

northeastern
WORKFORCE DEVELOPMENT BOARD

**MAINE'S NORTHEASTERN WORKFORCE DEVELOPMENT SYSTEM
MEMORANDUM OF UNDERSTANDING**

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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. 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 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 the 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 form 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.

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 progress on 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 the 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 Chief Elected Official (CEO), has competitively selected Eastern Maine Development Corporation (EMDC) as the one-stop operator for the Northeastern Workforce Area, the role of the Northeastern Workforce Area one-stop operator is further outlined below.

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.

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. Methods for referring individuals between the one-stop partners for appropriate services and activities
3. 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
4. The duration of the MOU and the procedures for amending it; and
5. 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, 2024. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2027, 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.

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 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 agree 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 the 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 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 chairperson, 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 one-stop center is the Comprehensive One-Stop 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 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-C** for a map of the Northeastern workforce area one-stops.

B. One-Stop Operator

The NWDB selected the one-stop operator (Eastern Maine Development Corporation) through a competitive process (i.e.: RFP) in accordance with OMB Uniform Guidance, WIOA and its implementing regulations, and procurement laws and regulations. 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 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 use 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 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 contract 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. Associates for Training and Development (A4TD), Senior Community Services Employment Programs;
11. PathStone Corporation, National Farmworker Jobs Program;
12. Housing and Urban Development, HUD Employment and Training Programs; ***
13. Career Systems Development for Loring Job Corps Program; *
14. Equus Workforce Solutions for Penobscot Job Corps Program; *
15. Penobscot Indian Nation, Native American Programs;
16. Goodwill Industries of Northern New England, YouthBuild Lewiston grant; **
17. Learning Works, YouthBuild Portland grant; **

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

**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.

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 seekers, 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.

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.

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 based on 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, considering 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 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 based on 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. To the extent permitted by law, 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.

Notwithstanding the foregoing, nothing here shall constitute a waiver of the Department of Health and Human Services' right to sovereign immunity or to any other right, privilege, or defense to which it may be entitled.

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 2 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 Workforce Innovation and Opportunity Act (WIOA) of 2014. 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-E**

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

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

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, 2027, whichever occurs earlier

Signature/Title

____/____/____
Date

Email

Phone number

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). They provide services from the following locations:

Center	Location	Provider	Phone	Manager
Augusta	45 Commerce Dr., Augusta, ME 04330	EMDC	800-741-2991	Susan Cerini
Bangor	45 Oak Street, Ste. 3, Bangor, ME 04401	EMDC	888-828-0568	Susan Cerini
Brunswick	275 Bath Rd., Ste.3, Brunswick, ME 04011	WS	888-836-3355	David Wurm
Calais	1 Calais Drive, Calais, ME 04619	EMDC	800-543-0303	Susan Cerini
Dover Foxcroft	50 Mayo Street, Dover Foxcroft (Higher Ed Center)	EMDC	207-564-8196	Susan Cerini
East Millinocket	1 Dirigo Drive, East Millinocket (Learning Center)	EMDC	207-746-9608	Susan Cerini
Ellsworth	248 State Street, Ellsworth (Mill Mall)	EMDC	207-610-1521	Susan Cerini
Houlton	91 Military Street, Houlton, ME 04730	ACAP	207-532-5300	Jamie Chandler
Lewiston	5 Mollison Way, Lewiston, ME 04240	EMDC	800-7471-2991	Susan Cerini
Machias	53 Prescott St., Machias ME 04654	EMDC	800-292-8929	Susan Cerini
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	Jamie Chandler
Rockland	91 Camden St. Rockland, ME 04841	WS	877-421-7916	David Wurm
Skowhegan	23 Stanley RD., Hinckley, ME 04944	EMDC	800-741-2991	Susan Cerini
Wilton	865 US Rt.2E, Wilton ME 04924	EMDC	800-741-2991	Susan Cerini

Key: EMDC - Eastern Maine Development Corporation

ACAP - Aroostook County Action Program

WS - Workforce Solutions

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 jobseekers. 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.

Basic Career Services	Definitions
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"> • Job Search & Placement Assistance • Career Counseling • Provision of information on in-demand industry sectors and occupations • Provision of information on nontraditional employment for women • Recruitment related services to businesses, including referrals to services not traditionally delivered through the one-stop system.
Labor Market Information	Provision of workforce and LMI, including: <ul style="list-style-type: none"> • Job vacancy listings in labor market areas (Local, State, National) • 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
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"> • Childcare • Child Support • Health Services (MaineCare, CHIP, Medicare, Health Insurance Options) • Food Stamps • TANF • Etc.
UI Claims Assistance	Provision of “ meaningful assistance ” 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"> Prepare and coordinate comprehensive employment plans to ensure access to necessary activities and support services, using where feasible, computer-based technologies, and Provide job, education, and career counseling, as appropriate both during participation and after job placement. WIOA Sec(3)(8) Note, career planning services must be provided in order for an individual to be eligible to receive “training” services.
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"> • Attainment of a secondary school diploma or equivalent; • Transition to post-secondary education; or • Employment Title II WIOA Section 203(6)
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.

Out-of-Area Job Search or 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, learning experiences, linked to careers, which take 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"> • 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; • The requirements of CT as listed above are met; and • 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.
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

	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 <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"> • Provides knowledge or skills essential to the full and adequate performance of the job; • 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 • 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. <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 <i>Employed Individual</i>	<p>OJT contract may be written for eligible workers when:</p> <ul style="list-style-type: none"> • 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; • Meets the requirements for OJT listed above; <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 nd & 4 th Qtr., Earnings 2 nd 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

	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

Youth Service Elements	Definitions
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 681.490 .
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"> • Take initiative; • Creatively seek out and identify; • Develop budgets and forecast resource needs; • Understand options for acquiring capital and the trade-offs associated with such options; and • Communicate effectively and market oneself and one's ideas. Approaches may include: <ul style="list-style-type: none"> • Introduction to the values and basics of starting & running a business, such as development of a business plan and simulations of business startups and operations;

	<ul style="list-style-type: none"> 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; Experiential programs that
Financial Literacy Education*	<p>May include activities which support:</p> <ul style="list-style-type: none"> Ability to create budgets, initiate checking/savings accounts, & make informed financial decisions; Learning how to manage spending, credit and debt, including student loans, consumer credit & credit cards; Learning: significance of credit reports/scores, rights pertaining to credit & financial information, how to determine credit report accuracy, how to improve or maintain good credit; Ability to understand, evaluate and compare financial products/services; Knowledge about, rights regarding and protection from identity theft; Address of financial literacy needs of non-English speakers including provision of financial literacy information in other languages Address of financial literacy needs of youth with disabilities including connecting them to benefits planning and work incentives counseling; 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 Other approaches that promote knowledge, skills and confidence in making financial decisions.
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 & 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 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 when appropriate. 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 & 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"> Exposure to postsecondary education possibilities;

