# Maine Department of Labor Program and Service Guide





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

February 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"

### 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

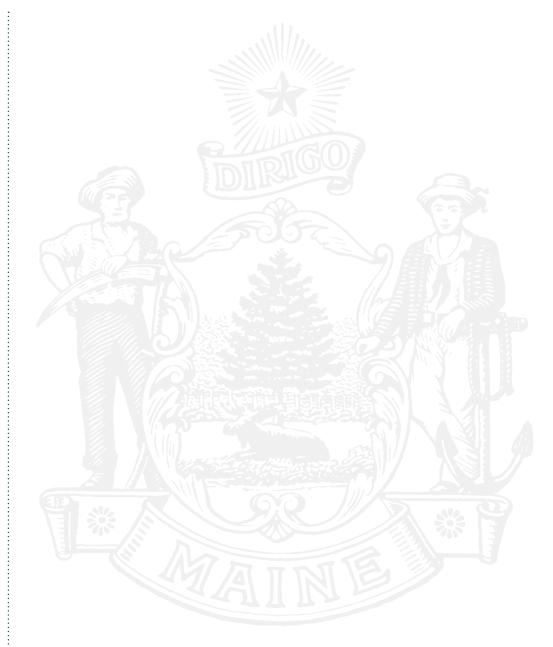
In Greater Lewiston-Auburn 207-753-9088

> In Greater Portland 207-822-0212

In Northern Maine 207-768-6813

In Southern Maine 207-286-2677

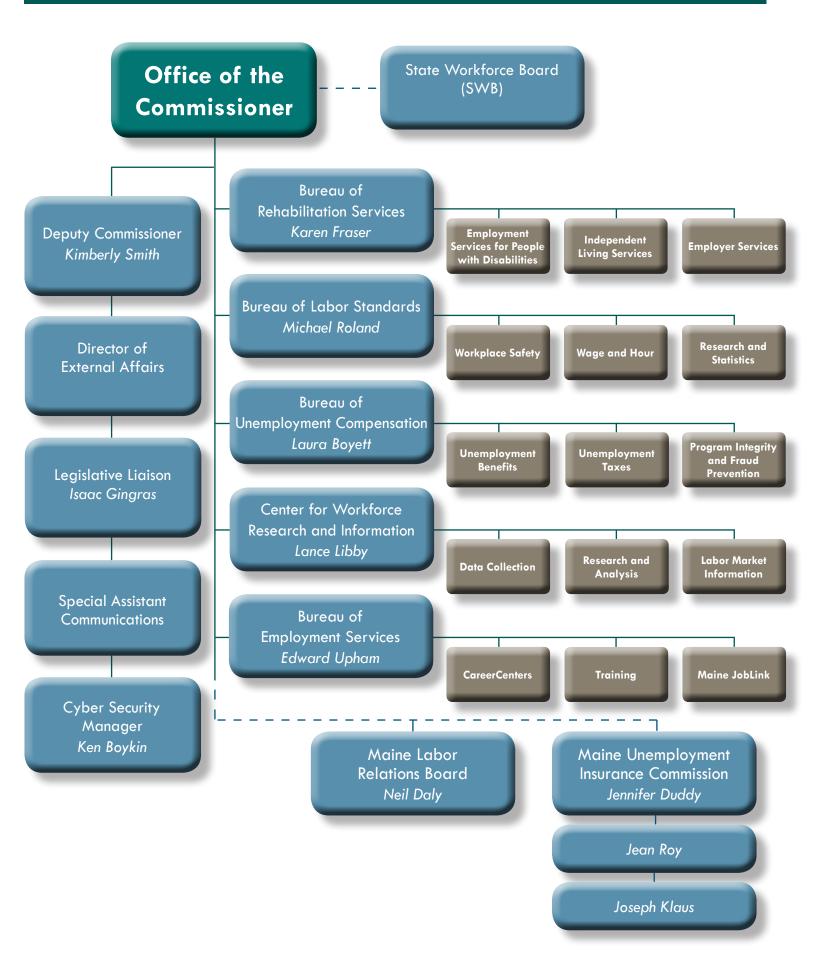
In Western Maine 207-645-5825



#### **Commissioner's Office Contacts**

Laura A. Fortman, Commissioner Kimberly A. Smith, Deputy Commissioner 621-5095 621-5095

# **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 State Workforce Board 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.

#### 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 Safety Works!

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

#### 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:

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

# Watch our short videos for employers.

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

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

# **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.

#### 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<sup>™</sup>, and Twitter.



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	29 Seawall Street, 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	
Northern Kennebec Valley CareerCenter	23 Stanley Road, P.O. Box 15, Hinckley, ME 04944 Phone: 474-4950 or 1-800-760-1572   Fax: 453-2501	
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	
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 Information207-623-7900		
CareerCenter Services207-623-7981		
Youth Employment		
Commissioner's Office		
Employment and Training207-623-7981		
Hiring People with Disabilities1-855-ALL-HIRE		
Maine JobLink1-888-457-8883		
Migrant and Immigrant Services1-888-307-9800		
SafetyWorks!1-877-SAFE-345		
State Workforce Board207-621-5087		
Unemployment Benefits1-800-593-7660		
Unemployment Technical Support		
and Work Search		
Unemployment Fraud Tipline207-621-5100		
Unemployment Taxes		
Wage and Hour Laws207-623-7900		
Workforce Information207-623-7900		
Workplace Safety1-877-SAFE-345		
TTY users call Maine Relay 711		

#### Other Employer Contacts from the State of Maine

Bureau of Corporations, Elections and Commissions
Business Answers1-800-872-3838
Department of Economic & Community Development Office of Business Development207-624-9804
Department of Environmental Protection Assistance Hotline1-800-789-9802
Inspections Division of the State Fire Marshal's Office207-626-3880
Maine District Office of the U.S. Small Business Administration207-622-8551
Maine Human Rights Commission207-624-6290
Maine Revenue Services Corporate Tax207-624-9670
Maine Small Business Development Center State Office207-780-4420
Office of Professional and Occupational Regulation207-624-8603
Red Tape Hotline207-624-7486
Small Business Advocate207-626-8410
Workers' Compensation Board207-287-3751



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