



EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION PLAN

Internal Employment

SFY 2016

Part II

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Introduction

MaineDOT MISSION

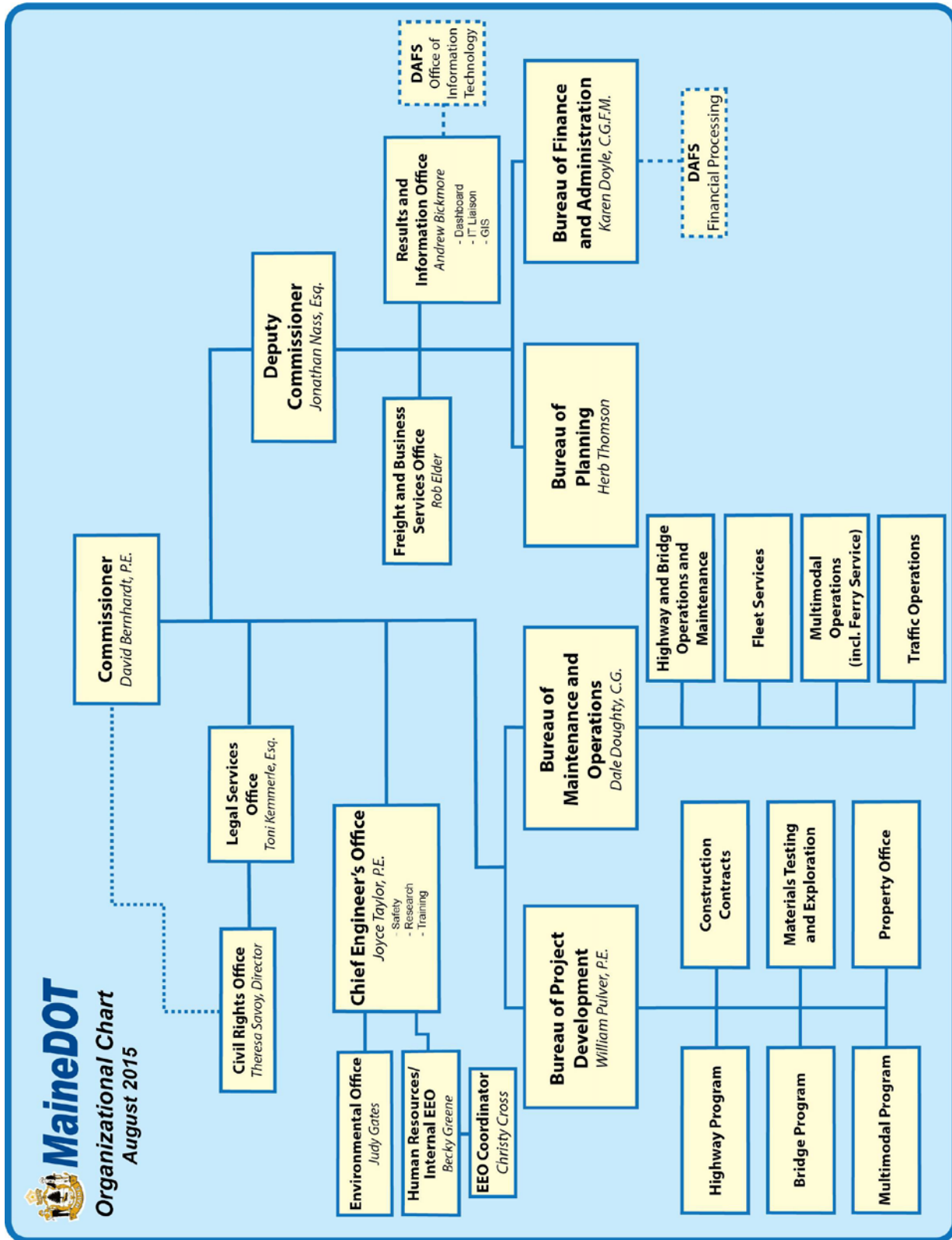
MaineDOT responsibly provides a safe, efficient and reliable transportation system that supports economic opportunity and quality of life.

As an employer, the Department of Transportation endeavors to be a model employer – a workplace where people want to come to work and make the mission of the Department a reality. In order to become a model employer, it is imperative that the Department adhere to the principles, purposes and goals outlined in this plan.

The foundation for Equal Employment Opportunity Policy and Affirmative Action is derived from State and Federal laws and regulations, as well as a moral and professional commitment. The legal mandates include: Title VII of the Civil Rights Act of 1964 as amended by the Equal Employment Opportunity Act of 1972; the Rehabilitation Act of 1973; the Age Discrimination in Employment Act of 1967; the Equal Pay Act; the Maine Human Rights Act, 5MRSA, CH.337; the State Personnel Law, 5MRSA, CH 51, Section 553 (Non-Discrimination) and 5MRSA, CH 65 (Code of Fair Practices and Affirmative Action); and the Americans with Disabilities Act of 1990.

MaineDOT is firmly committed to the principles of equal employment opportunity and affirmative action. As a public agency, MaineDOT is an instrument of the taxpayers of Maine and has an obligation to provide fair and effective service to the public. This service requires insuring all individuals the right to work and advance based on merit, ability, and potential, free from unlawful discrimination.

MaineDOT Organizational Chart



MaineDOT EEO/AA Policy Statement

MAINE DEPARTMENT OF TRANSPORTATION EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

The Maine Department of Transportation shall continue to pursue a policy of non-discrimination in all employment actions, practices, procedures and conditions of employment.

1. Employment decisions will be based on the principles of equal employment opportunity. Recruitment, testing, selection, and promotion will be administered without regard to race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity, previous assertion of a claim or right under the Maine Workers' Compensation Act or marital status unless a bona fide occupational qualification exists.
2. Further, personnel actions and conditions of employment, such as compensation, benefits, layoffs, job assignments, employee development opportunities and discipline shall be administered without regard to race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity, previous assertion of a claim or right under the Maine Workers' Compensation Act or marital status.
3. Reasonable accommodations will be made for any qualified individual, applicant or employee, in accordance with the provisions of the Maine Human Rights Act and the Americans with Disabilities Act.
4. Managers and supervisors are responsible for awareness of and response to potential discriminatory situations. Employees are required to cooperate fully with the investigation and/or resolution of any discrimination complaint.
5. Managers and supervisors are required to actively prevent and correct retaliation or harassment toward any employee who has been involved in the filing, investigation, or resolution of a discrimination claim.
6. The Department will address and attempt to resolve employee complaints regarding discrimination and harassment as expeditiously as possible. Supervisors and managers are required to contact the agency EEO Coordinator if they receive a complaint of this nature.
7. This policy shall not be construed to prohibit any employment action or policy which is required by federal law, rule or executive order.

I feel strongly that EEO and AA are not only the legal obligations of MaineDOT but help MaineDOT succeed in its Mission. To best assure quality service to the citizens of Maine, I have designated Christy Cross to be responsible for the implementation, monitoring, and record keeping of the agency EEO/AA Programs as well as providing technical assistance to applicants and employees. Christy can be reached at 624-3050; TTY users call Maine Relay 711.

The State EEO Coordinator in the bureau of Human Resources is also available as a resource to any state employee or supervisor. Laurel Shippee can be reached at 624-7368; TTY users call Maine Relay 711.

8/22/16
Date


David Bernhardt, Commissioner

Responsibility Assignment

COMMISSIONER

The MaineDOT Commissioner has the overall responsibility for the department's compliance with equal employment opportunity policy and provides support and direction in the implementation of the Equal Employment Opportunity/Affirmative Action Plan. He shall be responsible to assure that agency managers are meeting their responsibilities to set a tone of cooperation and support for EEO, affirmative action and the general premise that all employees be treated with dignity and respect.

EEO REPRESENTATIVES

The State EEO Coordinator in the Bureau of Employee Relations is responsible for providing direction, advice and support to the agencies to assure compliance with state and federal EEO statutes, regulations and policies.

The person assigned MaineDOT EEO duties has direct access to the Commissioner on all matters pertaining to compliance with EEO laws and policies.

