



**EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE  
ACTION PLAN**

**Internal Employment**

**SFY 2024**

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## Introduction

### MaineDOT MISSION

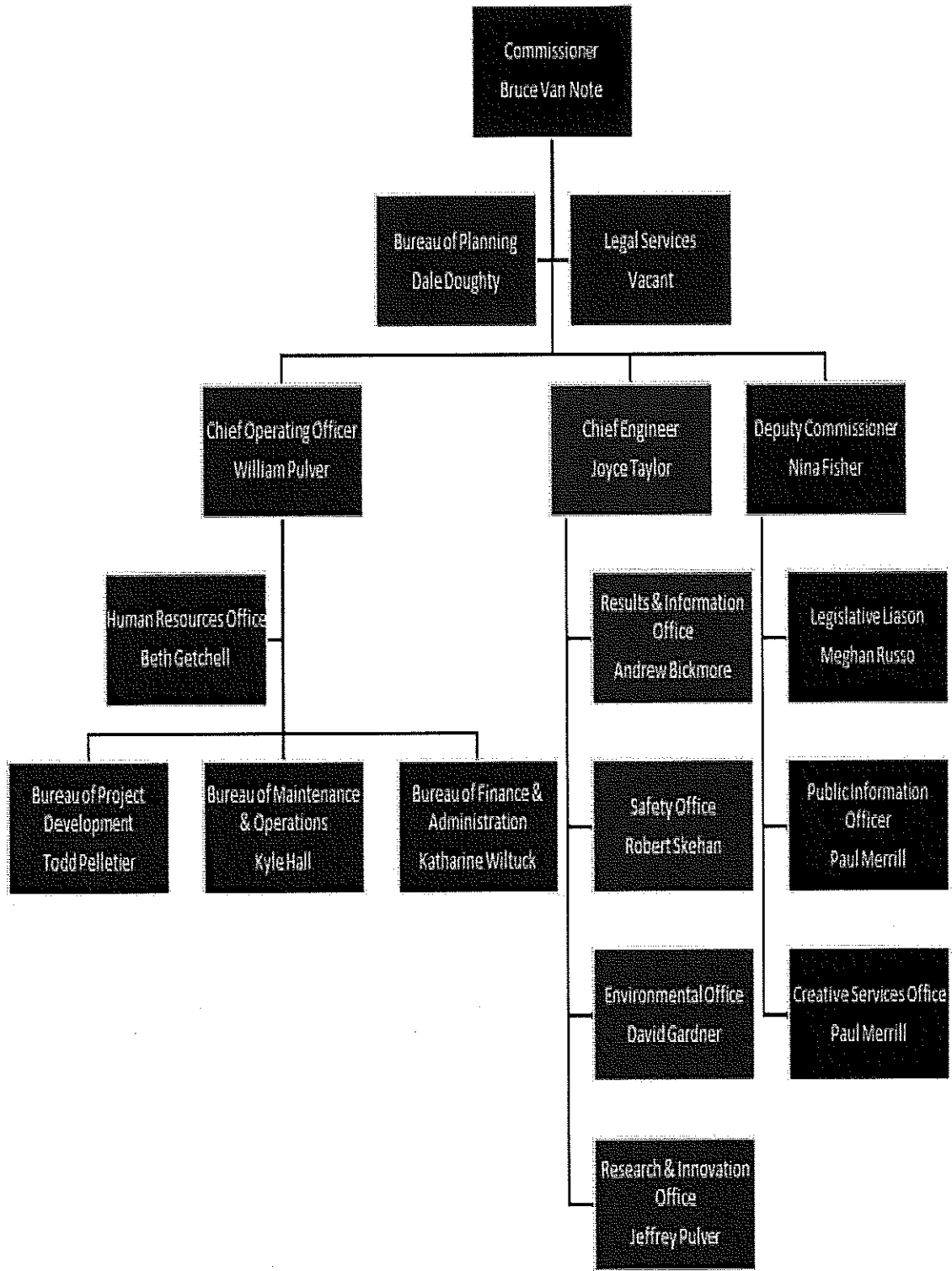
*Our Mission: To support economic opportunity and quality of life by responsibly providing our customers the safest and most reliable transportation system possible, given available resources.*

As an employer, the Department of Transportation endeavors to be a model employer – a workplace where people want to come to work and make the mission of the Department a reality. In order to become a model employer, it is imperative that the Department adhere to the principles, purposes and goals outlined in this plan.

The foundation for Equal Employment Opportunity Policy and Affirmative Action is derived from State and Federal laws and regulations, as well as a moral and professional commitment. The legal mandates include: Title VII of the Civil Rights Act of 1964 as amended by the Equal Employment Opportunity Act of 1972; the Rehabilitation Act of 1973; the Age Discrimination in Employment Act of 1967; the Equal Pay Act; the Maine Human Rights Act, 5MRS, CH.337; the State Personnel Law, 5MRS, CH 51, Section 553 (Non-Discrimination) and 5MRS, CH 65 (Code of Fair Practices and Affirmative Action); and the Americans with Disabilities Act of 1990.

MaineDOT is firmly committed to the principles of equal employment opportunity and affirmative action. As a public agency, MaineDOT is an instrument of the taxpayers of Maine and has an obligation to provide fair and effective service to the public. This service requires ensuring all individuals the right to work and advance based on merit, ability, and potential, free from unlawful discrimination.

# MaineDOT Organizational Chart



**STATE OF MAINE**  
**POLICY ON NON-DISCRIMINATION IN EMPLOYMENT**

**I. Policy Statement**

The State of Maine is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices. The State of Maine will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

**II. Definitions**

“Employment Actions” include, but are not limited to, recruitment, testing, selection, promotion, compensation, benefits, layoffs, job assignments, employee development opportunities, and discipline.

A protected class refers to a group of individuals protected by anti-discrimination laws based on certain characteristics. A protected class includes people who belong to the protected class, are perceived as belonging to the protected class, or have a known relationship or association with a member of a protected class. Protected classes include race, color, sex, sexual orientation, gender identity, physical or mental disability, religion, age, ancestry, national origin, familial status, genetic information, and marital status. Likewise, traits that are associated with protected class status, such as natural hair textures, Afro styles, protective hair styles (such as braids, twists, and locks), head coverings, and protected class-related body modifications are also included as part of a person’s protected class.

Protected activity is activity that an employee may engage in without fear of discrimination or retaliation from their employer or its agents. Protected activity includes whistleblower activity, previous assertion of a claim or right under the Maine Workers’ Compensation Act, and receiving an order of protection from abuse under Title 19-A, Section 4007 of the Maine Revised Statutes.

**III. Policy Against Discrimination**

Employment actions will be based on the principles of equal employment opportunity. Discrimination based on a protected class or protected activity is illegal and will not be tolerated by the State of Maine.

#### **IV. Reasonable Accommodations**

Reasonable accommodations will be made for any qualified individual, applicant, or employee in accordance with the provisions of the Maine Human Rights Act, Title VII of the Civil Rights Act, and the Americans with Disabilities Act. Please see the State of Maine's Policy and Procedure for Processing Requests for Reasonable Accommodation from Employees and Applicants for more information.

#### **V. Managers/Supervisors Obligations**

Managers and supervisors must respond appropriately to discrimination and report it immediately to individuals who are authorized to take further action. Managers and supervisors are also required to actively prevent and correct retaliation or discrimination toward any employee who has been involved in the filing, investigation, or resolution of a discrimination claim.

Departments, in partnership with HR, will address and attempt to resolve employee complaints regarding discrimination or retaliation as expeditiously as possible, consistent with Section VII of this Policy. Managers and supervisors are required to contact the agency Equal Employment Opportunity (EEO) Coordinator if they receive a complaint of this nature.