	<ul style="list-style-type: none"> • Community and service learning projects; • Peer-centered activities, including peer mentoring & peer tutoring; • Organizational and teamwork training and team leadership training; • Decision making, determining priorities and problem solving; • Citizenship training, including life-skills such as parenting & work behavior • Civic engagement activities which promote quality of life in a community; • Putting youth in leadership roles such as committee membership.
Objective Assessment	<p>Includes a review of academic & 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"> • Is outcome-oriented and focused on a specific occupational goal identified in the youth ISS; • Is of sufficient duration to impart the skills needed to meet the occupational goal; and • Leads to attainment of a recognized postsecondary credential. <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 & 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. Must include 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"> • Summer youth employment opportunities or WE during the school year; • Pre-Apprenticeship programs; • Internships and Job Shadowing; and • On-the-Job Training.

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"> • Appropriate recruitment services on behalf of employers; • Information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;

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

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 the 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 customers 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. Wagner-Peyser 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 Wagner-Peyser Employment and Labor Exchange Services in Maine. These services are offered at the following locations:

Center	Location	Phone	Manager
Augusta	45 Commerce Dr., Augusta, ME 04330	CareerCenter Hotline: (207) 623-7981 Labor Exchange (Maine JobLink job postings): (207) 623-7967	Susan LeClair
Bangor	45 Oak Street, Ste. 3, Bangor, ME 04401		Paul Ruggiero
Southern MidCoast (Brunswick)	29 Sewall St., Brunswick, ME 04011		Rene Smith
Lewiston	5 Mollison Way, Lewiston, ME 04240		Rene Smith
Machias	53 Prescott St., Machias ME 04654		Paul Ruggiero
Greater Portland	151 Jetport Blvd, Portland, ME 04102		Robert Klaiber
Presque Isle	66 Spruce St., Presque Isle, ME 04769		Paul Ruggiero
Rockland	91 Camden St. Rockland, ME 04841		Susan LeClair
Northern Kennebec Valley (Hinckley)	Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944		Susan LeClair
Springvale	9 Bodwell Ct., Springvale, ME 04083		Robert Klaiber
Wilton	865 US Rt.2E, Wilton, ME 04924		Rene Smith

Services Overview:

Bureau of Employment Services (BES) staff provides all 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. In addition, Employment Services staff participates in the Maine-At-Work-Initiative (MAWI), a collaboratively developed, web-based platform that allows job seekers and/or employers to request information on available programming/services to meet their needs. When a job seeker or employer completes the MAWI online request form, an email to MDOL is generated and the appropriate workforce and economic development resource providers are notified. MAWI assists job seekers and employers navigate the 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 workers and workers to jobs and to track information about participants required by multiple Federal workforce programs.

Employment Services offers 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:

Maine JobLink (MJL) <https://joblink.maine.gov>

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.

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.

MJL is the system used by Unemployment Compensation to ensure that claimants are seeking employment.

It is also a participant and employer tracking system designed to track service data for Federal reporting purposes.

Additional benefits that result from Employer, Job Seeker and Partner use of the MJL system include:

- ✓ Job listings posted on the MJL meet basic affirmative action requirements for employers required to recruit from minority populations;
- ✓ 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;
- ✓ Ability for service providers to communicate and share information about services provided to employers and job seekers

Job Fairs – 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.

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.

Customized Recruitment – 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.

Layoff Aversion – 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.

Rapid Response – This service offers a respond to announcements of layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers to ensure rapid reemployment and to minimize the negative impacts of the layoff. 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.

Special Requirements:

BES requests that all system partners 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 (BUC)** is the grant administrator of Unemployment Insurance Tax, and Unemployment Compensation services.

Service Provider and Service Locations:

Unemployment services are 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 an electronic contact option, which will result in a call-back to the claimant within 24 hours. This electronic contact option is only available through the one-stops, and limited other non-public portals.

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. Benefit claims become effective on Sunday of the week in which an initial application is filed, so people should not wait to file an initial claim application, but file it as soon as possible after separation. The initial application determines if someone is potentially eligible for unemployment benefits, but weekly claims must be filed, and certain requirements met each week to receive benefits. Individuals must be physically able to work, available to accept work, and be actively seeking work each week to collect benefits.

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 higher claim volumes, from mid-November, through mid-March, especially Mondays and Tuesdays when they may experience a longer wait time on the phone or get a message to call back later. Wait times are typically shorter on Wednesdays and Thursday mornings. Claims-related calls may be made between 8:00 a.m. and 3:00 p.m. Furthermore, electronic inquiries may be made via email through the Bureau's "Contact us" link on the website.



To file a claim an individual will need the following information available:

- Their Social Security Number (and Alien Registration Number if applicable);
- The 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 their Member 4 DD-214 copy.
- Federal civilian employees who have been separated from their employer will be asked to provide their Standard Form (SF) – 8, or SF-50.

Once an individual has filed a claim, the bureau will reach out to their former employer(s) to verify the reason for separation, dates of employment, and other information necessary to determine eligibility for benefits. 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, 2018, the maximum WBA a person can receive is \$431.00, plus \$10 per dependent. The dependency allowance can total no more than one half of the WBA.

A person's earnings will determine the weekly and total amount of benefits they may potentially receive during their benefit year. Benefits are payable for up to 26 weeks during the benefit year, but do not have to be collected consecutively. Based on earnings, some individuals may receive their total benefits in less than 26 weeks. If someone receives partial benefits in some weeks due to earnings or other reductions, the number of weeks in which they receive a partial benefit may be longer than 26 weeks. Benefits are only available during a person's benefit year; unused benefits do not carry over into another benefit year. A benefit year begins with the week in which the claimant files the initial application for benefits.



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

Unemployment benefit and employer services can be accessed via: <https://www.maine.gov/unemployment/>.

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), Reemployment Trade Adjustment Assistance (RTAA), 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 or services to companies outside of the United States as a result of an international Trade Agreement).

Judith Pelletier coordinates the Trade Adjustment Assistance Act programs statewide for MDOL.

