Maine Department of Labor

Program and Service Guide

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

June 2019

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”
Greetings! The Department of Labor is committed to ensuring that Maine’s employment environment is one in which all of us—job seekers, workers, employers and communities—can thrive. The Department is committed to serving Maine workers and businesses by:

- helping employers recruit and train a talented workforce,
- providing workers with skills needed to compete in our economy,
- assisting individuals when jobs are lost,
- aiding people with disabilities reach career goals,
- ensuring safe and fair workplaces for people on the job, and
- providing research and analysis of employment data to support job growth.

We work to advance the safety and economic well-being of all workers and businesses in Maine with support for high wage, in-demand jobs, life-long learning and independent living, economic stability and fair treatment of all people on the job.

Our team at the Department of Labor is here to assist you with your job-related goals including recruitment and training, job searches and skill-building, temporary wage replacement and career goals, workplace safety and new employment data. Whether we are helping our workforce gain the best skills to meet the needs of current and future employers, ensuring that employers can access those seeking jobs, or helping people laid off through no fault of their own get back to work, we are here to serve the workers, employers and communities of Maine.

Please take the opportunity to access information on our website, visit the CareerCenters, or contact us with questions.

With appreciation and best regards,

Laura Fortman
Commissioner
OUR MISSION:

The Maine Department of Labor is committed to serving Maine workers and businesses by helping employers recruit and train a talented workforce, providing workers with skills needed to compete in our economy, assisting individuals when jobs are lost, aiding people with disabilities reach career goals, ensuring safe and fair workplaces for people on the job and providing research and analysis of employment data to support job growth.
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
Christopher Quint, Director
State Workforce Board
621-5087 | Christopher.Quint@maine.gov

SWB website: www.maine.gov/swb
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.

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

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
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
Michael Roland, Director
Bureau of Labor Standards
623-7932 | Michael.Roland@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
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
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.
• 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:
Tax Section Manager
621-5143

Tax Section Manager
373-4009

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

Bureau Contacts
Laura Boyett, Director
Bureau of Unemployment Compensation
621-5156 | Laura.Boyett@maine.gov

Patsy O’Brien, Deputy Director, Admin. & Program Perf.
621-5161 | Patricia.K.O’Brien@maine.gov

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

Kerry Hekl, Director, Employer Services Division
621-5111 | Kerry.P.Hekl@maine.gov

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

Watch our short videos for employers.
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
Ruth Pease, Acting Director
Center for Workforce Research and Information
621-5189 | Ruth.E.Pease@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
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 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.

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

Melissa Harvey, CareerCenter Regional Director (Northern Region)
629-8256 | Melissa.Harvey@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™, and Twitter.
### CareerCenter Locations

<table>
<thead>
<tr>
<th>CareerCenter Location</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Fax Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Augusta CareerCenter</td>
<td>45 Commerce Drive, 109 State House Station, Augusta, ME 04333</td>
<td>Phone: 624-5120 or 1-800-760-1573</td>
<td>Fax: 287-6236</td>
</tr>
<tr>
<td>Bangor CareerCenter</td>
<td>45 Oak Street, Suite 3, Bangor, ME 04401-6667</td>
<td>Phone: 561-4050 or 1-888-828-0568</td>
<td>Fax: 561-4066</td>
</tr>
<tr>
<td>Brunswick CareerCenter</td>
<td>29 Sewall Street, Brunswick, ME 04011</td>
<td>Phone: 373-4000 or 1-888-836-3355</td>
<td>Fax: 373-4004</td>
</tr>
<tr>
<td>Calais CareerCenter</td>
<td>One College Drive, Calais, ME 04619-0415</td>
<td>Phone: 454-7551 or 1-800-543-0303</td>
<td>Fax: 454-0349</td>
</tr>
<tr>
<td>Lewiston CareerCenter</td>
<td>5 Mallison Way, Lewiston, ME 04240-5805</td>
<td>Phone: 753-9001 or 1-800-741-2991</td>
<td>Fax: 783-5301</td>
</tr>
<tr>
<td>Machias CareerCenter</td>
<td>53 Prescott Drive, Suite 1, Machias, ME 04654-9752</td>
<td>Phone: 255-1900 or 1-800-292-8929</td>
<td>Fax: 255-4778</td>
</tr>
<tr>
<td>Northern Kennebec Valley CareerCenter</td>
<td>23 Stanley Road, P.O. Box 15, Hinckley, ME 04944</td>
<td>Phone: 474-4950 or 1-800-760-1572</td>
<td>Fax: 453-2501</td>
</tr>
<tr>
<td>Greater Portland CareerCenter</td>
<td>151 Jetport Boulevard, Portland, ME 04102-9974</td>
<td>Phone: 822-3300 or 1-877-594-5627</td>
<td>Fax: 822-0221</td>
</tr>
<tr>
<td>Presque Isle CareerCenter</td>
<td>66 Spruce Street, Suite 1, Presque Isle, ME 04769-3222</td>
<td>Phone: 768-6829 or 1-800-635-0357</td>
<td>Fax: 760-6350</td>
</tr>
<tr>
<td>Rockland CareerCenter</td>
<td>91 Camden Street, Suite 201, Rockland, ME 04841-2421</td>
<td>Phone: 596-2600 or 1-877-421-7916</td>
<td>Fax: 594-1428</td>
</tr>
<tr>
<td>Springvale CareerCenter</td>
<td>9 Bodwell Court, Springvale, ME 04083-1801</td>
<td>Phone: 324-5460 or 1-800-343-0151</td>
<td>Fax: 324-7069</td>
</tr>
<tr>
<td>Wilton CareerCenter</td>
<td>865 US Route 2E, Wilton, ME 04294-6649</td>
<td>Phone: 645-5800 or 1-800-982-4311</td>
<td>Fax: 645-2093</td>
</tr>
</tbody>
</table>

### Service Center Locations

(Please call for an appointment)

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

TTY users call Maine Relay 711
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
Small Business Advocate.....................207-626-8410
Workers’ Compensation Board...............207-287-3751