

# **ANNUAL REPORT TO THE GOVERNOR**

## **STATE WORKFORCE INVESTMENT BOARD / MAINE JOBS COUNCIL**

**FEBRUARY 2012**

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## **Introduction**

At the December 13, 2011 meeting of the Maine Jobs Council / State Workforce Investment Board, Governor Paul R. LePage articulated his vision for workforce development in Maine. He emphasized three key points; a revitalized State Workforce Investment Board (SWIB) with a new roster of members; a restructured workforce development system that is more responsive to business workforce needs; and Industry Partnerships as a cornerstone of Maine's workforce development strategy.

The Governor charged his new board with creating and implementing policies that quickly train the most people for meaningful careers giving industries the skilled workforce needed to support Maine's economic recovery. Governor LePage asked the SWIB to work with the Maine Department of Labor to review alternative structural models for the system and make recommendations as to the best option for Maine.

"This is an opportunity to revitalize the State Workforce Investment Board and its mission" said Governor LePage. "More dollars must find their way directly to Maine people so they can get the training they need to earn a living and build new skills that prepares them not only for a job but future careers. We need to be better stewards of that money – spending less on administration, and more on training that will put Maine people back to work," said Governor LePage.

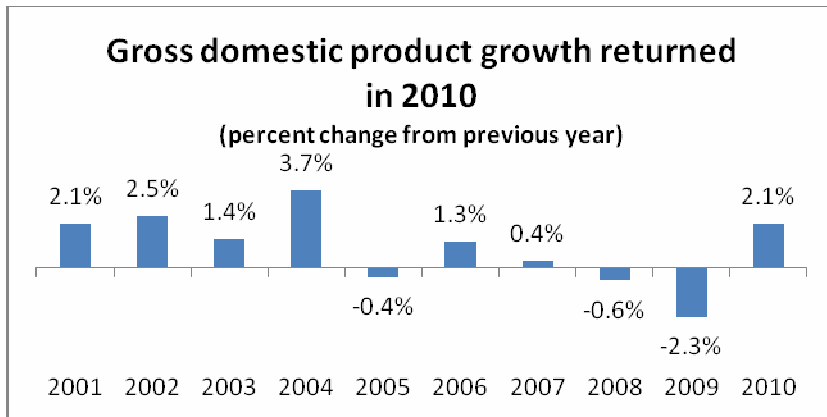
Speaking before the Maine State Workforce Investment Board, the Governor pointed to industry partnerships as the cornerstone of his workforce development strategy. The industry partnership model engages businesses in identifying skill gaps in the workforce, prioritizing training initiatives and developing defined career ladders where workers can build on prior skills and new learning to advance in their jobs.

"When we strategically invest in our workforce, everyone wins," said LePage. "Businesses have the skilled employees they need to innovate and be competitive in a global economy, and workers have better opportunity for not just jobs – but careers that lead to good wages and long term stability."

## *Maine Labor Market Review*

The national recession, which began December 2007, proved to be the longest-running downturn since the Great Depression. While the national economy stopped shrinking and began growing in mid 2009, there has been only limited improvement in U.S. and Maine labor markets through August 2011. The economic restructuring under way for many years continued during the recession and beyond with changing jobs required changing education/skills.

Economic growth in Maine returned in 2010 after two years of decline. Gross domestic product (the most comprehensive measure of economic activity) rose 2.1 percent after adjustment for inflation. Economic growth occurred despite the lack of employment growth as employers found ways to do more with fewer workers.

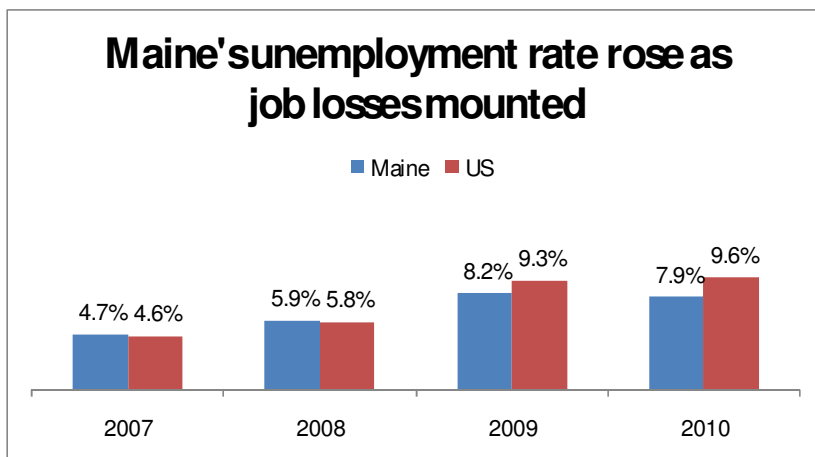


### **Maine Labor Market, 2007-2010**

The initial impact of the Great Recession resulted in a slight decline in employment and increase in unemployment between 2007 and 2008. As the full force of the recession bore down on the Maine labor market, the number of employed Maine residents fell 23,900 between 2008 and 2009, before stabilizing in 2010. Unemployment, which rose 19,400 in 2009 before falling slightly in 2010, would likely have been higher if the civilian labor force had continued to grow. The number of Maine residents working or looking for work fell from 702,900 in 2008 to 698,400 in 2009, and further to 697,300 in 2010.

### **Unemployment and the Civilian Labor Force**

As job losses mounted, the unemployment rate rose, before edging down slightly in 2010. The Maine unemployment rate fell below the national rate due primarily to a more significant decline in the number of active labor force participants and a lower rate of job



### Long-term Unemployment

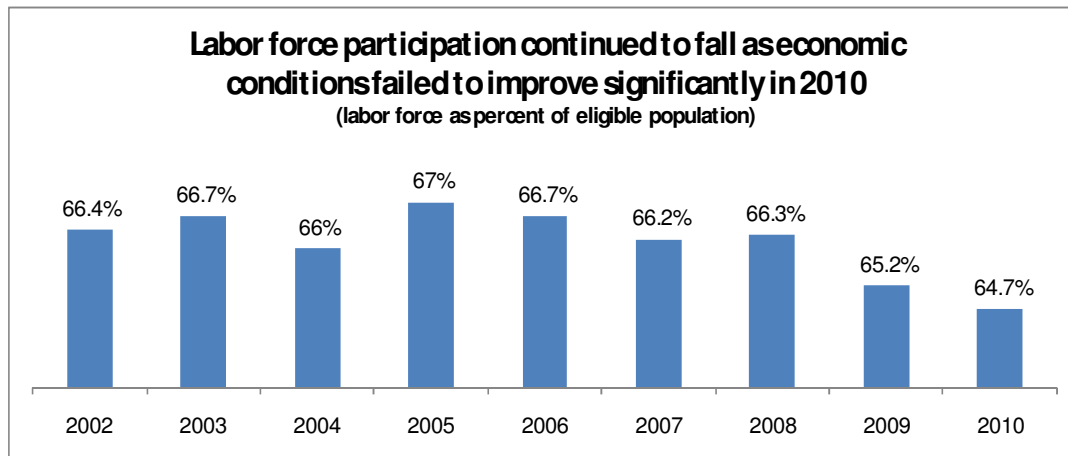
The number of long-term unemployed rose steeply between 2008 and 2010. Nationally, poor economic conditions led to a record-high proportion of long-term joblessness (defined as unemployed for 27 weeks or more). Over 43 percent of the unemployed in 2010 were long-term unemployed – the highest proportion on record, with national data back to 1948. While this historical data is lacking for Maine, recent data shows a substantial increase in the number of long-term unemployed between 2008 and 2010.

Long-Term Unemployment in Maine Annual Averages			
Year	Total Unemployed	Unemployed 27 Weeks or More	
		Percent of Total*	Number
2007	32,901	14.2%	4672
2008	37,805	14.3%	5406
2009	57,212	28.3%	16191
2010	52,273	36.7%	19184

\* Unpublished data from the Current Population Survey.

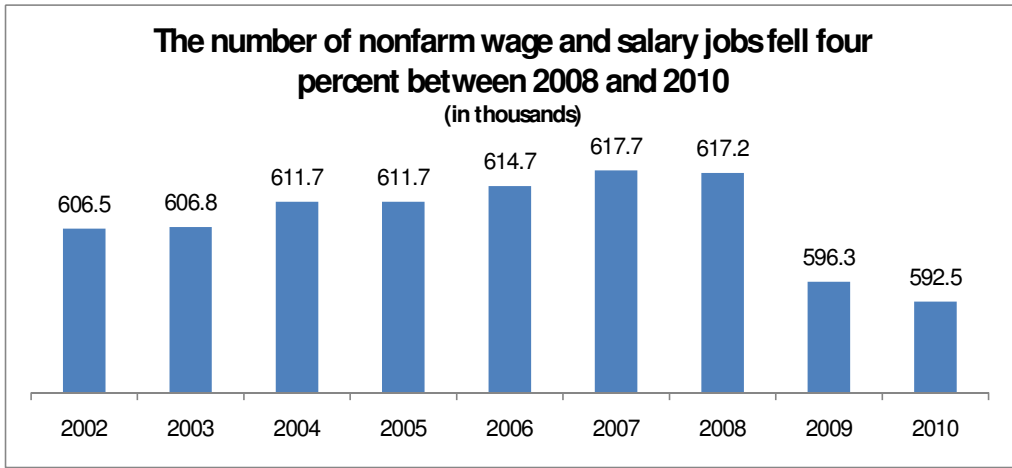
### Civilian Labor Force

The percentage of the eligible population active in the civilian labor force (employed and unemployed), after ranging between 66 and 67 percent between 2002 and 2008, fell in 2009 and 2010 as inadequate job growth resulted in rising labor underutilization. The participation rate decline was likely due to 1) unemployed ceasing to look for work (discouraged workers) and 2) individuals deferring entry to a poor labor market to go to school or follow some other pursuit.



### Nonfarm Wage and Salary Employment

Nonfarm wage and salary jobs fell 3.4 percent between 2008 and 2009, followed by a slight drop of .6 percent between 2009 and 2010. Resulting from these job losses, annual average nonfarm wage and salary employment was at its lowest level since 1999.



Job losses were widespread. Manufacturing, construction, and retail trade registered the most substantial losses. Private educational services, and health care and social assistance, were the only major industry sectors to record job gains.

