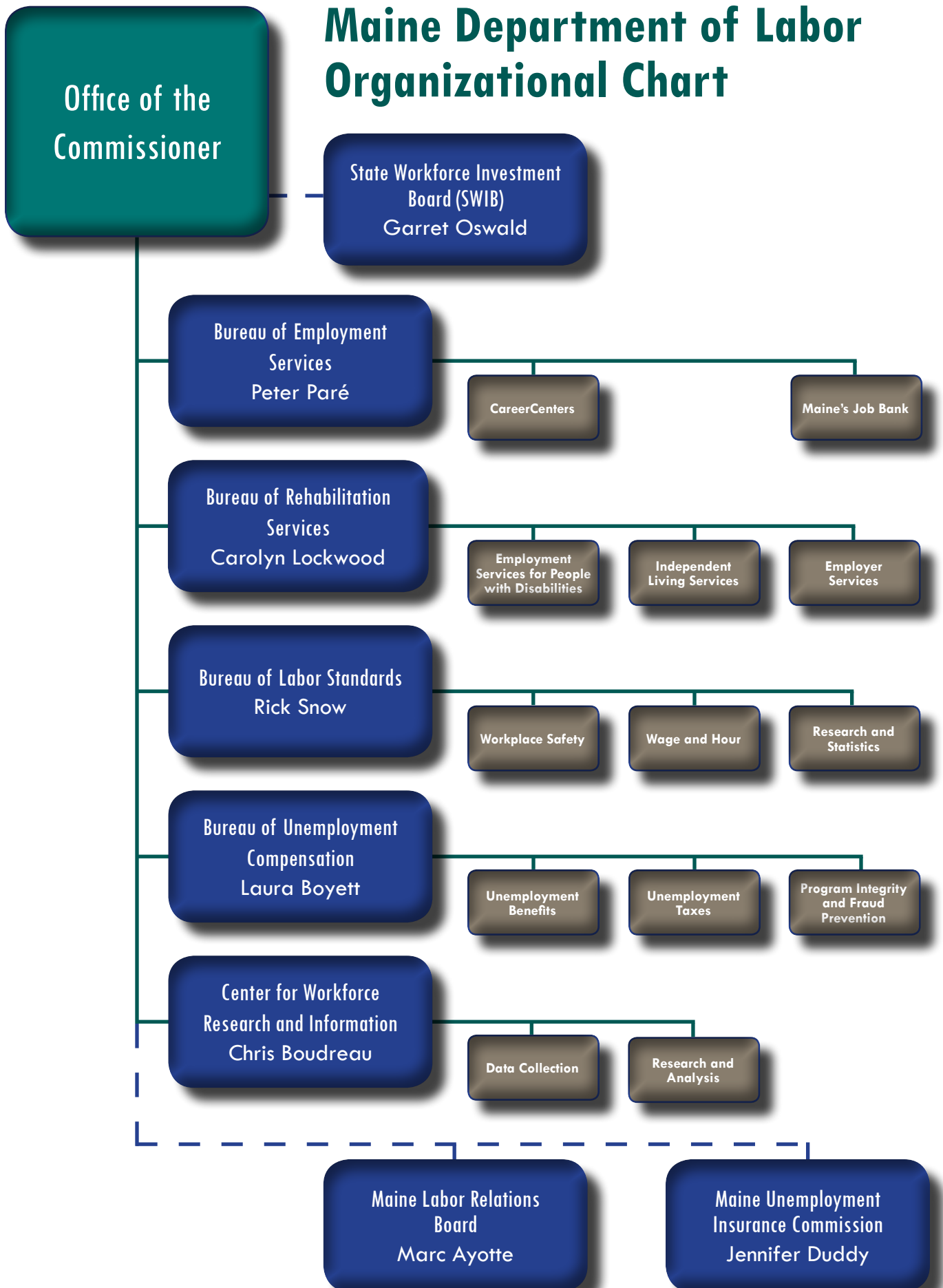


Maine Department of Labor Program and Service Guide



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

Maine Department of Labor Organizational Chart





STATE OF MAINE
DEPARTMENT OF LABOR
54 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0054

Paul R. LePage
GOVERNOR

Jeanne S. Paquette
COMMISSIONER

Dear Employers,

Welcome to the Maine Department of Labor. As employers, you witness first hand both the need for clear rules and regulations and the need for equal opportunity. You know what needs to be done to efficiently hire, train, and maintain an effective workforce, and you do it.