#### **VI. Cooperation with Investigation**

Employees are required to cooperate fully with the investigation and/or resolution of any discrimination complaint. Employees will not be punished for reporting discrimination, participating in a discrimination investigation or lawsuit, or opposing discrimination. The State of Maine will protect the confidentiality of employees who report discrimination or participate in a discrimination investigation, to the greatest possible extent. An Employee may arrange for representation consistent with any applicable collective bargaining agreement or law.

#### **VII. Complaint Procedure**

All complaints made for alleged violations of this Policy shall be made in accordance with the State of Maine's Equal Employment Opportunity Complaint Policy.

#### **V. Policy Against Harassment**

The State of Maine also has a separate Policy Against Harassment. Any conduct not covered by this Policy on Non-Discrimination in Employment may be covered by the State's Policy Against Harassment.

## **VI. Assistance**

Each State agency/service center has a designated EEO Coordinator who is responsible for the implementation, monitoring, and recordkeeping of the agency EEO program as well as providing technical assistance to employees and supervisors. The State EEO Coordinator in the Bureau of Human Resources, Office of Employee Relations, is also available as a resource to any state employee, manager, or supervisor.

## **VII. Interpretation of Policy**

This policy shall not be construed to prohibit any employment action or policy which is required by federal or state law, rule or, executive order.

## **VIII. Effective Date**

The effective date of this policy is August 1, 2023.

## Responsibility Assignment

### COMMISSIONER

The MaineDOT Commissioner has the overall responsibility for the department's compliance with equal employment opportunity policy and provides support and direction in the implementation of the Equal Employment Opportunity/Affirmative Action Plan. The Commissioner shall be responsible to assure that agency managers are meeting their responsibilities to set a tone of cooperation and support for EEO, affirmative action and the general premise that all employees be treated with dignity and respect.

### EEO REPRESENTATIVES

The State EEO Coordinator in the Bureau of Employee Relations is responsible for providing direction, advice, and support to the agencies to assure compliance with state and federal EEO statutes, regulations, and policies.

The person assigned MaineDOT EEO duties has direct access to the Commissioner on all matters pertaining to compliance with EEO laws and policies.

MaineDOT employees responsible for MaineDOT EEO compliance will develop and monitor the MaineDOT EEO/AA goals. Duties include, but are not limited to, the following:

- Develop, implement, and monitor an EEO/AA training plan to assure managers, supervisors, and employees in the department receive the necessary training for compliance with law and policy
- Advise management of problem areas and recommend corrective action
- Serve as liaisons between the department and state and federal enforcement agencies as well as advocacy organizations and community groups
- Provide technical assistance to management and staff in EEO/AA matters
- Review selection/promotion criteria to assure job-relatedness particularly in areas of underutilization
- Investigate employees' complaints alleging discrimination and make recommendations for resolution



- Monitor compliance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act

### THE DIRECTOR OF HUMAN RESOURCES

The Director of Human Resource is responsible for ensuring that personnel actions are administered fairly and in accordance with state and federal EEO laws and departmental EEO/AA policy. Duties include:

- Require written justification for hiring decisions based on job-related criteria when requested by EEO Representative
- Assure that records of personnel actions such as selection procedures are maintained for a period of two years
- Assure the involvement of the EEO Representative when HR/employee relations issues (i.e., complaints, investigations, grievances, FMLA, worker's compensation) have a potential EEO component
- Assure that all employee medical information is maintained separate from personnel files in a secure location and shared with supervisors only in accordance with state and federal regulations

### ADMINISTRATORS, MANAGERS AND SUPERVISORS

Managers and supervisors at MaineDOT are rated on their performance with regard to their administration of fair employment practices and State and Federal AA/EEO requirements. The following expectations are standards by which managers' and supervisors' performance can be judged in this area. Managers and supervisors are expected to:

- Develop and maintain a working knowledge of the basic principles of equal employment opportunity
- Make employment decisions based on the principles of equal employment opportunity
- Make good faith efforts to achieve the EEO/AA Plan goals, and be prepared to be personally accountable for some program goals
- Inform applicable EEO/HR staff when an employee has a medical condition that impacts the employee's performance or when an employee indicates a need for accommodation for a medical condition

- Support all EEO/AA policy directives and initiatives and present a positive example to employees by periodically discussing policy and program compliance with employees and by fostering a constructive and positive attitude toward principles of equal employment opportunity and affirmative action
- Assure compliance with the MaineDOT Policy Against Harassment, including actively preventing and/or stopping inappropriate, unprofessional conduct in the workplace regardless of whether the behavior may constitute illegal harassment and reporting any complaints to the EEO Coordinator

### **Plan/Policy Dissemination**

The MaineDOT EEO/AA Plan will be disseminated in the following manner:

MaineDOT's EEO Coordinator is responsible for disseminating the EEO/AA Plan. This dissemination will include at a minimum:

- Ensuring that the Commissioner, Deputy Commissioner, managers, and supervisors are aware of their responsibilities for implementation and compliance and are provided with contact information for the EEO Coordinator.
- Ensuring that copies of the EEO/AA policy statement and the Policy Statement Against Harassment are posted in the headquarters building in Augusta and all M&O work locations.
- Ensuring that the State EEO/AA Plan is available on the MaineDOT intranet website, ensuring availability for all MaineDOT work locations. Employees will be invited to review the plan and discuss any questions or concerns with the EEO designee

***POLICY AND PROCEDURE FOR PROCESSING REQUESTS FROM EMPLOYEES AND APPLICANTS FOR REASONABLE ACCOMMODATION INCLUDING REASSIGNMENT***

**POLICY**

It is the policy of the State of Maine to provide reasonable accommodations in a timely manner for any qualified individual with a disability who is an employee or applicant for employment in accordance with provisions of the Maine Human Rights Act, the Americans with Disabilities Act and the Rehabilitation Act of 1973. All state agencies will adhere to all applicable state and federal laws, regulations and guidelines with respect to providing reasonable accommodations to afford equal employment opportunity to any qualified individual with a disability.

**PROCEDURE**

1. Requests for accommodation may be directed to the supervisor/manager of that employee, the agency EEO Officer, or, in the case of a job-related injury, the Workers' Compensation representative. This does not preclude a supervisor/manager from initiating the reasonable accommodation procedure in appropriate circumstances. All requests for accommodation must be documented and processed as expeditiously as possible and in all cases forwarded to the agency EEO Officer. **No request shall be approved or denied prior to review by the agency EEO Officer or the State EEO Coordinator and a determination that the decision is consistent with both state and federal law and state policy.**

2. The agency EEO Officer will work with the supervisor/manager to determine whether the request is reasonable within the framework of existing laws and regulations. The EEO officer may determine that it is necessary to request a statement from the applicant/employee's treatment provider verifying the limitations/restrictions and necessity for the requested accommodations. If additional information is required, the applicant/employee will be contacted for a release of medical information. Any request for additional medical opinions will be made in accordance with applicable contractual agreements currently in force. **No requests for medical information will be made without approval from the agency EEO Officer.**

3. If the request is approved by the agency, the accommodation will be provided as promptly as possible. If denied, the employee may request that the decision be reviewed by the State EEO Coordinator in the Bureau of Human Resources.

4. If at any time during the process it is determined that an employee is unable to perform the essential functions of his/her position even with reasonable accommodation, s/he may be eligible for reassignment.

## **REASSIGNMENT OF EMPLOYEE AS A REASONABLE ACCOMMODATION**

If reasonable accommodations cannot be made within the employee's current position, state and federal laws require the employer to explore reassignment to a vacant position. Agencies **must** first explore equivalent positions and then demotion options for disabled employees who can no longer successfully perform their current jobs with or without reasonable accommodation.

The transfer or demotion of a disabled employee that is necessary to provide a reasonable accommodation for continued employment must be given priority over other means to fill available vacant positions, unless the reassignment would cause an undue hardship on the agency.

A position is available if it is currently vacant, approved to be filled, and there are no individuals with a contractual right to the position.

Demotion to a position in a lower pay grade is appropriate only if there are no accommodations that would enable the employee to remain in a position that is equivalent in terms of pay, status or other relevant factors, or if both the agency and the employee agree that demotion is the most appropriate accommodation.