Email: Judith.a.pelletier@maine.gov Phone: 207-215-6677

Service Locations:

Center	Location	Phone	Manager
Augusta	45 Commerce Dr., Augusta, ME 04330	CareerCenter Hotline: (207) 623-7981	Susan LeClair
Bangor	45 Oak Street, Ste. 3, Bangor, ME 04401		Paul Ruggiero
Southern MidCoast (Brunswick)	29 Sewall St., Brunswick, ME 04011		Rene Smith
Lewiston	5 Mollison Way, Lewiston, ME 04240		Rene Smith
Machias	53 Prescott St., Machias ME 04654		Paul Ruggiero
Greater Portland	151 Jetport Blvd, Portland, ME 04102		Robert Klaiber
Presque Isle	66 Spruce St., Presque Isle, ME 04769		Paul Ruggiero
Rockland	91 Camden St. Rockland, ME 04841		Susan LeClair
Northern Kennebec Valley (Hinckley)	Averill Building, Alford Campus, 23 Stanley Rd., Hinckley, ME 04944		Susan LeClair
Springvale	9 Bodwell Ct., Springvale, ME 04083		Robert Klaiber
Wilton	865 US Rt.2E, Wilton, ME 04924		Rene Smith

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. RTAA provides eligible workers (50 years old or older) with a wage subsidy if they find new employment within approximately two years from layoff 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.

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 USDOL encourages co-enrolled in both programs 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 several 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 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 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;
10. Any veteran between the ages of 18-24.
11. Vietnam-era Veterans. Pursuant to 38 U.S.C. 4211, the term “Veteran of the Vietnam Era” is an eligible veteran any part of whose active military, naval or air service was during the Vietnam era. “Vietnam-era” means the period beginning on February 28, 1961 and ending on May 7, 1975.

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 provide services through the one-stop system to individuals wish to achieve, retain, or advance in employment and have a disability-related barrier to employment. Priority is given to individuals with the most significant functional limitations.

Service Locations:

Center	Location	Phone
Augusta	45 Commerce Dr., Augusta, ME 04333	800-760-1573
Bangor	45 Oak Street, Suite 1, Bangor, ME 04401	888-545-8811
Brunswick	29 Sewall St., Brunswick, ME 04011	888-836-3355
Houlton	11 High St., Houlton, ME 04730	800-432-7338
Hinckley	23 Stanley Rd, Hinckley, ME 04944	800-760-1572
Lewiston	5 Mollison Way, Lewiston, ME 04240	800-741-2991
Machias	53 Prescott St., Suite 2, Machias ME 04654	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
Wilton	865 US Rt.2E, Wilton ME 04924	800-982-4311

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 service 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 DVR/DBVI 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 DVR/DBVI 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:

An individual is eligible for DVR services if the individual:

- A. Has a physical or mental impairment which, for the individual, constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a physical or mental impairment hinders an individual from preparing for, engaging in, retaining or advancing in employment consistent with the individual's abilities and capabilities; and
- B. Requires vocational rehabilitation services to prepare for, secure, retain, advance or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Required 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:

- A. Has a significant visual impairment, which for the individual constitutes or results in a substantial impediment to employment. Note: Substantial impediment to employment means that a visual impairment hinders an individual from preparing for, engaging in, retaining, or advancing in employment consistent with the individual's abilities and capabilities; and
- B. Requires vocational rehabilitation services to prepare for, secure, retain, advance or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Required VR services must be necessary to overcome disability related barriers. Lack of resources by itself does not constitute a disability related barrier.

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

- A. 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
- B. 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:

Division of Vocational Rehabilitation
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
Apprenticeship
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
Division for the Blind & Visually Impaired
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
Apprenticeship
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:

Through its Division of Vocational Rehabilitation (DVR) and Division for the Blind and Visually Impaired (DBVI), 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. The following services are offered:

Staffing and Recruitment of Qualified Job Seekers with Disabilities: BRS Business Account Managers coordinate services with employers and assist DVR/DBVI Vocational Rehabilitation counselors to identify and refer qualified individuals with disabilities for job openings based upon employer workforce needs. This can include apprenticeships and other work experiences, as well as direct hires. Through extensive career development and work-based learning with youth with disabilities, BRS also works with employers to develop the next generation of workers for their workforce.

Job Support, Coaching and Training for Job Seekers with Disabilities: For those who need it, DVR/DBVI engage certified community-based employment specialists to provide the assistance necessary on and off the job site for individuals with disabilities to learn and perform job tasks for successful ongoing employment.

Workplace Accommodations: DVR/DBVI can assist an employer with identifying reasonable changes in the workplace that enable a person with a disability to apply for a job and/or perform job duties equal to similarly situated employees without disabilities. A majority of accommodations are low cost and can include assistive technology.

Job Retention/ Return-to-Work Services: DVR/DBVI can provide guidance and information to an employer for existing employees who currently have, or in the future may incur, a disability. This can save the employer the cost of hiring and training new staff while retaining a valuable current employee.

Financial Incentives: This includes low risk participation for employers through DVR/DBVI paid work experiences, such as vocational assessment and On-the Job training, as well as the Work Opportunity Tax Credit, which all assist in the placement and hire of an individual with a disability in competitive employment.

Technical Assistance, Consultation and Training: Based upon employer needs, this includes training on Disability Awareness/Etiquette; the Americans with Disability Act; Section 503 for Federal Contractors; and disability specific information, such as Deaf Culture.

Linkage to Nationwide Resources: BRS can connect employers to business leadership networks, such as Disability: IN and other Maine-based businesses that hire people with disabilities and are willing to share their experiences with others.

Job Corps Programs

Partners:

- Career Systems Development is the contractor for Loring Job Corps program
- Equus Workforce Solutions is the contractor for the 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	Molly Ginn

