, Microsoft Word, etc.        |
| Professional Skills                            | Accounting, Office, Financial, Healthcare                    |
| Academic / College Pre-requisites              | English, History, Civics, World History, Math, Science, etc. |
| General Interest                               | From ASL or Spanish to Cooking and Archery                   |
| Health & Safety                                | From Basic CPR to Child Development and ZUMBA classes        |

**Additional Commitments:**

Maine Adult Education and Family Literacy Act programs will:

- Conduct initial assessments (through formal and information assessment instruments) of academic proficiency levels, career interests, aptitudes, abilities and characteristics of customers to determine their suitability for adult education and /or career services;
- Conduct post-tests to determine academic gain after at least 24 instructional hours or at program completion whenever possible;
- Use assessment results to refer adult education participants to other one-stop partner services consistent with their unique strength, priorities, concerns, abilities, capabilities, interests and informed choice;
- Provide updated information concerning new adult education programs, initiatives, and grants via links to the website and email announcements to MOU partner distribution lists;
- Provide program information and data, if available, with respect to this MOU;
- Provide Adult Education and Literacy services that:
  1. Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
  2. Assist adults who are parents or family members to obtain the education and skills that:
    - a. are necessary to becoming full partners in the educational development of their children; and
    - b. lead to sustainable improvements in the economic opportunities for their families.
  3. Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and
  4. Assist immigrants and other individuals who are English language learners in:

- a. improving their reading, writing, speaking, and comprehension skills in English; and their mathematics skills, and
  - b. acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.
- Develop job training programs and services that align with the occupational and industry demands described in the Workforce Development Board’s local WIOA plan;
  - Provide performance data on Adult Education Service Provider WIOA-funded activities and costs as appropriate;
  - Provide data on the number of customer attending partner-funded Adult Education Service Provider activities in the region; such data would include numbers: enrolled, completing and attaining high school completion, entering post-secondary or credential programs;
  - Provide an up-to-date directory of adult education and career training programs; and
  - Provide CASAS assessments as well as training in test administration and analysis of results.

### Title III Employment and Labor Exchange Services

**Partner:**

The **Maine Department of Labor, Bureau of Employment Services** is the grant administrator of WIOA Title III Wagner-Peyser Act Funds and is the provider employment and labor exchange services across the State. Employment Services staff is co-located with other required partners in the following one-stops:

**Service Provider and Service Locations:**

The Maine Department of Labor, Bureau of Employment Services is the provider of Employment and Labor Exchange Services in Maine. These services are offered at the following locations:

| Center       | Location                                 | Phone         | Manager          |
|--------------|--|---------------|------------------|
| Augusta      | 21 Enterprise Dr., Augusta, ME 04330     | 800-760-1573  | Peter Diplock    |
| Bangor       | 45 Oak Street, Ste. 3, Bangor, ME 04401  | 888-828-0568  | Patty Perry      |
| Brunswick    | 275 Bath Rd., Ste.3, Brunswick, ME 04011 | 888-836-3355  | Leon Ouimet      |
| Calais       | 1 Calais Drive., Calais, ME 04619        | 800-543-0303  | Patty Perry      |
| Lewiston     | 5 Mollison Way, Lewiston, ME 04240       | 800-7471-2991 | Leon Ouimet      |
| Machias      | 53 Prescott St., Machias ME 04654        | 800-292-8929  | Patty Perry      |
| Portland     | 151 Jetport Blvd, Portland, ME 04102     | 877-594-5627  | Mike Roland      |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769    | 800-635-0357  | Patty Perry      |
| Rockland     | 91 Camden St. Rockland, ME 04841         | 877-421-7916  | Leon Ouimet      |
| Skowhegan    | 98 North Ave., Skowhegan, ME 04976       | 800-760-1572  | Peter Diplock    |
| Springvale   | 9 Bodwell Ct., Springvale, ME 04083      | 800-343-0151  | Dawn Self-Cooper |
| Wilton       | 865 US Rt.2E, Wilton, ME 04924           | 800-982-4311  | Leon Ouimet      |

**Services Overview:**

Bureau of Employment Services (BES) staff provides all of the Basic Career Services identified in the table beginning on page four above. BES staff may also provide Individualized Career Services as appropriate.

Employment Services staff work directly with employers to provide many of the services identified in the Employer Services portion of the above tables also. In addition, Employment Services staff participates in the Maine-At-Work-Initiative (MAWI), an online service that convenes multiple stakeholders to assist in addressing the needs of employers and workers and that helps them navigate numerous workforce and economic development resources.

Employment Services staff administer and coordinate the Maine JobLink, a labor exchange and case management system, designed to link employers to worker and workers to jobs and to track information about participants required by multiple Federal workforce programs.

Employment Services offer customized job fairs and recruitment services to employers and a variety of job search assistance workshops to the general public.

**Eligibility:**

Basic Career Services and Labor Exchange services are universally accessible to all individuals and employers; there are no eligibility requirements for use of these services. These services can be self-accessed through the internet or one-stop centers above or can be accessed with staff assistance as necessary.

**Services:**

Employment Services include all of the **Basic and Individualized Career Services** and **Employer services** identified in the tables on page four above under Title IB. In addition, BES provides the following services:

|   |
|---|
| <p><b>Maine JobLink (MJL)</b> <a href="https://joblink.maine.gov">https://joblink.maine.gov</a></p> <p>Employment Services also include labor exchange services that are processed through an online application known as the Maine JobLink or MJL. MJL is a system used by Employers, Job Seekers, and Partners to post jobs, find jobs and track and share participant and employer data.</p> <p>MJL is an online service that allows registered job seekers to search for jobs online, post a resume, and get direct referrals to jobs listed by employers. Employers use the MJL service to post job listings at no charge, review profiles of interested applicants, and generate referrals to job seekers in the system that has matching experience and criteria.</p> <p>MJL is the system used by Unemployment Compensation to ensure that claimants are seeking employment.</p> <p>It is also a participant and employer tracking system designed to track service data for Federal reporting purposes.</p> <p>Additional benefits that result from Employer, Job Seeker and Partner use of the MJL system include:</p> <ul style="list-style-type: none"> <li>✓ Job listings posted on the MJL meet basic affirmative action requirements for employers required to recruit from minority populations;</li> <li>✓ Job listings that go unfilled provide the State with data that informs and documents need for industry sector skill training grants and strategic investment of existing grant funds;</li> <li>✓ Ability for service providers to communicate and share information about services provided to employers and job seekers</li> </ul> |
| <p><b>Job Fairs</b> – These can be set up for particular types of recruitment, for example IT job fairs, or more commonly - a job fair that hosts a variety of employers and job seekers.</p> <p>In some instances, the Job Fair can be a single employer recruiting from a particular target group of job seekers, for example a group of workers that have been laid off from a particular company downsizing or closure.</p>   |
| <p><b>Customized Recruitment</b> – Is term used to refer to specialized recruitment services provided to an employer, such as a single employer job fair that is hosted by a one-stop and that may also provide individual interview rooms for employer staff to meet one-on-one with individual job seekers to conduct screening interviews.</p>   |
| <p><b>Layoff Aversion</b> – Is a service offered through the State Rapid Response Unit and can come in many forms from workforce analysis, to skill upgrade and/or retraining of existing workers to assist an employer to transition to new products or services that will enable the employer to retain the workers.</p>  |
| <p><b>Rapid Response</b> – is a service provided on behalf of the employer to assist workers who are or are about to be laid off to find other employment. These services can include job getting skills training, labor market information services, resume development, interview preparation and even specialized job fairs that connect affected workers who have a specific skill set with other employers in the area who have a need for workers with that skill set.</p>  |

**Special Requirements:**

BES requests that all system partners to promote use of the Maine JobLink, job match system that assists employers to recruit workers, workers to find jobs, and connects recent graduates of college and training programs with employers. There is no cost to use the system and the more broadly it is used the greater its value to all its users.

## Maine Unemployment Compensation Program

### Partner:

The **Maine Department of Labor, Bureau of Unemployment Compensation** is the grant administrator of Unemployment Insurance Tax, and Unemployment Compensation services.

### Service Provider and Service Locations:

Unemployment services are only accessible via the internet, phone or postal system. Employment Services staff have been trained to provide meaningful assistance to claimants who enter one-stops with inquiries about Unemployment Insurance Claims and each comprehensive one-stop provides access to a UI Claims adjudicator who will call the claimant back within 24 hours if not immediately available to answer the claimant's questions.