Today's Labor Department seeks to facilitate your efforts. We know that Maine needs jobs. We need to make it easier to hire and train quality workers that match your businesses' needs. We also need to make the rules governing employment in Maine clear, consistent and effective, ensuring that every business and every worker is held to the same standard, and that, when asking for assistance or clarification, everyone is treated in a fair and timely manner. Delay means lost time, and lost time is money. No one in Maine—not the businesses, not the employees, and not the taxpayers—can afford to lose any more time.

This booklet identifies the key services that the Maine Department of Labor provides the businesses and people of Maine. It lists our contacts to help you answer questions and address concerns. In the next several months, the Department of Labor will be rolling out new initiatives relating to issues of concern to you. Please watch for guidance on the new definition of independent contractors and also the New Hire Database registry.

We want to hear from you to better identify where the system does not work effectively or efficiently; your feedback will help us make or recommend changes and improve the current system. In addition, if your business, community organization, trade or professional organization, or other group is interested in issues related to any of the areas in which the Department is involved, please contact us. We would be delighted to provide an expert speaker to address your group.

Sincerely,

Jeanne S. Paquette
Commissioner of Labor

Date 9/7/12

State Workforce Investment Board

Mission

The State Workforce Investment Board (SWIB)—formerly known as the Maine Jobs Council—leads, advises and manages efforts to create a world-class workforce development system in Maine.

Workforce Reform Initiative

At Governor LePage's request, the SWIB staff has worked with representatives from the Governor's Office and the Maine Department of Labor to recommend a new structure for the workforce development system in Maine. The three key components of the Governor's workforce development strategy include:

- 1) A revitalized State Workforce Investment Board that
 - is both private-sector demand and data driven.
 - has a membership requirement of a business majority.
 - includes leadership from the Governor's Office.
- 2) A restructured workforce development system that
 - maximizes the Return-on-Investment for federal and state training funds.
 - expands funding for Job Training and increases the numbers of individuals who would otherwise be served by reducing administrative overhead.
 - increases the involvement of private-sector job creators with the Workforce Development System to improve business relevance.
 - expands input at the local level and in the State Workforce Investment Board.
 - increases consistency of statewide customer service, policies and accountability.
- 3) Industry Partnerships will become a cornerstone of Maine's workforce development strategy to
 - drive the entire system by identifying skill gaps and human resource needs in targeted industries and high-priority occupations.
 - solve workforce challenges within their industries, thereby helping to improve the local, regional and state economies.

Membership

SWIB members are appointed by the Governor and include representatives from the private sector, organized labor, education, service providers, the public and State Government. The SWIB Board has six subcommittees that specifically focus on workforce development issues for various constituent groups. These subcommittees are:

- Commission on Disability and Employment.
- Women's Employment Issues Committee.
- Older Worker Committee.
- Youth Transitions Committee.
- Veterans Employment.
- Program Policy Committee.

SWIB Contact

SWIB website: www.maine.gov/swib

Garret Oswald, Director, SWIB

621-5087

Garret.J.Oswald@maine.gov

Bureau of Rehabilitation Services

Mission

The Bureau of Rehabilitation Services works to bring about full access to employment, independence and community integration for people with disabilities.

Employment Services Provided by the Bureau of Rehabilitation Services

For Employers

- Pre-employment services — connect with potential employees through internships, mentoring opportunities and training that is customized to your needs or delivered on-the-job.
- Recruitment and referral — professional help with recruiting and matching you with qualified candidates.
- Staff training — get training for your staff on disability awareness, the Americans with Disabilities Act and topics related to disabilities and assistive technology in the workplace.
- Diversity — learn new strategies to support the inclusion of people with disabilities as customers and employees.
- Retention — get support services for employees who may develop or acquire a disability.
- Financial supports — find out the latest information on available tax credits and/or deductions for hiring or accommodating people with disabilities.

For Job Seekers with Disabilities

- Employment services for people with disabilities — specialized job services to help individuals reach their career goals.
- School to work services — providing transitional assistance to students and families.
- Services for individuals who are blind and visually impaired — education services for children, orientation and mobility instruction, employment services and independent living services.
- Employment services for people who are deaf, late deafened and hard of hearing.

