

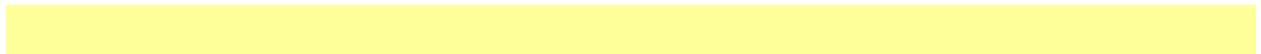
**MAINE
WORKFORCE
INVESTMENT ACT**

**MAINE
DEPARTMENT OF
LABOR**



Annual Report

July 1, 2003 to June 30, 2004



Submitted by:

Maine Department of Labor

And the

Maine Jobs Council

The Year in Review:

This report covers the period beginning July 1, 2003 to June 30, 2004. The annual report provides a broad overview of the events that have shaped Maine's workforce and economic development policy as it relates to the Maine Workforce Investment Act Planning Guidelines implemented in July 2000.

Status of Workforce and Economic Development in Maine:

The state of the workforce and economic development in Maine is a matter that has been getting a fair amount of renewed and re-energized attention. In his inaugural address, Governor John E. Baldacci launched a comprehensive Economic Development Strategy for Maine – a strategy that includes a strong workforce component. The Governor pledged to increase economic opportunity for the people of Maine as a top priority. The cornerstone of the strategy acknowledges that economic growth occurs through business retention, business expansion, business creation and business attraction. To achieve each, Governor Baldacci has stated that Maine's economic strategy must embrace four fundamental economic drivers: (1) the creation of a fair and stable business environment to attract investment to Maine; (2) investment in people; (3) a clear focus on key sectors of the state's economy; and (4) building infrastructure.

- **Stable Business Environment.**

To stimulate the creation of a fair and stable business environment to attract and retain business the Governor's plan calls for short-term tax advantages associated with the creation of Pine Tree Zones throughout the State. The Pine Tree Zone initiative will provide a significant competitive advantage to spur economic development to areas where little or no development activity exists. Every zone would have at least one pre-permitted industrial site. The state would temporarily reduce or eliminate taxes for businesses that expand or locate, and create new jobs in designated areas

"Increasing economic opportunity for the people of Maine is our highest priority. Today is important because we finalize another key component of our economic development strategy. The Pine Tree Zones will help encourage businesses to locate in economically distressed areas of the state, where we need to create good jobs. It will also help Maine compete against other states for business attraction."
Governor John Elias Baldacci

- **Investment in People**

One of the most important measures of economic development in Maine is the educational attainment of its people and the opportunities that arise from the economy of the future. Maine has a strong and comprehensive University of Maine system and a new community college system, that together, provide an extensive array of educational opportunities to traditional and non-traditional students. Business and commercial entities can find educational institutions in every region of the state, and with the advancement distance learning programs; workers and the general public now have wide-scale access to education.

- **Focus on Key Sectors of Maine's Economy**

The Governor outlined an economic strategy that focused on 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, financial services and the growth of RFID (radio frequency identification technologies).

- **Building Infrastructure**

Among the many options to support economic growth and workforce development the Governor's plan calls for a stronger investment in infrastructure. The highlights of this plan include:

- Take a local/regional approach to economic development, with state coordination and resources,
- Call upon the One *Maine* Task Force to develop strategies and recommendation that provide regional assistance without duplication and increased coordination,
- Streamline business permitting and provide one-stop shopping or businesses to access, state, federal and non-profit services,
- Develop transportation and telecommunications infrastructure in rural areas
- Partner with economic development to manage sprawl in rural areas, and
- Pre-permit and approve industrial sites across the state so that they are ready to go when needed.

With this comprehensive Economic Development Strategy for Maine as a backdrop many new initiatives have already begun. A few of the most noteworthy activities impacting the status of workforce and economic development alignment include the formation of the Workforce Cabinet, development of strategic alliances to curb the out migration of the State's youth and bolstering a "creative economy" to promote entrepreneurship and education.

- **Workforce Cabinet**

In November of 2003, Governor Baldacci formed a Workforce Cabinet, comprised of seven major state departments and agencies, to provide a forum in which to convene businesses, economic development agencies, educational institutions, workforce development service providers, and other community leaders to collaboratively address and improve the broad range of workforce issues facing Maine and its communities. The cabinet's charge is to expand business awareness, provide a catalyst for action, and foster changes in responsiveness of economic development, education and workforce providers to the needs of businesses. The Governor appointed Maine Department of Labor Commissioner, Laura A. Fortman to chair the Workforce Cabinet.

- **REALIZE! Maine**



In May 2003, Governor John E. Baldacci announced **REALIZE! Maine**, a statewide initiative dedicated to understanding the challenges of migration, realizing opportunities before us and creating sustainable solutions to make Maine a viable, preferred option for young adults. The Governor raised his concerns about the changes in Maine's demographics in his inaugural address, and pledged his commitment to pull together Maine's young adults to learn more about the conditions leading to migration of this population. **REALIZE! Maine** is a direct result of his pledge.

Between 1990 and 2000, there was a statewide decline of 22% among the population of 20-34 year olds – and in some towns that figure was 40%.

If the current trend continues, in twenty years Maine will have more people over the age of 65 than under the age of 20.

REALIZE! Maine includes many opportunities to engage citizens most affected by migration — young adults, age 20-34, from a variety of backgrounds — in a dynamic conversation about the future of Maine. **REALIZE! Maine** is about understanding the

challenges of migration, realizing opportunities before us, and creating sustainable solutions to make Maine a viable, preferred option for youth.

