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PORTLAND  
ADULT EDUCATION



2017

NEW MAINERS  
RESOURCE CENTER  
ANNUAL REPORT





## New Mainers Resource Center 2017 Annual Report Executive Summary

### **NMRC's Mission**

NMRC's mission is to support Maine's economic development by meeting employers' demands for a skilled and culturally diverse workforce.

Serving over 4,000 students in 2106-2017, PAE has been supporting members of Maine's immigrant communities to find success and build financial stability through workforce development programs designed specifically for new Mainers, for over 10 years. The addition of the NMRC allows PAE to develop targeted programming focused on the unique needs of those who come to the U.S. with an advanced degree and experience in a professional field.

### **Need**

Maine's population has begun to decline. For the state to have a vibrant economy it will need to attract more foreign-born workers as well as retain and support the nearly 20,000 refugees and immigrants living in Southern Maine alone, in order to combat Maine's 'demographic winter'.

### **Barriers to Employment**

Foreign trained skilled professionals face many barriers as they seek to enter the Maine workforce. In addition to requiring an adequate level of English competency, these barriers include lack of information about: career pathways, transferring credentials, US standards for resumes, interviews, and American workplace culture.

### **NMRC 2017 Program Data and Impact**

- 438 people received services; 261 were new in 2017; 171 continued from previous years
- 317 people received case management/career advising
- 81% of those eligible to work and receiving case management/career advising services found jobs
- Job class students report higher wages than area minimum wages, receiving an average of \$12.84
- NMRC program participants are successful at getting jobs in all sectors
- In 2017 NMRC programmatic offerings designed to help immigrants overcome barriers and engage with employers had 566 participants
- A majority of new Mainers served by NMRC have a bachelor's degree or higher

### **Conclusion**

Maine's economy is changing; we are seeing record low rates of unemployment and an increased interest from employers to recruit and hire candidates from immigrant communities. This has led NMRC to forge new employer partnerships this year, create innovative approaches to training, and has allowed NMRC participants an easier path to employment. However, many new Mainers can get 'stuck' in these low-paying, low-skilled jobs. In the coming year it will be NMRC's role to reach out to these individuals and create opportunities for advancement through networking, exposure to appropriate job openings, engagement with employers, training and other strategies to assist with career advancement.

Due to both a lack of understanding of this issue and a lack of financial support for those who need assistance there continues to be a need for greater facilitation and recognition of foreign degrees and credentials and support for individuals pursuing further education and/or a path to professional licensing.



## New Mainers Resource Center 2017 Annual Report

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# New Mainers Resource Center 2017 Annual Report

## OVERVIEW

### NMRC's Mission

The New Mainers Resource Center (NMRC) was created in 2013 by the Maine State Legislature to develop and execute a strategy to integrate and better utilize the skills of foreign trained immigrants living in Maine. Established as a pilot project at Portland Adult Education (PAE), **NMRC's mission is to support Maine's economic development by meeting employers' demands for a skilled and culturally diverse workforce.**

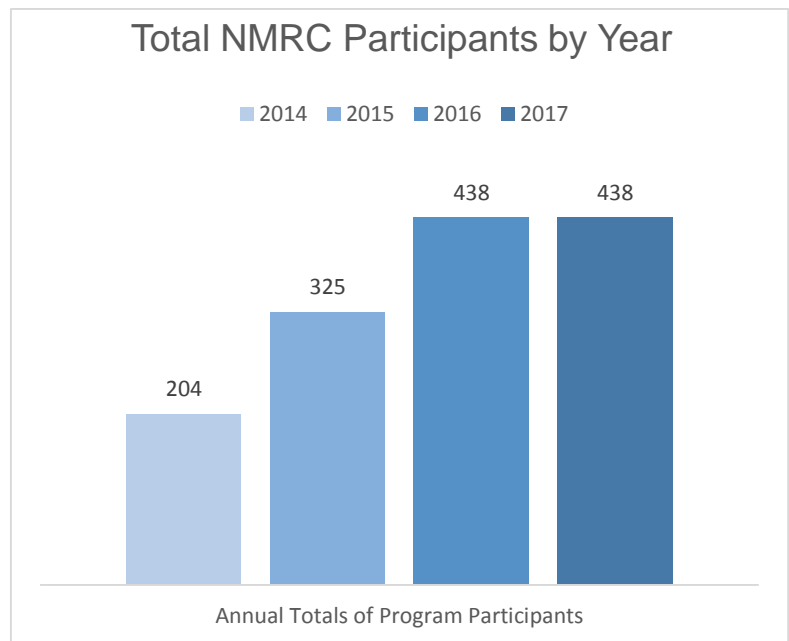
PAE has been supporting members of Maine's immigrant communities to find success and build financial stability through workforce development programs designed specifically for new Mainers, for over 10 years. The addition of the NMRC allows PAE to develop targeted programming focused on the unique needs of those who come to the U.S. with an advanced degree and experience in a professional field.

### Need

Maine's population has begun to decline. This has a direct link to labor shortages and the ability for economic growth in the state. Natural population growth (births) and in-migration from other states will not provide enough people to meet the current labor demands, let alone address the need for economic growth in the state. Maine needs to attract more foreign-born workers as well as retain and support the current immigrant population in order to combat Maine's 'demographic winter'.

### Demographic Information

Southern Maine is home to nearly 20,000 refugees and immigrants, with Portland being a major resettlement city for primary and secondary immigrants. Students at PAE come from all over Maine and more than 82 different countries and range in age from 18 – 80+ with over 2,036 English language students in the 2016-2017 school year. Economic need is also a defining trait of most PAE students with many receiving some type of public assistance. Most English language students and their families are refugees or asylum seekers, attempting to restart their lives after fleeing war or government persecution. See *Appendix A. PAE Immigrant Enrollment Chart 2017* for more specific PAE demographic data.



