

Maine Department of Labor Program and Service Guide



MAINE
DEPARTMENT OF
LABOR

*A guide to services for employers provided by the
Maine Department of Labor*

June 2018



Maine Department of Labor



@maine_labor



Check out our job board, Maine JobLink.

See the Bureau of Employment Services page for more information.



Sign-up for the Maine Department of Labor Employer
Newsletter at www.maine.gov/labor and click "For Employers"

A message for employers

USEFUL NUMBERS

Department of Labor
207-623-7900

CareerCenter Hotline
1-888-457-8883

Hiring People with Disabilities
1-855-ALL-HIRE

Maine JobLink
207-623-7967

Wage and Hour Laws
207-623-7900

Business Answers
1-800-872-3838

Red Tape Hotline
207-624-7486

Workers' Compensation Board
207-287-3751

TTY users call Maine Relay 711

UNEMPLOYMENT EMPLOYER CONTACTS

In Central Maine
207-621-5110

In Greater Bangor
207-561-4090

In Central Coastal Maine
207-373-4009

In Greater Lewiston-Auburn
207-753-9088

In Greater Portland
207-822-0212

In Northern Maine
207-768-6813

In Southern Maine
207-286-2677

In Western Maine
207-645-5825

Dear Employers,

The LePage Administration continues to implement reforms that will enhance Maine's competitiveness.

Maine's private-sector employment has reached an all-time high, while government employment recently touched a 40-year low. Improving the efficiency of government while enhancing our services to our customers—Maine's people and employers, remains our goal.

As a result of our economic growth, Maine's unemployment claims are at a 32-year low and our unemployment taxes have fallen to their lowest level since 2006. In 2018, as part of our reforms, employers at the lowest rate in our lowest tax schedule will pay no unemployment taxes.

When this administration took office, we were recovering from a recession and the department was focused on finding jobs for workers. Today, we are focused on finding workers for your jobs. In addition, we are partnering with many organizations to attract workers to Maine.

We encourage you to connect with your local CareerCenter to take advantage of all the hiring and training resources we have available, many of which are highlighted in this program and service guide.

Our goal is to make Maine prosperous by helping your business grow.