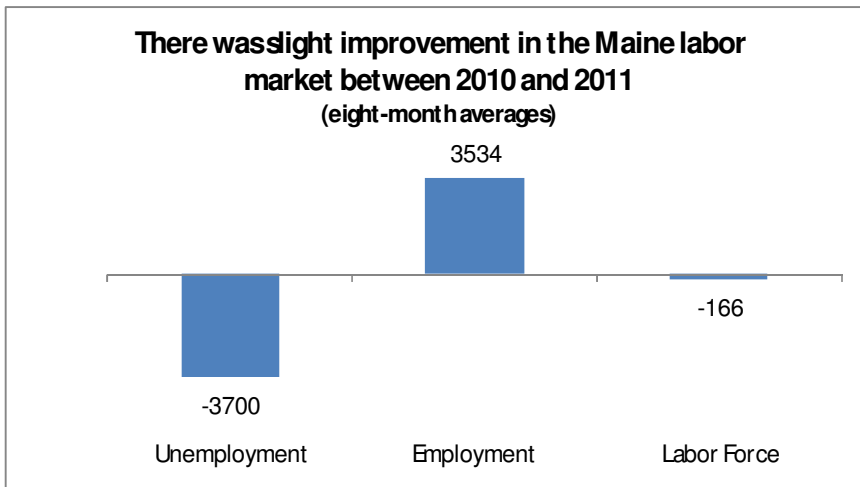
Nonfarm Wage and Salary Jobs in Maine				
Industry	2008	2010	Change	
			Net	Percent
Nonfarm Wage and Salary Jobs	617.2	592.5	-24.7	-4.0
Natural Resources & Mining	2.6	2.6	0	0.0
Construction	29.4	24.3	-5.1	-17.3
Manufacturing	58.8	50.9	-7.9	-13.4
Wholesale Trade	20.8	19	-1.8	-8.7
Retail Trade	85.6	81.1	-4.5	-5.3
Transportation, Warehousing and Utilities	18.5	16.8	-1.7	-9.2
Information	10.5	9.1	-1.4	-13.3
Financial Activities	32.7	31.3	-1.4	-4.3
Professional and Business Services	56.5	55.6	-0.9	-1.6
Educational Services	19.4	19.8	0.4	2.1
Health Care and Social Assistance	98.1	99.2	1.1	1.1
Leisure and Hospitality	60.2	59.8	-0.4	-0.7
Other Services	19.9	19.8	-0.1	-0.5
Government	104.4	103.4	-1	-1.0

### Maine Labor Market, 2011

Preliminary 2011 labor market data for Maine are subject to revision and must be treated cautiously. However, when all the pieces are considered together, the picture that emerges is one of the labor market stabilizing in 2010, with small jobs gains in 2011.

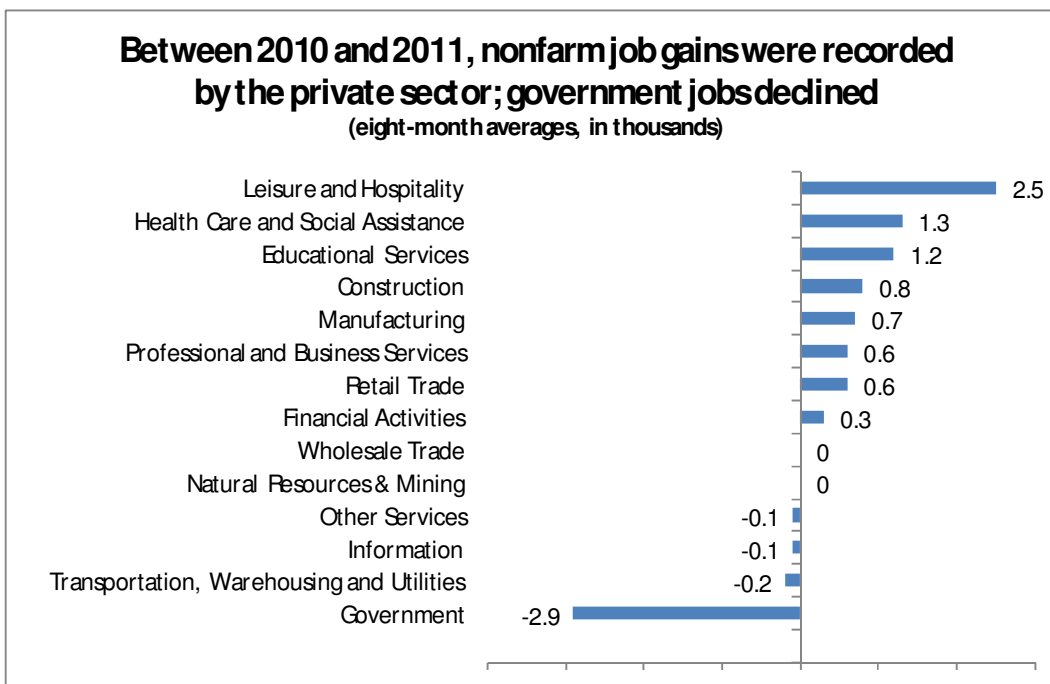
### Unemployment and the Civilian Labor Force

Through the first eight months of 2011, the average number of Maine residents working or actively seeking work was essentially unchanged from a year ago. With little change in labor force participation, a slight increase in employment resulted in a corresponding decline in unemployment, with the average unemployment rate falling from 8.3 to 7.8 percent. The percent of the unemployed who were long-term unemployed edged down from 37.2 to 35.3 percent.



### Nonfarm Wage and Salary

Nonfarm wage and salary jobs increased 4,700 between the first eight months of 2010 and 2011. Revisions to the preliminary data will likely show over-the-year job gains that were not quite as robust as preliminary estimates indicated. Job gains were recorded by the private sector, with the most substantial gains recorded by leisure and hospitality, health care and social assistance, and educational services. Partially offsetting private sector gains were losses in all three branches of government.



### Rising Need for Educated Workers

Even as jobs rose and fell over the years, the educational requirements of Maine employers have continued to rise. The share of the total number of employed within each major industry division with an educational attainment of bachelor's degree or higher increased while the share of workers with a high school education or less fell between 1990 and 2009. Employment of workers with some college or

associate's degree as a share of total employment rose over the past nineteen years in most of the industry divisions.

<b>Change in Share of Educational Attainment by Industry of Employed Maine Residents, 1990-2009</b> (in percentage points sorted by bachelor's degree or higher)			
<b>Industry</b>	<b>High School or Less</b>	<b>Some College or Associate's Degree</b>	<b>Bachelor's Degree or Higher</b>
Government	-18.2	1.4	16.8
Wholesale Trade	-13.5	-2.8	16.3
Finance, Insurance, and Real Estate	-12.1	-1.7	13.8
Professional Services	-4.9	-8.6	13.4
Business Services	-19.2	7.3	11.9
Transportation, Communication, and Public Utilities	-14.2	4.7	9.5
Health Services	-11.5	2.5	9.0
Social Services	-14.2	6.6	7.7
All Other Services	-10.6	5.0	5.7
Agriculture, Forestry, Fishery	-9.2	3.9	5.3
Manufacturing	-17.7	12.9	4.8
Retail Trade	-14.5	11.5	3.0
Educational Services	-6.2	3.6	2.6
Mining and Construction	-10.3	9.7	0.6
<b>Total</b>	<b>-15.3</b>	<b>6.8</b>	<b>8.5</b>

Source: Integrated Public Use Microdata Series, 1990 Census, 2009 American Community Survey.

Notes: Industry coding based on 1990 Census codes. Numbers may not add due to rounding.

## Where the Jobs Are

Jobs have become more centralized in Maine. Between 2002 and 2007, the number of nonfarm wage and salary jobs rose 13,100 in the three metropolitan areas. Jobs in the nonmetropolitan areas fell 1,900. The number of jobs in manufacturing continued to decline, with many of those losses occurring in rural Maine. At the same time, jobs increased in most of the other industry sectors, with the lion's share of the job gains in many of the service industries going to the metropolitan areas.

With the onset of the recession, job losses were more widespread as manufacturing firms cut back or closed, construction activity slowed, and the number of service-related jobs (with the exception of health care) fell. As a result, job losses in the metropolitan and nonmetropolitan areas did not differ radically between 2007 and 2010, with the metropolitan areas losing 11,800 jobs while the nonmetropolitan area jobs dropped 13,400.

<b>Percent Change in Nonfarm Wage and Salary Jobs</b>			
<b>Area</b>	<b>2002-2007</b>	<b>2007-2010</b>	<b>2002-2010</b>
Maine	1.8%	-4.1%	-2.3%
Metropolitan Areas	4.4%	-3.8%	0.4%
Portland-South Portland-Biddeford	4.9%	-3.7%	1.0%
Lewiston-Auburn	2.9%	-3.4%	-0.6%
Bangor	3.9%	-4.2%	-0.5%
Non-Metropolitan	-0.6%	-4.4%	-5.0%

## Reemployment Issues

Current forecasts call for jobs to increase, but not fast enough in the near-term to significantly reduce unemployment. Reemployment faces some challenges, in addition to forecasted slow net job growth. Currently there are mismatches between the skills of people who are out of work and the skills needed by



employers. A high share of job openings are in occupations requiring post-secondary education. A high share of job seekers do not have the education or work experience necessary for entry into those fields of work. For example, many workers are separated from construction and production occupations while job openings offering good wages are concentrated in healthcare and information technology.

The demand for labor by occupation as measured by job postings gathered by the Conference Board (Help Wanted Online) can be compared to labor supply as measured by the number of unemployment insurance claimants. A few caveats are in order. These measures do not reflect the universe estimates of job openings and job seekers. Although a job posting and a claimant may be coded for the same occupation, skill requirements and abilities may differ. Geographic locations may not be compatible. Despite these limitations and others, it is useful to view the interaction of labor supply and demand through these proxies. As seen in the table below, the best job prospects are in occupations generally requiring specific types of post-secondary education. The majority of unemployment claimants do not have the right background to transition to those jobs.

