

# 2008

## Workforce Investment Act Annual Report



**MAINE**  
**DEPARTMENT OF**  
**LABOR**



Submitted by:

Maine Department of Labor  
And the  
Maine Jobs Council

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## Introduction

This year, in response to an update to the Workforce Investment Act Strategic Plan for Program Year 2009, the Maine Jobs Council restated a strong commitment to advance Governor John E. Baldacci's economic development vision to create economic opportunity for all Maine citizens. The four key drivers for this vision are to 1) invest in people, 2) build infrastructure, 3) focus on key economic sectors, and 4) create a fair and stable business environment.

In February 2009, the Maine Economic Growth Council released its 2009 **Measures of Growth in Focus** annual economic report. Upon releasing the report, Laurie Lachance, President and CEO of the Maine Development Foundation, had this to say about the state of economy and the importance of staying focused on the underlying principles of the state's economic strategies:

*"We find ourselves in precarious and uncertain economic times. In Maine, like across the nation, we are experiencing job losses, bankruptcy, foreclosures and growing deficits. Despite the urgency, the long-term plan has not changed and the fundamentals of development and growth are more important than ever... Focus and prioritization will be essential to manage federal stimulus money against a seemingly endless list of needs."*

During the past year, despite a deep recession that brought significant job losses and high unemployment throughout the state, we remained focused on preparing Maine's workforce for employment in careers with high-growth, high-wage opportunities. Our priorities for investment in our workforce continue to support targeted industries with a high demand for skilled workers. To achieve Maine's economic vision the Governor has pressed for a strategy that has a clear focus on both mature and emerging industries in the state. Among the mature industries, the strategy is to focus on forest products, marine-related business, precision and niche manufacturing, and tourism. The emerging industry sectors include biotech and biomedical research, and financial services. The focus on key sectors has recently been expanded to include a future vision for the state that promotes Maine as the renewable energy leader in New England. To this end, the Governor has directed our workforce development system to focus the use of American Reinvestment and Recovery Act of 2009 ("Recovery Act" or ARRA) funds on the areas of energy, "green" jobs, and weatherization. The Governor's plan also includes the targeting of Recovery Act funds toward the growing sectors of information technology and health care.

It is with this view of Maine's economic climate in mind that the Maine Jobs Council (MJC), Maine Department of Labor (MDOL), Local Workforce Investment Boards (LWIBs) and others key stakeholders have stayed focused on the Governor's vision and have provided the leadership necessary to navigate the workforce system through this storm. As the Maine Economic Growth Council reminds us, "focus and prioritization" are essential elements of how we invest our resources now and in the near future. Rather than emphasize how big our economic and workforce development problems are, this report will describe how we have met some of those challenges through "focus and prioritization." This strategy has enabled us to effectively serve Maine workers and employers.

We must continue on this path despite economic conditions and the uncertainties caused by the nation's recession. While it's important to understand the extent of the problem we're facing here in Maine, this report will try to convey the possibilities that exist for the future and the inevitable state of economic recovery we are all preparing for. We look forward to continuing to create opportunities for Maine workers and employers through many cutting-edge initiatives including those supported by the Recovery Act.

## State of Workforce Development in Maine

Since the United States entered a recession in December 2007, it is hard to imagine that there is any place in the country that has not been impacted by the economic downturn. Failure of leading financial institutions, auto manufacturers seeking bailouts and filing for bankruptcy protection, and almost daily announcements of layoffs, has prompted leading economists and politicians to compare the current situation to the Great Depression of the 1930s. Indeed, while these are difficult and trying times, the leadership efforts by stakeholders in the fields of education, workforce and economic development continue to pave the way toward recovery. In June 2009 the Maine Jobs Council completed a detailed modification of the Workforce Investment Act Strategic Plan for Program Year 2009-2010 which outlines some of the key issues and strategies for moving Maine's workforce system forward. The full details of the Plan can be found at <http://www.state.me.us/labor/mjc/wia/index.htm>.

## Unemployment and the Labor Force

Similar to most states, Maine's economic condition has deteriorated precipitously during this recession. Unemployment rates in Maine were lower than 5.5% every month from mid 1996 to mid 2008, and below 4.5% for 52 months of that period. Rates rose gradually through 2007, but remained below 5.0% until early 2008. Escalating energy costs during spring and summer of 2008 caused consumers to retrench, dampening the important tourism season, and in turn caused a moderate acceleration in the rise in unemployment to 5.4% in July. As the extent of the national financial crisis became more apparent in the following year, unemployment started to rise more rapidly, with the rate reaching 8.3% in May 2009, the highest since April 1991. The national unemployment rate of 9.4% in May was the highest since July 1983. By July 2009 unemployment rate for Maine was 8.5%, down from a revised 8.6% in June and up from 5.4% a year earlier. From July 2008 through July 2009 the number of unemployed people surged 65% to 58,480. Maine's labor force as of July 2009 is estimated to be 699,529 workers.

Major demographic shifts in the population, along with social trends and other factors, have caused vast fluctuations in the size, rate of growth, and composition of the labor force. Labor market analysts project the creation of 48,000 new jobs in Maine between 2004 and 2014. The more densely populated southern and coastal counties are experiencing population and employment growth, while some interior and northern regions of the state are struggling with

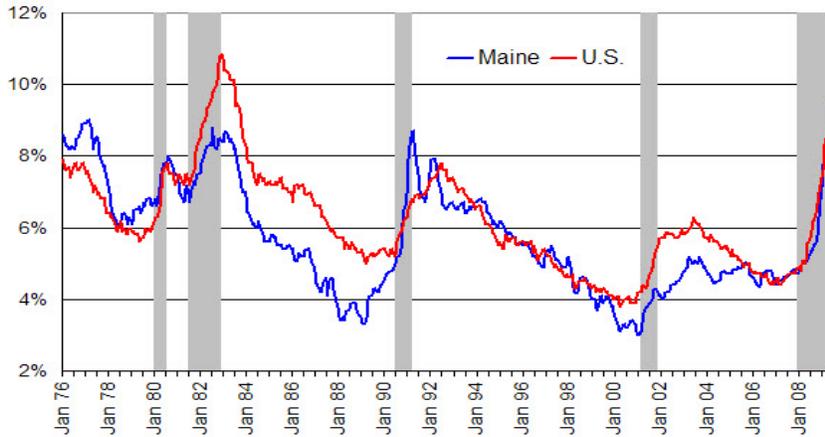
population loss and employment declines in traditional industries. Maine's labor market is undergoing significant changes. The structure of employment is shifting away from traditional manufacturing, fishing, and agricultural industries. The combination of these trends pose significant workforce development challenges now and for the foreseeable future.

The number of young adults entering the labor force is low due to declining birth rates over the last several decades. That, combined with a retiring baby boom generation, has resulted in slow labor force growth with an outlook for even slower growth. When the recession is over and job growth returns, many employers are expected to be challenged by the small number of young adults available to replace those who retire. Complicating the situation is the restructuring of employment among industries. Traditional forest products, textile, footwear, and other manufacturing industries are in decline; construction has been hit hard by the bursting housing bubble and lower funding for road and bridge work by state and local governments; and fishing and many types of agriculture are strained by high fuel costs, limited credit availability, and low market prices for crops. Many workers displaced from these industries are finding that the knowledge, skills, and experience they have accumulated do not match the needs of employers in stable or growing industries such as health care, business services, and finance. Further complicating the dynamic is the fact that declining industries are heavily concentrated in the western, northern, and eastern rim of the state, while growing industries are generally concentrated in the southern coastal region.

Most forecasts call for an end to the recession in the coming months. When job growth begins to accelerate again, Maine will continue to face profound workforce challenges. As previously mentioned, demographic trends in the population are slowing labor force growth; restructuring of employment is causing knowledge and skill gaps between the needs of employers in growing industries and the experience of displaced workers; and the geographic divide between where many workers displaced from declining industries live and where businesses in stable and growing industries are located continues to complicate re-employment prospects for thousands of individuals and families. The recession has only exacerbated the workforce development challenges Maine faces.

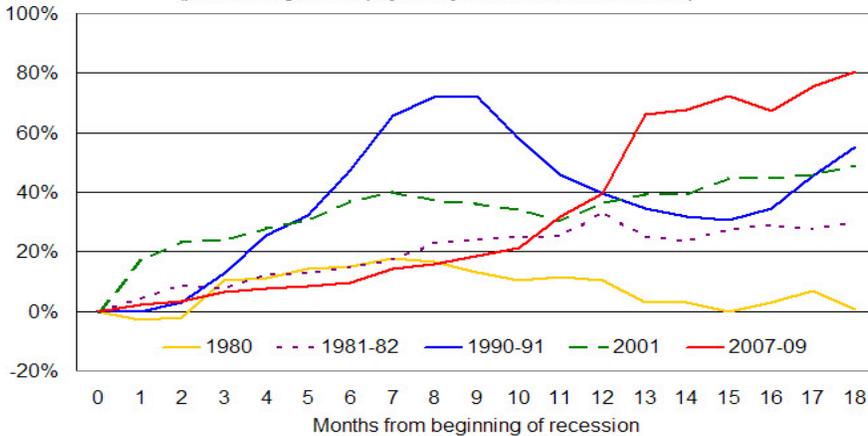
Maine has a number of important initiatives underway to address these complicated dynamics. Investments in "green" and "clean" jobs, in areas such as organic farming, renewable energy, and energy efficiency are being made across the spectrum of economic and human capital development. Community colleges are developing programs to train and certify windmill technicians; the University of Maine's Advanced Engineered Wood Composites Center has developed and patented a range of important products and technologies, a number of which have directly led to the creation of new businesses; and a number of businesses are on the leading edge of wind and ocean energy development, bio fuels. The Maine Technology Institute has fostered the growth of innovative technologies that are directly leading to job creation in a wide range of small businesses in Maine.

