

MAINE STATE LEGISLATURE

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**Activities Report
under the**

**Workforce Investment Act
Title 26 MRSA Section 3101**

July 1, 2009 to June 30, 2010

Presented to the
Joint Standing Committee on Labor

September 30, 2010



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Introduction

This is the annual report of activities under the Workforce Investment Act (WIA) as required by 26 MRSA §3101.

Annual expenditures and activities occur within a Program Year (PY), from July 1 to June 30. The time frame for this report — July 1, 2009 through June 30, 2010 — corresponds to state Fiscal Year 2010.

WIA funding allocations are highlighted in the Budget section of this report. WIA has three funding streams: Adult, Dislocated Worker, and Youth. Funds for these programs are appropriated by Congress and are allocated annually by law and by formula to states. The Maine Department of Labor, Bureau of Employment Services (BES), receives the allocation that is then distributed to Maine's four local areas and five service providers by the same formula that is used for the state allocations. Illustrated in this report are the WIA Adult and Dislocated Worker funding streams. The allocation for Youth is excluded from the statute governing this report.

The addition of General Funds as a source of investment in worker training is included to provide a more comprehensive picture of resources used to fund occupational skills training. The General Funds allocated to the CareerCenters are intended to be used to augment or add to the total available for occupational skills training. While the appropriation authorizes funds to be targeted to CareerCenter infrastructure and staff costs, the expressed priority is that they be used to fund occupational skill training.

Summary of Workforce Funding and Service Outcomes

Job seekers and employers are able to access numerous federal, state and local programs through Maine's CareerCenter. The use of WIA funds for actual training of individuals is relatively 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.

CareerCenter Performance Highlights

CareerCenter services are geared toward connecting businesses with jobseekers by offering employers recruitment, screening, job matching assistance and workforce training free of charge.

- In 2009, **118,919** individuals registered with the Maine Job Bank.
- Employers posted **27,291** job openings on the Maine Job Bank.
- Through the Maine Job Bank, **2,311,431** referral notifications were sent out to profiles that matched job openings.
- In PY09, **209,941** job referrals were accepted from the Maine Job Bank.
- **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 **2,295** adults, **1,524** unemployed workers and **1,068** youth
 - On average, approximately **77%** found jobs
 - **85%** of the adults served were still working more than six months after placement
 - Approximately **82%** of the older youth (ages 19-21) served were still working six months after placement.
- Training services focus on providing a skills-based credential such as a diploma or equivalency, certificate or degree.
 - **67%** of the adults served received a credential
 - **58%** of the youth served received a credential
- We measure skill attainment for youth when they successfully complete a goal such as improving basic skills (reading and math), work readiness skills (resume', interviewing, time management, budgeting) and/or occupational skills (medical assistant, welder, and accountant). In 2009, **82%** of the youth served successfully completed some type of skill goal.

Specific Program Highlights

Trade Adjustment Assistance

The number of individuals enrolled and the number of companies certified in the Trade Adjustment Act (TAA) program increased in the last year. Funds from the TAA were used towards training expenses for **1,147** workers. Overall, the Trade Adjustment Act program provided reemployment services to **2,376** individuals.

TAA program outcomes for PY09:

| | |
|--------------------------|----------|
| Entered Employment Rate: | 73.83% |
| Retention Rate: | 83.86% |
| Average Earnings: | \$14,238 |

The following summary of other federal and state programs and outcomes for PY09 illustrates the extent to which WIA funds help to leverage resources and contribute to workforce development:

National Emergency Grants

In PY 09, 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 seven new NEG awards during the period July 1, 2009 through June 30, 2010.

New NEG's awarded in PY09:

| | |
|---------------------------------------|--------------------|
| Formed Fiber | \$ 316,458 |
| New Page | \$ 323,565 |
| Standard Insurance | \$ 430,417 |
| RR Donnelley | \$ 851,120 |
| Westpoint Homes | \$ 553,237 |
| GE Security | \$ 372,839 |
| Hinckley | <u>\$ 394,617</u> |
| Total New NEG awards for PY09: | \$3,242,253 |

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

San Antonio Shoe
Manufactured Housing
Prime Tanning
Wausau
BRAC Implementation
Wood Structures
True Textiles

Through PY09, a total of **755** workers received work search assistance and training in these NEG projects, with a **70.02%** entered employment rate.

Governor's Training Initiative (GTI) Activity:

| | |
|--|--------------------------|
| Number of companies assisted: | 21 (unduplicated) |
| Number of new hires trained: | 1,091 |
| Number of incumbent workers trained: | 717 |
| Number of Maine workers impacted by GTI: | 1,808 |
| GTI investment in Maine workers: | \$ 965,744 |
| Total private sector match: | \$ 8,960,513 |
| Total investment in Maine workforce: | \$ 9,926,257 |

