

Maine's Unified State Plan Modification Performance Measures 2018 Public Comments

Summary

Public comment period was held from March 6 through March 16, 2018. It was advertised in the Kennebec Journal. A press release was issued, displayed on Maine Department of Labor websites and distributed to the Maine Department of Labor mailing list, State Board members, workforce partners, Local Board Directors, and State Board committee members.

The public was invited to submit comments through e-mail, on-line comment form on the State Board website, and by traditional mail.

Seven (7) total comments were received from members of the Maine Businesses, service providers and local boards. Comments were related to the new training expenditure policy as well as the disruption to the workforce system. There were concerns that given the disruption, the loss of staff over the last several months and difficulty getting baseline data, that it was difficult to accurately define performance measures.

List of Comments (order received)

Antoinette Mancusi, e-mail and one (1) attachment

Jennifer McKenna, submission via web form, no attachments

Bob Devlin, e-mail and one (1) attachment

Joanna Russell, e-mail and one (1) attachment

Beth Stickney, e-mail and one (1) attachment

Kelly Osborn, e-mail and one (1) attachment

Harry Simones, e-mail and one (1) attachment

From: Antoinette Mancusi <amancusi@coastalcounties.org>
Sent: Monday, March 12, 2018 2:18 PM
To: DOL, SWB
Cc: Mike Bourret; 'The Cryer'; 'Sy, Lydia'
Subject: State Plan Modification feedback
Attachments: Perf Measure LTR to Oswald 3-12-18 (signed).pdf

Please find attached CCWI's comment to the Proposed WIOA Performance Measures; Program Year 2018 and 2019.

Thank you.

Antoinette Mancusi, Deputy Director

Coastal Counties Workforce, Inc.

14 Maine St., Suite 203A

Brunswick, Maine 04011

Tel/Fax: 207-725-5472

E-mail: amancusi@coastalcounties.org

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Garret Oswald
Director, State Workforce Board
Maine Department of Labor
54 State House Station
Augusta, ME 04333-0054

March 12, 2018

RE: Performance Measures as part of the 2016-2020 Unified State Plan

Dear Mr. Oswald:

I write on behalf of Coastal Counties Workforce, Inc. in response to your posting for public comment on the performance measures which, as you state, "are part of the modification to the 2016-2020 Unified State Plan."

For the record, we note that the numbers being posted are only proposed and "preliminary," i.e., these are not final numbers. For a host of reasons (see attached Appendix A), it is important to state that CCWI has not agreed to any final numbers. CCWI has not finalized negotiations regarding performance measures, given the lack of critical baseline data (see below for more information). As you know, pursuant to 29 U.S.C. § 3141, these performance measures must be negotiated. Once the Maine Dept. of Labor has reliable performance data, we look forward to concluding our negotiations.

Having said this, we have two other concerns with the numbers you posted.

I. THE STATE WORKFORCE BOARD'S NEWLY PASSED 70% MINIMUM TRAINING EXPENDITURE REQUIREMENT POLICY WILL IMPEDE PERFORMANCE.

Given the newly passed 70% Minimum Training Expenditure Requirement policy (hereinafter, the "70% policy") the State Workforce Board/Governor are seeking to impose on Local Workforce Development Boards, the performance measures being proposed are potentially unsound and currently baseless.

As you know, this new policy extremely limits a local area's and a service provider's ability to hire staff. In our area, for example, the 70% policy would limit us to just two full-time, front-line employment counselors (calculated at current funding amounts). With just two counselors serving a six-county area (which happens to hold half of the state's population base and businesses), we believe the numbers you pose are unsound – too high. There is no way that only two full-time staff, regardless of how hard they try, can be expected to ensure the performance you propose. Good performance is achieved only when there is sufficient staff to help our customers meet their set benchmarks. Without staff, performance will suffer.