### Services and Eligibility Overview:

Unemployment insurance provides a temporary source of income to individuals who have lost their jobs through no fault of their own. Unemployment insurance is funded solely by unemployment taxes paid by employers; workers do not pay into the unemployment system. An unemployed individual can apply for unemployment compensation as soon as they become unemployed. Any weeks prior to the date their application is filed cannot be considered and are not eligible for benefits, so UI claimants must not wait to file their claim but must file it immediately after layoff.

Individuals can apply for unemployment online, by telephone, or by mail. Their best option for filing an unemployment claim is to file online. Calling to speak with a customer service representative may be difficult during periods of high call volume, especially Mondays and Tuesdays when they may experience a long wait time on the phone or get a message to call back later in the day. Wait times are typically shorter on Wednesdays and Thursday mornings. Claims calls may be made between 8:00 a.m. and 12:30 p.m.

If an individual is temporarily laid off and their employer is expected to hire them back within a short period, they may be provided with a partial claim form.

o file a claim an individual will need the following information handy:

- Their Social Security Number (and Alien Registration Number if applicable);
- Their business name, address and telephone number of each place they worked during the past 18 months; and
- The job titles they held and the dates they worked (for each employer).

Veterans separated from the armed forces within the past 18 months will need to provide information from a DD-214 form. Federal civilian employees who have been separated will need to provide information from an SF-8 or SF-50 form.

Once an individual has filed a claim, their former employer will be notified. The dollar amount an individual is qualified to receive each week is called the **Weekly Benefit Amount (WBA)**. It is based on their earnings during a set period prior to their job loss. Effective June 1, 2016, the maximum WBA a person can receive is \$410.00, plus \$10 per dependent and can total no more than one half of their WBA.

The maximum amount of benefits one can receive, as well as the length of time that one may receive benefits depends on one's individual earnings, but is limited to a maximum of 26 weeks of regular unemployment benefits. Not all individuals qualify for all 26 weeks. Not all weeks need to be used consecutively, but must be used within the benefit year. A benefit year is a period of 52 consecutive weeks; it begins with the week in which one files the initial application for benefits. Because a benefit year must be created for each claimant, the term is commonly used as shorthand for a person's unemployment "account" the term is used both to define the period during which one may be eligible to receive benefits and to describe the record one has established with the unemployment bureau to receive benefits. In order to receive unemployment compensation benefits, the individual must be able and available to go to work for each day they claim a benefit. Any day they are unable to go to work (in hospital for example) or unavailable to go to work (away on vacation for example) they will not be eligible to receive benefits for that time period. In addition, individuals receiving unemployment benefits must actively be looking for a job.

There are many specific rules and regulations pertaining to unemployment compensation and each individual's circumstances are taken into consideration. Staff members that work in the one-stop center can assist you with information about filing for unemployment insurance but cannot answer questions about specific benefits you may be able to receive, only BUC can provide this level of information to a claimant.

BUC services can be accessed via: <http://www.maine.gov/labor/unemployment/claims.html>

## Trade Adjustment Assistance Act Programs

### Partner:

The **Maine Department of Labor, Bureau of Employment Services** is the statewide administrator and service provider of Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA), and Trade Readjustment Allowance (TRA) services that help trade-affected workers (those who have lost their jobs as a result of increased imports or shifts in production to companies outside of the United States as a result of an international Trade Agreement).

### Service Locations:

| Center       | Location                                 | Phone         | Manager          |
|--------------|--|---------------|------------------|
| Augusta      | 21 Enterprise Dr., Augusta, ME 04330     | 800-760-1573  | Peter Diplock    |
| Bangor       | 45 Oak Street, Ste. 3, Bangor, ME 04401  | 888-828-0568  | Patty Perry      |
| Brunswick    | 275 Bath Rd., Ste.3, Brunswick, ME 04011 | 888-836-3355  | Leon Ouimet      |
| Calais       | 1 Calais Drive, Calais, ME 04619         | 800-543-0303  | Patty Perry      |
| Lewiston     | 5 Mollison Way, Lewiston, ME 04240       | 800-7471-2991 | Leon Ouimet      |
| Machias      | 53 Prescott St., Machias ME 04654        | 800-292-8929  | Patty Perry      |
| Portland     | 151 Jetport Blvd, Portland, ME 04102     | 877-594-5627  | Mike Roland      |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769    | 800-635-0357  | Patty Perry      |
| Rockland     | 91 Camden St. Rockland, ME 04841         | 877-421-7916  | Leon Ouimet      |
| Skowhegan    | 98 North Ave., Skowhegan, ME 04976       | 800-760-1572  | Peter Diplock    |
| Springvale   | 9 Bodwell Ct., Springvale, ME 04083      | 800-343-0151  | Dawn Self-Cooper |
| Wilton       | 865 US Rt.2E, Wilton ME 04924            | 800-982-4311  | Leon Ouimet      |

### Overview:

There are steps a certified worker must take to ensure their certification is documented and that they have met certain timeframes in which they have to make choices about the type of trade services they would like to pursue. Certified workers may be eligible to receive job search assistance, training, relocation allowances, additional weeks of unemployment benefits and a tax credit on health insurance premiums. ATAA provides eligible workers over 50 with a wage subsidy if they find new employment within 26 weeks of their separation and their new job has lower wages than their old job.

Trade affected workers may receive any of the services identified as Basic and Individualized Services listed under Title IB services. Trade-certified workers may be eligible to receive job search assistance, training, relocation allowances, additional weeks of unemployment benefits and a tax credit on health insurance premiums. ATAA is a trade act program that provides eligible workers over 50 with a wage subsidy if they find new employment within 26 weeks of their separation and their new job has lower wages than their old job.

### Eligibility:

Eligibility for Trade Adjustment Assistance Services is based on employer certification that is conducted by the US Department of Labor on companies that have closed or undergone significant downsizing as a result of jobs going outside of the U.S.A. Workers of companies that have been Trade Certified are referred to as certified workers. The Bureau of Employment Services works to contact all TAA eligible participants and to inform them of their eligibility and how they can access services. Individuals who qualify for TAA also qualify for the Title IB Dislocated Worker program and may be co-enrolled in both programs as appropriate to address the service needs of the individual.

**Services:**

TAA provides the same services as those provided to Title IB Dislocated Workers listed above, including Basic and Individualized Career Services and Training Services.

**Veterans Services under the Jobs for Veterans State Grant (JSVG)**

**Partner:**

The **Maine Department of Labor, Bureau of Employment Services** offers specialized employment and training services to veterans of the U.S. Armed Forces and their eligible spouses. Disabled veterans and veterans with significant barriers to employment may receive any of the services offered through the one-stop system, but in addition can receive individual assistance connecting them to a multitude of specialized resources and programs. Dedicated staff members work directly with Maine employers to assist in placing veterans into employment. In addition to employment counseling and specialized referral services – Maine participates in a number of innovative initiatives including the “Hire a Vet” campaign which showcases the talents, specialized expertise and occupational skills of individual veterans to employers.

**Service Provider and Services Locations:**

Veterans can access all of the services offered under Title IB, Adult, Dislocated Worker, and Youth programs, any of the services offered under Wagner Peyser Employment and Labor Exchange services listed above.

Veteran’s services are accessed through the one-stop centers identified on page 13.

**Services Overview & Eligibility:**

WIOA also requires that partners who identify a veteran with significant barriers to employment must refer that veteran to a DVOP (Disabled Veteran’s Outreach Program Specialist) who will ensure they are made aware of all of the additional services and resources available to eligible veterans.

Specifically, WIOA requires that workforce partners to refer the following types of veterans to a DVOP:

1. A special-disabled or disabled veteran, as defined in 38 U.S.C. §4211(1) & (3), is a veteran who:
  - i. Is entitled to compensation (*or who but for the receipt of military retirement pay would be entitled to compensation*) under the laws administered by the Secretary of Veterans Affairs; or,
  - ii. Was discharged or released from active duty because of a service-connected disability;
2. A veteran who is a homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 1302 (a) and (b), as amended. This is updated to include paragraph (b) of Section 103 of the McKinney-Vento Homeless Assistance Act, which considers “homeless” to be any individual or family member who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
3. A veteran who is who during the three-year period beginning on the date of such veteran's discharge or release from active duty has been unemployed for 27 or more weeks in the previous 12 months (*does not have to be 27 consecutive weeks*);
4. A veteran who is an offender, as defined by WIOA Section 3 (38), refers to any eligible veteran or eligible spouse who is currently incarcerated or has been released from incarceration;
5. A veteran lacking a high school diploma or equivalent certificate;
6. A veteran who is low-income as defined by WIOA Section 3 (36);
7. A transitioning service member (TSMs) of the Armed Forces who has been identified as in need of intensive / individualized career services;
8. A member of the Armed Forces who is wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition unit;
9. The spouses or other family caregivers of such wounded, ill or injured member; and
10. Any veteran between the ages of 18-24.

