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2012 Annual Report of the



# Competitive Skills Scholarship Program

January 2013

Submitted by

Jeanne S. Paquette, Commissioner

Maine Department of Labor



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**2012 Report**  
**of the**  
**Competitive Skills Scholarship Program**

Transmitted to:

Joint Standing Committee on Labor, Commerce, Research and Economic Development

By:

Jeanne S. Paquette, Commissioner

Maine Department of Labor

January 2013

As Required by 26 MRSA §2033(10)

# Introduction

This report is being provided as required by the law establishing the Competitive Skills Scholarship Program (CSSP) and instructing the Maine Department of Labor (Department) to report on the status of the program and on any data that is collected to evaluate the program.<sup>1</sup>

The start of CSSP in April 2008 came at a time in Maine as the effects of the national economic downturn began to impact employment levels.<sup>2</sup> It was an economic downturn that lasted longer than any of the previous four recessions.<sup>3</sup> In Maine, employment declined further and longer than in previous recessions, its effects lingering long after its officially declared end in June 2009. Many displaced workers continue to face significant reemployment challenges and CSSP is providing an opportunity for them to train for good paying jobs that are in demand and graduate with skills needed by Maine employers. As growth picks up, this training is more important than ever to align workers with the needs of Maine employers.

CSSP concluded its fifth year. This report offers current findings from the 2012 program year: how participant career choices match up with Maine's economic needs; education and training profile and investments; program outcomes; participants' projected earnings; how graduates fared in the contracted economy and participant demographics. This data helps drive continuous program improvement providing insight into how to best help low wage workers forge well-paying career paths while meeting Maine's demand for skilled workers.

## Background

The primary goal of the Competitive Skills Scholarship Program is to provide eligible individuals with access to postsecondary education, training for industry recognized credentials and support leading to skilled, well-compensated jobs with anticipated high employment demand. CSSP was established with bipartisan support by the Maine Legislature in 2007 and provides support to adults with income below 200 percent of the federal poverty level and is financed by the state Competitive Skills Scholarship Fund.<sup>4</sup> The Fund is financed by contributions from employers, the cost of which is offset from their unemployment insurance (UI) taxes. Targeted outcomes from the program include: improvement of the economic well-being of participants; decreased reliance on financial support from public funds; and a workforce trained to meet employer demand.

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1 26 MRSA §2033(10).

2 Dana Evans, "The Maine Labor Market: Trends and Issues" (Center for Workforce Research and Information, Maine Department of Labor, September 2009) (<http://www.maine.gov/labor/lmis/pubs.html>) 23 Jan. 2010.

3 Center for Workforce Research and Information, Maine Department of Labor, "Tracking the Recession" (<http://www.maine.gov/labor/lmis/recession.html>) 23 Jan. 2010.

4 Public Law 2007, ch. 352.

## Skills Needed in Maine's Economy Gained by CSSP Enrollees

The employment outlook from 2010 and 2020 is for 5.5 percent job growth and the continuation of a structural shift from production-related industries to service-providing industries. Net job growth is expected to be concentrated in education and health services and in professional and business services. During this period, all occupational categories except production occupations are expected to experience a net increase in jobs. Most new jobs and the fastest growth rates are expected to occur in professional and related occupations and service occupations.

Occupational groups expected to grow at the fastest rates are: healthcare practitioners and technicians (19%), personal care and service (14 percent), healthcare support (13%), computer and mathematical (10 percent), and life, physical and social sciences (10%). Occupations expected to gain the most net jobs are: healthcare practitioners and technicians (7,726 jobs), food preparation and serving (3,615 jobs), sales and related (3,532 jobs), personal care and service (3,339 jobs) and healthcare support (3,243 jobs).

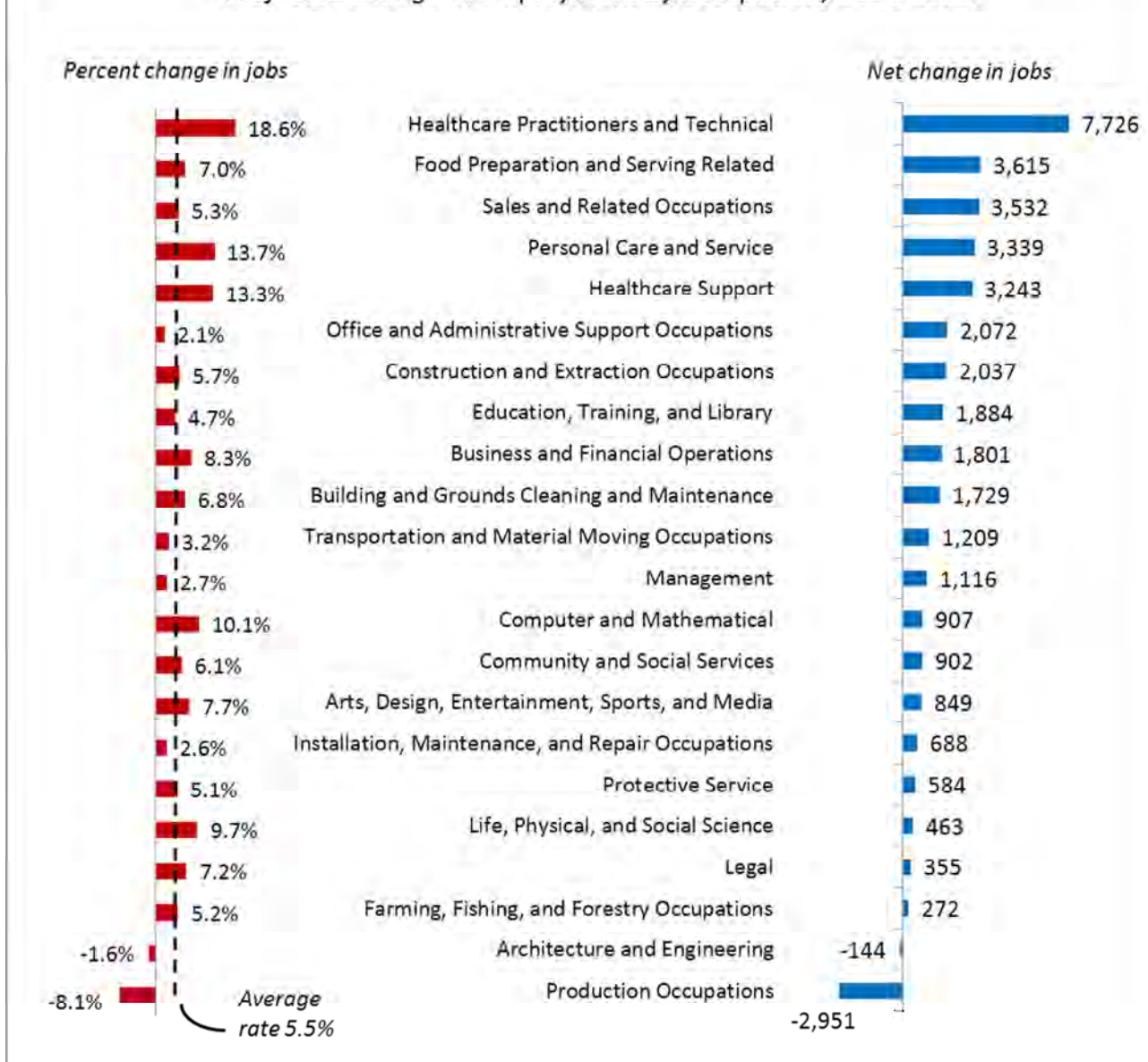
More than half of net job growth will occur in jobs requiring a high-school diploma or less. In this category are occupations with low skill requirements for entry but also many occupations that require substantial on-the-job training, work experience, apprenticeship or other qualification. Plumbers/pipefitters/steamfitters and computer-controlled machine tool operators are two examples of occupations with the usual education requirement of a high school diploma or less, but with substantial training required for entry.

Faster growth is expected to occur in occupations that usually require some form of post-secondary training or education. Among occupations identified as high-wage and in-demand, about half of anticipated annual openings are among occupations requiring post-secondary training or education.

The following employment projections represent the foundation for establishing the high wage in demand occupations under CSSP.

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## Projected change in employment by occupation, 2010-2020



## Maine's Workforce Needs and Career Choice

Economic self-sufficiency and meeting employers' needs for skilled labor are the desired outcomes of the CSSP program. Participants must be enrolled in training for employment in occupations that are identified by the Department as high wage/in demand (HWID) occupations in Maine and will result in a post-secondary certificate, degree or industry recognized credentials. Occupations on the 2012 HWID list had an average wage above the median (\$15.01 per hour/\$31,221 per year) and were projected by the Department's Center for Workforce and Research Information (CWRI) to be in demand in Maine.