Reasons to Hire People with Disabilities

- Greater loyalty to employers
- Less turnover
- Lower rates of absenteeism
- Better safety records
- Equal or better productivity rates
- Expands customer base/
market share

Bureau Contacts

Bureau website: www.maine.gov/rehab

Valerie Oswald, Business Relations Specialist

Carolyn Lockwood, Director, Bureau of Rehabilitative Services

Eric Dibner, ADA Accessibility Coordinator

1-855-ALL-HIRE

623-7942

623-7950

Valerie.Oswald@maine.gov

Carolyn.R.Lockwood@maine.gov

Eric.Dibner@maine.gov

Bureau of Labor Standards

Mission

The Bureau of Labor Standards works professionally with its customers to continually improve workplace safety, health, and workplace rights.

Services Provided by the Bureau

Workplace Safety: SafetyWorks!

- Confidential workplace safety and health consultations at your workplace that offer recommendations for OSHA and Mine Safety and Health Administration compliance and best practices.
- Indoor air quality assessments and ergonomic studies.
- More than 100 safety and health classes offered each year on a range of safety and health topics;
- The Safety Training Institute in Augusta that provides hands-on training on a variety of different topics, including fall protection, confined spaces, forklift operation, scaffolding, electrical hazards, ergonomics and ladder safety.
- No-cost video lending library and training resources available

Research and Statistics

- Customized company profiles on work-related injuries and illnesses and training and speakers on injury and illness recordkeeping.
- Workers' Compensation case and prevention data.
- Data and research on wage and hour issues.

Consultation on Labor Laws

- Requirements and best practices for compliance with state and federal minimum wage and overtime law.
- Drug testing policy requirements and sample plans.
- Guidance on youth employment and work permit process.
- Wage rates for state-funded construction projects.

Compliance efforts engaged in by this Bureau include:

- Public and private-sector wage & hour standards enforcement.
- Drug testing policy consultation, approval, and compliance.
- Youth employment oversight including work permits for minors under the age of 16.
- Establish and oversee minimum wage rates on state-funded construction projects.
- Public sector (government only) occupational safety & health standards enforcement.

Referrals on Other Workplace Issues

The Bureau of Labor Standards Customer Service Unit can help you reach the correct agency to get your questions answered.

Common referrals include:

- Workers' Compensation
- Maine Human Rights Commission
- Federal OSHA
- Federal Wage and Hour
- Federal Davis-Bacon

Customer Service Unit
(207) 623-7900

Bureau Contacts

Bureau website: www.maine.gov/labor/bls

Richard V. Snow, Director, Bureau of Labor Standards

Pamela Taylor, Deputy Director, Bureau of Labor Standards

David E. Wacker, Director, Division of Workplace Safety & Health

Verna Eldridge, Chief Inspector, Wage & Hour Division

John Rioux, Director, Technical Services Division

623-7925

623-7932

623-7915

623-7927

623-7924

Richard.V.Snow@maine.gov

Pamela.Taylor@maine.gov

David.E.Wacker@maine.gov

Verna.Eldridge@maine.gov

John.L.Rioux@maine.gov



MAINE DEPARTMENT OF LABOR

45 State House Station • Augusta, Maine 04333

Toll-Free: 1.877.SAFE.345

On-site Safety and Health Consultation

A safety and health audit by an experienced occupational safety and health professional can help your business identify hazards and reduce or eliminate the risk of injuries and illnesses. At your request, and at no cost to you, a SafetyWorks! consultant can visit your workplace and help you make it safer and healthier for workers. SafetyWorks! is not OSHA and cannot issue fines or citations.

A SafetyWorks! professional can come to your workplace and help you:

- Recognize safety hazards
- Sample for air and noise exposures
- Reduce or eliminate hazards
- Develop or improve a safety program
- Comply with OSHA regulations
- Identify training needs

To request a confidential on-site consultation, call SafetyWorks! Customer Service toll-free at 1-877-SAFE-345 (1-877-723-3345).

Training

SafetyWorks! professionals can train you and your employees on a wide range of safety and health topics—at no cost to you.

The program offers a range of training options:

- Training at your workplace
- Scheduled course at a location near you or in our hands-on training facility in Augusta
- Online courses

SafetyWorks! consultants can survey your workplace—work processes, equipment, and hazards—and tell you what training you need in order to comply with regulations and make sure your workers know how to do their jobs safely.