Sincerely,



Paul R. LePage
Governor



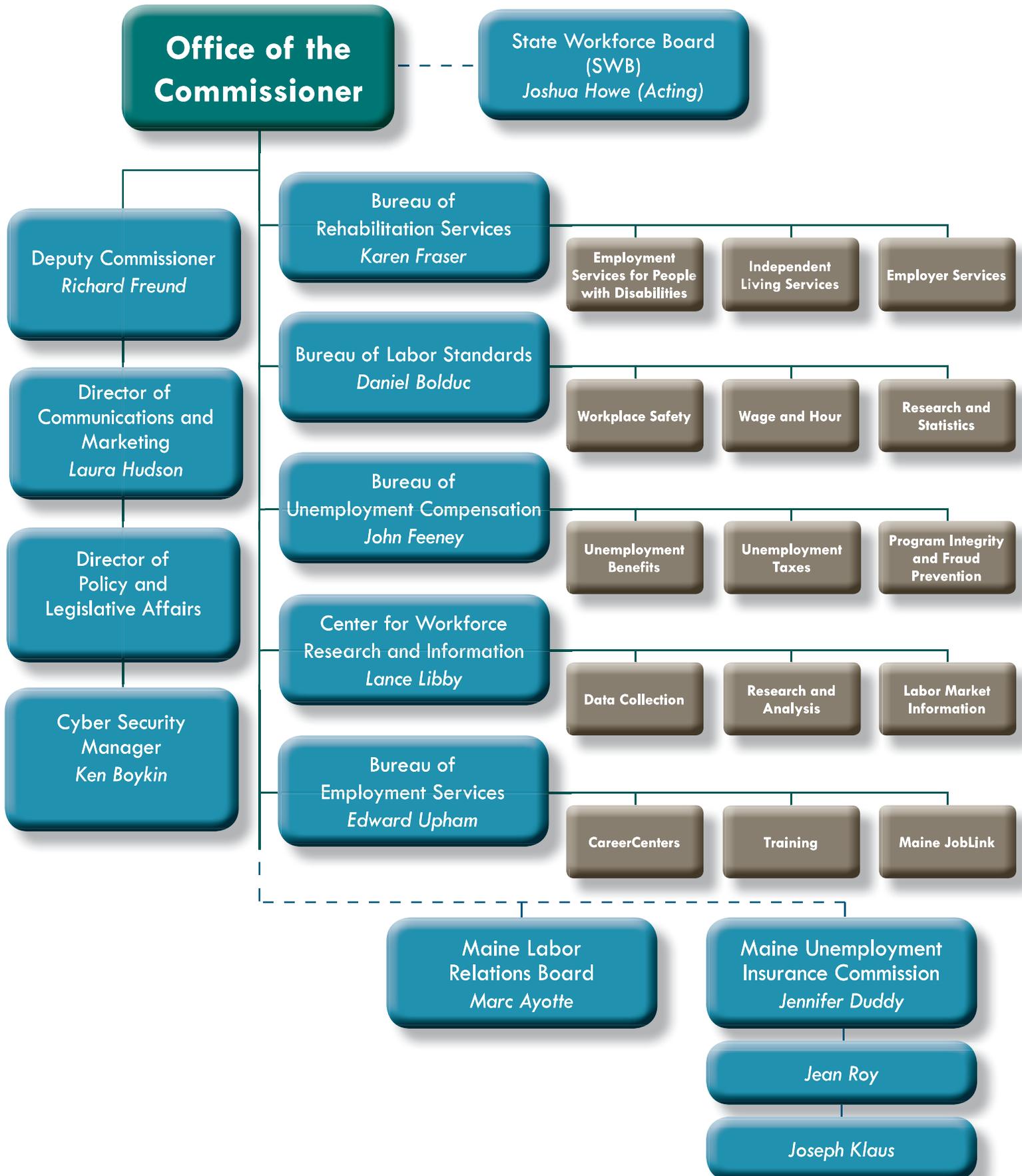
John Butera
Commissioner



Commissioner's Office Contacts

John Butera, Commissioner	621-5095
Richard Freund, Deputy Commissioner	621-5095
Laura Hudson, Director of Communications and Marketing	621-5009

Maine Department of Labor Organizational Chart



State Workforce Board

Mission

The State Workforce Board (SWB) leads, advises and manages efforts to create a world-class workforce development system in Maine. The SWB has been revitalized to be both private-sector-demand and data driven. A majority of board members represent businesses.

Workforce Development—Fostering Industry Partnerships

Maine's workforce development system maximizes the Return-On-Investment for federal and state training funds and increases the involvement of private-sector job creators with the Workforce Development System to improve business relevance.

Industry Partnerships have become a cornerstone of Maine's workforce development strategy through the implementation of best practices from other states. These partnerships drive the entire system by identifying skill gaps and human resource needs in targeted industries and high-priority occupations. Partnerships serve to solve workforce challenges within their industries, thereby improving our local, regional and state economies.