There is no obligation to promote an employee as a reasonable accommodation under the ADA. The transfer/demotion provisions of this policy do not apply to applicants for employment but are applicable only to employees currently holding or having rights to positions in State government.

### **Employees Who are Injured on the Job**

Whether an employee who is injured on the job is covered by this policy will depend on whether the employee meets the definition of qualified individual with a disability under state or federal law.

### **Definitions**

**Disability** – A condition that meets the definition of a physical or mental disability under the Maine Human Rights Act or that meets the definition of disability under the Americans with Disabilities Act or the Rehabilitation Act of 1973.

**Qualified Individual with a Disability** – Any disabled individual who can perform the essential functions of a position with or without reasonable accommodation.

**Reasonable Accommodation** – Any change in the work environment or in the way things are customarily done that enables an individual with a disability to

enjoy equal employment opportunities. It is unlawful not to make a reasonable accommodation to the known physical or mental limitations of an otherwise qualified applicant or employee with a disability, unless it can be demonstrated that the accommodation would impose an undue hardship on the operation of the organization. Reasonable accommodations may take such forms as:

- Making a facility accessible to employees;
- Job restructuring, within job's classification and compensation and without unreasonable impact on other workers;
- Some changes or flex in work hours or days;
- Providing interpretive services or assistive devices;
- Reassignment to a vacant position

**Essential Job Functions** – The fundamental job duties of the position. A job function may be considered an essential function if employees in the position must perform the function and: 1) the position exists to perform that function, or 2) the function is essential because of the limited number of employees available among whom the performance of that job function can be distributed; and/or 3) the function is highly specialized so that the incumbent in the position is hired for his or her expertise or ability to perform the function.

**Undue Hardship** – Significant difficulty or expense in, or resulting from, the provision of an accommodation. The determination of “undue hardship” takes into consideration anything that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of the operation of the business.

**Qualification Standards** – The personal and professional attributes including the skill, experience, education, physical, medical, safety and other requirements that an individual must meet in order to be eligible for the position held.

### **Reassignment Provisions**

Each agency must first attempt to make reasonable accommodations that will enable the employee to successfully perform the essential job functions of the current position. If such reasonable accommodation is not possible, or if both the employee and the agency agree that reassignment to another position within the agency is a more appropriate accommodation than accommodation in the current job, then the following provisions apply.

1. The agency must attempt to place the employee in an equivalent vacant position that the employee can perform, with or without reasonable accommodations, provided one is available within the agency. An equivalent position is a position with similar pay, status, promotional opportunities, and other conditions of employment but not necessarily in the same job classification or pay grade to which the employee is currently assigned. The agency may

nominate such employee without testing, provided that the employee meets the established minimum qualifications for the classification.

2. An agency may demote an employee to a lower graded available position if: 1) there are not accommodations that would enable the employee to remain in the current position and there are no equivalent positions available for which the individual is qualified with or without reasonable accommodation, or 2) both the agency and the employee agree that demotion is the most appropriate accommodation. In the event that an employee demotes to another position, standard salary policies regarding demotions will apply. The agency may nominate such employee without testing, provided that the employee meets the established minimum qualifications for the classification.

3. If demotion is being considered as a reasonable accommodation for a disability, or if no accommodation is available within the agency, the agency must inform the employee of his/her right to access existing vacancies in other agencies. If the employee selects this option, the agency must refer the employee to the Bureau of Human Resources where the employee will be assisted in identifying equivalent position vacancies in state government for which they qualify as defined in paragraph 1 above. If no equivalent positions exist, demotion opportunities will be considered in accordance with paragraph 2 above.

Agencies will be required to consider all such employees immediately after any individuals with contractual rights to the position. No candidates other than these may be hired by an agency until disabled employees seeking transfer or demotion from other agencies as a reasonable accommodation have been considered. A disabled employee is qualified and must be hired if the employee is qualified to perform the essential functions of the position with or without reasonable accommodation.

### **Transitional Status**

The ADA requires the search of positions that are available at the time that it becomes evident that transfer must be explored as a reasonable accommodation. Recognizing that this search may take some time to complete, employees will be allowed to use accrued sick, vacation, and/or compensatory time to cover any time period that may elapse between the determination that the employee cannot continue to perform the duties of his/her present position and the time that the employee is reassigned or terminated in the event that reassignment cannot be made.

### **Procedures**

The potential for reassignment as a reasonable accommodation begins when a request for accommodation is made in accordance with established procedures,

but may be considered **only** when no reasonable accommodation can be made in the employee's current position.

1. Requests for consideration for reassignment can be initiated by the employee needing accommodation, the supervisor/manager, the EEO Officer or agency/State Workers Compensation staff. Requests can be made at any time. Agency EEO Officers **must** be notified of all requests for accommodation. The State EEO Coordinator is also available for technical assistance in the reasonable accommodation search/documentation process. All requests for accommodation and efforts to provide accommodation must be documented. It is recommended that medical documentation of the employee's limitations and need for accommodation be required. Accommodations must be explored in the following order:

- Accommodation within the existing job
- Reassignment to an equivalent position
- Demotion

Full documentation must be provided concerning efforts to make reasonable accommodation in accordance with this policy, including reasons for bypassing reassignment to an equivalent position

2. If the employee is transferred or demoted, the agency must submit a statement that the action is taken in accordance with this policy to the Bureau of Human Resources when the transaction is entered on MFASIS. This statement will serve as authorization for the reassignment and will serve as notice to the Bureau that such an accommodation has been made.

3. Whenever a reasonable accommodation cannot be made within the employing agency, or whenever the only accommodation available within the agency is demotion, the employee must be informed of his/her right to access existing vacancies in other agencies and referred to the Bureau of Human Resources.

4. The Bureau will review all such referrals and the agency's accommodation documentation to ensure that more favorable accommodations cannot be made for the employee within the agency before considering placement to another agency.

### **Interpretive Guidance and Technical Assistance**

A complete understanding of essential job function, reasonable accommodation and undue hardship is necessary to properly administer the provisions of this policy.

Additionally, agencies may need technical assistance when it is necessary to explore the need for reasonable accommodation that may or may not include reassignment. Technical assistance is available from the following:

State EEO Coordinator, Office of Employee Relations – 287-4651

Legal Counsel, Office of Employee Relations - 287-4447

~~Revised 5/09~~

~~Revised 7/12~~

Revised 8/21



# MAINE STATE GOVERNMENT POLICY AGAINST HARASSMENT

## I. Policy Statement

The State of Maine recognizes the dignity of the individual employee and the right of employees to work in an environment which is free of intimidation and harassment. Such intimidation or harassment based on a person's protected class or protected activity is a violation of State policy and constitutes illegal employment discrimination. Because such harassment seriously undermines the integrity of the workplace and adversely affects employee morale, it is unacceptable and will not be tolerated by the State of Maine. In addition, it is considered ***grounds for disciplinary action up to and including discharge.***

## II. Definition of Protected Class and Protected Activity

A protected class refers to a group of individuals protected by anti-discrimination laws based on certain characteristics. A protected class includes people who belong to the protected class, are perceived as belonging to the protected class, or have a known relationship or association with a member of a protected class. Protected classes include race, color, sex, sexual orientation, gender identity, physical or mental disability, religion, age, ancestry, national origin, familial status, genetic information, and marital status. Likewise, traits that are associated with protected class status, such as natural hair textures, Afro styles, protective hair styles (such as braids, twists, and locks), head coverings, and protected class-related body modifications are also included as part of a person's protected class.

Protected activity is activity that an employee may engage in without fear of discrimination or retaliation from their employer or its agents. Protected activity includes whistleblower activity, previous assertion of a claim or right under the Maine Workers' Compensation Act, and receiving an order of protection from abuse under Title 19-A, Section 4007 of the Maine Revised Statutes.