Highlights of the Program Activities Report in Table A

- Average wages at exit for core/intensive and training services represent what customers reported to their case managers when they left the program.
- The most accurate barometer of wage earnings comes from six-month follow-up data obtained from the Bureau of Unemployment Compensation's wage data system. For those in the adult program, the statewide activities report in Table A shows that, on average, adults are earning **\$9,185** for the six-month period after exiting the program. Computer programmers at the Maine Department of Labor (MDOL) use a formula that translates this figure to a statewide adult average hourly wage of **\$8.83**. This is only an estimate, as the wage data system includes only summary wages reported by employers. The wage database does not report wages by the hour, but rather the earnings reported in the aggregate for each worker. The most accurate figure is the **\$9,185** that compares post-program and pre-program average earnings. These figures will fluctuate through December 31, 2010, because of the six-month follow-up time frame for people exiting the program during June, 2010.
- As with the adult program, the most accurate barometer of wage earnings for dislocated workers comes from six-month follow-up data obtained from the wage data system. For those in the dislocated worker program, the statewide activities report shows that on average, dislocated workers earned **\$11,848** for the six-month period after exiting the program. Computer programmers at the Maine Department of Labor (MDOL) use the same formula as with adults to translate this figure to a statewide dislocated worker average hourly wage of **\$11.39**. The same time frame principle applies to dislocated workers. Numbers will be final at the end of 2009.
- The three primary vehicles for obtaining marketable occupational skills are classroom instruction, on-the-job training and customized occupational training (please see the Glossary for specific definitions), with the latter two being employer based. Twenty customized trainings occurred during the program year and twenty on-the-job trainings occurred through specific employers.

Table A Activities Report for the Workforce Investment Act of 1998

July 1, 2009 – June 30, 2010

| Item | Statewide | ACAP | EMDC | Goodwill | Labor | WMCA |
|---|-----------|---------|---------|----------|---------|---------|
| Total Receiving Limited Assistance Universal Access Core Services | 119,018 | 7,921 | 19,549 | 46,317 | 25,317 | 23,738 |
| Adults and Dislocated Workers Receiving Assisted Core and Intensive Services | 2,118 | 134 | 564 | 689 | 369 | 365 |
| Adults and Dislocated Workers Exiting Assisted Core and Intensive Services | 347 | 18 | 141 | 68 | 39 | 81 |
| Wage Rates and Benefits Information at Exit | | | | | | |
| Adults and Dislocated Workers Exiting to Part-time Employment | 25 | 2 | 8 | 6 | 3 | 6 |
| Adults and Dislocated Workers Exiting to Full-time Employment | 234 | 13 | 120 | 45 | 17 | 39 |
| Adults and Dislocated Workers Receiving Benefits | 205 | 10 | 111 | 36 | 15 | 32 |
| Adults and Dislocated Workers Receiving Health Insurance | 170 | 9 | 91 | 32 | 13 | 25 |
| Average Wage | \$12.92 | \$12.20 | \$12.44 | \$15.95 | \$12.83 | \$11.13 |
| Training | | | | | | |
| Adults and Dislocated Workers Receiving Occupational Skills Training through Classroom Training Vouchers (Contracts or Individual Training Accounts), On-the-Job Training (OJT) or Customized Occupational Training (COT) | 1,346 | 116 | 328 | 414 | 324 | 164 |
| Type of Training Institution | | | | | | |
| University | 587 | 82 | 206 | 79 | 124 | 96 |
| Technical College | 881 | 166 | 147 | 113 | 424 | 31 |
| Adult Education | 377 | 8 | 53 | 231 | 47 | 38 |
| Secondary School | 19 | 0 | 3 | 11 | 4 | 1 |
| Proprietary School | 103 | 0 | 17 | 64 | 20 | 2 |
| Employer Based | 40 | 3 | 16 | 12 | 4 | 5 |
| Other | 502 | 28 | 180 | 123 | 37 | 134 |
| Adults and Dislocated Workers Exiting from Occupational Skills Training | 699 | 63 | 153 | 190 | 181 | 112 |
| Wage Rates and Benefits at the time of exit from Occupational Training | | | | | | |
| Exiting to Part-time | 78 | 7 | 16 | 19 | 22 | 14 |

| Item | Statewide | ACAP | EMDC | Goodwill | Labor | WMCA |
|---|-----------|----------|----------|----------|----------|----------|
| Employment | | | | | | |
| Exiting to Full-time Employment | 446 | 46 | 106 | 130 | 91 | 73 |
| Average Wage at Exit | \$12.87 | \$12.71 | \$12.62 | \$14.16 | \$12.46 | \$11.67 |
| Number Receiving Benefits | 386 | 47 | 91 | 106 | 76 | 66 |
| Number Receiving Health Insurance | 317 | 35 | 71 | 100 | 50 | 61 |
| Number who became licensed or certified to perform a particular job or received academic degree or equivalent as result of participation in WIA | 202 | 16 | 46 | 54 | 67 | 19 |
| Clothing | 25 | 4 | 11 | 5 | 0 | 5 |
| Medical | 27 | 3 | 9 | 13 | 1 | 1 |
| Housing | 0 | 0 | 0 | 0 | 0 | 0 |
| Subsistence | 2 | 0 | 0 | 0 | 0 | 2 |
| Transportation | 454 | 53 | 137 | 105 | 158 | 1 |
| Family Care | 15 | 2 | 10 | 0 | 3 | 0 |
| Needs Related Payments | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 57 | 2 | 15 | 37 | 2 | 1 |
| Adult Average Earnings | \$9,185 | \$11,137 | \$7,791 | \$10,393 | \$8,689 | \$8,239 |
| Adult Average Wage | \$8.83 | \$10.71 | \$7.49 | \$9.99 | \$8.36 | \$7.92 |
| Dislocated Worker Wage Replacement Rate | \$11,848 | \$12,250 | \$12,641 | \$11,258 | \$12,094 | \$11,161 |
| Dislocated Worker Adult Average Wage | \$11.39 | \$11.78 | \$12.15 | \$10.83 | \$11.63 | \$10.73 |