Supply/ Demand Ratio, Average Wage, and Projected Growth to 2018 by Occupational Group					
Occupational Group	Unemployment Insurance Claimants	Job Postings	Supply-Demand Ratio	Average Hourly Wage	Projected Rate of Job Growth, 2008 to 2018
Total	23,872	21,660	1.1	\$18.53	2.1%
Healthcare Practitioners and Technical	599	3,948	0.2	\$34.02	12.7%
Computer and Mathematical	229	1,302	0.2	\$29.08	7.8%
Community and Social Services	449	889	0.5	\$18.49	3.6%
Healthcare Support	689	1,140	0.6	\$34.31	3.3%
Business and Financial Operations	475	779	0.6	\$26.59	6.8%
Personal Care and Service	519	785	0.7	\$12.42	11.0%
Legal	85	127	0.7	\$11.06	9.7%
Life, Physical, and Social Science	149	217	0.7	\$30.80	1.7%
Sales and Related	1,946	2,420	0.8	\$27.37	7.2%
Architecture and Engineering	424	476	0.9	\$18.16	1.9%
Arts, Design, Entertainment, Sports, and Media	398	367	1.1	\$15.21	1.4%
Protective Service	216	188	1.1	\$20.08	1.5%
Management	1,788	1,485	1.2	\$16.78	4.2%
Education, Training, and Library	743	544	1.4	\$38.07	-2.0%
Installation, Maintenance, and Repair	1,117	753	1.5	\$14.63	0.2%
Food Preparation and Serving Related	1,538	1,018	1.5	\$19.10	1.6%
Office and Administrative Support	3,672	2,427	1.5	\$14.33	-1.5%
Building and Grounds Cleaning and Maintenance	759	468	1.6	\$10.15	3.9%
Transportation and Material Moving	1,765	966	1.8	\$12.50	-1.6%
Production	3,258	759	4.3	\$16.50	-6.4%
Construction and Extraction	2,589	523	5.0	\$14.77	-4.0%
Farming, Fishing, and Forestry	465	79	5.9	\$17.95	1.9%

Higher than average  
Lower than average

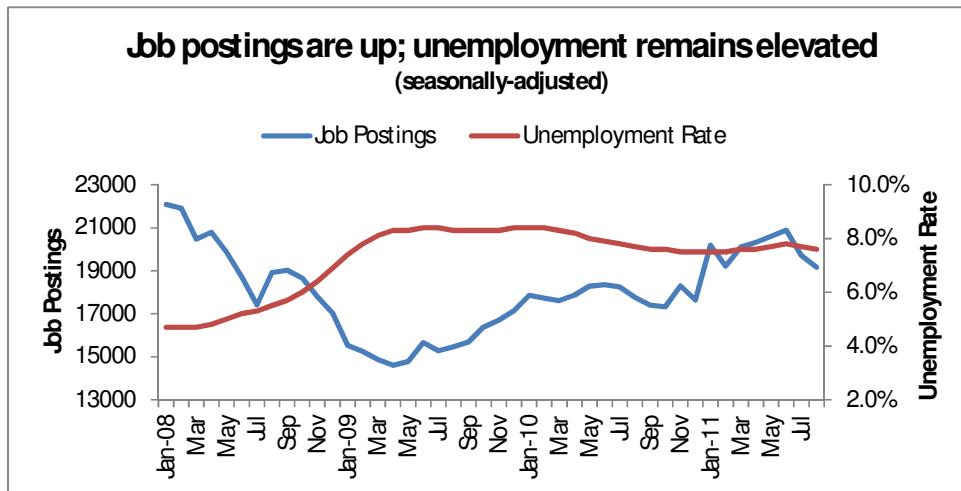
Data is for July 2011

Some industries/occupations that have been reducing employment for many years have job openings that require specialized skills. Between 1990 and 2009, the number of production workers fell 44 percent. This decline was tied to significant job loss in the manufacturing sector. At the same time, educational attainment of production workers rose, with the share of workers with some college or an associate's degree and a bachelor's degree rising by 21 percentage points and 4 percentage points, respectively. While there are fewer production workers now, the need for more highly educated production workers has grown. According to a recent article in *Mainbiz*, growth in the workforce will be accomplished, in large part, by workers with some kind of post-secondary training.

There is also a geographic mismatch as industries that are growing or primed to hire workers tend to be concentrated in service-center communities. A high share of job displacement has been in outlying areas,

often beyond commuting distance to service centers. Between 2002 and 2010, nonfarm jobs in Maine metropolitan areas increased 1,300 while nonmetropolitan areas lost 15,300 jobs.

Even as the number of job postings in Maine as measured by the Conference Board (Help Wanted Online) rose this year, unemployment remained at high levels, likely due in part to these mismatches.



## Employment Projections

### Short-Term

The September 2011 national forecast by Economy.com projects GDP will grow by 1.6 percent in 2011, improving to 2.7 percent in 2012. Some job growth is expected in 2011 (0.9 percent increase from 2010), with little change in 2012 (0.7 percent increase). These anemic job gains will not be substantial enough to lower unemployment.

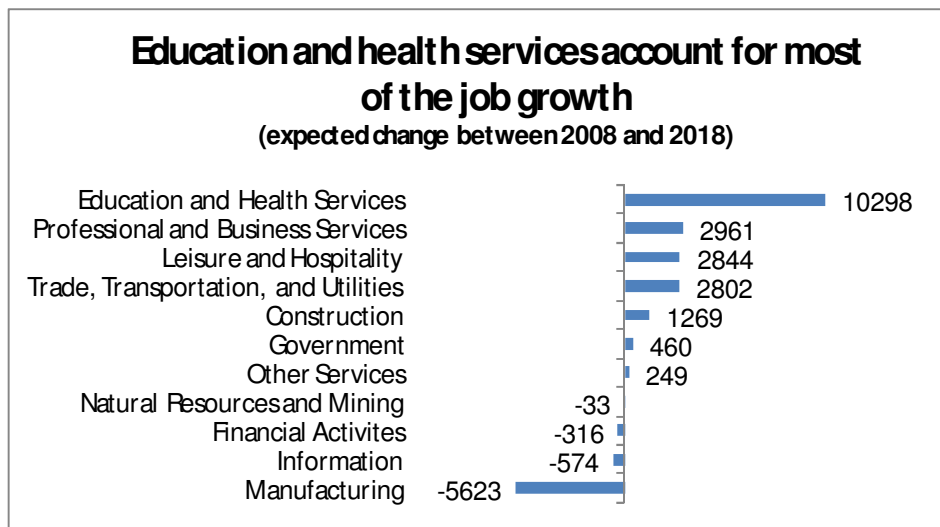
The latest forecast (April 2011) from the Maine Consensus Economic Forecasting Committee (CEFC) indicated that statewide nonfarm wage and salary employment would record slight improvement in 2011, with a somewhat more robust recovery in 2012. The most recent forecast for Maine from Economy.com (September 2011) does not expect the number of nonfarm jobs to increase between 2011 and 2012.

### 2008-2018

With the uncertainty surrounding the strength of the economic recovery and the rapid changes taking place in the workplace, projections of future job change must be viewed with caution. Whenever technological innovation, new market developments, and public policy initiatives combine and transform the employment landscape, formidable challenges confront those charged with producing official employment estimates and projections. The traditional industrial and occupational employment projections are developed to provide the basis for educational and training programs that prepare students to meet demands of the future job market and guide jobseekers making a career choice. However these projections must be viewed as a base from which to operate, and should be analyzed and amended with current information. For example, the healthcare sector is expected to be the source of many new jobs between 2008 and 2018. However, the effect of recently enacted healthcare reforms and changes in funding for Medicare and Medicaid may have an impact on healthcare jobs not accounted for by the projections. Employment projections for 2008 to 2018 are presented below with these caveats in mind.

### Employment by Industry

The outlook for the 2008 to 2018 period is for a continuation of trends that have been on-going for some time. Employment is expected to record a net increase of about 14,400, or 2.1 percent, with wage and salary job growth almost exclusively among service-providing industries. Education and health services is expected to account for more than two-thirds of the net increase in wage and salary jobs. The manufacturing sector is expected to continue to lose jobs.



### *Employment by Occupation*

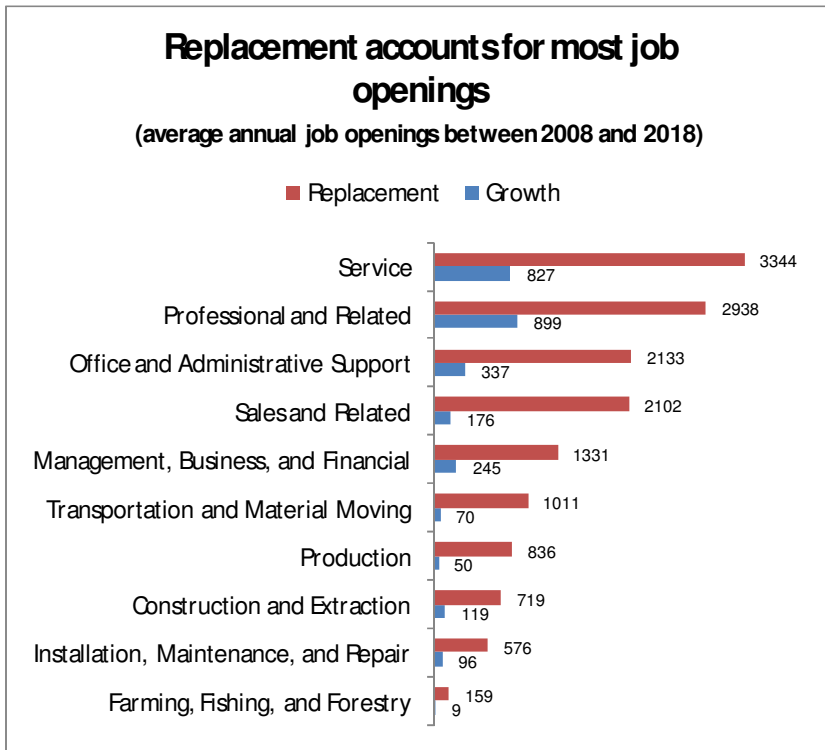
The occupational structure of employment will shift along with changes in the industrial structure and technology. Healthcare practitioners and technicians; healthcare support; business and financial operations; computers and mathematics; life, physical, and social science; protective service; and personal services jobs are expected to grow at more than twice the rate for all occupations. These occupations will account for more than half of the net gain in jobs between 2008 and 2018. Production; farming, fishing and forestry; transportation and material moving; and building and grounds cleaning and maintenance jobs are expected to decline as a result of a combination of trends, including continued manufacturing job losses, and challenges in agriculture, forest products, and fishing industries. Some of the expected job losses will be due to mechanization and other productivity improvements that allow for less labor per unit of output.

Twenty-one of the forty fastest growing individual occupations between 2008 and 2018 are health related. This growth in health-related occupations is largely due to an increased use of specialized services and growth in the number of middle age and elderly people. Network systems and data communications analysts are expected to grow the fastest among the computer-related jobs. The technical skills needed for companies to remain competitive and the increased use of the Internet are reflected in a growth rate of 40 percent for this occupation.

When considering the future demand for occupations, projected net growth is as important as the growth rate. Occupations with lower growth rates but high employment levels may account for a substantial number of jobs. The list of the top forty occupations expected to add the most jobs is more diverse than the list of the fastest growing, reflecting the broad base of the Maine economy. Among the top ten occupations are customer services representatives, retail salespersons, and accountants – occupations that are not among the fastest growing but with a large employment base.

Job openings arise from two sources: growth and replacement. Between 2008 and 2018, an average of 18,000 job openings is expected each year; about 2,800 due to growth and 15,200 due to replacement needs. Replacement needs arise as workers leave occupations. Some transfer to other occupations, while others retire, return to school, or quit to assume household responsibilities. In general, occupations with high employment levels also have a large number of openings due to replacement demand. As a result, cashiers, waiters and waitresses, retail sales persons, who are not among the fastest growing occupations,

are the three occupations with the largest number of job openings between 2008 and 2018. Registered nurses, which provides the fourth largest number of job openings, is among the fastest growing occupations, has a large employment base, and is expected to provide the highest level of net growth.



