



NWDB One Stop Partners' Meeting

Via Zoom Meeting

Friday, March 20, 2020

11:00am – 1:00pm

Meeting Notes

Joanna Russell, NWDB Executive Director – The NWDB falls under the County of Penobscot administration and will follow all protocols as they direct us. We are working to adhere to and respect social distancing and the recommendations of the county. The NWDB is currently closed to the public, but we are still accessible via phone and email. The NWDB staff will revisit this plan in two weeks and revise as needed. Joanna Russell can be reached at 951-2549 (work cell phone) or JRussell@northeasternwdb.org, and Rebecca Bryant can be reached at (910)787-6489 or RBryant@northeasternwdb.org. We will continue to forward all information to our partners as it is received.

Susan Cerini, EMDC Director of Workforce Services – EMDC has a daily 8:30am check-in for employees to ensure all information stays current. The goal right now is to contact all participants that are current and in “follow-up” status to provide any available resources. Participants are encouraged to contact any EMDC employee and let them know what their needs are. EMDC is still accepting referrals and is working to provide virtual workshops. They will continue to pass along updated information as it is received, including job openings, to participants and partners. If any of the partners would like to join the morning meetings, please reach out to Susan and she can provide the link.

Chris Huh, EMDC National Farmworker Job Program Director – The NFJP is a statewide grant and communications across the state has been smooth thus far. **Chris would like partners to reach out to him with any major agricultural closures throughout the state.** Chris can be reached via email at CHuh@emdc.org.

Erin Benson, ACAP Program Coordinator – ACAP is closed to the public but employees are still available, most of which are remaining on site. Employees meet daily at noon to share information and discuss any changes. All participants have been contacted. Participants enrolled in UMaine and Maine Community College programs have been contacted to ensure they have the appropriate equipment necessary to continue their training online. Computers and internet services have been provided to those in need. **Erin is asking partners to pass along information of any employers currently hiring.**

Mike Carroll, A4TD Executive Director – The Associates for Training and Development (A4TD) currently serves about 120 individuals, 55 years and older across Maine. All program participants have been given the opportunity to stay home and continue to receive their training subsidies until further notice. Participants may continue to train if

they choose, so long as their employer remains open. A4TD remains open for business and interested applicants can find more information at www.A4TD.org or 577-6823.

Paul Ruggiero, Bangor CareerCenter Assistant Manager – The CareerCenters doors are closed to the public but all services remain available online at www.MaineCareerCenter.gov, via phone tollfree at 888-828-0568 (locally at 561-4050), and live chat and it is business as usual. New agents have been trained for the Live Chat service to keep up with demand. Customers and businesses are being reached via phone to see what employment needs are and to let them know services are still available. Senior leadership is meeting daily to discuss any changes and remain up to date on new information.

Melissa Harvey, BES Northern Regional Director – FAQ's regarding unemployment services have not yet been received but will be sent out once available. Current information can be found on the Governor's website <https://www.maine.gov/governor/mills/home>, the MDOL website <https://www.maine.gov/labor/>, and the CareerCenter website <https://www.maineccareercenter.gov/>.

Andrea Bickford, Vocational Rehabilitation Services Manager – The Division for the Blind and Visually Impaired (DBVI) and Vocational Rehabilitation are working with all staff to continue to offer services remotely. Alternate schedules are being offered to employees who are having day-care issues and most staff continue to work. Intakes are being completed over the phone. Services are available via Zoom, Skype, and Facetime as well. Employees will continue to check in with all customers and offer any guidance needed. They are offering webinars as they become available and leadership meets daily to exchange information. Andrea would like the partners to know that staff is available in the CareerCenters via phone and email and would like customers to know that services are still available remotely. Equipment has been dropped off to students and other customers in need. Employees are leaving items on doorsteps and calling customers with instructions to avoid any hands-on contact.

Eddie Smith, Senator King's Office, State Director – Employees are working remotely, and services are still available. Voice messages are consistently being checked. The waiting period for unemployment insurance has been waived and Eddie is working to get updated information out as quickly as possible. Eddie can be reached at (202)617-9564 or edie_smith@king.senate.gov.

Chris Rector, Senator King's Office, Regional Representative – Two federal packages for unemployment insurance and benefits have passed and one more has been introduced and is currently under consideration. There are loan programs available and information can be found on the DECD website <https://www.maine.gov/decd/>. Chris can be reached at 653-8368 or chris_rector@king.senate.gov.

Kelly Cotiaux, Senator Collin's Office – Most employees remain working out of the five offices throughout the state; those who have childcare needs or are considered at-risk are working remotely. Kelly is encouraging people to call or email. Senator Collins has

had conversations with small businesses throughout the state to see what support they may need to recover from this. Senator Collins is recommending businesses stay in contact with their employees through this process so they may return to work as quickly as possible after the shutdown has ended. Kelly is requesting businesses to keep in contact with Senator Collins' office to make their needs known, whatever the need may be. Kelly can be reached at kelly_cotiaux@collins.senate.gov.