Veteran’s receive priority for services under WIOA, which means if a veteran qualifies for a program based on that program’s eligibility criteria, the Veteran must be the first in line to receive those services should a

**Special Requirements:**

Under the Jobs for Veterans Act and WIOA, veterans must receive priority of services; this means that if a veteran qualifies for any federally-funded employment and training program per its eligibility criteria, the veteran is given priority over a non-veteran eligible person.

## Title IV Vocational Rehabilitation Services

**Partner:**

The **Maine Department of Labor, Bureau of Rehabilitation Services (BRS), Division of Vocational Rehabilitation (DVR)** and the **Division for the Blind and Visually Impaired (DBVI)**, are the grant administrators of funds allotted by the U. S. Department of Education. DVR and DBVI staff provides services through the one-stop system to individuals who have disabilities that are a significant impediment to employment. Priority is given to individuals with the most significant functional limitations.

**Service Locations:**

| Center       | Location                                | Phone                               |
|--------------|---|-------------------------------------|
| Augusta      | 21 Enterprise Dr., Augusta, ME 04330    | 800-760-1573                        |
| Bangor       | 45 Oak Street, Ste. 3, Bangor, ME 04401 | 888-545-8811                        |
|              |   |                                     |
| Houlton      | 11 High St., Houlton, ME                | 800-432-7338 –<br>Press ‘3’ (Voice) |
| Lewiston     | 5 Mollison Way, Lewiston, ME 04240      | 800-741-2991                        |
| Machias      | 53 Prescott St., Machias ME 04654       | 1-800-770-7774                      |
| Portland     | 151 Jetport Blvd, Portland, ME 04102    | 877-594-5627                        |
| Presque Isle | 66 Spruce St., Presque Isle, ME 04769   | 800-635-0357                        |
| Rockland     | 91 Camden St. Rockland, ME 04841        | 877-421-7916                        |
| Skowhegan    | 98 North Ave., Skowhegan, ME 04976      | 800-760-1572                        |

**Services Overview:**

Eligibility for Vocational Rehabilitation (VR) services is determined within 60 days based upon documentation of disability as a barrier to employment. Individuals who are not determined eligible for VR services or cannot be served because of insufficient funds are referred to other one-stop and comparable services providers for assistance.

Based upon a comprehensive assessment of rehabilitation needs, employment plans are developed with eligible individuals, which include services provided directly by DVR/DBVI, as well as many other partners and contracted providers. Individuals that work with DVR/DBVI are in various stages of rehabilitation and adjustment to disability; they are encouraged to utilize all available resources to successfully achieve their vocational goals, including registering with the Maine JobLink when ready to search for employment.

BRS actively works as part of the One-Stop Operator’s CORE teams to support the integration of services with other partners in each local area. BRS assists with the coordination of services on behalf of DVR/DBVI customers and provides technical assistance, training and consultation to other partners to ensure the physical and programmatic accessibility of the one-stop centers for all customers with disabilities.

**Eligibility for the Division of Vocational Rehabilitation Services:**

An individual is eligible for VR services if the individual:

Has a physical or mental impairment which, for the individual, constitutes or results in a substantial impediment to employment, one that hinders the individual from preparing for, engaging in, or retaining employment, consistent with the individual’s abilities and capabilities, and

Requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the individual’s unique strengths, resource, priorities, concerns, abilities, capabilities, interests, and informed choice. VR services must be necessary to overcome disability-related barriers. Lack of resources by itself does not constitute a disability-related barrier.

**Eligibility for the Division for the Blind and Visually Impaired:**

An individual is eligible for DBVI vocational rehabilitation services if the individual:

Has a significant visual impairment, which for the individual constitutes or results in a substantial impediment to employment; and

Requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the individual’s unique strengths, resource, priorities, concerns, abilities, capabilities, interests, and informed choice.

**An individual is eligible for DBVI Independent Living Services if the individual:**

Has less than 20/70 vision in the better eye with best correction or less than 20-degree fields and/or a significant functional impairment directly related to the visual limitations; and

Blindness services are reasonably expected to significantly assist the individual to improve independent functions in family or community. Improvement in ability to function independently in family or community refers to a demonstration in functional or behavioral terms of an individual’s greater independence or maintenance of independence in such areas as self-care, activities of daily living, leisure activities, community, or orientation and mobility.

**Services for Individuals with Disabilities**

Services are individualized and based upon specific rehabilitation needs. Each individual’s employment plan is unique and the services listed below are those that might be considered for vocational rehabilitation:

|  |
|--|
| <b>Division of Vocational Rehabilitation</b>     |
| Vocational Guidance and Counseling               |
| Comprehensive Assessment of Rehabilitation Needs |
| Medical and Psychological Evaluations            |
| Physical Restoration Services                    |
| Deaf Services, including ASL Interpreting        |
| Pre-employment Transition Services to Students   |
| Vocational Exploration                           |
| Vocational Assessment                            |

|   |
|---|
| Job Readiness Assessment                              |
| Individual Employment Plan                            |
| Job Development and Placement Services                |
| Job Coaching  |
| Occupational Skill Training                           |
| Postsecondary Education and Training                  |
| On-the-Job Training                                   |
| Assistive Technology                                  |
| Referral to Supportive Services Resources             |
| Short-term Transportation Assistance                  |
| Short-term Supportive Services                        |
| Occupational Tools & Equipment                        |
| Self-Employment Exploration and Planning              |
| Ticket-to-Work Services                               |
| Benefits Counseling                                   |
| Post-Employment Placement Services                    |
| Work Opportunity Tax Credit                           |
|   |
| <b>Division for the Blind &amp; Visually Impaired</b> |
| Vocational Rehabilitation Guidance & Counseling       |
| Comprehensive Assessment of Rehabilitation Needs      |
| Medical and Psychological Evaluations                 |
| Orientation and Mobility Instruction                  |
| Rehabilitation Teaching Services                      |
| Adaptive Technology Assessments and Services          |
| Computer Access Training                              |
| Teacher of Visually Impaired Instruction              |
| Low Vision Evaluation                                 |
| Personal Adjustment Counseling                        |
| Reader Services                                       |
| Individual Employment Plan Development                |
| Occupational Skill Training                           |
| Postsecondary Education and Training                  |
| Job Development and Placement Services                |
| Pre-employment Transition Services to Students        |
| Vocational Exploration                                |
| Vocational Assessment                                 |
| Job Readiness Assessment                              |
| Job Coaching  |
| Referral to Supportive Service Resources              |
| Short-term Transportation Assistance                  |
| Short-term Supportive Services                        |
| Occupational Tools & Equipment                        |
| Self-Employment Exploration and Planning              |
| Ticket-to-Work Services                               |
| Benefits Counseling                                   |
| Post-employment Services                              |
| Work Opportunity Tax Credit                           |

**Services for Employers:**

The Bureau of Rehabilitation Services (BRS) partners with businesses interested in the inclusion of people with disabilities to meet workforce needs and expand market share and offers the following services:

|   |
|---|
| Staffing and Recruitment of Qualified Job Seekers with Disabilities   |
| Job Support, Coaching and Training for Job Seekers with Disabilities  |
| Workplace Accommodations  |
| Job Retention/ Return-to-Work Services  |
| Financial Incentives, Including Tax Reimbursement Benefits, such as the Work Opportunity Tax Credit   |
| Technical Assistance and Consultation, including Training on Disability Etiquette, Americans with Disability Act, Section 503 for Federal Contractors, and Deaf Culture |
| Linkage to Nationwide Resources, as well as other Maine-based businesses that hire people with disabilities and are willing to share their experience.                  |

**Job Corps Programs**

**Partners:**

Career Systems Development is the contractor for Loring Job Corps and Penobscot Job Corps programs.