## Summary

The recovery from the Great Recession has yet to make a significant impact on the national and Maine labor markets. The Maine labor market stabilized in 2010, with slight improvement recorded thus far in 2011. Current forecasts do not call for jobs to increase fast enough in the near term to substantially reduce unemployment.

Reemployment faces some challenges, in addition to forecasted slow net job growth. Currently, there are mismatches between the skills of people who are out of work and the skills needed by employers. There is also a geographic mismatch as the growing services sector centralizes in urban areas while rural areas experience a continued erosion of jobs. Even as the number of job postings increased this year, unemployment remained elevated, likely due in part to these mismatches.

Employment opportunities in the years ahead will occur increasingly in services occupations, with many of them requiring high levels of skills and education. Even firms within industry sectors that have lost jobs for many years are expected to require their workers to have more education and skills.

Although there is a labor surplus now, shortages are expected in the future as the population grows slowly and older. This makes training the labor force in place, as well as individuals preparing to enter the labor force, to meet the current and future needs of Maine employers vitally important.

## *Maine Jobs Council Committee Reports*

The Maine Jobs Council has constituent based committees addressing the employment concerns of their corresponding populations. The Committees set their own agendas and meeting times. When appropriate, they make policy recommendations to the Maine Jobs Council. They also engage in activities and projects that help further the work of the Maine Jobs Council by providing a focus on the workforce development issues affecting their communities.

The Committees are defined in Maine law: (MRSA Title 26, Chapter 25, §2006)

A. The council shall create 4 standing committees of up to 12 members. Each standing committee may include up to 8 noncouncil members appointed by the council chair and drawn from the same constituency groups as the council's membership. The standing committees shall make recommendations to the full council. The 4 standing committees are as follows:

- (1) Apprenticeship, with its membership specified in subsection 5-A, paragraph B;
- (2) School-to-work;
- (3) Employment of people with disabilities; and
- (4) Women's employment issues.

[1999, c. 6, §1 (amd).]

B. The council may also create additional committees to address specific problems and issues. These committees may consist of up to 12 members and may include up to 8 noncouncil members appointed by the council chair and drawn from the same constituency groups as the council's membership. These committees shall make recommendations to the full council. [1999, c. 6, §2 (amd).]

The **Apprenticeship Committee** has been focused on aligning its policies and activities with changes in CFR 29.29 that require state agencies to be the recognized entity for federal apprenticeship purposes. This will ensure that the Maine Apprenticeship Committee can be held accountable, as opposed to an ever changing council. This Committee approves newly developed apprenticeships, advises the Maine Apprenticeship Program (MAP) on policies and practices (such as tuition reimbursement), and helps support the staff of the MAP. This past year, MAP has piloted an Adult Pre-Apprenticeship Project for the building trades, with its first 16 successful completers. All are in or waiting to enter apprenticeships in construction related occupations. Another successful accomplishment of the MAP is the report of 42 females apprenticing in nontraditional occupations. This represents 21% of all currently registered female apprentices.

The **Youth Transitions** committee has decided to continue monitoring programs that assist Maine youth as they move from school to the workforce. The Committee has partnered with Jobs for Maine's

Graduates and the Maine Department of Education. This past year has been a period of mission examination. The Youth Transitions Committee plans to become more action oriented in the 2011-2012 program year.

The committee addressing employment of people with disabilities is called **The Commission on Disability and Employment (CDE)**. CDE reviewed data from state agencies providing employment services to people with disabilities and discussed policies, practices, and societal/cultural issues that impact the employment rate for people with disabilities. It concluded that the employment rate for people with disabilities is far too low, and it has sent its recommendations to the Legislature, including, but not limited to ensuring that providers of employment services (job coaches and employment specialists) obtain and maintain skills to effectively work with service recipients *and* the business community; identifying and defining key data elements for comparable reporting from all agencies funding employment services to people with disabilities; and bringing Maine into compliance with the federal mandate that all transition-aged youth have a work experience. The CDE Annual Report for 2011 is included as an appendix to this document.

The **Women's Employment Issues Committee (WEIC)** wrapped up a five year project issuing annual reports on the state's progress in meeting eight specific indicators of women's economic security. The final report was released and included data on earnings, the gender wage gap, part-time and full-time employment rates, unemployment rates, educational attainment, poverty levels, and health insurance coverage. WEIC partnered with the Coalition for Maine Women, the Maine Women's Policy Center, and the University of Maine's Women's Resource Center to issue both the report and policy recommendations. WEIC is now working with a social work intern at the University of Maine to compile data on Women of Color in the Maine Workforce.

The Council created a **Veterans Employment Committee** in 2009. This Committee is in the process of developing and building an easy-to-access one-stop web portal to meet the varying needs of current and former service members and their families, veterans associations, and organizations with connections to Maine's veterans communities. The web portal will be a one-stop, authoritative site that will link to trusted, vetted workforce, medical, benefits, and education resources, providing state-wide support for Maine's diverse military community.

The **Older Workers Committee (OWC)** addresses workforce issues for people over 55. The OWC provided advisory assistance and fulfilled oversight responsibilities for the federally-funded Aging Worker Initiative (AWI) and assisted the Muskie Institute in its Employer Initiative component of the AWI, facilitating job postings and developing employer education and feedback mechanisms. The OWC sponsors the annual Silver Collar Awards, recognizing five employers for their exemplary practices supporting older workers. The OWC also assisted the national Council for Adult and Experiential Learning in the organization of a Mature Worker Summit in 2011.

The **Health Workforce Planning Committee** was established in 2010 in response to a federal grant award from the US Department of Health and Human Services. This Committee just completed a final report to its funding source, the USDHHS Health Resources and Services Administration, having achieved six required benchmarks outlined by HRSA. Those benchmarks included identifying sources of health workforce data and analysis, areas of health worker shortage, resources for secondary and post-secondary education and training, and barriers to effective health workforce development and planning. This Committee recently agreed to merge with a pre-existing Maine Health Workforce Forum. When the Planning grant expires at the end of 2011, this Committee/Forum may remain as an industry council linked to the full Maine Jobs Council.

## **LWIB Reports**

### Area 1 Aroostook Washington Workforce Investment Board



#### **Initiatives & Accomplishments;**

##### **HUD Sustainability Planning Grant**

- Develop a comprehensive sustainability plan for Aroostook and Washington Counties.
- Create an integrated regional plan that addresses housing, transportation, water infrastructure, environmental planning, and economic/workforce development.
- In addition to identified Consortium members, there will be involvement of more than 40 partner entities for their assistance and input in the process; as well as many activities, forums and techniques to engage the general public.

##### **Disability Employment Initiative**

- Improve the accessibility, capacity, and accountability of the One-Stop Career Center system to serve customers with disabilities resulting in education and career pathways that lead to unsubsidized employment and economic self-sufficiency;
- Conduct outreach to employers to discuss diversity hiring strategies and coordinate employer focus groups;
- Establish a Flexible Employment Fund (FEF). The FEF will provide one time financial support to keep people with disabilities in the workplace.

##### **CDBG Work Ready**

- Provides a portable credential endorsed by employers throughout the State of Maine;
- 60-hour “soft skills” based training program designed to address articulated needs of the business community;

- WorkReady curriculum is centered around essential skills for success in today's workplace;
- Course content includes identifying personal motivations and challenges to employment, developing a personal employment plan, appropriate workplace behavior, effective workplace communication, and interviewing skills among other topics.

### **Maine Manufacturing Extension Partnership (MEP)**

- Assist northern Maine's manufacturers to become more efficient and productive with competitors through the application of established technologies and workshops;
- Assess manufacturer (client) needs;
- Develop appropriate plans and projects to meet identified manufacturer needs;
- Train employees on concepts of Lean Manufacturing Methodology;
- Maintain a network of companies and service providers and broker the services of the MEP and its associates;
- Provide Lean 101, Value Stream Mapping and Kaizen workshops throughout the NMDC service area.

The Local Area, through our partnership with Northern Maine Development Commission and the Aroostook Partnership for Progress, has engaged in a Business Retention and Expansion Survey to assess the needs of companies in Northern Maine. Through our engagement with the Mobilize Northern Maine initiative, an action team has identified biomass as a renewable energy source that could be both produced and consumed within the region. Analysis concludes that producing more tons of biomass products would generate \$150 million in benefits including more than 1,000 new jobs.

## Area 2 Tri County Workforce investment Board



### **Initiatives & Accomplishments;**

#### **TCWIB as CEDS Advisory Committee**

In the spring of 2011, The Tri County Workforce Investment Board collaborated with Eastern Maine Development Corporation and became one of 38 Economic Development Districts in the country to have the local Workforce Investment Board serve as the Comprehensive Economic Development Strategy (CEDS) Committee.

CEDS is a regional planning process focusing on economic development. The CEDS process results in a five-year strategic plan for the regional economic development that is updated annually. The report is submitted to the U.S. Department of Commerce, Economic Development Administration for review and approval. Once the CEDS report is approved, the region may apply to receive funding assistance for public works and planning projects related to economic development.



In June 2011, the Tri County Workforce Investment Board, reviewed and scored projects for the EMDC region to update the final year of current CEDS. During the fall of 2011, the TCWIB will develop a new matrix with specific workforce development standards by which projects and strategy will determine priority for the region.

### **On-Line Learning Initiative**

During PY10 the TCWIB approved EMDC's new strategy to deliver a self-directed learning system. EMDC's WIA program has been utilizing a web-based, self-directed learning system called Metrix. The system offers over 5,000 courses divided into three areas of study, medical information technology and business. The customer can access the coursework from home providing they have high speed internet or can access computers at the individual EMDC sites throughout the Tri-County region. Customers need basic computer skills to take advantage of this product. With over one hundred users, EMDC has found the Metrix System to be quite useful and easy to maneuver. Courses range from basic math and reading skills to soft skills to highly technical IT Courses. All courses award a Certificate of Completion. Some of the IT Courses will prepare one for the nationally recognized certifications. The Metrix License is valid for ninety days. Within this time frame customers can access and complete as many courses as they wish. EMDC uses this learning resource in conjunction with Adult Education, the Community College and University Systems.

EMDC has also offered the Metrix Program to partners including the Bureau of Employment Services and the Bureau of Rehabilitation Services within the Career Center. In the future EMDC plans to make this resource available to employers and their employees to provide low-cost accessible learning.