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).**

Services Penobscot Job Corps	Services Loring Job Corps
<p><u>General</u></p> <ul style="list-style-type: none"> • Career Counseling • Residential Services <ul style="list-style-type: none"> ○ Veterans Hall – Male Dormitory ○ Cooper Hall – Female Dormitory • Basic Medical/Dental Services • Dining Services & Recreational Activities • Placement Services (1 year) • Drug/Alcohol Counseling • Student Stipend and Clothing Allowances <p><u>Career Technical Training Opportunities</u></p> <ul style="list-style-type: none"> • Certified Nursing Assistant (CNA) • Certified Medical Assistant (CMA) • Culinary • Advanced Baking & Pastry • Carpentry (United Brotherhood of Carpenters) • Welding • Advanced Marine Pipe Fitting <p><u>Academic Opportunities</u></p> <ul style="list-style-type: none"> • High School Equivalency preparation and testing in the High School Equivalency Test (HiSET) • Penn Foster (<i>Online High School Diploma Program</i>) • Penobscot Job Corps Center issued High School Diplomas • College Program: Eastern Maine Community College 	<p><u>General</u></p> <ul style="list-style-type: none"> • Career Counseling • Residential Services <ul style="list-style-type: none"> ○ Penobscot Hall – Male Dormitory ○ Katahdin Hall – Female Dormitory • Basic Medical/Dental Services • Dining Services & Recreational Activities • Placement Services (1 year) • Drug/Alcohol Counseling • Student Stipend and Clothing Allowances <p><u>Career Technical Training Opportunities</u></p> <ul style="list-style-type: none"> • Automotive (NATEF Certified) • Carpentry (United Brotherhood of Carpenters UBC) • CISCO Networking Academy • Culinary • Electrical (Home Builders Institute) • Heavy Truck Driving (CDL) • Masonry (OCPMIA) • Painting (IUPAT) • Advanced Training Opportunities • Cyber Security • Microsoft Academy • Advanced Heavy Truck Driving <p><u>Academic Opportunities</u></p>

<ul style="list-style-type: none"> • Driver's Education Program <p>Partners</p> <ul style="list-style-type: none"> • Bangor Adult Learning Center • Bureau of Rehabilitation Services • Eastern Maine Development Corporation (WIOA Youth Service Provider) • Eastern Maine Community College 	<ul style="list-style-type: none"> • High School Equivalency preparation and testing in the High School Equivalency Test (HiSET) • Penn Foster (<i>Online High School Diploma Program</i>) • Caribou High School Diploma • Concurrent Enrollment Agreements with Local High Schools (<i>Credit Recovery</i>) • College Program: Northern Maine Community College • Driver's Education Program <p>Partners</p> <ul style="list-style-type: none"> • Caribou Adult Learning Center • Presque Isle Adult Learning Center • Bureau of Rehabilitation Services • Aroostook County Action Program (WIOA Youth Service Provider) • Northern Maine Community College
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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 Maine's ten Community Action Agencies (CAAs). 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 tri-partite 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 CAAs and their ability to access numerous other resources on behalf of their customers.

Service Locations: <https://mecap.org/our-network/>

	Agency	Address	Phone
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
DCP	Downeast Community Partners	248 Bucksport Rd., Ellsworth, ME	207-664-2424
KVCAP	Kennebec Valley Community Action Program	97 Water St., Waterville, ME 04901	207-859-1500
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
WMCA	Western Maine Community Action	20A Church Street, East Wilton, ME	207-645-3764
YCCAC	York County Community Action Corporation	6 Spruce St., Sanford, ME	207-324-5762

Eligibility Criteria:

Eligible individuals are those whose income is at or below 125% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA. Due to COVID-19, the Administration of Children and Families and the Office of Community Services has increased the client eligibility criteria to those whose income is at or

below 200% of the poverty line or who are eligible for any other program with the same income guidelines operated by the CAA until no longer supported and approved by federal Continuing Resolutions.

Services:

The types of services offered vary from agency to agency <https://mecap.org/member-agency-services/>

Services		ACAP	CCI	DCP	KVCAP	MMCA	Penquis	TOA	WCAP	WMCA	YCCAC
Asset Development	Matched Savings	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Financial Counseling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
	Free Income Tax Preparation			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Business Development		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
Childcare and Youth Development	Child Care & School Readiness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Juvenile Justice	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
	Head Start/ Early Head Start	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Specialized Care & Education	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Youth Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Employment Training	Transition Teams	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
	Workforce Development Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
	Youth & Young Adults	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
	Vocational & Skills Training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
	Employer Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Energy Assistance and Weatherization	Energy Assistance & Emergency Fuel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Heating Systems Improvement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Weatherization	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health	Substance Abuse Prevention & Counseling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
	Health Care Services	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>							<input checked="" type="checkbox"/>
	ACA Health Insurance Navigator	<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>
	Disease Prevention, Counseling, Outreach	<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>
	Behavioral Health Services		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
	Dental Services	<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>
Housing	Affordable & Subsidized Housing		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
	Emergency Rental/Mtg Payments			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Foreclosure Counseling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
	Supportive / Transitional Housing					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
	Home Ownership Education	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Home Loans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>					
	Home Repair & Modification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Homelessness Prevention	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
	Rapid Rehousing							<input checked="" type="checkbox"/>			
	Residential Care and Support Services						<input checked="" type="checkbox"/>				
Nutrition	Child & Adult Food Care Program	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

	Nutrition Education, Food Programs	?		?	?	?	?	?	?	?	?
	Women, Infants, & Children WIC	?				?		?		?	?
Seniors	RSVP & Senior Volunteer Programs			?	?		?	?			
	Senior Support Services	?		?	?	?		?		?	?
	Assisted Living						?				
Strengthening Families	Family Development/Parenting Education	?	?	?	?	?	?	?	?		?
	Case Management/ Info & Referral	?	?	?	?	?	?	?	?		?
	Domestic Violence Prevention & Education		?			?	?				
	Home Visiting	?	?	?	?	?	?	?	?		
Transportation	Medical &/or Special Population Transport		?	?	?	?	?		?		?
	Public Transportation			?	?	?	?		?		?

Temporary Assistance for Needy Families/ Additional Support for People in Retraining and Employment (TANF/ASPIRE)

Partner

The Office for Family Independence helps connect Maine families to benefits and services that foster health, safety, resilience, and opportunity and help them to meet a wide variety of needs.

Service Locations:

Office for Family Independence District offices 1-855-797-4357	ASPIRE Case Management Provider -FEDCAP Breaking the Cycle 1-844-653-0316
Augusta District Office 35 Anthony Avenue Augusta, Maine 04333	Fedcap Opportunity Center 442 Civic Center Drive, Suite 300 Augusta, ME 04330
Bangor District Office 19 Maine Avenue, Bangor, Maine 04401	Fedcap Opportunity Center 242 State St. Brewer, ME 04412
Biddeford District Office 457 Alfred Street, Biddeford, Maine 04005	Fedcap Opportunity Center 420 Alfred Street, Suite 170 Biddeford, ME 04005
Calais District Office 338 North Street, STE 1 Calais, ME 04619	Fedcap Opportunity Center 10 Barker Street Calais, ME 04619

Caribou District Office 30 Skyway Drive Unit 100 Caribou, Maine 04736	Fedcap Opportunity Center 25 Sweden Street Caribou, ME 04736
Ellsworth District Office 17 Eastward Lane Ellsworth, Maine 04605	Fedcap Opportunity Center 150 High Street Ellsworth, ME 04605
Farmington District Office 114 Corn Shop Lane Farmington, Maine 04938	Fedcap Opportunity Center 642 A Wilton Road Farmington, ME 04938