**Service Locations:**

| Center              | Location                            | Phone        | Director          |
|---------------------|-------------------------------------|--------------|-------------------|
| Loring Job Corps    | 36 Montana Rd., Limestone, ME 04750 | 207-328-4701 | Kristie Moir      |
| Penobscot Job Corps | 1375 Union St., Bangor, ME 04401    | 207-561-8510 | Dr. Tracey Cooley |

**Services Overview:**

Job Corps is a residential program that assists eligible youth to connect to the labor force by providing intensive social, academic, career and technical education, work-based learning opportunities, college programming, and access to apprenticeships. Youth attain academic and industry credentials leading to successful careers in high-demand industry sectors, occupations, or the Armed Forces, that will result in economic self-sufficiency and opportunities for advancement.

**Eligibility**

To be eligible, individuals must be:

- 1. Between the ages of 16 & 24; and**
- 2. Income eligible (income requirement is waived for Veterans, Homeless individuals, victims of Human Trafficking, individuals in Foster Care system).**

| <b>Services Penobscot Job Corps</b>  | <b>Services Loring Job Corps</b>  |
|--|---|
| <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Career Counseling</li> <li>• Residential Services                             <ul style="list-style-type: none"> <li>○ Veterans Hall – Male Dormitory</li> <li>○ Cooper Hall – Female Dormitory</li> </ul> </li> <li>• Basic Medical/Dental Services</li> <li>• Dining Services &amp; Recreational Activities</li> <li>• Placement Services (1 year)</li> <li>• Drug/Alcohol Counseling</li> <li>• Student Stipend and Clothing Allowances</li> </ul> | <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Career Counseling</li> <li>• Residential Services                             <ul style="list-style-type: none"> <li>○ Penobscot Hall – Male Dormitory</li> <li>○ Katahdin Hall – Female Dormitory</li> </ul> </li> <li>• Basic Medical/Dental Services</li> <li>• Dining Services &amp; Recreational Activities</li> <li>• Placement Services (1 year)</li> <li>• Drug/Alcohol Counseling</li> <li>• Student Stipend and Clothing Allowances</li> </ul> |

|   |   |
|---|---|
| <p><b><u>Career Technical Training Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• Certified Nursing Assistant (CNA) (<i>Offered by Eastern Maine Community College</i>)</li> <li>• Certified Medical Assistant (CMA)</li> <li>• Culinary</li> <li>• Advanced Baking &amp; Pastry</li> <li>• Carpentry (Home Builders Institute)</li> <li>• Welding</li> <li>• Facilities Maintenance</li> </ul> <p><b><u>Academic Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)</li> <li>• Penn Foster (<i>Online High School Diploma Program</i>)</li> <li>• Concurrent Enrollment Agreements with Local High Schools (<i>Credit Recovery</i>)</li> <li>• College Program: Eastern Maine Community College</li> <li>• Driver’s Education Program</li> </ul> <p><b><u>Partners</u></b></p> <ul style="list-style-type: none"> <li>• Orono/Old Town/Hampden Adult Education</li> <li>• Bangor Adult Learning Center</li> <li>• Bureau of Rehabilitation Services</li> <li>• Eastern Maine Development Corporation (WIOA Youth Service Provider)</li> <li>• Eastern Maine Community College</li> </ul> | <p><b><u>Career Technical Training Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• Automotive (NATEF Certified)</li> <li>• Carpentry (Home Builders Institute)</li> <li>• Certified Nursing Assistant (CNA)</li> <li>• CISCO Networking Academy</li> <li>• Culinary</li> <li>• Electrical (Home Builders Institute)</li> <li>• Heavy Truck Driving (CDL)</li> <li>• Masonry (OCPMIA)</li> <li>• Medical Office Support (MOS)</li> <li>• Painting (Home Builders Institute)</li> </ul> <p><b><u>Academic Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• High School Equivalency preparation and testing in the High School Equivalency Test (HiSET)</li> <li>• Penn Foster (<i>Online High School Diploma Program</i>)</li> <li>• Caribou High School Diploma</li> <li>• Concurrent Enrollment Agreements with Local High Schools (<i>Credit Recovery</i>)</li> <li>• College Program: Northern Maine Community College</li> <li>• Driver’s Education Program</li> </ul> <p><b><u>Partners</u></b></p> <ul style="list-style-type: none"> <li>• Caribou Adult Learning Center</li> <li>• Presque Isle Adult Learning Center</li> <li>• Bureau of Rehabilitation Services</li> <li>• Aroostook Community Action Program (WIOA Youth Service Provider)</li> <li>• Northern Maine Community College</li> </ul> |
|---|---|

## Community Services Block Grant (CSBG)

### Partner Overview:

The Maine Department of Health and Human Services is the grant administrator of the Community Services Block Grant (CSBG); a grant that provides core funding to ten Community Action Agencies (CAPs) in Maine. The goal of the CSBG is to reduce poverty, revitalize low-income communities and empower low-income families to become economically self-sufficient.

Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tripartite board. This board structure consists of elected public officials, representatives of the low-income community, and appointed leaders from the private sector. Because the CSBG funds the central management and core activities of these agencies, the CSBG network is able to mobilize additional resources to combat the central causes of poverty. CSBG funds support the network of CAP agencies and their ability to access numerous other resources on behalf of their customers.

**Service Locations:** <http://www.mainecommunityaction.org/about-us/cap-agency-locations/>

|       | <b>Agency</b>                            | <b>Address</b>                      | <b>Phone</b> |
|-------|--|-------------------------------------|--------------|
| ACAP  | Aroostook County Action Program          | 771 Main St. Presque Isle, ME 04796 | 207-764-3721 |
| CCI   | Community Concepts, Inc.                 | 240 Bates St. Lewiston, ME 04240    | 207-795-4065 |
| KVCAP | Kennebec Valley Community Action Program | 97 Water St., Waterville, ME 04901  | 207-859-1500 |

NWDB AREA MOU – JULY 2017

|         |   |                                    |              |
|---------|---|------------------------------------|--------------|
| MMCA    | Midcoast Maine Community Action         | 34 Wing Farm Pkwy, Bath, ME 04     | 207-442-7963 |
| Penquis | Penquis                                 | 262 Harlow St., Bangor, ME 04401   | 207-973-3500 |
| TOA     | The Opportunity Alliance                | 50 Lydia Lane, So. Portland, ME 04 | 207-874-1175 |
| WCAP    | Waldo Community Action Partners         | 9 Field St., Belfast, ME           | 207-338-6809 |
| WHCA    | Washington Hancock Community Agency     | 248 Bucksport Rd., Ellsworth, ME   | 207-664-2424 |
| WMCA    | Western Maine Community Action          | 20A Church Street, East Wilton, ME | 207-645-3764 |
| YCCAC   | York County Community Acton Corporation | 6 Spruce St., Sanford, ME          | 207-324-5762 |

**Eligibility Criteria:**

Eligible individuals are those whose income is at or below 150% of the poverty line or who are eligible for any other program with income guidelines operated by the CAP agency.

**Services:**

The types of services offered vary from agency to agency as identified below:

| Services                                  | ACAP | CCI | KVCAP | MMCA | PENQUIS | TOA | WCAP | WHCA | WMCA | YCCAC |
|---|------|-----|-------|------|---------|-----|------|------|------|-------|
| Matched Savings                           | *    | *   |       | *    | *       |     |      | *    | *    | *     |
| Financial Counseling                      | *    | *   | *     | *    |         |     |      | *    | *    | *     |
| Free Income Tax Preparation               |      |     |       | *    | *       |     |      | *    | *    | *     |
| Business Development                      |      | *   |       |      | *       |     |      | *    |      |       |
| Child Care & School Readiness             | *    | *   | *     | *    | *       | *   | *    |      |      | *     |
| Juvenile Justice                          | *    |     |       |      |         | *   |      |      |      |       |
| Head Start/ Early Head Start              | *    | *   | *     | *    | *       | *   | *    |      |      | *     |
| Specialized Care & Education              | *    |     | *     | *    | *       |     |      | *    |      | *     |
| Youth Development                         | *    | *   | *     |      | *       | *   |      |      |      |       |
| Transition Teams                          | *    |     | *     |      | *       |     |      | *    | *    |       |
| Workforce Development Services            | *    |     |       |      |         |     |      |      | *    |       |
| Youth & Young Adults                      | *    |     | *     |      |         | *   |      |      | *    |       |
| Vocational & Skills Training              | *    |     | *     |      |         | *   |      |      | *    |       |
| Employer Assistance                       | *    |     |       |      |         | *   |      |      | *    |       |
| Energy Assistance & Emergency Fuel        | *    | *   | *     |      | *       | *   | *    | *    | *    | *     |
| Heating Systems Improvement               | *    | *   | *     |      | *       | *   | *    | *    | *    | *     |
| Weatherization                            | *    | *   | *     |      | *       | *   | *    | *    | *    | *     |
| Substance Abuse Prevention & Counseling   |      | *   |       |      |         | *   |      |      |      | *     |
| Health Care Services                      |      |     |       |      |         |     |      | *    | *    | *     |
| ACA Health Insurance Navigator            | *    |     | *     | *    | *       | *   | *    | *    | *    | *     |
| Disease Prevention, Counseling, Outreach  | *    |     |       |      |         |     |      |      | *    | *     |
| Behavioral Health Services                |      | *   |       |      | *       | *   |      |      |      | *     |
| Dental Services                           | *    |     |       |      |         |     |      |      |      | *     |
| Affordable & Subsidized Housing           |      | *   | *     |      | *       |     |      | *    |      | *     |
| Emergency Rental/Mtg Payments             |      |     |       | *    |         | *   | *    | *    |      | *     |
| Foreclosure Counseling                    | *    | *   | *     | *    | *       | *   | *    | *    | *    | *     |
| Supportive / Transitional Housing         |      | *   | *     |      | *       | *   |      |      |      | *     |
| Home Ownership Education                  | *    | *   | *     | *    | *       |     | *    | *    | *    | *     |
| Home Loans                                | *    | *   |       |      | *       |     |      |      | *    |       |
| Home Repair & Modification                | *    | *   | *     |      | *       | *   | *    | *    | *    | *     |
| Homelessness Prevention                   |      | *   |       | *    | *       | *   |      | *    | *    | *     |
| Rapid Rehousing                           |      | *   |       |      |         | *   |      |      |      |       |
| Child & Adult Food Care Program           | *    | *   | *     | *    | *       | *   | *    | *    | *    |       |
| Nutrition Education, Food Programs        | *    | *   | *     | *    | *       | *   | *    | *    | *    | *     |
| Women, Infants, & Children WIC            | *    |     |       | *    |         | *   |      |      | *    | *     |
| RSVP & Senior Volunteer Programs          |      | *   |       |      | *       | *   |      | *    |      |       |
| Senior Support Services                   | *    | *   |       | *    |         | *   |      | *    | *    | *     |
| Assisted Living                           |      |     |       |      | *       |     |      |      |      |       |
| Family Development/Parenting Education    | *    | *   | *     | *    | *       | *   | *    | *    |      | *     |
| Case Management & Referral                | *    | *   | *     | *    | *       | *   | *    | *    |      | *     |
| Domestic Violence Prevention/Education    |      | *   | *     | *    | *       |     |      |      |      |       |
| Home Visiting                             |      | *   | *     | *    | *       | *   | *    | *    |      |       |
| Medical &/or Special Population Transport |      | *   | *     |      | *       |     | *    | *    |      | *     |
| Public Transportation                     |      |     | *     |      | *       |     | *    | *    |      | *     |

## Senior Community Service Employment Program

### Partner Overview:

The grant administrator for the Senior Community Service Employment Program (SCSEP) in Maine and several other states is Associates for Training and Development (A4TD). A4TD enrolls qualified older workers into part-time work experience positions (20 hours/week) with public or non-profit organizations in the local community. The purpose of the program is to enable participants to transition back into the workforce.

Participant wages and other costs are paid by the SCSEP program. There is no cost to an organization for hosting an SCSEP work experience participant. Every effort is made to make the match between the participant and the host site as mutually beneficial as possible. Program participants are required to attend periodic training classes and/or workshops to help increase their skills. At completion of the work experience, participants are expected to utilize the employment services of the one-stop network to find unsubsidized employment.

SCSEP participants gain work experience in a variety of community service facilities, including schools, hospitals, day-care centers, and senior centers. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage.

### Service Locations:

The main office is located at **37 Park Street, Lewiston, Maine 04240** 207- 520-2487 or 800-439-3307

Outreach is provided across the state. The two regional directors in Maine are:

Dan Harfoush  
Regional Director – West  
207-577-6823 [dharfoush@a4td.org](mailto:dharfoush@a4td.org)

Dave Collins  
Regional Director - East  
207-577-6492 [dcollins@a4td.org](mailto:dcollins@a4td.org)

### Program Eligibility:

SCSEP eligibility is established under Title V of the Older Americans Act. It is important to note that although someone may meet eligibility criteria, that does not guarantee they will be enrolled, as many more participants are eligible than the program has capacity to serve. To be eligible for SCSEP participants must:

- Be Age 55 or older
- Be Unemployed
- Reside within our service area (all Maine Counties except Cumberland and Lincoln)
- Have income not greater than 125% of the federal poverty line.
- Be in need of training and want to work

### Services:

|   |
|---|
| Outreach, intake and program orientation      |
| Initial Assessment                            |
| Referrals to other programs                   |
| Labor market Information about jobs in demand |
| Referrals to supportive services              |
| Comprehensive Assessment                      |
| Development of an Individual Employment Plan  |
| Career planning and counseling                |
| Internships and work experiences              |
| Workforce preparation                         |
| Computer literacy                             |
| Follow-up Services                            |

## National Farmworker Jobs Program

### Partner/Program Overview:

Eastern Maine Development Corporation is the grant administrator of the National Farmworker Jobs Program (NFJP) for Maine. The NFJP program is designed to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on job in agricultural labor. The NFJP provides funding to help migrant and seasonal farmworkers and their families achieve economic self-sufficiency by providing services to them while they work in agriculture or by assisting them to acquire new job skills in occupations offering higher wages and more stable future employment. In addition to connecting participants with WIOA career and training services – NFJP also provides housing assistance services, youth services, and related assistance to low income migrant and seasonal farmworkers (MSFWs), including MSFW youth and their dependents.

Participants access these services using the Maine JobLink registration form, either through self-registration on-line or with the assistance of one-stop center staff. In addition, a farmworker or depending may reach staff directly through the agricultural community or grower sites.

### Service Locations:

Services are provided through any of the one-stop sites identified on **pages 2 and 15**.

In addition to these sites, EMDC provides outreach in Ellsworth, Dover-Foxcroft, and East Millinocket as well as through partners of the Farmworker Resource Network such as the Maine Migrant Health Program; Mano en Mano a community-based organization in Washington County that offers housing and education expertise; the Maine Department of Education’s Migrant Education Program and others.

### Program Eligibility:

To be eligible to participate in the NFJP, individuals must:

- A. Have been an agricultural farmworker whose family was disadvantaged during any consecutive 12-month period within the 24-month period preceding application for enrollment;
- B. Be citizens or nationals of the United States, lawfully admitted permanent resident aliens, or be residing in the U.S. under other legal immigrant status granting employment authorization; and
- C. Have not violated Section 3 of the Military Selective Service Act by failing to register as required with a local draft board; or
- D. Be a dependent of the qualifying farmworker and qualify under **B** and **C** above.

### Special Requirements and Commitments:

- Whenever feasible EMDC will co-enroll NFJP participants in WIOA programs so that additional training services and employment services are made available.
- NFJP staff is committed to providing information about agricultural events, timelines and trends so that one-stop system partners are aware of and can make their services available to migrant seasonal farmworkers.

## Career and Technical Education and Training Maine Community College System

### Program/Partner Overview:

The **Maine Department of Education**, the grant administrator of the Carl D. Perkins Career and Technical Education and Training Act of 2006, distributes the portion of these funds identified for Career and Technical Education and Training at the post-secondary level to the **Maine Community College System** office who in turn distributes the funds to the seven Maine Community Colleges. The funds support specific CTE programs offered at each campus that prepare students for technical occupations.

### Service Locations:

The MCCS Central Office is located at: 323 State Street, Augusta, Maine 04330

The seven main campus sites are as follows:

|      |                                     |   |              |
|------|-------------------------------------|---|--------------|
| NMCC | Northern Maine Community College    | 33 Edgemont Dr., Presque Isle, ME 04769 | 207-768-2700 |
| WCCC | Washington County Community College | One College Dr., Calais, ME 04619       | 207-454-1000 |
| EMCC | Eastern Maine Community College     | 354 Hogan Rd, Bangor, ME 04401          | 207-974-4600 |
| KVCC | Kennebec Valley Community College   | 92 Western Ave., Fairfield, ME 04937    | 207-453-5822 |
| CMCC | Central Maine Community College     | 1250 Turner St., Auburn, ME 04210       | 207-755-5100 |
| SMCC | Southern Maine Community College    | 2 Fort Rd., South Portland, ME 04106    | 207-741-5500 |
| YCCC | York County Community College       | 112 College Dr., Wells, ME 04090        | 207-646-9282 |

### Programs of Study:

Visit: <https://www.mccs.me.edu/> to access the programs offered by the system.