MaineDOT employees responsible for MaineDOT EEO compliance will develop and monitor the MaineDOT EEO/AA goals. Duties include, but are not limited to, the following:

- Develop, implement and monitor an EEO/AA training plan to assure managers, supervisors and employees in the department receive the necessary training for compliance with law and policy
- Advise management of problem areas and recommend corrective action
- Serve as liaisons between the department and state and federal enforcement agencies as well as advocacy organizations and community groups
- Provide technical assistance to management and staff in EEO/AA matters
- Review selection/promotion criteria to assure job-relatedness particularly in areas of underutilization
- Investigate employees' complaints alleging discrimination and make recommendations for resolution

- Monitor compliance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act

THE DIRECTOR OF HUMAN RESOURCES

The Director of Human Resource is responsible for ensuring that personnel actions are administered fairly and in accordance with state and federal EEO laws and departmental EEO/AA policy. Duties include:

- Require written justification for hiring decisions based on job-related criteria when requested by EEO Representative
- Assure that records of personnel actions such as selection procedures are maintained for a period of two years
- Assure the involvement of the EEO Representative when HR/employee relations issues (e.g. complaints, investigations, grievances, FMLA, worker's compensation) have a potential EEO component
- Assure that all employee medical information is maintained separate from personnel files in a secure location and shared with supervisors only in accordance with state and federal regulations

ADMINISTRATORS, MANAGERS AND SUPERVISORS

Managers and supervisors at MaineDOT are rated on their performance with regard to their administration of fair employment practices and State and Federal AA/EEO requirements. The following expectations are standards by which managers' and supervisors' performance can be judged in this area. Managers and supervisors are expected to:

- Develop and maintain a working knowledge of the basic principles of equal employment opportunity
- Make employment decisions based on the principles of equal employment opportunity
- Make good faith efforts to achieve the EEO/AA Plan goals, and be prepared to be personally accountable for some program goals
- Inform applicable EEO/HR staff when an employee has a medical condition that impacts the employee's performance or when an employee indicates a need for accommodation for a medical condition

- Support all EEO/AA policy directives and initiatives and present a positive example to employees by periodically discussing policy and program compliance with employees and by fostering a constructive and positive attitude toward principles of equal employment opportunity and affirmative action
- Assure compliance with the MaineDOT Policy Against Harassment, including actively preventing and/or stopping inappropriate, unprofessional conduct in the workplace regardless of whether the behavior may constitute illegal harassment and reporting any complaints to the EEO Coordinator

Plan/Policy Dissemination

The MaineDOT EEO/AA Plan will be disseminated in the following manner:

MaineDOT's EEO Coordinator is responsible for disseminating the EEO/AA Plan. This dissemination will include at a minimum:

- Ensuring that the Commissioner, Deputy Commissioner, managers, and supervisors are aware of their responsibilities for implementation and compliance and are provided with contact information for the EEO Coordinator.
- Ensuring that copies of the EEO/AA policy statement and the Policy Statement Against Harassment are posted in the headquarters building in Augusta and all M&O work locations.
- Ensuring that the State EEO/AA Plan is available on the MaineDOT intranet website, ensuring availability for all MaineDOT work locations. Employees will be invited to review the plan and discuss any questions or concerns with the EEO designee

MaineDOT ADA Reasonable Accommodation

REASSIGNMENT OF EMPLOYEE AS A REASONABLE ACCOMMODATION UNDER THE AMERICANS WITH DISABILITIES ACT

GENERAL POLICY

It is the policy of the State of Maine to provide reasonable accommodations in the event that an employee is disabled or becomes disabled and can no longer perform the essential functions of his or her position. If reasonable accommodations cannot be made within the employee's current position, state and federal laws require the employer to explore reassignment to a vacant position. Agencies **must** first explore transfer and then demotion options for disabled employees who can no longer successfully perform their current jobs with or without reasonable accommodation.

The transfer or demotion of a disabled employee that is necessary to provide a reasonable accommodation for continued employment must be given priority over other means to fill available vacant positions, unless the reassignment would cause an undue hardship on the agency.

A position is available if it is currently vacant, approved to be filled, and there are no employees with a contractual right to the position.

Demotion to a position in a lower pay grade is appropriate only if there are no accommodations that would enable the employee to remain in a position in the same pay grade, or if both the agency and the employee agree that demotion is the most appropriate accommodation.

There is no obligation to promote an employee as a reasonable accommodation under the ADA. The transfer/demotion provisions of this policy do not apply to applicants for employment but are applicable only to employees currently holding or having rights to positions in State government.

Employees Who are Injured on the Job

Whether an employee who is injured on the job is protected by the ADA will depend on whether the employee meets the statutory definition of "individual with a disability".

Not every employee injured on the job will meet the ADA definition. Work related injuries do not always cause physical or mental impairments severe enough to "substantially limit" a major life activity. Also, many on-the-job injuries do not cause long term impairments.

When, after maximum medical improvement has been reached, an impairment exists that substantially limits a major life activity, the employee meets the definition of an individual with a disability under the ADA and therefore the protections of the ADA must be provided to the employee.

Definitions

Disability/Physical or Mental Impairment – "Physical or mental disability" means any disability, infirmity, malformation, disfigurement, congenital defect or mental condition caused by bodily injury, accident, disease, birth defect, environmental conditions or illness, and includes the physical or mental condition of a person that constitutes a substantial disability as determined by a physician or, in the case of mental disability, by a psychiatrist or psychologist, as well as any other health or sensory impairment that requires special education, vocational rehabilitation or related services.

Reasonable Accommodation – Any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities. It is unlawful not to make a reasonable accommodation to the known physical or mental limitations of an otherwise qualified applicant or Employee with a disability, unless it can be demonstrated that the accommodation would impose an undue hardship on the operation of the organization. Reasonable accommodations may take such forms as:

- Making a facility accessible to Employees;
- Job restructuring, within job's classification and compensation and without unreasonable impact on other workers;
- Some changes or flex in work hours or days;
- Providing interpretive services or assistive devices;
- Reassignment to a vacant position.

Essential Job Functions – The fundamental job duties of the position. A job function may be considered an essential function if Employees in the position must perform the function and: 1) the position exists to perform that function; or 2) the function is essential because of the limited number of Employees available among whom the performance of that job function can be distributed; and/or 3) the function is highly specialized so that the incumbent in the position is hired for his or her expertise or ability to perform the function.

Undue Hardship – Significant difficulty or expense in, or resulting from, the provision of an accommodation. The determination of "undue hardship" takes into consideration anything that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of the operation of the business.

Qualification Standards – The personal and professional attributes including the skill, experience, education, physical, medical, safety and other requirements that an individual must meet in order to be eligible for the position held.

Reassignment Provisions

Each agency must first attempt to make reasonable accommodation that will enable the Employee to successfully perform the essential functions of the current position. If reasonable accommodation is not possible or if both the Employee and the agency agree that reassignment to another position within the agency is a more appropriate accommodation than accommodation in the current job, then the following provisions apply:

1. The agency must attempt to place the Employee in an equivalent vacant position that the Employee can perform, with or without reasonable accommodations, provided one is available within the agency. An equivalent position is a position with similar pay, status,

promotional opportunities, and other conditions of employment but not necessarily in the same job classification to which the Employee is currently assigned. The agency may nominate such Employee without testing, provided that the Employee meets established minimum qualifications for the classification.

2. An agency may demote an Employee to a lower graded available position if: 1) there are not accommodations that would enable the Employee to remain in the current position and there are no equivalent positions available for which the individual is qualified with or without reasonable accommodation, or 2) both the agency and the Employee agree that demotion is the most appropriate accommodation. In the event that an Employee demotes to another position, standard salary policies regarding demotions will apply. The agency may nominate such Employee without testing, provided that the Employee meets the minimum qualifications for the classification.
3. If demotion is being considered as a reasonable accommodation for a disability, or if no accommodation is available within the agency, the agency must inform the Employee of his/her right to access existing vacancies in other agencies. If the Employee selects this option, the agency must refer the Employee to the Bureau of Human Resources where the Employee will be assisted in identifying other transfer and demotion opportunities in state government in which they qualify. Normal transfer and demotion qualifying procedures will be followed.

