# Maine Department of Labor

Program and Service Guide

for Employers

January 2020

*Check out our job board, Maine JobLink. See the Bureau of Employment Services page for more information.*

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Contact Information:

Maine Department of Labor, 54 State House Station, Augusta, Maine 04333-0054

web: www.maine.gov/labor | email: mdol@maine.gov

Commissioner’s Office: 207-621-5095 | Customer Service Unit: 207-623-7900  
TTY users call Maine Relay 711

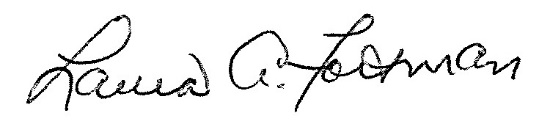
**Welcome to the   
Maine Department of Labor**

Thank you for your interest in the Maine Department of Labor, and your desire for   
information about its programs. The work of the Department is grounded in the belief that a career is a major building block of prosperity and is vital to helping Mainers chart their economic future. The Department seeks to ensure that people are treated and paid fairly, and that work is performed in safe and healthy workplaces. When jobs are lost, the   
Department provides unemployment benefits to those who qualify. By providing these   
services, the Department contributes to the overall success of Maine workers and the   
businesses for which they work.

Workers and businesses are intrinsically connected—one can’t succeed without the other. Skilled workers help their businesses thrive. Thriving businesses are able to pay livable wages and provide good benefits. Safe workplaces keep people out of harm’s way,   
enabling them to take part fully in their personal and professional lives. Businesses   
benefit by having available workers and lower costs. When each individual and each   
business thrives, all of Maine thrives.

Ultimately, our vision is that Maine people are working in an environment that treats all people respectfully, values their safety, and enables them to provide for their families.   
Our programs and services help move Maine toward this vision. The information on the   
following pages describes the many services offered by the Department. Please visit our website, one of our CareerCenters, or call us at one of the numbers provided if you have any questions.

With appreciation and best regards,

Laura Fortman, Commissioner

**Services are provided by the following Bureaus:**

Bureau of Labor Standards 1

Bureau of Employment Services 2

Bureau of Rehabilitation Services 3

Bureau of Unemployment Compensation 4

Center for Workforce Research and Information 5

CareerCenter and Partner Locations 7

# Bureau of Labor Standards

The Bureau of Labor Standards works to improve and ensure workplace safety, health, and workplace rights.

Services Provided by the Bureau

Workplace Safety: SafetyWorks!

* More than 100 safety and health classes offered each year on a range of safety and health topics, including OSHA 10 and impairment detection
* Training on state and federal wage and hour requirements including the employment of minors

Research and Statistics

* Customized company profiles on work-related injuries and illnesses and training and speakers on injury and illness recordkeeping.
* Workers’ Compensation case and prevention data.
* Data and research on wage and hour issues.

Consultation on Labor Laws

* Requirements and best practices for compliance with state and federal minimum wage and overtime law
* Drug testing policy requirements and sample policies
* Guidance on youth employment and work permit process

Compliance efforts engaged in by this Bureau include:

* Public and private-sector wage & hour standards enforcement.
* Drug testing policy consultation, approval, and compliance.
* Youth employment oversight including work permits for minors under the age of 16.
* Establish and oversee minimum wage rates on state-funded construction projects.
* Public sector (government only) occupational safety & health standards enforcement.

**Common Referrals through the Customer Service Unit (207-623-7900)**

To other MDOL Bureaus, Workers’ Compensation, Maine Human Rights Commission, Federal OSHA,   
Federal Wage and Hour, Federal Davis-Bacon

Bureau Contacts

*www.maine.gov/labor/bls* or 207-623-7900

# Bureau of Employment Services

The Bureau of Employment Services works to build and sustain a quality workforce by connecting job seekers to training and employment and ensuring employers can hire skilled workers for their businesses.

For Employers:

* Maine at Work: one point of contact for information and referrals. Maineatwork.dol@maine.gov or 207-623-7966
* Find and hire skilled employees
* Meet with applicants at a CareerCenter
* Access to skilled employees
* Access training resources
  + For new employees or to upskill existing workers
  + With referral to workforce education and training partners
  + To develop training plans/standards
* Improve employee retention
  + Create internal career pathways
  + Increase employee engagement
  + Access free fidelity bonds to support hiring at-risk, hard-to-place job seekers with criminal records and involved in the criminal justice system
  + Access the federal Work Opportunity Tax Credit (WOTC) when hiring certain populations

Recruit through Maine JobLink

* Listing your job openings on Maine’s JobLink will reach tens of thousands of registered Maine job seekers.
* List job opportunities at no charge
* Easy job posting 24-7 from any computer or mobile device
* Share postings on Facebook, LinkedIn, and Twitter
* Search over 44,000 job applicants based on skills and ability

Bureau contacts  
*www.maine.gov/labor/bes/index.shtml* or 1-888-459-8883 (in Maine)

Employment & Training: 207-623-7981  
Maine JobLink: 888-457-8883

Migrant & Immigrant Services: 888-307-9800

# Bureau of Rehabilitation Services

The Bureau of Rehabilitation Services works to bring about full access to employment, independence and community integration for people with disabilities.