### Special Requirements /Commitments:

The Maine Community College System office will work to:

- Ensure students enrolled in and graduating from Maine’s community colleges register for the Maine JobLink a system that provides students with information about employment and occupations in demand in Maine and nationally and that matches skilled workers and recent graduates to employers;
- Communicate community college initiatives, goals, and challenges to the local workforce development board and the broader onestop system partnership and likewise, communicate workforce system initiatives, goals and challenge to the Maine Community College System;
- Collaborate to identify, support and articulate Career Pathways for Maine’s high-growth, high-wage sectors, that may include implementing articulation agreements between the MCCS and secondary and adult education, universities, and apprenticeship programs;
- Promote formal partnership between WIOA workforce programs and Maine Quality Center initiatives that support workers and employers through mutually beneficial braided service approach to both student/worker and employer customers;
- Collaborate to implement proactive models for addressing the skill needs of current and emerging industry sectors;
- Collaborate to ensure student retention to increase the number of college completers and expand the number of Maine citizens with a post-secondary degree;
- Collaborate to assist non-traditional students to transition to and succeed in college;
- Collaborate to promote accelerated learning for students who may be academically challenged by participating in Integrated Education and Training pilot projects.

## *The HOUSING AUTHORITY of the CITY of BREWER* **FAMILY SELF-SUFFICIENCY (FSS) PROGRAM**

### **Partner / Program Overview:**

The Housing Authority of the City of Brewer is the grant administrator of the Family Self-Sufficiency (FSS) Program offered to residents in Public Housing and Housing Choice Voucher tenants that reside within the Housing Authority's jurisdiction. The jurisdiction for Brewer Housing Authority includes: Brewer, Holden, Eddington and Orrington.

The FSS Program is funded through the Department of Housing and Urban Development (HUD). The Brewer Housing Authority FSS Program supports the Department's strategic goal of utilizing housing as a platform for improving quality of life by helping HUD-assisted renters increase their economic security and self-sufficiency. The purpose of the FSS program is to promote the development of local strategies to coordinate the use of assistance under the Housing Choice Voucher (Section 8) and Public Housing programs with public and private resources; including connecting participants with WIOA career and training services. In an effort to enable participating families to increase earned income and financial literacy, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency by removing the barriers towards sustainable employment.

### **Service Locations:**

The Housing Authority Office is located at 15 Colonial Circle, Suite 1, Brewer, Maine 04412

### **Program Eligibility:**

Current residents of Public Housing and leased tenants in the Housing Choice Voucher (Section 8) Program are eligible to participate in the FSS Program.

### **Services:**

- Outreach, intake and program orientation
- Initial Needs Assessment
- Referrals to other programs
- Referrals to supportive services
- Comprehensive assessment
- Development of an Individual Training & Services Plan
- Case Management Services
- Financial Empowerment

## *The HOUSING AUTHORITY of the CITY of OLD TOWN* **FAMILY SELF-SUFFICIENCY (FSS) PROGRAM**

### **Partner / Program Overview:**

The mission of The Housing Authority of the City of Old Town is to provide improved living conditions for very low and low income families while maintaining their rent payments at an affordable level; to operate a socially and financially sound public housing agency that provides decent, safe and sanitary housing within a drug free, suitable living environment for tenants and their families; and to provide opportunities for upward mobility of families who desire to achieve self-sufficiency. It is the policy of this Housing Authority to be service directed in the administration of our housing programs, and to exercise and demonstrate a high level of professionalism while providing housing services to the families within our jurisdiction.

The Housing Authority of the City of Old Town is the grant administrator of the Family Self-Sufficiency (FSS) Program offered to Housing Choice Voucher tenants that reside within the Housing Authority's jurisdiction. The jurisdiction for Old Town Housing Authority includes: Old Town, Orono, Alton, Bradley, Milford, Greenfield, Greenbush, Veazie and Stillwater.

The FSS Program is funded through the Department of Housing and Urban Development (HUD). The Old Town Housing Authority FSS Program supports the Department's strategic goal of utilizing housing as a platform for improving quality of life by helping HUD-assisted renters increase their economic security and self-sufficiency. The purpose of the FSS program is to promote the development of local strategies to coordinate the use of assistance under the Housing Choice Voucher (Section 8) program with public and private resources; including connecting participants with WIOA career and training services. In an effort to enable participating families to increase earned income and financial literacy, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency by removing the barriers towards sustainable employment.

### **Service Locations:**

The Housing Authority Office is located at 358 Main Street, Old Town, ME 04468

### **Program Eligibility:**

Current tenants in the Housing Choice Voucher (Section 8) Program are eligible to participate in the FSS Program.

### **Services:**

- Outreach, intake and program orientation
- Initial Needs Assessment
- Referrals to other programs
- Referrals to supportive services
- Development of an Individual Training & Services Plan
- Financial Empowerment

## *The HOUSING AUTHORITY of the CITY of CARIBOU* **FAMILY SELF-SUFFICIENCY (FSS) PROGRAM**

### **Partner**

The City of Caribou Housing Authority is the grant administrator of the Family Self-Sufficiency (FSS) Program offered to participants in the Housing Choice Voucher (aka Section 8) Program that reside within the Housing Authority's jurisdiction. The jurisdiction for Caribou Housing Authority includes: Caribou, Caswell, Connor, Limestone, New Sweden, Washburn, and Woodland.

### **Program Overview:**

Family Self-Sufficiency Program (FSS) is a 5-year program that encourages Housing Choice Voucher Participants to improve their employment, economic, and educational opportunities. The purpose of the program is to help participating FSS family members learn the skills and obtain the experience necessary for them to secure employment that pays a living wage. The Caribou Housing Authority works with state agencies, schools, businesses, and other local partners to develop a network of resources to help FSS participants achieve their goals.

The program is beneficial to residents who are serious about increasing the financial stability of their family. During the 5-year period of the contract, any increase in earned income is credited to an interest-bearing escrow account established by the Caribou Housing Authority. If the family completes the contract and is no longer receiving TANF, and is employed a minimum of 32 hours a week, the amount of the FSS escrow account is paid to the head of the household.

The Family Self-Sufficiency Program enables participating families to increase earned income and financial literacy, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency by removing the barriers towards sustainable employment.

### **Service Locations:**

The Housing Authority Office is located at 25 High Street, Caribou, Maine 04736. Telephone: (207) 493-423; Fax: (207) 376-0178; E-mail: [housing@cariboumaine.org](mailto:housing@cariboumaine.org)

### **Program Participation and Eligibility:**

To participate in the FSS Program, one must meet the following criteria:

- Be a participant on the Housing Choice Voucher Program;
- Be motivated to become financial independent.

### **Case Management / Referral Services:**

- Education Advancement (GED & Post-Secondary)
- Obtain Employment / Career Advancement
- Childcare and Transportation
- Financial Aid, Credit Repair, and Financial Empowerment
- Transition to Future Homeownership

## *The HOUSING AUTHORITY of the CITY of BANGOR* **FAMILY SELF-SUFFICIENCY (FSS) PROGRAM**

### **Partner / Program Overview:**

Bangor Housing builds community - for its residents and for the neighborhoods of Bangor - through the provision of quality, affordable, environmentally responsible housing.

Bangor Housing is the grant administrator of the Family Self-Sufficiency (FSS) Program offered to Housing Choice Voucher participants and Public Housing tenants that reside within jurisdiction. The jurisdiction for Bangor Housing includes: Bangor, Hermon, Hampden and Glenburn.

The FSS Program is funded through the Department of Housing and Urban Development (HUD). Bangor Housing's FSS Program supports the Department's strategic goal of utilizing housing as a platform for improving quality of life by helping HUD-assisted renters increase their economic security and self-sufficiency. The purpose of the FSS program is to enable participating families to increase earned income and financial literacy, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency by removing the barriers towards sustainable employment.

### **Service Locations:**

Bangor Housing is located at 161 Davis Road, Bangor, ME 04401

### **Program Eligibility:**

Current tenants in the Housing Choice Voucher (Section 8) Program and Public Housing residents are eligible to participate in the FSS Program.