Highlights of the program expenditure reports Tables B through G

- Total expenditures include PY 2009 allocations plus carry over from PY 2008.
- Overall training expenditures equal the sum of training plus supportive services. To illustrate, the statewide summary report in Table B shows that, of total expenditures, \$1,087,407 was spent on occupational skills training and \$305,723 on supportive services. The specific grants break down as follows for PY09:

Table B

| Grant | Total Available | Total Expenditures | Training and Supportive Service Expenditures | Percentage Expended on Training and Supportive Services |
|---------------------------|-----------------|--------------------|--|---|
| Adults | \$2,634,582 | \$2,178,971 | \$548,346 | 25.17% |
| Dislocated Workers | \$2,440,818 | \$2,033,529 | \$656,798 | 32.3% |
| 10% | \$0 | \$0 | \$0 | NA |
| General Fund | \$190,850 | \$187,986 | \$187,986 | 100% |

Table C

| Statewide Aggregate | | Quarter Ending: June 30, 2009 | | |
|------------------------------------|-----------|-------------------------------|---------------------------|-----------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 2,634,582 | 2,440,818 | 190,850 | 5,266,250 |
| Salaries and Benefits | 1,060,982 | 891,000 | 0 | 1,951,982 |
| Equipment/Maintenance | 13,860 | 7,627 | 0 | 21,487 |
| Supplies/Materials | 25,302 | 16,048 | 0 | 41,350 |
| Rent | 142,228 | 115,045 | 0 | 257,273 |
| Utilities | 2,189 | 2,869 | 0 | 5,058 |
| Telephone/Communication | 23,932 | 19,185 | 0 | 43,117 |
| Postage | 1,735 | 2,132 | 0 | 3,867 |
| Travel | 15,819 | 7,779 | 0 | 23,598 |
| Other, Miscellaneous | 344,578 | 315,046 | 0 | 659,624 |
| All Other Sub-total: | 569,643 | 485,731 | 0 | 1,055,374 |
| Training Account/Tuition | 371,586 | 488,952 | 163,911 | 1,024,449 |
| On-The-Job Training | 6,371 | 12,694 | 24,075 | 43,140 |
| Customized Training | 16,274 | 3,544 | 0 | 19,818 |
| Training Sub-total: | 394,231 | 505,190 | 187,986 | 1,087,407 |
| Clothing | 3,445 | 714 | 0 | 4,159 |
| Medical | 5,770 | 3,484 | 0 | 9,254 |
| Housing | 1,195 | 289 | 0 | 1,484 |
| Transportation | 101,143 | 107,006 | 0 | 208,149 |
| Child Care | 11,112 | 4,224 | 0 | 15,336 |
| Needs Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 31,450 | 35,891 | 0 | 67,341 |
| Support Services Sub-total: | 154,115 | 151,608 | 0 | 305,723 |
| Grand Totals: | 2,178,971 | 2,033,529 | 187,986 | 4,400,486 |
| | | | | |

Table D

| Local Area 1: Aroostook County Action Program Quarter Ending: June 30, 2010 Maine Department of Labor | | | | |
|---|--------------|--------------------------|----------------------------------|--------------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 395,661 | 271,994 | 31,366 | 699,021 |
| Salaries and Benefits | 161,211 | 117,925 | 0 | 279,136 |
| Equipment/Maintenance | 68 | 34 | 0 | 102 |
| Supplies/Materials | 2,572 | 1,822 | 0 | 4,394 |
| Rent | 34,079 | 22,080 | 0 | 56,159 |
| Utilities | 780 | 595 | 0 | 1,375 |
| Telephone/Communication | 11,686 | 7,593 | 0 | 19,279 |
| Postage | 646 | 393 | 0 | 1,039 |
| Travel | 1,413 | 678 | 0 | 2,091 |
| Other, Miscellaneous | 54,949 | 38,842 | 0 | 93,791 |
| All Other Sub-total: | 106,193 | 72,037 | 0 | 178,230 |
| Training Account/Tuition | 76,769 | 49,224 | 31,366 | 157,359 |
| On-The-Job Training | 0 | 1,650 | 0 | 1,650 |
| Customized Training | 0 | 0 | 0 | 0 |
| Training Sub-total: | 76,769 | 50,874 | 31,366 | 159,009 |
| Clothing | 3,005 | 0 | 0 | 3,005 |
| Medical | 1,850 | 246 | 0 | 2,096 |
| Housing | 1,000 | 150 | 0 | 1,150 |
| Transportation | 38,278 | 23,668 | 0 | 61,946 |
| Child Care | 2,329 | 832 | 0 | 3,161 |
| Needs Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 5,026 | 894 | 0 | 5,921 |
| Support Services Sub-total: | 51,488 | 25,790 | 0 | 77,278 |
| Grand Totals: | 395,661 | 266,626 | 31,366 | 693,653 |

