

**MAINE**  
**DEPARTMENT OF**  
**LABOR** **PROGRAM & SERVICE GUIDE**  
*for Employers*

January 2020



Maine  
**JobLink**  
Career Center

**Check out our job board, Maine JobLink.**

*See the Bureau of Employment Services page for more information.*

## **Contact Information**

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

web: [www.maine.gov/labor](http://www.maine.gov/labor) | email: [mdol@maine.gov](mailto: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,

A handwritten signature in black ink that reads "Laura A. Fortman". The signature is written in a cursive, flowing style.

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  
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# Bureau of Labor Standards

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

## 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
- Training and speakers on OSHA 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

- 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

## 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](http://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](mailto: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

- 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](http://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 — Guidance 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

## 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](http://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

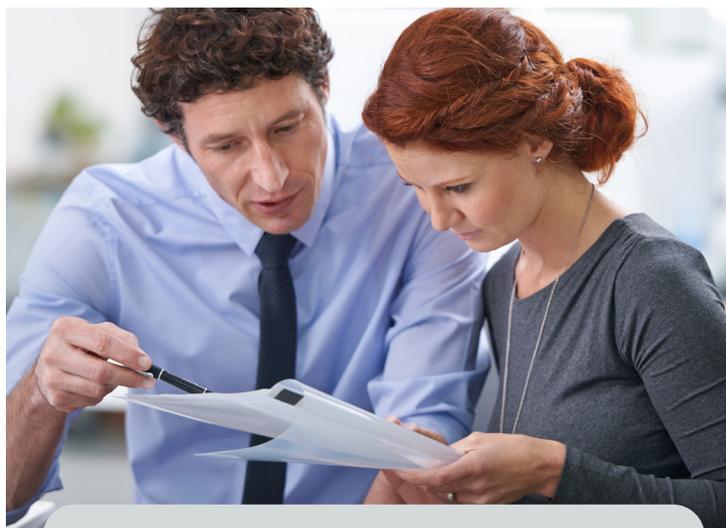
## Online Services for Employers

(<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](http://www.maine.gov/labor/unemployment)

**Watch our short informational videos for employers.**

[www.maine.gov/labor/unemployment/videos](http://www.maine.gov/labor/unemployment/videos)

**REEMPLOY ME**  
Unemployment System Alliance Partner

# 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:

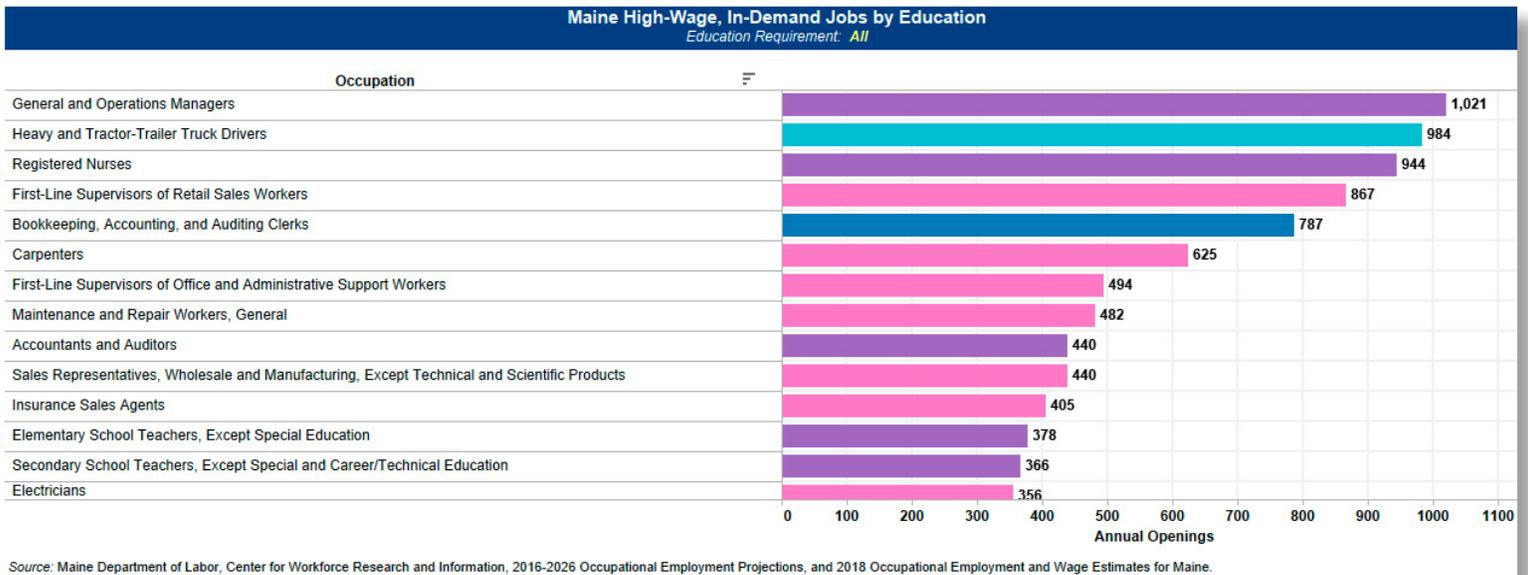
- Reports, blog articles, and presentations on current and projected future trends
- Interactive visualizations of labor force, unemployment, and industry job trends
- County profiles of a wide range of labor market and demographic information