If OSHA came, we wanted to have no problem. On top of that we wanted to be safe. So we asked SafetyWorks! to come and do some tours with us. They did that, they helped us understand some of the things that we might not have understood or even seen, and we do not hesitate to use them. We like to have them in here. I know some companies say well, I don't think we should have them in here...But that's not my thought. I think we should have them in and if they find a problem, then great, we can address it.

—Shane Crouse, Pride Manufacturing

Bureau of Unemployment Compensation

Mission

The mission of the Bureau of Unemployment Compensation is to provide temporary financial assistance to people who lose their jobs through no fault of their own while they actively seek new employment. In addition, the Unemployment Insurance Program serves as an economic stabilizer for Maine businesses and communities during periods of high unemployment.

Services provided by the Bureau

- Processing of new and continued unemployment insurance claims and benefit payments.
- Appeal hearings of benefit eligibility disputes.
- Unemployment Insurance Trust Fund Administration.
- Employer advisory services on unemployment insurance benefit charges and tax matters.
- WorkShare, which offers employers an alternative to layoffs during a downturn.

Compliance efforts engaged in by this Bureau include:

- Program integrity efforts to detect and deter unemployment fraud. Methods include “tip” follow-up investigation, cross matches with State and National New Hire databases, Quarterly Wage Cross-match, development of stronger anti-fraud statutes, increased focus on work search compliance, real-time verification of all SSNs and of alien work status with direct linkages to SSA and INS, an automatic cross-match of claims against state and county correctional inmates, recovery of benefit overpayments from State tax refunds and lottery winnings and increased claimant and employer messaging.
- Business audits to ensure proper worker classification for unemployment insurance coverage and tax liability. A new statute going into effect January 1, 2013 will streamline this process and help reduce confusion and frustration for businesses. Starting next year, one simple, easy to read and understand employment definition will replace all four of the different employment definitions currently used by Workers Compensation, Wage and Hour and Unemployment Insurance.
- Projects under development include an electronic portal for filing separation information (SIDES), the automation of benefit overpayment case management and collections, an increase in fraud investigation staff, and an agreement with the IRS to recover fraudulent benefit overpayments from federal income tax refunds.

Bureau Contacts

Bureau website: www.maine.gov/labor/unemployment

Laura Boyett, Director, Bureau of Unemployment Compensation 621-5156

Laura.L.Boyett@maine.gov

Patricia O'Brien, Deputy Director

621-5161

Patricia.K.O'Brien@maine.gov

Unemployment Field Advisors (business contacts) by Region:

Melissa Clark	286-2677	Saco, Sanford, Kittery	Annette Tibbetts	645-5825	Farmington, Carrabassett Valley
Courtney Black	822-0218	Scarborough, Portland	Kelsie Lee	621-5108	Augusta, Oakland, Belgrade
Peter Tetreault	822-0212	Portland, Falmouth, Yarmouth	Jeff Brann	621-5110	Waterville, Skowhegan, Bingham
Dena Lebeda	822-0213	Westbrook, Kezar Falls, Naples	Shellie Merrill	561-4094	Dover Foxcroft, Bangor
Deidre Coleman	373-4009	Lisbon Falls, Richmond, Gardiner	Paul Secord	561-4090	Millinocket, Bangor
Tim Shea	373-4009	Topsham, Wiscasset	Gary McKeen	561-4091	Searsport, Castine, Bar Harbor
Wanda McNeil	373-4009	Thomaston, Belfast, Windsor	Margaret Cole	561-4087	Ellsworth, Machias
Gary Fecteau	753-9028	Auburn, Norway, Poland	Hillary Johnston	768-6813	Houlton, Presque Isle
Tom LaFlamme	753-9088	Lewiston, Greene, Winthrop			

Center for Workforce Research and Information

Mission

The Center for Workforce Research and Information (CWRI) develops and disseminates analysis and data that informs our customers about current and future labor market and economic conditions. Our products assist the public in making decisions that promote economic opportunity and efficient use of state labor resources.

Services provided by the CWRI

- Career Products – products that help jobseekers find jobs, determine skill or education requirements, find training opportunities or match jobseekers to jobs
 - Occupational Projections.
 - Current Occupational Demand Analysis.
 - Transferrable Skill Analysis.
- Economy Products – data, analysis or studies about some focused aspect of the economy
 - Employment, Unemployment and Wage Data and Analysis.
 - Industry Employment Projections.
 - Industry and Geographic Analysis.
- Labor Market Products – data, analysis or studies of broad labor market trends or outcomes
 - Job Vacancy Studies.
 - Labor Demographics.
 - Occupational Wage Rates.