Agencies will be required to consider all such Employees immediately after recalls from layoff. No candidates other than recall may be hired by an agency until disabled Employees seeking transfer or demotion from the other agencies as a reasonable accommodation have been considered. A disabled Employee is qualified and must be hired if the Employee is qualified to perform the essential functions of the position with or without accommodation.

Transitional Status

The ADA requires the search of positions that are available at the time that it becomes evident that transfer must be explored as a reasonable accommodation. Recognizing that this search may take some time to complete, the Employee will be allowed to use accrued sick, vacation, and/or compensatory time to cover any time period that may elapse between the determination that the Employee cannot continue to perform the duties of his/her present position and the time that the Employee is reassigned or terminated in the event that reassignment cannot be made.

Procedures

These procedures are specifically for the reassignment provision. Refer to the State of Maine Policy and Procedure for Processing Requests from Employees and Applicants for Reasonable Accommodation for more detailed guidance on providing accommodations within a given position.

The potential for reassignment as a reasonable accommodation begins when a request for accommodation is made in accordance with established procedures, but may be considered **only** when no reasonable accommodation can be made in the Employee's current position.

1. Requests for consideration for reassignment can be initiated by the Employee needing accommodation, the supervisor/manager, the EEO Coordinator or agency/State Workers' Compensation staff. Requests can be made at any time. Under the State of Maine Policy and Procedure for Processing Requests from Employees and Applicant for Reasonable Accommodation, agency the EEO Coordinator is also available for technical assistance in the reasonable accommodation search/documentation process. All requests for accommodation and efforts to provide accommodation must be documented. It is recommended that medical documentation of the Employee's limitations and need for accommodation be required.

Accommodations must be explored in the following order:

- Accommodation within the existing job;
- Reassignment to a job of similar pay and status;
- Demotion.

Full documentation must be provided concerning efforts to make reasonable accommodation in accordance with this policy, including reasons for bypassing reassignment to a position of similar pay and status.

2. If the Employee is transferred or demoted, the agency must submit a statement that the action is taken in accordance with this policy to the Bureau of Human Resources when the transaction is entered on MFASIS. This statement will serve as authorization for the reassignment and will serve as notice to the Bureau that such an accommodation has been made.
3. Whenever a reasonable accommodation cannot be made within the employing agency, or whenever the only accommodation available within the agency is demotion, the Employee must be informed of his/her right to access existing vacancies in other agencies and referred to the Bureau of Human Resources.
4. The Bureau will review all such referrals and the agency's accommodation documentation to ensure that more favorable accommodations cannot be made for the Employee within the agency before considering placement to another agency.


Interpretive Guidance and Technical Assistance

A complete understanding of essential job functions, reasonable accommodation and undue hardship is necessary to properly administer the provisions of this policy.

Additionally, agencies may need technical assistance when it is necessary to explore the need for reasonable accommodation that may or may not include reassignment. Technical assistance is available from the following:

- Christy Cross, EEO Coordinator, MaineDOT
624-3050 (Tel.) 624-3051 (Fax) or Maine Relay 711 (TTY)

- State EEO Coordinator, Bureau of Human Resources 287-4651 (Tel.)
or Maine Relay 711 (TTY)
- Legal Counsel, Bureau of Employee Relations 287-4447 (Tel.)
or Maine Relay 711 (TTY)

8/22/14 
Date David Bernhardt, Commissioner

**Maine Department of Transportation Policy
Statement Against Harassment**

MAINE DEPARTMENT OF TRANSPORTATION POLICY STATEMENT AGAINST HARASSMENT

I. General Policy Statement

The Maine Department of Transportation recognizes the dignity of the individual employee and the right of employees to work in an environment which is free of intimidation and harassment. Such intimidation or harassment based on race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity, previous assertion of a claim or right under the Maine Workers' Compensation Act, or marital status is a violation of Department policy. Because such harassment seriously undermines the integrity of the work place and adversely affects employee morale, it is unacceptable and will not be tolerated. In addition, it is considered grounds for disciplinary action up to and including discharge. Harassment based on race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity or previous assertion of a claim or right under the Maine Workers' Compensation Act may also constitute illegal employment discrimination.

Examples of harassment related to race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity or previous assertion of a claim or right under the Maine Workers' Compensation Act, include the following, which may be a series of incidents or a single occurrence:

- Unwelcome sexual advances, gestures, comments, or contact;
- Threats;
- Offensive jokes;
- Subjecting employees to ridicule, slurs, or derogatory actions;
- Basing employment decisions or practices on submission to such harassment;
- Refusal to cooperate with employees in performing work assignments;
- Inequitable disciplinary actions and work assignments.

Further examples of sexual harassment include: behavior that is verbal and sexual in nature – such as comments about a person's looks, personal inquiries, sexual jokes, use of derogatory sexual stereotypes, uttering sexually suggestive sounds, writing sexual notes, use of State computer equipment to send, receive and/or download material of a sexual nature; **non-verbal sexual behavior**- such as looking someone up and down, staring or leering at someone's body, deliberate blocking of a person's path, displaying sexual visuals, making sexual gestures; or **physical** – such as pinching, grabbing, sexual assault or any physical contact of a sexual nature.

As a matter of MaineDOT policy, any behavior of a sexual nature in the workplace is considered unprofessional regardless of whether it constitutes illegal sexual harassment. Similarly, any conduct that degrades, ridicules or otherwise draws unwanted attention to any employee or other person having dealings with the department on the basis of race or color, sex, sexual orientation, physical or mental disability, religion, age,

ancestry or national origin, whistleblower activity, previous assertion of a claim or right under the Maine Workers' Compensation Act, or marital status is considered unprofessional regardless of whether it constitutes unlawful harassment. Such unprofessional conduct will not be tolerated in the work place because it undermines morale, interferes with performance and demeans its victims. Each employee is personally responsible for compliance with this policy.

As part of their supervisory responsibilities, supervisors are required to actively prevent or stop inappropriate, unprofessional conduct in the workplace regardless of whether the conduct rises to the level of illegal harassment. If they become aware of any such conduct occurring through personal observation or information from another party, they must consult with the Department's EEO Coordinator and take immediate and appropriate corrective action, including discipline, to end the conduct. Corrective action is required regardless of whether a complaint is made or the conduct appears to be unwelcome. Even if the person providing information requests that no action be taken, the supervisor must contact the EEO Coordinator. Managers and supervisors who fail to fulfill their obligations under this policy will be subject to disciplinary action, up to and including discharge.

II. Definitions

"Sexual harassment" is defined as unwelcome sexual conduct that is a term or condition of employment. Unwelcome sexual conduct is sexual harassment when submission to such conduct is expressly or implicitly made a term or condition of employment.

"Quid pro quo" harassment occurs when submission or rejection of such conduct is used as the basis for employment decisions affecting an individual, such as promotions in exchange for sexual favors, or an unfavorable change of duties in response to rejected sexual advances.

"Hostile Work Environment." Unwelcome sexual conduct which unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment also constitutes illegal sexual harassment. Conduct which is not sexual in nature may still create a sexually hostile work environment if it is based on the victim's gender. Such conduct may include excluding or isolating employees, tampering with belongings or equipment, or physical or verbal abuse based on gender.

III. Applicability

This policy applies to:

- Co-workers and supervisors
- Outside parties having dealings with the department (i.e., customers, vendors, contractors)
- Interactions between individuals of the same sex as well as of the opposite sex
- Interactions in the workplace during work hours as well as outside activities related to the workplace (i.e., parties, trips, conferences)

IV. Complaint Process

MaineDOT is committed to preventing harassment prohibited by this policy through education and dissemination of information as well as employee accountability. Such harassment may be reported by any employee, regardless of whether that employee is the recipient of the harassment, a witness or otherwise becomes aware of harassment prohibited by this policy.