Chris Winstead, EMCC Director of Workforce Development – Although the situation developed much quicker than anticipated, EMCC has transitioned smoothly. Students began spring break. All trainings have been either pushed back to a later date or will be accessible remotely. Any students who have experienced displacement or layoff will be able to access training remotely for free. EMCC's workforce development team are in constant contact discussing what the training needs are. Chris is asking the partners to pass along any information regarding training requests from employers during this down time.

Kathy Pelletier, RSU 25 Adult Education Director – Staff currently remains on site, but the doors are closed to students. All training is now accessible online including the Healthcare Academy. The district has a fully developed crisis management plan in place and meets weekly to discuss any necessary changes. The on-site school closure has been extended to April 27, 2020. The high school has a drop off location for any homework that cannot be completed online.

Danny MacDonald, Eastern Aroostook Adult Education Director – Staff remains on site, but the facility is closed to the public and students. All training is available online and equipment is available to those students in need. The CNA class has been postponed due to the required hands on learning. Teachers are available via Zoom for students; this approach seems to be working well. Students co-enrolled at job corps have been contacted to ensure they remain on track. A Blackboard community has been set up for the Comptia tech hire students to continue the training. Currently, HiSET and CASAS testing is unavailable but new student intakes will continue. Danny would like the partners to know Adult Ed is still open for business and will continue to accept new enrollments.

Stacey Cyr, Madawaska Adult Education Director – Madawaska Adult Ed is following similar protocol to Eastern Aroostook Adult Ed. Some employees remain on site but are rotating schedules with others to not be on site at the same time. One issue they are finding is not all students have access to the online training. Some equipment is available but not enough for everyone in need. Some students are in transition from education to employment but are unable to find employment due to the shutdown.

Jane Blackwood, Axiom Education and Training Center Executive Director – The facility is closed and employees are working remotely. There is currently no testing available but options are being investigated. The National Digital Equity Center (NDEC) is offering free digital literacy courses online and via Zoom. For more information, reach out to Susan Corbett at www.digitalequitycenter.org. Jane and the NDEC are working to provide internet hotspots. Staff is checking in periodically with students. All clinicals and on-site business trainings have been postponed.

Ander Thebaud, RSU 24 Adult Education Director – Training has transitioned online. The CNA course has been postponed until June but could be postponed further if needed. Seven clinical medical students were working on their externship which has been postponed. Half of them have completed enough externship hours and have applied to positions in the field. Equipment is limited for students and some have been struggling with internet access. Intakes are being completed virtually as well as Accuplacer assessments.

Annie Sargent, Ellsworth Adult Education Director – Annie will be regularly updating the website to keep information current. Students have access to training remotely. For students who do not have internet access, packets will be organized and a return system will be implemented.

Rebecca Cross, Riverside Adult Education Director – Riverside Adult Education is following a similar course to other Adult Educations, but the CNA course will continue as most of the students are working at the facility where the class is held. The next CNA course will be postponed.

Jen Peters, Sunrise County Economic Council Assistant Director – Jen and the SCEC office manager remain on site but all other employees are working virtually. Family Futures Downeast students have laptops provided to them through the program and internet access has been provided to those in need. The Washington County Leadership Institute program has been postponed. Loans and scholarship programs are still available. Jen has transformed the SCEC Local Happenings weekly email to resources and information which reaches around 1100 people. If any partners have any information they would like to send out, email Jen at scec@sunrisecounty.org.

Renee Doble, Brewer Economic Development Center Deputy Director – Renee has been working with the Bangor Region Chamber of Commerce to keep an updated list of closures in the area. The list can be found at www.brewermaine.gov. The office is closed to the public and employees are working remotely.

Lisa Shaw, Maine State Library Rural and Small Libraries Specialist – Most employees throughout the state are working remotely but those who need access to sites can do so. The few libraries throughout the state that remain open are in very rural areas and see few clients each day. All libraries are leaving their wireless internet up and running so individuals have access if needed. The biggest concern is individuals who do not have the equipment needed to go online and apply for unemployment. Commissioner Johnson was asked if a paper application could be accepted for UI instead of an online application; we have not received the answer to that yet. Lisa is asking for any information regarding hotspot devices to circulate to those in need. Lisa can be reached at lisa.m.shaw@maine.gov.

Tom Grogan, New Ventures Maine Workforce Specialist – All in-person training and workshops are cancelled through the end of April and employees are working remotely. Most training has moved online and more is being added daily. Teachers are available via Zoom if needed.

Thelma Regan, Piscataquis Valley Adult Education Center Director – All training is currently postponed.

Helpful Links

Spectrum plans to offer free internet to students without access as the novel coronavirus, or COVID-19, forces some schools to switch to online learning. Beginning March 16, the company commits to offering free internet for 60 days to households with K-12 or college students who don't already have a Spectrum subscription. The company also plans to partner with school districts to ensure communities are aware of the tools to help students learn remotely. It is also opening its Wi-Fi hotspots for public use. To enroll, call 1-844-488-8395. Or for more information, click here.

<https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>.

