

# Quarterly One-Stop Partner Meeting

Minutes

September 17, 2024

1:30 p.m. – 3:00 p.m.

Agenda Item	Notes	Next Steps
<b>Welcome / Introductions, Review of the Agenda</b>	<p><b>Amy Geren (USM Catherine Cutler Institute/Coastal County Workforce, Inc. [CCWI])</b> welcomed everyone (on National Employ Older Workers Week!), reviewed the agenda, and asked attendees to introduce themselves and share a highlight from their workforce development work.</p> <p><b>Mahir Hasanov (CareerCenter Services Manager, Maine DOL-BES)</b>, who oversees the business outreach team for 12 CareerCenters, reported that the new statewide clean energy navigator started at the end of July. His name is Wayne, and he connects job seekers with training and employment opportunities around the state. Mahir said it has been exciting to see the collaboration now going on within the clean energy community. They're also working on a pilot meeting for employers, primarily in Cumberland and York Counties. It began with a meeting initiated by Greater Portland CareerCenter in July. That initial meeting was focused on helping new Mainers. It put employers and community partners in the same room to talk about the challenges, what's going well, what's not going well. Based on feedback from employers and community service providers, they decided to continue those meetings. They'll be kicking off a pilot, starting with a meeting in early October that won't just be focused on new Mainers, but also on other challenges faced by employers, such as re-entry and recovery. Mahir said he would invite Amy to that meeting.</p> <p>Amy noted that Wayne has been introduced to Tomas, who's doing the clean energy work for Workforce Solutions. Mahir thanked her for that.</p> <p><b>Molly Ginn (Director, Penobscot Job Corps Center, Bangor)</b> thanked everyone for their help in connecting young people, ages 16 to 24, from the coastal counties area and central and western Maine to Job Corps. From the "million things" going on, a recent highlight was that they were able to bring their student government president to the U.S. DOL's Student Leadership Summit in Washington, D.C. He represented the state of Maine and the Penobscot Job Corps Center</p>	

Agenda Item	Notes	Next Steps
	<p>well, by both his manner of speaking and his desire to have an impact on the people around him and on the community, Molly said.</p> <p><b>Barb Stoddard (New Mainers Resource Center, Portland Adult Education)</b> noted that the center, which she joined in May, has been around since 2013. It focuses on assisting internationally trained professionals – people with a bachelor’s degree and above – and in the trades. The center received an expansion grant last year, so they now have staff in Lewiston and Bangor, as well as two more in Portland. They have funds to support translation, evaluation, licensing, test prep and case management, in terms of career and job planning. They also have licensing guides, which will be updated this year. A highlight has been the hiring of two people in Portland last month, so the center is fully staffed now.</p> <p><b>Sam Lees (Business Engagement Coordinator, Penobscot Job Corps)</b> noted that he works closely with Molly, and that a lot of his work is done out in the community. His highlight, he reported, was that he’s just signed on a partnership for new locations for their CNA program’s clinical training.</p> <p><b>Megan Dichter (State Director, Maine Adult Education, Maine DOE)</b> shared that it’s National Adult Education and Family Literacy Week (Sept. 16 – Sept. 20) and that, hopefully, everyone should be seeing associated social media and LinkedIn posts about all the great work that is happening in the state and nationally.</p> <p><b>Dawn Croteau (ASPIRE Program Manager, Office for Family Independence, MDHHS)</b> began by noting she would like to connect with Barb Stoddard because they serve a lot of the same communities and might be able to partner. Dawn then reported that the Parents as Scholars (PAS) program has expanded to help parents who are going to college part time. ASPIRE is now covering up to \$6,000 a year in tuition, and the parents can get three hours of childcare for each hour of education time. That helps working parents get their homework done without interruption. Also, a new rule that’s pending with the Attorney General’s office includes other large initiatives.</p> <p><b>Annette Stevens (Assistant Director, Division for the Blind and Visually Impaired, MDOL)</b>, who has been in her role for about two weeks, reported that the division is becoming fully staffed. Many retirements and other staffing shifts have given the current director the opportunity to</p>	