## Barriers to Employment

Foreign trained skilled professionals face many barriers as they seek to enter the Maine workforce. In addition to requiring an adequate level of English competency, these barriers include lack of information about career pathways, transferring foreign earned credentials, and US standards for resumes, interviews, and American workplace culture. In addition, they must navigate the complicated vocational licensing system and educational systems as well as combat employer misperception, discrimination and the loss of professional networks. NMRC strives to help remove these barriers for our students through a variety of classes and services.

## NMRC 2017 PROGRAM IMPACT

### Overall Program Results

Completing its fourth year, the demand for services remains consistent:

- **438 people received services**
  - 261 were new program participants in 2017
  - 171 previous students continued to receive services
- **317 people received case management/career advising**

### Employment Results

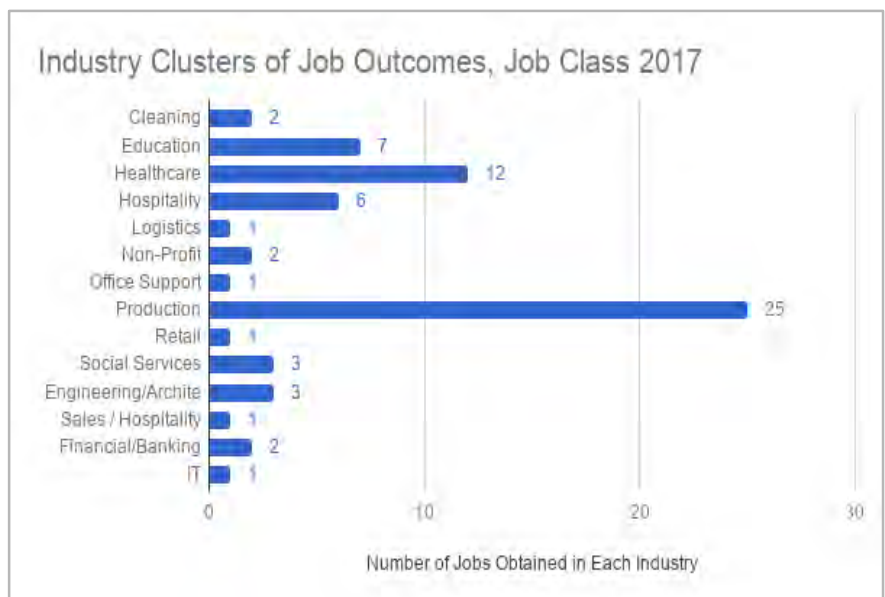
Maine's low unemployment rate has been a benefit to new Mainers as they look for work. New Mainers receiving case management services from NMRC in 2017 were very successful at finding jobs:

- 317 of the 346 people eligible to work received case management/career advising services
- **81% or 256 of those eligible to work and receiving case management/career advising services found jobs**

### Job Class Highlights

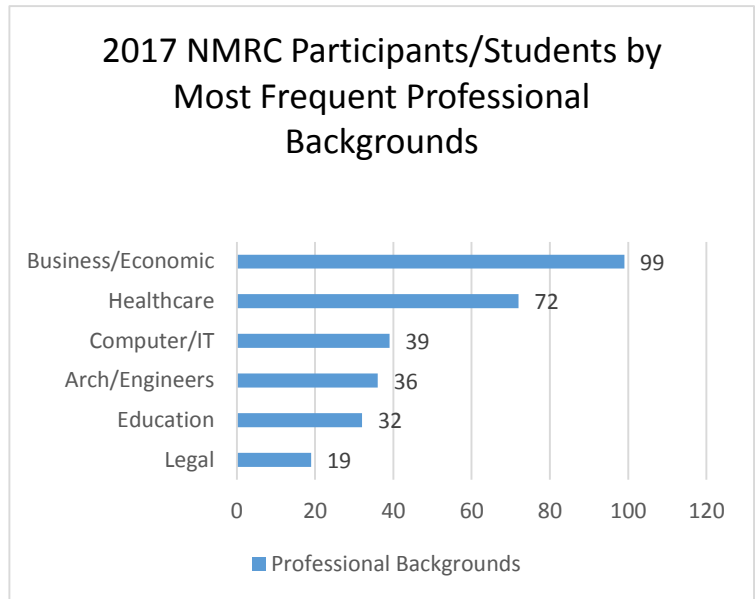
Job Class A (ESOL 3 and 4) and Job Class B (ESOL 5 +) have been offered at PAE for over 10 years. These classes, which are offered 3 times a year, provide the foundation for NMRC programming. Offering an

intensive experience, these classes include: job search strategies, networking with employers, ESOL for those students at a lower English level, connection to other NMRC and PAE resources, and career advising after the end of the class. Community Financial Literacy (CFL) is a partner in offering the financial literacy component as part of class.





These classes are incredibly diverse in many ways. In a single Job Class, students might represent 8 different countries and collectively speak over a dozen different languages. Their educational and professional backgrounds vary just as widely. The same class can consist of students who began their careers directly after high school to those who have decades of experience as doctors, engineers, and judges. Despite these differences, they have each enrolled in the Job Classes because they share a strong desire to put their skills and experience to use in Maine, their new home. **Of the 88 job seekers who took these classes in FY 2017, 78.4% have found employment across a wide range of industry sectors.**



### Job Class Students Have Higher Wages



Job class students also report wages that are higher minimum wage:

- \$12.84 - average reported wage of Job Class students
- 93% of Job Class students who reported wages were paid over the Portland minimum wage of \$10.68 (2017 minimum)
- 78% of Job Class students who reported wages were paid at least 25% above the Maine minimum of \$9.00 (2017 minimum)
- 78.4% of Job Class graduates obtained jobs.