Internal complaints may be filed by contacting any of the following individuals:

- Immediate supervisor or any supervisor/manager in the chain of command
- Departmental Equal Employment Opportunity Coordinator
- Departmental Human Resource Manager
- State Equal Employment Opportunity Coordinator

Although every attempt will be made to resolve complaints at the lowest possible level, if an investigation is warranted, it will be conducted promptly and with as much confidentiality as possible, respecting the rights of all parties involved. All employees are expected to cooperate in any departmental investigation of harassment.

In addition to initiating the internal complaint procedure, employees covered by collective bargaining agreements may file a grievance through the applicable grievance procedure. A discrimination complaint alleging harassment on the basis of race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity or previous assertion of a claim or right under the Maine Workers' Compensation Act may also be submitted to the Maine Human Rights Commission at any time within 300 days of the alleged discriminatory incident. It is not required that any of the above procedures be utilized first or in any sequence, nor is it required that any procedure be exhausted before the other is used. In those instances where the prior workers' compensation claim or right is made against MaineDOT, the complaint may be submitted to the Maine Workers' Compensation Board.

For more information, contact: Maine Human Rights Commission.....624-6050
Maine Relay 711 (TTY)
State EEO Coordinator..... 287-4651
Maine Relay 711 (TTY)

V. Retaliation

Any form of retaliatory action or threat or suggestion of retaliation by either employees or supervisors against any person filing a complaint under this policy or assisting in an investigation is a violation of MaineDOT policy. Any discriminatory action against any individual because the individual has opposed a practice that would be a violation of the Maine Human Rights Act, Title VII, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act of 2008 or the Age Discrimination in Employment Act or because the individual has made a charge, testified or assisted in any investigation, proceeding or hearing under the Maine Human Rights Act, Title VII, the Americans with

Disabilities Act, the Genetic Information Nondiscrimination Act of 2008 or the Age Discrimination in Employment Act is illegal. A complainant is protected from retaliation regardless of the merits of the original complaint. Retaliation should be reported in the same manner as described above for complaints of harassment and will be promptly investigated. Such retaliatory conduct will be grounds for disciplinary action.

MaineDOT's EEO Coordinator Christy Cross is responsible for handling complaints and providing technical assistance to staff regarding these issues. She may be reached at (207) 624-3063 (TTY: Maine Relay 711).

Laurel Shippee, the state EEO Coordinator in the Bureau of Human Resources, is also available as a resource to any state employee or supervisor. She may be reached at (207) 287-4651 (TTY: Maine Relay 711).

8/22/16 _____
Date David Bernhardt, Commissioner

Discrimination/Harassment Complaint Process

Internal Complaint Processing

Initial contact: Personnel Specialists, Personnel Officers, Managers, Supervisors and Personnel Assistants serve as MaineDOT's resources for employees who wish to file a discrimination or sexual harassment complaint under Title VII of the Civil Rights Act of 1964, the Maine Human Rights Act, or the Americans with Disabilities Act (ADA). As resources, they will provide complainants with:

1. Referral to the MaineDOT EEO Coordinator; or
2. An explanation of their filing options.
3. The discrimination complaint process.
4. A Discrimination Complaint Form.

Use of the Complaint Form is not necessary for the complainant. Rather, it is intended to help the complainant provide enough information to begin processing the complaint.

The Complaint Review Process

1. The EEO Coordinator reviews the complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and meets jurisdiction.
2. The complaint shall be investigated, unless:
 - The complaint is withdrawn.
 - The complainant fails to provide required information.
 - The complaint is filed beyond the 180-day timeframe.
 - The complainant is not part of a protected group.
 - The complaint is determined to be more appropriately under a jurisdiction other than MaineDOT. If this is the case, the complainant will be directed to the appropriate agency.

Investigation

Investigation Plan: The investigator shall prepare a plan in accordance with Collective Bargaining investigation practices which includes but is not limited to the following:

- Names of the complainant(s) and respondent(s);
- Basis for the complaint;
- Issues, events or circumstances that caused the person to believe that s/he has been discriminated against;
- Criteria, sources necessary to obtain the information;
- Identification of key people;

Conducting the Investigation

- The investigation will address only those issues relevant to the allegations in the complaint.
- The investigation will follow the procedures as proscribed in the agreements between the State of Maine and the Maine State Employees Association SEIU Local 1989, as applicable for each bargaining unit.
- Confidentiality will be maintained as much as possible.
- Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case.

Investigation Reporting Process

- The investigation reporting process will follow the procedures as proscribed in the agreements between the State of Maine and the Maine State Employees Association SEIU Local 1989, as applicable for each bargaining unit.

Records

All records and investigative working files are maintained in a confidential area. Records are kept for three years.

Discrimination/Harassment Complaint Form

**MAINE DEPARTMENT OF TRANSPORTATION
Maine Human Rights Act,
Title VII of the Civil Rights Act of 1964
or
Americans with Disabilities Act (ADA)**

1. Name:
2. Address:
3. Telephone Number:
4. Name of person charged with discrimination (respondent):
5. Date of alleged discriminatory act:
6. Type of discrimination:
7. Please write a summary of the facts supporting your complaint (use additional pages as necessary):
8. Names of witnesses to the alleged discriminatory act:

Signed: _____

Date: _____

Workforce Analysis

Description of Job Categories

1. **Officials and Administrators:** Occupation in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis. Includes: department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, examiners, wardens, superintendents, sheriffs, police and fire chiefs and inspectors and kindred workers.
2. **Professionals:** Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: Personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dieticians, lawyers, system analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants and kindred workers.
3. **Technicians:** Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Includes: Computer programmers and operators, drafters, surveyors, licensed practical nurses, photographers, radio operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), assessors, inspectors, police and fire sergeants and kindred workers.
4. **Protective Service Workers:** Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Includes: police patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, game and fish wardens, park rangers (except maintenance), and kindred workers.
5. **Paraprofessionals:** Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. Included: research assistants, medical aides, child support workers, policy auxiliary welfare service aides, recreation assistants, homemakers aides, home health aides, library assistants and clerks, ambulance drivers and attendants, and kindred workers.
6. **Administrative Support:** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Includes: bookkeepers, messengers, office machine operators, clerk typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks and kindred workers.

7. Skilled Craft Workers: Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes: Mechanics and repairers, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters and kindred workers.
8. Service and Maintenance: Occupations in which workers perform duties which result in or contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. Includes: Chauffeurs, chefs, waitresses, home care aids, laundry and dry cleaning operatives, truck drivers, bus drivers, garage laborers, child care workers, bus drivers custodial employees, gardeners and groundskeepers, refuse collectors, construction laborers.

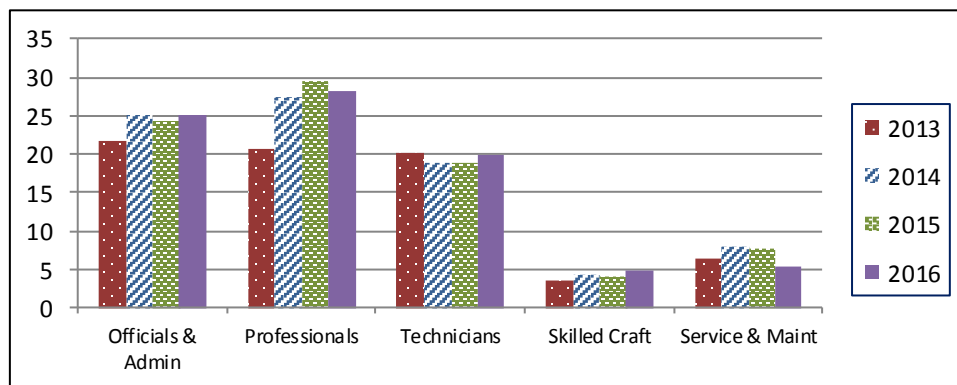
Civilian Labor Force Availability:

		Percent		Percent		Percent	TOTAL
	MALE	MALE	FEMALE	FEMALE	MINORITY	MINORITY	
Officials and Admin	50,825	58.9%	35,514	41.1%	1,764	2.0%	86,339
Professionals	48,343	41.9%	67,105	58.1%	3,408	3.0%	115,448
Technicians	5,724	37.6%	9,484	62.4%	363	2.4%	15,208
Prot Serv	7,405	89.2%	894	10.8%	189	2.3%	8,299
Prot Serv Non Sworn	431	46.9%	488	53.1%	74	8.1%	919
Admin Support	46,774	30.5%	106,340	69.5%	4,104	2.7%	153,114
Skilled Craft	70,109	93.5%	4,838	6.5%	1,727	2.3%	74,947
Service and Mainten	110,420	55.8%	87,515	44.2%	7,215	3.6%	197,935
	340,031	52.1%	312,178	47.9%	18,844	2.9%	652,209

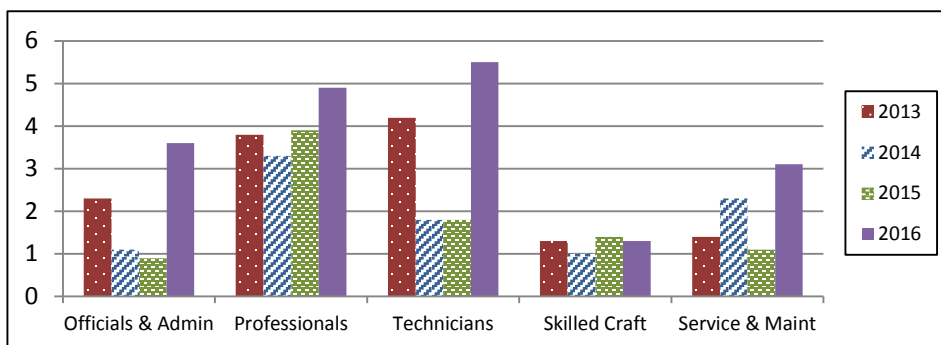
MaineDOT Labor Force:

		Percent		Percent		Percent	TOTAL
	MALE	MALE	FEMALE	FEMALE	MINORITY	MINORITY	
Officials and Admin	84	75%	28	25%	4	3.6%	112
Professionals	261	71.7%	103	28.3%	18	4.9%	364
Technicians	161	80%	41	20%	11	5.5%	202
Prot Serv Sworn	0	0	0	0	0	0	0
Prot Serv Non Sworn	0	0	0	0	0	0	0
Admin Support	19	25%	57	75%	5	6.6%	76
Skilled Craft	661	95%	37	4.9%	9	1.3%	695
Service and Mainten	335	94.6%	19	5.4%	11	3.1%	354
	1521	84.4%	282	15.6%	58	3.2%	1803

%Women



% Minorities



Workforce Utilization Analysis – NARRATIVE

Analysis of the department's utilization of women and minorities reveals underutilization of women considering the number of employees overall. With regard to minorities, there is less underutilization, as noted in the categories addressed below. Underutilization will continue to be addressed through expanded certifications, and monitoring and education of supervisors in appropriate selection procedures.

Following is a discussion of each of the EEO categories:

Cat. 1 Officials and Managers (total = 112) - There are 25% or 28 women and 3.6% or 4 minorities in this category. The Civilian Labor Force Availability indicates a 41.1% availability of women. The Civilian Labor Force Availability for minorities is 2%.

In SFY 2016 there was 1 new hire in this category.

Net Gain/Loss: +3 women; +3 minority.

SFY 2017 Goal: *Because we hire so few people into this category, hire/promote 1 woman.*

Long term goal: *17 additional women to match the Civilian Labor Force Availability.*

Cat. 2 Professionals (total = 364) - Women constitute 28.3% or 103 employees and minorities constitute 4.9% or 18 employees in this category. There is a significant under representation of women in this category as the Civilian Labor Force Availability indicates availability of 58.1%. The availability of minorities is 3%. Expanded certifications and direct hire recruitment strategies will be utilized for women in this category.

In State Fiscal Year 2016, MaineDOT hired 19 people into EEO Cat. 2. Of the 19, 3 were women, and 1 was a minority.

Net Gain/Loss: +4 women; +5 minority

SFY 2017 Goal: *hire/promote 8 women into this category.*

Long term goal: *109 additional women and 0 additional minorities to match the Civilian Labor Force Availability.*

Cat. 3 Technicians (total = 202) - Of the 202 positions in this category, women make up 20% or 41 women as compared to the Civilian Labor Force Availability of 62.4%. In this category, minority employees make up 5.5% or 11 minorities as compared with the Civilian Labor Force Availability of 2.4%.

MaineDOT hired 28 people into this category in SFY 2016, of those 17 were not yet coded, and 4 were women.

Net Gain/Loss: +3 woman and +7 minorities

SFY 2017 Goal: *hire/promote 10 women into this category.*

Long term goal: 76 additional women to match the Civilian Labor Force Availability.

Cat. 4 & 5 Protective Service: Sworn/Non-Sworn – MaineDOT has no employees in the two Protective Service categories. However, there are 39 employees in EEO-4 Category 5 – Para-Professionals. These employees are all ferry service customer representatives, many of whom are part time and/or seasonal. With 56.2% women, there is no female underutilization. There is one minority

SFY 2017 Goal: *Hire 1 minority.*

Long term goal: 1 minority to match the Civilian Labor Force Availability.

Cat. 6 Administrative Support (total = 84) – At 75% women compared with the Civilian Labor Force Availability of 69.5%, there is no underutilization of women in this category. The Civilian Labor Force Availability for minorities is 2.7%. There are 5 Category 6 minority employees, or 5.5%.

SFY 2017 Goal: *Maintain.*

Long term goal: *Maintain.*

Cat. 7 & 8 – Most of the employees in these two categories work on highway/bridge maintenance crews. The entry level is typically Cat. 8 Transportation Worker I positions, with advancement into Cat. 7 from Cat. 8.

The Civilian Labor Force Availability (CLFA) for Cat. 7 is 6.5%. Because Cat. 8 includes, for example, chefs, waitresses, home care aids, laundry and dry cleaning operators, child care workers, bus drivers and custodial employees, the CLFA of 44.2% in this category is heavily weighted toward women. The CLFA in this category is 3.6% for minorities. Given this, MaineDOT's goal is to hire women and minorities for entry level Cat. 8 positions at rates sufficient to meet or exceed the CLFA for Cat. 7. Turnover in Cat. 8 has averaged 40% overall during the first year of employment, therefore a goal of 13% for women and 5% for minorities will ensure meeting the CLFA for Cat. 7.

Cat. 7 Skilled Craft (total = 667) – There is an under representation of both women and minorities in this category. While compared to the Civilian Labor Force Availability (CLFA) of 46.5%, women are employed in 4.9% or 34 of the 695 positions in this category. There is currently 1.3% or 9 minorities employed in this Category while the CLFA shows 2.3%. Expanded certifications and direct

hire recruitment strategies will be utilized for women and minorities in this category. The Internal EEO Coordinator should be contacted for assistance.

Net Gain/Loss: +7 woman and 0 minority

SFY 2017 Goal: *to hire/promote 5 women and 2 minority employees into EEO Cat. 7.*

Long term goal: 11 women and 7 minorities to match the Civilian Labor Force Availability.

Cat. 8 Service and Maintenance (total = 354) – This category has a historic underutilization of women, with 5.4% or 34 of the 354 employees in this category. Minorities make up 3.1% or 11 employees in this category. Expanded certifications and direct hire recruitment strategies will be utilized for women and minorities in this category. The Internal EEO Coordinator should be contacted for assistance.

Net Gain/Loss: +7 women and +8 minorities

SFY 2017 Goal: *to hire 5 women and 1 minority into this category.*

Long term goal: 12 women and 1 minority to attain 13% women and 3.6% minorities in EEO Cat. 7.

GOALS AND ACCOMPLISHMENTS

**Goal: Outreach/Recruitment/Retention
Ongoing**

MaineDOT's EEO Coordinator will continue as a member of the Diversity Hiring Coalition, the goal of which is to increase hiring in Maine of minorities. She will also continue to coordinate and host regular meetings of EEO Coordinators representing other state agencies, to share information and strategies.