New release from **Bank of America** on relief they are granting, on request, from bank fees (overdraft, etc.) or payments on credit card, auto, mortgage or small business loans. <https://newsroom.bankofamerica.com/press-releases/consumer-banking/bank-america-announces-additional-support-consumer-and-small>

Orono, Maine — **The University of Maine System's NetworkMaine** is offering to enable "Guest" Wi-Fi networks for the 140 local schools that participate in the Maine Department of Education's Maine Learning Technology Initiative. The move would create open access WiFi hotspots at schools where the signal extends outside of the building. Positioning equipment near exterior walls and windows could further boost the signal. <https://www.maine.edu/blog/2020/03/23/study-from-car-hotspots-offered-to-maine-local-schools/>.

Shirley Wright: "in response to the fact that so many great websites have been shared for learning across all ages, I have created a page on the **Maine Adult Education Association** website that captures the links to all of them that I have seen so far." The web link is: <https://maineadulted.org/distance-learning-ideas/>.

Chris Martin with the **Information Technology Exchange** can give students and program participants laptops at very low cost. Chris can also accept old computers that need to be disposed. He can be reached at CMartin@ITEC3.org.

Bangor Area Recovery Network (BARN) <https://www.bangorrecovery.org/>

Aroostook Mental Health Center (AMHC) <https://www.amhc.org/>

Maine Equal Justice Project

https://maineequaljustice.org/site/assets/files/1993/unemployment_insurance_guidance_031820.pdf

Maine Unemployment Insurance <https://www.maine.gov/unemployment/>.

Maine Unemployment Insurance Q and A's:

https://maineequaljustice.org/site/assets/files/1993/unemployment_insurance_guidance_031820.pdf.

**State of Maine
Information Security Office
Cyber Security Bulletin and Guidance**

COVID-19 PHISHING ALERT

The State of Maine Information Security Office warns state employees and contractors to remain vigilant for scams related to Coronavirus Disease 2019 (COVID-19). Cyber actors may send emails with malicious attachments or links to fraudulent websites to trick victims into revealing sensitive information or donating to fraudulent charities or causes. Exercise caution in handling any email with a COVID-19-related subject line, attachment, or hyperlink, and be wary of social media pleas, texts, or calls related to COVID-19.

The State of Maine Information Security Office encourages individuals to remain vigilant and take the following precautions:

- Avoid clicking on links in unsolicited emails and be wary of email attachments. See [Using Caution with Email Attachments](#) and [Avoiding Social Engineering and Phishing Scams](#) for more information.
- Use trusted sources—such as legitimate, [government websites](#)—for up-to-date, fact-based information about COVID-19.
- Do not reveal personal or financial information in email.
- Verify a charity’s authenticity before making donations. Review the Federal Trade Commission’s page on [Charity Scams](#) for more information.

RECENT THREAT REPORTS

Threat intelligence reporting has identified and reported Coronavirus-themed phishing emails. These phishing emails can take different forms, including these:

- **Health alerts.** Cybercriminals have sent phishing emails designed to look like they’re from the U.S. Centers for Disease Control or World Health Organization. The email might falsely claim to link to a list of coronavirus cases in your area. Common language in these emails and texts include:
 - “You are immediately advised to go through the cases above for safety hazard”
 - “Please read the attached document and provide the requested information to see if you’re at risk.”
 - “Due to the fact that cases of coronavirus infection are documented in your area, the World Health Organization has prepared a document”
- **Health advice emails.** Phishers have sent emails that offer purported medical advice to help protect you against the coronavirus. The emails might claim to be from medical experts near Wuhan, China, where the coronavirus outbreak began. Common phrases include:
 - “This little measure can save you”

- “Use the link below to download Safety Measures”
- **Workplace policy emails.** Cybercriminals have targeted employees’ workplace email accounts by sending out documents with malicious software. Individuals could provide personal details in response to a phishing attempt that promises information about a company’s remote-work plan.
- **Workplace Purchases.** Emails can be doctored to look like a purchase orders for face masks or other supplies in order to trick an employee into wiring payments to a fraudulent account.

CYBER HYGIENE TIPS FOR REMOTE WORKERS

Cybersecurity is always a priority. When teleworking or working remotely, additional cybersecurity strategies must be considered. Teleworking spaces can include your home, public, or shared space. Please always check with your supervisor and manager to ensure you are working from an approved location. Be sure to follow the same processes and procedures as if you were in your typical work location. These include:

- Keep your workspace clean. Do not leave documents unattended or in view of unauthorized people. This includes family members, roommates, and friends.
- Keep devices locked when unattended. Set your computers and phones to lock when not in use for more than a few minutes. If your locked screen previews new messages or emails, contact the MaineIT help desk to learn how you can hide them.
- When participating in phone conversations or digital meetings, make sure confidential conversations cannot be heard.
- Keep your work and personal business separate. Become familiar with your organization's acceptable use policy (i.e., rules of behavior) to ensure you are not violating laws or policies by conducting personal business on a work device.
- Do not download sensitive or confidential work documents to your home computer.

At the end of the workday, log off all work devices and remote work platforms.