### **Services:**

- Outreach, intake and program orientation
- Initial Needs Assessment
- Referrals to other programs
- Referrals to supportive services
- Development of an Individual Training & Services Plan
- Financial Empowerment
- Boys & Girls Club of Bangor
- Families Forward

**Penobscot Indian Nation**  
**Department of Education & Career Services**  
**Tribal Workforce Innovation and Opportunity Act (WIOA) Program**

**Partner**

The Penobscot Nation Department of Education and Career Services is the administrator of the Workforce Innovation and Opportunity Act (WIOA) program for the Maine tribal communities. We are funded through a grant from the US Department of Labor that is distributed directly to the Penobscot Nation.

**Program Overview**

The WIOA Adult program provides an array of employment services to connect individuals to work related training and education programs, and work towards overcoming any barriers to employment. WIOA offers a quality one-stop center system where participants can access career services, education and training, and supportive services necessary to secure in-demand jobs and stay employed. The Youth program exposes individuals to different careers and provides learning opportunities such as goal setting, career exploration and employability skills.

**Service Locations**

Penobscot Nation Department of Education & Career Services is located at 12 Wabanaki Way, Indian Island, ME 04468.  
Candi Ewer, Director  
Department of Education & Career Services  
(207) 817-7348

**Program Eligibility**

Eligible members of the Penobscot Nation, Aroostook Band of Micmac Indians, Houlton Band of Maliseet Indians, Passamaquoddy Tribe at Indian Township and Passamaquoddy Tribe at Pleasant Point, who are currently residing in the State of Maine.

**Adult Program:** Individuals must be 18 years of age or older. Eligible members will be served on a first come first serve basis, until funds are expended.

Priority of services is given to individuals:

- a. Whose individual (or household) income is at or below the Lower Living Standard Income Level (LLSIL)
- b. Who are Veterans and/or Spouses
- c. Who are recipients of public assistance
- d. Who are identified as Basic Skills Deficient

**Youth Program:** Individuals must be 16 to 21 years old if attending school, or 16 to 24 if out-of-school. The youth program funds are expended primarily in July and August.

Priority of services is given to individuals:

- a. Whose individual (or household) income is at or below the Lower Living Standard Income Level (LLSIL), and any of the following:
- b. Who are recipients of public assistance; or
- c. Who are identified as Basic Skills Deficient
- d. Who are pregnant or parenting
- e. Who have a documented disability
- f. Who are homeless
- g. Who are offenders or part of the court system

\* Any remaining funds after servicing all individuals meeting the above criteria will be used for tribal youth who reside in a high poverty area but do not meet any of the above criteria.

**Services Provided**

**Adult Program:** Services include career planning, CASAS testing, individual counseling, job/training searches, financial aid assistance, assistance with applications (jobs, trainings, unemployment, other services/benefits etc.), supportive services, workforce preparation, work experience/internship placement, follow-up and assistance with connecting to other resources.

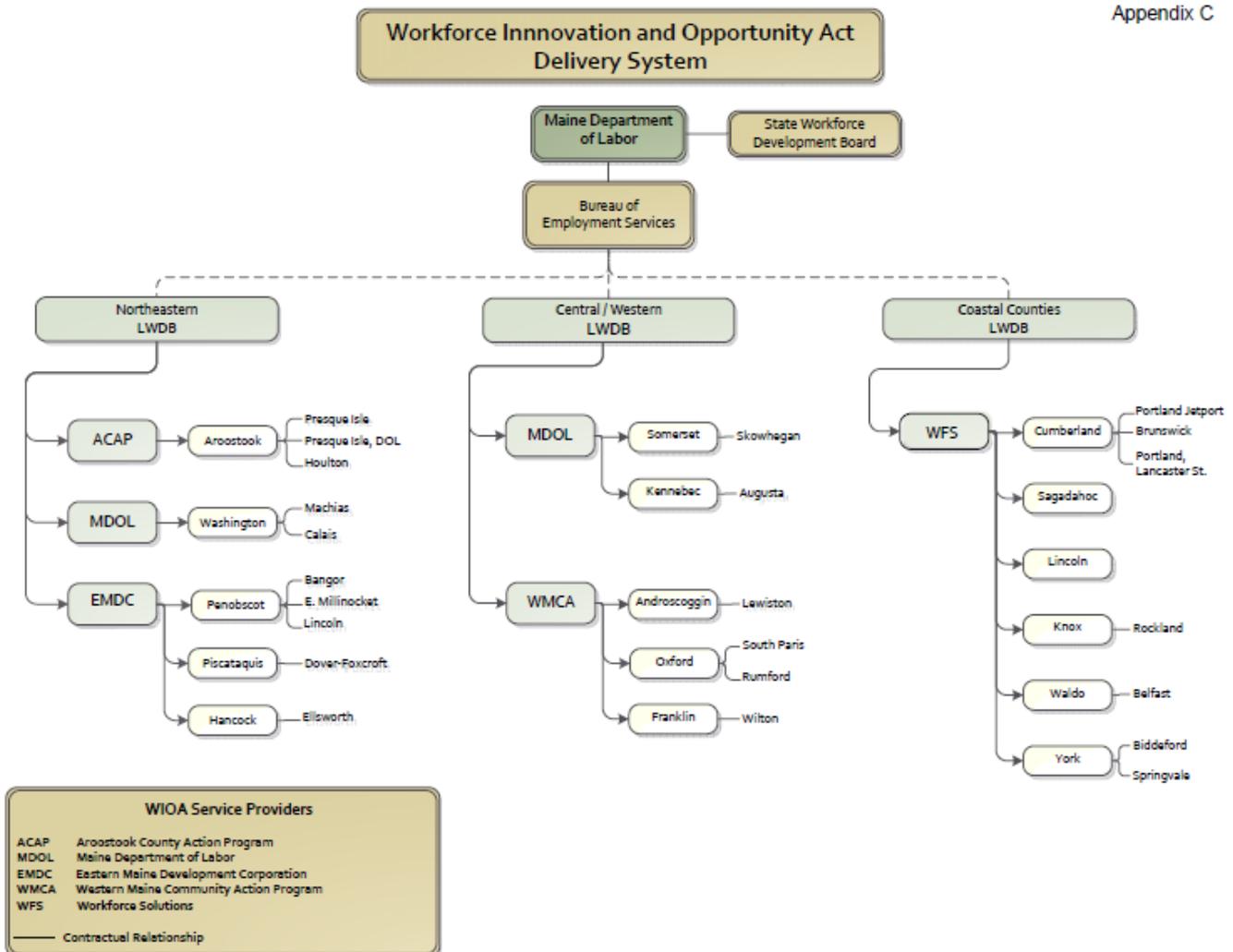
**Youth Program:** Services include mentoring, resume and job skills, group educational classes, work experience, goal setting and financial literacy.