Table E

| Local Area 2: Eastern Maine Development Corp Quarter Ending: June 30, 2010 | | | | |
|--|---------|-------------------|---------------------------|-----------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 542,725 | 506,047 | 43,024 | 1,091,796 |
| Salaries and Benefits | 225,559 | 177,457 | 0 | 403,016 |
| Equipment/Maintenance | 1,318 | 1,090 | 0 | 2,408 |
| Supplies/Materials | 10,258 | 1,363 | 0 | 11,621 |
| Rent | 41,179 | 35,293 | 0 | 76,472 |
| Utilities | 0 | 0 | 0 | 0 |
| Telephone/Communication | 783 | 1,009 | 0 | 1,792 |
| Postage | 406 | 387 | 0 | 793 |
| Travel | 4,479 | 1,018 | 0 | 5,497 |
| Other, Miscellaneous | 82,626 | 68,330 | 0 | 150,956 |
| All Other Sub-total: | 141,049 | 108,490 | 0 | 249,539 |
| Training Account/Tuition | 24,954 | 111,535 | 43,024 | 179,513 |
| On-The-Job Training | 0 | 0 | 0 | 0 |
| Customized Training | 0 | 0 | 0 | 0 |
| Training Sub-total: | 24,954 | 111,535 | 43,024 | 179,513 |
| Clothing | 179 | 714 | 0 | 893 |
| Medical | 2,159 | 2,245 | 0 | 4,404 |
| Housing | 0 | 0 | 0 | 0 |
| Transportation | 10,080 | 28,520 | 0 | 38,600 |
| Child Care | 3,540 | 601 | 0 | 4,141 |
| Needs Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 3,510 | 4,205 | 0 | 7,715 |
| Support Services Sub-total: | 19,468 | 36,285 | 0 | 55,753 |
| Grand Totals: | 411,030 | 433,767 | 43,024 | 887,821 |

Table F

| Local Area 3: Western Maine Community Action Quarter Ending: June 30, 2009 Maine Department of Labor | | | | |
|--|--------------|--------------------------|----------------------------------|--------------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 979,014 | 759,207 | 69,220 | 1,807,441 |
| Salaries and Benefits | 411,862 | 293,460 | 0 | 705,322 |
| Equipment/Maintenance | 12,455 | 6,499 | 0 | 18,954 |
| Supplies/Materials | 6,151 | 4,289 | 0 | 10,440 |
| Rent | 31,969 | 12,440 | 0 | 44,409 |
| Utilities | 0 | 0 | 0 | 0 |
| Telephone/Communication | 7,669 | 3,791 | 0 | 11,460 |
| Postage | 287 | 246 | 0 | 533 |
| Travel | 2,538 | 1,203 | 0 | 3,741 |
| Other, Miscellaneous | 119,226 | 111,458 | 0 | 230,684 |
| All Other Sub-total: | 180,295 | 139,926 | 0 | 320,221 |
| Training Account/Tuition | 109,426 | 116,030 | 62,243 | 287,699 |
| On-The-Job Training | 1,204 | 2,786 | 4,113 | 8,103 |
| Customized Training | 16,274 | 3,544 | 0 | 19,818 |
| Training Sub-total: | 126,904 | 122,360 | 66,356 | 315,620 |
| Clothing | 261 | 0 | 0 | 261 |
| Medical | 1,761 | 993 | 0 | 2,754 |
| Housing | 195 | 139 | 0 | 334 |
| Transportation | 52,785 | 54,818 | 0 | 107,603 |
| Child Care | 5,243 | 2,791 | 0 | 8,034 |
| Needs Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 10,671 | 10,944 | 0 | 21,615 |
| Support Services Sub-total: | 70,916 | 69,685 | 0 | 140,601 |
| Grand Totals: | 789,977 | 625,431 | 66,356 | 1,481,764 |

Table G

| Local Area 4: Goodwill Industries of Northern New England | | Quarter Ending: June 30, 2010 | | |
|--|--------------|--------------------------------------|--------------------------------------|--------------|
| | Adult | Dislocated Worker | CareerCenter Funds, Me GF | Total |
| Total One-Year Availability | 717,182 | 903,570 | 47,240 | 1,667,992 |
| Salaries and Benefits | 262,350 | 302,158 | 0 | 564,508 |
| Equipment/Maintenance | 19 | 4 | 0 | 23 |
| Supplies/Materials | 6,321 | 8,574 | 0 | 14,895 |
| Rent | 35,001 | 45,232 | 0 | 80,233 |
| Utilities | 1,409 | 2,274 | 0 | 3,683 |
| Telephone/Communication | 3,794 | 6,792 | 0 | 10,586 |
| Postage | 396 | 1,106 | 0 | 1,502 |
| Travel | 7,389 | 4,880 | 0 | 12,269 |
| Other, Miscellaneous | 87,777 | 96,416 | 0 | 184,193 |
| All Other Sub-total: | 142,106 | 165,278 | 0 | 307,384 |
| Training Account/Tuition | 160,437 | 212,163 | 27,278 | 399,878 |
| On-The-Job Training | 5,167 | 8,258 | 19,962 | 33,387 |
| Customized Training | 0 | 0 | 0 | 0 |
| Training Sub-total: | 165,604 | 220,421 | 47,240 | 433,265 |
| Clothing | 0 | 0 | 0 | 0 |
| Medical | 0 | 0 | 0 | 0 |
| Housing | 0 | 0 | 0 | 0 |
| Transportation | 0 | 0 | 0 | 0 |
| Child Care | 0 | 0 | 0 | 0 |
| Needs Related Payments | 0 | 0 | 0 | 0 |
| All Other Support Services | 12,243 | 19,848 | 0 | 32,091 |
| Support Services Sub-total: | 12,243 | 19,848 | 0 | 32,091 |
| Grand Totals: | 582,303 | 707,705 | 47,240 | 1,337,248 |

Individual Training Accounts

Table H includes a list of eligible institutions and programs that provided education or training to adults and dislocated workers with an Individual Training Account (ITA).