- **Creative Economy Initiative**

In May 2004, Governor Baldacci launched the Creative Economy initiative with a two-day conference in Lewiston, Maine. The purpose of the Creative Economy is to help inform the general public and present the creative economy concept and case studies, develop strategies and policies to act on opportunities to use the creative economy approach in our community, and economic development efforts and to adapt current urban creative economy model findings to a rural state like Maine.



The expected outcomes of the Creative Economy include:

- Acknowledgement in the business and economic development community that the creative economy is a meaningful sector worthy of promoting
- Development of collaborative strategies and policies for pursuing creative economy initiatives in Maine's economic development efforts and programs
- Creation of a working group that will move Maine's creative economy initiative forward in terms of funding, planning, education, and implementation

"The creative economy is a catalyst for the creation of new jobs in Maine communities. People who create jobs want to live in places that have a diverse cultural mix and an innovative and educated work force. Maine will be competitive economically if we continue to capitalize on the synergies between entrepreneurship, education, the arts, and quality of life."

Governor John Elias Baldacci

Supporting the Vision: The Role of the Maine Jobs Council and Local Workforce Boards...

The individual and collaborative efforts of the Maine Jobs Council (MJC), Maine Department of Labor (MDOL), Local Workforce Investment Boards, Department of Economic and Community Development, Department of Education, and many other state, regional and local community-based organizations have contributed to the wide range of initiatives benefiting not only Maine job seekers and businesses, but the entire workforce, and economic development system infrastructure as a whole. As we move forward, statewide systemic efforts that respond to the current and emerging needs of workers and business will be realized through the work of the MJC, Local Boards, economic development and education in the form of responsive programs, services and policies.

The central role of the MJC – the State Workforce Investment Board – is to ensure that a comprehensive and inclusive system is in place to promote and support the workforce development activities proscribed under the Workforce Investment Act. The MJC acts as an advisor to the Governor on a variety of workforce policies and initiatives and has a primary responsibility to convene and facilitate stakeholders to collaborate in the process. To that end the MJC believes that skilled workers are essential to economic growth, and Maine employers are essential partners, collaborators and advisors. Working alongside Maine’s four Workforce Investment Boards, the MJC carries out its mission to “create a world-class workforce development system in Maine”.

The Workforce Investment Act of 1998 challenges the MJC, MDOL, Workforce Boards and required partners to build a stronger workforce system that is responsive to the needs of the State’s businesses and the needs of workers. To that end, Maine’s workforce “system,” at its core, is designed around service delivery points. The one-stop system, known as CareerCenters, is an integral part of the evolving workforce system. The mission of the CareerCenters is to provide service to the job seeker and business in a manner that joins a variety of workforce partners and programs into a single delivery point. Together, the MJC and Local Workforce Investment Boards support the CareerCenters by adopting policies and developing collaborative partnerships that make it possible for workforce development to flourish.

The important role of Maine’s four Local Workforce Investment Boards is realized through their many contributions toward developing regional and community based partnerships that aid job seekers and business. The Local Boards play a pivotal part in promoting the CareerCenter services to business, generating resources to fund a variety of industry sector initiatives that provide needed training funds for unemployed and underemployed workers.

The efforts of the MJC, Department of Labor, and Local Boards, as well as other key stakeholders that promote and contribute to the overall workforce and economic strategy laid out by Governor Baldacci, have been realized in a number of significant ways. Major contributions of the MJC and the Local Boards’ progress are cited in the summary that follows. In addition, there are a number of significant efforts that have furthered the workforce and economic vision for Maine:

- Despite having rather limited Workforce Investment Act dollars to invest in training we have an unlimited opportunity to foster collaborations and access other training funds to benefit all workforce participants. As such, the MJC and Local Boards have guided the CareerCenters toward brokering significant training resources for job seekers. As a result, training plans are typically funded from a variety of sources including WIA, Trade Adjustment Funds, National Emergency Grants, PELL, other demonstration/project grant funds and the Governor’s Training Initiative.

- Members of the MJC, DOL and Local Boards have participated in key leadership roles to promote the Creative Economy initiative and **REALIZE! Maine**. Specifically, staff support to coordinate and outreach for these efforts has been provided.
- The Local Boards have developed several High Growth Initiative projects to promote the economic strategies for Maine by focusing on sector approaches in the areas of tourism, marine-related trade, tourism, and (RFID) radio frequency identification technologies.

The Maine Jobs Council aligned its major policy objectives with the work initiated by the Maine Economic Growth Council's *Measures of Growth* program. The five goals adopted by the MJC are nearly synonymous with the *Measures of Growth*. As outlined in the Workforce Investment Act Five-Year Planning Guidelines, the Council's major goals and accompanying strategies are:

GOALS	MEASURES	2001-2003 STRATEGIES
Create meaningful lifelong learning opportunities	<i>Increase the percentage of Maine people who attend an educational seminar, program, or course from 54% in 1995 to 70% by 2005. (Maine Economic Growth Council benchmark 26)</i>	<ul style="list-style-type: none"> ● Expand the use of career preparation curricula under the Maine Learning Results. ● Develop marketing strategies and a campaign for lifelong learning.
Increase employer participation in the workforce development system	<i>Increase the percentage of frontline Maine employees attending an educational seminar, program, or course through their place of work from 21% in 1995 to 50% by 2005. (Maine Economic Growth Council benchmark 27)</i>	<ul style="list-style-type: none"> ● Increase marketing to employers of what workforce development are, the benefits of workforce development, and the benefits of posting jobs in the CareerCenter system. ● Promote employer involvement on Local Workforce Investment Boards.
Increase public involvement in the workforce development system	<i>Customer satisfaction survey is conducted by the Maine Department of Labor, Bureau of Employment Services.</i>	<ul style="list-style-type: none"> ● Increase marketing to jobseekers and the public. ● Create and enhance the innovative use of technology for learning - e.g., shared training, chat rooms, vans, etc.
Integrate economic development with workforce development	<i>Increase the percentage of jobs that pay a livable wage in Maine from 65% in 1995 to 85% by 2005 (Maine Economic Growth Council benchmark 4)</i>	<ul style="list-style-type: none"> ● Strengthen the link between Local Workforce Investment Boards and regional economic development groups. ● Emphasize livable wage, high wage and high skill employment through programs such as the Governor's Training Initiative and Quality Centers. ● Establish a formal, functional link between the Department of Labor and the Department of Economic and Community Development. ● Provide a workforce development presentation at the next meeting of human resource managers and solicit their input about what they want from the Maine Jobs Council.
Create a seamless delivery system for workforce development	<i>Increase the percentage who agree that there are adequate public and private programs available to Maine people who want to</i>	<ul style="list-style-type: none"> ● Define the delivery system and link all its components into a seamless enrollment and guidance system – including CareerCenters, University System, Community College System, Adult Education programs and secondary schools. Streamline

GOALS	MEASURES	2001-2003 STRATEGIES
	<i>train for new jobs or acquire new skills from 34% in 1995 to 50% by 2005. (Maine Economic Growth Council benchmark 17)</i>	paperwork and eliminate duplications. <ul style="list-style-type: none"> Support CareerCenters, Governor's Training Initiative, Maine Quality Centers, and other key programs with adequate state dollars.

So How Are We Doing?

The *Measures of Growth: Performance Measures and Benchmarks to Achieve a Vibrant and Sustainable Economy for Maine*, published by the Maine Economic Growth Council provides some insight into how well Maine is doing relative to the five goals of the MJC's Workforce Investment Act Five-Year Plan.

Goal	Results
Create meaningful lifelong learning opportunities	Lifelong Learning Participation Increases. In 2003, 52 % of Maine citizens said they participated in some form of educational seminar, program, or course. This is a significant increase from the percentage reported in 2001 – only 36%. This brings the percentage of those surveyed reported participation in lifelong learning activities closer to the average percentage between the years of 1995 and 1999, which was 53%.
Increase employer participation in the workforce development system	Indicator Shows Improvement, But More is Needed. In 2003, 35% of Maine workers earning less than \$35,000 reported that they participated in training that was paid for by their employers, a substantially larger percentage than 2001, and the highest percentage recorded since 1998.
Increase public involvement in the workforce development system	In 2003, the Maine Department of Labor compiled 3 ½ years of customer satisfaction data from job seekers and employers. The results indicate that, overall, both groups had a favorable view of the services delivered through the CareerCenters. <ul style="list-style-type: none"> Overall, WIA participants were very satisfied with the services received from the CareerCenters. The average score was 8.10 on a ten-point scale. Seventy-one percent rated their satisfaction from 8 to 10. Overall, employers utilizing the CareerCenter services were <i>Very satisfied</i> with the services that they received. The average score of 7.36 on the ten-point scale is clearly very positive. Participants in the Wagner-Peyser program were satisfied with the services provided by the CareerCenters. The average rating of 7.42 on the ten-point satisfaction scale is favorable.
Integrate economic development with workforce development	Percent of Jobs that Pay a Livable Wage Not Improving In 2002, only about 66% of all jobs in Maine paid what the Growth Council chooses to consider to be an annual livable wage for that year: \$22,089 for a family of two. This performance measure earns a Red Flag again this year because there has been no significant change in this percentage since the Council began tracking it, and it is vitally important to long-term economic growth.
Create a seamless delivery system for workforce development	In 2002, the leadership of Maine's CareerCenter system launched an initiative that would generate clarity and consensus to a shared image of integrated service delivery. The emphasis on seamlessness and integrated service delivery within the CareerCenters resulted in several sites volunteering to participate in a piloted approach to organizing staff and program resources between WIA and Wagner-Peyser. Work is ongoing in this area.

The four Local Workforce Investment Boards have also made progress in their collective efforts to promote workforce and economic development in their regions. In addition to the WIA Core Performance Measures outlined later in this report, each of Maine's four Local Workforce Boards accomplished

Local Workforce Investment Boards	2003 Initiatives
<p style="text-align: center;">Aroostook / Washington</p>	<ul style="list-style-type: none"> • Received a \$75,000 Sectorial Initiative Formation Grant from USDOL (ETA). • Established a Healthcare Sector Coalition initiative of over 20 members and organizations, consisting of health care providers, educators, economic developers and other profit and non-profit groups to “improve the job climate in the health care sector for people of Aroostook and Washington Counties by increasing the availability of and access to well paying, personally satisfying and economically impactful employment”. • Working to have a CareerCenter presence within each of the Community College and University sites in the region.
<p style="text-align: center;">Tri-County</p>	<ul style="list-style-type: none"> • Launched a Hospitality Training Initiative that is funded by participating partners and results in a credential for employees • Developed a Pre-Apprenticeship to Apprenticeship pathway between the Training and Development Corporation and United Technologies.
<p style="text-align: center;">Central / Western</p>	<ul style="list-style-type: none"> • The board has initiated several interrelated projects involving key business sectors, training providers (programs) for entry-level and incumbent workers, integration of business/employer services within the CareerCenters, and identifying common focal points for providing services to community residents.
<p style="text-align: center;">Coastal Counties</p>	<ul style="list-style-type: none"> • Established the Workforce Scholarship Fund to provide financial support for education to workers whose income falls below the per capita average for the region. • The board has been aiming to expand the pool of job training resources available to low-income people through the financial support of private businesses, corporations and foundations.