The HWID list is reviewed by the State Workforce Investment Board and approved by the Commissioner of Labor. Training for occupations not on the HWID list are not eligible for funding through the CSSP program. Although these criteria help assure that CSSP is meeting the needs of Maine's employers, further comparison of

CSSP participants' occupational choices with job demand is helpful. The choice of an occupational goal by participants involves many factors, including the education and training programs being offered in their area, how much time they feel they can devote to the effort, and their individual skills and interests. It is, therefore, worthwhile to analyze the extent to which the career choices of CSSP participants reflect the job market.

The following chart compares the most frequently chosen occupations of CSSP participants to date, with projected job growth and job openings in those occupations in Maine. In some occupations (for example, transportation and material moving occupations) projected growth of the occupation may be small, while projected annual job openings are large. This reflects the extent to which people are expected to leave or retire from the occupation, creating a significant demand for replacement workers. Thus, CSSP participants are preparing to meet the needs of both growing industries and industries that need newly trained replacement workers.

## Top Eight Occupations Chosen By CSSP Trainees

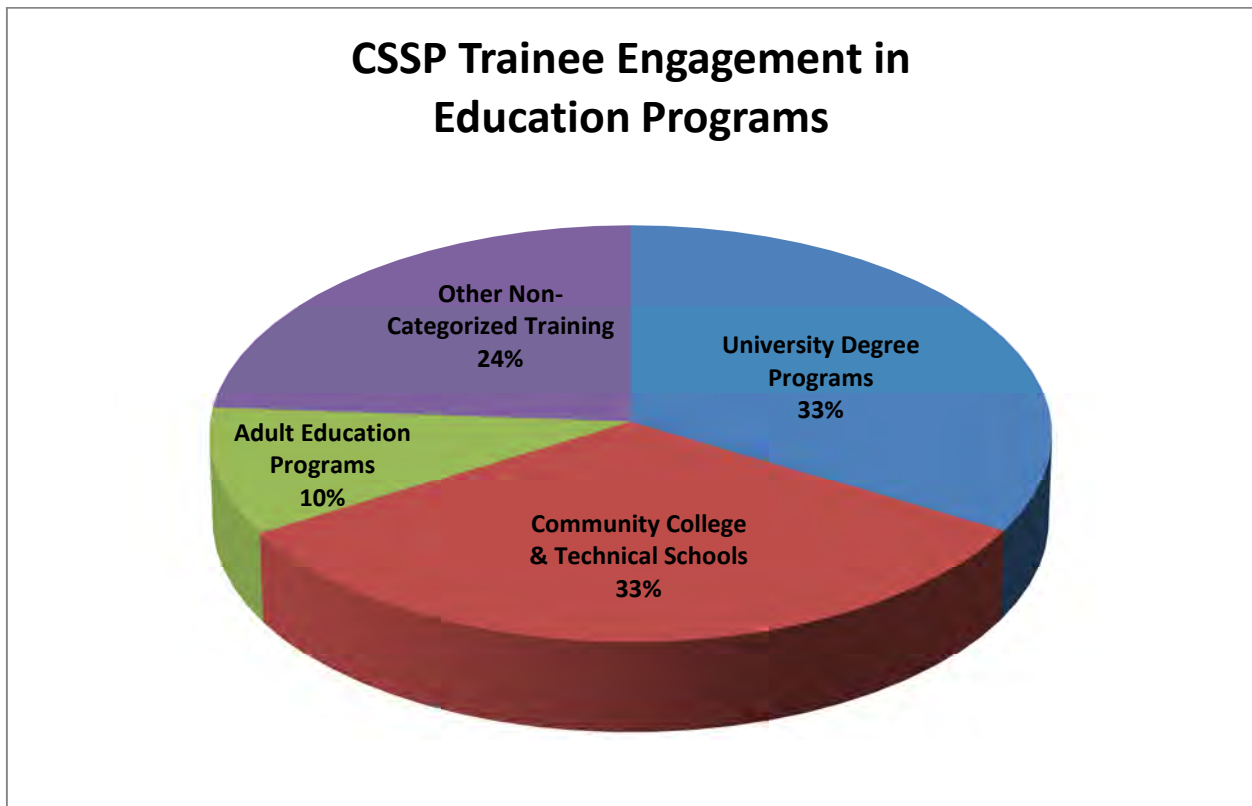
| Occupational Classification                        | Number of CSSP Trainees Enrolled | Percent of Total | Projected % of Job Growth 2010-2020 | Projected Avg. Annual Openings 2010-2020 |
|--|----------------------------------|------------------|-------------------------------------|--|
| Healthcare Practitioners and Technical Occupations | 181                              | 21.27%           | 18.6%                               | 1,587                                    |
| Community and Social Services Occupations          | 94                               | 11.05%           | 6.1%                                | 407                                      |
| Management Occupations                             | 86                               | 10.11%           | 2.7%                                | 1,051                                    |
| Healthcare Support Occupations                     | 57                               | 6.70%            | 13.3%                               | 664                                      |
| Education, Training, and Library Occupations       | 40                               | 4.70%            | 4.7%                                | 1,111                                    |
| Transportation and Material Moving Occupations     | 37                               | 4.35%            | 3.2%                                | 1,061                                    |
| Computer and Mathematical Occupations              | 30                               | 3.53%            | 10.1%                               | 274                                      |
| Office and Administrative Support Occupations      | 26                               | 3.06%            | 2.1%                                | 2,538                                    |
| <b>Totals</b>                                      | <b>551</b>                       | <b>64.75%</b>    | <b>n/a</b>                          | <b>8,693</b>                             |



The distribution of career choices as reflected in the above chart indicates that the job market is, in fact, a driving factor in CSSP participant choices. Of particular note, the popularity of training in health care professions reflects Maine's high projected demand in the industry. (Please note: The chart above shows the top eight major sector groups chosen by participants and reflects total enrollments in each group; it is not to suggest total program enrollments across all sectors.)

## Education and Training Programs

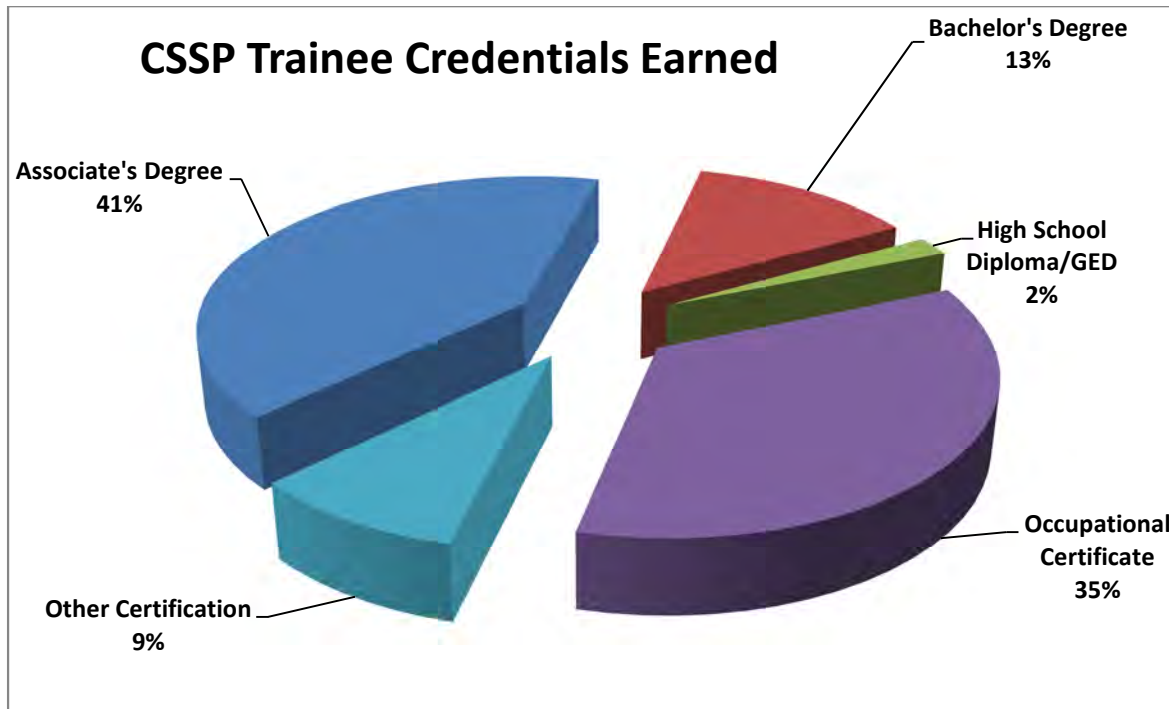
CSSP participants are in a variety of programs ranging from short-term certificate programs to four-year degree programs. Many participants in developmental courses were simultaneously in courses providing credit toward their certificate or degree. Many participants continue to transition from two-year degrees to four-year degrees. As of December 31, 2012, 851 trainees enrolled in CSSP have started 987 educational programs to advance their skills and credentials for high wage high demand occupations.