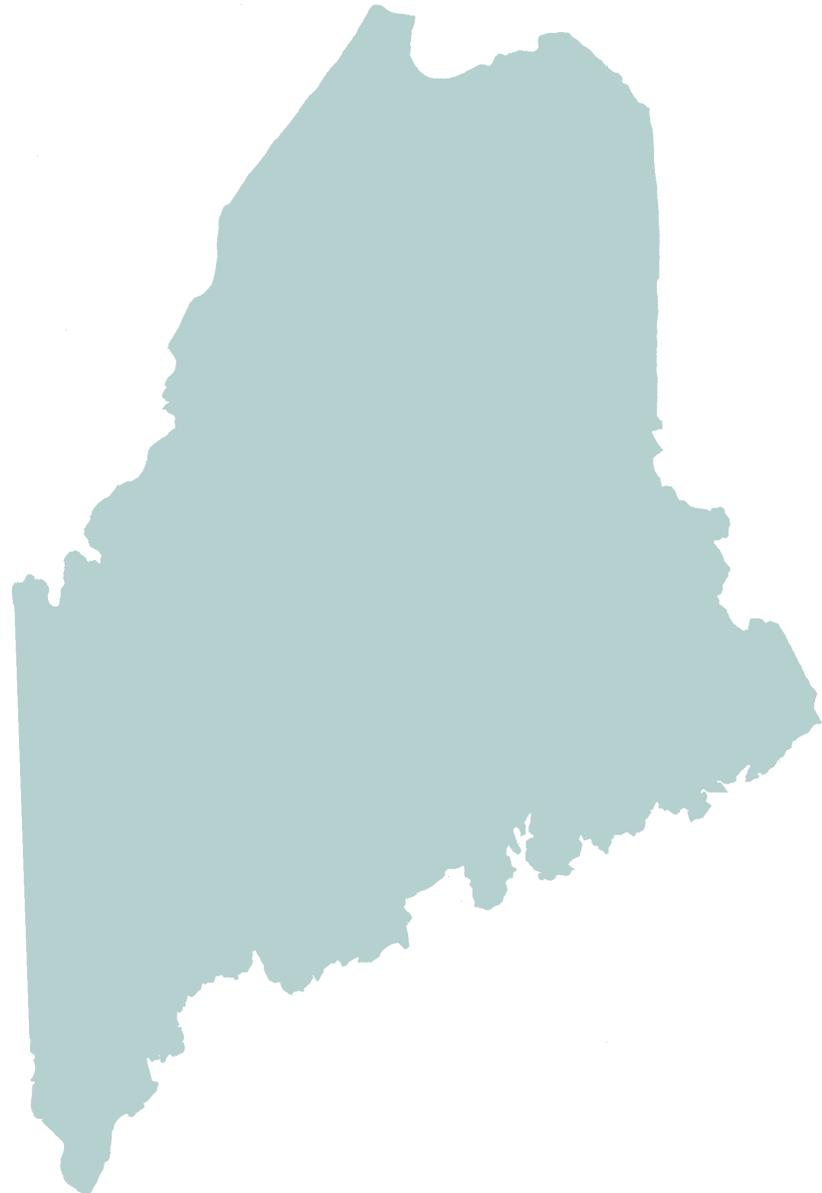
Membership

SWB members are appointed by the Governor and include representatives from the private sector, organized labor, education, service providers, the public and State Government. The SWB Board has six subcommittees that specifically focus on workforce development issues for various constituent groups. These subcommittees are Commission on Disability and Employment, Women's Employment Committee, Older Worker Committee, Youth Transitions Committee, Veterans' Employment, and Program Policy Committee.

SWB Contact

Joshua Howe, Acting Director, SWB
621-5087 | Joshua.A.Howe@maine.gov

SWB website: www.maine.gov/swb



Bureau of Rehabilitation Services

Mission

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

Employment Services Provided by the Bureau of Rehabilitation Services

For Employers

- Pre-employment services — connect with potential employees through internships, mentoring opportunities and training that is customized to your needs or delivered on-the-job.
- Recruitment and referral — professional help with recruiting and matching you with qualified candidates.
- Staff training — get training for your staff on disability awareness, the Americans with Disabilities Act and topics related to disabilities and assistive technology in the workplace.
- Diversity — learn new strategies to support the inclusion of people with disabilities as customers and employees.
- Retention — get support services for employees who may develop or acquire a disability.
- Financial supports — find out the latest information on available tax credits and/or deductions for hiring or accommodating people with disabilities.

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

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.

Bureau Contacts

Karen Fraser, Director
Bureau of Rehabilitation Services
623-7961 | Karen.D.Fraser@maine.gov

Eric Dibner, ADA Accessibility Coordinator
623-7950 | Eric.Dibner@maine.gov

Christine Robinson, Business Relations
623-7942 | Christine.C.Robinson@maine.gov

Bureau website: www.maine.gov/rehab

Bureau of Labor Standards

Mission

The Bureau of Labor Standards works professionally with its customers to continually improve workplace safety, health, and workplace rights.

Services Provided by the Bureau

Workplace Safety: SafetyWorks!

- Confidential workplace safety and health consultations at your workplace that offer recommendations for federal OSHA and Mine Safety and Health Administration compliance and best practices.
- More than 100 safety and health classes offered each year on a range of safety and health topics.

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 employment laws.
- Drug testing policy requirements and sample plans.
- Guidance on youth employment and work permit process.
- Wage rates for state-funded construction projects.

Compliance efforts engaged in by this Bureau include:

- Public and private-sector wage and 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 and health standards enforcement.