II. GIVEN THE LACK OF DATA (I.E., BASELINE NUMBERS OF PAST PERFORMANCE), THE NUMBERS PROPOSED ARE SPECULATIVE.

The numbers stated lack substantiation – they are hypotheticals. Due to “ongoing data transfer issues” with One-Stop Operating MIS system (i.e., database) our system does not have sufficient baseline data on which to estimate future performance. As a result, the numbers proposed are “preliminary,” NOT final agreed to measures.

Given these reasons we caution the SWB and MDOL to make sure these performance measures are not characterized as final. We also, once again, strongly encourage you to reevaluate your ill-conceived 70% Minimum Training Expenditure Requirement policy.

Thank you,



Antoinette Mancusi
CCWI Deputy Director

Appendix A

The following is from a memorandum, from Ginny Carroll, Director, Division of Policy & Evaluation, Maine Department of Labor, Bureau of Employment Services (BES). This information was to be added to the proposed performance measures. Per our agreement with BES, the following should be included with the proposed "preliminary" performance measures.

Proposed Performance Measures for Maine Title IB and Title III Programs

PY18/PY19

Proposed Measures PY18/PY19	ADULT	DW	YOUTH	WP
Emp Rate 2 nd Qtr	72.6%	72.2%	67.1%	58.8%
Emp Rate 4 th Qtr	64.6%	69.4%	64.7%	57.5%
Median \$ 2 nd Qtr	\$4,988	\$5,938	N/A	\$4,600
Credential Rate	64.6%	61.3%	65.5%	N/A

Maine anticipates difficulty reaching the Title IB target performance levels identified in the Statistical Adjustment Model (SAM) provided in March 2018 and proposes the above measures for the following reasons:

- Maine's Title IB program has undergone considerable strain since June of 2017 when the Governor withheld PY17 funds while examining ways to streamline and consolidate administrative and overhead costs. These funds were not released until February 2018.
- In the interim, uncertainty over future funding resulted in Title IB service providers making significant staff cuts.
- While many Title IB participants were able to be assisted through co-enrollment into the Competitive Skills Scholarship Program (CSSP); it is not known how many hardest-to-serve participants may have slipped away from the system during the period.
- Maine's tight labor market made it easy for laid-off Title IB staff to find new employment elsewhere, leaving a significant void in specific knowledge of the system, service processes, WIOA requirements, and/or how to use the complex case management system to document and track performance and reporting data.

- Some employment-based outcome data and all credential outcome data are tracked and entered into the system by staff. Staff must maintain relationships with participants for up to one year after they exit the program in order to ascertain these outcomes. This function has been disrupted for many months and will continue to be disrupted until new staff are trained and current and former clients are reconnected with.
- In addition to the above issues, there are ongoing data transfer issues connected to transition from Maine's old One-Stop Operating MIS system to the new Maine JobLink (MJL) system. Just as the new WIOA regulations came into being, Maine was in the process of transitioning to a the new MJL system. The MJL system is still relatively new and has undergone several full upgrades to accommodate changes in regulation from WIA to WIOA and ongoing adjustments to PIRL/WIPS reporting guidelines. Some of the data transfer issues are not detected until quarterly reporting occurs, at which time participant data for clients that started under WIA and have since exited under WIOA have not all transitioned over correctly.
- As a result of these discrepancies and the lack of baseline data using WIOA performance measures, we do not have an appropriate basis on which to undertake a feasibility analysis. Therefore, these initial "proposed" measures require further review prior to becoming final.
- Finally, because states and local areas do not yet have information on how the statistical adjustment model will impact performance, having a two-year period with more "conservative" performance measures will allow us to see how client demographics will be weighted in this model.