Fort Kent District Office 139 Market Street, Suite 109 Fort Kent, Maine 04743-1447	Fedcap Opportunity Center 10 Pearl Street Suite 101 Fort Kent, ME 04743-1121 877-369-0939
Houlton District Office 11 High Street Houlton, Maine 04730	Fedcap Opportunity Center 2 Market Square Houlton, ME 04730
Lewiston District Office 200 Main Street Lewiston, Maine 04240	Fedcap Opportunity Center 1035 Lisbon Street Lewiston, ME 04240
Machias District Office 38 Prescott Drive Machias, Maine 04654	Fedcap Opportunity Center 89 Court Street Machias, ME 04654 844-585-2505
Portland District Office 151 Jetport Boulevard South Portland, ME (Mailing address - 151 Jetport Boulevard, Portland, ME 04102-1946)	Fedcap Opportunity Center 220 Maine Mall Road South Portland, ME 04106
Rockland District Office 91 Camden Street Suite 103 Rockland, Me 04841	Fedcap Opportunity Center 235 Camden Street, Suite 6 Rockland, ME 04841
Sanford District Office 890 Main Street Suite 208 Sanford, Maine 04073	Fedcap Opportunity Center 11 Daigle Lane, Unit C Sanford, ME 04073

Skowhegan District Office 98 North Avenue Suite 10 Skowhegan, Maine 04976	Fedcap Opportunity Center 78 Madison Ave Skowhegan, ME 04976
South Paris District Office 243 Main Street Suite #6 South Paris, Maine 04281	Fedcap Opportunity Center 1570 Main Street Oxford, ME 04270

TANF/ASPIRE Program contacts	FEDCAP Breaking the Cycle Program contacts:
Senior Program Manager TANF/ASPIRE: Julian Baer 207-624-4105	Fedcap BTC Executive Director: Serena Powell 207-835-8304
TANF Program Manager: Alexandria Lauritzen 207-624-4109	Fedcap BTC Director of Operations: Michael Bernier 207-835-8318
ASPIRE Program Manager: Dawn Croteau 207-624-6968	
Whole Family Case Coordinators Program Manager: Judy Beale, PhD, LCSW 207-212-4886	

TANF Overview: TANF provides cash assistance to families while they work towards becoming self-sufficient. Once enrolled in TANF, the parent or specified relative may also be eligible for help receiving job training and education. The ASPIRE program helps TANF recipients move toward financial independence through case management, job training, education, support, and employment services.

Services:

- Intake & Orientation to ASPIRE/TANF program rules.
- Initial Assessment includes review of family structure, work history, education completed, financial status, physical and emotional health status, environmental supports systems, personal and employment related goals, and barriers.
- Determine barriers to employment and request appropriate support services such as transportation assistance, childcare, auto repairs, auto insurance, clothing, dental and eye care, educational expenses, books and supplies, occupational expenses, relocation expenses, and other support services. Additional support and assistance from Whole Family Case Coordinator for identified participants.
- Case management services for individualized employment, training, and education planning.
- Coordination with medical partners to complete a comprehensive health assessment, including Functional Capacity and wellness plan.

- Collaborate with partner agencies, including the Department of Labor and New Ventures Maine for self-employment plans, employers, training and education partners, social support service providers, medical providers and advocates.
- Job search and job readiness activities and workshops for workforce preparation.
- Employment placement and retention services.
- Field trainings, volunteer placements, and work experiences.

Services continue to accommodate virtual meetings and trainings.

Eligibility: Families or specified relatives with dependent children living in their home and pregnant women may be eligible for monthly TANF cash benefits. Applicants must meet financial and non-financial eligibility requirements.

ASPIRE works with most parents who receive TANF benefits to help them become employed and self-sufficient. There are certain exceptions in place that exempt a parent or specified relative from participating in the ASPIRE program. ASPIRE case management services are provided by a contractor with locations throughout the state.

For questions regarding program eligibility and applications Temporary Assistance for Needy Families (TANF) please call 1-855-797-4357 (Fax: 207-778-8429), or visit the OFI website at <https://www.maine.gov/dhhs/ofi/programsservices/tanf>.

Apply: Online through [My Maine Connection](#) – there is a screening tool available for people who want to see if they are eligible; by phone (1-855-797-4357); or

Download an [application](#) from the OFI website and mail to:
Office for Family Independence
114 Corn Shop Lane
Farmington, ME 04938; or

E-mail to Farmington.DHHS@Maine.gov; or

Fax an application to (207) 778-8429; or

Visit one of our [district offices](#) and apply in person.

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 paid training 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 a SCSEP 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 with a variety of community partners, all of whom are either 501c3 nonprofits or public agencies. Participants train 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 **26 Franklin St., Bangor, Maine 04401**. The office can be reached by phone at 207-520-2487 or 800-439-3307.

Outreach is provided across the state. The Regional Director in the Northeastern Workforce Development Board's region is:

Michael Carroll
207-577-6823
mcarroll@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 level
- 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:

PathStone 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, the 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 dependent 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 8**.

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 PathStone 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:

Maine Department of Education, the grant administrator of the Strengthening Career and Technical Education for the 21st Century Act of 2018 (aka Perkins Act), distributes the portion of these funds (50%) identified for Career and Technical Education and Training (CTE) at the post-secondary level to the **Maine Community College System**, who in turn, distributes the money via funding formula to the seven Maine Community Colleges. The funds help to support specific activities aimed at developing and enhancing CTE programs offered at each campus that prepare students for technical occupations.

Service Locations:

The MCCC 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 current degree and certificate programs offered by the system. Individual program requirements are indicated on each college's website. College websites also include short-term training and professional development opportunities available to the general public and/or offered through partnerships with business and industry.

Points of Enrollment Access:

Students may enroll in short-term training programs, individual credit courses, or full academic programs at each of our colleges. The primary point of access for traditional programming is through the Admissions office, with other opportunities available through Workforce Development (training) or dual/concurrent enrollment (high school students). Students intending on pursuing a degree or certificate program can apply online via the website and may register for courses online once admitted. High school students taking classes in conjunction with their secondary studies may register with the assistance of their school counselors/permission of their parents through our online OnCourse program.

Referral Pipeline:

Colleges refer students to social services and assistance primarily through their Financial Aid offices, but also via Advising offices, Offices of Disability Services, Learning Support centers, faculty, and more.