## SUCCESS STORIES

The successes of NMRC program participants also cut across sectors.

### Musonda M. - Architect

Fleeing for safety from a xenophobic South Africa, Musonda, a Congolese architect landed in Portland in 2016 and found his way to Portland Adult Ed. (PAE). PAE offered free English language classes that equipped him with a solid command of English. Working with NMRC he took Job Class A and learned to navigate the job market. Within two months of his Job Class graduation, and only six months in the U.S., Musonda was able to secure a position as an Architectural Designer at an international engineering firm located in Portland. He will continue to work with the New Mainers Resource Center as he settles into his new position, and as he makes steps towards becoming credentialed as an architect in Maine.





**Michel T. - Healthcare – Lab Technician**

“Like most immigrants arriving in Maine I faced so many challenges and uncertainty about the future of my career and as a result, driven to despair to just do any kind of job just to survive and pay bills. My hopelessness faded away when I first went to NMRC and I found a new hope.

Considering my experience in laboratory science I was advised to do the following:

- Enroll in a phlebotomy course which will open up opportunities to work in the health care field and eventually will make a way to get back into my profession.
- Enroll in Job Class B at NMRC so that I could learn about the job search process in the USA. This class did a wonderful job of providing the tools that made me a success in my job search. I was offered 3 positions at the same time by three great organizations in (Red Cross, Mercy Hospital and MaineHealth).
- I was encouraged to have my credentials evaluated by an accredited organization acceptable to my employer. My transcripts and diploma were authenticated and I was given an equivalent of a US bachelor’s degree, with Medical Technology as major area. With this evaluation I was eligible to submit an internal application for a Lab Technician position.

I was hired in November 2017 and have been in an intense 2 months of on the job training in the chemistry department. I have recently been approved to work by myself.

I am very excited for the opportunity that I now have to contribute to my employer, Nordx, and the economy of the State of Maine. The counsel and training I received from NMRC has greatly contributed to my progress.” Michel T.

**Sam K. – Electro Mechanical Engineer**

“I’m originally from the Democratic Republic of Congo.

I’m grateful to Portland Adult Education for contributing to the success of my career.



Before coming to the U.S., I studied and worked as an Electro Mechanical Engineer. When I arrived in Maine, I was feeling discouraged because I knew it was not going to be easy for me to return to my career. I had a foreign degree, and even though I had years of experience, without the help of PAE, finding work was not going to be easy.

In June 2016, I registered at PAE to improve my English fluency and vocabulary skills. Earlier this year, I enrolled in the NMRC Job Class Program. This program not only helped me to gain more confidence in job interviews, but it also gave me a better understanding of how to market myself more effectively to employers. These are things I wasn’t quite sure about before.

I knew little about the American culture, such as body language and other gestures. Pursuing my career, which seemed very challenging at the beginning, is now much easier. Right now I am pleased to say I am hired since last July by On Semiconductor, formerly known as Fairchild

Semiconductor as a full time Maintenance Technician. I really enjoy my job now and my new company!

Thank you to the Portland Adult Education team, instructors, administrators, and partners for your support!" Sam K.

### More Success Stories

Tam T., from Viet Nam, is a former PAE/NMRC student and PAE Computer Lab Summer Coordinator. She works for the City of Portland as a Computer Programmer Analyst. She continues to stay involved at PAE by helping in whichever way she can.

Innocent B., a former NMRC/PAE student from the Democratic Republic of Congo, was recently hired by Chewonki Foundation as IT Help Desk.



Steve B., a former NMRC/PAE student from Burundi now works as a Teller at Key Bank. In 2017, representing NMRC/PAE on behalf of the Maine Adult Education Association, he gave a presentation at an event at the Statehouse in Augusta.

Abdul Q., a physician who worked as an interpreter for the US army in Afghanistan was one of NMRC's earliest students. In June 2017 he graduated from UNE's Physician Assistant program. He is now working as a Physician Assistant in the Urology Department at MaineMed.

Olesya S., a former NMRC/PAE student from Russia now works as a HR Generalist at Growers Express. She continues to look to NMRC as a recruitment source and assists Job Classes with mock interviews.

## NMRC PROGRAMMATIC OFFERINGS

The New Mainers Resource Center provides a range of services to meet the individual needs of each student. This is necessary because immigration status affects a person's eligibility to work. Many of the people receiving services from NMRC are asylum seekers who are required by federal immigration law to wait 150 days from the filing of their asylum application before they can apply for work authorization. They then may need to wait several months before they get their work authorization and Social Security numbers. NMRC services are designed to meet each person's needs taking into consideration their English level, prior training and experience and where they are in the work authorization process so that they may benefit as much as possible from the services that are available. See *Appendix B. NMRC 2017 Programmatic Offerings* for a complete list with descriptions of these offerings.