Bureau Contacts

Daniel Bolduc, Director
Bureau of Labor Standards
623-7932 | Daniel.Bolduc@maine.gov

Steven Greeley, Director
Division of Workplace Safety & Health
623-7916 | Steven.L.Greeley@maine.gov

Scott Cotnoir, Director
Wage and Hour Division
623-7925 | Scott.R.Cotnoir@maine.gov

John Rioux, Director
Technical Services Division
623-7924 | John.L.Rioux@maine.gov

Bureau website: www.maine.gov/labor/bls

Referrals on Other Workplace Issues

The Bureau of Labor Standards Customer Service Unit can help you reach the correct agency to get your questions answered.

Common referrals include:

- Workers' Compensation
- Maine Human Rights Commission
- Federal OSHA
- Federal Wage and Hour
- Federal Davis-Bacon

Customer Service Unit
207-623-7900



MAINE DEPARTMENT OF LABOR

45 State House Station • Augusta, Maine 04333-0045

Toll-Free: 1-877-SAFE-345 • www.safetyworksmaine.gov

On-site Safety and Health Consultation

A safety and health audit by an experienced occupational safety and health professional can help your business identify hazards and reduce or eliminate the risk of injuries and illnesses. At your request, and at no cost to you, a SafetyWorks! consultant can visit your workplace and help you make it safer and healthier for workers. SafetyWorks! is not OSHA and cannot issue fines or citations.

A SafetyWorks! professional can come to your workplace and help you:

- Recognize safety hazards.
- Sample for air and noise exposures.
- Reduce or eliminate hazards.
- Develop or improve a safety program.
- Comply with OSHA regulations.
- Identify training needs.

To request a confidential on-site consultation, call SafetyWorks! Customer Service toll-free at **1-877-SAFE-345 (1-877-723-3345)**.

Training

SafetyWorks! professionals can train you and your employees on a wide range of safety and health topics—at no cost to you.

The program offers a range of training options:

- Training at your workplace.
- Scheduled course at a location near you or in our hands-on training facility in Augusta.
- Online courses.
- No-cost video lending library and training resources available.

SafetyWorks! consultants can survey your workplace—work processes, equipment, and hazards—and tell you what training you need in order to comply with regulations and make sure your workers know how to do their jobs safely.

- The Safety Training Institute in Augusta provides hands-on training on a variety of different topics, including fall protection, confined spaces, impairment in the workplace, forklift operation, scaffolding, electrical hazards, ergonomics and ladder safety.

If OSHA came, we wanted to have no problem. On top of that we wanted to be safe. So we asked SafetyWorks! to come and do some tours with us. They did that, they helped us understand some of the things that we might not have understood or even seen, and we do not hesitate to use them. We like to have them in here. I know some companies say well, I don't think we should have them in here...But that's not my thought. I think we should have them in and if they find a problem, then great, we can address it.

—Shane Crouse, Pride Manufacturing

Bureau of Unemployment Compensation

Mission

The mission of the Bureau of Unemployment Compensation is to provide temporary financial assistance to people who lose their jobs through no fault of their own while they actively seek new employment. In addition, the Unemployment Insurance Program serves as an economic stabilizer for Maine businesses and communities during periods of high unemployment.

Services provided by the Bureau

- 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, which offers employers an alternative to layoffs during a temporary business downturn.

Online Services for Employers

- Pay unemployment taxes.
- Report New Hire information.
- Register your business for unemployment coverage.
- Review the Employer's Guide to Maine Unemployment Laws.
- Respond to separation requests for information via the SIDES online portal.
- Learn about the 12-point standard for worker classification (effective Jan. 1, 2013).



Unemployment Insurance Field Advisors are available throughout the state to help employers understand and navigate the Unemployment Insurance System.

Field Advisors

- 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 explain aspects of the unemployment law and system.