Points of Access/Referral Pipeline – Carl D. Perkins Career and Technical Education and Training Act		
Web Address	Contacts	Email Addresses
www.cmcc.edu	Admissions Financial Aid Advising	enroll@cmcc.edu finaid@cmcc.edu advising@cmcc.edu
www.emcc.edu	Admissions Financial Aid Advising	admissions@emcc.edu finaid@emcc.edu advising@emcc.edu
www.kvcc.me.edu	Admissions Financial Aid Advising	enrollment@kvcc.me.edu financialaid@kvcc.me.edu tsmith@kvcc.me.edu
www.nmcc.edu	Admissions Financial Aid Advising	admissions@nmcc.edu finaid@nmcc.edu info@nmcc.edu
www.smccme.edu	Admissions Financial Aid Advising	admissions@smccme.edu finaid@smccme.edu advising@smccme.edu
www.wccc.me.edu	Admissions Financial Aid TRIO Office	admissions@wccc.me.edu fa@wccc.me.edu trio@wccc.me.edu
www.yccc.edu	Admissions Financial Aid Advising	admissions@yccc.edu finaid@yccc.edu info@yccc.edu

Service Changes Due to COVID-19: Maine's community colleges have responded rapidly to make the changes necessary to continue providing educational services, keeping the safety and well-being of our students, faculty, and staff at the forefront of decision-making and continuously adapting as circumstances evolve. Much of what has been learned and developed during these challenging times has proven beneficial and will remain in practice once the current pandemic is behind us. Up-to-date information related to each college's COVID-19 response is maintained on their respective websites.

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 MCCC 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.

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

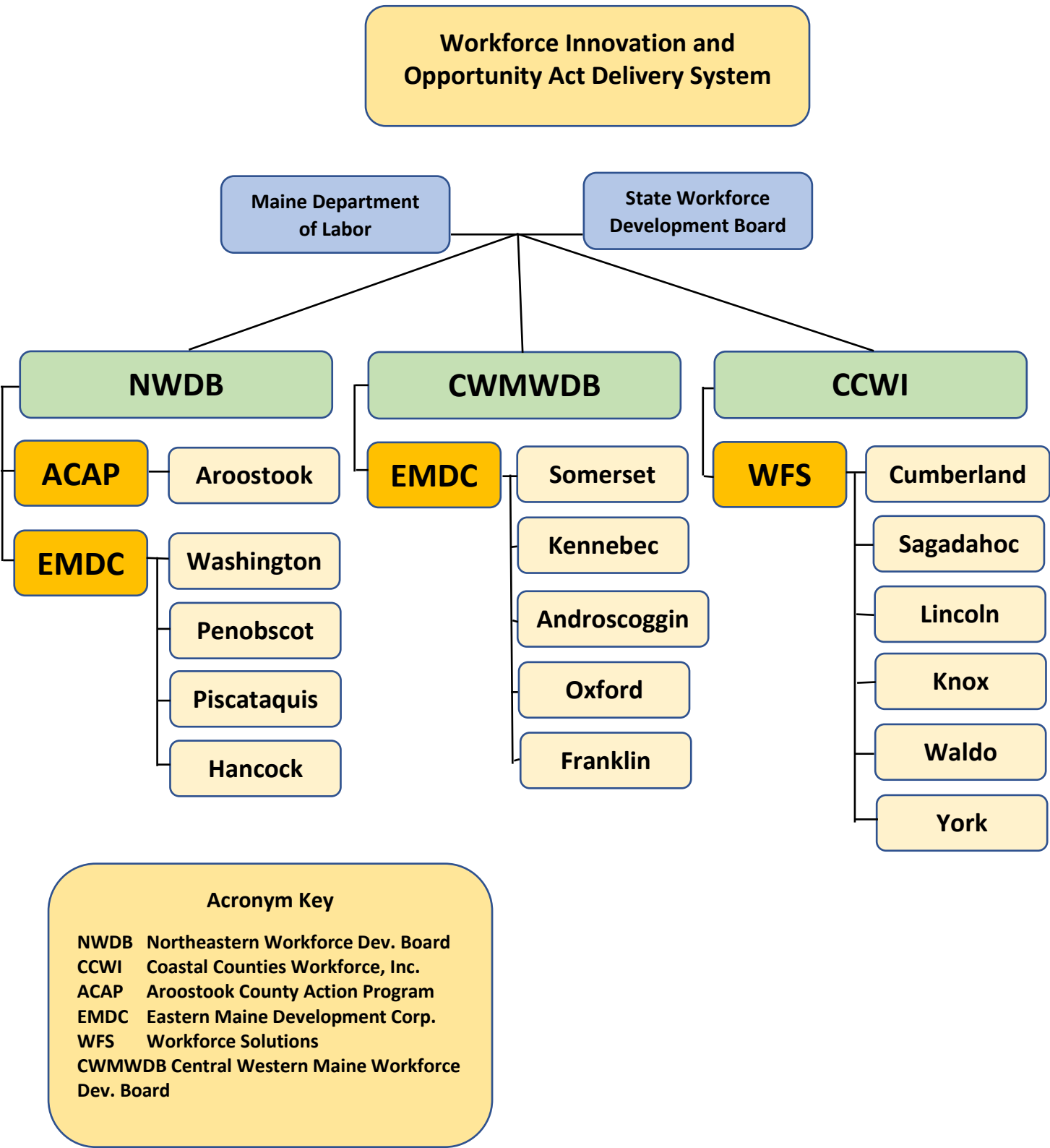
* Any remaining funds after servicing all individuals meeting the above criteria will be used for tribal youth who reside in a high poverty area but do not meet any of the above criteria.

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.