From: jenlocal716@gmail.com
Sent: Tuesday, March 13, 2018 2:21 PM
To: DOL, SWB
Cc: Howe, Joshua A.
Subject: 2018 Modification Maine's Unified State Plan

Feedback Received

First Name: Jennifer
Last Name: McKenna
E-mail address: jenlocal716@gmail.com

Comments: As a voting member of the SWDB, the Chairwoman of the Maine Apprenticeship Council and a business owner in Maine, I am pleased to submit my comments on the proposed changes to the Workforce Innovation and Opportunity Act (WIOA) Performance Measures. Put simply, I strongly disagree with the new performance standard being imposed, namely the 70% Training Expenditure Policy. I disagree in large part that it is based upon an extreme redefinition of current federal rules and laws. Also troubling is the fact that our SWDB has been presented with neither an implementation plan nor credible data to support the proposed strategy. So, inasmuch as the redefinition is an issue, so too is the lack of transparency in execution of the significant proposed changes. This proposed performance measure disrupts federal requirements for WIOA funding. Additionally it is inconsistent with the precepts of WIOA, which the LWDB's are accountable to already, particularly the expectation that local areas leverage training monies from other resources via partner MOU's.

WIOA requires 10% to go toward Administrative costs. The remaining 90% must go directly towards "program training costs" which, by federal definition includes frontline staff costs, program infrastructure costs, as well as training costs. In Maine, the current breakdown of the 90% on average, amounts to: 25% toward brick and mortar locations strategically located around the state, 35% for providing federally mandated career services, and 30% for employer-driven training plans.

Under the proposed performance measures, career services are of less value than training, since there is no real place for career services under the scenario. However, most customers need significant intervention if they are to succeed at training. As a matter of fact, WIOA requires career services to be offered- it is not an option to eliminate it as part of the menu of services. If this new performance standard is implemented as proposed, 30% of local area funding will have to absorb the LWDB direct staff costs, the brick and mortar costs, staff costs, operator costs, MJL costs and career services costs, equaling a 35% reduction to the previously-allocated amounts. The remaining 70% would then be spent on training plans, an increase of 35%.

This is a huge shift of strategy that runs contrary to both federal mandates and federal definitions. As a SWDB voting member, I have seen nothing that gives me confidence that the result of this proposal will be an improvement of our current usage of WIOA funding. As a Board we are left with many questions and concerns. How will the local staff adequately reach those in need of services? Maine is logistically challenging with very unique geographical needs. How will businesses continue to engage with WIOA opportunities successfully? Who will be responsible for writing and implementing the training plans for the 70% expenditure? Finally, and perhaps the biggest question is: who will support the federally-required high risk populations to be successful? Every business owner understands that support services are crucial; especially when tied to new training, new employment and new employees.

If the SWDB had been given the opportunity, transparency and data it needed to meaningfully advise on this proposal, as we have in the past, we would have certainly collaborated toward a timely and effective strategy. Instead, in my estimation we are asked to approve a flawed proposal that sets every LWDB up to fail. I cannot in good conscience support these changes as presented.

From: Bob Devlin <bgdevlin@kennebecso.com>
Sent: Wednesday, March 14, 2018 11:36 AM
To: DOL, SWB
Subject: State Plan Modification feedback
Attachments: DOC040.PDF

Attached are comments from Commissioner Patsy Crockett, Kennebec County

County Commissioners

*Kennebec County
Courthouse*



125 State Street
Augusta, Maine 04330
Tel: 207-622-0971
Fax: 207-623-4083

March 13, 2018

Garret Oswald

Director, State Workforce Board

Maine Department of Labor

54 State House Station

Augusta, ME 04333-0054

Dear Mr. Oswald

As the County Commissioner representing Kennebec County on the Chief Local Elected Officials Board I feel it is imperative that I voice several concerns with the changes proposed by the Maine Department of Labor to the 2016- 2020 Unified State Plan.

- The 70% Minimum Training Expenditure Requirement Policy fails to recognize the total package of services and needs of the under and un-employed citizens of Maine. While the idea of increased direct training efforts is commendable this plan ignores the reality of the services needed to assess eligibility under the WIOA , assess skill levels, and job placement services to place work with employers to place clients in success driven positions. These services the appropriate staffing to guide and mentor the clients through the system.
- The proposed 70% minimum is not based on historic performance measures. This new measure will force the Local Workforce Investment Boards (LWIBs) to fall out of compliance with the Workforce Investment And Opportunity Act.
- This modification to the state plan denies our citizens the resources necessary to attain economic stability through successful employment opportunities.
- The change to the state plan is designed to fail our citizens dependent on these critical services.