Agenda Item	Notes	Next Steps
	<p>repurpose some positions, making them more relevant to today’s needs – “so we’re pretty excited about that!”</p> <p><b>Samantha Fenderson (Director, Division of Vocational Rehabilitation, MDOL)</b> reported that there’s a lot going on in this competitive world of employment and self-employment. She said she was happy to hear about the PAS expansion into part-time education, because her division works with many people who have a lot of things going on in their lives, and part-time education is a way for them to move forward while also juggling everything else. One highlight for her division is some of the business outreach efforts they’ve been making are starting to pay off. Their business consultant has been contacted by companies with open positions and has been able to match some individuals with those jobs, which has led to employment.</p> <p><b>Nate Snow (Program Director, LearningWorks, YouthBuild)</b> reported that 29 youth graduated from the 2023-2024 cohort a couple of weeks ago. Some are moving off into employment, and some are starting at SMCC and other postsecondary colleges this month. A new cohort is to start in less than two weeks. Demand is still high – there are more applicants than spots. Also, they are continuing to get rolling in their new location at Riverside Street. An open house for partners has been set for Oct. 16 in the new space, and invitations will be forthcoming.</p> <p><b>Libby Stone Sterling (Bureau Director, Rehabilitation Services, MDOL)</b>, who works with Sam and Annette, noted that October is National Disability Employment Awareness Month. They will be publishing a calendar – it will be out at the end of the month – that highlights different activities that are going on around the workforce system related to celebrating and elevating the role that people with disabilities contribute to the Maine economy. Also, the state’s annual Deaf Culture Tea is scheduled for Sept. 19 in the Hall of Flags. The event recognizes the important contributions that people who are deaf and hard of hearing are making to the Maine economy through employment. It will kick off a week of activities around the state for Deaf Culture Week. Their division as well as the Maine Association for the Deaf has information on that.</p> <p><b>Cait Grant (Vice President, Economic Educational Development, YCCC)</b> reported that fall classes have begun (“which has been fun”), and that she’s particularly excited about a cohort of new Mainers who will soon begin culinary training that will be taught in French, with a Portuguese translator in the classroom as well. “We’re really excited to be offering that here.”</p>	

Agenda Item	Notes	Next Steps
	<p><b>Jim Whitten (Dean for Workforce Development, SMCC)</b> noted that he oversees the Brunswick campus and that, on Thursday, they were to have the 78<sup>th</sup> graduation of their Bath Ironworks manufacturing technician training program. They’ve trained close to 1,800 people for Bath Ironworks over the last five years – a remarkable opportunity for people looking to get into that industry.</p> <p><b>David Wurm (Senior Director, Workforce Services, Goodwill Northern New England)</b> reported that they’re excited about the upcoming move for their Portland program space [Amy to share more].</p> <p><b>David Watts (Director, Central Lincoln County Adult Education [Hub 7])</b> had just met with Maine Health, whose third CNA cohort this year had just completed their program. The fourth cohort is beginning in October, and thus far, three start dates are scheduled for 2025. They’re now covering six hospitals, four in CCWI’s region and two in the EMDC area, with an average of 20-25 participants in each cohort. They’re working very closely with Workforce Solutions and have just begun working with EMDC (which is a bit of an expansion). The next EYE on the Midcoast Youth Program will be starting in January, as well as a Culinary 101 cohort. All of these developments are recent; he’ll be getting flyers out to everybody soon. He’s working very closely with Workforce Solutions to braid with money they got through the SMW, the MJRP, as well as with EMDC for western locations of Maine Health. The only negative to report, David said, was that they lost the funding for their career navigator, so that person is done as of the end of September. They won’t have a career navigator for any of the adult ed programs, unless something is already funded within that local program. Many more students coming in for high school completion. That’s being reported throughout the CCWI area.</p>	
<p><b>1. Approval of June Meeting Minutes</b></p>	<p>Amy asked whether anyone who had attended the June meeting wanted to request adjustments to the minutes. None did. Amy said the final minutes would be put up on the CCWI website.</p>	<ul style="list-style-type: none"> <li>• Amy will have the June minutes posted on the CCWI website.</li> </ul>
<p><b>2. One-Stop Center &amp; Affiliate Sites Certification Status Update</b></p>	<p>Amy listed the five One-Stop affiliate sites in her area:</p> <ul style="list-style-type: none"> <li>• York County CareerCenter</li> <li>• Portland CareerCenter and One-Stop Center (which is relocating now)</li> <li>• Belfast Workforce Solutions site,</li> <li>• Midcoast site in Brunswick, and</li> </ul>	<ul style="list-style-type: none"> <li>• Amy will notify the five workforce sites and the One-Stop Center when they</li> </ul>

