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

Check out our job board, Maine JobLink.
See the Bureau of Employment Services page for more information.

Maine Department of Labor

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

March 2018
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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Butera, Commissioner</td>
<td>621-5095</td>
</tr>
<tr>
<td>Richard Freund, Deputy Commissioner</td>
<td>621-5095</td>
</tr>
<tr>
<td>Laura Hudson, Director of Communications and Marketing</td>
<td>621-5009</td>
</tr>
<tr>
<td>Nina McLaughlin, Director of Policy and Legislative Affairs</td>
<td>621-5096</td>
</tr>
</tbody>
</table>
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
Garret Oswald, Director, SWB
621-5087 | Garret.J.Oswald@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

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

Christine Robinson, QA Director (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

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

Tim Shea, Tax Section Manager
373-4009 | Timothy.J.Sheat@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.Feene@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
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 news release

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
- Educators, training instructors and counselors
- Workforce developers
- Economic developers
- Educational institutions
- Researchers
- Federal state and local governments
- Internal customers
- 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 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 to 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.

**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/index.shtml  
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+.
## CareerCenter Locations

<table>
<thead>
<tr>
<th>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>624-5120 or 1-800-760-1573</td>
<td>287-6236</td>
</tr>
<tr>
<td>Bangor CareerCenter</td>
<td>45 Oak Street, Suite 3, Bangor, ME 04401-6667</td>
<td>561-4050 or 1-888-828-0568</td>
<td>561-4066</td>
</tr>
<tr>
<td>Brunswick CareerCenter</td>
<td>275 Bath Road, Brunswick, ME 04011</td>
<td>373-4000 or 1-888-836-3355</td>
<td>373-4004</td>
</tr>
<tr>
<td>Calais CareerCenter</td>
<td>One College Drive, Calais, ME 04619-0415</td>
<td>454-7551 or 1-800-543-0303</td>
<td>454-0349</td>
</tr>
<tr>
<td>Lewiston CareerCenter</td>
<td>5 Mollison Way, Lewiston, ME 04240-5805</td>
<td>753-9001 or 1-800-741-2991</td>
<td>783-5301</td>
</tr>
<tr>
<td>Machias CareerCenter</td>
<td>53 Prescott Drive, Suite 1, Machias, ME 04654-9752</td>
<td>255-1900 or 1-800-292-8929</td>
<td>255-4778</td>
</tr>
<tr>
<td>Greater Portland CareerCenter</td>
<td>151 Jetport Boulevard, Portland, ME 04102-9974</td>
<td>822-3300 or 1-877-594-5627</td>
<td>822-0221</td>
</tr>
<tr>
<td>Presque Isle CareerCenter</td>
<td>66 Spruce Street, Suite 1, Presque Isle, ME 04769-3222</td>
<td>760-6300 or 1-800-635-0357</td>
<td>760-6350</td>
</tr>
<tr>
<td>Rockland CareerCenter</td>
<td>91 Camden Street, Suite 201, Rockland, ME 04841-2421</td>
<td>596-2600 or 1-877-421-7916</td>
<td>594-1428</td>
</tr>
<tr>
<td>Skowhegan CareerCenter</td>
<td>98 North Avenue, Skowhegan, ME 04976-1923</td>
<td>474-4950 or 1-800-760-1572</td>
<td>474-4914</td>
</tr>
<tr>
<td>Springvale CareerCenter</td>
<td>9 Bodwell Court, Springvale, ME 04083-1801</td>
<td>324-5460 or 1-800-343-0151</td>
<td>324-7069</td>
</tr>
<tr>
<td>Wilton CareerCenter</td>
<td>865 US Route 2E, Wilton, ME 04294-6649</td>
<td>645-5800 or 1-800-982-4311</td>
<td>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>
<th>Fax Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biddeford, Goodwill Workforce Solutions</td>
<td>407 Alfred Road, Biddeford, ME 04005</td>
<td>1-800-343-0151</td>
<td></td>
</tr>
<tr>
<td>Dover-Foxcroft, Eastern Maine Development Corporation</td>
<td>48 Morton Ave., Dover-Foxcroft, ME 04426</td>
<td>207-564-8196</td>
<td></td>
</tr>
<tr>
<td>Ellsworth, Eastern Maine Development Corporation</td>
<td>248 State Street, Mill Mall, Ellsworth, ME 04605</td>
<td>207-610-1521</td>
<td></td>
</tr>
<tr>
<td>Houlton Higher Education Center</td>
<td>18 Military Street, Houlton, ME 04730</td>
<td>1-800-635-0357</td>
<td></td>
</tr>
<tr>
<td>South Paris, Western Maine Community Action</td>
<td>4 Western Ave., South Paris, Maine 04281</td>
<td>207-743-7763</td>
<td></td>
</tr>
<tr>
<td>Waterville Public Library</td>
<td>73 Elm Street, Waterville, ME 04901</td>
<td>207-872-5433</td>
<td></td>
</tr>
</tbody>
</table>

TTY users call Maine Relay 711
Key Contacts

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 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