Find the Field Advisor nearest you by calling 621-5120 or contact:

Dean Coffin, Tax Section Manager
621-5143 | Dean.R.Coffin@maine.gov

Tim Shea, Tax Section Manager
373-4009 | Timothy.J.Shea@maine.gov

Unemployment Field Advisors (business contacts) by Region:

Augusta	621-5110
Bangor	561-4094
Biddeford	286-2677
Brunswick	373-4009
Lewiston	753-9088
Portland	822-3303
Presque Isle	768-6813
Wilton	645-5825

Watch our short videos for employers.

www.maine.gov/labor/unemployment/bucvideos.shtml

Bureau Contacts

John Feeney, Director
Bureau of Unemployment Compensation
621-5156 | John.P.Feeney@maine.gov

Patricia O'Brien, Director Admin. and Program Performance
621-5161 | Patricia.K.O'Brien@maine.gov

Suzan McKechnie, Director, Benefit Services Division
621-5126 | Suzan.C.McKechnie@maine.gov

Kerry Gross, Director of Employee Services
621-5111 | Kerry.A.Gross@maine.gov

Bureau website: www.maine.gov/labor/unemployment

Center for Workforce Research and Information

Mission

The Center for Workforce Research and Information (CWRI) collects and analyzes jobs, wage, unemployment, and other labor market information to inform the public about current and expected future labor market conditions and trends.

Services provided by the CWRI

We publish information collected through surveys on:

- Labor force and unemployment rates for the state, counties, labor market areas, and many towns each month
- Nonfarm payroll jobs by sector for the state and three metropolitan areas each month
- Detailed jobs and wage data by industry for the state, counties, labor market areas and towns each quarter
- Occupational employment and wage estimates each year
- Our workforce projections provide:
 - The outlook for the size, rate of growth, and composition of the workforce
 - Expected job growth or loss by industry
 - Information on expected job openings by occupation to guide career decision-making

Online Services

Data available on the website includes:

- Interactive visualizations of workforce data
- Blog articles on workforce trends and issues
- In-demand occupations
- County economic profiles
- Presentations on labor market conditions and trends

CWRI Contacts

Lance Libby, Director

Center for Workforce Research and Information
621-5188 | Lance.Libby@maine.gov

Glenn Mills, Deputy Director/Chief Economist
621-5192

Glenn.Mills@maine.gov

CWRI Website: www.maine.gov/labor/cwri

CWRI's Customers Include:

- Job seekers and students
- Businesses
- Workforce developers
- Educational institutions
- Researchers
- Federal, state, and local governments
- Media

Bureau of Employment Services

Mission

The Bureau of Employment Services works to build and sustain a skilled workforce. Through CareerCenters located across the state, staff connect job seekers and businesses with the employment, training and other services that help employers recruit and retain a quality workforce and grow our economy.

We are here to help Employers:

- Hire skilled employees
- Upskill staff
- Access funding for training
- Create internal career pathways
- Increase employee engagement
- Post job opportunities
- Recruit your workforce at CareerCenters and on Maine JobLink
- Recruit Veterans with the help of a CareerCenter Veterans' Representative.
- Meet with hundreds of prospective employees at one of the CareerCenters' many job fairs throughout the state.
- Use space at the CareerCenter to meet with applicants, take applications, test and interview candidates.
- Access free fidelity bonds to support hiring of "at-risk," hard-to-place job seekers.
- Access Work Opportunities Tax Credit (WOTC) federal tax credits when you hire workers from targeted groups that have consistently faced

Training

- CareerCenters leverage the programs that best fit both employers and trainees to maximize employment opportunities and provide workers with in-demand skills.
- We bring the workforce education and training partners to the table for you.

Bureau Contacts

Edward Upham, Director
Bureau of Employment Services
623-7996 | Edward.D.Upham@maine.gov

Dawn Mealey, Deputy Director
Bureau of Employment Services
623-7989 | Dawn.E.Mealey@maine.gov
David Klein, Program Director
623-7987 | David.Klein@maine.gov

Judith Pelletier, Rapid Response & Trade Adjustment Assistance
623-7993 | Judith.A.Pelletier@maine.gov

Ginny Carroll, Director, Division of Policy and Evaluation
623-7974 | Virginia.A.Carroll@maine.gov

Julie Kramer, Program Manager, Maine JobLink
623-7979 | Julie.A.Kramer@maine.gov

Auta Main, Veterans Program Manager
623-7975 | Auta.M.Main@maine.gov

Joan Dolan, Director of Apprenticeship & Strategic Partnerships
623-7969 | Joan.M.Dolan@maine.gov

Nichole Sawyer, CareerCenter Regional Director (Northern Region)
214-6627 | Nichole.S.Sawyer@maine.gov

Mary LaFontaine, CareerCenter Regional Director (Southern Region)
212-2284 | Mary.J.LaFontaine@maine.gov

Bureau Website: www.maine.gov/labor/bes
CareerCenter Website: www.mainecareercenter.gov

Maine JobLink

Listing your jobs will reach tens of thousands of job seekers in and out of Maine.