I am sure my concerns will be loudly echoed by business leaders and work force development experts across our state. On behalf of the Kennebec County Board of Commissioners I strongly urge you to reconsider modifications to the Unified State Plan.

Sincerely,

Patsy Crockett, County Commissioner

District 1

Patsy G. Crockett

14 Smith Street, Augusta, Maine 04330
Res.: 207-623-3641

District 2

Nancy G. Rines

P.O. Box 68, South Gardiner, Maine 04359
Res.: 207-582-1844

District 3

George M. Jabar II

1 Center Street, Waterville, Maine 04901
Res.: 207-873-0781

From: Joanna Russell-NWDB <jrussell@northeasternwdb.org>
Sent: Thursday, March 15, 2018 4:50 PM
To: DOL, SWB; Oswald, Garret J.
Cc: 5 County Commissioners; 1 NWDB Executive Committee; Collins Bill; Charlie Pray (Charles.Pray@mainecounties.org); Peter Baldacci
Subject: NWDB Public Comments- Performance Measures
Attachments: NWDB Perf Meas. Public Comment 3.15.18.pdf

Garret:

The attached document contains the NWDB public comment and two attachments related to the recently posted SWB's 2016-2020 Unified Strategic Plan Modification Performance Measures posting. Thank you.

Joanna

Joanna Russell, Executive Director
Northeastern Workforce Development Board
26 Franklin Street, P.O. Box 737
Bangor, ME 04402-0737
207-992-0770 Office
207-951-2549 Cell



northeastern

WORKFORCE DEVELOPMENT BOARD

To: The State Workforce Development Board, Attn: Garret Oswald, Director, State Workforce Board
Re: Maine Unified State Plan Modification 2018
Date: March 15, 2018
From: Northeastern Workforce Development Board Chair, Nicole Fletcher

As the Northeastern Workforce Development Board's Chair, I write this public comment on behalf of the full board in response to the 2016-2020 Unified State Plan modification performance measures posted on the State Workforce Board's website.

The NWDB recognizes that performance measures must be negotiated between Maine Department of Labor and the Local Areas to benchmark our program performance goals and measure the outcome of service delivery. We are aware that the calculations put forth by MDOL are not based on actual numbers but rather estimates. For approximately a year and a half Maine has undergone a transition from one information database system, One Stop Operating System (OSOS), to the new web-based data system, Maine Job Link (MJL). Currently, MJL provides the workforce system with online data management capabilities and hopefully soon will be able to update the service providers with accurate program performance outcome reports. That is currently not the case.

On March 2, 2018 a group of local area representatives conferenced with BES staff to discuss the USDOL requirements to submit estimates for our program performance measures. Joanna Russell, NWDB executive director was a participant on the conference call. During the conference call the group discussed the issues related to the lack of Local Area PY17 contracts and that our system has suffered deconstruction over the past six months. The local areas are just now attempting to put partnerships and projects back on track. (See Attachment #1 email summarizing the conference call from March 2, 2018.) The group acknowledged that the problem described above will negatively impact our program performance. How will USDOL and MDOL account for PY17 contract issue? Until the NWDB can review actual numbers reported by MDOL's MJL, the board is unable to agree with the performance measures submitted at this time. The NWDB does agree that the lack of the full PY17 funding has had detrimental impact to our workforce system.