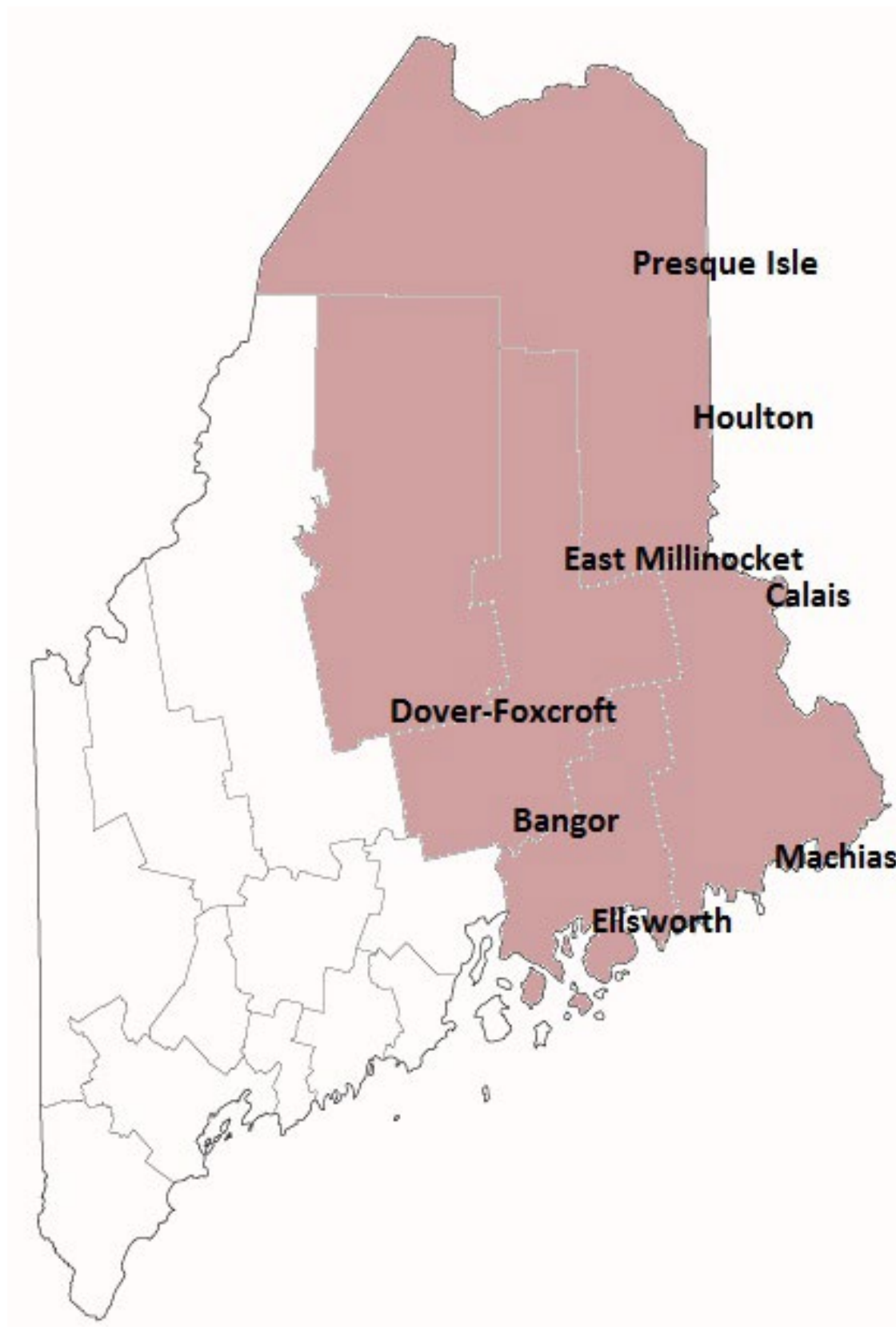
Youth Program: Services include mentoring, resume and job skills, group educational classes, work experience, goal setting and financial literacy.

APPENDIX B
State Workforce Development System Org Chart



APPENDIX C

Local Area Service Delivery Map



APPENDIX D

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> 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. 20 CFR 678.720(c)</p> <p><u>Non-Cash Contributions:</u> 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 20 CFR 678.720 (c)</p> <p><u>Third Party In-kind Contributions:</u> 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. 20 CFR 678.720 (c)(4)</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"> ✓ Facilities Rental ✓ Utilities and Maintenance ✓ Equipment (including assessment -related products and assistive technology for individuals with disabilities) ✓ Technology to facilitate access to the center, including the center’s planning and outreach activities
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.
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.
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"> 1. WIOA Title IB - Adult, Dislocated Worker, & Youth Programs (A, DW, Y) 2. WIOA Title II - Adult Education & Literacy Programs (AE) 3. WIOA Title III - Employment Services Program (BES) 4. WIOA Title IV - Vocational Rehabilitation Services Program (BRS) 5. Carl D. Perkins Career & Technical Education Act, Post-Secondary Programs (MCCS) 6. Trade Adjustment Assistance Act Programs (TAA) 7. Senior Community Services Employment Program (SCSEP) 8. Community Services Block Grant Employment & Training Activities (CSBG) 9. Housing and Urban Development Employment & Training Activities (HUD) 10. Unemployment Compensation Programs (BUC) 11. Activities under the Second Chance Act of 2007 (Department of Corrections) 12. Veterans Services under the Jobs for Veterans State Grant (JSVG) 13. National Farmworkers Jobs Program Services (NFJP) 14. Job Corps 15. YouthBuild 16. Indian American Programs <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.
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 E

Signatory Pages

Authority and Signature Page



With The
Bureau of Rehabilitation Services
Maine Department of Labor
150 State House Station
Augusta, Maine 04330-0055

On Behalf of the **Bureau of Rehabilitation Services:**

- Division of Vocational Rehabilitation
- Division for the Blind and Visually Impaired

By signing my name below, I Libby Stone-Sterling, Samantha Fenderson, and Elissa Rowe 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

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

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

- In three years,
- Upon amendment, modification or termination, or
- On June 30, 2027, whichever occurs earlier

Libby Stone-Sterling

Libby Stone-Sterling, PhD, BRS Director
Libby.Stone-Sterling@maine.gov

Samantha Fenderson
Samantha Fenderson (Jun 3, 2024 11:43 EDT)

Samantha Fenderson, DVR Acting Director
Samantha.J.Fenderson@maine.gov

Elissa Rowe
Elissa Rowe (Jun 3, 2024 10:45 EDT)

Elissa Rowe, DBVI Director
Elissa.Rowe@maine.gov

06 / 09 / 2024

Date
 Phone: 207-623-7942

06 / 03 / 2024

Date
 Phone: 207-754-1726

06 / 03 / 2024

Date
 Phone: 207-623-7954

Authority and Signature Page



Memorandum of Understanding

With The

Office of Child and Family Services
Maine Department of Health and Human Services
2 Anthony Avenue
Augusta, Maine 04333-0011

On Behalf of the **Community Services Block Grant**

By signing my name below, I **Bobbi Johnson**, 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

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

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- c. On June 30, 2027, whichever occurs earlier

Bobbi L. Johnson, LMSW

Bobbi Johnson, Director
Bobbi.Johnson@maine.gov

07 / 07 / 24

Date
Phone: 207-624-7989

Authority and Signature Page



Memorandum of Understanding

With The

Office for Family Independence
Maine Department of Health and Human Services
109 Capital Street
Augusta, Maine 04333