## III. Definition of Harassment

Harassment includes verbal or physical conduct related to a protected class or protected activity directed at a person because of that status when:

A. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's access to employment or any of the terms, conditions, or privileges of employment;

B. Submission to or rejection of such conduct by an individual is used as the basis

for an individual's access to employment or any of the terms, conditions, or benefits of employment;

- C. Such conduct has the purpose or effect of unreasonably interfering with an individual's access to employment or any of the terms, conditions, or benefits of employment, or creating an intimidating, hostile, or offensive environment in those settings; or
- D. Such conduct constitutes an assault, as defined by Title 17-A M.R.S. § 207.

#### **IV. Unprofessional Behavior Prohibited**

As a matter of State policy, any conduct that degrades, ridicules or otherwise draws unwanted attention to any employee or other person having dealings with any State agency or department on the basis of their protected class or protected activity is considered unprofessional regardless of whether it constitutes unlawful harassment.

Such unprofessional conduct includes any behavior of a sexual nature and will not be tolerated in the workplace because it undermines morale, interferes with performance and demeans the persons affected by the conduct. Disciplinary action, up to and including termination, may result regardless of whether the recipient finds the conduct offensive. Each employee is personally responsible for compliance with this policy.

#### **V. Examples of Harassment**

Workplace harassment can take many forms, and it does not always look the same. This section helps identify the various ways that workplace harassment can manifest. Workplace harassment can include:

- Unwelcome advances, gestures, comments, or contact (See Section VI below);
- Name calling, insults, or putdowns;
- Physical assaults, threats, or intimidation;
- Offensive jokes, objects, or pictures;
- Subjecting employees to ridicule, slurs, or derogatory actions;
- Basing employment decisions or practices on submission to such harassment;
- Refusal to cooperate with employees in performing work assignments;

- Inequitable disciplinary actions and/or work assignments; or
- Digital harassment such as posting threats or demeaning comments on social media, creating a fake persona to harass someone online, creating a webpage to mock and belittle a person, and/or making false allegations online.

Under this policy, harassment may be a series of incidents or a single occurrence. The harasser may be the employee's supervisor, a supervisor in another area, an agent of the employer, a co-worker, or a non-employee. The individual offended does not have to be the person harassed but can be anyone affected by the offensive conduct.

## **VI. Definition and Examples of Sexual Harassment**

Sexual harassment is a category of workplace harassment and is illegal. It is defined in the Maine Human Rights Commission's Regulations as follows:

"Harassment on the basis of sex is a violation of Section 4572 of the Act. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- c. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Examples of sexual harassment include: behavior that is **verbal** and sexual in nature – such as comments about a person's looks, personal inquiries, sexual jokes; use of derogatory sexual stereotypes; uttering sexually suggestive sounds; writing sexual notes; use of State computer equipment to send, receive, and/or download material of a sexual nature; **non-verbal** sexual behavior – such as looking someone up and down, staring or leering at someone's body, deliberate blocking of a person's path, displaying sexual visuals, and making sexual gestures; or **physical sexual behavior** – such as pinching, patting, grabbing, sexual assault, or any physical contact of a sexual nature.

## VII. Retaliation

Any form of retaliatory action or threat or suggestion of retaliation by either employees or supervisors against any person filing a complaint under this policy or assisting in an investigation is a violation of State policy and a violation of the Maine Human Rights Act. See subsection 10, paragraph D.

Any discriminatory action against any individual because the individual has opposed a practice that would be a violation of the Maine Human Rights Act, Title VII of the Civil Rights Act, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act of 2008, or the Age Discrimination in Employment Act, or because the individual has made a charge, testified, or assisted in any investigation, proceeding, or hearing under the Maine Human Rights Act, Title VII of the Civil Rights Act, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act of 2008, or the Age Discrimination in Employment Act is illegal.

A complainant and any witnesses are protected from retaliation regardless of the merits of the original complaint. Retaliation should be reported in the same manner as described below for complaints of harassment and will be promptly investigated. ***Such retaliatory conduct may be grounds for disciplinary action up to and including discharge.***

## VIII. Supervisory Responsibilities

As part of their supervisory responsibilities, supervisors are required to actively prevent or stop inappropriate, unprofessional conduct in the workplace regardless of whether the conduct rises to the level of illegal harassment. Therefore, if they become aware of any such conduct occurring through personal observation or information from another party, they must consult with the Department's EEO Coordinator and take immediate and appropriate corrective action as advised, including discipline, to end the conduct.

Corrective action is required regardless of whether a complaint is made, or the conduct appears to be unwelcome. Even if the person providing information requests that no action be taken, the supervisor must contact the departmental EEO Coordinator.

***Managers and supervisors who fail to fulfill their obligations under this policy will be subject to disciplinary action, up to and including discharge.***

## IX. Applicability

This policy applies to: co-workers and supervisors; outside parties having

dealings with the department (i.e., customers, vendors, contractors); interactions between individuals of the same protected class; interactions in the workplace during work hours; outside activities related to the workplace (i.e., parties, trips, conferences); and activities unrelated to the workplace that have a nexus to employment.

**X. Complaint Procedure**

All complaints made for alleged violations of this Policy shall be made in accordance with the State of Maine's Equal Employment Opportunity Complaint Policy.

**XI. Effective Date**

This Policy is effective August 1, 2023

# Discrimination/Harassment Complaint Process

## Internal Complaint Processing

**Initial contact:** Personnel Specialists, Personnel Officers, Managers, Supervisors and Personnel Assistants serve as MaineDOT's resources for employees who wish to file a discrimination or sexual harassment complaint under Title VII of the Civil Rights Act of 1964, the Maine Human Rights Act, or the Americans with Disabilities Act (ADA). As resources, they will provide complainants with:

1. Referral to the MaineDOT EEO Coordinator; or
2. An explanation of their filing options.
3. The discrimination complaint process.
4. A Discrimination Complaint Form.

Use of the Complaint Form is not necessary for the complainant. Rather, it is intended to help the complainant provide enough information to begin processing the complaint.

### **The Complaint Review Process**

1. The EEO Coordinator reviews the complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and meets jurisdiction.
2. The complaint shall be investigated, unless:
  - o The complaint is withdrawn.
  - o The complainant fails to provide required information.
  - o The complaint is filed beyond the 180-day timeframe.
  - o The complainant is not part of a protected group.
  - o The complaint is determined to be more appropriately under a jurisdiction other than MaineDOT. If this is the case, the complainant will be directed to the appropriate agency.

## **Investigation**

**Investigation Plan:** The investigator shall prepare a plan in accordance with Collective Bargaining investigation practices which includes but is not limited to the following:

- Names of the complainant(s) and respondent(s);
- Basis for the complaint;
- Issues, events, or circumstances that caused the person to believe that they have been discriminated against;
- Criteria, sources necessary to obtain the information;
- Identification of key people.

### **Conducting the Investigation**

- The investigation will address only those issues relevant to the allegations in the complaint.
- The investigation will follow the procedures as proscribed in the agreements between the State of Maine and the Maine Service Employees Association SEIU Local 1989, as applicable for each bargaining unit.
- Confidentiality will be maintained as much as possible.
- Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case.

### **Investigation Reporting Process**

- The investigation reporting process will follow the procedures as proscribed in the agreements between the State of Maine and the Maine Service Employees Association SEIU Local 1989, as applicable for each bargaining unit.

### **Records**

All records and investigative working files are maintained in a confidential area. Records are kept for three years.