**Unemployment rates have risen to levels last reached in the early 1990s**



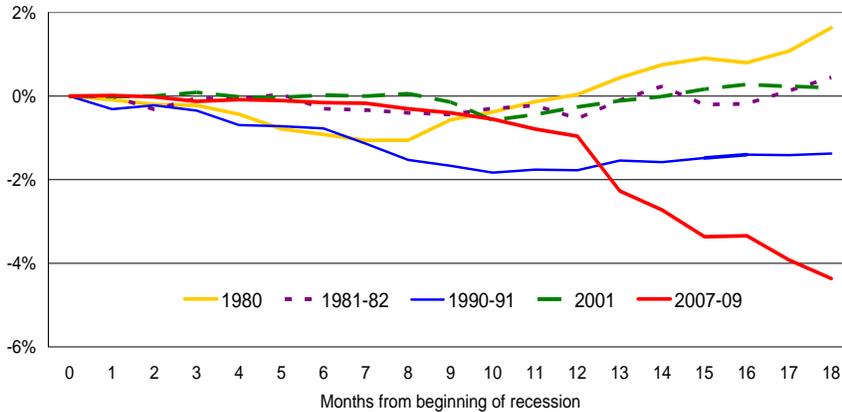
**Unemployment has increased further and longer than in the previous four recessions**

*(percent change in unemployment by month from start of recession)*



**Employment has declined further and longer than in the previous four recessions**

*(percent change in employment by month from start of recession)*



Source: Maine Department of Labor, Center for Workforce Research and Information.

## **American Reinvestment and Recovery Act of 2009 (“Recovery Act” or ARRA)**

Indeed, staggering job losses and rising unemployment rates have strained Maine’s workforce delivery system. The resources that became available in February 2009 through the Recovery Act have provided a much-needed source of investment to stimulate the economy and create employment. We know that this is a one-time investment that must be targeted strategically over the next few years. We are proud to say that there have been several new initiatives launched in Maine to ensure that Recovery Act funds are invested strategically to serve both the immediate and future needs of the workforce.

As previously stated, Governor Baldacci’s vision for Maine is to become the renewable energy leader in New England. To this end, the Governor directed our workforce development system to focus the use of Recovery funds on the areas of energy, “green” jobs, and weatherization. In addition, we are expanding our efforts to invest in new opportunities within the growing sectors of information technology and health care. Recovery funds are providing a much-needed infusion of resources targeted at training workers within these fields.

We know that there are many workers who are without the basic skills to move ahead in today’s economy. In response to that fundamental problem, Maine’s workforce system is developing and implementing a robust training pathway for computer literacy. The Governor has asked the Departments of Labor and Education to expand the successful Maine Learning Technology Initiative, which will provide technology to Maine’s students and their parents. The agreement between Labor and Education will make laptops available for home use and will have software and links that will be helpful to students as they progress through the education system and plan for their futures. In addition, it will benefit adults who may need basic computer literacy skills or are searching for new employment opportunities in this changing economy.

The future of our workforce economy is dependent upon “focused and prioritized” investment of these resources. The Governor has required that at least 80% of the Recovery Act funds distributed to the four Local Workforce Investment Boards (LWIBs) must be spent on direct training and support. He has requested that we look to maximize opportunities to leverage these valuable resources with other funding sources and related programs. He has directed us to look for opportunities to partner with existing programs and leverage other resources to carry out the intent of the Recovery Act workforce funding. Of the 15% of funds allocated for administration and statewide capacity building, nearly all of these monies are being invested in worker retraining. The 5% portion is being targeted at layoff aversion. The program is designed to serve low-wage workers who require skills upgrading — similar to the Governor’s Training Initiative which provides training resources to companies to upgrade workers skills and/or create new jobs. The other 10% is being invested in the state’s Competitive Skills Scholarship Program (CSSP) for WIA eligible dislocated workers receiving unemployment insurance.

The Summer Youth Employment component of the Recovery Act has been the centerpiece for launching the Recovery Act within Maine’s workforce development community. Immediately upon receiving notice that funds would be flowing to the states for this purpose the Maine Department of Labor, convened an informational meeting concerning the Summer Youth Employment programming. Specific outreach was done to youth service providers connected to targeted populations including homeless youth, youth with disabilities, youth offenders, veterans and minorities. The forum allowed each of Maine’s four Local Workforce Boards the opportunity to connect with local educational agencies and youth service providers to begin mapping out a plan for connecting youth in need with summer jobs. Based on these initial discussions, the local boards were able to develop a targeted request for proposal package. With 320 active worksites, the Local Boards enrolled over 700 youth. Below is a summary of the actual number of Summer Youth Employment sites and participants by region:

Local Area 1	196
Local Area 2	153
Local Area 3	220
Local Area 4	149
<b>Total Youth Served:</b>	<b>718</b>

Governor Baldacci has established the Young Mainer Weatherization Corps as a priority for a portion of Recovery Act summer Youth funds. The Maine Youth Weatherization Corps was launched as unique component of the WIA summer jobs program. The target was to provide 100 training slots that would combine a work experience with a work-readiness skills program. The Weatherization Corps partnered with several entities such as Maine Housing, Youthbuild, the Community Action Program agencies and work readiness providers such as Jobs for Maine’s Graduates and local adult education providers to implement the program for the summer of 2009. The program provided a pathway of training experiences leading to a credential.

## Strategies for Reaching Out to More Workers

While it is true that there are many challenges facing Maine’s workforce system as industries continue to shed jobs and more workers are added to the unemployment rolls, there has been some remarkable progress made this past year through a number of retraining and reemployment initiatives. The Recovery Act funds have certainly provided a much needed infusion of resources toward the critical retraining and reemployment effort that will enable workers to return to work. We are proud to say that there have been several other ongoing initiatives that are assisting both workers and businesses through this difficult period

## Maine's Job Bank

By July 2008, Maine's CareerCenter system had just begun the process of transforming from 21 physical locations to 11 full service centers, five WIA-only offices and 17 service points. To ensure that Mainers had options for accessing services "virtually," Commissioner Fortman directed MDOL's Bureau of Employment Services and the Office of Information Technology to begin work on the design and deployment of Maine's web-based CareerCenter services portal.

The system — **Maine's Job Bank** — was launched in November 2008 to provide instant 24/7 access to job matching services without the need for staff assistance. The intent in building Maine's Job Bank was to begin providing easy web access to an effective job matching service. Having an Internet-based system has enabled many more job seekers and employers to connect in a manner that is much more convenient (i.e., does not involve travel to a CareerCenter location during specified hours or require direct staff interaction). Since launching the Job Bank, the CareerCenter system has been able to continue to operate on a "universal access"

principle, which promotes a level of service for everyone. Plans to further enhance Maine's Job Bank with more self-service options for job seekers and employers will continue throughout 2009–2010. Since Maine's Job Bank was launched, we've recorded nearly 130,000 Wagner-Peyser registrations. As a result, close to 300,000 job matches have occurred. Over 1,500 new employer accounts have been created in the online system. All Recovery Act hiring generated via contracts with Maine State Government and their contractors must be posted to the Job Bank.

The service is designed to include a direct interface between the Unemployment Insurance Internet claims process the Maine Job Bank and to reduce the length of time that workers will remain unemployed. Maine's Job Bank also provides a means of access to other programs and services by collecting user characteristic and demographic information that will be used to reach out to certain target populations (i.e., unemployment insurance recipients, women, veterans, and people with disabilities).

# Maine's Job Bank CareerCenter

### Maine Job Bank Summary Total Usage Statistics for 11/09/2008 to 6/30/09

<b>Total Job Seeker Registrations</b>	129,916
▪ <i>Registration via UI Claims</i>	<i>84,924</i>
<b>Employer Accounts</b>	1,510
<b>Job Orders (as of 6/30/09)</b>	5,208
▪ <i>Openings Posted</i>	<i>15,624</i>
▪ <i>Notices to Job Seekers</i>	<i>606,825</i>
▪ <i>Referrals Accepted</i>	<i>293,211</i>

## Competitive Skills Scholarship Program

Signed into law by the Maine State Legislature in June 2007, the Competitive Skills Scholarship Program (CSSP) was established to provide individuals with education and training for high-skilled, high-demand jobs. The program is intended to improve the economic well-being of participants and to provide employers with a skilled labor force. Key highlights of CSSP include:



- Eligibility to adult workers with incomes below 200% of the poverty level who seek help from the CareerCenter to upgrade their education.
- Training for high-demand occupations with good wages and benefits in targeted sectors of the economy where skilled workers are most needed.
- Assistance based on need, intended to supplement other sources of financial aid.
- Supportive services including, tuition, books, supplies, childcare, transportation, and other essential support, provided when not reasonably available from other sources. CSSP is intended to expand the availability of supportive services under the WIA. Nearly 40% of the individuals served under CSSP also receive assistance under WIA.