The NWDB sees the new training policy requiring that 70% of the PY18 funds be allocated to training as a strong barrier to providing the level of program services required by WIOA. The service providers will be unable to employ the number of career advisors needed to provide and confirm eligibility, assessment, individual service strategies, and program follow up. The policy will have a negative impact on achieving performance measures. Several points were raised during the conference call. (See Attachment #2 performance measures and rationale) The

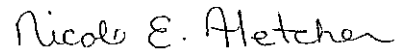
26 Franklin Street • P.O. Box 737 • Bangor, ME 04402-0737

Phone: (207) 992-0775 • Cell: (207) 951-2549

E-mail: NortheasternWDB@gmail.com • Website: www.NortheasternWDB.org
Aroostook, Hancock, Penobscot, Piscataquis, and Washington Counties

NWDB looks forward to reviewing USDOL's response to the 2016-2020 Unified State Plan modification and the submitted performance measures for Maine.

Respectfully Submitted,



Nicole Fletcher, NWDB Chair

cc:

Tom Davis, Penobscot County Commissioner
Percy L. Brown, Hancock County Commissioner
Vinton Cassidy, Washington County Commissioner
James White, Piscataquis County Commissioner
Paul Underwood, Aroostook County Commissioner
Northeastern Workforce Development Board Executive Committee
Timothy Martin, USDOL Region I, Acting Regional Administrator

Attachment

#1

Joanna Russell-NWDB

From: Carroll, Virginia A. <Virginia.A.Carroll@Maine.gov>
Sent: Friday, March 2, 2018 3:53 PM
To: Nelson Craig; SawyerNichole; LaFontaine, Mary J.; Bourret, Michael; Daggett Christy; Farley Jon; Fernands Tom; Harry J. Simones (hsimones@cwmwdb.org); Howe Josh; Lorraine Klutzaritz-NWDB; Mancusi, Antoinette; Oswald Garret; Joanna Russell-NWDB; Trundy James; Upham Ed; Wurm, David
Subject: RECAP of Perf Negotiations Call

Call Purpose: Discuss proposed performance measures for PY18 & PY19.

- Reviewed TEGL 9-17 requirements and definitions
- Proposed measures must be submitted as part of the unified plan (originally due March 15 but now due April 2, 2018) and must be put out for public comment period as well.
- Reviewed the specific outcomes we must submit proposed measures on:
 - Employment Rate 2nd Qtr after exit A, DW, WP & Youth (Note youth includes number enrolled in education)
 - Employment Rate 4th Qtr after exit A, DW, WP, & Youth
 - Median Earnings 2nd Qtr after exit A, DW & WP
 - Credential Attainment up to 4th Qtr after exit A, DW, & Youth
- Decided to propose measures at 95% of PY16 negotiated measures for A, DW & Y. Will use PY17 negotiated measures for WP

Proposed Measures PY18/PY19	ADULT	DW	YOUTH	WP
Emp Rate 2 nd Qtr	72.6%	72.2%	67.1%	58.8%
Emp Rate 4 th Qtr	64.6%	69.4%	64.7%	57.5%
Median \$ 2 nd Qtr	\$4,988	\$5,938	N/A	\$4,600
Credential Rate	64.6%	61.3%	65.5%	N/A

- Public comment - Josh will confer with Garret regarding process for putting these out for public comment before plan submittal date.
- Dave Wurm and Joanna Russell identified rationale points for our proposed measures, Ginny added a few. Also noted was a lot of what occurs in PY17 (this year) will show up as outcomes in PY19.
- Ginny agreed to write-up the rationale points, which were:
 - Late issuance of funds resulted in staff losses which has affected staff functions pertaining to client service delivery and information data tracking;
 - Staff losses have depleted system knowledge on program requirements, participant services and use of the MJL tracking system which will create an additional time delay while new staff are brought into the system and re-educated on the requirements and how to document data;
 - Under WIOA some employment outcomes and all credential outcomes are staff-entered and require significant staff follow-up with individual participants to get and input required data by or before their 4th quarter after exit;
 - MJL is still new to our system and is constantly being upgraded as USDOL makes changes to PIRL and program requirements and as AJLA builds our system to accommodate those changes.
 - Still seeing discrepancies in data transfer on participants who entered the program under WIA and are still enrolled or will be exiting under WIOA;
- Ginny recommended that we do not include rationale write ups in the public comment as the performance management requirements, tools, and timelines would need to be understood and it would be more confusing than helpful.