- 97 (9.83%) were enrolled in developmental courses and/or certificate programs offered through the adult education system.
- 161 (23.91%) individuals were supported through CSSP to engage in non-categorized training which includes a combination of work-ready skill training offered through the CareerCenters and short-term certificate programs offered through approved educational institutions.
- 323 (32.73%) were enrolled in training offered through the community college system and technical colleges; with 78% of those individuals pursuing two year certificate programs.
- 331 (33.54%) were enrolled in two and four year college degree programs; with 70% (232) trainees pursuing four year degrees.

# CSSP Participants Status after Training and Education

Of 851 trainees enrolled in CSSP, 503 have exited and are no longer receiving funding from the program, leaving a total of 348 individuals enrolled as of December 31, 2012. Program completion must result in a post-secondary certificate, degree or credential that is recognized by the trade or industry. Of the exited trainees, 202 individuals successfully advanced their credentials, earning 222 certificates and/or degrees from a broad spectrum of approved training institutions.



## Employment and Earnings – Are Participants Better Off After Training

It is expected that on average, successful completers of the program will more than double their earnings, bolstering job retention based on their marketability as well as instilling self-confidence and self-esteem. In addition, most could expect health coverage and other benefits in their new occupation at a level never experienced before. The assertion that successful trainees will more than double their wages is well supported by reviewing the data of exited CSSP trainees. Two-hundred-fifty-three trainees entered employment upon exit from CSSP and another 40 entered employment in the first quarter after exit. The entered employment rate to date is 58 percent and 65 percent when exit exceptions are excluded in the calculation.

The average wage in the second and third quarters of trainees who, when exited from CSSP, entered employment between 2008 and 2012, was \$12,151.28. Projected to one year, this yearly post-program average wage equals \$24,306.56 for this sub-set of individuals - a 47 percent increase in yearly wage (\$12,928.50) at entry to CSSP.

Individuals who successfully complete their CSSP training program and enter training-related employment earn an average \$14.48 an hour. Comparatively, individuals who either do not complete their CSSP training program or enter employment not related to their training earn an average of \$11.29 per hour in wages, a difference of \$3.19 an hour or potentially \$6,635 a year if placed in a 40 hour per week job.

## WAGES EARNED DURING THE FIRST THREE QUARTERS AFTER EXIT FROM CSSP

|   | Individuals Earning Wages | Total Wages For Quarter | Average Quarterly Wage Earnings |
|---|---------------------------|-------------------------|---------------------------------|
| 1 <sup>st</sup> Quarter Wages                                   | 293                       | \$1,589,509             | \$5,425                         |
| 2 <sup>nd</sup> Quarter Wages                                   | 257                       | \$1,404,667             | \$5,466                         |
| 3 <sup>rd</sup> Quarter Wages                                   | 223                       | \$1,312,747             | \$5,887                         |
| Total Wages Quarters 1 <sup>st</sup> – 3 <sup>rd</sup> Quarters | 258                       | \$4,306,923             | \$5,593                         |

Between 2008 and December 31, 2012, a total of 503 individual trainees exited the CSSP program. Of those who exited, 293 (58%) exited to employment in the first quarter, averaging \$5,425 in wages or a total of \$1,589,509 in wages during that time.

During the subsequent 2 quarters, CSSP participants show a continued increase in average quarterly wage earnings even though the total wages earned for the quarter goes down during the second and third quarters. This is because all wage data is not yet available for all participants, particularly for the 156 or 31% who exited in 2012. As additional wage data is finalized, total and average quarterly earnings is expected to increase.

### Occupations Reported at Exit

The following chart shows 27 different job titles representing 159 individual participants. Occupations with less than three are not included in this depiction. Wage data represents the average wage and the lowest and highest ranges of pay for the number of participants in each position. Job titles and hourly wage data provided are reported by the trainee at the time of exit from CSSP.

| occupation reported by trainee at time of exit from CSSP<br>occupations with 3 or more trainees shown | number of people in occupation placed in employment | Average Wage | low range of pay at entry | high range of pay at entry |
|---|---|--------------|---------------------------|----------------------------|
| Registered Nurse  | 27  | \$21.62      | \$15.00                   | \$30.00                    |
| Tractor Trailer Truck Driver  | 21  | \$11.88      | \$8.75                    | \$20.00                    |
| Medical Assistant   | 9   | \$12.05      | \$8.25                    | \$14.75                    |
| First-Line Supervisor or Manager of Food Preparation  | 8   | \$18.94      | \$10.00                   | \$31.50                    |
| Mental Health Counselor   | 7   | \$13.39      | \$11.00                   | \$16.50                    |
| Nursing Aide, Orderly, and Attendant  | 7   | \$10.78      | \$9.14                    | \$13.25                    |
| Cashier   | 5   | \$8.31       | \$7.50                    | \$9.54                     |
| Computer Controlled Machine Tool Operator   | 5   | \$14.02      | \$11.18                   | \$19.00                    |
| Medical Secretary   | 5   | \$12.35      | \$10.45                   | \$15.00                    |
| Respiratory Therapy Technician  | 5   | \$19.66      | \$17.12                   | \$21.66                    |
| Retail Salesperson  | 5   | \$8.85       | \$8.00                    | \$10.00                    |
| Computer Support Specialist   | 4   | \$14.28      | \$12.00                   | \$15.10                    |
| Customer Service Representatives  | 4   | \$11.97      | \$10.00                   | \$15.87                    |
| Licensed Practical and Licensed Vocational Nurse  | 4   | \$16.43      | \$12.00                   | \$20.00                    |
| Maintenance and Repair Worker, General  | 4   | \$11.86      | \$8.00                    | \$18.48                    |
| Personal and Home Care Aide   | 4   | \$9.00       | \$8.25                    | \$10.25                    |
| Radiologic Technician   | 4   | \$17.58      | \$10.00                   | \$22.20                    |

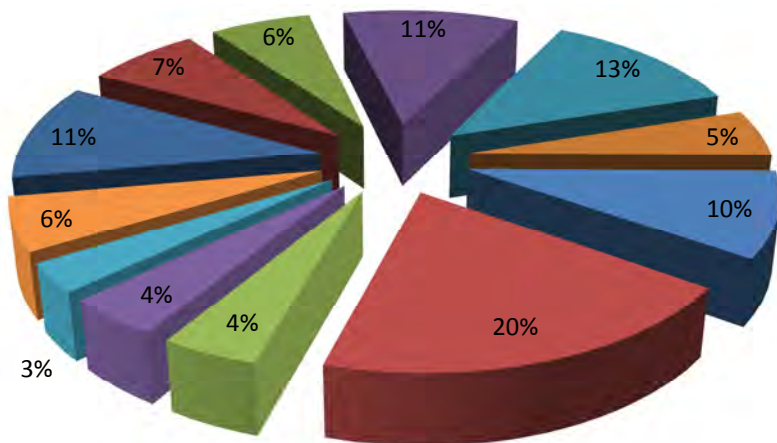
|   |   |         |         |         |
|---|---|---------|---------|---------|
| Waiter and Waitress                                 | 4 | \$9.84  | \$7.50  | \$15.35 |
| Elementary School Teacher, Except Special Education | 3 | \$21.24 | \$14.42 | \$25.60 |
| Helper--Electrician                                 | 3 | \$12.00 | \$10.00 | \$14.00 |
| Laborer and Freight, Stock, and Material Mover      | 3 | \$9.33  | \$8.50  | \$11.00 |
| Office and Administrative Support Worker            | 3 | \$13.68 | \$12.00 | \$15.03 |
| Office Clerk, General                               | 3 | \$12.10 | \$10.76 | \$13.55 |
| Physical Therapist Assistant                        | 3 | \$18.33 | \$12.00 | \$22.00 |
| Receptionist and Information Clerk                  | 3 | \$9.43  | \$8.50  | \$10.00 |
| Teacher Assistant                                   | 3 | \$12.72 | \$10.00 | \$14.66 |
| Telemarketer  | 3 | \$11.49 | \$9.96  | \$14.00 |

### Sector Occupations

The following chart represents the number of participants in each of 12 employment sectors listed. Sector distribution is consistent with employment projections, participant training outcomes and jobs in demand.