MaineDOT will provide training as needed to Regional personnel assistants and personnel officers and managers regarding recruitment/retention of women, minorities and people with disabilities.

The EEO Coordinator will continue to work with the Maine Department of Labor/Vocational Rehabilitation and the state's Special Appointments Program to bring qualified people with disabilities into the MaineDOT workforce.

ACCOMPLISHMENTS

MaineDOT participated in a Totally Trades conference in Aroostook County for girls interested in non-traditional occupations.

Worked with MaineDOL vocational rehabilitation counselors to facilitate interviews and to monitor transition to employment for Special Appointments Program participants.

MaineDOT EEO Coordinator worked with the New Mainers program in Southern Maine to facilitate referrals and interviews resulting in selection of minority applicants in MaineDOT Region 1 into skilled technical positions.

MaineDOT EEO Coordinator is working with the Diversity Hiring Coalition specifically to expand outreach to the Maine cities of Lewiston and Auburn where there are large refugee and immigrant populations. This effort is ongoing.

MaineDOT EEO Coordinator developed a contract with a speech coach specializing in accent reduction to work with several MaineDOT employees to enhance their communication abilities.

Goal: Americans with Disabilities Act Ongoing

The EEO Coordinator will continue to work with employees with disabilities under Workers Compensation and/or employees with Family Medical Leave needs to supplement those programs with ADA reasonable accommodation as needed. The EEO Coordinator will also continue to work with the State's Special Appointments Program to bring people with disabilities into the MaineDOT workforce.

ACCOMPLISHMENTS

The EEO Coordinator or designee:

- provided training for all new supervisors on the Americans with Disabilities Act
- Worked with the MaineDOL bureau of Vocational Rehabilitation/Special Appointments Program to facilitate interview opportunities and/or hires for 2 people with disabilities under the Special Appointments Program.
- Worked with the State Accessibility Coordinator and the State Director of the Division for the Deaf, Hard of Hearing & Late-Deafened and the Office of Information Technology to implement a contract for statewide Sign Language Video Remote Interpreting.
- Worked with the State Accessibility Coordinator, the State EEO Coordinator and the Office of Information Technology to implement a statewide contract for an Assistive Technology consultant. MaineDOT has accessed the services of this consultant several times in the current year.
- MaineDOT Coordinator learned that available sign language interpreters do not have signs for many engineering terms and concepts and began researching ways the interpreters can better serve the Department.
- The EEO Coordinator has worked closely with managers and HR staff in all requests for reasonable accommodations, and to coordinate with Workers Compensation and Family Medical Leave.

ADA Reasonable Accommodations SFY 2016

The EEO Coordinator processed 32 new or renewed requests for reasonable accommodation. There were 11 terminations of employees no longer able to perform the essential job functions, including 1 approved for disability retirement. These requests were all done with the involvement of MaineDOT personnel specialists/officers, including where applicable MaineDOT's Workers Compensation specialists. In most instances, ADA overlapped with Family Medical Leave, Workers' Comp and/or Disability Retirement at MainePERS.

Meetings with Commissioner Bernhardt SFY 2016

The EEO Coordinator met July 17, and Nov. 6, 2015 with Commissioner Bernhardt to discuss EEO-related matters. Topics included overall increase in percent of women and minority employees 2004-2015, contract for Assistive Technology, insufficient sign language interpreters, especially in Central and Northern Maine, number of disability retirements, Internal EEO Plan as submitted, new interpreter scheduling protocol for MaineDOT Region 4.

The EEO Coordinator met Feb. 12 and June 30, 2016 with Commissioner Bernhardt, also to discuss EEO-related matters. Topics included a new contract for accent reduction, discussion on harassment vs. bullying, leave as a reasonable accommodation, assistive technology, a Maine Human Rights complaint resolution of No Reasonable Grounds.

Goal: Title VII and other Employment Related Training Ongoing

MaineDOT offers Harassment Avoidance Training through its New Employee Briefings and to individual work locations, and EEO training for managers and supervisors through The Leadership Challenge.

Present the following EEO training events:

- Training for Managers and Supervisors – as many as needed
- New Employee Welcome Information Sessions – as many as needed
- The Leadership Challenge – when it is offered
- Training for Members of Interviewing Panels – as many as needed/requested
- Continued Harassment Training for supervisors – as many sessions as necessary to complete training for all supervisors

ACCOMPLISHMENTS

MaineDOT Commissioner requested Department wide Harassment Training in SFY 2016, to be conducted by State Assistant Attorneys General out of the Maine Attorney General's office.

Additionally, MaineDOT's Human Resources provided harassment/nondiscrimination training to all new employees and new supervisors in SFY 2016.

MaineDOT's EEO Coordinator continues to host bi-monthly meetings with the EEO Coordinators from other state agencies and with the Assistant Attorney General for civil rights employment issues. This is an important forum for information sharing and for staying updated on new court decisions and civil rights law and/or policy changes.

HR Staff and/or the personnel assistants continue to monitor interviews both for new MaineDOT employees and for promotion of existing MaineDOT employees to ensure a fair and equal selection process.

SFY 2016 Discrimination Complaints Report

- There were two new Maine Human Rights Commission complaints in SFY 2016. One is a whistleblower complaint. The other is a complaint of disability discrimination, plus whistleblower and workers' compensation retaliation, plus retaliation.

- There were 4 internal harassment complaints. All four of the complaints were investigated. Three of the complaints were substantiated and MaineDOT took appropriate action.

ATTACHMENTS

Under-represented Job Classes

Under-represented MaineDOT Job Classifications – 2016

(Require expanded Certification Register and Form A)

1 – Officials and Managers

Highway Maint. Supt.
Mgr. R/W Property Services
Motor Transport Services Mgr.
Petro/Waste Mgmt & Bldg. Supt.
Public Service Coordinator
Project Manager II
Public Service Coordinator I
Public Service Coordinator II
Public Service Executive I
Public Service Executive II
Public Service Executive III
Public Service Manager I
Public Service Manager II
Public Service Manager III
Systems Group Manager
Transportation Maint. Mgr.

2 – Professionals

Accountant I
Assistant Engineer
Auditor II
Chemist III
Civil Engineer II
Civil Engineer III
Contract/Grant Specialist
Database Analyst
Engineering Tech IV
Environmental Specialist III
Environmental Specialist IV
Ferry Captain
Ferry Engineer
Ferry Port Engineer
Field Investigator
Financial Analyst
Hydrogeologist
Info System Support Mgr.
Legal Administrator
Librarian II
Management Analyst II
Media & Graphics Supervisor
Planning & Research Associate
Planning & Research Associate II

Programmer Analyst
Project Manager I
Project Manager II
Public Relations Spec.
Public Service Coordinator
Public Service Coordinator I
Public Service Coordinator III
R/W Appraiser I
R/W Appraiser II
R/W Appraiser III
Senior Contract/Grant Spec.
Senior Database Analyst
Senior Info Sys/Supp Spec.
Senior Landscape Architect
Senior Paralegal
Senior Programmer Analyst
Senior Staff Accountant
Senior Technician
Soils Research Scientist
Supervisory Prof. Land Surveyor
Supv. Mapping & Graphic Arts
Supv Radio Communications
Systems Analyst
Systems Team Leader
Technical Support Specialist
Transportation Attorney
Transportation Planning Analyst
Transportation Planning Spec.
Transportation Property Spec.
3 – Technicians
Assistant Technician
Cartographer
Communications Technician
Computer Operator
Computer Programmer
Data Communications Technician
Driver Trainer
Engineering Technician II
Environmental Specialist II
Field Inspector
GIS Coordinator
Health & Safety Program Coord.
Highway District Manager
Info System Support Tech.
Mapping & Graphic Arts Spec. II
MaineDOT Federal Billing Examiner
Photographer II

Records Technician II
Senior Computer Operator
Supv. R/W Control
Transport. Investigator Supv.
Transportation Aide
Transportation Comm. Operator