CSSP opened for application on April 1, 2008. Within two weeks of launching, over 500 inquiries were received by Maine's CareerCenter staff. The enormous response far exceeded our expectations and the demand remained strong through the fiscal year 2008-2009. Although the system processed more than 1,000 applications by the end of June 2009, we were able to enroll only 380 participants due to limited available dollars. As a result of the high response, an "open application period" system occurring typically in the fall and spring of each year was established for the program. As additional dollars have funneled into the program, optional open application period dates have been added.

Some of the statistics about individuals served by CSSP include:

- Over one third (39%) are co-enrolled in WIA
- The majority of participants are female (67%)
- The average age is 25-34
- Based on reported incomes, 60% of incoming participants had annualized incomes below the federal poverty level for their respective family size.
- The majority, 274 individuals (72%), has filed for unemployment insurance in the past; 234 of them have filed in the past five years.
- 142 individuals are attending schools affiliated with the University of Maine system, the majority of which are enrolled in four-year degree programs.

- 131 individuals are enrolled in community colleges, the majority of which are in two-year degree or certificate programs.
- The most popular programs include the fields of health care, community and social service, management, education and transportation.
- Eight participants have dropped out of the program — most to take full time jobs or for health reasons
- 54 have graduated from their training program. Of those:
  - Four have chosen to continue their education working towards a bachelors degree
  - 31 have found employment, a majority in their high-wage in-demand fields of training
  - The remainder have recently graduated (May 2009) and are looking for work

These early program outcomes are encouraging. In the year ahead we anticipate enrolling an additional 200 participants in the CSSP — split evenly between Recovery CSSP (ARRA-WIA Funding) and Regular CSSP (State Funding into the Competitive Skills Scholarship Fund paid quarterly by Maine employers as a % of their taxable payroll). The potential to double or triple enrollment is a real possibility if grant proposals are awarded and collaborative projects come together.

## Maine Online Learning Initiative (MOLLI)

This year, the Maine Online Learning Initiative (MOLLI) became a partner in the Workforce Online Learning Information Portal project. The Workforce Online Learning Information Portal (WOLIP) project is a demonstration initiative sponsored by the Alfred P. Sloan Foundation in conjunction with the United States Department of Labor, Penn State University, and partner states which in addition to Maine, include, Colorado, Mississippi and Pennsylvania.



MOLLI is designed to create universal access to online education and training. It also provides tuition support for the pursuit of certificate, license, diploma or degree completion in identified industries and targeted occupations accessed through online training programs and opportunities. The program is geared toward workers who are already employed or who intend to work in targeted industries, as well as workers in transition utilizing the services of Maine CareerCenters. Maine began to accepting applicants July 1, 2009. At the same time, the state coordinator requested that Maine training providers who offer online instruction leading to credentials in the targeted industries upload their program information onto the WOLIP.

Eligible MOLLI program participants may be pursuing employment or already be employed in the following targeted industries:

- Advanced and precision manufacturing – machinist, metal fabricator, electrical and electronic repair, etc.
- Energy, including “green” energy – energy auditor, electrical engineering technician, electrical power-line installer, etc.
- Financial services – actuary, broker, bank examiner, etc.
- Information technology – systems analyst, web designer, programmer, etc.
- Construction including “green” construction – cost estimator, building inspector, logistician, etc.
- Allied health care services sector – medical assistant, dietitian, medical technician, nurses, etc.

Prior to enrollment, each individual applicant must complete a thorough assessment of skills, knowledge and abilities applicable to online learning associated with certificate, diploma and degree level training. MOLLI program participants must have the ability to successfully complete post-secondary education training at a certificate or degree level. Applicants must have access to appropriate computer technology to participate.

## **Disability Program Navigator**

In September 2007, the Maine Department of Labor launched a new effort to increase accessibility to programs and services at Maine's CareerCenters for people with disabilities. The Disability Program Navigator grant funding was renewed for a third year. The initiative provides an opportunity to build on the work of the Able ME grant and other state and partner projects. With funding from the United States Department of Labor and the Social Security Administration, the Disability Program Navigator initiative is staffed by a Lead Disability Program Navigator in the Bureau of Employment Services and four regional Disability Program Navigators (DPNs) – one in each of Maine's Workforce Investment Areas.

There were a number of significant accomplishments completed by the DPN team this past year, which include:

- Disability Mentoring Day (DMD) activities occurred in all 4 workforce regions. Highlights include: job shadows, mock interviews, introduction to CareerCenter services, employer presentations and other activities intended to promote the employment of young people and jobseekers with disabilities. Governor Baldacci presented a proclamation declaring October 15, 2008, Disability Mentoring Day to a group of DMD participating students from Cony High School.
- The DPN project facilitated the first Bureau of Employment Services webinar training titled “ Working with Customers who are Deaf or Hard of Hearing”

- Throughout the year, MDOL and the DPN project officially began offering services as an “Employment Network” under Social Security’s Ticket to Work program – increasing opportunities for SSI/DI beneficiaries to receive employment supports through the Bangor, Machias, and Presque Isle CareerCenters.
- Working with the Choices CEO grant from the Department of Health and Human Services and the University of Southern Maine’s Muskie School, DPNs conducted outreach to jobseekers with disabilities at job fairs. Navigators shared targeted resource materials intended to assist jobseekers with disabilities – many of whom had become recently unemployed after years of employment and were not connected with any other supports.
- DPNs were invited to become core members of a new DHHS/Maine Medical Center Department of Vocational Services’ effort called “Employment Service Networks” across the state. The project focuses on increasing the employment rate of jobseekers with mental health diagnoses. DPN involvement helps ensure that CareerCenter services are being accessed to assist this population.
- Working with the state Americans with Disabilities Act (ADA) coordinator, the DPN project filmed a video to welcome customers who are deaf or hard of hearing to the CareerCenter. The video which was narrated in American Sign Language will be made available online, at the CareerCenters and distributed to the deaf community.
- Navigator staff worked with Maine’s WIPA project to hold a Work Incentive Seminar Event (WISE) at the Bangor CareerCenter in June. A similar event also occurred in March in Machias. The events brought together SSI/DI beneficiaries, Employment Networks, PABSS staff and service providers to learn more about the impact of work on benefits. In conjunction with the Bangor event a small disability resource fair was also held at the CareerCenter.

## **Veterans Priority of Service**

With guidance from the Jobs for Veterans Act, the Maine Department of Labor’s Veterans Service team has taken a number of steps to improve priority of service to veterans. Maine’s CareerCenter system is the core mechanism that supports, expands and maintains services to our veteran population throughout the state. Disabled veterans and eligible spouses will receive “top priority.” Veterans and eligible spouses of 100% disabled veterans are noted as the highest priority for youth and adult services under ARRA.

Priority of service applies to Workforce Investment Act Adult, Dislocated and Youth Grants, National Emergency Grants, Demonstration Grants, Trade Adjustment Assistance, Wagner-Peyser, ARRA and other core programs funded by the U.S. Department of Labor and administered in Maine by the MDOL. Accordingly, MDOL has issued guidance to the Local Workforce Boards requiring local policy issuance to

providers of the above applications to include priority of service for Veterans requirements in agreements (plans, contracts and subcontracts).

To establish a priority of service for veterans through Maine's Job Bank, the Bureau of Employment Services began implementing significant changes to the timing and frequency which veterans versus non-veterans are notified by email of job openings. The Maine Job Bank enhancements include the following:

1. Job match notifications for veterans are sent out by email immediately upon approval of job orders beginning at the start of each day and continue to be sent as new orders are matched against the covered person's profile in two-hour intervals. Initial job match notifications for non-veterans occur following the first batch of notifications to veterans and then at intervals of three to four times per day.
2. MDOL is currently undertaking a redesign of the Maine CareerCenter home page that we are confident will improve self-service resources and informational linkages for veterans. The website will be redesigned with prominent space dedicated to veterans and other covered persons. With input from the Veterans Program Manager, DVOPs, LVERs and others, the dedicated web page(s) on the Maine CareerCenter site will include, at a minimum, additional links to other programs that provide priority of service to veterans, sites that provide "veterans-only" job listings, and online e-mail links to veterans' representatives. Areas for improvement will include enhancing the visibility of information, expanding the types of information that veterans need and the ability for veterans to submit feedback online.

Our veterans' teams have also effectively utilized local media to promote services. Veteran representatives also conduct pre-deployment and post-deployment surveys for Department of Defense personnel, often in person on site.

The Maine Jobs Council recently established a Veterans Sub-committee to provide additional focus on veterans' services for the state board and the workforce development system.

## President's Opportunity Training Initiative



President Obama's Opportunity Training Initiative created an option for Unemployment Insurance claimants to acquire the skills they needed to get a new job. In Maine this initiative created an abundance of opportunities for affected workers to take advantage of retraining. The initiative also created new options for

CareerCenter program providers to expand the services to a larger number of unemployed workers.