## Occupations Entered by CSSP Participants

- Transportation and Material Moving Occupations - 27
- Production Occupations - 16
- Office and Administrative Support Occupations - 32
- Healthcare Support Occupations - 24
- Food Preparation and Serving-Related Occupations - 11
- Construction and Extraction Occupations - 8
- Sales and Related Occupations - 18
- Other occupations with less than 5 - 28
- Installation, Maintenance, and Repair Occupations - 13
- Healthcare Practitioners and Technical Occupations - 50
- Education, Training, and Library Occupations - 11
- Community and Social Services Occupations - 15

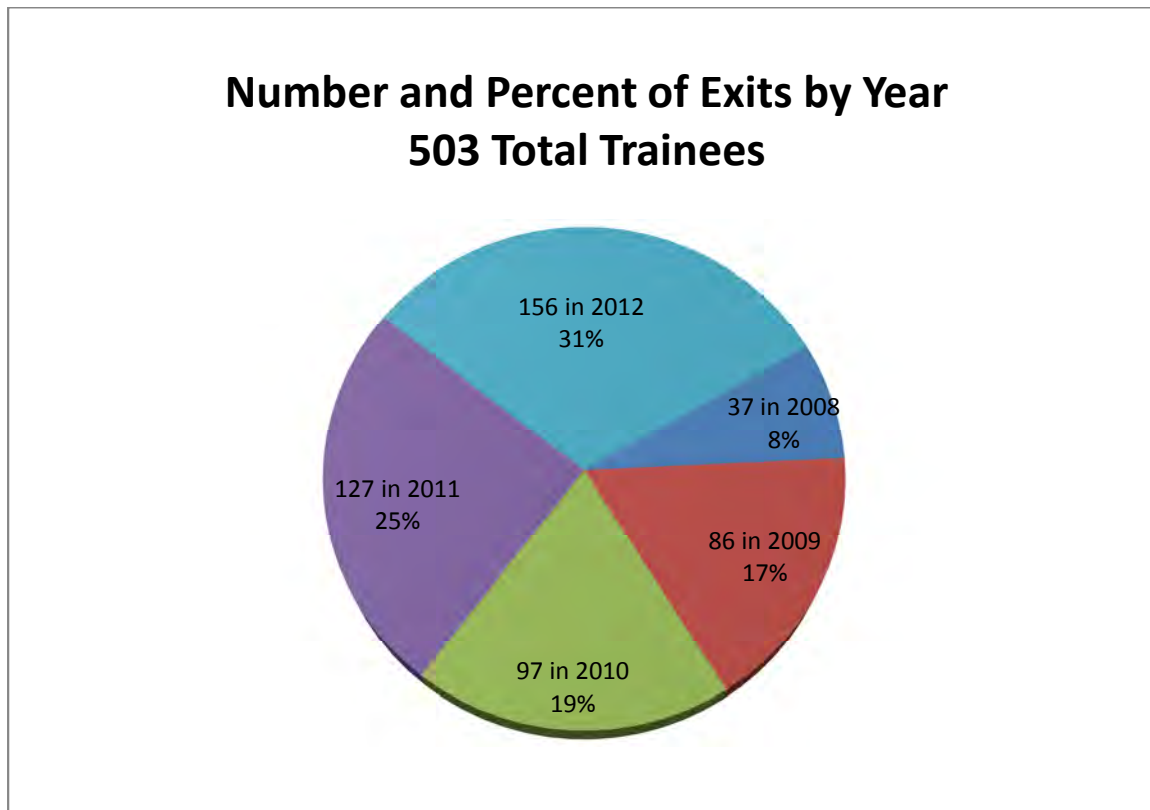


|  |   |
|--|---|
| Other Occupations with less than 5                         |   |
| Protective Service Occupations                             | 4 |
| Personal Care and Service Occupations                      | 4 |
| Management Occupations                                     | 4 |
| Computer and Mathematical Occupations                      | 4 |
| Building and Grounds Cleaning and Maintenance Occupations  | 4 |
| Business and Financial Operations Occupations              | 3 |
| Farming, Fishing, and Forestry Occupations                 | 2 |
| Life, Physical, and Social Science Occupations             | 1 |
| Arts, Design, Entertainment, Sports, and Media Occupations | 1 |
| Architecture and Engineering Occupations                   | 1 |

For a complete list of reported employment job titles and employers, see Appendix A.

### Exits by Program Year

Since 2008, ever-increasing numbers of participants are exiting the program as longer-term training programs come to an end. Between 2008 and 2012, short-term certificate programs and one-and two-year post-secondary degree training represent a significant share (87%) of the exit numbers. Bachelor's degree level completers are expected to make up a larger share of the total exits as four year training programs conclude in the next two years.



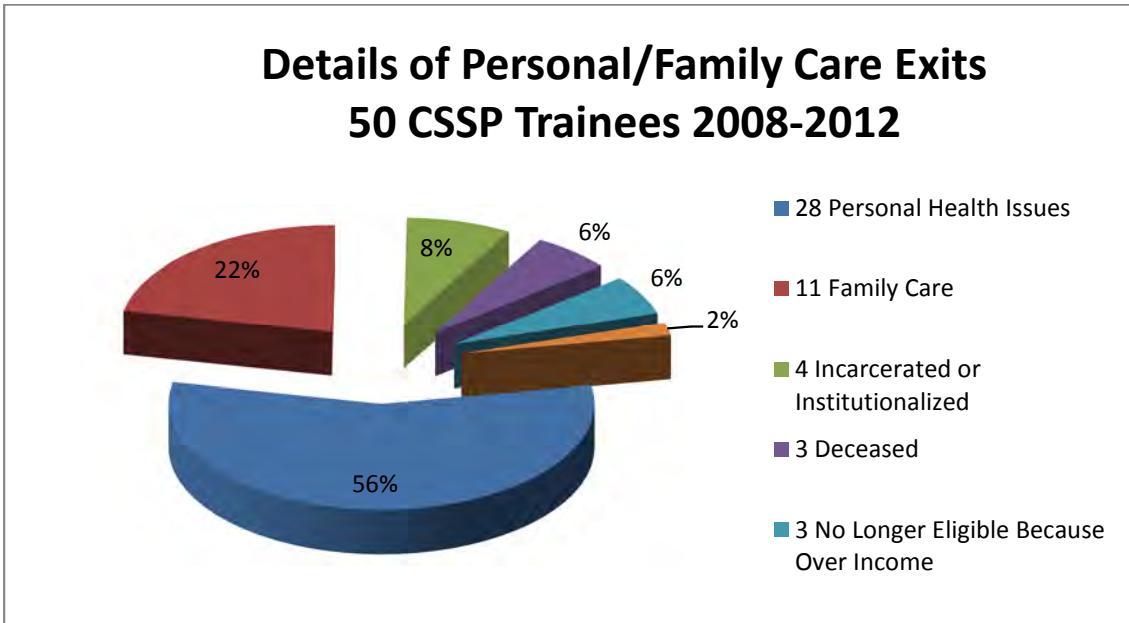
### CSSP Exit Details

The following represents the exit outcomes of participants. Two-hundred-ninety-three participants with wage earnings were reported in the first quarter after exit. Fifty participants exited the program for family or personal reasons and 160 exited the program for undisclosed reasons (including not following through with enrollment in training; not responding to multiple requests for follow-up information and dropping out of training) which we plan to review carefully during the 5 year longitudinal study planned for 2013.



### Exit Exceptions Detail

Review of exit data on 50 participants show separation from the program due to unforeseen or unexpected circumstances. Exceptions are not included in the entered employment denominator due to the nature of the exit. The following depiction represents these exceptions.



### CSSP Exits by County and Wages

The average last reported wage at time of entry to CSSP was \$11.28 per hour, while the average wage at exit from the program for the 253 trainees reported as entered employment at exit was \$13.87 per hour. It is important to note that many individuals reported higher wages at entry than at exit, but many of those individuals were not employed when they began the program due to job loss prior to application. In other words, the job that they lost or no longer had at their time of entry to the program paid more than the job they were trained for and exited to through CSSP.