On Behalf of the **Temporary Assistance for Needy Families / Additional Support for People in Retraining and Employment (TANF/ASPIRE) programs**

By signing my name below, I Ian Yaffe, 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:

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Ian Yaffe, OFI Director
Ian.Yaffe@maine.gov

06 / 08 / 24

Date
Phone: 207-624-4103

Authority and Signature Page



Memorandum of Understanding

With The

Loring Job Corps
36 Montana Road
Limestone, Maine 04750

On Behalf of the **Loring Job Corps Program:**

By signing my name below, I Kristie Moir, 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:

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Kristie Moir

Kristie Moir, Director
Moir.Kristie@jobcorps.org

05 / 31 / 24

Date
Phone: 207-328-4212

Authority and Signature Page



Memorandum of Understanding
With The
Maine Community College System
323 State Street
Augusta, ME 04330

On Behalf of the **Maine Community College System**

By signing my name below, I Timothy Crowley, Susan Mingo, and Elizabeth Russell, certify that we 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

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Timothy Crowley
Timothy Crowley (Jun 15, 2024 10:01:07)

Timothy Crowley, NMCC President

tcrowley@nmcc.edu

Susan Mingo

Susan Mingo, WCCC President

smingo@wccc.me.edu

Elizabeth Russell

Elizabeth Russell, EMCC President

erussell@emcc.edu

06 / 15 / 24

Date

207-768-2811

06 / 11 / 24

Date

207-454-1001

06 / 03 / 24

Date

207-974-4691

Authority and Signature Page



Memorandum of Understanding

With

Pathstone Corporation
40 Harlow Street
Bangor, Maine 04401

On Behalf of the **National Farmworker Jobs Program**

By signing my name below, I **Elizabeth Grout**, 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

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

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- c. On June 30, 2027, whichever occurs earlier

Elizabeth Grout
Elizabeth Grout (Jun 10, 2024 14:27 EDT)

Elizabeth Grout, Regional Administrator
egrout@pathstone.org

06 / 10 / 2024

Date
Phone: 802-752-7736

Authority and Signature Page



Memorandum of Understanding

With The

Penobscot Job Corps
1375 Union Street
Bangor, Maine 04401

On Behalf of the **Penobscot Job Corps Program**

By signing my name below, I **Molly Ginn**, 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

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

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- c. On June 30, 2027, whichever occurs earlier

Molly Ginn

Molly Ginn (Jul 24, 2024 13:21 EDT)

Molly Ginn, Center Director
Ginn.Molly@jobcorps.org

07 / 24 / 2024

Date

Phone: 207-561-8510

Authority and Signature Page



Memorandum of Understanding

With

Associates for Training and Development (A4TD)
37 Park Street
Lewiston, ME 04240

On Behalf of the **Senior Community Service Employment Program**

By signing my name below, I Pat Elmer, 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

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

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- a. In three years,
- b. Upon amendment, modification, or termination, or
- c. On June 30, 2027, whichever occurs earlier

Pat Elmer

Pat Elmer, President and CEO
pelmer@a4td.org

06 / 03 / 24

Date
802-524-3200 x 112

Authority and Signature Page



With The
Bureau of Employment Services
Maine Department of Labor
55 State House Station
Augusta, Maine 04330-0055

On Behalf of the Following Programs & Services:

- Wagner-Peyser Labor Exchange and Employment Services
- Trade Adjustment Assistance Services
- Jobs for State Veterans Grant Services

By signing my name below, I **Kimberley Moore**, 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

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

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- b. Upon amendment, modification, or termination, or
- c. On June 30, 2027, whichever occurs earlier

Kimberley Moore, Bureau Director
Kimberley.Moore@maine.gov

07/01/2024

Date

Phone: 207-620-0183



Authority and Signature Page

**Maine's Northeastern Workforce Development Area One Stop Partners
Memorandum of Understanding**

With The
Northeastern Workforce Development Board
26 Franklin Street
Bangor, Maine, 04402-0737

On Behalf of the **WIOA Title IB Adult, Youth and Dislocated Worker Programs and the Local Area**

By signing my name below, I **Galan Williamson**, and I **Nicole Fletcher**, and I **Peter Baldacci**, certify that
Board Director Board Chair County Commissioner

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

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

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- a. In three years,
- b. Upon amendment, modification, or termination, or
- c. On June 30, 2027, whichever occurs earlier

Galan Williamson

Galan Williamson, Executive Director
gwilliamson@northeasternwdb.org Phone: 207-992-0771

7 / 6 / 24
Date

Nicole Fletcher

Nicole Fletcher, Board Chair
Nicole.fletcher@bangor.com Phone: 207-262-4947

06 / 10 / 24
Date

P. Baldacci
Peter Baldacci (Jun 7, 2024 19:32 EDT)

Peter Baldacci, County Commissioner
pkbaldacci@gmail.com Phone: 207-942-0076

6 / 7 / 24
Date

Authority and Signature Page



With The
Bureau of Unemployment Compensation
Maine Department of Labor
57 State House Station
Augusta, Maine 04330-0055

On Behalf of the **Unemployment Compensation Program**:

By signing my name below, I Laura Boyett, 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

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☒ The MOU Services Coordination, Referral and Partner Commitments Section

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, 2027, whichever occurs earlier



Laura Boyett, Bureau Director
Laura.Boyett@maine.gov

5 / 31 / 2024

Date
Phone: 207-621-5156

Authority and Signature Page



Memorandum of Understanding

With The

**Office of Adult Education and Family Literacy
Maine Department of Education
23 State House Station
Augusta, Maine 04333-0023**

On Behalf of the **Adult Education and Family Literacy Programs**

By signing my name below, I Daniel Chuhta, 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

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

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, 2027, whichever occurs earlier

Daniel Chuhta (Jun 3, 2024 07:53 EDT)

Daniel Chuhta, Deputy Commissioner
Daniel.Chuhta@maine.gov

06 / 03 / 2024

Date

Phone: 207-624-6620

Authority and Signature Page



With The
Penobscot Indian Nation
12 Wabanaki Way
Indian Island, ME 04468

By signing my name below, I Kirk E. Francis, 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

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

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, 2027, whichever occurs earlier

Kirk E. Francis, Chief

6 / 3 / 2024

Date

Phone: 207-817-7349


2024 NWDB OSP MOU FINAL

Final Audit Report

2024-07-24

Created:	2024-07-16
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-  Document created by Galan Williamson (gwilliamson@northeasternwdb.org)
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