Facing the Challenges:

The mission of the CareerCenters to operate a customer-focused service that *empowers all* adults to obtain the information and training they need, whether they are employed or unemployed does challenge the system to be able to effectively balance, the goal of universal access against the reality of competing demands and limited resources. Multiple programs are expected to have a broader and singular (shared) customer interface with clear pathways between and among them. Despite having rather limited Workforce Investment Act dollars to invest in training, we have an unlimited opportunity to foster collaborations and access other training funds to benefit all workforce participants.

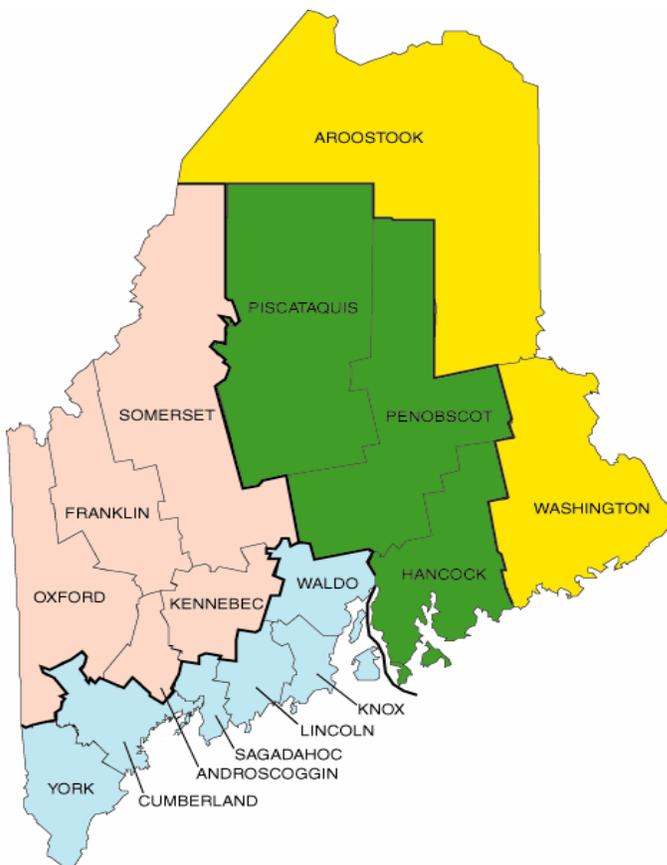
In this environment, service providers should no longer make training investments unilaterally and autonomously; they leverage training investments while brokering their own. Perhaps most important of all, programs are expected to contribute to an overall system that serves all workers in some capacity. To help the system reach its goals, the Maine Jobs Council must begin to collaborate with the Local Workforce Investment Boards, economic development, education and human services on a system-wide workforce investment strategy. This system-wide workforce investment strategy must, as its cornerstone, have integration of systems, programs, and services as the foundation.

We cannot build a strong workforce system without demand-side participation. The role of business and industry in building an integrated system is minimally, twofold. Business and industry must be willing to participate as a partners collaborators and advisors. Business and industry must also come to the table willing to support Maine's existing and emerging workforce with investments in training, benefits and good wages. The extent to which Maine's workforce system is sophisticated and integrated across programs and services will determine the level of support we have from the business community. Like workers business will not

respond well to a system that is fragmented and confusing. Moreover, when lapses occur between services that workers receive and services to employers the system is not contributing to workforce and economic growth.

WIA Performance Report: Maine CareerCenters

In addition to the services provided through Workforce Investment Act and Wagner-Peyser, the Governor's Training Initiative supplied funds to train **3,154** workers in over **66** companies. Compared to the previous year, the number of individuals trained and the number of companies who benefited was up considerably due to Trade Adjustment Act funds that were used to fund training expenses for **2,289** workers and exited **1,251** workers. Overall, the Trade Adjustment Act program provided reemployment



services to **3,132** individuals. In Program Year 2003, we developed 44 pre-apprenticeship

students moving into the registered apprenticeship program. Additionally, **271** new registered apprentices were developed. Maine's pre-apprenticeship program enrolled **69** and **783** participated in the Registered Apprenticeship program.

There are other federal, State, and local programs not mentioned here which operate in CareerCenters, as well. As previously mentioned, Maine is the recipient of several National Emergency Grants and other funded workforce development initiatives. The contribution of WIA funds to the actual training of numbers of individuals is small. However, the use of WIA funds to leverage other resources is a large contribution to the workforce investment effort. WIA funds are spent on the infrastructure of the CareerCenter system to integrate many other resources designed to find employment for those who seek it.

Cost Data

Maine allocates 85% of the Workforce Investment Act, 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. Each of Maine's 23 CareerCenter offers an extensive array of core, intensive and training services.

The largest share of WIA Title I resources were spent on providing a wide range of primarily Core and Intensive services. The CareerCenters have focused their delivery process on providing services that are designed to assist workers entry and re-entry into the labor market. Because we operated for most of the program year under the conditions of severe labor shortages in most labor markets, employment opportunities were relatively plentiful. The majority of customers who were registered received assistance with finding employment that offered the opportunities for good benefits and the potential for income growth.