7 – Skilled Craft

Auto Mechanic I
Auto Mechanic II
Bridge Operator I
Bridge Operator II
Building & Trades Apprentice
Building & Trades Specialist
Electrician I
Electrician II
Electrician Supervisor
Maintenance Mech. Supervisor
Machinist
Plumbing & Heating Technician
Radio Mechanic
Sign Painter
Sign Shop Technician
Traffic Control Electrician
Transportation Worker II
Transportation Worker III
Transportation Crew Leader
Transportation Crew Supervisor

8 – Service and Maintenance

Transportation Worker I
Building Custodian
Custodial Worker I
Custodial Worker II
Ferry Able Seaman
Ferry Ordinary Seaman
Ferry Svc. Terminal Agent
Foundation Survey Supervisor
Highway Laborer
Light Equipment Operator
Motor Transport Tech. Assistant
Warehouse Superintendent
Yard Supervisor

Outreach Contact List

<p>Cambodia 35 Oxford St. Portland ME 04101 Contact: Sokhany Sieng 775-5073</p> <p>Maine Khmer Council Portland Housing Authority 14 Baxter Blve. Portland ME 04101 Contact: Shawna Ohm, President 773-4753 Ext. 267</p> <p>Asian American Heritage Research Foundation Portland Multilingual Program 83 Sherman St. Portland ME 04101 Contact: Grace Valenzuela 874-8135 email: graceval@gwi.net</p> <p>Maine Families with Children From Asia 54 Saunders St. #2 Portland ME 04103 Contact: Christine Kukka (Portland) 883-1133 Contact: Coleen Quint (Lewiston/Auburn) 784-7726</p> <p>Office of Rehabilitation Services Maine Dept. of Labor 2 Anthony Ave. Augusta ME 04333 Voice: 624-5950 TTY: 1-888-755-0023</p>	<p>Chinese Association of Maine 104 Berkshire Rd. Portland ME 04103 Contact: Cunli Jia, Vice President 775-6139</p> <p>Korean American Association 626 Congress St. Portland ME 04101 Contact: Won Bae Park, President 772-8675</p> <p>Alpha One/Wheelchairs Unlimited 127 Main Street South Portland, ME 04106 (207) 767-2189 (v/tty) (800) 640-7200 (v/tty) (207) 799-8346 - Fax www.alphaonenow.org</p> <p>Disability Rights Center P.O. Box 2007 Augusta ME 04338-2007 Voice and TDD: 626-2774</p> <p>NAACP Portland P.O. Box 3631 Portland, ME 04104 Telephone: (207) 253-5074 Fax: (207) 253-5079 e-mail: naacpportland@hotmail.com</p>
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Religion Resources

Prayer Schedules:

www.islamicfinder.org/prayerDetail.php?zipcode=04240&country=USA&start=0&home=2011-7-6&monthly=1

www.holidays.net/ramadan/dates.htm

Ramadan:

www.guideways.com/kb/article-125.html

www.masjidtucson.org/submission/practices/ramadan

Islam:

www.bbc.co.uk/religion/religions/islam/

Books:

Somalis in Maine: Crossing Cultural Currents

Me Against My Brother: At War in Somalia, Sudan and Rwanda

The Middle of Everywhere: Helping Refugees Enter the American Community

The Spirit Catches You and You Fall Down

The Good Braider

Born in the Big Rains: A Memoir of Somalia and Survival

Teenage Refugees from Somalia Speak Out (In Their Own Voices)

Diversity Consciousness: Opening our Minds to People, Cultures and Opportunities

ASL Interpretation Services

Contacting and Scheduling an ASL Interpreter

All ASL interpretation vendors listed below received contracts based on a competitive process. Therefore, each department or agency is free to choose the vendor with which it would like to work by using the information below. You can use the vendor's "Online Request Form" (if available), or use this template ([ASL Interpreter Scheduling Confirmation Form](#)) to document the service you are requesting. Regardless of how you make your appointment, ***be sure to agree upon an estimated total price for the appointment (including travel, if applicable) in advance.***

Once you have agreed upon an estimated total price with the vendor and scheduled the interpreter appointment, follow these instructions ([AdvantageME Delivery Order Instructions](#)) to create a Delivery Order against the Master Agreement (MA) number shown below the vendor's name. When you receive the invoice after the service has been provided, ***payment must be made within 30 days from when you receive the invoice.*** You may need to contact your Service Center to accomplish this part of the process, which will vary by department.

In the event that you need to ***cancel an appointment***, follow this link ([Cancellation Policy](#)).

Vendor Name: Certified Interpreting
Master Agreement #: 18P-10042300000000000181
Point(s) of Contact: Mr. Victor Vigna, or
Ms. Ruth Vigna
Telephone(s): 207-798-7995 (voice/TTY)
Email: services@certifiedinterpreting.com
Website: www.cimaine.com
Online Request Form:
<http://www.certifiedinterpreting.com/servicerequest.aspx>
Address: PO Box 6500, Brunswick, ME 04011

Vendor Name: KEWL ASL
Master Agreement #: 18P-10042300000000000183
Point(s) of Contact: Ms. Deborah Myers
Telephone(s): 207-549-4733 (voice/TTY)
207-240-3177 (cell/text)
866-755-5206 (video phone)
Email: kewlasl@gmail.com
Address: 15 Jones Road, Somerville, Maine 04348

Vendor Name: Mary Jane Grant Sign Language Interpreting Services, LLC
Master Agreement #: 18P-11060900000000000268 (for 7/1/11 to 6/30/14)

Point(s) of Contact:	Ms. Mary Jane Grant
Telephone(s):	207-651-3146 (voice) 207-213-1325 (video phone)
Email:	mjgrantinterpreting@gmail.com
Website:	http://maryjanegrant.com
Online Request Form:	http://maryjanegrant.com/contact.html
Address:	PO Box 843, Sanford, ME 04073
Vendor Name:	Pine Tree Society
Master Agreement #:	18P-10042800000000000192
Point(s) of Contact:	Mr. Douglas Newton
Telephone(s):	207-386-5971 (voice/TTY) 207-885-0076 (fax)
Email:	interpreting@pinetreesociety.org dnewton@pinetreesociety.org
Website:	www.pinetreesociety.org
Online Request Form:	http://www.pinetreesociety.org/interpretingrequest.asp
Address:	51 US Route 1, Suite G, Scarborough, ME 04074
Vendor Name:	Professional Interpreting
Master Agreement #:	18P-10042700000000000186
Point(s) of Contact:	Kris Bracklow, or Carrie Profenno
Telephone(s):	207-774-3068 (voice/TTY)
Email:	professionalinterpreting@maine.rr.com kris120@juno.com
Address:	14 Torrey Street, Portland, ME 04103

Vendor Cost and Price Information – FY14

Mary Jane Grant Interpreting - Updated Pricing FY14

Overall evaluation rank for cost: 1 (lowest costs across all service categories)

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$47.00/hour	\$52.00/hour
2. Legal ASL Interpreter Services	\$55.00/hour	\$60.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$47.00/hour	\$52.00/hour
4. Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$47.00/hour	\$52.00/hour

5. Emergency ASL Interpreter Services (immediate assistance required)	\$47.00/hour	\$52.00/hour
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KEWL ASL

Overall evaluation rank for cost: 2

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$47.00/hour	\$52.00/hour
2. Legal ASL Interpreter Services	\$55.00/hour	\$60.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$47.00/hour	\$52.00/hour
4. Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$49.00/hour	\$54.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$55.00/hour	\$60.00/hour

Certified Interpreting – Updated Pricing FY14

Overall evaluation rank for cost: 3

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$48.00/hour	\$53.00/hour
2. Legal ASL Interpreter Services	\$63.00/hour	\$63.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$48.00/hour	\$53.00/hour
4. Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$48.00/hour	\$53.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$58.00/hour	\$68.00/hour

Professional Interpreting

Overall evaluation rank for cost: 5

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$50.00/hour	\$55.00/hour
2. Legal ASL Interpreter Services	\$72.00/hour	\$82.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$55.00/hour
4. Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$55.00/hour	\$60.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$60.00/hour	\$70.00/hour