## CSSP Exits vs. Wages Earned in 1<sup>st</sup> Quarter



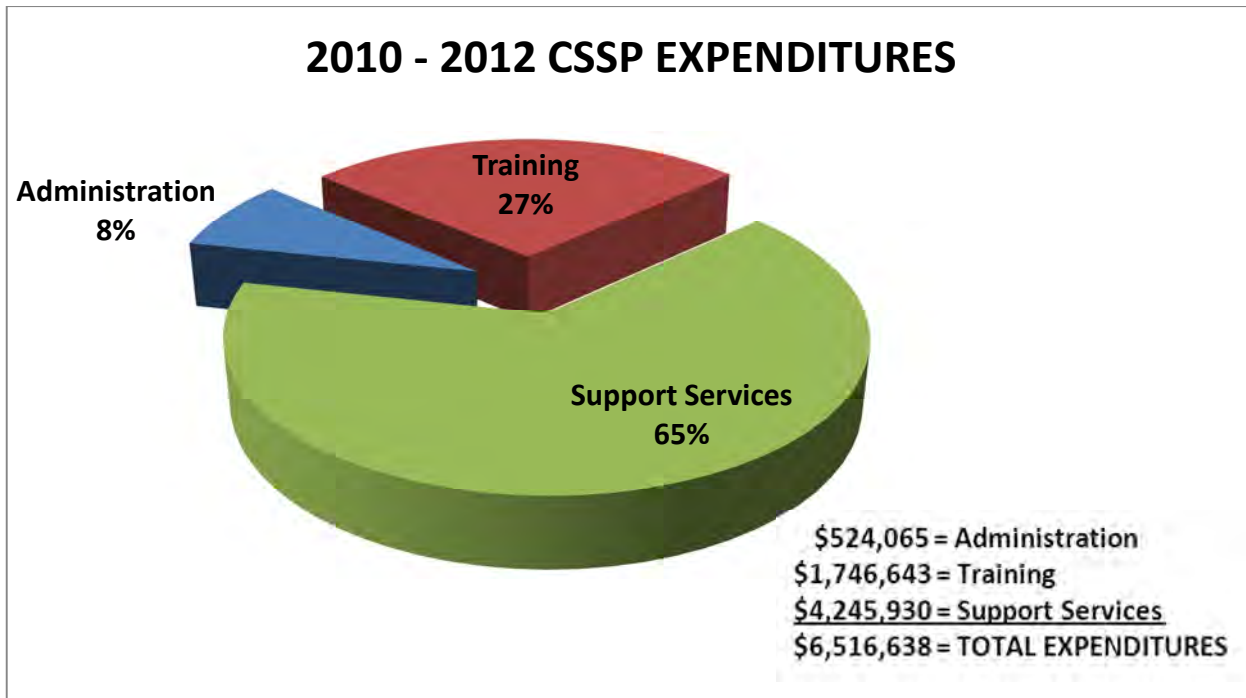
### 503 Individuals Exited 2008 - 2012

| County       | Number of Trainees Exited CSSP | Number of Exiters w/wages 1st Quarter | Percent of Exiters w/wages 1st Quarter |
|--------------|--------------------------------|---------------------------------------|--|
| Androscoggin | 53                             | 24                                    | 45.3%                                  |
| Aroostook    | 54                             | 39                                    | 72.2%                                  |
| Cumberland   | 38                             | 15                                    | 39.5%                                  |
| Franklin     | 15                             | 8                                     | 53.3%                                  |
| Hancock      | 27                             | 11                                    | 40.7%                                  |
| Kennebec     | 62                             | 45                                    | 72.6%                                  |
| Knox         | 7                              | 2                                     | 28.6%                                  |
| Lincoln      | 1                              | 1                                     | 100.0%                                 |
| Oxford       | 23                             | 15                                    | 65.2%                                  |
| Penobscot    | 96                             | 55                                    | 57.3%                                  |
| Piscataquis  | 5                              | 4                                     | 80.0%                                  |
| Sagadahoc    | 6                              | 3                                     | 50.0%                                  |
| Somerset     | 31                             | 22                                    | 71.0%                                  |
| Waldo        | 6                              | 4                                     | 66.7%                                  |
| Washington   | 54                             | 32                                    | 59.3%                                  |
| York         | 25                             | 13                                    | 52.0%                                  |

# CSSP Expenditures – Program and Administration

CSSP assists trainees with essentials such as tuition, fees, books and supplies not otherwise covered by financial aid, as well as assistance with transportation and child care while attending training. A small stipend is available for those trainees with income below 125 percent of the poverty level and reserved for trainees who have either exhausted their unemployment benefits or were determined ineligible for unemployment compensation. The amount of the stipend is determined annually by calculating one-third of the average unemployment benefit. In 2012, 125 percent of the poverty level was \$28,820 for a family of four and the maximum monthly stipend available to eligible CSSP trainees was \$533.

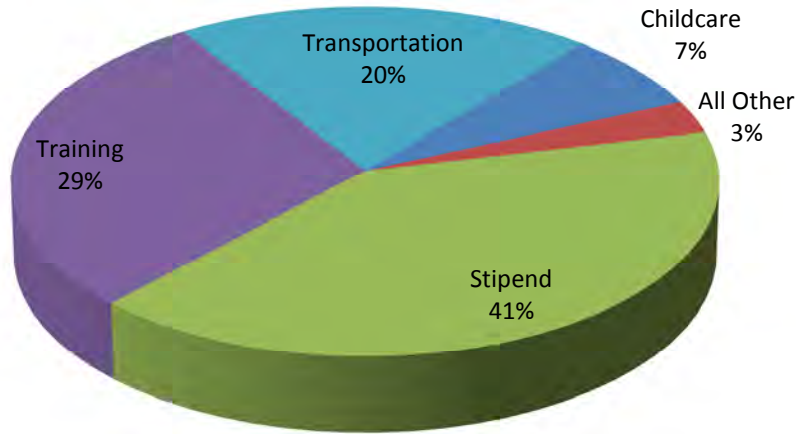
The average annual revenues directed toward the program, including interest, total \$3.1 million. Since 2010, program expenditures have averaged \$2.1 million each year. Revenue balances in 2013 will be used to continue funding existing program participants and to enroll an expanded number of CSSP participants in training. The following chart depicts training, support and administrative expense averages for 2010 to 2012.



Between 2010 and 2012, a total of \$5,992,573 was spent directly on CSSP participants. The majority of expenditures (97%) were related to training costs, income stipends, transportation and childcare expenses incurred by CSSP participants. Other needs supported by CSSP and comprising 3 percent of the total money spent directly on CSSP participants include Internet access necessary for completing coursework, and unanticipated emergency financial needs related to heating oil, housing and medical support.



## CSSP Participant Expenditures 2010-2012



## Collaboration and Leveraged Resources

CSSP program administrators pursue opportunities to collaborate and align available resources within and outside the Maine Department of Labor designed to support CSSP service productivity. Many participants (41%) leverage other resources (such as co-enrollment in WIA funded programs, utilizing federal PELL grants or other available non-federal grants) in combination with CSSP funds to pay for their training. The collaborative effort between the Maine Department of Labor's CSSP program and the Department of Health and Human Services' led to a partnership between the two agencies to assist some of Maine's most financially needy individuals. The Food Supplement Employment and Training (CSSP FSET) program has assisted an additional 119 CSSP FSET trainees and has to date leveraged \$328,874 in resources. Collaborative efforts will be continued in the future to further enhance CSSP service productivity.

## CSSP Administration

The Competitive Skills Scholarship Program is administered through Maine's CareerCenter system, a network of 11 comprehensive Centers located throughout the state. Since launched in 2008, the program has been overwhelmed with applications for a limited number of slots. During the 2012 application period held for two weeks beginning on February 15, CareerCenters received 672 CSSP applications for 150 openings available statewide. Because of high demand, the selection of applicants for the limited number of openings is conducted through a lottery. This helps ensure every applicant has an equal and equitable opportunity for selection. Demand for CSSP services since 2008 to 2012 is represented in the following chart. Since the inception of CSSP, 17 percent of eligible applicants have been accepted into the program.

## Overwhelming Demand CSSP Applications 2008 to 2012

|                            | 2008 - 2009 | 2010 | 2011   | 2012 | 2008-2012 | Totals |
|----------------------------|-------------|------|--------|------|-----------|--------|
| <b>Eligible Applicants</b> | 1,122       | 846  | 2,508* | 672  | 5,148     |        |
| <b>Enrolled Applicants</b> | 474         | 103  | 142    | 132  | 851       |        |
| <b>Percent Accepted</b>    | 42%         | 12%  | 6%     | 20%  | 17%       |        |

\* In 2011 CareerCenters saw an increase in the number of applications for the CSSP program from TANF recipients in response to the 50 CSSP training slots made available through our collaboration with DHHS.

## Program Eligibility

To be eligible for the program, applicants must be at least 18 years of age, have the aptitude to undertake and complete the selected occupation specific training for high demand employment, not possess a marketable post-secondary degree and have income less than 200 percent of the federal poverty level. First and foremost, CSSP eligibility is an income means-based program. Applicants to the program are income eligible when their household income is below 200 percent of the federal poverty guidelines. Each year, updated federal poverty income guidelines are included in the eligibility determination process.