Through Core and Intensive Services the range of activities included helping customer gain access to employment opportunities, job search preparation, application and resume preparation, effective interviewing techniques, career planning and wage progression evaluations. 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. The outcomes for Workforce Investment Act registered customer suggest that we are experiencing some early success with this approach.

UNIT COST DATA	C-E RATIO	TOTAL OBLIGATIONS	TOTAL INDIVIDUALS SERVED
Overall, All Program Strategies	\$863	\$7,292,131	5,566
Adult Program	\$1,184	\$1,894,863	1,601
Dislocated Worker Programs	\$520	\$1,292,571	2,484
Youth Programs	\$462	\$684,747	1,481

Maine Workforce Investment Act Report
Statewide, Program Year 2003

Maine CareerCenter Activity

Looked for jobs via Labor Exchange	46,619\ individuals
Jobs listed by employers via Labor Exchange	19,127\ jobs
Job seekers referred to employers	24,859\ individuals
Job seekers placed in employment	71%

Participants receiving counseling and training services

Adult	1,601
Dislocated Workers	2,484
Older Youth	375
Younger Youth	1,016

Customer Satisfaction

Goal

Actual

Participants	78%	77%
Employers	73%	73%

Entered Employment rates (placement rates)

Adults	82%	88%
Dislocated workers	86%	90%
Older Youth	74%	81%

Retention rates (employment after 6 months)

Adults	85%	87%
Dislocated workers	90%	92%
Older Youth	75%	76%
Younger Youth	57%	69%

Earnings change/ replacement after 6 months

Adult	\$2,000	\$1,889
Dislocated workers	88%	88%
Older Youth	\$2,900	\$2,479

Credential/Diploma Rate

Adults	58%	60%
Dislocated workers	55%	66%
Older Youth	52%	56%
Younger Youth	52%	62%

Skill attainment rate

Younger Youth	84%	98%
---------------	-----	-----

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	78%	77%	388	2,269	581	67%
Employers	73%	73%	459	3,019	666	69%

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	82%	88%	Numerator	598
			Denominator	678
Employment Retention Rate	85%	87%	Numerator	659
			Denominator	758
Earnings Change in Six Months	\$2,000	\$1,889	Numerator	\$1,401,644
			Denominator	742
Employment and Credential Rate	58%	60%	Numerator	219
			Denominator	362

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	74%	46	84%	62	87%	61	83%	45
		62		74		70		54
Employment Retention Rate	78%	66	80%	81	83%	70	88%	45
		85		101		84		51
Earnings Change in Six Months	\$3,054	\$256,515	\$667	\$66,656	\$1,503	\$124,716	-\$1,000	-\$49,013
		84		100		83		49
Employment And Credential Rate	45%	27	61%	19	56%	24	44%	8
		60		31		43		18

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	87%	254 292	89%
Employment Retention Rate	86%	270 315	88%	389 443
Earnings Change in Six Months	\$3,002	\$927,762 309	\$1,094	\$473,882 433
Employment And Credential Rate	60%	219 362	0%	0 0

Table E – Dislocated Worker Program Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level		
		Entered Employment Rate	86%	90%
Employment Retention Rate	90%	92%	Numerator 1,200 Denominator 1,305	
Earnings Replacement Rate	88%	88%	Numerator \$13,072,477 Denominator \$14,926,012	
Employment And Credential Rate	55%	66%	Numerator 473 Denominator 719	

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	88%	116 132	90%	87 97	80%	126 157	85%
Employment Retention Rate	89%	114 128	90%	90 100	90%	133 148	100%	9 9
Earnings Replacement Rate	74%	\$1,392,263 \$1,886,033	90%	\$908,108 \$1,005,639	73%	\$1,267,818 \$1,726,064	136%	\$87,948 \$64,785
Employment And Credential Rate	64%	42 66	60%	32 53	55%	51 92	88%	7 8

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	90%	648 719	89%
Employment Retention Rate	93%	692 748	91%	508 557
Earnings Replacement Rate	88%	\$7,283,842 \$8,303,131	87%	\$5,788,635 \$6,622,881
Employment And Credential Rate	66%	473 719	0%	0 0

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	74%	81%	Numerator	95
			Denominator	117
Employment Retention Rate	75%	76%	Numerator	94
			Denominator	124
Earnings Change in Six Months	\$2,900	\$2,479	Numerator	\$304,898
			Denominator	123
Credential Rate	52%	56%	Numerator	82
			Denominator	147

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	74%	14 19	50%	1 2	76%	19 25	81%
Employment Retention Rate	73%	16 22	100%	3 3	67%	12 18	74%	84 113
Earnings Change in Six Months	\$3,925	\$86,342 22	\$5,782	\$17,347 3	\$2,019	\$36,350 18	\$2,376	\$266,090 112
Credential Rate	52%	12 23	0%	0 2	45%	15 33	53%	69 130

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	84%
Diploma or Equivalent Attainment Rate	52%	62%	176 284
Retention Rate	57%	69%	188 274

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	100%	32 32	98%	375 384	98%
Diploma or Equivalent Attainment Rate	71%	30 42	55%	74 135	50%	30 60
Retention Rate	67%	29 43	67%	81 121	63%	76 120

