# Maine Department of Labor

Program and Service Guide

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

April 2018

*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

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.

Paul R. LePage

Governor

John Butera

Commissioner of Labor

Contact us

John Butera, Commissioner 207-621-5095, mdol@maine.gov

Richard Freund, Deputy Commissioner 207-621-5095, mdol@maine.gov

Employer Services of the Office of the Commissioner

Laura Hudson, Director of Communications and Marketing

207-621-5009, [Laura.J.Hudson@maine.gov](mailto:Laura.J.Hudson@maine.gov)

Nina McLaughlin, Director of Legislative and Constituent 621-5096

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Maine Department of Labor Organizational Chart

Under the Office of the Commissioner, employer services include the State Workforce Board (SWB) (Garret Oswald) and Richard Freund, Deputy Commissioner  
and Director of Communications and Marketing (Laura Hudson)   
Director of Policy and Legislative Affairs (Nina McLaughlin)   
Also under the Office of the Commissioner is the   
Bureau of Rehabilitation Services (Karen Fraser) which includes Employment Services for People with Disabilities, Independent Living Services and Employer Services.   
Employer Services under the Office of the Commissioner also includes the   
Bureau of Labor Standards, (Daniel Bolduc) which entails Workplace Safety, Wage and Hour and Research and Statistics.   
Employer services of the Bureau of Unemployment Compensation (John Feeney) includes unemployment benefits, unemployment taxes and program integrity and fraud prevention. Employer services also include the Center for Workforce Research and Information (Lance Libby) - which provides data collection, research analysis and Labor Market Information.   
The Bureau of Employment Services (Edward Upham) includes CareerCenters, Training and Maine JobLink. Also included as employer services includes the Maine Labor Relations Board (Marc Ayotte) and Maine Unemployment Insurance Commission (Jennifer Duddy), Jean Roy and Joseph Klaus

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 Issues Committee, Older Worker Committee, Youth Transitions Committee, Veterans Employment, and Program Policy Committee.

SWB Contact

**SWB website:** www.maine.gov/swib

Garret Oswald, Director, SWB 621-5087 Garret.J.Oswald@maine.gov

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.

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.

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

**Bureau website:** www.maine.gov/rehab

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

Libby Stone-Sterling, Acting Director, Division of Vocational Rehabilitation 623-7943 Libby.Stone-Sterling@maine.gov

Eric Dibner, ADA Accessibility Coordinator 623-7950 [Eric.Dibner@maine.gov](mailto:Eric.Dibner@maine.gov)

Christine Robinson, QA Director (Business Relations) 623-7942 Christine.C.Robinson@maine.gov

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 OSHA and Mine Safety and Health Administration compliance and best practices.
* Indoor air quality assessments and ergonomic studies.
* More than 100 safety and health classes offered each year on a range of safety and health topics;
* The Safety Training Institute in Augusta that 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.
* No-cost video lending library and training resources available

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 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 & hour standards enforcement.
* Drug testing policy consultation, approval, and compliance.
* Youth employment oversight including work permits for minors under the age of16.
* Establish and oversee minimum wage rates on state-funded construction projects.
* Public sector (government only) occupational safety & health standards enforcement.

Bureau Contacts

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

Daniel Bolduc, Director, Bureau of Labor Standards, 623-7932, [Daniel.Bolduc@maine.gov](mailto:Daniel.Bolduc@maine.gov)

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

Scott Cotnoir, Acting Director, Wage & Hour Division, 623-7925, Scott.R.Cotnoir@maine.gov

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

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

SafetyWorks!

45 State House Station, Augusta, Maine 04333, Toll-Free: 1-877-SAFE-345, 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

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.

*“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.*

*Watch our short videos for employers. www.maine.gov/labor/unemployment/tax*

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

Wilton 645-5825

Bureau Contacts

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

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

Watch our short videos for employers. – [www.maine.gov/labor/unemployment/bucvideos.shtml](http://www.maine.gov/labor/unemployment/bucvideos.shtml)

Center for Workforce Research and Information

Mission

The Center for Workforce Research and Information (CWRI) develops and disseminates analysis and data that informs our customers about current and future labor market and economic conditions. Our products assist the public in making decisions that promote economic opportunity and efficient use of state labor resources.

Services provided by the CWRI

Career Products – products that help jobseekers find

jobs, determine skill or education requirements, find

training opportunities or match jobseekers to jobs

• Occupational projections

• Current occupational demand analysis

• Transferrable skill analysis

Economy products – data, analysis or studies about some

focused aspect of the economy

• Employment, unemployment and wage data

and analysis

• Industry employment projections

• Industry and geographic analysis

Labor market products – data, analysis or studies of

broad labor market trends or outcomes

• Job vacancy studies

• Labor demographics

• Occupational wage rates

Online Services

Data available on the website includes:

• Interactive economic data visualizations

• Current economic analysis briefs

• In-demand occupations

• County economic profiles

• Various presentations on current and future labor

market conditions

• The unemployment rate and employment situation

CWRI’s Customers Include:

• Job seekers and students

• Businesses

• Educators, training instructors

and counselors

• Workforce developers

• Economic developers

• Educational institutions

• Researchers

• Federal state and local governments

• Internal customers

• Media

CWRI Contacts

Lance Libby, Bureau Director, 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

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.

Services Available to Employers

Worker Recruitment

* Get matched with qualified workers in your area by posting job openings on Maine JobLink, the no-charge online job board.
* 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.

Hiring Incentives

* Free fidelity bonds support hiring of “at-risk,” hard-to-place job seekers.
* Work Opportunities Tax Credit (WOTC) offers Federal tax credits when you hire workers from targeted groups that have consistently faced significant barriers to employment.

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.

Maine’s 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.
* 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+.

Bureau Contacts

**Bureau website:** www.mainecareercenter.gov

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 & WOTC Program Manager 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 Job Bank 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/index.shtml

**CareerCenter website:**

www.mainecareercenter.gov

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

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

Satellite CareerCenter 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

Key Contacts

On the Web: www.maine.gov/labor • Email: mdol@maine.gov

By Mail: MDOL, 54 State House Station, Augusta, ME 04333-0054

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

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

# Telephone: 207-623-7900

# TTY users call Maine Relay 711

*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.