The Opportunity Training Initiative required a new level of coordination between the Bureaus of Employment Services and Unemployment Compensation so that unemployed workers received the support they needed to return to school without any “red tape” and cumbersome requirements. Over 35,000 unemployed workers were notified that they could retrain for new careers while they receive their unemployment benefits. Workers were invited to attend workshops and seminars on choosing a training programs and identifying sources of financial aid. MDOL also partnered with the Maine Educational Opportunities Center (MEOC) to provide educational and financial aid informational services to unemployed workers in response to President Obama’s Opportunity Initiative aimed at enabling more workers to obtain job training while receiving unemployment benefits. MEOC Advisors coordinate with area schools, colleges, and other service agencies to provide information and assistance in completing college admission and financial aid forms. MEOC advisors are also helping workers assess academic readiness, provide career counseling, and refer individuals to community resources.

## **Lifelong Learning Account (LiLA)**

The Lifelong Learning Accounts initiative continues to make strides in helping businesses and workers gain affordable access to work related training. LiLAs help employees and employers work together to finance skill development and lifelong learning. LiLAs are individual investment accounts, matched by the employer, to finance lifelong learning. Funds are invested in a LiLA account (in the form of a NextGen R account, also known as the “529 Program”) for the employee's higher education expenses. Outreach and informational sessions are provided by Maine CareerCenters. Free advising services to assist men and women in education and career planning are available through Maine Centers for Women, Work and Community.



PY08 Overview of the Maine LiLA program:

### **14 Employers Enrolled:**

- Mostly small and medium sized employers
- Predominately rural vs. urban companies
- Sectors: Manufacturing, Health Care, Non-Profit, Marine and Composites Trades

### **73 Employees Enrolled:**

- 40% male / 60% female
- 25% are single heads of household
- 15% High School graduate
- 39% Complete some college

- 9% Already had Associates Degree
- 27% Already had a Bachelors Degree
- 10% Attended Graduate school but did not complete

**LiLA / Employers Leveraged Funds:**

- \$120,000 leveraged from employers
- \$24,000 leveraged matching grants from Maine’s 529 program
- \$10,000 matching funds from Maine’s North Star Initiative (WIRED) Grant

**Maine Jobs Council Committee Reports: 2008-2009**

The following reports of the MJC’s sub-committees highlight the significant activities and policy objectives that have been pursued this past year.

**Apprenticeship Committee**

The Maine Apprenticeship Program (MAP) is a time-tested, demand-driven training system that combines structured, customized on-the-job learning with related technical instruction. Among its many benefits are:

**For employers:**

- Skilled workers trained to industry/employer specifications to produce quality results.
- Increased productivity and knowledge transfer due to well-developed on-the-job learning.
- Enhanced worker retention. National figures from 2006 show 82% of registered apprentices were still employed nine months after registration as apprentices.
- A stable pipeline of new skilled workers. Apprenticeship programs offer a predictable pipeline of program completers, while established pre-apprenticeship programs provide access to the next generation of workers while still in secondary school.
- An emphasis on safety training that may reduce worker compensation costs.

**For apprentices:**

- Immediate employment in jobs that usually pay higher wages and offer career growth opportunities. In 2008, the average starting wage for an apprentice was \$11.76 with an average completion rate of \$16.19.
- Higher quality of life and skills versatility.
- Safety training creates a safer work environment and fewer injuries.
- Portable credentials recognized nationally and often globally.

- Formal articulation agreements between apprenticeship training programs and two and four-year colleges that create increased opportunities for college credit and future degrees. Example: Bath Iron Works and Portsmouth Naval Shipyard Sponsored Apprentice graduates receive Associate Degrees from Maine Maritime Academy and York County Community College respectively. Articulation agreements in effect allow those who desire, the opportunity to achieve a Bachelors' Degree at the University of Southern Maine.

In 2008, MAP counted its 68th year of promoting and facilitating the training of Maine's highly skilled workforce. As far as can be told, the first apprentices were several machinists with Saco Lowell (now General Dynamics Armament & Technical Products), the first of whom, Norman J. Boutet, was registered on November 21, 1940. In that time MAP has continually undergone the change necessary to remain Maine's premiere workforce development tool. This year, more change has come to the program.

MAP has historically received apprenticeship registration and technical support through contracts with our CareerCenter partners. Due to a budget curtailment, that function was lost as of December 31, 2008. As a result of the loss of function new registrations for PY09 were off 36% after year over year growth of 57% for PY07 and 67% in PY08. All of the loss occurred in the period (third and fourth quarters) after the contracts were cancelled. In fact, the pace of new registrations in quarters one and two were on track (representing 77% of all PY09 registrations) to be within 98% of those for PY08 in a year of serious economic downturn. Now run almost exclusively out of the Bureau of Employment Services in Augusta, MAP is responding to the challenge by using more e-mail, internet, and phone communications.

## Commission on Disability and Employment

The Commission on Disability and Employment (CDE) has adopted a vision of a workforce that includes all people with disabilities employed in jobs which meet their economic and personal needs. The commission promotes collaboration with the public and private sectors to increase awareness and to influence policy related to employment for people with disabilities.

Over the past year, the CDE has done a great deal of work to amend its bylaws and establish an executive committee to more clearly define its work plan and provide the opportunity to meet future statutory responsibilities.

As a result of this, the CDE will be continuing to focus on three primary areas:

- **Develop CDE Organizational Capacity:** This includes expanding the membership of the CDE to be more representative of persons with disabilities in Maine and to connect more closely with the business community. Given the limited resources of the CDE, it will be essential to increase resources as the

Commission is heavily reliant on department staff and grant funds to carry out its mission.

- **Increase Effective Partnerships:** This includes increased collaboration with other state advisory committees focused on disability and employment as well as strengthening our work with the full Maine Jobs Council and its subcommittees to meet all of the goals of a fully integrated workforce. Another key aspect of this integration is the CDE's role as steering committee for the Disability Navigator Program, which is essential to ensuring that CareerCenter services are fully accessible for the estimated 137,000 working-aged adults with disabilities in Maine.
- **Promote Effective Practices:** This includes the maximizing of federal resources; the monitoring of employment outcomes from Bureau of Rehabilitation Services, Office of Adult Cognitive and Physical Disabilities, and Office of Adult Mental Health Services, Data Warehouse for integrated tracking of information; and the reexamining of the model employer concept from the Governor's Executive Order in 2006. The CDE's advisory role with the Comprehensive Employment Opportunities (CEO) grant will give us an opportunity to be engaged with a number of these issues. In addition, the CDE has an advisory role to a "first in the nation" AmeriCorps grant awarded to the Maine Transition Network that focuses on youth with disabilities who are transitioning from high school to the adult world of work, while gaining the skills and abilities needed to compete and secure employment at a livable wage.

A key part of the work in the area of public policy includes advising the Governor and the legislature on the status of employment of Mainers with disabilities. The Commission offered recommendations on needed changes to increase employment rates and wages for this population. This will be done by monitoring the budget process and providing testimony as needed to ensure that state resources are utilized to its full potential, while leveraging federal matching funds to ensure that needed employment services are available.

Key discussions have been surfacing within the CDE regarding its access to advising the Governor. When first formed, the CDE had direct access to the Governor to clearly define the issues facing Mainers with disabilities as they sought out opportunities for competitive employment. In the late 1990s, a merging of several committees/councils took place which resulted in the creation of the Maine Jobs Council. This has allowed for a great opportunity to become fully integrated with the workforce development system.

At this time, the CDE has many challenges, with limited resources to carry out its statutory responsibilities. However, with a very committed membership, the CDE will keep us striving to realize its vision.

## Older Workers

The Older Worker Committee (OWC) promotes the value of Maine's older workers through advocacy, education and policy development to meet the needs of workers and employers. A recent census survey noted that the share of older workers in Maine's workforce is growing, with approximately 15% of the current Maine workforce over the age of 55. For the third year, the OWC awarded the "Silver Collar Employer Award" to recognize employers in Maine whose policies and practices match the needs of mature employees.

During the past year, the Older Worker Committee completed the following initiatives and activities:

- Completed the first comprehensive report to the Maine Jobs Council entitled "Maine's Aging Workforce: Opportunities and Challenges".
- Utilizing data from the comprehensive report, an "Older Worker Resource Guide" was created and distributed.
- Continued the "Adult Basic Computer Skills (ABCs)" awards program, providing scholarship vouchers for basic adult education computer courses to workers over the age of 50.
- Continued the "Silver Collar Awards" program, honoring employers for exceptional policies and practices that match the needs of mature employees.
- Worked with the WIBs in the successful preparation and submission of an application for a \$1,000,000 U.S. Department of Labor "Older Worker Demonstration Grant" with implementation to commence shortly. The OWC will serve as the Advisory Committee to the grant, ensuring that the implemented strategies connect to and leverage the broader workforce and economic development activities taking place across the state.
- Recruited additional employer representation on the OWC.

During the upcoming year, the Older Worker Committee, in addition to a continuation of the activities described above, will focus its efforts in the following areas:

- Work to ensure that staff is identified, assigned and available at each CareerCenter to work with the older worker population.
- Explore ways to collaborate with businesses to develop positions and post job openings for mature workers.
- Promote follow-up services for employed older workers to assure continued employment.
- Identify, and when possible, attempt to ameliorate systemic barriers and policies that mitigate against the employment of older workers.
- Work toward a biennial update in 2011 of the comprehensive report to the MJC.
- Continue conversations with Congressman Michael H. Michaud's office regarding his interest in holding an event focusing on discrimination against older workers.