**For Employers**

* Pre-employment services — Employer customized internships, apprenticeships, mentoring opportunities and training that develops future workers
* Recruitment and referral — Identification and matching of qualified candidates to meet employer   
   workforce needs
* Consultation and training — Technical assistance and training on disability awareness, increasing business diversity of people with disabilities as customers and employees, the Americans with Disabilities Act, accommodations, assistive technology and other topics related to disabilities
* Retention — Guidence and support services,   
   including job coaching and training, for employees who have or may acquire a disability
* Financial incentives — Information on available resources, tax credits and/or deductions for hiring or accommodating people with disabilities

For Job Seekers with Disabilities

* Employment services for people with disabilities — specialized job services to help individuals reach their career goals.
* School to work services — providing transitional assistance to students and families.
* Services for individuals who are blind and visually impaired — education services for children, orientation and mobility instruction, employment services and independent living services.
* Employment services for people who are deaf, late deafened or hard of hearing.

Additional Services

* Services for individuals who are blind and visually impaired — education services for children,   
  orientation and mobility instruction, employment services and independent living services
* Services for people who are Deaf, late deafened or hard of hearing— information, referral, advocacy and employment assistance
* Office of the State Accessibility Coordinator — leads the State of Maine’s compliance under the American with Disabilities Act (ADA) and Section 504

Reasons to Hire People with Disabilities

* Greater loyalty to employers
* Less turnover
* Lower rates of absenteeism
* Better safety records
* Equal or better productivity rates
* Expands customer base/market share

Bureau Contacts   
www.maine.gov/rehab   
207-623-6799 or 1-855-ALL-HIRE

# Bureau of Unemployment Compensation

The Bureau of Unemployment Compensation provides temporary financial assistance to people who lose their jobs through no fault of their own while they actively seek new employment.

Overview of Services

* Filing, processing and payment of benefit claims under various state and federal unemployment insurance programs via the Internet or telephone claims systems
* Appellate services to resolve benefit eligibility and unemployment tax liability disputes
* Administration of the Unemployment Insurance Trust Fund
* Employer advisory services on unemployment insurance benefit charges and tax matters
* Determination of unemployment insurance protection coverage
* WorkShare—an employer alternative to layoffs during a temporary business downturn

Online Services for Employers *(https://www.maine.gov/unemployment/)*

* Employer Portal to access account information, pay unemployment taxes and file wage reports
* Report New Hire information
* Register a business for unemployment coverage
* Review the Employer’s Guide to Maine Unemployment Laws
* Respond to separation requests for information via the SIDES and E-Response online portal
* Learn about the 12-point standard for proper worker classification
* Frequently asked questions (FAQs)
* Systems Guide for Employer Portal Account and Unemployment Tax Forms
* Procedural and technical guidance for payroll providers

Unemployment Tax Auditors

* Assist employers with filing quarterly wage reports and making payments
* Answer questions about liability, rates, seasonality, successorships and much more
* Speak to local groups to provide information about the unemployment law and system
* **FMI:** Find the Auditor nearest you by calling 207-621-5120 or toll-free at   
  1-844-754-3508, or contact Tax Section Manager at 207-621-5172

Bureau Contacts  
*www.maine.gov/labor/unemployment*

# Center for Workforce Research and Information

The Center for Workforce Research and Information provides data about labor market conditions and trends as information to the public, organizations and policy-makers.

Information Available

The Center provides information to assess state and local labor markets, including:

* Labor force and unemployment rate estimates
* Occupational jobs and wages
* Industry jobs and wages
* Employment and earnings outcomes of education and training program completers
* Ten-year forecasts of the rate of change in the labor force
* Projections of job openings for more than 600 occupations
* Blogs and other articles on labor market topics

And online, such information as the following:

* Reports, blog articles, and presentations on current and projected future trends
* Interactive visualizations of labor force, unemployment, and industry job trends
* County profiles of a wide range of labor market and demographic information

**Staff Expertise on Employment Data and Trends**

The Department Economist and other staff are available to help navigate the many sources of available data and to provide context and meaning of the data. Staff is available to meet with interested groups and businesses on the State’s workforce information.