CWRI's Customers Include:

- Job Seekers and Students
- Businesses
- Education and Training Instructors and Counselors
- Workforce Developers
- Economic Developers
- Educational Institutions
- Researchers
- Federal State and Local Governments
- Internal Customers
- The Media

Online Services

Data available on the website includes:

- Interactive Economic Data Visualizations.
- Current Economic Analysis Briefs.
- In-Demand Occupations.
- County Economic Profiles.
- Various presentations on Current and Future Labor Market Conditions.
- The Unemployment Rate and Employment Situation News Release.

CWRI Contacts

CWRI Website: www.maine.gov/labor/cwri

Chris Boudreau, Director

Glenn Mills, Deputy Director/Chief Economist

621-5186

621-5192

Chris.Boudreau@maine.gov

Glenn.Mills@maine.gov

Bureau of Employment Services

Mission

The Bureau of Employment Services administers and oversees programs and services aimed at building the workforce of the state and connecting workers with employers. The bureau aims to enhance economic success by connecting and delivering employment, training and business services through a wide network of resources in order to build and sustain a skilled and resilient workforce. The bureau operates 12 CareerCenters statewide, providing a variety of employment and training services for Maine businesses and job seekers.

Services Provided by the Bureau

Worker Recruitment

- Get matched with qualified workers in your area by posting job openings on Maine's Job Bank, the CareerCenter's free online job board.
- Recruit Veterans for job openings on your team with the help of a CareerCenter Veterans' Representative.
- Meet with hundreds of prospective employees at one of the CareerCenters' many job fairs throughout the state.
- Use space at the CareerCenter to meet with applicants, take applications, test and interview candidates.

Hiring Incentives

- Free fidelity bonds to guarantee honesty for "at-risk," hard-to-place job seekers.
- Work Opportunities Tax Credit (WOTC) offers Federal tax credits when you hire workers from targeted groups that have consistently faced significant barriers to employment.

Training

- The Maine Apprenticeship Program assists employers with on-the-job learning programs in thousands of occupations. The employer pays the wages while the program may reimburse up to 50 percent of tuition costs for related instruction.
- On-the-Job-Training funds may be available to help defray the cost of training and underwrite a portion of a trainee's wages during a training period.

Maine's Job Bank

Listing your job openings on Maine's Job Bank will reach tens of thousands of registered Maine job seekers.

- List job opportunities at no charge.
- Find job seekers of all experience and education levels in all occupations.
- Get matched with qualified candidates.
- Review profiles of interested applicants.
- Manage your listings 24/7.



Bureau Contacts

Bureau website: www.mainecareercenter.com

Peter J. Paré, Director, Bureau of Employment Services	623-7996	Peter.J.Pare@maine.gov
Dawn Mealey, Deputy Director, Bureau of Employment Services	623-7989	Dawn.E.Mealey@maine.gov
Judith Pelletier, Rapid Response & WOTC Program Manager	623-7993	Judith.A.Pelletier@maine.gov
David Klein, Division Director	623-7987	David.Klein@maine.gov
Jorge Acero, Foreign Labor Specialist	623-7928	Jorge.A.Acero@maine.gov
Mary Anne Samuels, Maine's Job Bank Manager	623-7970	MaryAnneSamuels@maine.gov
Ginny Carroll, Apprenticeship & Strategic Partnerships Director	623-7974	Virginia.A.Carroll@maine.gov
Auta Main, Veterans Program Manager	623-7975	Auta.M.Main@maine.gov

CareerCenter

The Maine Employment Resource

Augusta CareerCenter

21 Enterprise Drive, Suite 2
109 State House Station
Augusta, ME 04333
Phone: 624-5120 or 1-800-760-1573
Fax: 287-6236

Bangor CareerCenter

45 Oak Street, Suite 3
Bangor, ME 04401-6667
Phone: 561-4050 or 1-888-828-0568
Fax: 561-4066

Brunswick CareerCenter

275 Bath Road
Brunswick, ME 04011
Phone: 373-4000 or 1-888-836-3355
Fax: 373-4004

Calais CareerCenter

One College Drive
Calais, ME 04619-0415
Phone: 454-7551 or 1-800-543-0303
Fax: 454-0349