**APPENDIX B**  
**Local Areas Operating Costs and Cost Sharing Agreement**

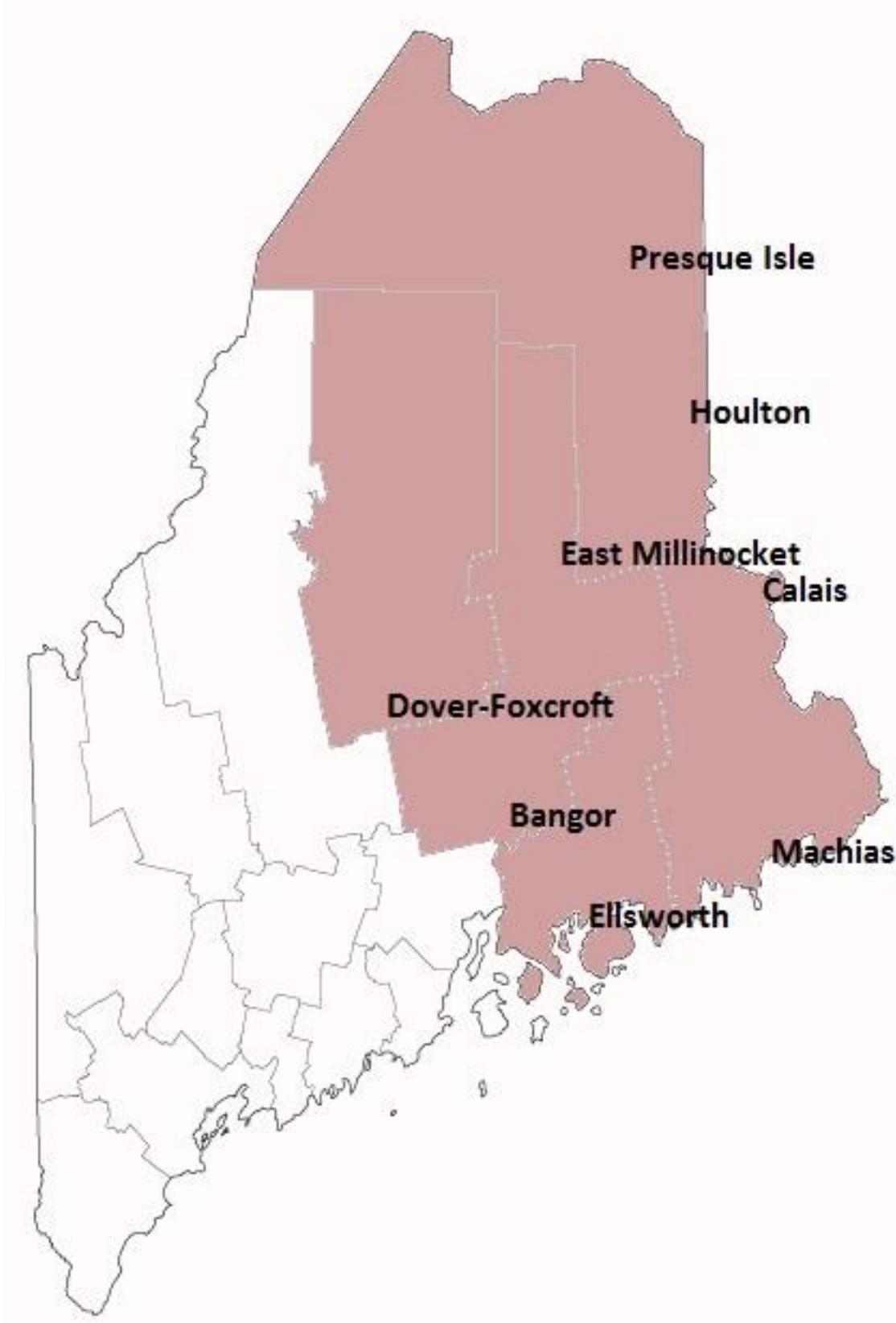
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## APPENDIX C State Workforce Development System Org Chart

Appendix C



## APPENDIX D Local Area Service Delivery Map



## APPENDIX E

### Glossary

| Term                           | Definition   |
|--------------------------------|--|
| Co-location                    | <p><u>Co-located partners</u> are one-stop system partners with a physical presence within a one-stop center, either full time, part time, or intermittently.</p> <p><u>Non-co-located partners</u> are one-stop system partners with no physical presence in a one-stop center.</p>   |
| Comprehensive One-Stop Center  | A physical location in a local area <u>from which all required partners provide direct access to their services.</u>   |
| Contributions                  | <p><u>Cash Contributions:</u><br/>Cash funds used to cover a partner’s proportionate share of the one-stop center infrastructure costs. Can be paid either directly from the partner or through an interagency transfer on behalf of the partner. <a href="#">20 CFR 678.720(c)</a>.</p> <p><u>Non-Cash Contributions:</u><br/>Expenditures made by one partner on behalf of the one-stop center or contributions of goods or services contributed by a partner for the center’s use. Contributions must be valued consistent with the uniform guidance 2 CFR 200.306 <a href="#">20 CFR 678.720 (c)</a></p> <p><u>Third Party In-kind Contributions:</u><br/>Contributions by an outside entity (not a required partner) to support the one-stop center in general; or contributions by an outside entity that resides in the one-stop center (not a required partner) to support its proportionate share of infrastructure costs. Unrestricted contributions that support the one-stop center in general would lower the total amount of infrastructure costs prior to proportionate division, whereas restricted contributions can be used by the intended partner(s) to lower their share of the infrastructure costs. <a href="#">20 CFR 678.720 (c)(4)</a></p> |
| Full-time Equivalent (FTE)     | <p>The ratio of the total number of hours worked (whether part-time, full-time or contracted) divided by an average full-time week (e.g.: 40 hours).</p> <p><i>Example: One employee works 20 hours per week is expressed as a 0.5 FTE</i></p>   |
| Infrastructure Costs           | <p>The non-personnel costs necessary for the general operation of a physical one-stop center, which may include:</p> <ul style="list-style-type: none"> <li>✓ Facilities Rental</li> <li>✓ Utilities and Maintenance</li> <li>✓ Equipment (including assessment -related products and assistive technology for individuals with disabilities)</li> <li>✓ Technology to facilitate access to the center, including the center’s planning and outreach activities</li> </ul>   |
| Local Board                    | A local workforce development board established under WIOA Sec. 107 (c)(4)(B)(i)   |
| Local Funding Mechanism        | The method by which local area partners agree to infrastructure cost sharing of the local comprehensive one-stop center.   |
| Memorandum of Understanding    | A document defining the agreement between the local board, CEO, and required partners pertaining to accessibility, delivery, and integration of services between required partners, and the sharing of infrastructure costs for the comprehensive one-stop center by those partners, and the sharing of costs of affiliated sites by the partners that are co-located therein.   |
| One-stop Center Affiliate Site | Physical location at which some workforce system partners are co-located and provide some of the workforce system services. In Maine, these may be referred to as Maine CareerCenters,   |

|                              |   |
|------------------------------|---|
|                              | Workforce Solutions Centers but all will be identified as “A Proud Partner of the American Job Center Network”  |
| One-Stop Delivery System     | A system of one-stop centers (Comprehensive, Affiliate and Specialized) from which required partner services can be accessed and for which infrastructure costs are shared by all partners.   |
| One-Stop Operator            | One or more entities identified under WIOA Sec. 121(d), whose primary role under 20 CFR 678.620 is to coordinate the service delivery of the required one-stop partners and service providers.  |
| Proportionate Share          | An amount that represents a required partner’s portion of shared infrastructure costs for the comprehensive one-stop center and any affiliate center infrastructure costs at which partners are co-located. Proportionate share is based on each partner’s proportionate use of the center and the relative benefits received by that partner. This amount is to be determined through a reasonable cost allocation methodology that assigns costs to partner in proportion to relative benefits received.  |
| Required Partners            | <p>WIOA identifies required program partners that must share in the cost of the local one-stop delivery system network of centers in the local area and that must be party to the Memorandum of Understanding, as follows:</p> <ol style="list-style-type: none"> <li>1. WIOA Title IB - Adult, Dislocated Worker, &amp; Youth Programs (A, DW, Y)</li> <li>2. WIOA Title II - Adult Education &amp; Literacy Programs (AE)</li> <li>3. WIOA Title III - Employment Services Program (BES)</li> <li>4. WIOA Title IV - Vocational Rehabilitation Services Program (BRS)</li> <li>5. Carl D. Perkins Career &amp; Technical Education Act, Post-Secondary Programs (MCCS)</li> <li>6. Trade Adjustment Assistance Act Programs (TAA)</li> <li>7. Senior Community Services Employment Program (SCSEP)</li> <li>8. Community Services Block Grant Employment &amp; Training Activities (CSBG)</li> <li>9. Housing and Urban Development Employment &amp; Training Activities (HUD)</li> <li>10. Unemployment Compensation Programs (BUC)</li> <li>11. Activities under the Second Chance Act of 2007 (Department of Corrections)</li> <li>12. Veterans Services under the Jobs for Veterans State Grant (JSVG)</li> <li>13. National Farmworkers Jobs Program Services (NFJP)</li> <li>14. Job Corps</li> <li>15. YouthBuild</li> <li>16. Indian American Programs</li> </ol> <p>Temporary Assistance for Needy Families is a required partner; however, WIOA allows the Governor to exclude this partner WIOA partner requirements, Governor LePage has submitted a letter to the USDOL excluding TANF from partner requirements; however, local areas and service providers are encouraged to work with and partner with TANF service providers on behalf of TANF participants.</p> |
| Shared Service Costs         | Costs one-stop partners may agree to share for common staff functions, such as center receptionist, intake specialist, assessment administrator, common staff cross-training and more.  |
| State Funding Mechanism      | The method used to cover infrastructure costs in a local area when required partners are unable to agree on how to share these costs. The amount each required partner must contribute is capped per WIOA Section 121(h)(3)(B).   |
| Workforce Development System | A system that make available the core programs, the other one-stop partner programs, and any other programs providing employment and training services as identified by a State or Local Board  |

APPENDIX F  
**Signatory Pages**