## Distribution of CSSP Openings

CSSP slots are distributed to counties based on the Workforce Investment Act (WIA) fund allocation formula provided to states annually by the U. S. Department of Labor. Applicants are chosen by random selection to fill the predetermined open slots in their region.

# 2012 DISTRIBUTION OF CSSP SLOTS



## 2012 Slots Available by County – Total 150

|              |    |       |             |    |       |
|--------------|----|-------|-------------|----|-------|
| Androscoggin | 12 | 8.0%  | Oxford      | 9  | 6.0%  |
| Aroostook    | 13 | 8.7%  | Piscataquis | 4  | 2.6%  |
| Cumberland   | 19 | 12.7% | Penobscot   | 18 | 12.0% |
| Franklin     | 6  | 4.0%  | Sagadahoc   | 2  | 1.3%  |
| Hancock      | 7  | 4.7%  | Somerset    | 11 | 7.3%  |
| Kennebec     | 12 | 8.0%  | Waldo       | 5  | 3.3%  |
| Knox         | 4  | 2.7%  | Washington  | 9  | 6.0%  |
| Lincoln      | 3  | 2.0%  | York        | 16 | 10.7% |

## Enrollment Trends 2008 to 2012

Since the start of the program, enrollment has grown steadily. Between 2008 and 2012, a total of 851 individuals have been enrolled in CSSP. Currently, there are 348 individuals active in the program.

| CSSP YEARLY ENROLLMENT | 2008 | 2009 | 2010 | 2011 | 2012 | TOTAL       |
|------------------------|------|------|------|------|------|-------------|
| New Enrollees          | 372  | 102  | 103  | 142  | 132  | <b>851</b>  |
| % of total enrollments | 44%  | 12%  | 12%  | 17%  | 15%  | <b>100%</b> |

## Demographics of CSSP Participants

CSSP was intended by the legislature to reach low-income workers who were likely to have a history of receiving unemployment compensation and who need the support of CSSP to succeed in gaining skills for better, more stable career paths. The data indicates that CSSP is reaching this intended population.

A review of data on 851 CSSP participants enrolled since the CSSP was launched in 2008 shows that two-thirds of CSSP participants are female; the average age of CSSP participants is 36.25, ranging from 18 to 73 years of age; the average number of people in a CSSP household is 2.4; and 31 percent of participants are single parents. Of all participants, 65 percent are female and 35 percent male.

In analyzing the income and employment status reported by total participants enrolled as of December 31, 2012, we found the following:

### **Income**

- 68 percent (556) of enrollees had household income below 100% of the poverty level (\$15,130 annually for a household of two), well below the eligibility limit for the program of 200% of the poverty level.
- 32 percent reported wages within the \$7.50 - \$9.99 range.
- 39 percent reported wages within the 10.00 to 14.99 range.

### **Employment Status at Time of Application**

- 31% or 264 were employed and 69% or 587 of participants were unemployed.
- 29% or 250 were receiving unemployment benefits at the time of application.
- 337 (67%) enrolled trainees had either exhausted their unemployment insurance (UI) benefits or were otherwise determined ineligible to receive benefits.
- Of the 250 trainees who were employed at the time of application, the average hourly wage was reported as \$10.89.

## **Conclusion**

The benefits of postsecondary education and training are both tangible and intangible. Employers who are hiring will be more inclined towards the more educated, better trained and more experienced job seekers as they will have the competencies (critical thinking, problem solving and analytic skills, communication and interpersonal skills, collaboration and ability to execute, flexibility and adaptability, information processing, and capacity for change) most important for success – individual and corporate in the twenty-first century (Deprez/Butler, 1/2012).

Financial and social benefits of CSSP are enhanced for low-income adults with a history of low paying, often inconsistent employment. Education better protects workers from losing their jobs during recessions – such as the one we are currently encountering – as economic downturns have the greatest impact on workers with the least education. For adults struggling with a history of low-wage work and unemployment, the education and training that CSSP supports brings a new quality of life and, often, heightened aspirations for their family.

As this report is being written we are preparing to launch the open application period for CSSP 2013, providing the opportunity for more people across Maine's sixteen counties to access training leading to industry-recognized credentials. We know from the huge number of applications for the program since 2008 (5,148 applications received; 851 or 17 percent accepted) that CSSP is in high demand. Analysis of participants' training choices in light of projected job openings indicates that the program is successfully connecting people with training for jobs that are in demand in Maine. Further, it is widely recognized that persons with more education and training have better chances at obtaining good paying jobs, and they possess the marketability to keep those jobs or advance in the profession. Finally, participants themselves have provided important insights into the critical role that CSSP is playing in helping them succeed. CSSP was designed by the Legislature to help participants prepare for high-wage, skilled jobs that are in demand by employers in Maine.

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# Looking Ahead

CSSP will begin its sixth year in operation since it was launched in the spring of 2008. By the end of 2013, we expect that the program will have enrolled more than 1,000 people who aspire to improve their work skills, competitive position in the local labor market and financial stability due to improved earnings. Clearly the demand for this program outweighs capacity. The program is meeting an otherwise unmet need for skilled workers in high-wage, high-growth occupations, helping to fill a gap for Maine businesses. Over the next year and in preparation for the 2013 Annual Report, the Department will conduct a comprehensive longitudinal evaluation of the program design, the service delivery system and the participant experience. Outcomes of the evaluation will focus on continuous improvement recommendations essential to advance an effective and continued investment in workforce and economic development in Maine.

## Individual Success Stories

The individual success stories of CSSP trainees like Kevin Galambos and Renata Lemieux provide insight into how the program positively impacts individual earning abilities.



Kevin enrolled in the Competitive Skills Scholarship Program in May of 2011. He had been laid off from a seasonal job and his work experience was primarily in non-career related seasonal employment. Kevin knew that unless he obtained some type of skills-based credential, he would likely continue to experience seasonal employment options and sessions of unemployment.

When Kevin was accepted into the program, he was enrolled in SMCC's Associate's Degree program in Heating, A/C and Refrigeration and had completed all but his trade specific course work, earning a 3.74 GPA. His training had been

funded with federal loans and grants and he was receiving unemployment benefits. The CSSP scholarship allowed Kevin to continue his training on a full time basis and reduced his anticipated debt through this leveraging of funds.

Without the availability of this scholarship, it is likely that Kevin would have needed to reduce his student status to part time, extending the length of his training and the time needed to obtain his credential.

Kevin graduated from SMCC in May of 2012 with an Associate's Degree in Heating, A/C and Refrigeration. Within three weeks from graduation, Kevin had two job interviews and was offered training related jobs by both companies. He began full-time employment on June 18, 2012, as an HVAC Technician, earning \$17.00 per hour with benefits.

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## Competitive Skills Scholarship Client Letter

Renata Lemieux provided a summary of her CSSP experience in a letter she sent to the Department this past December. Renata writes:

To Whom It May Concern:

I am writing this letter to let you know how invaluable the Competitive Skills Scholarship Program has been to me. Because of the scholarship I have been able to attend Southern Maine Community College full time while working part time. When I applied for the scholarship last February I was due to have my third child within weeks and living in my friend's basement with my other two children. We ended up staying at the Portland Family Shelter for a short amount of time because the only work I could find without my college degree was part time waitressing work and it was not enough to support myself and three children. I never thought I would have the opportunity to go back and finish my degree until I met James and was selected for the CSSP.

Being a recipient of the scholarship has changed my life. Without the assistance with school fees, daycare reimbursement, and the monthly stipend to assist with living expenses I do not know where my children and I would be. At best I would possibly be able to take a class or two a semester, but even that is doubtful as I would not have the financial resources to make that work. The daycare reimbursement has been a huge help as I do not make enough money a month to be able to afford full time care for the baby on my own. I purchased a used van over the summer, and without the help with auto repairs I would not have been able to afford all of the work it has unfortunately needed, and would not have been able to get back and forth to college otherwise.

I am excited about the future, which is something I did not think I would feel again, at least not to the degree I do now. I look forward to obtaining my bachelor's degree and pursuing a career in the education field. I am incredibly thankful for the program you are running and for all of the assistance James has provided for me. Both have truly given me hope for the future that I had not felt in a long time.