Lewiston CareerCenter

5 Mollison Way
Lewiston, ME 04240-5805
Phone: 753-9000 or 1-800-741-2991
Fax: 783-5301

Machias CareerCenter

53 Prescott Drive, Suite 1
Machias, ME 04654-9752
Phone: 255-1900 or 1-800-292-8929
Fax: 255-4778

Portland CareerCenter

185 Lancaster Street
Portland, ME 04101-2453
Phone: 771-5627 or 1-877-594-5627
Fax: 822-0221

Presque Isle CareerCenter

66 Spruce Street, Suite 1
Presque Isle, ME 04769-3222
Phone: 760-6300 or 1-800-635-0357
Fax: 760-6350

Rockland CareerCenter

91 Camden Street, Suite 201
Rockland, ME 04841-2421
Phone: 596-2600 or 1-877-421-7916
Fax: 594-1428

Skowhegan CareerCenter

98 North Avenue
Skowhegan, ME 04976-1923
Phone: 474-4950 or 1-800-760-1572
Fax: 474-4914

Springvale CareerCenter

9 Bodwell Court
Springvale, ME 04083-1801
Phone: 324-5460 or 1-800-343-0151
Fax: 324-7069

Wilton CareerCenter

865 US Route 2E
Wilton, ME 04294-6649
Phone: 645-5800 or 1-800-982-4311
Fax: 645-2093

TTY users call Maine Relay 711

Satellite CareerCenter Locations

Please call for an appointment.

Town of Dexter

23 Main Street
Dexter, ME 04930
Phone: 1-888-828-0568

**Dover-Foxcroft, Eastern Maine
Development Corporation**

48 Morton Ave
Dover-Foxcroft, ME 04426
Phone: 1-888-828-0568

Ellsworth Higher Education Center

Eastern Maine Development Corporation
248 State Street, Mill Mall
Ellsworth, ME 04605
Phone: 1-888-828-0568

Sullivan Town Hall

1888 US Highway 1
Sullivan, ME 04664
Phone: 1-888-828-0568

Fort Kent Wellness Center

82 West Main Street
Fort Kent, ME 04743
Phone: 1-800-635-0357

Houlton Higher Education Center

18 Military Street
Houlton, ME 04730
Phone: 1-800-635-0357

Biddeford, Goodwill Workforce Solutions

407 Alfred Road,
Biddeford, ME 04005
Phone: 1-800-343-0151

Auburn Public Library

49 Spring Street,
Auburn ME 04210
Phone: 1-800-741-2991

Central Maine Community College

1250 Turner Street,
Auburn ME 04210
Phone: 1-800-741-2991

Key Contacts

On the web: www.maine.gov/labor • **Email:** mdol@maine.gov

By mail: MDOL, 54 State House Station, Augusta, ME 04333-0054

By telephone:

General Information.....	(207) 623-7900
CareerCenter Services.....	(207) 623-7981
Youth Employment	(207) 623-7900
Commissioner's Office	(207) 621-5095
Employment and Training	(207) 623-7981
Hiring People with Disabilities.....	1-855-ALL-HIRE
Maine's Job Bank.....	1-888-457-8883
Migrant and Immigrant Services.....	1-888-307-9800
SafetyWorks!.....	1-877-SAFE-345
Unemployment Benefits.....	1-800-593-7660
Unemployment Fraud Tipline	(207) 621-5100
Unemployment Taxes.....	(207) 621-5120
Wage and Hour Laws.....	(207) 623-7900
Workforce Information.....	(207) 623-7900
Workplace Safety	1-877-SAFE-345

Other Employer Contacts from the State of Maine

Bureau of Corporations, Elections and Commissions	(207) 624-7736
Business Answers.....	1-800-872-3838
Department of Economic & Community Development Office of Business Development	(207) 624-9804
Department of Environmental Protection Assistance Hotline.....	1-800-789-9802
Inspections Division of the State Fire Marshal's Office.....	(207) 626-3880
Maine District Office of the U.S. Small Business Administration.....	(207) 622-8551
Maine Human Rights Commission	(207) 624-6290
Maine Revenue Services Corporate Tax	(207) 624-9670
Maine Small Business Development Center State Office	(207) 780-4420
Office of Professional and Occupational Regulation	(207) 624-8603
Red Tape Hotline.....	(207) 624-7486
Small Business Advocate.....	(207) 626-8410
Workers' Compensation Board	(207) 287-3751

Telephone: (207) 623-7900
TTY users call Maine Relay 711



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