Table H

| Statewide Training Providers July 1, 2009 - June 30, 2010 | | |
|--|-----------------|----|
| TRAINING PROVIDER | LOCATION | |
| A PLUS PET GROOMING INC | GRAY | ME |
| ADULT EDUCATION | AUGUSTA | ME |
| ADULT EDUCATION | SKOWHEGAN | ME |
| AMETHYST TRAINING & CONSULTING | SOUTH GARDINER | ME |
| ANDOVER COLLEGE | LEWISTON | ME |
| ANDOVER COLLEGE | PORTLAND | ME |
| APOLLO GROUP INC | PHEONIX | AZ |
| ARTHUR GARY SCHOOL OF REAL EST | WESTBROOK | ME |
| ASK FOR HOME CARE | SOUTH THOMASTON | ME |
| ASSISTANCE PLUS | FAIRFIELD | ME |
| ASSOCIATED TRAINING SERVICES | SUN PRAIRIE | WI |
| AUGUSTA ELECTRIC JATC | AUGUSTA | ME |
| BACKYARD FARMS | MADISON | ME |
| BANGOR HIGH SCHOOL | BANGOR | ME |
| BANGOR SCHOOL DEPT | BANGOR | ME |
| BARWAQO HALAL STORE | LEWISTON | ME |
| BATH FIRE DEPT | BATH | ME |
| BEAL COLLEGE | BANGOR | ME |
| BIDDEFORD HIGH SCHOOL | BIDDEFORD | ME |
| BIDDEFORD HIGHWAY DEPT | BIDDEFORD | ME |
| BIDDEFORD SCHOOL DEPARTMENT | BIDDEFORD | ME |
| BONNY EAGLE HIGH SCHOOL | STANDISH | ME |
| BRUNSWICK SCHOOL DEPT | BRUNSWICK | ME |
| BUCKSPORT SCHOOL DEPT | BUCKSPORT | ME |
| BURGESS COMPUTER | BATH | ME |
| C S D 10 | READFIELD | ME |
| CAPITOL COMPUTERS INC. | AUGUSTA | ME |
| CAREER CENTER | WILTON | ME |
| CAREER CENTER | PRESQUE ISLE | ME |
| CAREER CENTER | AUGUSTA | ME |
| CAREER CENTER | WATERVILLE | ME |

Statewide Training Providers July 1, 2009 - June 30, 2010

| TRAINING PROVIDER | LOCATION | |
|---------------------------------|----------------|----|
| CAREER CENTER | BANGOR | ME |
| CAREER CENTER | SKOWHEGAN | ME |
| CAREER CENTER | LEWISTON | ME |
| CAREER CENTER | SOUTH PARIS | ME |
| CARIBOU SCHOOL DEPT | CARIBOU | ME |
| CENTRAL MAINE COMMUNITY COLLEGE | AUBURN | ME |
| CENTRAL MAINE MEDICAL CENTER | LEWISTON | ME |
| CENTRAL MAINE MEDICAL FAMILY | LEWISTON | ME |
| CHILD DEVELOPMENT SER OF YORK | ARUNDEL | ME |
| COMMUNITY SERVICES | AUGUSTA | ME |
| COURTLAND REHAB & LIVING CTR | ELLSWORTH | ME |
| DEER ISLE STONINGTON HIGH | DEER ISLE | ME |
| DENTAL CAREERS INSTITUTE | PORTLAND | ME |
| DEVRY INC | EVANSTON | IL |
| DOWNEAST MARITIME INC | FREEDOM | ME |
| EASTERN MAINE COMMUNITY COLLEGE | BANGOR | ME |
| EASTERN MAINE DEVELOPMENT CORP | BANGOR | ME |
| EDWARD LITTLE HIGH SCHOOL | AUBURN | ME |
| ELLSWORTH HIGH SCHOOL | ELLSWORTH | ME |
| ELLSWORTH SCHOOL DEPT | ELLSWORTH | ME |
| FAMILY EAR NOSE & THROAT LLC | KITTERY | ME |
| FIBER MATERIALS INC | BIDDEFORD | ME |
| G HERBERT JEWETT SCHOOL | BUCKSPORT | ME |
| GARY, ARTHUR | PORTLAND | ME |
| GOODWILL INDUSTRIES OF NORTHERN | PORTLAND | ME |
| GORHAM, TOWN OF | GORHAM | ME |
| HABITAT FOR HUMANITY BATH/BRU | BATH | ME |
| HANCOCK COUNTY CO-OP EXTENSION | ELLSWORTH | ME |
| HANCOCK COUNTY TECHNICAL CENTE | ELLSWORTH | ME |
| HEADHUNTER SPA TECH INSTITUTE | SOUTH PORTLAND | ME |
| HEALING SPIRIT HEALTH CARE LLC | INDIAN ISLAND | ME |
| HELPING HANDS | WINSLOW | ME |
| HELPING HANDS TRADE SCHOOL | LEWISTON | ME |
| WINDHAM HIGH SCHOOL | WINDHAM | ME |
| HOULTON SCHOOL DEPARTMENT | HOULTON | ME |