## Discrimination/Harassment Complaint Form

**MAINE DEPARTMENT OF TRANSPORTATION  
Maine Human Rights Act,  
Title VII of the Civil Rights Act of 1964  
or  
Americans with Disabilities Act (ADA)**

1. Name:
2. Address:
3. Telephone Number:
4. Name of person charged with discrimination (respondent):
5. Date of alleged discriminatory act:
6. Type of discrimination:
  
7. Please write a summary of the facts supporting your complaint (use additional pages as necessary):
  
  
  
  
  
  
  
  
  
  
8. Names of witnesses to the alleged discriminatory act:

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# **Workforce Analysis**

## Description of Job Categories

1. Officials and Administrators: Occupation in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis. Includes: department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, examiners, wardens, superintendents, sheriffs, police and fire chiefs and inspectors and kindred workers.
2. Professionals: Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: Personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dieticians, lawyers, system analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants and kindred workers.
3. Technicians: Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Includes: Computer programmers and operators, drafters, surveyors, licensed practical nurses, photographers, radio operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), assessors, inspectors, police and fire sergeants and kindred workers.
4. Protective Service Workers: Occupations in which workers are entrusted with public safety, security, and protection from destructive forces. Includes: police patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, game and fish wardens, park rangers (except maintenance), and kindred workers.
5. Paraprofessionals: Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. Included: research assistants, medical aides, child support workers, policy auxiliary welfare service aides, recreation assistants, homemakers' aides, home health aides, library assistants and clerks, ambulance drivers and attendants, and kindred workers.
6. Administrative Support: Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Includes: bookkeepers, messengers, office machine operators, clerk typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks and kindred workers.

7. Skilled Craft Workers: Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes: Mechanics and repairers, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters and kindred workers.
8. Service and Maintenance: Occupations in which workers perform duties which result in or contribute to the upkeep and care of buildings, facilities, or grounds of public property. Workers in this group may operate machinery. Includes: Chauffeurs, chefs, waitresses, home care aids, laundry and dry-cleaning operatives, truck drivers, bus drivers, garage laborers, childcare workers, bus drivers, custodial employees, gardeners, and groundskeepers, refuse collectors, construction laborers.

**Civilian Labor Force Availability:**

		Percent		Percent		Percent	TOTAL
	MALE	MALE	FEMALE	FEMALE	MINORITY	MINORITY	
Officials and Admin	43,945	53.6%	38,075	46.4%	3,125	3.7%	82,015
Professionals	50,725	38.6%	80,755	61.4%	7,055	5.4%	131,480
Technicians	25,720	54.7%	21,290	45.3%	3,085	6.7%	47,015
Prot Serv	8,130	87.6%	1,155	12.4%	365	4.3%	9,285
Prot Serv Non Sworn	805	53.3%	705	46.7%	189	12.6%	919
Admin Support	48,715	34.5%	92,495	65.5%	7,265	5.1%	141,210
Skilled Craft	53,120	92.4%	4,350	7.6%	2,154	3.8%	57,470
Service and Mainten	90,745	55.5%	72,765	44.5%	13,175	7.9%	163,510
	321,905	50.9%	311,590	49.2%	36,413	5.8%	632,904

**MaineDOT Labor Force:**

		Percent		Percent		Percent	TOTAL
	MALE	MALE	FEMALE	FEMALE	MINORITY	MINORITY	
Officials and Admin	100	73%	37	27%	3	2%	137
Professionals	307	75.2%	101	24.8%	20	4.9%	408
Technicians	79	75.2%	26	24.8%	2	1.9%	105
Prot Serv Sworn	0	0	0	0	0	0	0
Prot Serv Non Sworn	0	0	0	0	0	0	0
Admin Support	27	27.8%	70	72.2%	3	3.1%	97
Skilled Craft	539	94.4%	32	5.6%	10	1.8%	571
Service and Mainten	284	94%	18	6%	13	4.3%	302
	1336	82.5%	284	17.5%	51	3.1%	1620*

\*86 MaineDOT employees selected "Not Reported" under the new EEOC race codes, therefore minority numbers and percentages may not reflect the actual workforce percentages.

## Workforce Utilization Analysis – NARRATIVE

Analysis of the department's utilization of women and minorities reveals underutilization of women considering the number of employees overall. With regard to minorities, there is less underutilization, as noted in the categories addressed below. Underutilization will continue to be addressed through expanded certifications, and monitoring and education of supervisors in appropriate selection procedures.

As a result of new EEOC reporting requirements which provided employees not wanting to report race to check the box stating: Not Reported. MaineDOT employees are not considered in these calculations.

Following is a discussion of each of the EEO categories:

**Cat. 1 Officials and Managers (total = 137)** - There are 27% or 37 women and 2% or 3 minorities in this category. The Civilian Labor Force Availability indicates a 41.1% availability of women. The Civilian Labor Force Availability for minorities is 2%.

In SFY 2017 there was 30 females and 2 minorities in this category.

Net Gain/Loss: +7 women; +1 minority.

**SFY 2024 Goal:** *Because we hire so few people into this category, hire/promote 2 women.*

**Long term goal:** *19 additional women and 0 additional minorities to match the Civilian Labor Force Availability.*

**Cat. 2 Professionals (total = 408)** - Women constitute 24.8% or 101 employees and minorities constitute 4.9% or 20 employees in this category. There is a significant under representation of women in this category as the Civilian Labor Force Availability indicates availability of 58.1%. The availability of minorities is 3%. Expanded certifications and direct hire recruitment strategies will be utilized for women in this category.

In SFY 2017, there were 104 females and 19 minorities

Net Gain/Loss: -3 women; +1 minority

**SFY 2024 Goal:** *hire/promote 8 women into this category.*

**Long term goal:** *136 additional women and 0 additional minorities to match the Civilian Labor Force Availability.*

**Cat. 3 Technicians (total = 105)** – Women constitute 24.8% or 26 employees and minorities constitute 1.9% or 2 employees in this category. There is a significant under representation of women in this category as the Civilian Labor Force Availability indicates availability of 62.4 % women. In this category, minority employees make up 1.9% or 2 minorities as compared with the Civilian Labor Force Availability of 2.4%.

In SFY 2017, there were 33 women and 5 minorities

Net Gain/Loss: -7 women and -3 minorities

SFY 2024 Goal: *hire/promote 10 women into this category.*

Long term goal: *39 additional women to match the Civilian Labor Force Availability.*

**Cat. 4 & 5 Protective Service: Sworn/Non-Sworn** – MaineDOT has no employees in the two Protective Service categories.

**Cat. 6 Administrative Support (total = 97)** – At 72.2% women compared with the Civilian Labor Force Availability of 69.55%, there is no underutilization of women in this category. The Civilian Labor Force Availability for minorities is 2.7%. There are currently 3 minorities that represent 3.1% which exceeds the 2.7% of the Civilian Labor Force.

In SFY 2017, there were 63 women and 3 minorities

Net Gain/Loss: +7 women

SFY 2024 Goal: *Maintain.*

Long term goal: *Maintain.*

**Cat. 7 Skilled Craft (total = 571)** – Women constitute 5.6% or 32 employees and minorities constitute 1.8% or 10 employees. There is an underrepresentation of women and minorities in this category as the Civilian Labor Force Availability indicates a 6.5% for women and 2.3% for minorities.

In SFY 2017, there were 32 women and 27 minorities.

Net Gain/Loss: -17 minorities

SFY 2024 Goal: *Hire/promote 5 women*

Long Term Goal: *Hire 5 women and 3 minorities to match the Civilian Labor Force Availability*

**Cat. 8 Service and Maintenance (total = 302)** – This category has a historic underutilization of women, with 6% or 18 of the 302 employees in this category. Minorities make up 4.3% or 13 employees in this category. Civilian Labor Force

Availability indicates a 44.2% availability for women. Expanded certifications and direct hire recruitment strategies will be utilized for women in this category.

In SFY 2017, there were 19 women and 5 minorities

Net Gain/Loss: -1 women and +8 minorities

**SFY 2024 Goal:** *to hire 6 women into this category.*

**Long term goal:** *Hire 115 women to match the Civilian Labor Force Availability.*

# Goals and Accomplishments



**Goal: Outreach/Recruitment/Retention  
Ongoing**

MaineDOT's EEO Coordinators will continue as a member of the Diversity Hiring Coalition, the goal of which is to increase hiring in Maine of minorities. They will also continue to attend regular meetings of EEO Coordinators representing other state agencies, to share information and strategies.