## Women's Employment Issues

The Women's Employment Issues Committee (WEIC) fosters action on current factors affecting women's participation in the workforce. The Committee highlights employment issues, develops recommendations to the Maine Jobs Council, and supports initiatives that remove barriers preventing women in Maine from attaining complete economic success and security. The following highlights for 2008 comprise the major contributions from the committees:

### **Working Women in Maine: Initial Indicators for Progress 2008 and 2009**

- The report focuses on eight spotlights establishing baseline data for assessing the economic progress of Maine women and issuing policy recommendations.
- The 2008-2009 report is scheduled for release by late fall of 2009.
- There will be continued focus on the status of minority women working in Maine.
- Policy recommendations will be updated in the report.
- The report receives good public coverage and is widely disseminated and cited. It is used as an educational tool in several institutions. New and returning legislators have requested copies of the 2008 version as soon as it is released.
- The report is considered a model for accessible information related to the workforce and economic security.

### **Pay Equity**

- WEIC continues to work closely with the WAGE Project; Maine Centers for Women, Work, and Community; the Maine Women's Policy Center, and the Maine Department of Labor, to address programs and events that promote pay equity in Maine's workplaces.
- WEIC serves as a sounding board for the WAGE Project sponsored initiative to train Maine college women on their worth in the labor market and how to negotiate for fair pay. WEIC also served as the planning ground for a Girls Scouts of Maine-WAGE Project patch on equal pay negotiation skills.
- In a meeting with the Governor, WEIC chairperson Sharon Barker stressed the committee's continuing commitment to supporting women in high-wage, high-growth jobs, particularly in nontraditional occupations, the construction industry, and emerging "green" economy careers.

### **State Workforce Investment Plan**

- Policy committee liaison Sarah Standiford and MJC/WEIC member Chris Hastedt actively participated in the biennial efforts to draft the state's WIA Strategic Plan, ensuring that women's workforce needs are addressed in the outcome measures for WIA funded programs.
- WEIC has commented on the need to place 30% of women served with Recovery Act funding in nontraditional occupations. This comment was adopted and

recommended to the Governor for inclusion in the state's WIA Strategic Plan modification addressing American Recovery and Reinvestment Act services.

### **Minority Women in Maine**

- WEIC is continuing to focus on Maine's working women in ethnic, racial, and national origin minority populations throughout the state. While most of the public's attention has been focused on immigrant and refugee communities, the WEIC is also concerned that Maine's indigenous minority women receive attention in assessing and serving training and job placement services
- WEIC plans to refine its discussion of minority working women in its 2008-2009 Working Women in Maine report

## **Youth Transitions**

The Maine Jobs Council's Youth Transition Committee met as frequently in 2009 as it did in previous years. Implementation of the Recovery Act Summer Youth Employment Program has demanded an enormous amount of time from all employment and training providers, including youth services providers, which has reduced their availability for meetings (even virtual meetings). Also, an unintended result of the MDOL's decision to roll-out the Recovery Act youth funds directly to the four local areas was to shift youth service providers focus from the state to the local levels. A summary of the committee's efforts follows:

At the spring meeting, the members looked at the issues related to finding and serving out-of-school/disconnected youth. Possible strategies include:

- A pilot project to be expanded based on successful outcomes and additional future funds
- Recruitment at malls or other youth-friendly venues
- "Central Service Centers" that are youth-oriented for one-stop youth needs
- CTE connection: consider expanded hours and offerings
- Alternative Ed: consider expanded hours and offerings
- Develop seamless delivery mechanism between DOL & DOE
- Expanded CareerCenter hours; notice of education opportunities printed on unemployment checks

The Committee's next meeting is scheduled for late October 2009, and the group will consider how to play a role in the "Stakeholder Forums" that Jobs for Maine Graduates is hosting with support from the MDOL and private funders. JMG proposes to bring together the business community, at a local and regional level, to affirm and refine its

employment competencies for students in middle and high school. Specific activities may include:

- Hosting a minimum of three and maximum of four business leader stakeholder meetings at three to four distinct locations (possibilities include but are not limited to Portland, Bangor, Lewiston and/or Machias)
- Targeting a minimum of 30 businesses and maximum of 50 businesses to participate in the stakeholder meetings (statewide)
- Inviting representatives from the Maine Jobs Council, the Maine Department of Labor, WIA Local Areas and their service providers statewide to the stakeholder meetings
- Creating an updated curriculum, including a guide that contains, but is not limited to: the skills sets needed in existing, leading occupations in Maine; the specific skills sets that enhance a successful transition to the business community from the educational community (in this case, high schools); and, the current job training and continued education opportunities made available by leading employers to students who are still in and/or transitioning out of high school
- Making this guide available to all JMG specialists as well as to all of Jobs for Maine Graduates partners, including Maine Department of Labor, Maine Jobs Council, WIA Local Areas, Career and Technical Education High Schools, and service-learning organizations such as Gear-UP and the Maine Youth Transition Collaborative.

## Highlights of Local Workforce Board Activities

### Local Area I: Aroostook/Washington Counties Workforce Investment Board

The Aroostook and Washington Counties Workforce Board, referred to as Local Area 1, has had a busy year with many dislocations impacting the regional economy. However, the addition of the Recovery Act funding has contributed greatly to the ability of the CareerCenters to provide much needed assistance throughout the area. Assistance has been provided through the CareerCenters to over 5,640 individuals. Of those eligible for WIA assistance, 73% have taken advantage of training opportunities. In addition, a National Emergency Grant for the Forest Industry has continued to support dislocated workers. Of the workers in this industry still unemployed, 41% are in training.



*Local Area 1  
Workforce Investment Board  
Aroostook/Washington Counties*

Partnerships for Sustainability

**Transition Teams:** Transition Teams remain active in both counties to keep up to date on the needs of the workforce and businesses. A unique effort was put together involving Washington, Penobscot, Hancock, and Piscataquis Counties. The event involved Polycom™ sessions for dislocated workers with information on financing, CareerCenter services, and health care options (with information specific to each of the areas). This was the first time the Polycom™ system was used in this manner to bring together expertise from the various parts of the state in order to reach a large geographic area.

**North Star Alliance Initiative:** The North Star Alliance Initiative has remained active in Aroostook/Washington region with development and funding of the Composite Technician course at The Boat School in Eastport. Twenty-one individuals were able to get training and credentials to obtain jobs in the field of composites. This program has now become part of the full-time curriculum at The Boat School. Area businesses have continued to take advantage of training offered under the auspices of the North Star Alliance with equipment having been purchased for the composite training programs at Northern Maine Community College and The Boat School.

**Work Ready™ Credential Program:** Two successful Work Ready™ Credential programs were run in Local Area 1, the first in Fort Kent, and the second in Houlton. This program has provided assistance to individuals interested in improving their readiness to work. Other Work Ready™ sessions will be held in Local Area 1 in the future.

**“Gold Collar Worker” Programs:** Two very successful “Gold Collar Worker” programs were held in Local Area 1 — one in Aroostook County and one in Washington County. A total of 73 individuals participated. Led by Walter Ridlon, the programs focused on what

he has called, “gold collar workers,” or high-income jobs primarily in what used to be referred to as “the trades.”

**National Emergency Grants:** Local Area 1 has seen an increase in National Emergency Grants during the past year as a result of the layoffs and closures in the forestry industry. These funds are used to assist workers with reemployment and training for new careers. In addition, we have applied for a Community Impact NEG to assist individuals from smaller layoffs impacted by the downturn in the economy. We are awaiting a final decision on this application.

**Workforce Investment Incentive Grant:** Local Area 1 received additional funding as a result of meeting all of the WIA performance measures for PY 07. Funds were used to sponsor “My Past is Not so Hot, But My Future’s Looking Bright.” In partnership with Washington County Adult Drug Treatment Court, Maine Department of Labor Washington County CareerCenter received a Direct Service Award for their work with ex-offenders in this program.

**Aging Worker Initiative:** The Aroostook/Washington Workforce Board, in partnership with the three other local areas, was successful in obtaining a \$1,000,000 grant to fund the Aging Worker Initiative.

**Health Care and Labor Intervention Project:** Working with our Congressional Delegation, Local Area 1 has applied for a Health Care and Labor Intervention Earmark to train health care workers. We are awaiting the final decision on this application.

**Recovery Act:** Local Area 1 updated their Strategic Plan to reflect the Recovery Act funding. This additional infusion of funding has allowed the service providers to assist many more individuals than would have been possible without the additional funding. In addition, a highly successful Summer Youth Program was implemented as described below.

One success story from the Recovery Act involved a Washington County woman, Maureen Pike, who is a formerly dislocated worker that received re-training and re-employment services from the CareerCenter. Maureen was selected to introduce President Obama at an event focused on expanding opportunities for unemployed workers to receive training for new careers.

## Local Area II: Tri-County Workforce Investment Board

During Program Year 2008 the Tri-County Workforce Investment Board (TCWIB) made some important decisions changing the very fabric of the region’s workforce delivery system. During PY08 TCWIB explored WIA service delivery options. In



November 2008, with the goal to enhance services in the region and to expand service points, the TCWIB released a Request for Proposal (RFP) for its WIA programs (disadvantaged youth, disadvantaged adult and dislocated worker). Five proposals were received for the adult and dislocated worker programs and four proposals for its youth program. In March 2009, after review and recommendation of a TCWIB Selection Committee, the board voted to award the contracts for WIA youth, adult and dislocated worker programs to Arbor Employment and Training.