**Center Contacts**

*www.maine.gov/labor/cwri* or 207-623-7900

# CareerCenter Locations

**Augusta CareerCenter**45 Commerce Drive, 109 State House Station, Augusta, ME 04333  
Phone: 624-5120 or 1-800-760-1573 • Fax: 287-6236

**Bangor CareerCenter**45 Oak Street, Suite 3, Bangor, ME 04401-6667  
Phone: 561-4050 | 1-888-828-0568 | Fax: 561-4066

**Brunswick CareerCenter**29 Sewall Street, Brunswick, ME 04011  
Phone: 721-8200 | 1-888-836-3355 | Fax: 721-1105

**Calais CareerCenter**One College Drive, Calais, ME 04619-0415  
Phone: 454-7551 or 1-800-543-0303 • Fax: 454-0349

**Lewiston CareerCenter**5 Mollison Way, Lewiston, ME 04240-5805  
Phone: 753-9001 or 1-800-741-2991 • Fax: 783-5301

**Machias CareerCenter**53 Prescott Drive, Suite 1, Machias, ME 04654-9752  
Phone: 255-1900 or 1-800-292-8929 • Fax: 255-4778

**Northern Kennebec Valley CareerCenter**

23 Stanley Road, P.O. Box 15, Hinckley, ME 04944

Phone: 474-4950 or 1-800-760-1572 • Fax: 474-4914

**Greater Portland CareerCenter**151 Jetport Boulevard, Portland, ME 04102  
Phone: 822-3300 or 1-877-594-5627 • Fax: 822-0221

**Presque Isle CareerCenter**66 Spruce Street, Suite 1, Presque Isle, ME 04769-3222  
Phone: 768-6829 or 1-800-635-0357 • Fax: 768-6850

**Rockland CareerCenter**91 Camden Street, Suite 201, Rockland, ME 04841-2421  
Phone: 596-2600 or 1-877-421-7916 • Fax: 594-1428

**Springvale CareerCenter**9 Bodwell Court, Springvale, ME 04083-1801  
Phone: 324-5460 or 1-800-343-0151 • Fax: 324-7069

**Wilton CareerCenter**865 US Route 2E, Wilton, ME 04294-6649  
Phone: 645-5800 or 1-800-982-4311 • Fax: 645-2093

# Partner CareerCenter Locations

**Aroostook County Action Program (ACAP)**

771 Main street or P.O. Box 1116

Presque Isle, ME 04769

Phone: 207-764-3721

**Belfast: Goodwill Workforce/  
Workforce Solutions Center**

5 Starrett Drive  
Belfast, ME 04915

Phone: 930-7047

**Bangor: Eastern Maine**

**Development Corporation**

**Comprehensive One Stop Center**

45 Oak Street

Bangor, ME 04401

Phone: 561-4050

**Dover-Foxcroft: Eastern Maine**

**Development Corporation**

50 Mayo Street

Dover-Foxcroft, ME 04426

Phone: 564-8196

**East Millinocket: Eastern Maine**

**Development Corporation**

1 Dirigo Drive, Suite 2

East Millinocket, ME 04430

Phone: 746-9608

**Ellsworth: Eastern Maine**

**Development Corporation**

248 State Street, Mill Mall

Ellsworth, ME 04605

Phone: 610-1521

**Machias: Eastern Maine**

**Development Corporation**

Maine Career Center Office

53 Prescott Drive, Suite 1

Machias, ME 04654

Phone: 255-1900

**Workforce Solutions   
Comprehensive One-Stop**190 Lancaster Street, Suite 200   
Portland, ME 04101  
Phone: 775-5891

**Rumford CareerCenter**

**Partner Location**

60 Lowell Street

Rumford, ME 04276-2096

Phone: 369-5000

**South Paris CareerCenter**

**Partner Location**

4 Western Avenue

South Paris, ME 04281

Phone: 743-7763 or 753-9005   
(by appointment only)

**WMCA CareerCenter Services**

**Partner Location**

20A Church Street

East Wilton, ME 04234

Phone: 860-4463 or 860-4454

**Western Maine Community Action Program**

5 Mollison Way   
Lewiston, ME 04240

Phone: 753-9001 or   
1-800-741-2991

*The Maine Department of Labor provides equal opportunity in employment and programs.   
Auxiliary aids and services are available to people with disabilities upon request.*

Programs are provided as a proud partner of the American Job Center network.