Agenda Item	Notes	Next Steps
	<ul style="list-style-type: none"> <li>• Rockland CareerCenter.</li> </ul> <p>She explained that, in evaluating each site, the team focused on three areas:</p> <ul style="list-style-type: none"> <li>• accessibility (the site’s physical accessibility as well as logistical accessibility – transportation and getting there)</li> <li>• effectiveness of the site and its programming, and</li> <li>• the site’s continuous improvement.</li> </ul> <p>The evaluation team had four review members, as before (they were a little different this time, just based on positions moving around). They represented the four core partners:</p> <ul style="list-style-type: none"> <li>• Title IB, Workforce Solutions</li> <li>• Title II, Adult Education</li> <li>• Title III Bureau of Employment Services, and</li> <li>• Title IV, Voc Rehab.</li> </ul> <p>The team met three times between July 1 and August 1 to review the materials submitted by the sites. The team found all of the sites, as with the One-Stop Center, are in satisfactory adherence for certification. So, the team recommended that the affiliate sites be approved for certification. Amy said she expected the recommendation to be accepted later in the week, during a business meeting of the board prior to this Friday’s Coastal Counties Workforce annual meeting and quarterly board meeting. Notification will go out to the sites thereafter, letting them know that they’ve been approved. The certification will last three years.</p> <p>Amy noted that the process is a big administrative ask for CareerCenter managers, all the information that must be collected, and that, hopefully, they’ll be able to look at revamping the process next time.</p> <p>Amy asked for questions, and, there being none, continued.</p> <p><b>One-Stop Center Relocation Update</b></p> <p>Amy reported that the decision-making process for relocating the Portland One-Stop Center was completed, and the actual relocation has begun. The former office at 190 Lancaster Street has been closed and Goodwill is in the process of relocating to the new location at 56 Northport Drive.</p> <p>David said they hoped to open sometime in October. They’re going through the build-out and permitting process now. It’s a smaller space with a relatively straightforward build-out, so once</p>	<p>have been certified.</p> <ul style="list-style-type: none"> <li>• David Wurm will let Amy and CCWI know when the new One-Stop Center is open.</li> <li>• An open house for the new One-Stop site will be held, hopefully in October,</li> </ul>

Agenda Item	Notes	Next Steps
	<p>they get their permits, it should go up quickly. As he gets more information, he'll pass it to Amy and CCWI so that they can communicate that out. Amy said that, hopefully, they will be able to have an open house, perhaps aligned with that of LearningWorks, in October. She said she was looking forward to the new space and welcoming everyone there as a point of access. The building meets ADA accessible requirements (David noted that the Workers Compensation Hearing Board shares the upstairs), with ample parking, and Greater Portland Metro has a bidirectional line (9A &amp; 9B) which stops in front of the property.</p>	
<p><b>3. Virtual American Job Center</b></p>	<p>Amy reported that MDOL had been hoping to secure an extension to allow for outreach marketing about the new site. The partners have been inputting workforce system information, and the consultant that's building the site remains on schedule. The expectation is for the site to be live in a few days if the extension is not granted [extension was granted the following week]. Partners who have not had access will be hearing from Amy, or Erin and Galen (from the other two workforce regions), to help enter programmatic information.</p>	<ul style="list-style-type: none"> <li>• Amy to notify all when the AJC site is public.</li> <li>• Amy to help those without access enter their information.</li> </ul>
<p><b>4. OSO &amp; CAREER NEG Workplans</b> (workplan review and feedback)</p>	<p>Amy shared her screen, displaying a presentation of her annual workplan, reviewed its elements, and asked for feedback .</p> <p><b>CAREER National Emergency Grant (NEG) Objective 1</b></p> <p>Amy noted that the first objective (which will soon be checked off because it's coming to a close soon) was the development of the Virtual American Job Center (AJC). The project was brand new when she first started in the role of OSO. She worked with the team at MDOL and the two other Workforce boards to hire the consultant and develop the platform. The remaining work involves staff training on how to go into the site to update things as necessary (she has permissions to do that) and, in the usage phase, monitoring the customer service experience. More information on that will be available soon. "We'll shout from the rooftop when it's up and ready," Amy said. Amy asked whether anyone had any questions; none did.</p> <p><b>One-Stop Operator, Objectives 1A and 1B</b></p> <p>Amy explained that some of her work plan is based on what is assigned to the OSO in the local plan from the past five years. Next year, that plan will be updated (which will be a new development for CCWI).</p>	<ul style="list-style-type: none"> <li>• Amy to distribute OSO Workplan 2024-25 PowerPoint presentation with these minutes.</li> <li>• Partners to please contribute ideas for the December quarterly One-Stop Partner meeting.</li> <li>• Amy to distribute a link to CCWI's one-page resource that shows the core partner and One-Stop partner programs.</li> </ul>