Statewide Training Providers July 1, 2009 - June 30, 2010

| TRAINING PROVIDER | LOCATION | |
|--------------------------------|----------------|----|
| HUSSON COLLEGE | PRESQUE ISLE | ME |
| HUSSON COLLEGE | BANGOR | ME |
| HUSSON COLLEGE | SOUTH PORTLAND | ME |
| INTERCOAST CAREER INSTITUTE | SOUTH PORTLAND | ME |
| KENNEBEC VALLEY COMMUNITY COLL | FAIRFIELD | ME |
| LEWISTON HIGH SCHOOL | LEWISTON | ME |
| LYMAN MORSE BOATBUILDING CO | THOMASTON | ME |
| M S A D 48 | NEWPORT | ME |
| M S A D 61 | BRIDGTON | ME |
| MADAWASKA HIGH SCHOOL | MADAWASKA | ME |
| MADAWASKA SCHOOL DEPARTMENT | MADAWASKA | ME |
| MAINE COMMUNITY COLLEGE SYSTEM | AUGUSTA | ME |
| MAINE CRIMINAL JUSTICE ACADEMY | VASSALBORO | ME |
| MAINE MARITIME ACADEMY | CASTINE | ME |
| MAINE OIL DEALERS ASSOC | BRUNSWICK | ME |
| MAINE OXY ACETYLENE SUPPLY CO | AUBURN | ME |
| MAINE STATE HOUSING AUTHORITY | AUGUSTA | ME |
| MASSABESIC JUNIOR HIGH SCHOOL | EAST WATERBORO | ME |
| MASSABESIC HIGH SCHOOL | WATERBORO | ME |
| MASTERS MACHINE CO | ROUND POND | ME |
| METHOT AGENCY INC, NORMAND M | BIDDEFORD | ME |
| MID COAST CHAPTER | BRUNSWICK | ME |
| MID-ATLANTIC MARITIME ACADEMY | VIRGINIA BEACH | VA |
| MIDCOAST MAINE COMMUNITY ACTIO | BATH | ME |
| MILES LANE SCHOOL | BUCKSPORT | ME |
| MORTON AVENUE SCHOOL | DOVER-FOXCROFT | ME |
| NEW ENGLAND SCHOOL OF METAL WO | AUBURN | ME |
| NOKOMIS REGIONAL HIGH SCHOOL | NEWPORT | ME |
| NORTHEAST TECHNICAL INSTITUTE | SOUTH PORTLAND | ME |
| NORTHEAST TECHNICAL INSTITUTE | SCARBOROUGH | ME |
| NORTHEAST TECHNICAL INSTITUTE | HERMON | ME |
| NORTHEAST TRACTOR TRAILER SCHO | MANCHESTER | NH |
| NORTHERN MAINE COMMUNITY COLLE | PRESQUE ISLE | ME |
| NORTHERN PENOBSCOT TECH. REGIO | LINCOLN | ME |
| OFFICE OF THE SUPERINTENDENT | TURNER | ME |

Statewide Training Providers July 1, 2009 - June 30, 2010

| TRAINING PROVIDER | LOCATION | |
|--------------------------------|-------------------|----|
| OFFICE OF THE SUPERINTENDENT | CARIBOU | ME |
| OFFICE OF THE SUPERINTENDENT | FARMINGTON | ME |
| OFFICE OF THE SUPERINTENDENT | ROCKLAND | ME |
| OFFICE OF THE SUPERINTENDENT | BATH | ME |
| OFFICE OF THE SUPERINTENDENT | NEWPORT | ME |
| OFFICE OF THE SUPERINTENDENT | STACYVILLE | ME |
| OFFICE OF THE SUPERINTENDENT | ELLSWORTH | ME |
| OHI | BREWER | ME |
| OLD ORCHARD BEACH HIGH SCHOOL | OLD ORCHARD BEACH | ME |
| OTIS ELEVATOR CO | WESTBROOK | ME |
| OXFORD HILLS SCHOOL DISTRICT | OXFORD | ME |
| OXFORD HILLS TECHNICAL SCHOOL | NORWAY | ME |
| PIERRE'S SCHOOL OF COSMETOLOGY | WATERVILLE | ME |
| PISCATAQUIS VALLEY ADULT EDUCA | DOVER FOXCROFT | ME |
| PORTLAND HALL | PORTLAND | ME |
| PORTLAND HIGH SCHOOL | PORTLAND | ME |
| PORTLAND SCHOOL DEPARTMENT | PORTLAND | ME |
| PRODRIVE DRIVER DEVELOPMENT SV | PORTLAND | ME |
| REGION 8 COOP BOARD FOR VOC ED | ROCKLAND | ME |
| REGIONAL SCHOOL UNIT 14 | WINDHAM | ME |
| ROBINSON OIL CO INC, A E | DOVER-FOXCROFT | ME |
| RSU 24 | ELLSWORTH | ME |
| S A D 27 | FORT KENT | ME |
| S A D 29 | HOULTON | ME |
| S A D 49 | FAIRFIELD | ME |
| S A D 5 | ROCKLAND | ME |
| S A D 57 | WATERBORO | ME |
| S A D 61 | NAPLES | ME |
| S A D 68 | DOVER FOXCROFT | ME |
| SACO RIVER ASSOCIATES | BIDDEFORD | ME |
| SACO RIVER SENIOR SERVICES | WATERBORO | ME |
| SAD 1 | PRESQUE ISLE | ME |
| SANFORD HIGH SCHOOL | SANFORD | ME |
| SANFORD HIGHWAY DEPT | SANFORD | ME |
| SANFORD SCHOOL DEPT | SANFOR | ME |