- **In 2017 NMRC programmatic offerings had 566 participants.**

These offerings, which were open to NMRC program participants, PAE students and the general public included, amongst others:

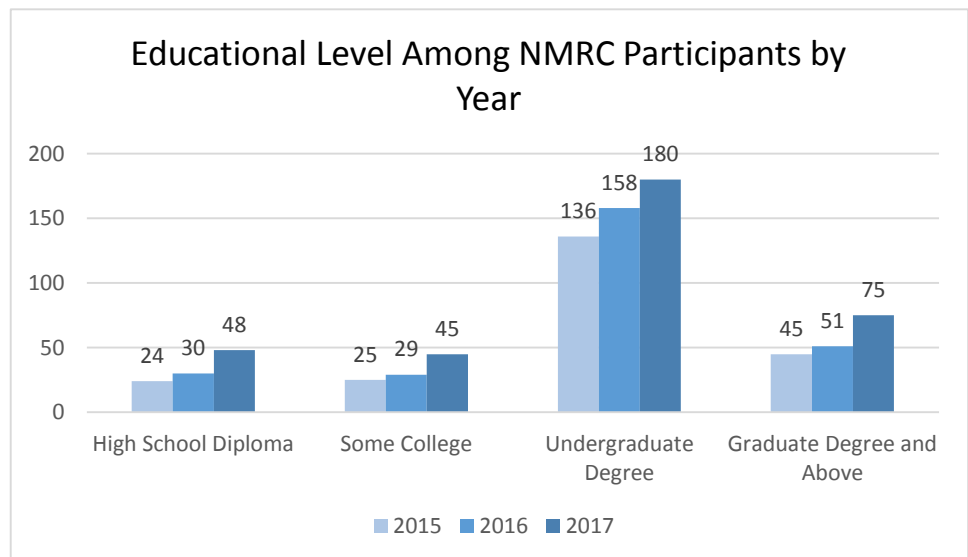
- A series of workshops offered throughout the year focused on job search strategies

- Specific courses to help people take tests such as: TOEFL Prep course, court interpreter course and commercial drivers' license (CDL)
- Contextualized English courses for health professionals, computer/IT professionals, accounting and finance professionals and education professionals
- Professional networking groups for health professionals, finance people, electrical engineers and IT professionals and education professionals
- Job fairs or employer networking opportunities for employers in the hospitality sector, health sector, and public sector
- Summer communication classes – pronunciation and interviewing
- One-on-one engagement opportunities with employers such as job shadowing, mentorships, attending sector related conferences, internships

### Career Guidance Advice and Case Management

One important component of NMRC programming is the individualized career guidance, advice and case management that program participants receive. This is important particularly as they try to understand and maneuver professional licensing requirements and take steps to move up the career ladder in their chosen field. The initial goal for many people is to help them find employment in a job that utilizes as much of their previous training and experience as possible and that will provide opportunities for career growth. Career advising and case management takes into consideration:

- English level
- previous training and experience, need for additional training or education
- availability of training resources or scholarships
- job search skills and familiarity with US work culture
- access to college transcripts and diplomas
- work authorization status, i.e., when will they be able to work
- family commitments both in the US and in country of origin
- office and computer skills
- need for specific credential or license in their professional field, an understanding of that process and likelihood of successful completion
- access to transportation, need for child care, etc.



Many people are pursuing more than just the short-term goal of finding their first job. NMRC staff is available to work with people who may have been here for several years, are working and are looking to advance their careers. A majority of new Mainers served by NMRC have bachelors' degrees or higher and come with years of experience. They may be pursuing longer term goals that require a professional

license or credential that may take additional years of experience and study and involve a complicated and costly path to licensure that requires expert guidance to understand, maneuver and weigh the various available options.

## LEVERAGED RESOURCES

### Portland Adult Education Resources

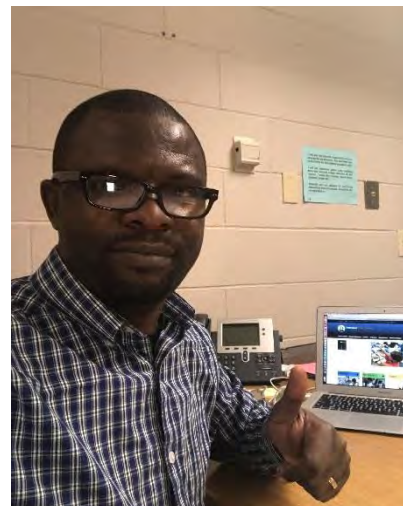
One great advantage of having NMRC provide services through PAE is the ability to take advantage of and leverage other PAE programming. The vast majority of NMRC program participants are either current or former PAE students. Being a program within PAE provides easy accessibility to NMRC services for PAE students and allows NMRC to take advantage of the support provided by PAE and Portland Public Schools.

PAE served more than 4,000 students in the 2016/2017 school year and offered 6 levels of ESOL classes. Students who are in the higher level of these classes focus on reading, writing and grammar in an academic context to prepare for employment and continuing education. For those students whose English is beyond ESOL classes there are Language Arts classes. These prepare students who are pursuing a high school diploma or a college education. PAE also offers a wide range of Job Skills courses. These courses and certificate programs require a higher level of English proficiency, but for many new Mainers provide an opportunity to refresh or learn new skills that will enhance their ability to find employment. Courses include: office and computer skills, accounting and finance related courses, medical office skills and CNA. The English Language Computer Learning Lab provides a flexible, supported learning environment for NMRC students as they work to improve their English or job search skills and actively pursue employment. See *Appendix C. Portland Adult Education 2016-2017 Summary* for more detail regarding PAE offerings, utilization and student demographics.

### New Mainers Resource Center Funding Sources

NMRC has been successful at raising funds from a range of funding sources including:

- State Appropriation
- JT Gorman Foundation
- Bank of America
- New Mainers Fund
- Portland Jobs Alliance
- Integrated Education and Training Grant
- UNE New Mainer Health Pipeline Grant
- Friends of Portland Adult Education
- Maine Community Foundation - People of Color Fund
- Betterment Fund
- Rines Thompson Fund



NMRC works cooperatively with Friends of Portland Adult Education (FPAE) which also raises funds on behalf of NMRC. Total Support for NMRC in FY 2017 - \$270,597.