Pine Tree Society

Overall evaluation rank for cost: 6 (highest costs across all service categories)

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard ASL Interpreter Services	\$64.00/hour	\$81.00/hour
2. Legal ASL Interpreter Services	\$75.00/hour	\$90.00/hour
3. Limited Language/Deaf Tandem Interpreter Services	\$64.00/hour	\$81.00/hour
4. Short Notice ASL Interpreter Services (less than two business days notice, but not “Emergency” / “immediate”)	\$81.00/hour	\$81.00/hour
5. Emergency ASL Interpreter Services (immediate assistance required)	\$162.00/hour	\$162.00/hour

Foreign Language Interpretation / Translation Services for In Person Spoken Language Interpreting Services:

New England Interpreter Services

Martin Sungoyo

207-409-5514

Marin@translateforme.net

New England Interpreter Service provides the following fee schedule

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard In Person Spoken Language-Interpreting Services	\$ 50 /hour	\$ 55 /hour
2. . Short Notice In Person Spoken Language Interpreting Services(less than two business days notice, but not “Emergency” / “immediate”)	\$ 50 /hour	\$ 55 /hour
3. Emergency In Person Language Interpreting Services (immediate assistance required)	\$ 50 /hour	\$ 55 /hour
4. Legal In Person Spoken Language Interpreting Services	\$ 50 /hour	\$ 55 /hour
5. Medical-In Person Spoken Language Interpreting Services	\$ 50 /hour	\$ 55 /hour

List of Spoken Languages Offered:

Acholi, ASL, Amharic, Arabic, Bari, Bulgarian, Cambodian, Cantonese, Darfur, Dinka, Farsi, French, Furo, Japanese, Juba Arabic, Khmer, Kinyarwanda, Kirundi, Lingalla, Mandarin, Nuer, Russian, Serbo-Croatian, Somali, Spanish, Sudanese/Arabic, Swahili, Vietnamese, Zande

United Somali Women of Maine provides the following fee schedule for In Person Spoken Language Interpreting Services:

United Somali Women of Maine

207-753-0061

fhussein@uswofmaine.org

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard In Person Spoken Language Interpreting Services	\$50/hour	\$65 /hour
2. . Short Notice In Person Spoken Language Interpreting Services (less than two business days notice, but not “Emergency” / “immediate”)	\$50 /hour	\$65 /hour
3. Emergency In Person Language Interpreting Services (immediate assistance required)	\$50/hour	\$65/hour
4. Legal In Person Spoken Language Interpreting Services	\$50/hour	\$65/hour
5. Medical In Person Spoken Language Interpreting Services	\$50/hour	\$65 /hour

Catholic Charities Maine provides the following fee schedule for In Person Spoken Language Interpreting Services:

Catholic Charities Maine

207-523-1182

tballenger@ccmaine.org

Current languages offered by Catholic Charities Maine Language Partners as of June 22, 2011 are:

- | | |
|-------------------------|---------------------|
| 1. Acholi | 18. Khayarwandan |
| 2. Albanian | 19. Kinyamulenge |
| 3. Amharic | 20. Kirundi |
| 4. Arabic (Classical) | 21. Kurdish |
| 5. Arabic (Sudanese) | 22. Lingala |
| 6. Azerbaijani | 23. Oromo |
| 7. Bosnian | 24. Pashto |
| 8. Bulgarian | 25. Persian (Farsi) |
| 9. Burmese | 26. Portuguese |
| 10. Chinese (Mandarin) | 27. Romanian |
| 11. Chinese (Cantonese) | 28. Russian |
| 12. Dari | 29. Serbo-Croatian |
| 13. French | 30. Somali |
| 14. German | 31. Spanish |
| 15. Greek | 32. Swahili |
| 16. Italian | 33. Tigrinya |
| 17. Khmer (Cambodian) | 34. Turkish |
| | 35. Vietnamese |

Geneva Worldwide, Inc. provides the following fee schedule for In Person Spoken Language Interpreting Services (call 1-877-GO-GENEVA, ref. Maine Contract #120913*0069).

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard In-Person Spoken Language Interpreting Services		
Tier 1 Spanish	\$ 48.99/hour	\$ 61.24/hour
Tier 2 Languages, including French	\$ 67.99/hour	\$ 84.99/hour
Tier 3 Languages, including Arabic, Somali and Khmer	\$ 81.99/hour	\$102.49/hour
2. Short Notice In-Person Spoken Language Interpreting Services (less than two business days' notice, but not "Emergency" / "immediate")		
Tier 1 Spanish	\$ 61.24/hour	\$ 76.55/hour
Tier 2 Languages, including French	\$ 84.99/hour	\$ 106.24/hour
Tier 3 Languages, including Arabic, Somali and Khmer	\$ 102.49/hour	\$ 128.11/hour
3. Emergency In-Person Spoken Language Interpreting Services (immediate assistance required)		
Tier 1 Spanish	\$ 73.49/hour	\$ 91.86/hour
Tier 2 Languages, including French	\$ 101.99/hour	\$ 127.49/hour
Tier 3 Languages, including Arabic, Somali and Khmer	\$ 122.99/hour	\$ 153.74/hour
4. Legal In-Person Spoken Language Interpreting Services		
Tier 1 Spanish	\$ 69.83/hour	\$ 87.29/hour
Tier 2 Languages, including French	\$ 86.78/hour	\$ 108.48/hour
Tier 3 Languages, including Arabic, Somali and Khmer	\$ 91.84/hour	\$ 114.80/hour
5. Medical In-Person Spoken Language Interpreting Services		
Tier 1 Spanish	\$48.99/hour	\$ 61.24/hour
Tier 2 Languages, including French	\$ 67.99/hour	\$ 84.99/hour
Tier 3 Languages, including Arabic, Somali and Khmer	\$ 81.99/hour	\$ 102.49/hour

Geneva Worldwide, Inc. has over 6,000 linguists worldwide to assist clients with their language needs in the following languages:

Afrikaans	Farsi	Lanzhaou	Sichuan
Akan	Fijian	Lao	Sicilian
Albanian	Finnish	Latvian	Sinhalese
ASL	Flemish	Lebanese	Slovak
Amharic	French	Lithuanian	Somali
Arabic	French Canadian	Maithili	Somali Bantu
Armenian	Frisian	Malay	Spanish
Ashanti	Fulde	Malayalam	Sudanese
Assyrian	Fuzhou	Maltese	Swahili
Azeri	Ga	Mandarin	Swedish
Bahasa (Malaysia)	Georgian	Mandinka	Tagalog
Bambara	German	Marathi	Taiwanese
Basque	Greek	Marshallese	Tamil
Bassa	Greenlandic	May-May	Tatar
Belorussian	Gujarati	Mien	Telugu
Bengali	Hakka	Mongolian	Teochew
Bosnian	Hebrew	More	Thai
Bulgarian	Hindi	Myanmar	Thai Dam
Burmese	Hmong	Navajo	Tibetan
Cambodian	Hunanese	Nepali	Tigrinya
Canjobal	Hungarian	Norwegian	Toisanese
Cantonese	Ibo	Nuer	Tongan
Cape Verde	Icelandic (modern)	Oromifa	Trukese
Cebuano	Ilocano	Pampangan	Turkish
Chamorro	Indo	Pangasinan	Turkmen
Chinese Yunnan	Italian	Pashtu	Twi
Choujo	Jaaxanke	Polish	Uighur
Chukchi	Japanese	Ponapean	Ukrainian
Chuukese	Javanese	Persian	Urdu
Cotocoli	Kannada	Portuguese	Uzbek
Creole (Haitian, French)	Karen	(Brazil, European)	Vietnamese
Croatian	Kazakh	Pulaar	Visayan
Czech	Khmer	Punjabi	Welsh
Danish	Kinyarwanda	Quechua	Wolof
Dari	Kirundi	Romanian	Xhosa
Dinka	Korean	Russian	Yiddish
Dutch	Kosrae	Samoa	Yoruba
Estonian	Kpelle	Sara	Zulu
Ewe	Kurdish	Serbian	
		Shanghainese	