### **Tri-County Business Outreach Team**

The TCWIB as many local workforce boards has put a strong focus on innovative ideas to reach businesses and identify job opportunities. Eastern Maine Development Corporation in its role as the One Stop Operator has strategically engaged partners at the CareerCenter in a new initiative to reach business. Eastern Maine Development Corporation's Workforce Development Services and the Bureau of Employment Services have developed a collaborative approach to outreach and services to businesses in the Tri-County Workforce area. Their collective goal is to ensure that local businesses are made aware of services available to support their businesses and to assist in the matching of the job seekers to available employment opportunities with local companies.

Both EMDC and BES have assigned staff to work together as a team to conduct business outreach on a targeted basis to focus on industries and sectors that represent existing or emerging high wage, high growth employment opportunities. Job leads/openings uncovered during any business contacts are directed to a Career Advisors and Plan Managers working with job seeker customers to coordinate appropriate referral. Businesses are urged to list job openings with the Maine Job Bank and to coordinate other recruitment and hiring efforts with the Tri-County CareerCenter system.

In the past year EMDC has documented over 500 business contacts and hundreds of referrals to employment in EMDC's business services client management system. This system is referred to as ART (Assessment and Referral Tool) and is connected to EMDC's other business development practice and allows EMDC to document and report on a wide range of business contacts, referrals and service delivery across programs and systems including workforce development, economic development and small business services in our region.

### **Engaging Healthcare Sector with Local Area 2 Youth**

The TCWIB and partners in the tri county region have engaged businesses in several sectors. Activities include a strong focus in the healthcare industry and construction as partners have gathered under Maine Healthcare grant and Pathways out of Poverty. New projects have brought our youth providers together to create exciting programs to educate youth on the many opportunities for career

growth. Among these programs is the Advanced Acute Care CNA Pilot Program, A Healthcare Career Pathway Project. This was a collaborative effort between Eastern Maine Development Corporation's Youth Services and Eastern Maine Medical Center's Education & Human Resources Staff during the Summer of 2011. Eastern Maine Development Corporation's Youth Workforce Development team and Eastern Maine Medical Center recently wrapped up their Advanced Acute Care CNA pilot program. This program was designed to provide graduating high school seniors from Penobscot, Piscataquis and Hancock County technical schools graduating with CNA certification, with a paid opportunity to work for eight weeks in a 400 bed acute care hospital under the supervision of Nurse Managers and CNA preceptors. These ten students were required to fill out applications, write essays indicating why they wished to be chosen to participate in this program, and to participate in interviews conducted by EMDC and EMMC staff.

This opportunity increased student's awareness of the myriad healthcare occupations within a large hospital setting, and provided them with the opportunity to practice complex, acute patient care. Equipped with the knowledge and experience gained from this opportunity, and newly established relationships with healthcare professionals, these ten youth are much better prepared to enter the healthcare field or to pursue post-secondary education in nursing or allied healthcare occupations.

Evidence of the success of this pilot program is reflected in nine of the ten students securing employment in healthcare. Of the ten youth, four have been hired by EMMC on a full time permanent basis, two are employed at Ross Manor (an affiliate of EMHS), two are employed in nursing homes, one is attending the University of Maine Fort Kent for nursing and is employed as a workstudy student in the nursing department. Eight of the students are attending post-secondary education programs in healthcare. This program was designed to provide young people with an opportunity to be fully immersed in a large healthcare setting to better inform them as they pursue sustainable career pathways. The collaborative partnership between EMDC, EMMC, Husson University, Ross Manor, and the tri-county technical schools gave these students this opportunity! (see attached photos)

Local Area 2 has worked diligently with the construction industry to strengthen relationships with our businesses and to increase communication and job opportunities for our local job seekers. One of our venues has been our Pathways Program: The Pathways Program began in Feb. 2010. Modeled as a sector based training initiative, the project brought together various community organizations to provide a fully loaded training program to those unemployed and underemployed in our area. The purpose of the grant: to provide standards based training encapsulated in real hands on environment that not only provided nationally recognized credentials but allowed for basic skill deficiencies to be addressed at the same time. Our goals are to train ~150 people in the construction industry while building energy efficient homes that replace pre-1976 mobile homes. The project has enrolled 97 participants:

- 87 males/10 females
- 68 HSD/8 High School Dropouts
- 39 under 35 years of age/58 over 35 years of age
- 20 Veterans
- 31 Individuals with a Criminal Record
- 4 persons with disabilities

Cohort III of the project will end in Dec. of 2011. All participants receive the following training/credentials as part of the program: 60 Hours of Construction Math, 60 WorkReady Training, 10 hours of OSHA training, 8 hours of lead removal training, 100 hours of the National Center for Construction Education and Research (NCCER) core training, and 450 technical skills training in either building/construction, electrical or plumbing. When they complete participants not only have nationally recognized credentials; they bring with them real experience building a home, the ability to interview,

network and sell themselves and ~20 weeks working in an environment that in every way mimics a workplace environment.

EMDC staff have solicited and received support from various other construction based organizations such as Maine Association of Builders and Contractors, Maine's Home Builders & Remodelers, Habitat for Humanity, the City of Bangor and others. To date, they have made contact with 166 businesses in the construction trades resulting in 165 job referrals.

**Feedback from businesses includes:**

- The foundational skills the Pathways graduate bring places them well above the typical job applicant
- WorkReady skills are essential, this message is repeated often
- Although many businesses need additional labor, they are unwilling to hire those who are either technically deficient or not "WorkReady"
- OJT is a good support for the businesses as they train a new employee

During PY10 local area two saw increased layoffs and challenges across the region. All partners and stakeholders continued to work very hard to meet the needs of our community residents, job seekers and businesses. The TCWIB is very pleased with the new service delivery model in our region. We see this model as a strong venue to meet business needs and identify how to motivate job seekers into gaining the needed skill base in order to meet the needs of our local businesses. The accomplishments described above are a good start and give a good road map to continue working to connect job seekers to the right employer.

## Area 3 Central Western Local Workforce Investment Board



### **Initiatives & Accomplishments;**

#### **Somerset Connect**

Somerset Connect was a basic technology skills training for unemployed workers that had been collecting unemployment for more than six months. Training focused on a standardized protocol, in this case, utilizing the powerful applications available through the Google platform. Funding was provided for the training through remaining ARRA funds remaining and designated for the Skowhegan CareerCenter. The cost per participant was minimal (less than \$400/trainee) due to the key partnership forged through the Somerset Workforce Development Team. Partners included the Skowhegan CareerCenter, Somerset Career and Technical Center (SCTC), MSAD 54 Schools and MSAD 54 Adult Education, KVCAP, and the CWMWIB.

Programming for training was developed by staff at SCTC and because the training was offered after 1:00 pm, the computers and technology resources at the school were utilized. This minimized staff costs, as well as providing the most up-to-date technology for trainees.

Other benefits:

- a) It put resources in the hands of trainees that weren't cost-prohibitive (like buying software).
- b) Trainees were exposed to technology-based job search skills, and introduced to the effective methods of employing technology in their search for employment.
- c) Resumes were standardized and saved via a PDF application, which prevented formatting issues in sending out their resume to employers.

### **Lewiston-Auburn TDL Collaborative**

The Lewiston-Auburn TDL Collaborative is an example of an industry-focused co-partnership spearheaded by CWMWIB along with Coastal Enterprises, Inc. (CEI), which included a coalition of Androscoggin County partners.

This three-year project developed training and employment opportunities in the transportation, distribution and logistics (TDL) sector, identified by labor market data supplied by the Center for Workforce Research and Information, targeting a key industry sector for Lewiston-Auburn.

The training co-joined work readiness training with industry-specific skills and is an example of replicable model that could be adapted to other places and regions in the state, especially if industry consortiums were considered.

Business partners included Wal-Mart Distribution Center, Fed Ex, UPS, Federal Distributors, Good Shepherd Food Bank, Northeast Charter & Tour Company, as well as VIP.

### **The Maine Health Care Sector Grant**

The Maine Health Care Grant in Region 3 is 1.2 million dollar grant funded by USDOL & MDOL through the American Recovery and Reinvestment Act (ARRA). The primary focus of this grant is to upgrade the skills and credentials of incumbent health care employees and increase training capacity by augmenting the number of Nurse Clinical Instructors, allowing for a greater number of RN students to access training. A secondary focus was to provide training for people already enrolled in high demand allied health professions and a small percentage of unemployed, underemployed, or part time low wage earners to obtain health care training credentials.

To date, we have enrolled in training 57 CNA's, 25 Allied Health Professionals, 38 RN's, 2 LPN's, and 13 MSN's (Clinical Nurse Instructors). All trainees have to obtain their credential, certificate, or degree prior to the grant end date of 2/1/13 and be employed full time in the profession for which they received training funds.

We are also doing a special advanced CNA Plus program with Farmington Adult Ed that includes CNA training, OSHA 10, CPR, First Aid, Computer Skills and Work Skills training with a stackable certificate at graduation for full time employment in the Franklin County area.

Those who have graduated and completed their nursing degrees and other allied health professions have significantly increased their wages from \$10/hr to \$14/hr prior to the training to \$20/hr to \$26/hr after obtaining their degree or credential. By being promoted, this allows other workers to move up into their vacated positions and meet the growing demands of the health care industry in Region 3.

### **Aging Worker Initiative (AWI)**

The goal of the Aging Worker Initiative is to connect workers (55+) with viable employment and training opportunities in the fields of health care, green energy and technology. Sample occupations that would qualify for training reimbursement include Administrative Medical Specialist, Energy Auditor, and Microsoft Office Specialist.

As of June 30, 2011, approximately 35 individuals were in training or had completed training in these fields. The projected outcome of this 3 year project (which ends in August 2012) is 50 students. Direct training expenditures for the first 2 years of the project were \$40,000 which included tuition, fees and books.

A working relationship with Seasoned Workforce, LLC was established, and 8 Seasoned Worker forums were held in Area III since the onset of grant activity, attended by over two hundred participants.

The AWI grant requires two WorkReady55+ training programs in Region III. The first was in Lewiston in May, 2011 and the second will be in Waterville in October 2011.

Basic Computer training at the Auburn Public Library has been offered on an ongoing basis and has been fully subscribed, with nearly 60 participants to date.

In the last year of the AWI, the goal is sustainability, in terms of working with Career Centers in the region to assess area needs and to determine how best to connect with clients and businesses in the future. In this regard, monthly aging worker orientations sponsored by the Aging Worker Initiative and the Career Centers are now being pre-tested in Lewiston and Farmington.

Primary industries/sectors in Area 3 have been healthcare, TDL (Lewiston-Auburn), tourism/hospitality, as well as precision manufacturing primarily because of pockets of strength in Oxford and Somerset Counties.

Additionally, we have also lent support to initiatives promoting entrepreneurship in Kennebec County, namely the Kennebec Entrepreneurial Network.