## Community Collaborations and Partnerships

To the greatest extent possible, NMRC and PAE seek to partner with other educational and training providers, employers, and other community agencies to leverage as many resources as possible for our students. NMRC and PAE work in close partnerships with: Catholic Charities, the City of Portland Office of Economic Opportunity, Goodwill Workforce Solutions, Fedcap, City of Portland General Assistance, CEI, CareerCenter, Community Financial Literacy and Immigrant Welcome Center of Greater Portland.

We also participate in a number of coalitions:

- Greater Portland Workforce Initiative
- Welcoming Immigrant Network
- Maine Immigrant Rights Coalition
- Asylum Seekers Working Group
- Teach Portland
- Diversity Hiring Coalition
- Maine Health Workforce Forum
- Greater Portland Refugee and Immigrant Healthcare Collaborative
- Maine Adult Education Association
- Cumberland County Adult Education and Career Development Hub

## EMPLOYER PARTNERS

The New Mainers' Resource Center supports the development of Maine's economy by helping to meet employers' demands for a skilled and diverse workforce. It provides individualized services and builds long lasting partnerships with local companies who want to hire talented, internationally trained professionals. A partial listing of employers who have hired NMRC students in 2017 is provided in *Appendix D. Sampling of Employers that Hired NMRC Program Participants in 2017*. Below are highlights of the services provided to employers:

- Recruitment Events - PAE has close to 1,000 students come to its building each day. By partnering with NMRC, employers can access this wide range of candidates. Types of events include:
  - Company interviews at PAE
  - Industry focused job fairs
  - Employer networking opportunities
  - Reverse job fairs (focus on applicant vs. employer)
  - Company tabling or informational sessions
  - Classroom presentations
  - Referrals for specific job openings
- NMRC works directly with employers to determine the skills and experience needed for the positions they are striving to fill and will match those positions with candidates from our qualified and vetted talent pool.
- Tailored training and industry focused classes - Employers play an important

role in NMRC programming. Receiving their input about their workforce needs, potential job openings, and job applicant requirements helps us make sure our program participants are qualified candidates and prepared for the jobs for which they are applying.

## CONCLUSION

Given the high employment level of students (80% who received case management/career advising have jobs) and the number and range of employers from across all sectors who have partnered with NMRC and hired NMRC students, it appears that NMRC is meeting its overall goals of helping employers hire a qualified, skilled and diverse workforce and helping Maine's immigrant and refugees overcome barriers to employment. But, there are other factors that impacted our programming in 2017 and that need to be taken into consideration as we plan for the future.

Maine's economy is changing; we are seeing record low rates of unemployment and an increased interest from employers to recruit and hire candidates from immigrant communities. This has led NMRC to forge new employer partnerships this year, create innovative approaches to training, and has allowed NMRC participants an easier path to employment.

The low unemployment rate brings challenges to our participants as well. An abundance of entry level positions makes it easy for foreign trained professionals to take a job which has no relation to their educational and career background, thus diverting them from their ultimate goal of re-entry into their career.

With these new developments came a new opportunity in 2017 for NMRC to more deeply engage with our mission. In a competitive economy, immigrant candidates have to work even harder than the Maine-born population in order to obtain the same positions, even entry level positions. In times of low-unemployment, obtaining their first position is easier for all candidates, including new Mainers. This first job is a vital step on their path back to their careers, however many new Mainers can get 'stuck' in these low-paying, low-skilled jobs. NMRC's role is to create opportunities for advancement through networking, exposure to appropriate job openings, and training.

With this in mind, NMRC added several new industry-specific classes in 2017, has more consistently offered its professional networking groups, and set-up some specific opportunities such as job shadowing, mentoring and internships as a way to help move new Mainers into a career path that will provide a chance to move up a career ladder. It has also tried to work closely with employers, vetting potential job applicants before making referrals for openings.

Some examples of the ways that NMRC plans to be able to help move people forward include our initiative around professional licensing. With support from the Betterment Fund we are undertaking a research project to make information about professional licensing easier to understand and more accessible. Another initiative is our focus on the education sector in which we are working on the development of an education certificate program that will better prepare people for pursuing careers in the education field by familiarizing them with the US education system, teaching methods, etc., assist them with evaluations of their degrees and certification requirements to become teachers, and also prepare them for the college level courses and tests they will need to take to become fully certified.