The award decision was appealed and during this same period, the Recovery Act was passed. The TCWIB was concerned that the best implementation strategy for the region be available to support both the traditional WIA programs and the new infusion of Recovery funds, which were almost equivalent to the traditional programs annual funding. With new leadership at Eastern Maine Development Corporation, the workforce development and the economic development leaders for the region agreed to look again at their service delivery options. Both groups started from the same premise: workforce development and economic development are mutually dependent. These two functions need to be “in synch” for a local workforce area to compete in the global marketplace. As TCWIB and Eastern Maine Development Corporation explored options, they discovered that several LWIBs in other states, who were co-located or housed with economic development organizations, developed an in-house service delivery model with the economic development entity providing the workforce development services under contract to the TCWIB.

PY08 brought significant challenges to the Tri-County Workforce system. The economic downturn brought about major dislocations resulting in hundreds of workers becoming unemployed. Penobscot, Piscataquis and Hancock County experienced major dislocations especially in the manufacturing industry. Affected individuals ranged from a few workers at many different small businesses to sizable layoffs at large companies (including Katahdin Paper, True Textile Manufacturing, Hinckley Boat, Lemforder Corp, and American Pride). Many of the dislocated workers come from the manufacturing industry and reside the more rural communities. These individuals are challenged by a reduced number of new job openings, especially in the manufacturing field.

Under the management of Eastern Maine Development Corporation’s WIA in house service delivery team and Jobs for Maine Graduates, the Tri-County region placed over 125 youth in more than 60 worksites across Penobscot, Piscataquis and Hancock Counties in the Summer Youth Employment Program. Youth ranged in age from 16-24, their homes ranged from Steuben to Dover Foxcroft to Mattawamkeag. Work experiences included: recycling, weatherization, radio stations, construction, health care, higher education, tourism, food service, car dealerships, community agencies and farms. The goal of the program is to provide “real world” work experience, based upon their areas of interest and to couple this with Friday workshops which enhanced their soft skills and helped in areas such as resume writing, cover letters and work place standards. Worksites offered

specific skills training, supervision/mentorship, structured “real world” environments with priorities and deadlines.

Tri-County Workforce Investment Board’s primary training focus during PY08 included the health care industry followed by HVAC and building construction. The board along with partners in Local Area II are addressing the industry needs through collaboration with education providers such as Eastern Maine Community College, the Career Technical Education Sites to expand or develop training programs which meet the need of the unemployed workers and the employers. Specifically, the tri-county area has partnered with the educators and area employers to craft projects for the future “green,” energy, health care and IT industries.

### **Local Area III: Central/Western Maine Workforce Investment Board**

The Central/Western  
Maine Workforce

#### **CENTRAL / WESTERN MAINE WORKFORCE BOARD**

Board, Inc. had several National Emergency Grants (NEGs) in both application and implementation process during the past year. Active NEGs were implemented in South Paris (Manufactured Housing), Pittsfield (San Antonio Shoe), Rumford (New Page), Jay (Wausau Paper), and Lewiston (Formed Fiber). The General Electric NEG for Pittsfield is in progress. Although there was a significant issue with lag time between the announcement of the NEG award and the receipt of funding for services the board’s local service providers, Western Maine Community Action and the Department of Labor’s Bureau of Employment Services leveraged resources to ensure that affected workers received the immediate core and intensive services they need.

Other major activities of the Board and its service providers throughout the past year included participation in the preparation and implementation of two grants focused on the “New Mainers” population in the Lewiston/Auburn area. There has been a tripartite focus on: language and literacy development programs; variations on Maine’s WorkReady™ Credential program adapted for use with this population; and (when funding is available) implementation of either “Next Step” training programs or job placements promising opportunities for advancement. A particular emphasis of several on-the-job training sites was on a mentoring option involving incumbent immigrant workers and new hires.

The board is a major partner in several grant initiatives, including the following. (1) We have been working with Coastal Enterprises Inc. on a JOLI grant focused on work within the Transportation, Distribution, and Logistics (TDL) cluster and are currently surveying business needs for maintaining and sustaining business operations during the recession. (2) We partnered with Central Maine Community College in successful implementation of a grant in Precision Manufacturing and continue to work several of the graduates of that program using both WIA and Recovery Act funds.

The Central/Western Maine Workforce Board, Inc. has focused its attention on several primary industry(s)/sector(s) during PY08, including:

- Health care (practitioners, technicians, support staff)
- Energy (construction, reclamation, "new energy"/"green" jobs, installation, maintenance, repair)
- Education
- TDL
- Precision/advanced manufacturing
- Information technology
- Business services (management, service, retail, entrepreneurial)
- Tourism/recreation/hospitality
- Communications (broadband)

#### **Local Area IV: Coastal Counties Workforce Inc**

There were several significant activities and initiatives that occurred within the Coastal Counties region during PY08:

- **BRAC Implementation Grant (BIG)**  
**National Emergency Grant:**

The BRAC Implementation Grant provides resources for a two-pronged approach to mitigate regional economic downturn resulting from military base closure. The grant is being managed by Coastal Counties Workforce, Inc. (CCWI) to develop information technology (IT) skills among workers

"outside the gate" impacted by the pending closure of Naval Air Station, Brunswick (NASB). The \$2 million grant is being used to strategically train workers for new, in-demand jobs in the Brunswick area and beyond. Estimates provide that for every civilian worker on the base who loses their job, there may be two additional civilian workers in the region who will be losing their jobs due to the lack of consumer spending and the military's lack of demand for services.

CCWI's service provider, Goodwill Industries of Northern New England, serves primarily affected workers with training in a number of occupations for reemployment after closure.

**BRAC Transition Center (BTC):** The BTC continues to assist civilian, active duty military and their families in the transition to new employment and new duty stations. In PY08, more than 1,400 people utilized the services and information



available through the Transition Center. Counselors are on hand every day to speak with the NASB community on job transition, resume advice, change of duty station information and to help the NASB families make a smooth relocation to Jacksonville, Florida.

The BTC has run a Fast Track/New Ventures class for people interested in starting their own business. They have also held information sessions on teaching as a next career, and issues concerning “seasoned workers.” In October, the BTC coordinated with Southern Maine Community College (SMCC) and the Maine Advanced Technology Center (MATC) to present a CNA course for eight students. To date, more than 80 workers are enrolled and 62 workers are participating in training which will increase their marketability.

CCWI’s work with secondarily impacted BRAC related dislocation is managed through Midcoast Maine Community Action (MMCA). In 2008, MMCA hired a case manager to work with the off-base community (secondarily impacted) in further developing IT skills. An agreement was established between MMCA and MATC to provide satellite office space for IT case management. By the end of calendar year 2008 (Quarter 2, FY08), MMCA had enrolled 76 participants, exceeding the Participant Performance Standards (PPS).

- **Career Advancement Accounts (CAA):** The CAA demonstration grant for military spouses has been a successful program that has helped 169 military spouses get training in some portable, high-demand careers in industries such as health care, finance, education, human resources, business administration and information technology. With many spouses attending classes here in Maine, over \$300,000 has been spent at Maine training institutions since January 2008. As military spouses relocate to Jacksonville, Fla. the BTC has arranged for transferring spouses to begin training programs up here in Maine to be paid for out of Florida’s BRAC program money.
- **WorkReady Credential:** CCWI partnered with Maine Department of Education (Adult Ed) to develop and deliver WorkReady™ a no-cost 60-hour work credential program, which focuses on “soft’ skills.” It has been endorsed by more than 50 businesses across the state and continues to grow in popularity. WorkReady™ is an initiative of Maine’s four Local Workforce Investment Boards and the Maine Department of Education. It is supported by a statewide steering committee comprised of MDOE – Adult Education, MDOL, MDOC, Maine’s four Local Workforce Investment Boards, and representatives from community-based organizations. This training is designed to provide successful participants with not only skills essential in today’s workplace, but also a portable credential endorsed by businesses throughout the state.
- **Service Provider Consolidation:** CCWI solicited for a Request For Proposal (RFP) to go from three to one service provider. The primary purpose was to reduce

staffing and infrastructure costs so that more training funds were available to customers. With the selection of Goodwill as our primary service provider, training funds went from 20% to 35% throughout the region.

**During PY08 CCWI worked toward addressing the following industry/sector needs:**

**Maine Advanced Technology Center (MATC) in Brunswick:** In July 2006, Coastal Counties Workforce Inc. partnered with Southern Maine Community College (SMCC) to develop a \$2.2 million grant proposal to the U.S. Department of Labor (USDOL) to establish the Maine Advanced Technology Center in Brunswick. This grant was an opportunity to build on activity already underway in Maine to support the composites, marine trades and boat building industries through the North Star Alliance Initiative. In partnership with SMCC, CCWI convened members of Maine's composites industry to discuss their workforce challenges, define what constitutes a "skilled" composites workforce, clarify what training is currently offered in Maine to support their workers, and identify what are the training gaps, shortfalls and constraints. CCWI also invited members of the education community, including other community colleges, the University of Maine and the Landing School, to articulate their current capacity limitations to provide education services to the composites industry. Based on the needs identified by education and industry members, a broad partnership was formed to meet the employment and training needs of Maine's composites industry.