- **Next Steps:**

- Ginny will provide write ups end of business 3/5/18 and will require your input by 3/9/18. Please RSVP to all with any edits you provide;
- Ginny will request recommendations from Local Board staff as to how best to include CEOs in the next step of performance negotiations process going forward;
- USDOL will expect agreement on final State measures by June 30, 2018 and final Local Area measures by September. Ginny will work with local areas to get LAs to get final LA measures by June 30 also.
- Once final measures are negotiated and agreed on by LAs and USDOL they will be published as part of the Unified Plan

Thanks to all for your input

Best,

Ginny Carroll

Director, Division of Policy & Evaluation

Virginia.A.Carroll@maine.gov

Maine Department of Labor

Bureau of Employment Services

55 State House Station

Augusta, Maine 04333

Office: (207) 623-7974

Cell: (207) 592-5944

TTY Users all Maine Relay 711

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Websites: www.mainecareercenter.gov

www.maine.gov/labor/

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Attachment

#2

**Proposed Performance Measures for Maine Title IB and Title III Programs
PY18/PY19**

Proposed Measures PY18/PY19	ADULT	DW	YOUTH	WP
Emp Rate 2 nd Qtr	72.6%	72.2%	67.1%	58.8%
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Credential Rate	64.6%	61.3%	65.5%	N/A

Maine anticipates difficulty reaching the Title IB target performance levels identified in the Statistical Adjustment Model (SAM) provided in March 2018 and proposes the above measures for the following reasons:

- Maine’s Title IB program has undergone considerable strain since June of 2017 when the Governor withheld PY17 funds while examining ways to streamline and consolidate administrative and overhead costs. These funds were not released until February 2018.
- In the interim, uncertainty over future funding resulted in Title IB service providers making significant staff cuts.
- While many Title IB participants were able to be assisted through co-enrollment into the Competitive Skills Scholarship Program (CSSP); it is not known how many hardest-to-serve participants may have slipped away from the system during the period.
- Maine’s tight labor market made it easy for laid-off Title IB staff to find new employment elsewhere, leaving a significant void in specific knowledge of the system, service processes, WIOA requirements, and/or how to use the complex case management system to document and track performance and reporting data.
- Some employment-based outcome data and all credential outcome data are tracked and entered into the system by staff. Staff must maintain relationships with participants for up to one year after they exit the program in order to ascertain these outcomes. This function has been disrupted for many months and will continue to be disrupted until new staff are trained and current and former clients are reconnected with.
- In addition to the above issues, there are ongoing data transfer issues connected to transition from Maine’s old One-Stop Operating MIS system to the new Maine JobLink (MJL) system. Just as the new WIOA regulations came into being, Maine was in the process of transitioning to a the new MJL system. The MJL system is still relatively new and has

undergone several full upgrades to accommodate changes in regulation from WIA to WIOA and ongoing adjustments to PIRL/WIPS reporting guidelines. Some of the data transfer issues are not detected until quarterly reporting occurs, at which time participant data for clients that started under WIA and have since exited under WIOA have not all transitioned over correctly.

- As a result of these discrepancies and the lack of baseline data using WIOA performance measures, we do not have an appropriate basis on which to undertake a feasibility analysis. Therefore, these initial “proposed” measures require further review prior to becoming final.
- Finally, because states and local areas do not yet have information on how the statistical adjustment model will impact performance, having a two-year period with more “conservative” performance measures will allow us to see how client demographics will be weighted in this model.

From: Beth Stickney <beth.s.stickney@gmail.com>
Sent: Friday, March 16, 2018 9:21 AM
To: DOL, SWB
Subject: Comments re: Maine Unified State Plan 2018 performance measures
Attachments: State Perf Measures cmts 3-16-2018.pdf

Attached please find my comments regarding the proposed Unified State Plan 2018 Performance Measures.