## 2018 GOALS

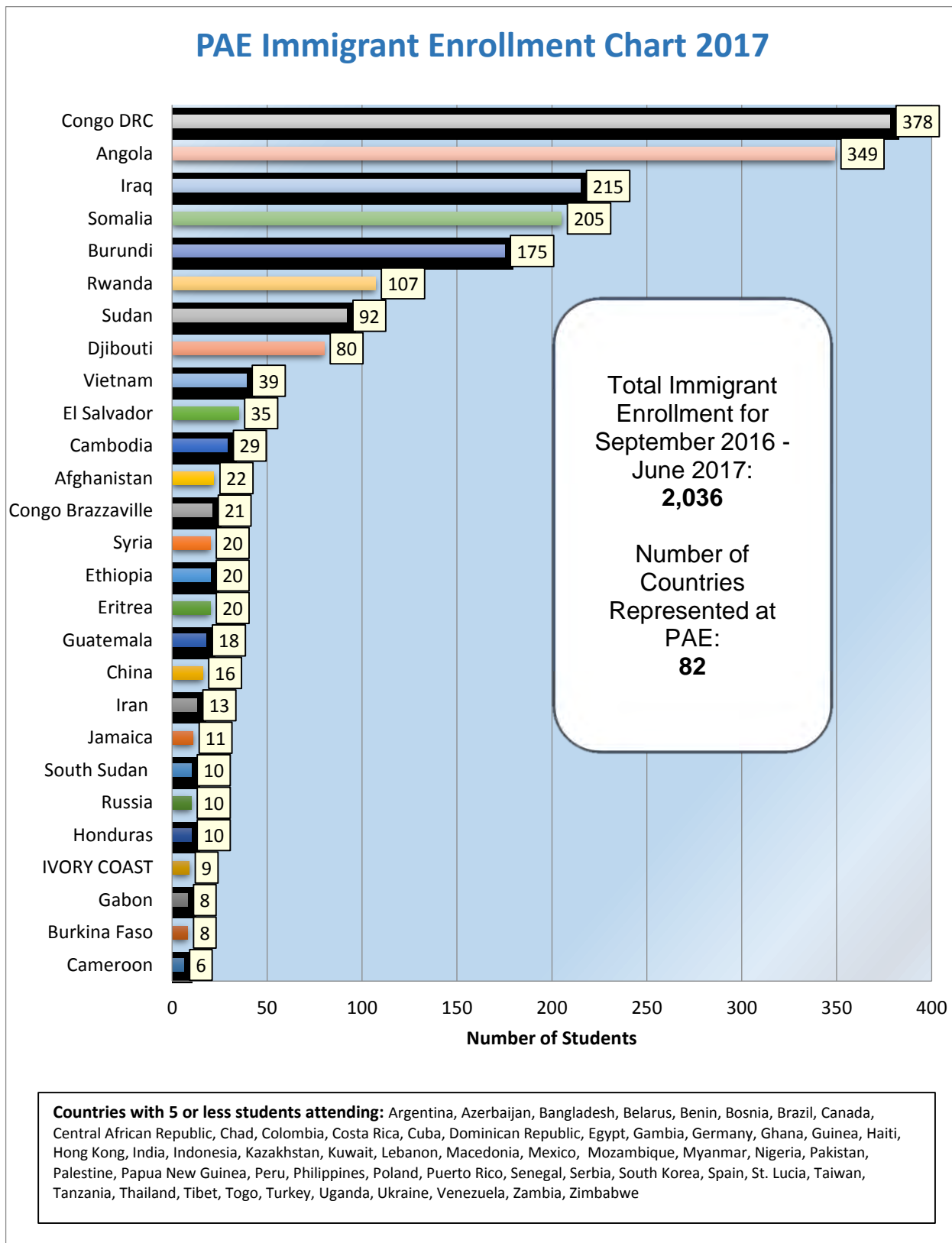
In its 2016 report NMRC laid out some specific steps it needed to take. Progress has been made on many of these but there is much more that could be done, so several of these goals will be carried forward to 2018.

1. We have worked on trying to improve our communication with PAE staff and students and members of the immigrant community through a greater effort with our social media (email blast, NMRC website and Facebook) and internal PAE communications and will adopt a communication plan in 2018 that will help systematize these efforts.
2. As is demonstrated by our programmatic activities across a range of sectors we have worked to provide more opportunities for our students to engage with employers. We will continue with these efforts and are looking at some additional industries such as construction and education to meet the needs we have heard from employers.
3. We continue to try to refine our data collection methods and are moving toward an approach that will allow more in-depth analysis for measures of success.
4. Stabilizing our funding at a sufficient level to meet demand continues to be a primary objective. In 2017 efforts were initiated to diversify our sources. This will continue in a more significant manner in 2018 by adapting our programs to qualify for existing training resources and reaching out for more engagement with the business community.
5. While we have attempted to expand and systematize employer engagement and outreach to community groups and other service providers, it has generally not been necessary to reach either individuals or employers looking for our assistance as we have been working at our capacity to meet their needs. However, going forward, if our goal is to reach those new Mainers who have been here for several years, and essentially “stuck” in positions that do not provide a path for career growth or opportunities, we will need to find ways to reach out to these people to let them know of our services. We will also need their input about what they need to move forward which will likely require a wider range of strategies to match them with and engage the employers in their chosen field.
6. Looking back to an issue raised in our 2015 report, there needs to be greater facilitation and recognition of foreign degrees and credentials and support for individuals pursuing further education and/or a path to professional licensing. There continues to be both a lack of understanding of this issue and a lack of financial support for those who need this assistance. NMRC has been able to devote some resources to this and has developed a level of expertise on this issue. In 2018, with support from the Betterment Fund, it will develop information around some specific professional licensing pathways with a goal of providing greater transparency and understanding for not only individuals in those professions, but other service providers as well. NMRC will continue to advocate for greater understanding of this complex issues and for funding in this area.