MaineDOT will provide training as needed to regional personnel assistants and personnel officers and managers regarding recruitment/retention of women, minorities, and people with disabilities.

The EEO Coordinators will continue to work with the Maine Department of Labor/Vocational Rehabilitation and the state's Special Appointments Program to bring qualified people with disabilities into the MaineDOT workforce.

**ACCOMPLISHMENTS**

MaineDOT participated in Women in the Trades at Deering High School, University of Maine at Fort Kent which was geared towards engineering with a strong Native American attendance and a Construction/Manufacturing/ Trades Hiring Even in recognition of Rosie The Riveter Day.

MaineDOT EEO Coordinator worked with the New Mainers program in Southern Maine to facilitate referrals and interviews. MaineDOT EEO also participated in the Fed EEOC virtual conference promoting DEI and Accessibility in America's Workplaces, as well as An Evening with Trailblazing Women in Transportation, and the Inclusion Maine Conference focusing on DEI&B.

**Goal: Americans with Disabilities Act  
Ongoing**

The EEO Coordinator will continue to work with employees with disabilities under Workers Compensation and/or employees with Family Medical Leave needs to supplement those programs with ADA reasonable accommodation as needed. The EEO Coordinator will also continue to work with the State's Special Appointments Program to bring people with disabilities into the MaineDOT workforce.

**ACCOMPLISHMENTS**

The EEO Coordinator or designee:

- provided training for all new supervisors on the Americans with Disabilities Act
  
- Worked with the MaineDOL bureau of Vocational Rehabilitation/Special Appointments Program to facilitate interview opportunities and/or hires for people with disabilities under the Special Appointments Program.
  
- In conjunction with the State Accessibility Coordinator and the State Director of the Division for the Deaf, Hard of Hearing & Late-Deafened and the Office of Information Technology, MaineDOT maintains access to statewide Sign Language Video Remote Interpreting.
  
- In conjunction with the State Accessibility Coordinator, the State EEO Coordinator and the Office of Information Technology MaineDOT maintains access to a statewide contract for an Assistive Technology consultant. MaineDOT has accessed the services of this consultant several times in the current year.
  
- The EEO Coordinator has worked closely with managers and HR staff in all requests for reasonable accommodations, and to coordinate with Workers Compensation and Family Medical Leave.

### **ADA Reasonable Accommodations SFY 2023**

The EEO Coordinator processed 39 new or renewed requests for reasonable accommodation. There were 5 terminations of employees no longer able to perform the essential job functions. These requests were all done with the involvement of MaineDOT personnel specialists/officers, including where applicable MaineDOT's Workers Compensation specialists. In most instances, ADA overlapped with Family Medical Leave, Workers' Comp and/or Disability Retirement at MainePERS.

### **Meetings with Commissioner Van Note SFY 2023**

The EEO Coordinator met several times throughout the fiscal year to discuss EEO-related matters. Topics included current ADA reasonable accommodations requests and updates on Human Rights Commission complaints.

## **Goal: Title VII and other Employment Related Training Ongoing**

MaineDOT offers Harassment Avoidance Training through its New Employee Briefings and to individual work locations, and EEO training for managers and supervisors through Navigating a Leader's Role.

Present the following EEO training events:

- Training for Managers and Supervisors – as many as needed
- New Employee Welcome Information Sessions – as many as needed
- Navigating a Leader's Role – when it is offered
- Training for Members of Interviewing Panels – as many as needed/requested
- Continued Harassment Training for supervisors – as many sessions as necessary to complete training for all supervisors

### **ACCOMPLISHMENTS**

MaineDOT's Human Resources provided harassment/ nondiscrimination training to all new employees and new supervisors in SFY 2023.

MaineDOT's EEO Coordinator continues to participate in monthly meetings with the EEO Coordinators from other state agencies and with the Assistant Attorney General for civil rights employment issues. This is an important forum for information sharing and for staying updated on new court decisions and civil rights law and/or policy changes.

HR Staff and/or the personnel assistants continue to monitor interviews both for new MaineDOT employees and for promotion of existing MaineDOT employees to ensure a fair and equal selection process.

### **SFY 2023 Discrimination Complaints Report**

- There were 5 Maine Human Rights Commission complaints in SFY2023. 2 complaints were for harassment based on physical/mental disability – one was dismissed, and one is pending. 1 Complaint based on sex discrimination – dismissed. 1 complaint on medical disability – dismissed. 1 complaint on age, disability, sex and Whistleblower Protection Act – dismissed.
- There were 3 internal harassment complaints. All 3 complaints were investigated and were all substantiated. MaineDOT took appropriate action.

# ATTACHMENTS

## Under-represented Job Classes

### Under-represented MaineDOT Job Classifications – 2023

(Require expanded Certification Register and Form A)

#### 1 – Officials and Managers

Highway Maint. Supt.  
Mgr. R/W Property Services  
Motor Transport Services Mgr.  
Petro/Waste Mgmt & Bldg. Supt.  
Public Service Coordinator  
Project Manager II  
Public Service Coordinator I  
Public Service Coordinator II  
Public Service Executive I  
Public Service Executive II  
Public Service Executive III  
Public Service Manager I  
Public Service Manager II  
Public Service Manager III  
Systems Group Manager  
Transportation Maint. Mgr.

#### 2 – Professionals

Accountant I  
Assistant Engineer  
Auditor II  
Chemist III  
Civil Engineer II  
Civil Engineer III  
Contract/Grant Specialist  
Database Analyst  
Engineering Tech IV  
Environmental Specialist III  
Environmental Specialist IV  
Ferry Captain  
Ferry Engineer  
Ferry Port Engineer  
Field Investigator  
Financial Analyst  
Hydrogeologist  
Info System Support Mgr.  
Legal Administrator  
Librarian II  
Management Analyst II  
Media & Graphics Supervisor  
Planning & Research Associate  
Planning & Research Associate II

Programmer Analyst  
Project Manager I  
Project Manager II  
Public Relations Spec.  
Public Service Coordinator  
Public Service Coordinator I  
Public Service Coordinator III  
R/W Appraiser I  
R/W Appraiser II  
R/W Appraiser III  
Senior Contract/Grant Spec.  
Senior Database Analyst  
Senior Info Sys/Supp Spec.  
Senior Landscape Architect  
Senior Paralegal  
Senior Programmer Analyst  
Senior Staff Accountant  
Senior Technician  
Soils Research Scientist  
Supervisory Prof. Land Surveyor  
Supv. Mapping & Graphic Arts  
Supv Radio Communications  
Systems Analyst  
Systems Team Leader  
Technical Support Specialist  
Transportation Attorney  
Transportation Planning Analyst  
Transportation Planning Spec.  
Transportation Property Spec.  
**3 – Technicians**  
Assistant Technician  
Cartographer  
Communications Technician  
Computer Operator  
Computer Programmer  
Data Communications Technician  
Driver Trainer  
Engineering Technician II  
Environmental Specialist II  
Field Inspector  
GIS Coordinator  
Health & Safety Program Coord.  
Highway District Manager  
Info System Support Tech.  
Mapping & Graphic Arts Spec. II  
MaineDOT Federal Billing Examiner  
Photographer II

Records Technician II  
Senior Computer Operator  
Supv. R/W Control  
Transport. Investigator Supv.  
Transportation Aide  
Transportation Comm. Operator

**7 – Skilled Craft**

Auto Mechanic I  
Auto Mechanic II  
Bridge Operator I  
Bridge Operator II  
Building & Trades Apprentice  
Building & Trades Specialist  
Electrician I  
Electrician II  
Electrician Supervisor  
Maintenance Mech. Supervisor  
Machinist  
Plumbing & Heating Technician  
Radio Mechanic  
Sign Painter  
Sign Shop Technician  
Traffic Control Electrician  
Transportation Worker II  
Transportation Worker III  
Transportation Crew Leader  
Transportation Crew Supervisor