Thank you for your consideration.

Beth Stickney, Esq.
Maine Business Immigration Coalition
75 Pearl Street, Suite 470
Portland, ME 04101
207-200-6725
bstickney@mainebic.org



March 16, 2018

Garret Oswald, Director
State Workforce Board
Maine Department of Labor
54 State House Station
Augusta, ME 04333-0054

Via email

Re: Comments regarding *Proposed Performance Measures for the modified 2016-2020 Unified State Plan*

Dear Mr. Oswald:

I write to comment on the above-referenced Performance Measures.

I am the Executive Director of MeBIC, a coalition of businesses and economic development leaders concerned with ensuring that Maine has policies in place to help attract, retain, and integrate immigrants into our state so that we have the vibrant communities and robust workforce that Maine needs.

I am also an immigration lawyer who has worked for more than two decades with immigrants who are starting their lives over in Maine. These individuals are vital to Maine's workforce. As you are well aware, Maine's workforce is shrinking as Baby Boomers increasingly reach retirement age, coupled with years of low birthrates. Immigrants are part of the solution for a stable or growing workforce. Indeed, data shows that Maine communities where the population and the school enrollments have not declined are those that have experienced higher influxes of immigrants.

With 26 straight months of unemployment being below 4%, Maine businesses are starved for workers. Business growth is hampered without a reliable labor supply in all sectors. Businesses that I deal with who hope to expand or have expanded increasingly look to locations outside of Maine, due to Maine's worsening labor shortage.

It's therefore imperative to Maine's economy that all those who face hurdles in obtaining employment, but who, with proper support, are capable of integrating into the Maine's workforce, receive appropriate assistance to do so, such as the elderly, disabled, and of course, first generation immigrants.

Immigrants want to work, but many face enormous hurdles in obtaining employment due to barriers going beyond vocational training, such as limited English proficiency, lack of "soft skills" or of understanding of cultural, and U.S. work culture, norms. In my experience,

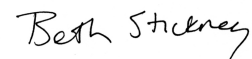
many need case managers and multiple other supports to navigate the job search process, to be strong candidates for employment, and to succeed at their first or second job.

The 2016-2020 Unified State Plan Performance Measures are concerning, given the State Workforce Board's recently passed "70% Minimum Training Expenditure Requirement Policy." Limiting a local workforce board's ability to ensure that sufficient staff are available to provide vital case management services to populations most in need, including immigrant clients, is ill-advised. In my experience, first generation immigrant clients require the services provided by Workforce Innovation & Opportunity Act (WIOA) staff in order to successfully integrate into the workforce. Without sufficient case management, immigrants working with workforce boards are more likely to fail in their quests to obtain and maintain a job. The Performance Measures will be unrealistic if local workforce boards have their hands tied and are not allowed to maintain sufficient case management and other support staffing.

At a time when employers in Maine are confronted with chronic labor shortages, it is more important than ever to support our workforce boards, so that all those who are not in the workforce but who have the potential to be can reach that goal. The proposed Performance Measures are unreasonably high when coupled with the 70% Minimum Training Expenditure Requirement Policy. The two together will work against the potential success of essential programs whose goal is to help Maine's unemployed, including immigrants, overcome barriers and integrate into our workforce.

Thank you for your consideration of these comments.

Very truly yours,



Beth Stickney, Esq.*
Executive Director

*Admitted in Massachusetts. Maine practice limited to Immigration and Nationality matters.

From: Kelly Osborn <Kelly.Osborn@goodwillnne.org>
Sent: Friday, March 16, 2018 10:29 AM
To: DOL, SWB
Subject: Comments on Performance Measures as part of Unified State Plan
Attachments: filename-1.pdf; ATT00001.txt

>> Please review attached comments.