Statewide Training Providers July 1, 2009 - June 30, 2010

| TRAINING PROVIDER | LOCATION | |
|--------------------------------|----------------|----|
| SCHOOL OF APPLIED TECHNOLOGY | MEXICO | ME |
| SEBASTICOOK VALLEY COMMUNITY C | NEWPORT | ME |
| SEBASTICOOK VALLEY HEALTH CARE | PITTSFIELD | ME |
| SEBASTICOOK VALLEY HOSPITAL AS | PITTSFIELD | ME |
| SEBASTICOOK VALLEY MIDDLE SCHO | NEWPORT | ME |
| SHAMROCK LEASING LLC | PORTAGE | ME |
| SKIN KLINIC AND DAY SPA | ROCKLAND | ME |
| SKOWHEGAN DRIVING SCHOOL INC | SKOWHEGAN | ME |
| SO PENOBSCOT CNTY VOC REG NO 4 | BANGOR | ME |
| SODEXHO OPERATIONS LLC | SOUTH PORTLAND | ME |
| SOUTHERN KENNEBEC CHILD DEVELO | FARMINGDALE | ME |
| SOUTHERN MAINE COMMUNITY COLLE | SOUTH PORTLAND | ME |
| SOUTHERN MAINE EMS COUNCIL INC | SOUTH PORTLAND | ME |
| ST JOSEPH COLLEGE | STANDISH | ME |
| ST JOSEPHS COLLEGE OF MAINE | STANDISH | ME |
| SUMNER MEMORIAL HIGH SCHOOL | SULLIVAN | ME |
| SUPERINTENDENT OF SCHOOLS | FORT KENT | ME |
| SUPERINTENDENT OF SCHOOLS | DOVER-FOXCROFT | ME |
| SUPERINTENDENT OF SCHOOLS | WELLS | ME |
| SUPERINTENDENT OF SCHOOLS | WINTHROP | ME |
| SYSTEM OFFICE | AUGUSTA | ME |
| THE UNIVERSITY OF MAINE | ORONO | ME |
| TOPSHAM SCHOOLS | TOPSHAM | ME |
| TRAINING & DEVELOP CORP. | BANGOR | ME |
| TRAINING & DEVELOP CORP | DOVER-FOXCROFT | ME |
| TRANSCRIPTION ASSOCIATES | BANGOR | ME |
| TRANSCRIPTION ASSOCIATES INC | BRUNSWICK | ME |
| UMO | ORONO | ME |
| UNITED TECHNOLOGIES CENTER | BANGOR | ME |
| UNIVERSITY COLLEGE OF BANGOR | BANGOR | ME |
| UNIVERSITY OF MAINE AUGUSTA | AUGUSTA | ME |
| UNIVERSITY OF MAINE COOPERATIV | ORONO | ME |
| UNIVERSITY OF MAINE SYSTEM | GORHAM | ME |
| UNIVERSITY OF MAINE SYSTEM | LEWISTON | ME |
| UNIVERSITY OF MAINE SYSTEM | PORTLAND | ME |

Statewide Training Providers July 1, 2009 - June 30, 2010

| TRAINING PROVIDER | LOCATION | |
|--------------------------------|----------------|----|
| UNIVERSITY OF MAINE SYSTEM | BATH | ME |
| UNIVERSITY OF MAINE SYSTEM | BANGOR | ME |
| UNIVERSITY OF MAINE SYSTEM | FORT KENT | ME |
| UNIVERSITY OF MAINE SYSTEM | PRESQUE ISLE | ME |
| UNIVERSITY OF MAINE SYSTEM | MACHIAS | ME |
| UNIVERSITY OF MAINE SYSTEM | FARMINGTON | ME |
| UNIVERSITY OF MAINE SYSTEM | ORONO | ME |
| UNIVERSITY OF NEW ENGLAND | PORTLAND | ME |
| UNIVERSITY OF NEW ENGLAND | BIDDEFORD | ME |
| UNIVERSITY OF NEW ENGLAND FOOD | PORTLAND | ME |
| VOC EDUC REGION III | LINCOLN | ME |
| VOCATIONAL REGION 8 | ROCKLAND | ME |
| VTECH EDUCATION CENTER | SOUTH PORTLAND | ME |
| WALDO COUNTY TECHNICAL CENTER | WALDO | ME |
| WASHINGTON COUNTY COMMUNITY CO | CALAIS | ME |
| WASHINGTON CTY. COOPERATIVE EX | MACHIAS | ME |
| WELLS COMMON CONCESSIONS | ORONO | ME |
| WESTRUM HOUSE/TOPSHAM VOANNE | TOPSHAM | ME |
| WINDHAM SCHOOL DEPT | WINDHAM | ME |
| WINDHAM, TOWN OF | WINDHAM | ME |
| WISCASSET HIGH SCHOOL | WISCASSET | ME |
| WISCASSET MIDDLE SCHOOL | WISCASSET | ME |
| WISCASSET SCHOOL DEPT | WISCASSET | ME |
| WOMEN UNLIMITED | AUGUSTA | ME |
| YORK COUNTY COMMUNITY ACTION | SANFORD | ME |
| YORK COUNTY COMMUNITY COLLEGE | WELLS | ME |