# APPENDICES

## Appendix A. PAE Immigrant Enrollment Chart 2017



**Appendix B. NMRC 2017 Programmatic Offerings – Total Participants – 566**

Offering	Description	Date	Number of Participants
Winter, Spring and Fall 2017 Workshop Series	<p>Workshop topics included:</p> <ul style="list-style-type: none"> <li>● Overview of the Job Search Process</li> <li>● Using Online Resources</li> <li>● Matching Your Skills to the Job Description</li> <li>● Resume Writing</li> <li>● Cover Letter</li> <li>● Filling out Application</li> <li>● Interviewing Overview and Practice</li> </ul>	A series of workshops offered 2-3 times each year, once in the Fall, and the other divided between Winter / Spring Semesters	25
Job Class A	<p>This is a 7-week intensive training designed for immigrants with low-intermediate (ESOL levels 3-4) English language skills who are looking for their first jobs in the U.S. It includes: job search skills, English for work, U.S. workplace culture, financial literacy, and basic computer skills. Area employers are actively involved in the program, visiting the classroom to share information about their companies, providing mock interview practice as well as hiring graduates.</p> <p>Graduates of the program receive a certificate detailing their attendance hours and competency achieved in 12 employability standards. They also participate in one-on-one job search support with their teachers.</p>	<p>Winter- 1/17/17-3/2017</p> <p>Spring- 5/1/17-6/12/17</p> <p>Fall- 9/18/17-11/06/17</p>	54
Job Class B	<p>Similar to Job Class A, this class is geared for higher English proficiency students placed at ESOL level 5 and higher who will be looking to either advance their work situations or apply for work in entry-level career fields where students can begin to apply their professional, transferable skills. Focus of the class is on navigating resources within students' particular fields of interest. This course will run on Tuesday, Wednesday and Thursday mornings.</p> <p>Students in both courses can participate in computer tutorials and receive assistance with online job search tools and meet with their teachers one-on-one. Prior to enrolling in either of the above classes, students must participate in an intake session scheduled prior to the start of each course.</p>	<p>Winter 1/17/17 - 3/2017</p> <p>Spring 5/1/17 - 6/12/17</p> <p>Fall 9/18/17 - 11/06/17</p>	34
Engineer/IT Professional Group Meeting	This is a professional support group for those who have worked as an electrical engineer or in the electrical field or computer/IT field with an interest in electrical and technical professions.	Ongoing	47

TOEFL Preparation Courses	The TOEFL Prep Course is for individuals who are preparing to take the Test of English as a Foreign Language. The ongoing group is open to ESOL 5 or above.	Winter: 1/11-2/8/17  Spring: 3/1/17-6/7/17  Fall: 9/19-11/1/17	24
English for Accounting and Finance	This course was offered to foreign trained professionals with training and experience in the fields of accounting, finance and economics who want to become familiar with the US finance system, learn the terminology of the field, and improve their Excel skills. Students should be ESOL level 5 and above.  It covered such topics as: <ul style="list-style-type: none"> <li>• Common accounting and finance jobs</li> <li>• How to evaluate a company's performance Financial markets and instruments</li> <li>• Accounting and finance in the government and non-profit sector.</li> </ul> Additional focus was put on: <ul style="list-style-type: none"> <li>• Using Microsoft Excel</li> <li>• English and communication skills</li> </ul>	Winter 2017	5
English for Computer/IT Professionals	This course was offered to foreign trained computer/IT professionals or ESOL students who are working in the computer/IT or related field. The course: <ul style="list-style-type: none"> <li>• Explored career goals and jobs in computer/IT field</li> <li>• Included an overview of job search skills, workplace communication and computer/IT terminology</li> <li>• Focused on pronunciation</li> <li>• Provided opportunities to meet and network with employers</li> </ul>	Winter 2017	8
Health Professional and Doctor Groups	These group are for health professionals or doctors or for those who are interested in careers in the healthcare field	Ongoing	23
Accounting, Finance Professionals Group	This meeting will provide a chance to share resources and information with others and to participate in discussions about topics of finance related to the interests of the group	Ongoing	61

Educational Professional Group	This group is for anyone interested in working in the public schools and is not just for people who want to teach.	Ongoing	19
Maine Medical Center Employer Panel	Representatives from MaineMed came to PAE to share information about employment opportunities in: CNA, Pharmacy, IT and EVS (cleaning).	2/9/17	35
Maine State Job Fair	Six departments from the State of Maine came to present their job openings: - Department of Transportation - Department of Corrections - Department of Motor Vehicles - Department of Administrative and Financial Services - Department of Health and Human Services - Natural Resource Service Center	3/2/17	61
English for Health Professionals	This course was offered to foreign trained health professionals or ESOL students who are currently working in a healthcare related field. The course explored career goals in healthcare including an overview of job search skills, communicating with patients and other healthcare professionals, medical terminology, the US healthcare system and cultural sensitivity. Additional focus will be put on pronunciation. Students for this course should be ESOL 5 or higher or ESOL 4 with a teacher recommendation	4/10/17- 6/14/17	5
Hospitality Job Fair	Participating Employers Courtyard Marriott The Press Hotel Inn at Diamond Cove Portland Harbor Hotel Westin Portland Harborview Hotel	4/25/17	34
Court Interpreter Prep Course	This is a new offering for those people who might be interested in getting information about and preparing for the court interpreter test.	Spring 2017	12
Summer Interviewing Class	The course focused on the job search process; resume writing; reading & understanding job descriptions; selling yourself & interviewing, ending with mock interviews.	7/11-8/10/17	13
Summer Pronunciation Class	In this class students improve pronunciation and learn how to speak with a clearer American accent. The speech therapy trained teacher uses fun exercises to help students learn how to be understood while conversing in English.	7/11-8/10/17	32
Gaining a Better	The purpose of this course is to educate students on the background and the importance of income taxes. It will explain and define key terms and concepts. The tax class will	10/12 – 12/14/17	6