>>

>> Thank you,

>> Kelly Osborn, GoodwillNNE

>>

Director, State Workforce Board
Maine Department of Labor
54 State House Station
Augusta, ME 04333-0054

March 15, 2018

Re: Performance Measures as part of the 2016-2020 Unified State Plan

As identified in the Unified State Plan (Appendix B), Goodwill Northern New England is a Title 1 Formula Funded service provider of Adult, Dislocated, and Youth Services in the six coastal counties of Maine. Goodwill Northern New England provides the following comments concerning the performance measures as part of the 2016-2020 Unified State Plan:

Based on the 70% minimum training expenditure policy proposed in the modifications to the Unified State Plan, Goodwill Northern New England is concerned about the Adult and Dislocated Worker performance measures being proposed by Maine Department of Labor. While these numbers make sense and are reasonable based on how WIOA Title IB service providers currently and historically have provided services, the 70% training policy will likely impede the provider's ability to meet the proposed performance measures.

The 70% training policy will reduce frontline staff and will result in less time spent with clients to assess their backgrounds, goals, and barriers to employment. Less time assessing can result in clients entering training activities for which they are not prepared. Additionally, the 70% training policy will result in less intensive case management services and a general lack of follow-up services to ensure that once a client is placed into employment or training, the client is successful. Neither Maine nor any other state has required that 70% of Title 1B funds be spent on training; therefore, there is no comparison data regarding achievable performance measures.

Respectfully submitted,



Kelly Osborn
Executive Director, Workforce Services

From: Harry Simones <hsimones@cwmwdb.org>
Sent: Friday, March 16, 2018 3:09 PM
To: DOL, SWB
Cc: Howe, Joshua A.; Craig Nelson
Subject: Comment on Performance Measures
Attachments: Public Comment Performance Measures.doc

Garret:

Sorry this is late, but was out on medical leave yesterday.
Joshua assured me on Wednesday that you would accept all comments submitted on Friday.

Have a good weekend,

Harry

Harry J. Simones
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3/16/18

To: State Workforce Development Board
Attn: Garret Oswald, Director
Re: Proposed Performance Measures PY 18-19
From: Central Western Maine Workforce Development Board

As Acting Executive Director of the **Central Western Maine Workforce Development Board**, I am responding to the new proposed performance measures for PY 2018-2019 posted this past week on the SWB website.

As the past Executive Director, Jeff Sneddon, left CWMWDB last October and my position as Director of Employer Services was eliminated due to lack of WIOA funds on November 1, 2017, it is extremely difficult in a little more than a week to determine what are realistic performance measures for our region. Our one major service provider, WMCA, suffered significant layoffs of employees who provided direct delivery of Career Services to job seekers and employers in three counties along with CWMWDB staff who were also laid off because of a lack of funds from MDOL. It will take time to repair the damage that has been done, reestablish our industry sector partnerships that were active in Manufacturing, IT, and Health Care last September and get input from our Board members, our employers and education and training partners to get a real estimate of what we can do over the next 2 years.

We are also losing our Direct Delivery of services for WIOA Title 1B in both Kennebec and Somerset counties starting 7/1/18. BES is no longer opting to deliver those services to Adults, Dislocated Workers and Youth under WIOA in those two counties with the large population centers of Augusta, Waterville, and Skowhegan. This will have a serious impact on our performance measures as we now have to find a qualified new service provider that can meet the Federal guidelines for WIOA mandated career services for Kennebec and Somerset counties. This will take time, training, and a longer period for the public, our job seekers, and employers to adjust to a new service provider in those areas.

Also, I believe, the new 70% training requirement, if implemented for PY 18 and 19, will have a serious limitation on our ability to hire enough staff in all 5 counties and consequently a negative impact on our ability to provide the WIOA required services to our job seekers and employers in those areas.

Hopefully we can negotiate with both USDOL and MDOL on more realistic performance measures and training requirements, so we can move forward and deliver the career services the people of Maine deserve and help our local economy move forward.

Sincerely,

Harry J. Simones
Acting Executive Director
Central Western Maine Workforce Development Board
77 Winthrop Street
Augusta, ME 04330