Area 3 is proactively focusing on healthcare, and received a \$1.2 million grant (Maine Healthcare Sector Grant). This initiative is focused on upgrading the skills and credentials of incumbent health care employees in our region, as well as increasing the availability and flexibility of clinical training facilities.

Area 3 committed funding to Oxford County for customer service training needed in the tourism and hospitality sector, providing training workshops in partnership with Central Maine Community College. Area 3 also participates on the Maine Woods Consortium which focuses on the tourism/hospitality sector in three LWIB territories.

The focus continues across all sectors to address the ongoing need to enhance the basic employability skills of many displaced workers with soft skills training like WorkReady, and additional computer literacy training provided by leveraging other community assets like in Somerset County and the Somerset Connect project, as well as the AWI grant for older workers.

A major challenge to the urgent need to continue to offer the WorkReady Credential program in Area 3. One of the major complaints from employers in our region as well as around the state is the lack of employability or "soft-skills" exhibited by a large segment of the labor force. WIA funds will not directly fund this type of training so the frequency of training is hindered by the lack of available funding.

## Area 4 - Coastal Counties Workforce Investment Board



### **Initiatives & Accomplishments;**

**Workforce Investment Act:** Through the combined efforts of CCWI and Goodwill Workforce Solutions (its primary service provider), CCWI provided oversight and administered WIA and ARRA funds which have enabled over 3000 individuals to receive job training services. This has resulted in over 1000 having entered employment, while many others continue to complete their training. Additionally, during the one year period staff saw over 74,737 visitors to our Area's Centers.

In an effort to promote hiring by employers and placement of job seekers, Coastal Counties Workforce, Inc. (CCWI) unveiled a new initiative in August of 2010. The **Business Employment Assistance Representatives** (BEARs) project responds to supply and demand-side needs by developing relationships with employers and offering employment related services, including On-the-Job Training (OJT), to candidates appropriate for hire. This has resulted in 73 OJTs by June 30, 2011,

**Maine Advanced Technology Center:** This 2006 \$2.1 million grant written by Coastal Counties Workforce, Inc. partnering with Southern Maine Community College to establish Maine as a national leader in composite technology training, finally came to an end on December 31, 2010. During the grant period, the partners obtained all grant objectives including training 1300 individuals, represented by incumbent workers, teachers, and individuals new to the industry

**Maine Health & Education Collaborative:** This \$1.8 million Community-Based Job Training grant purpose has been to meet employer demand for a skilled workforce in nursing and advanced imaging occupations in southern and central Maine through increasing the capacity of community colleges to provide education and training. The Maine Health and Education Collaborative (MHEC) grant, which began in April of 2008, completed its third year providing health care training in coastal and southern Maine. The U.S. Department of Labor Education and Training Administration provided a no-cost extension of for one year, to March 31, 2012, in order to allow time for all participants to finish their health care training programs.

**State Health Care Training Grant:** The State Health Care Training grant is underway throughout the four local workforce areas in the State and CCWI is actively engaged in this region. With the \$1.2 million

of grant assistance available to this Local Area, we are striving to increase the supply of credentialed health care workers in high-demand occupations, specifically skilled nurses, key allied health professionals and Certified Nursing Assistants. Targeted trainees include incumbent workers in a health care setting and dislocated workers or unemployed individuals already enrolled in health care training. Participants receive information, guidance and support, tuition assistance and improved access to clinical training programs, registered apprenticeships and employment assistance. A total of 100 participants will be assisted in our region through the grant period ending February 2013.

**Base Realignment and Closure (BRAC) Related Strategies:** At the onset of the BRAC announcement, CCWI quickly formed a strong collaborative with the Base Commanding Officer implementing a bold vision to provide *immediate, proactive* transition support to base workers, military personnel and family members. Operating at the BRAC Transition Center (BTC) and the Bath CareerCenter, Workforce Solutions staff began serving BRAC affected populations in February 2006. The BTC staff provided services until NASB closed. Workforce Solutions continues to provide services and is currently co-located with the CareerCenter in Brunswick. At the end of June 2011, there were 520 enrolled participants.

**Aging Worker Initiative (AWI):** The Aging Worker Initiative (AWI) grant completed its first year in August 2010, promoting older workers as a solution for businesses and connecting seasoned workers to viable employment and training opportunities. The Employer Dialogues, Seasoned Worker Forums and the delivery of basic computer classes to older workers through the Maine Public Library System were highlighted as best practices at the national level by the Council on Adult and Experiential Learning (CAEL), headquartered in Chicago, providing technical assistance on AWI and the Council on Competitiveness (CoC). The partnership with the Older Worker Committee of the Maine's Job Council has been outstanding and CCWI plans to work together with CAEL and CoC to host a Policy Summit in Maine on October 5<sup>th</sup>, 2011 to discuss older worker policy issues and create an action plan for the State.

### **Waivers PY10**

Maine currently has one Waiver in place; **ELIGIBLE TRAINING PROVIDERS**

Waiver of the time limit on the period of initial eligibility for training providers, to address data collection barriers (27 states): *Maine*

## Maine's Workforce System Performance Highlights

Working with Maine's four Local Workforce Investment Boards (LWIBs), the Maine Jobs Council, the Maine Department of Labor and the service providers who deliver the programs funded by WIA through the CareerCenter system, Maine maximizes its WIA revenue by establishing an infrastructure to deliver employment and training programs for both citizens and employers. This infrastructure is not administrative; it is the street-level presence of services available in every county in Maine.

The following summary of other federal and state programs and outcomes for Program Year 2010 illustrates the extent to which WIA funds help to leverage resources and contribute to workforce development:

### Trade Adjustment Assistance

The number of individuals enrolled and the number of companies certified in the Trade Adjustment Act (TAA) program increased in the last year. Funds from the TAA were used towards training expenses for **1,295** workers. Overall, the TAA program provided reemployment services to **2,092** individuals.

#### TAA program outcomes for PY 2010:

Entered employment rate:	<b>73.33%</b>
Retention rate:	<b>91.83%</b>
Average earnings:	<b>\$16,549</b>

### National Emergency Grants

In PY 10, The Bureau of Employment Services and local workforce boards responded to significant downsizing and closure events by applying for and administering National Emergency Grants (NEGs). We applied for and received three new NEG awards during the period July 1, 2010 through June 30, 2011.

#### New NEG's awarded in PY10:

Maine Military Authority	<b>\$ 463,083</b>
Katahdin 2011	<b>\$ 657,841</b>
Associated Grocers	<b>\$ 337,897</b>
<b>Total New NEG awards for PY10:</b>	<b>\$1,458,821</b>

In addition, the Bureau of Employment Services and local workforce boards continued activities to assist workers who were affected by downsizing and closures through NEG funded projects awarded in prior years including:

- Prime Tanning
- Wausau
- BRAC Implementation
- Wood Structures
- True Textiles
- Formed Fiber



New Page  
 Standard Insurance  
 RR Donnelley  
 Westpoint Homes  
 GE Security  
 Hinckley Co.

Through PY10, a total of **172** workers received work search assistance and training in these NEG projects, with a **69.69%** entered employment rate.

**Governor’s Training Initiative (GTI) Activity:**

GTI provides financial assistance to employers intending to expand or locate in Maine, to train new or existing employees - to upgrade worker skills or to reorganize a workplace to remain competitive. The program is available to employers that are expanding, re-organizing, or locating in Maine, or are training new or current employees in order to upgrade worker skills. Unfortunately, as a result of significant curtailments affected by the State budget deficit, the Maine State Legislature eliminated the GTI program effective July 1, 2011. The final program results are as follows:

Number of companies assisted:	<b>12</b>
Number of new hires trained:	<b>396</b>
Number of incumbent workers trained:	<b>632</b>
Number of Maine workers impacted by GTI:	<b>1,028</b>
GTI investment in Maine workers:	<b>\$ 700,864</b>
Total private sector match:	<b>\$ 3,233,604</b>
Total investment in Maine workforce:	<b>\$ 3,934,468</b>

**Maine’s Registered Apprenticeship Performance:**

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

Total Apprentices	<b>1,696</b>
Total New in 2010	<b>488</b>
Increase over 2009	<b>193</b>
Average 1 <sup>st</sup> Year Wage	<b>\$12.11</b>
Average Completion Rate	<b>\$19.64</b>
Average Completion Rate Women in NTO	<b>\$21.94</b>
Percentage of Apprenticeships in Precision Mfg	<b>64%</b>
Percentage of Apprenticeships in Construction	<b>20%</b>
Percentage of Apprenticeships in Service	<b>15%</b>

### Wagner-Peyser and WIA Performance Highlights:

In 2010, **103,608** individuals registered with the Maine Job Bank. Overall Maine Job Bank activity is summarized in chart below:

Job Bank Statistics	PY 2009	PY 2010	% Change
Jobs Opened	11,012	14,807	+34%
Total Positions Opened	27,291	30,480	+17%
Jobs Closed	10,861	14,238	+31%
Total Positions Closed	26,650	29,273	+10%
Job Seeker Accounts Activated	51,473	50,232	-3%
Employer Accounts Activated	1,540	1,465	-5%
Job Notices Sent	2,311,431	3,314,056	+43%
Referrals Accepted	209,941	250,230	+19%

- The top 20 job openings by occupational category were:

Occupational Category	Total Job Openings
Sales and Related Occupations	730
Office and Administrative Support Occupations	648
Healthcare Support Occupations	467
Farming, Fishing, and Forestry Occupations	435
Production Occupations	428
Transportation and Material Moving Occupations	315
Personal Care and Service Occupations	288
Construction and Extraction Occupations	286
Food Preparation and Serving Related Occupations	273
Management Occupations	209
Community and Social Services Occupations	180
Architecture and Engineering Occupations	153
Building and Grounds Cleaning and Maintenance Occupations	152
Healthcare Practitioners and Technical Occupations	146
Protective Service Occupations	144
Installation, Maintenance and Repair Occupations	143
Computer and Mathematical Occupations	135
Business and Financial Operations Occupations	108
Arts, Design, Entertainment, Sports and Media Occupations	78

Occupational Category	Total Job Openings
Education, Training and Library Occupations	65
Life, Physical, and Social Science Occupations	54

- With limited training dollars, we were able to serve **1,098** adults, **1,482** unemployed workers and **1,103** youth
  - On average, approximately **75%** of all those enrolled found jobs
  - **85%** of the adults served were still working more than six months after placement
  - Approximately **84%** of the older youth (ages 19-21) served were still working six months after placement.
  
- Training services focus on providing a skills-based credential such as a diploma or equivalency, certificate or degree.
  - **67%** of the adults served received a credential
  - **58%** of the youth served received a credential
  
- We measure skill attainment for youth when they successfully complete a goal such as improving basic skills (reading and math), work readiness skills (resume', interviewing, time management, budgeting) and/or occupational skills (medical assistant, welder, and accountant). In 2009, **90%** of the youth served successfully completed some type of skill goal.