Understanding of Taxes	be helpful for new Mainers who have just started or will soon be working and may be filing taxes for the first time. It will provide a basic understanding of taxes in the US.		
CDL Tutoring	<p>We recruited 8 volunteers who are tutoring students in either a group setting or one-on-one for the CDL (Commercial Driving License) permit exam. We have free study guides available for tutees.</p> <p>Students who pass the CDL permit test are eligible to apply for METRO driving positions which will be available this winter. METRO will hire qualified candidates and provide practical training for the driving portion of the exam. Many school districts are also hiring candidates with CDL permits.</p>	11/19/2017- Present	17
Education in the United States: A Guide for New Mainers	This course is geared toward new Mainers who were teachers in their home countries or those who are interested in working in the school system in the United States. It helps students understand how the US and Maine educational systems work and what it takes to get a job in a school system. It is also helpful for parents of have children in the school system and who just want to have a better understanding of the schools in their new country. This course is for ESOL Level 5 and above, or ESOL 4 with a teacher recommendation.	9/19 – 12/12/17	6
Networking/ Mentoring/Job Shadowing/ Internships	Throughout the year, students are presented different opportunities to network and connect with employers and other professionals in their field. These opportunities are based on the students interests and needs and could include job shadowing, mentorships, a paid or unpaid internship or volunteering and job shadowing.	Throughout the year	27
Outreach and Orientation Events	Examples of efforts in inform new Mainers of our services include participating in the UNE Health Fair at the Portland Public Library and orientation sessions for new PAE students	Fall 2017	18
<b>Total Programmatic Participants 2017</b>			<b>566</b>

# PORTLAND ADULT EDUCATION

## 2016-2017 SUMMARY

PAE served over 4,000 students in 2016 - 2017.

### Academic Programs

We teach Math, Language Arts, Science and Social Studies to prepare students to receive a diploma or enter college.

- 444 students took academic classes.
- 98 students passed the high school equivalency exam or HISET (formerly GED) and 40 received a High School Diploma.
- 26 students from PAE's College Transitions program were awarded \$3-5,000 James & Marilyn Rockefeller Transition Scholarships, and 15 alumni achieved placement on the Dean's List at SMCC and 4 at USM.



### ESOL Program: English Language and Literacy

We teach English to immigrants from the literacy level through advanced English.

- 2,036 immigrants from 82 countries took English classes.
- 705 new ESOL students came to intakes.
- More than 50 classes were taught by 25 ESOL teachers.

### Job Readiness: Job Skills Program

We prepare students for better jobs through technology, office skills, and occupational training.

- 534 students took job skills courses.
- 129 students earned CNA credentials.





### New Mainers Resource Center

We help foreign-trained professionals get jobs in their fields.

- 438 foreign-trained professionals were served: 299 received career advising; 285 participated in offerings (calendar year 2016)

- 90 job seekers took Job Class, with 70% of participants finding employment. Work authorizations were still pending for many students at the end of class.



### Lifelong Learning: Enrichment Program

We offer courses in fitness, fine arts, home and life skills, languages, personal finance, and wellness.

- 1,486 community members took classes.
- \$103,169 in revenue contributed to PAE programming.

### English Language Learning Lab

- 274 ESOL waitlist students were able to begin their language study directly following their intake test.

- 221 ESOL students extended their language study beyond the classroom by completing hours in the lab

- 46 New Mainers Resource Center clients used lab resources to navigate their pathway to employment

- 84 Students continued their English language acquisition in the lab's supportive environment during a 4-week summer session funded by the John T. Gorman Foundation.



### Street Academy: Serving Homeless Youth

We ensure that homeless youth in Maine have free access to appropriate public education and workforce training.

- 140 homeless youth received job training and academic preparation.



**Appendix D. Sampling of Employers that Hired NMRC Program Participants in 2017**

<b>Company</b>	<b>Industry</b>
Alere	Manufacturing
Amec, Foster, and Wheeler	Architecture
American Red Cross	Healthcare
Americorp	Education
Antoine's	Textile Production
Auto Europe	Account/Tourism
Barber Foods	Food Production
Bernstein Shur	Legal
Biodiversity Research Institute	Environmental
Black and Decker	Mechanical
Bowdoin College	Education
Boys and Girls Club	Education
BSC Cleaning	Custodial
Bujabelle African Restaurant	Restaurant
City of Portland	Government
Computer Solutions	IT
Dielectric, LLC	Manufacturing
FedCap	Social Services
Francis Hotel	Hospitality
Gateway Community Services	Social Services
H&R Block	Financial/Banking
Hampton Inn	Hospitality
Infinity Federal Credit Union	Financial/Banking
Kerry	Temp Staffing Agency
Key Bank	Finance/Banking
Key Bank	Finance/Banking
Learning Works	Education
Little Red School House	Education
Maine Health	Healthcare
Maine Today Media	Production

On Semiconductor	Manufacturing
Oxford Street Shelter, City of Portland	Social Services
Piedmont Airlines	Aviation
Port City Architecture	Architecture / Design
Portland Adult Ed	Education
Portland Museum of Art	Non-Profit
Portland Public Schools	Education
Pratt Abbott	Production
Quality Containers	Production
RCSS	Social Services
Residence Inn Marriott	Hospitality
Taco Bell	Restaurant
Tyco	Food Production
Union Bagel	Restaurant
Westin Hotel	Hospitality
WEX	Finance/IT
Woodlands Senior Living	Healthcare
YMCA	Non-profit





Report prepared by NMRC staff March 2018

New Mainers Resource Center  
*Maine's Welcome Back Center*  
Portland Adult Education  
14 Locust St.  
Portland, Maine 04101  
207 874-8155  
[www.nmrcmaine.org](http://www.nmrcmaine.org)  
[nmrcmaine@gmail.com](mailto:nmrcmaine@gmail.com)