**8 – Service and Maintenance**

Transportation Worker I  
Building Custodian  
Custodial Worker I  
Custodial Worker II  
Ferry Able Seaman  
Ferry Ordinary Seaman  
Ferry Svc. Terminal Agent  
Foundation Survey Supervisor  
Highway Laborer  
Light Equipment Operator  
Motor Transport Tech. Assistant  
Warehouse Superintendent  
Yard Supervisor



## Outreach Contact List

<p>Khmer Maine 15 Casco St. Portland ME 04101 Tel: 207.770.7304</p> <p>Asian American Heritage Foundation Portland Multilingual Program 171 Auburn St. Portland ME 04103 Tel: 207.874.8135</p> <p>Maine Families with Children from Asia 26 Hadfield Rd. Minot ME 04258 Tel: 844.239.3829</p> <p>Office of Rehabilitation Services Maine Dept. of Labor 45 Commerce Dr. Augusta ME 04333 Voice: 624-5120 TTY: Maine Relay 711</p>	<p>Chinese &amp; American Friendship Association of Maine PO Box 10372. Portland ME 04104 Tel: 207.699.5500</p> <p>Alpha One/Wheelchairs Unlimited 127 Main Street South Portland, ME 04106 Tel: 207.767.2189</p> <p>Disability Rights Center 160 Capitol St #4 Augusta ME 04330 Voice and TDD: 207.626.2774</p> <p>NAACP Portland P.O. Box 3631 Portland, Me. 04104 Tel: 207.253.5074</p>
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## Religion Resources

Prayer Schedules:

[www.islamicfinder.org/prayerDetail.php?zipcode=04240&country=USA&start=0&home=2011-7-6&monthly=1](http://www.islamicfinder.org/prayerDetail.php?zipcode=04240&country=USA&start=0&home=2011-7-6&monthly=1)

[www.holidays.net/ramadan/dates.htm](http://www.holidays.net/ramadan/dates.htm)

Ramadan:

[www.guideways.com/kb/article-125.html](http://www.guideways.com/kb/article-125.html)

[www.masjiduntucson.org/submission/practices/ramadan](http://www.masjiduntucson.org/submission/practices/ramadan)

Islam:

[www.bbc.co.uk/religion/religions/islam/](http://www.bbc.co.uk/religion/religions/islam/)

Books:

Somalis in Maine: Crossing Cultural Currents

Me Against My Brother: At War in Somalia, Sudan, and Rwanda

The Middle of Everywhere: Helping Refugees Enter the American Community

The Spirit Catches You and You Fall Down

The Good Braider

Born in the Big Rains: A Memoir of Somalia and Survival

Teenage Refugees from Somalia Speak Out (In Their Own Voices)

Diversity Consciousness: Opening our Minds to People, Cultures and Opportunities

## ASL Interpretation Services

### Contacting and Scheduling an ASL Interpreter

All ASL interpretation vendors listed below received contracts based on a competitive process. Therefore, each department or agency is free to choose the vendor with which it would like to work by using the information below. You can use the vendor's "Online Request Form" (if available), or use this template (ASL Interpreter Scheduling Confirmation Form) to document the service you are requesting. Regardless of how you make your appointment, ***be sure to agree upon an estimated total price for the appointment (including travel, if applicable) in advance.***

Once you have agreed upon an estimated total price with the vendor and scheduled the interpreter appointment, follow these instructions (AdvantageME Delivery Order Instructions) to create a Delivery Order against the Master Agreement (MA) number shown below the vendor's name. When you receive the invoice after the service has been provided, ***payment must be made within 30 days from when you receive the invoice.*** You may need to contact your Service Center to accomplish this part of the process, which will vary by department.

In the event that you need to ***cancel an appointment***, follow this link (Cancellation Policy).

**Vendor Name:** Certified Interpreting  
**Master Agreement #:** 18P-1004230000000000181  
**Point(s) of Contact:** Mr. Victor Vigna, or  
Ms. Ruth Vigna  
**Telephone(s):** 207-751-7590 (voice/tty)  
207-208-8920 (vp)  
**Email:** [victor@cimaine.com](mailto:victor@cimaine.com)  
[www.cimaine.com](http://www.cimaine.com)  
**Address:** PO Box 6500 Brunswick, ME 04011

**Vendor Name:** KEWL ASL  
**Master Agreement #:** 18P-1004230000000000183  
**Point(s) of Contact:** Ms. Deborah Myers  
**Telephone(s):** 207-240-3177 (cell/text)  
**Email:** [deborahlynnmyers@gmail.com](mailto:deborahlynnmyers@gmail.com)  
**Address:** 16 Jones Road, Somerville, Maine 04348

**Vendor Name:** Mary Jane Grant Sign Language Interpreting Services, LLC  
**Master Agreement #:** 18P-1106090000000000268 (for 7/1/11 to 6/30/14)  
**Point(s) of Contact:** Ms. Mary Jane Grant  
**Telephone(s):** 207-651-3146 (voice)  
**mail:** [billing@maryjanegrant.com](mailto:billing@maryjanegrant.com)  
**Address:** 84 Ridley Road, Sanford, ME 04073

**Vendor Name:** Pine Tree Society  
**Master Agreement #:** 18P-10042800000000000192  
**Point(s) of Contact:** Mr. Douglas Newton  
**Telephone(s):** 207-885-0536 (voice/TTY)  
 207-510-4647 (vp)  
**Email:** [mnoline@pinetreesociety.org](mailto:mnoline@pinetreesociety.org)  
**Address:** 149 Front St, Bath, Me. 04530

**Vendor Name:** Professional Interpreting  
**Master Agreement #:** 18P-10042700000000000186  
**Point(s) of Contact:** Kris Bracklow, or  
 Carrie Profenno  
**Telephone(s):** 207-774-3068 (voice/TTY)  
**Email:** [kris120@juno.com](mailto:kris120@juno.com)  
**Address:** 14 Torrey Street, Portland, ME 04401

**Vendor Name:** House of Languages, Inc  
**Master Agreement #:** 18P-19011700000000000085  
**Point(s) of Contact:** David Morris  
**Telephone(s):** 207-423-9962  
**Email:** [questions@houseoflanguages.com](mailto:questions@houseoflanguages.com)  
**Address:** 151 Newbury St, Portland, Me. 04112

**Vendor Name:** Bangor Chinese School  
**Master Agreement #:** 18P-20090100000000000024  
**Point(s) of Contact:** Jing Zhang  
**Telephone(s):** 207-990-0710  
**Email:** [jingzhang@bangorchinese.com](mailto:jingzhang@bangorchinese.com)  
**Address:** 53 Cumberland St, Bangor, Me. 04401

**Vendor Name:** Maine Language Connect  
**Master Agreement #:** 18P-19011700000000000086  
**Point(s) of Contact:** Ali Al Mshakheel  
**Telephone(s):** 207-274-9330  
**Email:** [info@mlcmaine.com](mailto:info@mlcmaine.com)  
**Address:** PO Box 1831, Portland, Me. 04104

## Vendor Cost and Price Information

### Certified Interpreting – Updated Pricing

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$54.00/hour	\$60.00/hour
2. Legal ASL Interpreter Services	\$61.00/hour	\$67.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$54.00/hour	\$60.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$59.00/hour	\$65.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$64.00/hour	\$70.00/hour

### KEWL ASL

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$49.00/hour	\$54.00/hour
2. Legal ASL Interpreter Services	\$60.00/hour	\$65.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$49.00/hour	\$54.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00/hour	\$55.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$56.00/hour	\$60.00/hour

### Mary Jane Grant Interpreting

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$50.00/hour	\$55.00/hour
2. Legal ASL Interpreter Services	\$55.00/hour	\$60.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$55.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00/hour	\$55.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$50.00/hour	\$55.00/hour