### Workforce Investment Cost Data

Maine allocates approximately 85% of the WIA Title I funds it receives to four Local Workforce Investment Areas. The WIA Title I funds allocated to adults, dislocated workers and youth had a direct impact of the range of strong performance outcomes for each of these groups.

The CareerCenters have been working as effective teams consisting of Workforce Investment Act, Wagner-Peyser, and to some extent Bureau of Rehabilitation service providers, to offer registered customers the highest level of support necessary to gain access to employment.

UNIT COST DATA	Cost-Efficiency RATIO	TOTAL OBLIGATIONS*	TOTAL INDIVIDUALS SERVED
Overall, All Program Strategies	\$2,538	\$11,602,060	4,572
Adult Program	\$ 884	\$2,543,200	2,877
Dislocated Worker Programs	\$2,109	\$3,125,665	1,482
Youth Programs	\$2,749	\$3,029,081	1,102

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

## **WIA Performance Outcomes**

Table A – Workforce Investment Act Customer Satisfaction Results						
Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	80%	78%	483	1,933	669	72.2%
Employers	76%	70%	502	850	693	72.4%

Table B – Adult Program Results				
	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	82%	75.3%	Numerator	222
			Denominator	295
Employment Retention Rate	81%	85.5%	Numerator	235
			Denominator	275
Average Earnings	\$10,000	\$10,190	Numerator	\$2,384,376
			Denominator	234
Employment and Credential Rate	68%	59.2%	Numerator	183
			Denominator	309

Table C – Outcomes for Adult Special Populations								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	73.8%	118	84.0%	21	66.7%	18	64.3%	18
		160		25		27		28
Employment Retention Rate	83.6%	127	90.9%	20	79.3%	23	86.4%	19
		152		22		29		22
Average Earnings	\$9,853	\$1,251,297	\$12,401	\$248,025	\$7,325	\$168,474	\$10,576	\$200,935
		127		20		23		19
Employment And Credential Rate	60.5%	104	61.1%	11	45.5%	10	37.9%	11
		172		18		22		29

Table D – Other Outcome Information for the Adult Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	76.2%	173	72.1%	49
		227		68
Employment Retention Rate	85.2%	195	87.0%	40
		229		46
Average Earnings	\$10,554	\$2,047,408	\$8,424	\$336,968
		194		40

Table E – Dislocated Worker Program Results				
	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	87%	85.2%	Numerator	551
			Denominator	647
Employment Retention Rate	90%	89.8%	Numerator	510
			Denominator	568
Average Earnings	\$12,000	\$16,867	Numerator	\$8,517,989
			Denominator	505
Employment And Credential Rate	69%	55.9%	Numerator	294
			Denominator	526

Table F – Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	86.2%	75	76.3%	29	75.7%	87	83.3%	5
		87		38		115		6
Employment Retention Rate	87.3%	69	88.6%	31	90.1%	82	100.0%	2
		79		35		91		2
Average Earnings	\$18,185	\$1,218,381	\$13,072	\$405,222	\$17,510	\$1,435,835	\$26,915	\$53,829
		67		31		82		2
Employment And Credential Rate	56.5%	35	40.7%	11	46.7%	42	16.7%	1
		62		27		90		6

Table G – Other Outcome Information for the Dislocated Worker Program		
Reported Information	Individuals Who Received Training	Individuals Who Received Only Core

	Services		and Intensive Services	
Entered Employment Rate	84.1%	413	88.5%	138
		491		156
Employment Retention Rate	90.2%	360	88.8%	150
		399		169
Average Earnings	\$16,934	\$6,028,613	\$16,707	\$2,489,376
		356		149

Table H.1 – Youth (14-21) Program Results				
	Negotiated Performance Level	Actual Performance Level		
Placement in Employment or Education	80.0%	60.9%	Numerator	156
			Denominator	256
Attainment of Degree or Certificate	65.0%	67.7%	Numerator	128
			Denominator	189
Literacy and Numeracy Gains	N/A	8.7%	Numerator	8
			Denominator	92

Table H.2 – Youth (19-21) Results				
	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	80%	63.3%	Numerator	50
			Denominator	79
Employment Retention Rate	80%	83.5%	Numerator	66
			Denominator	79
Six Months Earnings Increase	\$4,000	\$4,320	Numerator	\$332,678
			Denominator	77
Credential Rate	59%	51.9%	Numerator	56
			Denominator	108

Table I – Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	55.0%	22	0.0%	0	58.8%	10	61.6%	45
		40		1		17		73
Employment Retention Rate	76.9%	20	0.0%	0	68.8%	11	83.6%	51
		26		1		16		61
Average Earnings	\$3,077	\$76,930	\$0	\$0	\$3,272	\$52,355	\$4,080	\$240,703
		25		1		16		59
Credential Rate	49.0%	25	0.0%	0	39.1%	9	48.9%	46
		51		1		23		94

Table J – Younger Youth Results

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	99%	90.5%	341
			375
Youth Diploma or Equivalent Rate	66%	78.2%	133
			170
Retention Rate	69%	67.6%	138
			204

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	90.2%	156	92.4%	109	84.9%	101
		173		118		119
Youth Diploma or Equivalent Rate	77.8%	56	75.5%	37	58.3%	28
		72		49		48
Retention Rate	61.9%	52	70.7%	41	65.3%	49
		84		58		75

Table L– Other Reported Information

	12 Mo. Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Workers) or Replacement Rate (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the training Received of Those Who Completed Training Services	
Adults	84.7%	233	\$2,322	\$636,311	5.9	13	\$4,633	\$1,019,296	61.3%	106
		275		274		222		220		173
Dislocated Workers	87.7%	407	87.4%	\$6,366,909	6.0%	33	\$7,392	\$4,028,856	49.6%	205
		464		\$7,288,817		551		545		413
Older Youth	79.5%	58	\$4,279	\$308,070	2.0%	1	\$3,050	\$146,404		
		73		72		50		48		

Table M – Participation Levels		
	Total Participants Served	Total Exiters
Total Adult Customers	38,242	54,632
Total Adult (self-service only)	35,773	53,566
WIA Adults	36,831	54,008
WIA Dislocated Workers	1,482	655
Total Youth (14-21)	1,103	394
Younger Youth (14-18)	698	247
Older Youth (19-21)	404	147
Out-of-School Youth	570	223
In-School Youth	532	171

Table N– Cost of Program Activities		
Program Activities		Total Federal Spending
Local Adults		\$2,543,200
Local Dislocated Workers		\$3,125,665
Local Youth		\$3,029,081
Rapid Response (up to 25%) §134 (a) (2) (b)		\$1,030,617
Statewide Required Activities (up to 15%) §134 (a) (2) (b)		\$675,719
Statewide Allowable Activities §134 (a) (3)	10% of Adult, Youth, and DW funds for State Activities	\$1,197,778
Total of All Federal Spending Listed Above		\$11,602,060



Table O		Statewide	
	Total Participants Served	Adults	1,098
		Dislocated Workers	1,482
		Older Youth (19-21)	405
		Younger Youth (14-18)	698
	Total Exiters	Adults	442
		Dislocated Workers	655
		Older Youth (19-21)	147
		Younger Youth (14-18)	247
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	80%	78%
	Employers	76%	70%
Entered Employment Rate	Adults	82%	75%
	Dislocated Workers	87%	85%
	Older Youth	80%	63%
Retention Rate	Adults	81%	85%
	Dislocated Workers	90%	90%
	Older Youth	80%	84%
	Younger Youth	69%	68%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$10,190
	Dislocated Workers	\$12,000	\$16,867
	Older Youth	\$4,000	\$4,320
Credential/Diploma Rate	Adults	68%	59%
	Dislocated Workers	69%	56%
	Older Youth	59%	52%
	Younger Youth	66%	78%
Skill Attainment Rate	Younger Youth	99%	91%
Placement in Employment or Education	Youth (14-21)	80%	61%
Attainment of Degree or Certificate	Youth (14-21)	65%	68%
Literacy/Numeracy Gains	Youth (14-21)	0	8.7%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
Overall Status of Local Performance		Not Met	Met
		1	10
		Exceeded	
		6	
Table O		Aroostook/Washington LA	

	Total Participants Served	Adults	172
		Dislocated Workers	195
		Older Youth (19-21)	93
		Younger Youth (14-18)	126
	Total Exiters	Adults	80
		Dislocated Workers	59
		Older Youth (19-21)	25
		Younger Youth (14-18)	52
		Negotiated	Actual
		Performance Level	Performance Level
Customer Satisfaction	Participants	80%	89%
	Employers	76%	70%
Entered Employment Rate	Adults	82%	82%
	Dislocated Workers	87%	85%
	Older Youth	80%	78%
Retention Rate	Adults	81%	83%
	Dislocated Workers	90%	93%
	Older Youth	80%	87%
	Younger Youth	69%	73%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$9,781
	Dislocated Workers	\$12,000	\$25,064
	Older Youth	\$4,000	\$4,543
Credential/Diploma Rate	Adults	68%	79%
	Dislocated Workers	69%	52%
	Older Youth	59%	87%
	Younger Youth	66%	97%
Skill Attainment Rate	Younger Youth	99%	98%
Placement in Employment or Education	Youth (14-21)	80%	60%
Attainment of Degree or Certificate	Youth (14-21)	65%	71%
Literacy/Numeracy Gains	Youth (14-21)	0	10.3
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	6	10

Table O	<b>Tri-County LA</b>		
	Total Participants Served	Adults	282
		Dislocated Workers	384
		Older Youth (19-21)	86
		Younger Youth (14-18)	156
		Adults	92

	Total Exiters	Dislocated Workers	145
		Older Youth (19-21)	31
		Younger Youth (14-18)	51
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	76%
	Employers	76%	70%
Entered Employment Rate	Adults	82%	80%
	Dislocated Workers	87%	93%
	Older Youth	80%	71%
Retention Rate	Adults	81%	82%
	Dislocated Workers	90%	87%
	Older Youth	80%	64%
	Younger Youth	69%	61%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$8,629
	Dislocated Workers	\$12,000	\$14,242
	Older Youth	\$4,000	\$923
Credential/Diploma Rate	Adults	68%	53%
	Dislocated Workers	69%	50%
	Older Youth	59%	48%
	Younger Youth	66%	71%
Skill Attainment Rate	Younger Youth	99%	88%
Placement in Employment or Education	Youth (14-21)	80%	66%
Attainment of Degree or Certificate	Youth (14-21)	65%	59%
Literacy/Numeracy Gains	Youth (14-21)	0	13%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			n/a
Overall Status of Local Performance		Not Met	Met
		3	10
			Exceeded
			4