USDOL announced the grant award in January 2007. SMCC and CCWI have overseen implementation of the project in partnership with the Mid-Coast CareerCenters, the North Star Alliance Initiative, Maine Built Boats, Maine Composites Alliance, Maine Marine Trades Association, Maine's K-12 system, ASCM, Inc., the Landing School, and the Advanced Engineered Wood Composites Center at the University of Maine. The grant resources are used to:

- Develop curriculum in composite technology, specifically focusing on closed-mold technology and Maximum Achievable Controlled Technology (MACT) compliance
- Create the Maine Advanced Technology Center in Brunswick to provide training for both new workers and incumbent workers in composites and advanced technology industries
- Train community college faculty in closed-mold technology and MACT compliance
- Provide career exploration and career awareness in Maine's K-12 schools and in the Maine CareerCenters
- Leverage existing resources to deliver a continuum of training in the composites industry at all levels, from entry-level composites repair/technicians to post graduate level composites engineers

**Maine Health & Education Collaborative:** In 2008, CCWI began work to expand health care occupation training in partnership with area hospitals and four community colleges

in southern and central Maine. The goal is to meet the growing workforce needs of the health care industry and to increase the capacity of Maine's community colleges.

The Maine Health and Education Collaborative (MHEC) grant, a collaborative between Central Maine Community College, Kennebec Valley Community College, Southern Maine Community College, York County Community College and Goodwill Industries of Northern New England, is underway training health care providers in coastal and southern Maine. The grant is fundamentally an infrastructure grant expanding existing programs at participating community colleges to new locations filling the need of health care employers in the region. As a result of the coordinated effort, many grant objectives have been met, some earlier than expected, and word is spreading about the programs.

**The Coastal Counties Workforce, Inc and its service providers received a number of awards and recognition this past year:**

**First Industry CCT-VIP Certification Examination:** For nearly two years, the Maine Advanced Technology Center has been growing a composites instruction program, at 6 Industry Road, in Brunswick. This has evolved to incorporate standardized curriculum and testing in order to demonstrate proficiency of knowledge of those participating. On January 29, 2009, a brand new composites industry-recognized certification examination was delivered for the first time worldwide. The center was developed through a partnership with CCWI and SMCC, resulting in the Advanced Technology Center Grant.

**Provider Staff Awards/Recognition:**

- April 2009 - Kristine Schuman, Manager of the BRAC Transition Center (BTC) at Naval Air Station Brunswick (NASB) was honored by the U.S. Small Business Administration with a Special Recognition Award for her service to Maine's veterans and families. The award was presented by Maurice L. Dube, the District Director of the U. S. Small Business Administration.
- October 2009 – Linda Rice, case manager with Midcoast Maine Community Action (MMCA), at the Bath CareerCenter, was recently recognized by the Maine Department of Labor (MDOL) with the Cindy Bellows Memorial Spark of Life Award. This award acknowledges an individual's efforts towards teamwork, customer service, and commitment to excellence, and is presented to a CareerCenter staff person throughout Maine each year at MDOL Fall Conference. Ned McCann, Director of the MDOL Bureau of Employment Services, presented the award. He described Linda as "a lovely person, truly dedicated to the clients she serves."

# CareerCenter Performance Highlights

## Highlights of the CareerCenter Performance Report for Program Year 2008

Working with Maine's four Local Workforce Investment Boards (LWIBs), the Maine Jobs Council, the Maine Department of Labor and four partner 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 PY08 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 933 workers. Overall, the TAA program provided reemployment services to 1,785 individuals.

#### TAA program outcomes for PY 2008:

Entered employment rate:	81.4%
Retention rate:	93.6%
Average earnings:	\$16,668

### National Emergency Grants

In PY08, 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 six new NEG awards during the period July 1, 2008 through June 30, 2009.

#### New NEG awarded in PY08:

Manufactured Housing	\$ 149,107
Katahdin Paper	\$ 527,465
Prime Tanning	\$ 528,722
Wausau Paper	\$ 254,516
Wood Structures	\$ 627,961
True Textiles	\$ 462,096

**Total New NEG awards for PY08: \$2,549,867**

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

Number of companies assisted: ..... 15 (unduplicated)	
Number of new hires trained: ..... 940	
Number of incumbent workers trained: ..... 1,833	
Number of Maine workers impacted by GTI: ..... 2,773	
GTI investment in Maine workers: ..... \$ 1,075,429	
Total private sector match: ..... \$ 8,527,155	
Total investment in Maine workforce: ..... \$ 9,602,584	

**Wagner-Peyser and WIA Performance Highlights:**

- In 2008, **129,916** individuals registered with the new Maine Job Bank.
- Employers posted **15,624** job openings on the Maine Job Bank.
- Through the Maine Job Bank, **606,825** referral notifications were sent out to profiles that matched job openings.
- In the nine months of PY08 after the Maine Job Bank was launched, **293,211** job referrals were accepted from the system.
- **Workforce Investment Act** training programs target primarily low-skilled, low-wage workers. Services are designed to provide:
  - intensive counseling and career development
  - basic skills (math, computer, etc.)
  - literacy (reading and writing)
  - occupational skills training (welders, accountants, radiologists, etc).
- With limited training dollars, we were able to serve **1,906** adults, **1,418** unemployed workers and **1,006** youth
  - On average, approximately **82%** found jobs
  - **85%** of the adults served were still working more than six months after placement
  - Approximately **91%** 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.
  - **62%** of the adults served received a credential
  - **56%** 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 2008, 89% 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.

## **Workforce Investment Cost Data**

<b>UNIT COST DATA</b>	<b>C-E RATIO</b>	<b>TOTAL OBLIGATIONS</b>	<b>TOTAL INDIVIDUALS SERVED</b>
<b>Overall, All Program Strategies</b>	\$2,187	\$9,468,514	4,330
<b>Adult Program</b>	\$1,007	\$1,918,733	1,906
<b>Dislocated Worker Programs</b>	\$1,718	\$2,435,540	1,418
<b>Youth Programs</b>	\$2,559	\$2,574,245	1,006

**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
<b>Participants</b>	80%	81%	454	943	628	72.3%
<b>Employers</b>	76%	85%	486	2,229	626	77.6%

**Table B – Adult Program Results**

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	87%	77.4%	Numerator 205
			Denominator 265
<b>Employment Retention Rate</b>	86%	84.8%	Numerator 207
			Denominator 244
<b>Average Earnings</b>	\$10,000	\$9,665	Numerator \$1,962,053
			Denominator 203
<b>Employment and Credential Rate</b>	68%	63.2%	Numerator 129
			Denominator 204

**Table C – Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
<b>Entered Employment Rate</b>	75.7%	106	69.6%	16	69.7%	23	82.1%	23
		140		23		33		28
<b>Employment Retention Rate</b>	84.7%	100	70.6%	12	90.0%	27	75.0%	18
		118		17		30		24
<b>Average Earnings</b>	\$9,539	\$934,843	\$11,303	\$135,631	\$9,016	\$234,412	\$7,314	\$131,657
		98		12		26		18
<b>Employment and</b>	61.6%	85	50.0%	5	61.9%	13	47.1%	8

Credential Rate		138		10		21		17
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**PY 2008 WIA Performance Outcomes**

**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	78.4%	127	75.7%	78
		162		103
Employment Retention Rate	82.4%	122	88.5%	85
		148		96
Average Earnings	\$9,629	\$1,145,855	\$9,717	\$816,198
		119		84

**Table E – Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	92%	87.8%	Numerator	366
			Denominator	417
Employment Retention Rate	95%	90.3%	Numerator	393
			Denominator	435
Average Earnings	\$12,000	\$12,743	Numerator	\$4,957,216
			Denominator	389
Employment And Credential Rate	69%	67.1%	Numerator	192
			Denominator	286

**Table F – Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	90.5%	38	90.9%	30	83.5%	71	100.0%	3
		42		33		85		3
Employment Retention Rate	90.2%	55	92.6%	25	90.9%	70	100.0%	6
		61		27		77		6
Average Earnings	\$14,591	\$787,911	\$12,997	\$324,913	\$10,413	\$728,889	\$11,166	\$66,997
		54		25		70		6
Employment & Credential Rate	62.5%	15	52.4%	11	51.1%	24	0.0%	0
		24		21		47		2

**Table G – Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	86.3%	226	90.3%	140
		262		155
Employment Retention Rate	90.8%	248	89.5%	145
		273		162
Average Earnings	\$13,109	\$3,211,586	\$12,122	\$1,745,630
		245		144

**Table H.1 – Youth (14-21) Program Results**

	Negotiated Performance Level	Actual Performance Level		
Placement in Employment or Education	80%	66.2%	Numerator	190
			Denominator	287
Attainment of Degree or Certificate	65%	86.9%	Numerator	153
			Denominator	176
Literacy and Numeracy Gains	N/A	16.2%	Numerator	6
			Denominator	37

**Table H.2 – Youth (19-21) Results**

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	85%	72.3%	Numerator	60
			Denominator	83
Employment Retention Rate	83%	90.5%	Numerator	76
			Denominator	84
Six Months Earnings Increase	\$4,000	\$5,109	Numerator	\$342,317
			Denominator	67
Credential Rate	59%	56.4%	Numerator	66
			Denominator	117