Agenda Item	Notes	Next Steps
	<p>Objectives 1A and 1B are about service integration between the WIOA partners. That’s been accomplished in large part, she said, through these quarterly One-Stop partner meetings, which she convenes. Amy asked those in attendance to please let her know if they had items for the December year-end meeting agenda. A review of the local plan update is on the agenda for March 2025, and in June, the IFA and MOU updates will be discussed. Amy noted that she had just begun her job when that last happened. She’s looking forward to these updates, because she has a much better understanding now of what all the partners do.</p> <p><b>One-Stop Operator, Objective 1C</b></p> <p>Amy explained that Objective 1C, front-line staff collaboration, is also within the coordination and integration category. To satisfy the objective, she helped restart monthly Coastal Operator Group meetings for CareerCenter and Workforce Solutions managers.</p> <p><b>One-Stop Operator, Objective 2A</b></p> <p>Amy explained that they were still working on strategizing and streamlining employer outreach to satisfy objective 2A. About a year-and-a-half ago, she began meeting monthly with Workforce Solutions business coordinators to coordinate ways that they can reach out to businesses to make sure they are responsive to demand.</p> <p><b>One-Stop Operator, Objective 2B</b></p> <p>For this objective – aligning business resources across WIOA core partners and implementing business services assessment recommendations – Amy said she did a lot of work last year getting out to Main Street programs and organizations to promote business services. There’s been a good connection since then - Mahir has been in touch with the Downtown Improvement District in Portland to continue that work. Hopefully, they’ll continue to know who to reach out to and keep that work going. Providing cross-training between agencies also has been important, Amy said, and she noted she could provide the link to the informational one-sheet resource on the CCWI’s website on all of the core partner programs and all of the One-Stop partner programs. In fact, she said, it would probably be good to update that information across the board and then deepen the relationship with the business community across the board, as well. [Training sheets are under the One-Stop Operator section; “Training” tab:  <a href="https://www.coastalcounties.org/board-operations/">https://www.coastalcounties.org/board-operations/</a>]</p>	<ul style="list-style-type: none"> <li>• Amy to coordinate with OSPs to update these informational sheets.</li> </ul>

Agenda Item	Notes	Next Steps
	<p><b>One-Stop Operator, MOU and IFA Development, Objectives 3A &amp; 3B</b></p> <p>Amy explained that this piece was new when she first began, and that it would soon need to be renewed. It will involve updating the IFA and MOU to cover 2025-2028 period. She'll begin that work toward the end of this year to have it updated by September 2025.</p> <p><b>One-Stop Operator, Local Plan, 2025-2029</b></p> <p>Amy said she's looking forward to talking about an updated local plan this winter and into the spring.</p> <p>Amy asked for questions and for feedback, particularly on whether there's a better way of connecting and coordinating with businesses. We have these regular meeting opportunities, the One-Stop partners and the Coastal Operator Group meeting (front-line management staff at the core partners). Amy also meets regularly with Workforce Solutions, plus Mahir's business meeting every other month. Amy wondered whether anyone had ideas that they'd like to see included in the work plan to address the business needs in the community more.</p> <p>Amy noted that there will be stakeholder sessions to discuss the local One-Stop local plan. Some updating happened at the state workforce board level during their planning sessions last fall. CCWI was able to add questions to their survey relevant to the work that we'll be doing for updates.</p>	
<p><b>5. Pilot Training (for the Workplace): Recovery Basics</b></p>	<p>Amy said she wanted to share information about a pilot workplace training developed by Carolyn Delaney of Journey Magazine. She was one of the presenters at the Maine Employer Summit this spring, on a panel for creating inclusive workplaces. She's been developing a course with a group that's going to offer a comprehensive introduction to addiction and the recovery process. It covers the basics of what addiction is, how prevalent it is, and the obstacles individuals face on their path to recovery. The course is meant to address the impact of societal stigma, which can complicate these challenges.</p> <p>Carolyn envisions the course becoming a standard piece of workplace training like the Title IX training on sexual harassment that employees take. She's looking to pilot the training to get feedback. "And I thought," said Amy, "who better than a group of workforce development professionals to check this out!" Amy offered to put together an email list to send information</p>	<ul style="list-style-type: none"> <li>• Amy to send out an email to this meeting's invitation list (including those who could not attend) about the Recover Basics training pilot.</li> <li>• Amy to send out connection details for the pilot to those who have</li> </ul>



Agenda Item	Notes	Next Steps
	<p>about the training out if it would be of interest. The training will probably take about 30 or 40 minutes and includes videos. It may be ready in the next few weeks.</p> <p>Amy offered to send out an email to those not in attendance this day, to give everyone a heads-up about the course. (A substance use and evaluation team at the university where Amy works also is going to take the training, she said, to get feedback for Carolyn.)</p>	<p>indicated they want that information.</p>
<b>6. Review Next Steps</b>	<p>Amy asked for ideas for the December meeting's agenda, which lacks a work topic. She said she's looking forward to spending more time at the One-Stop Center for the Coastal Counties region, as well as visiting LearningWorks, and getting out a bit more in the area.</p>	
<b>Adjourn</b>	<p>Amy asked for last comments from anyone. None being offered, the meeting was adjourned.</p>	<p>Adjourned 2:25 PM</p>

Next Meeting: December 17, 2024 @ 1:30 PM