**Pine Tree Society**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
1. Standard ASL Interpreter Services	\$63.00/hour	\$81.00/hour
2. Legal ASL Interpreter Services	\$75.00/hour	\$90.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$63.00/hour	\$81.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$81.00/hour	\$81.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$109.00/hour	\$109.00/hour

**Professional Interpreting**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
1. Standard ASL Interpreter Services	\$50.00/hour	\$55.00/hour
2. Legal ASL Interpreter Services	\$72.00/hour	\$82.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$55.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$55.00/hour	\$60.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$60.00/hour	\$70.00/hour

**House of Languages**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
1. Standard ASL Interpreter Services	\$60.00/hour	\$75.00/hour
2. Legal ASL Interpreter Services	\$60.00/hour	\$75.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$60.00/hour	\$75.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$60.00/hour	\$75.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$60.00/hour	\$75.00/hour

**Bangor Chinese School**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$55.00/hour	\$65.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$60.00/hour	\$70.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$60.00/hour	\$75.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$65.00/hour	\$75.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$70.00/hour	\$80.00/hour

**Maine Language Connection**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$44.00/hour	\$60.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$44.00/hour	\$60.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$44.00/hour	\$60.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$44.00/hour	\$60.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$44.00/hour	\$60.00/hour

**Foreign Language Interpretation / Translation Services  
for In Person Spoken Language Interpreting Services:**

New England Interpreter Services

Martin Sungoyo

207-409-5514

[Marin@translateforme.net](mailto:Marin@translateforme.net)

New England Interpreter Service provides the following fee schedule

**New England Interpreter Services**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1. Standard ASL Interpreter Services</b>	\$50.00/hour	\$55.00/hour
<b>2. Legal ASL Interpreter Services</b>	\$50.00/hour	\$55.00/hour
<b>3. Limited Language/Deaf Tandem Interpreter Services</b>	\$50.00/hour	\$55.00/hour
<b>4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")</b>	\$50.00/hour	\$55.00/hour
<b>5. Emergency ASL Interpreter Services (immediate assistance required)</b>	\$50.00/hour	\$55.00/hour

List of Spoken Languages Offered:

Acholi  
ASL  
Amharic  
Arabic  
Bari  
Bulgarian  
Cambodian  
Cantonese  
Darfur  
Dinka  
Farsi  
French  
Furo  
Japanese  
Juba  
Arabic  
Khmer  
Kinyarwanda

Kirundi  
Lingalia  
Mandarin  
Nuer  
Russian  
Serbo-Croatian  
Somali  
Spanish  
Sudanese/Arabic  
Swahili  
Vietnamese  
Zande



**United Somali Women of Maine** provides the following fee schedule for In Person Spoken Language Interpreting Services:

United Somali Women of Maine  
 Tel: 207-753-0061  
[fhussein@uswofmaine.org](mailto:fhussein@uswofmaine.org)

**United Somali Women of Maine**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$50.00/hour	\$65.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$50.00/hour	\$65.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$65.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00/hour	\$65.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$50.00/hour	\$65.00/hour

**Catholic Charities Maine** provides the following fee schedule for In Person Spoken Language Interpreting Services:

Catholic Charities Maine  
 Tel: 207-523-1182  
[tballenger@ccmaine.org](mailto:tballenger@ccmaine.org)

Current languages offered by Catholic Charities Maine Language Partners as of June 22, 2011, are:

- |                         |                     |
|-------------------------|---------------------|
| 1. Acholi               | 19. Kinyumuienge    |
| 2. Albanian             | 20. Kirundi         |
| 3. Amharic              | 21. Kurdish         |
| 4. Arabic (classic)     | 22. Lingala         |
| 5. Arabic (Sudanese)    | 23. Oromo           |
| 6. Azerbaijani          | 24. Pashto          |
| 7. Bosnian              | 25. Persian (Farsi) |
| 8. Bulgarian            | 26. Portuguese      |
| 9. Burmese              | 27. Romanian        |
| 10. Chinese (Mandarin)  | 28. Russian         |
| 11. Chinese (Cantonese) | 29. Serbo-Croatian  |
| 12. Dari                | 30. Somali          |
| 13. French              | 31. Spanish         |
| 14. German              | 32. Swahili         |
| 15. Greek               | 33. Tigrinya        |
| 16. Italian             | 34. Turkish         |
| 17. Khmer (Cambodian)   | 35. Vietnamese      |
| 18. Kinyarwanda         |                     |

**Catholic Charities of Maine**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
1. Standard ASL Interpreter Services	\$50.00/hour	\$65.00/hour
2. Legal ASL Interpreter Services	\$50.00/hour	\$65.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$65.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00/hour	\$65.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$50.00/hour	\$65.00/hour

**Geneva Worldwide, Inc.** provides the following fee schedule for In Person Spoken Language Interpreting Services

Geneva Worldwide Inc  
Tel: 1-877-GO-GENEVA, ref. Maine Contract #120913\*0069

**Geneva Worldwide, Inc**

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
1. Standard ASL Interpreter Services	\$50.00/hour	\$65.00/hour
2. Legal ASL Interpreter Services	\$50.00/hour	\$65.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$65.00/hour
4. Short Notice ASL Interpreter Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00/hour	\$65.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$50.00/hour	\$65.00/hour

Geneva Worldwide, Inc has over 6,000 linguists worldwide to assist clients with their language needs in the following languages:

- |                   |             |                  |          |
|-------------------|-------------|------------------|----------|
| Afrikaans         | Bambara     | Cape Verde       | Czech    |
| Akan              | Basque      | Cebuano          | Danish   |
| Albanian          | Bassa       | Chamorro         | Dari     |
| Asl               | Belorussian | Chinese Yunnan   | Dinka    |
| Amharic           | Bengali     | Choujo           | Dutch    |
| Arabic            | Bosnian     | Chukchi          | Estonian |
| Armenian          | Bulgarian   | Chuukese         | Ewe      |
| Ashanti           | Burmese     | Cotocoli         | Farsi    |
| Assyrian          | Cambodian   | Creole( Haitian, | Fijian   |
| Azeri             | Canjobal    | French)          | Finnish  |
| Bahasa (Malaysia) | Cantonese   | Croatian         | Flemish  |

French  
French Canadian  
Frisian  
Fulde  
Fuzhou  
Ga  
Georgian  
German  
Greek  
Greenlandic  
Gujarati  
Hakka  
Hebrew  
Hindi  
Hmong  
Hunanese  
Hungarian  
Ibo  
Icelandic (modern)  
Ilocano  
Indo  
Italian  
Jaaxanke  
Japanese  
Javanese  
Kannada  
Karen  
Kazakh  
Khmer

Kinyarwanda  
Kirundi  
Korean  
Kosrae  
Kpelle  
Krahn  
Kurdish  
Lanzhaou  
Lao  
Latvian  
Lebanese  
Lithuanian  
Maithili  
Malay  
Malayalam  
Maltese  
Mandarin  
Mandinka  
Marathi  
Marshallese  
May-May  
Mien  
Mongolian  
More  
Myanmar  
Navajo  
Nepali  
Norwegian

Nuer  
Oromifa  
Pampangan  
Pangasinan  
Pashtu  
Polish  
Ponapean  
Persian  
Portuguese (Brazil,  
European)  
Pulaar  
Punjabi  
Quechua  
Romanian  
Russian  
Samoa  
Sara  
Serbian  
Shanghainese  
Sichuan  
Sicilian  
Sinhalese  
Slovak  
Somali  
Somali Bantu  
Spanish  
Sudanese  
Swahili  
Swedish

Tagalog  
Taiwanese  
Tami  
Tatar  
Telugu  
Teochew  
Thai  
Thai dam  
Tibetan  
Tigrinya  
Toisanese  
Tongan  
Trukese  
Turkish  
Turkmen  
Twi  
Uighur  
Ukrainian  
Urdu  
Uzbek  
Vietnamese  
Visayan  
Welsh  
Wolof  
Xhosa  
Yiddish  
Yoruba  
Zulu