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	80%	571 718	\$1,419	\$1,018,607 718	3%	16 598	\$4,299	\$2,570,745 598	65%
Dislocated Workers	89%	985 1,112	115%	\$12,828,766 \$11,192,910	2%	27 1,142	\$5,410	\$6,177,714 1,142	66%	430 648
Older Youth	78%	79 101	\$2,535	\$256,021 101	0%	0 95	\$2,751	\$261,375 95		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	1,601	752
Dislocated Workers	2,484	1,194
Older Youth	375	118
Younger Youth	1,016	377

Table N– Cost of Program Activities

Program Activities			Total Federal Spending
Local Adults			\$1,894,863
Local Dislocated Workers			\$1,292,571
Local Youth			\$2,269,371
Rapid Response (up to 25%) §134 (a) (2) (b)			\$684,747
Statewide Required Activities (up to 15%) §134 (a) (2) (b)			\$1,150,579
Statewide Allowable Activities §134 (a) (3)	Program Activity Description	10% of Adult, Youth, and DW funds for State Activities	\$687,240
Total of All Federal Spending Listed Above			\$7,292,131

Table O Statewide

	Total Participants Served	Adults	1,601	
		Dislocated Workers	2,484	
		Older Youth	375	
		Younger Youth	1,016	
	Total Exiters	Adults	752	
		Dislocated Workers	1,194	
		Older Youth	118	
		Younger Youth	377	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78%	77%	
	Employers	73%	73%	
Entered Employment Rate	Adults	82%	88%	
	Dislocated Workers	86%	90%	
	Older Youth	74%	81%	
Retention Rate	Adults	85%	87%	
	Dislocated Workers	90%	92%	
	Older Youth	75%	76%	
	Younger Youth	57%	69%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,000	\$1,889	
	Dislocated Workers	88%	88%	
	Older Youth	\$2,900	\$2,479	
Credential/Diploma Rate	Adults	58%	60%	
	Dislocated Workers	55%	66%	
	Older Youth	52%	56%	
	Younger Youth	52%	62%	
Skill Attainment Rate	Younger Youth	84%	98%	
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	5	12

Table O Aroostook/Washington LA

	Total Participants Served	Adults	404	
		Dislocated Workers	238	
		Older Youth	107	
		Younger Youth	250	
	Total Exiters	Adults	201	
		Dislocated Workers	136	
		Older Youth	11	
		Younger Youth	54	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78%	82%	
	Employers	73%	78%	
Entered Employment Rate	Adults	82%	88%	
	Dislocated Workers	86%	92%	
	Older Youth	74%	79%	
Retention Rate	Adults	85%	86%	
	Dislocated Workers	90%	90%	
	Older Youth	75%	73%	
	Younger Youth	57%	62%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,000	\$2,926	
	Dislocated Workers	88%	102%	
	Older Youth	\$2,900	\$2,369	
Credential/Diploma Rate	Adults	58%	54%	
	Dislocated Workers	55%	75%	
	Older Youth	52%	68%	
	Younger Youth	52%	71%	
Skill Attainment Rate	Younger Youth	84%	95%	
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	3	14

Table O Tri-County LA

	Total Participants Served	Adults	230	
		Dislocated Workers	389	
		Older Youth	76	
		Younger Youth	172	
	Total Exiters	Adults	105	
		Dislocated Workers	159	
		Older Youth	12	
		Younger Youth	52	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78%	80%	
	Employers	73%	73%	
Entered Employment Rate	Adults	82%	85%	
	Dislocated Workers	86%	92%	
	Older Youth	74%	71%	
Retention Rate	Adults	85%	79%	
	Dislocated Workers	90%	91%	
	Older Youth	75%	59%	
	Younger Youth	57%	72%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,000	\$2,372	
	Dislocated Workers	88%	94%	
	Older Youth	\$2,900	\$1,812	
Credential/Diploma Rate	Adults	58%	65%	
	Dislocated Workers	55%	72%	
	Older Youth	52%	54%	
	Younger Youth	52%	96%	
Skill Attainment Rate	Younger Youth	84%	95%	
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	2	13

Table O Central/Western LA

	Total Participants Served	Adults	633	
		Dislocated Workers	1,296	
		Older Youth	106	
		Younger Youth	392	
	Total Exiters	Adults	309	
		Dislocated Workers	627	
		Older Youth	62	
		Younger Youth	218	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78%	78%	
	Employers	73%	76%	
Entered Employment Rate	Adults	82%	90%	
	Dislocated Workers	86%	89%	
	Older Youth	74%	86%	
Retention Rate	Adults	85%	89%	
	Dislocated Workers	90%	93%	
	Older Youth	75%	86%	
	Younger Youth	57%	68%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,000	\$1,096	
	Dislocated Workers	88%	89%	
	Older Youth	\$2,900	\$3,159	
Credential/Diploma Rate	Adults	58%	58%	
	Dislocated Workers	55%	54%	
	Older Youth	52%	56%	
	Younger Youth	52%	56%	
Skill Attainment Rate	Younger Youth	84%	99%	
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	1	15

Table O Coastal Counties LA

	Total Participants Served	Adults	334
		Dislocated Workers	561
		Older Youth	86
		Younger Youth	202
	Total Exiters	Adults	137
		Dislocated Workers	272
		Older Youth	33
		Younger Youth	53
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78%	72%
	Employers	73%	71%
Entered Employment Rate	Adults	82%	86%
	Dislocated Workers	86%	89%
	Older Youth	74%	81%
Retention Rate	Adults	85%	88%
	Dislocated Workers	90%	91%
	Older Youth	75%	74%
	Younger Youth	57%	72%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,000	\$2,467
	Dislocated Workers	88%	80%
	Older Youth	\$2,900	\$1,961
Credential/Diploma Rate	Adults	58%	64%
	Dislocated Workers	55%	77%
	Older Youth	52%	48%
	Younger Youth	52%	53%
Skill Attainment Rate	Younger Youth	84%	98%
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	5	11

