

APPENDIX F: NWDB's COMPREHENSIVE CAREERCENTER DIRECT LINKAGE GUIDE

Per WIOA regulations under 20 CFR 678 each local area must have at least one physical comprehensive one-stop center. The comprehensive one-stop must ensure access to each required partner program and its services. This can occur by:

1. Having a required partner program staff member physically present at the comprehensive one-stop center,
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
3. Making available a "**direct linkage**" through technology to a partner 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, a website address, or printed pamphlets or materials.

The Bangor CareerCenter is the comprehensive center for the Northeastern Workforce Area. Several partner programs are co-located at the Bangor CareerCenter and so provide direct linkage to customers using the center. Required partners that are not housed in the Bangor CareerCenter have agreed to provide direct linkage to their services as outlined in the chart below:

Program	Provider Agency	Method of Direct Linkage
Adult Dislocated Worker & Youth Services	Eastern Maine Development Corp.	Co-located in the center
Employment Services (ES) Jobs for Veteran's State Grant (JVSG) Trade Assistance Act (TAA)	Maine Department of Labor Bureau of Employment Services	Co-located in the center <ul style="list-style-type: none"> • JVSG: Refer veterans to ES staff who review eligibility for the JVSG program and connect eligible veterans to those services. • TAA: Refer to ES staff who will connect them to the TAA program manager
Vocational Rehabilitation	Maine Department of Labor Bureau of Rehabilitation Services	Co-located in the center
Adult Education	Bangor Adult Education 121 York St. Bangor ME 04401	Contact Director: Gregory Leavitt at 207-941-6316 or via email to gleavitt@bangorschools.net Staff available 8:00 a.m. – 4:00 p.m. to take referrals and answer questions. Voice mail messages are typically returned the same day.
Unemployment Compensation	Maine Department of Labor Bureau of Unemployment Compensation	Co-located in the center <ul style="list-style-type: none"> • Request ES staff to contact the UC staff person of the day. If the UC staff person is busy, they will respond to voice mail in 24 hours.
National Farmworker Jobs Program (NFJP)	Pathstone Corporation 263 State St. Suite 24 Bangor ME 04401	Contact Region Administrator Elizabeth Strout at egrout@pathstone.org or info@pathstone.org who will respond within 24 hours.
Job Corps - Loring	Career Systems Development Corp.	Co-located in the center: <ul style="list-style-type: none"> • Job Corps admissions counselor is available M-F from 7:45 a.m. to 4:30 p.m.
Job Corps – Penobscot	Equus Workforce Solutions	Call 207-990-3000 to schedule appointment M-F 1375 Union St. Bangor ME 04401
Senior Community Service Employment Program (SCSEP)	Associates for Training and Development (A4TD)	Email info@a4td.org to leave customer name, phone, & email. A4TD checks email daily and will cc the referring agency when responding to client.

Indian & Native American Program (INAP)	Penobscot Indian Nation 12 Wabanaki Way, Indian Island ME 04468	Email Program Director Candi Ewer candi.ewer@penobscotnation.org leave customer name, phone, and email. Program will reply within 3 business days and will cc the referring agency.
CAP Agencies funded by: Community Services Block Grant (CSBG)	Penquis Community Action Program 262 Harlow St. Bangor ME 04402	Email info@penquis.org to leave a message or call 207-973-3500 or 1-800-215-4942 to connect to a receptionist who will connect to appropriate staff.
Maine Community College Funded by Carl Perkins CTE	Eastern Maine Community College 354 Hogan Rd. Bangor ME 04401	To schedule a visit call 207-974-4870 To speak with student assistance email EMCCSuccess@maineccc.edu open M-F 8:00-4:30 For financial aid assistance call 207-974-4680 To apply email emccadmissions@maineccc.edu
Temporary Assistance for Needy Families (TANF)	DHHS Office of Family Independence 19 Maine Ave. Bangor ME 04401	Visit the district office in person. Call 1-855-797-4357 staffed M-F from 8:00-4:30. Check eligibility for & apply for assistance at: www.mymaineconnection.gov/benefits/
Housing & Urban Development	Bangor Housing Authority 133 Davis Rd. Bangor ME 04401	Phone: 207-942-6365 Apply for available housing at www.pha-web.com/portals/onlineApplication/1708