- List job opportunities at no charge.
- A new searching system that allows you to review job seeker profiles based on specific preferences.
- Easy job posting from any computer or mobile device.
- Share postings on Facebook, LinkedIn™, Twitter, and Google+.



A proud partner of the [americanjobcenter](#)® network

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 or 1-888-828-0568 Fax: 561-4066
Brunswick CareerCenter	275 Bath Road, Brunswick, ME 04011 Phone: 373-4000 or 1-888-836-3355 Fax: 373-4004
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
Greater Portland CareerCenter	151 Jetport Boulevard, Portland, ME 04102-9974 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: 760-6300 or 1-800-635-0357 Fax: 760-6350
Rockland CareerCenter	91 Camden Street, Suite 201, Rockland, ME 04841-2421 Phone: 596-2600 or 1-877-421-7916 Fax: 594-1428
Skowhegan CareerCenter	98 North Avenue, Skowhegan, ME 04976-1923 Phone: 474-4950 or 1-800-760-1572 Fax: 474-4914
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

CareerCenter

Service Center Locations

(Please call for an appointment)

Biddeford, Goodwill Workforce Solutions	407 Alfred Road, Biddeford, ME 04005 Phone: 1-800-343-0151
Dover-Foxcroft, Eastern Maine Development Corporation	48 Morton Ave., Dover-Foxcroft, ME 04426 Phone: 207-564-8196
Ellsworth, Eastern Maine Development Corporation	248 State Street, Mill Mall, Ellsworth, ME 04605 Phone: 207-610-1521
Houlton Higher Education Center	18 Military Street, Houlton, ME 04730 Phone: 1-800-635-0357
South Paris, Western Maine Community Action	4 Western Ave., South Paris, Maine 04281 Phone: 207-743-7763
Waterville Public Library	73 Elm Street, Waterville, ME 04901 Phone: 207-872-5433

TTY users call Maine Relay 711

Key Contacts

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

Telephone: 207-623-7900
TTY users call Maine Relay 711
web: www.maine.gov/labor
Email: mdol@maine.gov

By Telephone:

General Information.....	207-623-7900
CareerCenter Services.....	207-623-7981
Youth Employment.....	207-623-7900
Commissioner's Office.....	207-621-5095
Employment and Training.....	207-623-7981
Hiring People with Disabilities.....	1-855-ALL-HIRE
Maine JobLink.....	1-888-457-8883
Migrant and Immigrant Services.....	1-888-307-9800
SafetyWorks!.....	1-877-SAFE-345
State Workforce Board.....	207-621-5087
Unemployment Benefits.....	1-800-593-7660
Unemployment Technical Support and Work Search.....	207-623-6765
Unemployment Fraud Tipline.....	207-621-5100
Unemployment Taxes.....	207-621-5120
Wage and Hour Laws.....	207-623-7900
Workforce Information.....	207-623-7900
Workplace Safety.....	1-877-SAFE-345

TTY users call Maine Relay 711

Other Employer Contacts from the State of Maine

Bureau of Corporations, Elections and Commissions.....	207-624-7736
Business Answers.....	1-800-872-3838
Department of Economic & Community Development Office of Business Development.....	207-624-9804
Department of Environmental Protection Assistance Hotline.....	1-800-789-9802
Inspections Division of the State Fire Marshal's Office.....	207-626-3880
Maine District Office of the U.S. Small Business Administration.....	207-622-8551
Maine Human Rights Commission.....	207-624-6290
Maine Revenue Services Corporate Tax.....	207-624-9670
Maine Small Business Development Center State Office.....	207-780-4420
Office of Professional and Occupational Regulation.....	207-624-8603
Red Tape Hotline.....	207-624-7486
Small Business Advocate.....	207-626-8410
Workers' Compensation Board.....	207-287-3751