PY 2003 WIA Performance

Run Date: 09/27/04 - WIA 9091

	Aroostook-Washington LA			Tri-County LA			Central LA			Coastal LA			Statewide		
Adult	Standard	Actual	Δ%	Standard	Actual	Δ%	Standard	Actual	Δ%	Standard	Actual	Δ%	Standard	Actual	Δ%
A. Adult Entered Employment Rate	82%	88%	7%	82%	85%	4%	82%	90%	10%	82%	86%	5%	82%	88%	8%
B. Adult Employment Retention Rate	85%	86%	1%	85%	79%	-7%	85%	89%	5%	85%	88%	4%	85%	87%	2%
C. Adult Earnings Gain Rate	\$2,000	\$2,926	46%	\$2,000	\$2,372	19%	\$2,000	\$1,096	-45%	\$2,000	\$2,467	23%	\$2,000	\$1,889	-6%
D. Adult Employment and Credential Rate	58%	54%	-7%	58%	65%	12%	58%	58%	0%	58%	64%	10%	58%	60%	4%
Youth															
A. Older Youth Entered Employment Rate	74%	79%	7%	74%	71%	-4%	74%	86%	16%	74%	81%	9%	74%	81%	10%
B. Older Youth Retention Rate	75%	73%	-3%	75%	59%	-21%	75%	86%	15%	75%	74%	-1%	75%	76%	1%
C. Older Youth Earnings Gain Rate	\$2,900	\$2,369	-18%	\$2,900	\$1,812	-38%	\$2,900	\$3,159	9%	\$2,900	\$1,961	-32%	\$2,900	\$2,479	-15%
D. Older Youth Credential Rate	52%	68%	31%	52%	54%	4%	52%	56%	8%	52%	48%	-8%	52%	56%	7%
E. Younger Youth Skill Attainment Rate	84%	95%	13%	84%	95%	13%	84%	99%	18%	84%	98%	17%	84%	98%	16%
F. Younger Youth Diploma or Equivalent Attainment Rate	52%	71%	37%	52%	96%	85%	52%	56%	8%	52%	53%	2%	52%	62%	19%
G. Younger Youth Retention Rate	57%	62%	9%	57%	72%	26%	57%	68%	19%	57%	72%	26%	57%	69%	20%
Dislocated Worker															
A. Dislocated Worker Entered Employment Rate	86%	92%	7%	86%	92%	7%	86%	89%	3%	86%	89%	3%	86%	90%	4%
B. Dislocated Worker Retention Rate	90%	90%	0%	90%	91%	1%	90%	93%	3%	90%	91%	1%	90%	92%	2%
C. Dislocated Worker Earnings Replacement rate	88%	102%	16%	88%	94%	7%	88%	89%	1%	88%	80%	-9%	88%	88%	0%
D. Dislocated Worker Employment and Credential Rate	55%	75%	36%	55%	72%	31%	55%	54%	-2%	55%	77%	40%	55%	66%	20%
Customer Satisfaction															
A. Participants	78%	82%	5%	78%	80%	3%	78%	78%	0%	78%	72%	-8%	78%	77%	-1%
B. Employers	73%	78%	7%	73%	73%	0%	73%	76%	4%	73%	71%	-3%	73%	73%	-1%

WIA Annual Report Data

State Name: ME

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	78	77	388	2,269	581	66.8
Employers	73	72.5	459	3,019	666	68.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82	88.2	598
			678
Employment Retention Rate	85	86.9	659
			758
Earnings Change in Six Month	2,000	1,889	1,401,644
			742
Employment and Credential Rate	58	60.5	219
			362

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	74.2	46	83.8	62	87.1	61	83.3	45
		62		74		70		54
Employment Retention Rate	77.6	66	80.2	81	83.3	70	88.2	45
		85		101		84		51
Earnings Change in Six Months	3,054	256,515	667	66,656	1,503	124,716	-1,000	-49,013
		84		100		83		49
Employment and Credential Rate	45	27	61.3	19	55.8	24	44.4	8
		60		31		43		18

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	87	254	89.1	344
		292		386
Employment Retention Rate	85.7	270	87.8	389
		315		443
Earnings Change in Six Months	3,002	927,762	1,094	473,882
		309		433

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	86	89.7	1,142
			1,273
Employment Retention Rate	90	92	1,200
			1,305
Earnings Replacement in Six Months	88	87.6	13,072,477
			14,926,012
Employment and Credential Rate	55	65.8	473
			719

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.9	116	89.7	87	80.3	126	84.6	11
		132		97		157		13
Employment Retention Rate	89.1	114	90	90	89.9	133	100	9
		128		100		148		9
Earnings Replacement Rate	73.8	1,392,263	90.3	908,108	73.5	1,267,818	135.8	87,948
		1,886,033		1,005,639		1,726,064		64,785
Employment And Credential Rate	63.6	42	60.4	32	55.4	51	87.5	7
		66		53		92		8

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	90.1	648	89.2
719			554	
Employment Retention Rate	92.5	692	91.2	508
		748		557
Earnings Replacement Rate	87.7	7,283,842	87.4	5,788,635
		8,303,131		6,622,881