Table O		Central/Western LA	
	Total Participants Served	Adults	324
		Dislocated Workers	354
		Older Youth (19-21)	98
		Younger Youth (14-18)	281
	Total Exiters	Adults	121
		Dislocated Workers	166
		Older Youth (19-21)	34
		Younger Youth (14-18)	85
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	75%
	Employers	76%	70%
Entered Employment Rate	Adults	82%	79%
	Dislocated Workers	87%	89%
	Older Youth	80%	92%
Retention Rate	Adults	81%	91%
	Dislocated Workers	90%	88%
	Older Youth	80%	93%
	Younger Youth	69%	75%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$10,628
	Dislocated Workers	\$12,000	\$14,093
	Older Youth	\$4,000	\$8,750
Credential/Diploma Rate	Adults	68%	65%
	Dislocated Workers	69%	63%
	Older Youth	59%	81%
	Younger Youth	66%	80%
Skill Attainment Rate	Younger Youth	99%	94%
Placement in Employment or Education	Youth (14-21)	80%	67%
Attainment of Degree or Certificate	Youth (14-21)	65%	73%
Literacy/Numeracy Gains	Youth (14-21)	0	15.8
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			n/a
Overall Status of Local Performance		Not Met	Met
		0	7
		Exceeded	10

Table O		Coastal Counties LA	
	Total Participants Served	Adults	325
		Dislocated Workers	561
		Older Youth (19-21)	128
		Younger Youth (14-18)	136

	Total Exitters	Adults	152
		Dislocated Workers	287
		Older Youth (19-21)	58
		Younger Youth (14-18)	59
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	72%
	Employers	76%	70%
Entered Employment Rate	Adults	82%	66%
	Dislocated Workers	87%	77%
	Older Youth	80%	49%
Retention Rate	Adults	81%	85%
	Dislocated Workers	90%	92%
	Older Youth	80%	85%
	Younger Youth	69%	57%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$11,540
	Dislocated Workers	\$12,000	\$16,033
	Older Youth	\$4,000	\$3,760
Credential/Diploma Rate	Adults	68%	43%
	Dislocated Workers	69%	56%
	Older Youth	59%	31%
	Younger Youth	66%	65%
Skill Attainment Rate	Younger Youth	99%	81%
Placement in Employment or Education	Youth (14-21)	80%	53%
Attainment of Degree or Certificate	Youth (14-21)	65%	58%
Literacy/Numeracy Gains	Youth (14-21)	n/a	0%
Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	9	5

### Additional Highlights of ETA-Funded Programs

Maine allocated nearly the entire Governor's 15% ARRA to support new training initiatives. The Competitive Skills Scholarship Program (CSSP) continued to utilize the ARRA 10% funds to support training that resulted in certificates, two or four year degrees and targeted high wage, in-demand occupations. CSSP provides wrap around supports such as child care, transportation, books, supplies, equipment, remedial and prerequisite training. CSSP aims both to meet the employment needs of the Maine business, nonprofit, and community sectors and to enable low-income and unemployed Maine residents to participate in postsecondary education and certificate and training programs. Training that **Recovery CSSP** participants enrolled in

includes: Healthcare; IT Computers; Technicians/Software Engineers; Energy and Green Energy; Heating-Air Conditioning, Plumbing, Electrical, Machinists, Welding and Construction.

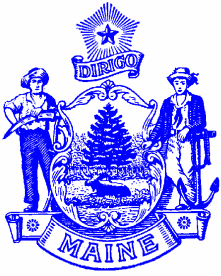
- **Allocated \$1 Million ARRA Dislocated Worker Funds for “Recovery” Competitive Skills Scholarship Program (R-CSSP): June 2009-June 2011**
  - Began enrolling participants in June of 2009 for certificate, 1 and 2 year Degree programs requiring completion by June 30, 2011.
  - 130 Total Participants Enrolled in R-CSSP
  - Men (58.5%)
  - Women (41.5%)
  
- **Energy & Green Energy CSSP: March 2010 – June 2012**
  - We received additional ARRA funding from Maine Public Utilities Commission, Energy Program Division – Approximately \$300,000.
  - Began enrolling participants in June of 2010 for certificate, 1 and 2 year degree programs requiring completion by June 30, 2012.
  - 26 Total Participants Enrolled in Energy Green Energy CSSP
  - Men (76.9%)
  - Women (23.1%)
  - Energy Green Energy Occupations that participants were enrolled in: Heating, Ventilation & Air Conditioning; Automotive; Engineering; Electrical, Solar Energy and Wind Power and Finance

The remaining ARRA 5% funds supported the **Targeted Training Initiative (TTI)** Training to companies within clusters of healthcare, weatherization, energy, the “green economy,” or information technology. TTI funds provided companies reimbursement for training costs to help prevent future workforce layoffs or financial curtailments. TTI companies contributed at least 50% of the training costs for either the incumbent or new hires. TTI spent in total \$211,092 in ARRA funds and leveraged over \$300,000 (56%) from companies resulting in over 100 jobs retained/saved and more than 30 jobs created.

- **High Wage In Demand Occupational Training Enrollments were in:**
  - Health Care
  - Nursing
  - Counselors/Therapists (including OT/PT)
  - Dental Hygienists
  - Other Health Care
  - Pharmacists
  - Business Management/Accounting/Operations/Sales
  - Education/Teachers/Special Ed
  - Truck Drivers/Heavy Equipment Operators/Mechanics
  - Health/Air Conditioning/Plumbing/Electrical/Machinists/Welding
  - Other (Marine Trades/Hospitality/Other)
  - Health Care
  
- **Health Care Initiative: February 2010 – March 2013**

In February 2010 the Maine Department of Labor was awarded a \$4,892,213 grant from the U.S. Department of Labor for a new initiative aimed at getting health care workers credentialed for jobs in high demand.

- To date 254 workers are enrolled in healthcare occupations through this grant from every region of the state in all 16 counties.
- The focus of the grant is on credentialing workers in the sector, as well as displaced and unemployed workers in training, for advancement into skilled nursing and other key allied health professions.
- Project activities that alleviate current bottlenecks in academic and clinical training pathways are underway. The program is addressing barriers to employee career development, and aligning workforce development investments with high demand occupations.
- Participants are receiving information, guidance and support, tuition assistance, and improved access to clinical training program and Registered Apprenticeships, and employment assistance.



**Maine Jobs Council**

**COMMISSION ON DISABILITY AND EMPLOYMENT**

**Mel Clarrage, Chair**

**2011 ANNUAL REPORT**

**Submitted to Legislature: September, 2011**



Current CDE Membership

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Larry Glantz

Mary Redmond Luce

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**Maine Jobs Council  
Commission on Disability and Employment**

**2011 Recommendations to the Governor and Legislature**

Formerly known as the Governor's Committee on Employment of People with Disabilities, the Commission was established by the Legislature in 1997 to promote collaboration between the public and private sectors to increase awareness and influence policy that increases the opportunities for employment for people with disabilities. Its members envision a Maine workforce that includes all people with disabilities employed in jobs that meet both their economic and personal needs.

The Commission's primary function is to advise the Governor and Legislature on issues related to disability and employment. The current membership is committed to implementing our statute and serving as a key advisor to the Governor and the Legislature on increasing the employment rate of people with disabilities in Maine. The Commission's outreach to all respective organizations, and agencies directly concerned with the welfare of persons with disabilities, generates information of critical importance to the executive branch of state government in maximizing cross-departmental resources and pursuing available federal funding to increase the number of persons with disabilities who are competitively employed in an integrated setting.

In 2010/11, the CDE has reviewed data from state agencies providing employment services to people with disabilities and has discussed policies, practices, and societal/cultural issues that impact the employment rate for people with disabilities. In 2008 (the latest year for which data was available), the employment rate of working-age people with disabilities in ME was 39.5 percent, while the employment rate of working-age people without disabilities in ME was 81.4 percent. The gap between the employment rates of working-age people with and without disabilities was 41.9 percentage points. This difference is above the national average.

The bottom line: **The employment rate of Maine people with disabilities is unacceptable.**

The CDE has identified three primary conditions that stand in the way of increasing the number of persons with disabilities who are employed.

- Beliefs about the ability of people with disabilities to be successfully employed and to perform the essential functions of a job.
- The beliefs of individuals with disabilities about their own skills and ability to be successfully employed.
- Public service system issues that contribute to both of the above.

What needs to happen:

- I. The rate of employment for people with disabilities in Maine must increase.
- II. Work must be done to inform employers and people with disabilities themselves that work is possible and encouraged, and that there are resources available to help along the way if needed.
  - a. Develop and implement a plan to encourage employment self-advocacy for people with disabilities; show people with disabilities that competitive work in an integrated setting is possible and supported.
  - b. Utilize social media and public education campaign strategies.
  - c. Continue to partner with public and private sectors on business-to-business initiatives between DOL, DHHS, and the Maine Chamber of Commerce. This could include presentations at business oriented forums to demonstrate that:
    - i. qualified skilled individuals with disabilities are available to work, and
    - ii. there are employer-friendly resources available to work through any issues that may arise.
- III. The outcome of special education and the focus of the system that provides services and supports to people with disabilities must be shifted to emphasize employment and self sufficiency as the ultimate goal for recipients of service.
- IV. The existing employment service system driven by state and federal resources must develop, implement, and enforce quality assurance consistently across the system. Key recommendations for 2012:
  - a. Identify and define key data elements (what is a successful outcome?) for comparable reporting from all agencies funding employment services to people with disabilities.
  - b. Create a mechanism by which the implementation of the DHHS Employment Policy and OAMHS/OACPD Practice Guidelines are monitored at the DHHS Office and provider agency levels, including the close examination of the use of subminimum wage certificates.
  - c. Ensure that providers of employment services (job coaches and employment specialists) obtain and maintain skills to effectively work with service recipients *and* the business community.
  - d. Bring Maine into compliance with the federal mandate that all transition-aged youth have a work experience.<sup>1</sup>

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<sup>1</sup> Employability skills and self-sufficiency, along with item IV. d., are not mandated by standards, standards-based curriculum, or measured by any type of assessment; there is no accountability for educators and administrators to ensure students are sufficiently prepared.

- e. Ensure that all individuals with disabilities have access to the resources of Maine’s general workforce development services.

The Commission endeavors to maintain a dialog with the Executive Branch by sharing critical information related to employment of people with disabilities.

Thank you for your support. For further information on the work of the Commission on Disability and Employment, please go to our website at [www.maine.gov/labor/mjc/committees/disabilities](http://www.maine.gov/labor/mjc/committees/disabilities), or contact the Chair, Mel Clarrage, at the Disability Rights Center, at 207-626-2774, extension 221.

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