## 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](http://www.maine.gov/labor/cwri) or 207-623-7900

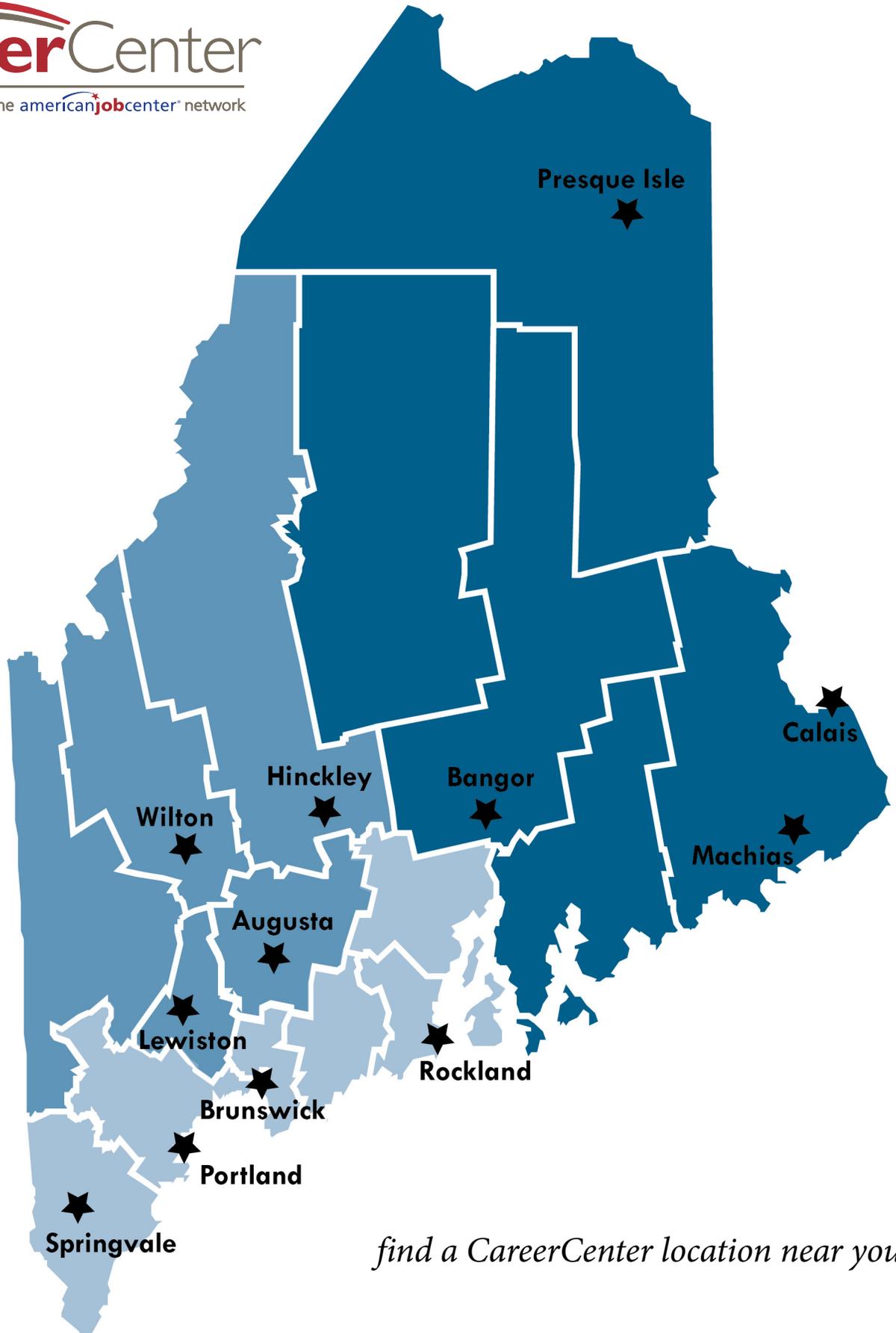


### Typical Education Level Required (Graph Only)

- No formal educational credential
- High school diploma or equivalent
- Some college, no degree
- Postsecondary non-degree award
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctoral or professional degree

# CareerCenter

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*find a CareerCenter location near you...*

**Augusta CareerCenter**

45 Commerce Drive  
109 State House Station  
Augusta, ME 04333  
Phone: 624-5120 | 1-800-760-1573  
Fax: 287-5933

**Bangor (Tri-County) CareerCenter**

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

**Brunswick (S. Midcoast) 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 | 1-800-543-0303  
Fax: 454-0349

**Lewiston CareerCenter**

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

**Machias (Washington Cty) CareerCenter**

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

**Northern Kennebec Valley CareerCenter**

23 Stanley Road  
P.O. Box 15  
Hinckley, ME 04944  
Phone: 474-4950 | 1-800-760-1572  
Fax: 453-2501

**Greater Portland CareerCenter**

151 Jetport Boulevard  
Portland, ME 04102-9974  
Phone: 822-3300 | 1-877-594-5627  
Fax: 822-0221

**Presque Isle CareerCenter**

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

**Rockland CareerCenter**

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

**Springvale (York Cty) CareerCenter**

9 Bodwell Court  
Springvale, ME 04083-1801  
Phone: 324-5460 | 1-800-343-0151  
Fax: 324-7069

**Wilton CareerCenter**

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

## Partner Career Services 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