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	74
Employment Retention Rate	75	75.8	117
			94
Earnings Change in Six Months	2,900	2,479	304,898
			123
Credential Rate	52	55.8	82
			147

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	73.7	14 19	50	1 2	76	19 25	80.6
Employment Retention Rate	72.7	16 22	100	3 3	66.7	12 18	74.3	84 113
Earnings Change in Six Months	3,925	86,342 22	5,782	17,347 3	2,019	36,350 18	2,376	266,090 112
Credential Rate	52.2	12 23	0	0 2	45.5	15 33	53.1	69 130

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	84	97.6	577 591
Diploma or Equivalent Attainment Rate	52	62	176 284	
Retention Rate	57	68.6	188 274	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	100	32	97.7	375	98.2	55
		32		384		56
Diploma or Equivalent Attainment Rate	71.4	30	54.8	74	50	30
		42		135		60
Retention Rate	67.4	29	66.9	81	63.3	76
		43		121		120

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.5	571	1,419	1,018,607	2.7	16	4,299	2,570,745	65.2	204
		718		718		598		598		313
Dislocated Workers	88.6	985	114.6	12,826,766	2.4	27	5,410	6,177,714	66.4	430
		1,112		11,192,910		1,142		1,142		648
Older Youth	78.2	79	2,535	256,021	0	0	2,751	261,375		
		101		101		95		95		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,601	752
Dislocated Workers	2,484	1,194
Older Youth	375	118
Younger Youth	1,016	377

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,894,863.00
Local Dislocated Workers		\$1,292,571.00
Local Youth		\$2,269,371.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$684,747.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$463,339.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	\$687,240.00
Total of All Federal Spending Listed Above		\$7,292,131.00

WIA Annual Report Data

State Name: ME

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Central/Western Maine Workforce Investment Board	Total Participants Served	Adults	633
		Dislocated Workers	1,296
		Older Youth	106
		Younger Youth	392
	Total Exiters	Adults	309
		Dislocated Workers	627
		Older Youth	62
		Younger Youth	218

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	78
	Employers	73	76
Entered Employment Rate	Adults	82	90
	Dislocated Workers	86	89
	Older Youth	74	86
Retention Rate	Adults	85	89
	Dislocated Workers	90	93
	Older Youth	75	86
	Younger Youth	57	68
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	1,096
	Dislocated Workers	88	89
	Older Youth (\$)	2,900	3,159
Credential / Diploma Rate	Adults	58	58
	Dislocated Workers	55	54
	Older Youth	52	56
	Younger Youth	52	56
Skill Attainment Rate	Younger Youth	84	99
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	1
		Exceeded	15

WIA Annual Report Data

State Name: ME

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Coastal Counties Workforce Board	Total Participants Served	Adults	334
		Dislocated Workers	561
		Older Youth	86
		Younger Youth	202
	Total Exiters	Adults	137
		Dislocated Workers	272
		Older Youth	33
		Younger Youth	53

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	72	
	Employers	73	71	
Entered Employment Rate	Adults	82	86	
	Dislocated Workers	86	89	
	Older Youth	74	81	
Retention Rate	Adults	85	88	
	Dislocated Workers	90	91	
	Older Youth	75	74	
	Younger Youth	57	72	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,467	
	Dislocated Workers	88	80	
	Older Youth (\$)	2,900	1,961	
Credential / Diploma Rate	Adults	58	64	
	Dislocated Workers	55	77	
	Older Youth	52	48	
	Younger Youth	52	53	
Skill Attainment Rate	Younger Youth	84	98	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: ME

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Tri-County Workforce Investment Board	Total Participants Served	Adults	230
		Dislocated Workers	389
		Older Youth	76
		Younger Youth	172
	Total Exiters	Adults	105
		Dislocated Workers	159
		Older Youth	12
		Younger Youth	52

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	80	
	Employers	73	73	
Entered Employment Rate	Adults	82	85	
	Dislocated Workers	86	92	
	Older Youth	74	71	
Retention Rate	Adults	85	79	
	Dislocated Workers	90	91	
	Older Youth	75	59	
	Younger Youth	57	72	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,372	
	Dislocated Workers	88	94	
	Older Youth (\$)	2,900	1,812	
Credential / Diploma Rate	Adults	58	65	
	Dislocated Workers	55	72	
	Older Youth	52	54	
	Younger Youth	52	96	
Skill Attainment Rate	Younger Youth	84	95	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13

WIA Annual Report Data

State Name: ME

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Aroostook/Washington Counties Workforce Investment Board	Total Participants Served	Adults	404
		Dislocated Workers	238
		Older Youth	107
		Younger Youth	250
	Total Exiters	Adults	201
		Dislocated Workers	136
		Older Youth	11
		Younger Youth	54

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	82	
	Employers	73	78	
Entered Employment Rate	Adults	82	88	
	Dislocated Workers	86	92	
	Older Youth	74	79	
Retention Rate	Adults	85	86	
	Dislocated Workers	90	90	
	Older Youth	75	73	
	Younger Youth	57	62	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,926	
	Dislocated Workers	88	102	
	Older Youth (\$)	2,900	2,369	
Credential / Diploma Rate	Adults	58	54	
	Dislocated Workers	55	75	
	Older Youth	52	68	
	Younger Youth	52	71	
Skill Attainment Rate	Younger Youth	84	95	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14