Sincerely,

Renata Lemieux

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## Employment by Wage and Employer

| Last hourly wage earned prior to enrollment in CSSP * | Occupational Title at Time of Job Placement        | Wage Reported at Time of Job Placement | Employer                         | Employer city   |
|---|--|--|----------------------------------|-----------------|
| \$8.00  | Maintenance and Repair Worker, General             | \$9.00                                 | YOUNG MENS CHRISTIAN ASSOCIATION | CAMDEN          |
| \$15.00   | Office and Administrative Support Worker           | \$12.00                                | WOMEN UNLIMITED                  | AUGUSTA         |
| \$7.30  | First-Line Supervisors/Managers of Housekeeping    | \$15.00                                | WITHAM FAMILY LIMITED PARTNRS    | Bar Harbor      |
| \$25.00   | Mental Health Counselor                            | \$16.00                                | Whittier Pavillions Hospital     | Haverhill       |
| \$11.25   | Electrician  | \$12.00                                | WESCOTT ELECTRIC LLC             | HARTFORD        |
| \$10.00   | Truck Driver, Heavy                                | \$15.00                                | WERNER ENTERPRISES INC.          | OMAHA, NEBRASKA |
| \$12.31   | Occupational Therapist Assistant                   | \$17.00                                | WALDO COUNTY GENERAL HOSPITAL    | BELFAST         |
| \$8.00  | Counselor, All Other                               | \$13.96                                | WALDO COMMUNITY ACTION PTNRS     | BELFAST         |
| \$9.05  | Retail Salesperson                                 | \$8.50                                 | WAL MART ASSOCIATES INC          | NORTH WINDHAM   |
| \$7.50  | Retail Salesperson                                 | \$8.25                                 | WAL MART ASSOCIATES INC          | PALMYRA         |
| \$10.45   | Laborer and Freight, Stock, and Material Mover, Ha | \$11.00                                | W G HALL LLC                     | BREWER          |
| \$10.00   | Social & Human Service Assistant                   | \$10.00                                | VOLUNTEERS OF AMERICA            | PORTLAND        |

\* Note – Last reported wage prior to entry to CSSP is not an indication that the trainee was employed in a job earning wages. In fact, 69% of enrollees were unemployed when they were accepted into the program.

|         |   |         |                               |                  |
|---------|---|---------|-------------------------------|------------------|
| \$12.50 | Emergency Medical Technician and Paramedic    | \$12.50 | VESCOM CORPORATION            | HAMPDEN          |
| \$13.09 | Cashier                                       | \$7.50  | V & R VARIETY INC             | HARTLAND         |
| \$11.00 | Civil Engineer                                | \$8.50  | UNIVERSITY OF MAINE           | ORONO            |
| \$10.00 | Maintenance and Repair Worker, General        | \$11.95 | UNITED STATES NAVY            | Great Pond       |
| \$6.75  | Truck Driver, Light or Delivery Services      | \$9.00  | UNITED PARCEL SERVICE         | PRESQUE ISLE     |
| \$15.00 | Helper-Electrician                            | \$14.00 | UNDERWOOD ELECTRIC INC        | MAPLETON         |
| \$9.40  | Retail Salesperson                            | \$8.00  | TJX COMPANIES, THE            | AUGUSTA          |
| \$13.00 | Office and Administrative Support Worker      | \$14.00 | THREE PHASE LINE CONSTRUCTION | FARMINGTON       |
| \$7.00  | Personal and Home Care Aide                   | \$8.25  | THE WOODLANDS                 | BREWER           |
| \$10.00 | Crane and Tower Operator                      | \$10.00 | TEMPO, INC.                   | PRESQUE ISLE     |
| \$13.00 | Medical Assistant                             | \$14.75 | TAN M.D., YEOW CHEONG         | BANGOR           |
| \$44.00 | Captain, Ship & Boat                          | \$39.00 | Tampa Seacoast Shipping       | New Orleans      |
| \$17.38 | Upholsterer                                   | \$17.90 | TALARIA COMPANY LLC, THE      | SOUTHWEST HARBOR |
| \$8.31  | Customer Service Representatives              | \$10.00 | T MOBILE USA INC              | BELLEVUE         |
| \$9.00  | Personal and Home Care Aide                   | \$10.25 | SUNRISE OPPORTUNITIES         | MACHIAS          |
| \$9.25  | Mental Health & Substance Abuse Social Worker | \$10.50 | SUNRISE OPPORTUNITIES         | MACHIAS          |
| \$15.00 | Office and Administrative Support Worker      | \$15.03 | STATE OF MAINE, TREASURER     | Augusta          |
| \$10.00 | Office Clerk, General                         | \$13.55 | STATE OF MAINE, TREASURER     | Augusta          |
| \$10.50 | Cashier                                       | \$7.50  | STAPLES INC                   | WATERVILLE       |
| \$24.50 | Registered Nurse                              | \$29.48 | ST MARYS REGIONAL             | LEWISTON         |



|         |  |         |                                       |                 |
|---------|--|---------|---------------------------------------|-----------------|
|         |  |         | MEDICAL CENT                          |                 |
| \$12.00 | First-Line Supervisor or Manager of Retail Sales W | \$10.00 | SPRINGVALE HARDWARE CO., INC.         | SPRINGVALE      |
| \$10.75 | Teacher Assistant                                  | \$13.50 | SOUTHERN KENNEBEC CHILD DEVELOPMENT   | Farmingdale     |
| \$14.80 | Farmworker, Farm and Ranch Animals                 | \$9.30  | SMITH FARM INC                        | PRESQUE ISLE    |
| \$12.48 | Computer-Controlled Machine Tool Operator, Metal   | \$13.16 | SMITH & WESSON HOLDING CORP           | HOULTON         |
| \$9.36  | Computer-Controlled Machine Tool Operator, Metal   | \$12.76 | SMITH & WESSON HOLDING CORP           | HOULTON         |
| \$12.00 | Tractor Trailer Truck Driver                       | \$10.00 | SELF EMPLOYED                         | Augusta         |
| \$9.60  | Truck Drivers, Heavy and Tractor-Trailer           | \$15.00 | SELF EMPLOYED                         | Fort Kent Mills |
| \$13.00 | Truck Drivers, Heavy and Tractor-Trailer           | \$20.00 | SELF EMPLOYED                         | Brewer          |
| \$7.50  | Automotive Service Technician and Mechanic         | \$9.50  | SELF EMPLOYED                         | Ellsworth       |
| \$11.75 | Construction Laborer                               | \$12.00 | SELF EMPLOYED                         | Gardiner        |
| \$5.50  | Fine Artist, Including Painter, Sculptor           | \$12.77 | SELF EMPLOYED                         | Strong          |
| \$8.00  | Art, Drama, & Music Teacher, Postsecondary         | \$10.00 | SELF EMPLOYED                         | Mexico          |
| \$10.00 | Security Guard                                     | \$10.50 | SECURITAS SECURITY SERVICES US        | BANGOR          |
| \$9.78  | Medical Secretary                                  | \$11.79 | SEBASTICOOK VALLEY HOSPITAL ASSC INC. | PITTSFIELD      |
| \$10.00 | Registered Nurse                                   | \$22.00 | SEBASTICOOK VALLEY HOSPITAL ASSC INC. | PITTSFIELD      |
| \$19.00 | Registered Nurse                                   | \$22.00 | SEBASTICOOK VALLEY HOSPITAL ASSC INC. | PITTSFIELD      |

|         |  |         |                                   |                   |
|---------|--|---------|-----------------------------------|-------------------|
| \$10.95 | Registered Nurse   | \$20.00 | SEBASTICOOK VALLEY<br>HEALTH CARE | PITTSFIELD        |
| \$15.00 | Bookkeeping, Accounting, and<br>Auditing Clerk             | \$15.91 | SEACOAST MANAGEMENT               | Topsham           |
| \$12.65 | Medical Records and Health<br>Information Technician       | \$12.00 | SDI INTERNATIONAL CORP            | WILLIAMSVIL<br>LE |
| \$9.36  | Special Education Teacher,<br>Middle School                | \$15.00 | SCHOOL UNION 134<br>CUTLER        | CUTLER            |
| \$10.00 | Retail Salesperson   | \$10.00 | SARA SARAS LLC                    | Blue Hill         |
| \$11.14 | Cook, Institution and Cafeteria                            | \$12.00 | SAGE DINING SERVICES<br>INC       | BALTIMORE         |
| \$12.14 | Elementary School Teacher,<br>Except Special Education     | \$14.42 | S.A.D. 33                         | Saint Agatha      |
| \$17.50 | Brickmason and Blockmason                                  | \$4.00  | S D Szetela LLC                   | Ctr Conway        |
| \$13.50 | Secondary School Teacher,<br>Except Special and Vocational | \$14.42 | S A D 42                          | MARS HILL         |
| \$7.76  | Teacher Assistant  | \$10.00 | REGIONAL SCHOOL UNIT<br>50        | DYER BROOK        |
| \$9.50  | Registered Nurse   | \$26.00 | ROSS MANOR ASSOCIATES             | BANGOR            |
| \$10.00 | Mental Health Counselor                                    | \$11.00 | Roberta Shaw, LCPC                | Waterville        |
| \$8.75  | Truck Drivers, Heavy and<br>Tractor-Trailer                | \$10.00 | ROBERT MCBREAIRTY JR &<br>SON INC | SAINT<br>FRANCIS  |
| \$13.00 | First-Line Supervisor or<br>Manager of Food Preparation    | \$14.00 | RESTWEND LLC                      | BELFAST           |
| \$11.19 | Special Education Teacher,<br>Preschool, Kindergarten      | \$10.71 | REGIONAL SCHOOL UNIT<br>20        | BELFAST           |
| \$19.25 | Accountant   | \$13.00 | RECORD LUMBER INC                 | OXFORD            |