Glossary

Aroostook County Action Program (ACAP): the entity providing WIA services in Aroostook County.

Benefits: refers to adults and includes dislocated workers who receive Social Security or other pension or medical benefits.

Core Services: "self-directed" or "staff-assisted" services proved by CareerCenters.

Self-directed services are provided free of charge to everyone on a universal access basis. No registration is required. The services are specified in the Workforce Investment Act and include orientation to the CareerCenter, initial assessment, access to labor market information, Internet browsing, workshops and job clubs, and eligibility certification.

Staff-assisted services require customer registration and include staff assisted job search and placement assistance, career counseling, staff assisted job referrals (such as testing and background checks), staff assisted job development, staff assisted workshops and job clubs, and follow-up services, including counseling regarding the workplace.

Customized Training: training that is designed to meet the special requirements of an employer who commits to employ the individual upon completion of the training for which the employer pays at least 50% of the cost of the training. It differs from on-the-job training in that it includes a combination of classroom instruction with on-the-job training. The classroom instruction may be provided at a school or on-site with an employer.

Eastern Maine Development Corporation (EMDC): the entity that provides WIA services in Hancock, Penobscot, and Piscataquis counties.

Exit: a customer who has left WIA funded services and activities.

Follow-up Services: available to registered participants who are placed in unsubsidized employment for a minimum of 12 months after employment begins, regardless of the level of service received at the time of placement. Studies have shown that programs which have a strong job placement component combined with follow-up services help increase the earnings, retention rate, and career progress of participants.

Adult and dislocated worker follow-up services are the same services identified as Core Services, including counseling regarding the workplace. Supportive services are not included in follow-up services.

Youth follow-up services include leadership development; regular contact with the youth's employer — including assistance in addressing work-related problems that arise; assistance in securing better paying jobs; career development and further education; work-related peer support groups; adult mentoring; and tracking the progress of youth in employment after training. Supportive services are included in this activity.

Goodwill Industries of Northern New England (GWINNE): the entity that provides WIA services in Cumberland, York, Knox, Waldo, Lincoln and Sagadahoc counties.

Health Insurance: refers to adults and dislocated workers who have at least partial medical coverage.

Intensive Services: are employment and training activities geared to eligible adults and dislocated workers who either are unable to find and retain a job using Core Services, or have acquired and retained employment but whose earnings do not provide a livable wage. Services include comprehensive and specialized assessment, full development of an individual employment plan, group and individual counseling and career planning, case management, and short-term pre-vocational services.

Local Area: the geographic unit within which WIA programs are organized and provided. Maine has four local areas each governed by a local board:

Aroostook-Washington, encompassing Aroostook County Action Program (ACAP) and MDOL (for Washington County)

Tri-County area in which Eastern Maine Development Corporation (EMDC) operates programs in Piscataquis, Penobscot and Hancock counties

Central/Western Maine area where Western Maine Community Action (WMCA) operates programs in Franklin, Oxford and Androscoggin counties, and MDOL operates them in Kennebec and Somerset counties

Coastal Counties area in which Goodwill Industries of Northern New England (GWINNE) runs the programs in Cumberland, York, Knox, Lincoln, Sagadahoc and Waldo counties.

Maine Department of Labor (MDOL): the WIA administrative agency on behalf of the state, and is also a direct service provider in Washington, Somerset and Kennebec counties.

On-the-Job Training: training by an employer that is provided to a paid participant while engaged in productive work.

Service Provider: Five organizations deliver WIA programs in Maine: ACAP, MDOL, EMDC, Goodwill and WMCA.

Supportive Services: services such as transportation, childcare, dependent care, housing, and needs-related payments necessary to enable the individual to participate in the activities authorized under WIA.

Training Account/Tuition: a "voucher," called an "Individual Training Account" (ITA), established on behalf of a WIA eligible registrant in response to specific goals identified on the Employment Development Plan. In consultation with the case manager and up to the limits specified, the individual may purchase training from a list of eligible providers.

Training Provider List: an inventory of entities which are eligible under MDOL guidelines to provide WIA-funded occupational skills training.

Training Services: services which may be made available to employed and unemployed adults and dislocated workers meeting eligibility requirements and focus on occupational skills training.

Average Wage of Those Exiting: an average dollar amount for those who have left the program during a specified period. The data is gathered through self-declaration.

Western Maine Community Action (WMCA): the entity providing WIA services in Androscoggin, Franklin, and Oxford counties.