**Table I – Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	69.8%	30	n/a	0	64.7%	11	73.0%	54
		43		0		17		74
Employment Retention Rate	83.3%	30	n/a	0	93.3%	14	89.9%	62
		36		0		15		69
Average Earnings	\$4,692	\$131,379	n/a	\$0	\$4,251	\$46,766	\$4,844	\$271,272
		28		0		11		56
Credential Rate	52.6%	30	n/a	0	54.2%	13	55.8%	58
		57		1		24		104

**Table J – Younger Youth Results**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	99%	88.8%	246
			277
Youth Diploma or Equivalent Rate	66%	80.7%	130
			161
Retention Rate	69%	68.5%	124
			181

**Table K – Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.0%	92	87.3%	103	93.3%	56
		107		118		60
Youth Diploma or Equivalent Rate	72.2%	52	78.6%	44	67.9%	19
		72		56		28
Retention Rate	58.9%	43	65.5%	36	67.7%	44
		73		55		65

**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	
<b>Adults</b>	78.7%	203	\$2,977	\$768,144	4.4%	9	\$4,822	\$988,418	71.6%	116
		258		258		205		205		162
<b>Dislocated Workers</b>	87.1%	379	106.8%	\$5,270,277	1.6%	6	\$6,027	\$2,205,914	62.5%	155
		435		\$4,933,594		366		366		248
<b>Older Youth</b>	64.4%	56	\$2,315	\$201,374	6.7%	4	\$3,476	\$208,568		
		87		87		60		60		

**Table M – Participation Levels**

	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	3,324	723
<b>Total Adult (self-service only)</b>	910	324
<b>WIA Adults</b>	1,906	666
<b>WIA Dislocated Workers</b>	1,418	381
<b>Total Youth (14-21)</b>	1,006	323
<b>Younger Youth (14-18)</b>	642	207
<b>Older Youth (19-21)</b>	364	116
<b>Out-of-School Youth</b>	517	165
<b>In-School Youth</b>	489	158

**Table N – Cost of Program Activities**

Program Activities	Total Federal Spending
<b>Local Adults</b>	\$1,918,733
<b>Local Dislocated Workers</b>	\$2,435,540
<b>Local Youth</b>	\$2,574,245
<b>Rapid Response (up to 25%) §134 (a) (2) (b)</b>	\$983,464
<b>Statewide Required Activities (up to 15%) §134 (a) (2) (b)</b>	\$415,878
<b>Statewide Allowable Activities §134 (a) (3)</b>	10% of Adult, Youth, and DW funds for State Activities \$1,140,654
<b>Total of All Federal Spending Listed Above</b>	\$9,468,514

Table O

## Statewide Performance Summary

		Negotiated Performance Level		Actual Performance Level	
	<b>Total Participants Served</b>	Adults		1,906	
		Dislocated Workers		1,418	
		Older Youth (19-21)		364	
		Younger Youth (14-18)		642	
	<b>Total Exiters</b>	Adults		666	
		Dislocated Workers		381	
		Older Youth (19-21)		116	
		Younger Youth (14-18)		207	
<b>Customer Satisfaction</b>	Program Participants	80%		81%	
	Employers	76%		85%	
<b>Entered Employment Rate</b>	Adults	86%		77%	
	Dislocated Workers	91%		88%	
	Older Youth	85%		72%	
<b>Retention Rate</b>	Adults	85%		85%	
	Dislocated Workers	94%		90%	
	Older Youth	82%		90%	
	Younger Youth	68%		69%	
<b>Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)</b>	Adults	\$9,800		\$9,665	
	Dislocated Workers	\$11,800		\$12,743	
	Older Youth	\$4,000		\$5,109	
<b>Credential/Diploma Rate</b>	Adults	67%		63%	
	Dislocated Workers	68%		67%	
	Older Youth	58%		56%	
	Younger Youth	66%		81%	
<b>Skill Attainment Rate</b>	Younger Youth	99%		89%	
<b>Placement in Employment or Education</b>	Youth (14-21)	80%		66%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	65%		87%	
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	0		11.54	
<b>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")</b>					n/a
<b>Overall Status of Local Performance</b>	<b>Not Met</b>		<b>Met</b>		<b>Exceeded</b>
	0		10		7

Table O

## Aroostook/Washington LA Performance Summary

	Total Participants Served	Adults	238
		Dislocated Workers	184
	Total Exitters	Older Youth (19-21)	98
		Younger Youth (14-18)	157
		Adults	90
		Dislocated Workers	61
		Older Youth (19-21)	24
		Younger Youth (14-18)	53
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	82%
	Employers	76%	85%
Entered Employment Rate	Adults	86%	72%
	Dislocated Workers	91%	86%
	Older Youth	85%	82%
Retention Rate	Adults	85%	90%
	Dislocated Workers	94%	86%
	Older Youth	82%	80%
	Younger Youth	68%	69%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,800	\$9,349
	Dislocated Workers	\$11,800	\$12,873
	Older Youth	\$4,000	\$6,629
Credential/Diploma Rate	Adults	67%	69%
	Dislocated Workers	68%	76%
	Older Youth	58%	71%
	Younger Youth	66%	69%
Skill Attainment Rate	Younger Youth	99%	100%
Placement in Employment or Education	Youth (14-21)	80%	66%
Attainment of Degree or Certificate	Youth (14-21)	65%	91%
Literacy/Numeracy Gains	Youth (14-21)	0	25
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		Exceeded
	0	6	11

Table O

## Tri-County LA Performance Summary

	Total Participants Served	Adults	215
		Dislocated Workers	440
	Total Exiters	Older Youth (19-21)	61
		Younger Youth (14-18)	114
		Adults	77
		Dislocated Workers	101
		Older Youth (19-21)	26
		Younger Youth (14-18)	43
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	79%
	Employers	76%	85%
Entered Employment Rate	Adults	86%	82%
	Dislocated Workers	91%	93%
	Older Youth	85%	48%
Retention Rate	Adults	85%	89%
	Dislocated Workers	94%	90%
	Older Youth	82%	95%
	Younger Youth	68%	64%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,800	\$9,524
	Dislocated Workers	\$11,800	\$11,818
	Older Youth	\$4,000	\$3,622
Credential/Diploma Rate	Adults	67%	69%
	Dislocated Workers	68%	70%
	Older Youth	58%	47%
	Younger Youth	66%	81%
Skill Attainment Rate	Younger Youth	99%	74%
Placement in Employment or Education	Youth (14-21)	80%	58%
Attainment of Degree or Certificate	Youth (14-21)	65%	95%
Literacy/Numeracy Gains	Youth (14-21)	0	11%
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
	2	7	8

Table O

## Central/Western LA Performance Summary

	Total Participants Served	Adults	319
		Dislocated Workers	423
		Older Youth (19-21)	86
		Younger Youth (14-18)	255
	Total Exiters	Adults	82
Dislocated Workers		94	
Older Youth (19-21)		23	
Younger Youth (14-18)		84	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	81%
	Employers	76%	85%
Entered Employment Rate	Adults	86%	73%
	Dislocated Workers	91%	88%
	Older Youth	85%	80%
Retention Rate	Adults	85%	76%
	Dislocated Workers	94%	93%
	Older Youth	82%	90%
	Younger Youth	68%	79%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,800	\$9,883
	Dislocated Workers	\$11,800	\$13,829
	Older Youth	\$4,000	\$5,586
Credential/Diploma Rate	Adults	67%	69%
	Dislocated Workers	68%	72%
	Older Youth	58%	59%
	Younger Youth	66%	92%
Skill Attainment Rate	Younger Youth	99%	93%
Placement in Employment or Education	Youth (14-21)	80%	67%
Attainment of Degree or Certificate	Youth (14-21)	65%	82%
Literacy/Numeracy Gains	Youth (14-21)	0	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
	0	6	11

Table O

## Coastal Counties LA Performance Summary

		Negotiated Performance Level		Actual Performance Level
	<b>Total Participants Served</b>	Adults		224
		Dislocated Workers		371
		Older Youth (19-21)		119
		Younger Youth (14-18)		116
	<b>Total Exiters</b>	Adults		93
		Dislocated Workers		125
		Older Youth (19-21)		43
		Younger Youth (14-18)		27
<b>Customer Satisfaction</b>	Program Participants	80%		84%
	Employers	76%		85%
<b>Entered Employment Rate</b>	Adults	86%		83%
	Dislocated Workers	91%		85%
	Older Youth	85%		83%
<b>Retention Rate</b>	Adults	85%		87%
	Dislocated Workers	94%		91%
	Older Youth	82%		93%
	Younger Youth	68%		62%
<b>Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)</b>	Adults	\$9,800		\$9,836
	Dislocated Workers	\$11,800		\$12,640
	Older Youth	\$4,000		\$5,168
<b>Credential/Diploma Rate</b>	Adults	67%		50%
	Dislocated Workers	68%		59%
	Older Youth	58%		54%
	Younger Youth	66%		63%
<b>Skill Attainment Rate</b>	Younger Youth	99%		88%
<b>Placement in Employment or Education</b>	Youth (14-21)	80%		75%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	65%		75%
<b>Literacy/Numeracy Gains</b>	Youth (14-21)	n/a		11%
<b>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")</b>				n/a
<b>Overall Status of Local Performance</b>	<b>Not Met</b>		<b>Met</b>	<b>Exceeded</b>
	1		9	7