|         |   |         |                                   |             |
|---------|---|---------|-----------------------------------|-------------|
| \$11.40 | Heating, Air Conditioning, and Refrigeration Mechanic | \$16.00 | RAN ENTERPRISES INC               | AUBURN      |
| \$9.93  | Truck Driver, Heavy                                   | \$10.00 | RAFFORD TRUCKING INC, M           | ASHLAND     |
| \$9.50  | Receptionist and Information Clerk                    | \$9.80  | R H FOSTER ENERGY LLC             | CALAIS      |
| \$22.41 | Truck Driver, Light or Delivery Services              | \$13.00 | R C & SONS PAVING OF AUGUSTA INC  | lewiston    |
| \$12.00 | Social Worker, All Other                              | \$9.50  | PROGRESS CENTER, INC.             | NORWAY      |
| \$19.61 | Computer-Controlled Machine Tool Operator, Metal a    | \$14.00 | PRECISION MANUFACTURING SOLUTIONS | BIDDEFORD   |
| \$20.40 | Computer-Controlled Machine Tool Operator, Metal a    | \$19.00 | PLOUSE PRECISION MANUFACTURING    | Harrisburg  |
| \$10.35 | Correctional Officer and Jailer                       | \$12.50 | PENOBSCOT COUNTY                  | BANGOR      |
| \$11.00 | Medical Assistant                                     | \$11.56 | PENOBSCOT COMMUNITY HEALTH CEN    | BANGOR      |
| \$9.00  | Respiratory Therapy Technician                        | \$17.12 | PENOBSCOT BAY MEDICAL CENTER      | ROCKPORT    |
| \$8.00  | Mobile Heavy Equipment Mechanic, Except Engines       | \$15.00 | PELLETIER INC, GERALD             | MILLINOCKET |
| \$19.52 | Truck Driver, Light or Delivery Services              | \$11.25 | OGUNQUIT TROLLEY CO LLC           | OGUNQUIT    |
| \$13.60 | Computer Support Specialist                           | \$15.10 | OCCUPATIONAL MEDICAL CONSULTIN    | LEEDS       |
| \$7.65  | Medical Assistant                                     | \$8.25  | NORTHERN PINES CARE ESTATES       | LINCOLN     |
| \$8.00  | Helper-Electrician                                    | \$12.00 | NORTHERN ELECTRIC INC             | Ashland     |
| \$12.75 | Laborer and Freight, Stock, and Material Mover        | \$8.50  | NORTHEAST PELLETS LLC             | ASHLAND     |

|         |  |         |                                |                  |
|---------|--|---------|--------------------------------|------------------|
| \$11.25 | Bus Driver, Transit and Intercity                  | \$13.50 | Northeast Charter Services     | York             |
| \$10.00 | Registered Nurse                                   | \$22.00 | North Stonington Health Center | North Stonington |
| \$10.25 | Pharmacy Technician                                | \$10.25 | NORTH COUNTRY ASSOCIATES INC   | FARMINGTON       |
| \$8.00  | Registered Nurse                                   | \$15.00 | NEW HORIZONS REALTY MGMT CORP  | WATERVILLE       |
| \$15.00 | Registered Nurse                                   | \$15.00 | NEW HORIZONS REALTY MGMT CORP  | WATERVILLE       |
| \$10.41 | Assembler and Fabricator, All Other                | \$11.06 | NAUTEL MAINE INC               | BANGOR           |
| \$9.50  | Shipping, Receiving, and Traffic Clerk             | \$11.25 | NAUTEL MAINE INC               | BANGOR           |
| \$9.00  | Nursing Aide, Orderly, and Attendant               | \$9.98  | NARRAGUAGUS BAY HEALTH CARE FA | MILBRIDGE        |
| \$11.25 | Nursing Aide, Orderly, and Attendant               | \$9.14  | NARRAGUAGUS BAY HEALTH CARE FA | MILBRIDGE        |
| \$14.00 | Registered Nurse                                   | \$19.00 | MOUNT ST JOSEPH CORPORATION    | WATERVILLE       |
| \$12.00 | Customer Service Representatives                   | \$12.00 | MOLINA INFORMATION SYSTEMS     | AUGUSTA          |
| \$11.00 | Medical Secretary                                  | \$14.00 | MOHAMMADI, SALIM               | AUGUSTA          |
| \$13.46 | Dietetic Technician                                | \$10.00 | MIDCOAST HOSPITAL              | BRUNSWICK        |
| \$18.50 | Multiple Machine Tool Setters, Operators, and Tend | \$17.00 | MID STATE MACHINE PRODUCTS INC | WINSLOW          |
| \$17.00 | Machinist  | \$11.18 | MID STATE MACHINE PRODUCTS INC | WINSLOW          |
| \$12.00 | Computer-Controlled Machine Tool Operator, Metal   | \$11.18 | MID STATE MACHINE PRODUCTS INC | WINSLOW          |
| \$12.10 | Registered Nurse                                   | \$19.45 | METROPLEX HEALTH SYSTEM        | Lampasas         |

|         |  |         |                                 |                |
|---------|--|---------|---------------------------------|----------------|
| \$15.00 | Licensed Practical and Licensed Vocational Nurse   | \$16.72 | MERCY HOSPITAL                  | PORTLAND       |
| \$10.00 | Truck Drivers, Heavy and Tractor-Trailer           | \$11.24 | MCW TRUCKING INC                | FALMOUTH       |
| \$14.50 | Respiratory Therapy Technician                     | \$21.66 | MAYO REGIONAL HOSPITAL          | DOVER-FOXCROFT |
| \$9.10  | Radiologic Technician                              | \$17.13 | MAYO REGIONAL HOSPITAL          | DOVER-FOXCROFT |
| \$12.12 | Medical Assistant                                  | \$13.75 | MASSABESIC REGIONAL MEDICAL CTR | WATERBORO      |
| \$7.50  | Personal and Home Care Aide                        | \$8.50  | MAINELY ELDER CARE              | OAKLAND        |
| \$9.63  | Human Resources Assistant, Except Payroll and Time | \$9.69  | MAINE GENERAL MEDICAL CENTER    | AUGUSTA        |
| \$11.50 | Respiratory Therapy Technician                     | \$21.50 | MAINE GENERAL MEDICAL CENTER    | WATERVILLE     |

## Competitive Skills Scholarship Program Brief Overview

### 2008-2012

|   |                |
|---|----------------|
| Program Start-Year                            | 2008           |
| Total Served 2008-2012                        | 851            |
| Per year average new participants             | 170            |
| Average wage at Entrance                      | \$11.28        |
| Average Wage Training Related Employment      | \$14.48        |
| Average High Wage In-Demand Median Wage       | \$15.01        |
| Average 1st Quarter Earnings 293 Participants | \$1,589,509.00 |

#### 2010-2012 Expense Summary

|                |                |
|----------------|----------------|
| Administration | \$524,065.00   |
| Training       | \$1,746,643.00 |
| Support        | \$4,245,930.00 |

#### Average Costs

|                             |           |
|-----------------------------|-----------|
| Average Cost Administration | \$616.00  |
| Average Cost Training       | \$2053.00 |
| Average Cost Support        | \$4989.00 |
| Average Cost Per Person     | \$7658.00 |

#### Allocations and Revenue

|                                      |                |
|--------------------------------------|----------------|
| Average Annual Allocation            | \$3.1Million   |
| Average Annual Expenditure           | \$2.1Million   |
| Revenue Balance Administration       | \$523,963.00   |
| Revenue Balance Training and Support | \$3,806,202.00 |

#### Demographics

|                             |          |
|-----------------------------|----------|
| Female/Male                 | 65/35%   |
| Age Average                 | 36 years |
| Single Parent Family Status | 31%      |

#### Employment Status at Application

|            |     |
|------------|-----|
| Employed   | 31% |
| Unemployed | 69% |

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