

# Let's get down to business

## CareerCenter Employer Guide

You can use this guide for self-directed help or reach out for one-on-one assistance with your workforce needs.

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# Helpful Checklists

Use these tailored guides to navigate common business needs or contact us for one-on-one help

## I need to hire workers now

Find the perfect fit for your region and industry



- Use Maine JobLink** to list your job opportunities at no charge and get matched with job seekers in your area. [joblink.maine.gov/employer](http://joblink.maine.gov/employer)  
Check out more job posting resources on **page 8**
- Use CareerCenters** as a hiring resource, including space to recruit, interview and train new hires. [mainecareercenter.gov](http://mainecareercenter.gov)
- Attend job fairs** to meet with hundreds of prospective employees throughout the state.  
[www.mainecareercenter.gov/employment/hiringevents/](http://www.mainecareercenter.gov/employment/hiringevents/)
- Read labor market information** to see data on wages, jobs in demand, employment and industry trends. [maine.gov/labor/cwri/](http://maine.gov/labor/cwri/)
- Get a Work Opportunity Tax Credit (WOTC)** when you hire workers from targeted groups that have consistently faced significant barriers to employment. [wotc.maine.gov](http://wotc.maine.gov)
- Get help recruiting and retraining veterans and people with disabilities  
**Veterans** [mainecareercenter.gov/employment/veterans.shtml](http://mainecareercenter.gov/employment/veterans.shtml)  
**People with disabilities** [maine.gov/rehab/employer\\_services/index.shtml](http://maine.gov/rehab/employer_services/index.shtml)
- Get free federal bonds** when hiring from certain job seeker groups  
**Federal Bonding Program** [bonds4jobs.com](http://bonds4jobs.com)  
**Your local CareerCenter** [mainecareercenter.gov/locations/index.shtml](http://mainecareercenter.gov/locations/index.shtml)

## I have an employee that is not working out, what should I do?



- Identify the reason the employee is not working out**, usually the reason is related to performance, attitude or just not the right fit. Many times, once you understand the reason, there are improvement plans that can be implemented to save the relationship and save you from having to recruit and rehire.
- Know what your obligations are if you decide to terminate employment** [maine.gov/labor/labor\\_laws/wagehour.html](http://maine.gov/labor/labor_laws/wagehour.html)



**Contact us for one-on-one help at no cost!**

**Email:** [MaineDOL.CareerCenter@maine.gov](mailto:MaineDOL.CareerCenter@maine.gov)

**Phone:** 207-623-7981

**Chat:** [MaineCareerCenter.gov](http://MaineCareerCenter.gov)

**Check out hiring events for specific industries including:**

Manufacturing; Production and Fabrication

Part-time and Flex jobs

Medical Staffing and Home Care Employment

Government and Federal Contractor Employment

**And many more!**



**Did you know that...**

Using the *Universal Application* can make hiring easier

[maine.gov/labor/careerctr/docs/2019/GenericEmploymentApplicationMaineRevised7219.pdf](http://maine.gov/labor/careerctr/docs/2019/GenericEmploymentApplicationMaineRevised7219.pdf)



**Contact us for more resources that can help**

**Email:** [MaineDOL.CareerCenter@maine.gov](mailto:MaineDOL.CareerCenter@maine.gov)

**Phone:** 207-623-7981

**Chat:** [MaineCareerCenter.gov](http://MaineCareerCenter.gov)

**Or visit us in person!**

See our locations on **page 19**

## I think we need to downsize

Reach out to get help navigating a tough situation



- Explore the retention and downsizing resources on **page 13**
- Contact the Maine CareerCenters' Rapid Response team** for help 207-623-7981, Maine Relay 711, or [rapidresponse.dol@maine.gov](mailto:rapidresponse.dol@maine.gov)
- Submit a WARN notice** - needed if you employ 100 or more and are laying off 50 people or more from a single site. [dol.gov/sites/dolgov/files/ETA/Layoff/pdfs/\\_EmployerWARN2003.pdf](https://dol.gov/sites/dolgov/files/ETA/Layoff/pdfs/_EmployerWARN2003.pdf)

## I need to retrain my workers

If you need to train new workers or upskill existing employees, these steps can get you started



- Check out the Training and Workforce Development resources on **page 15** **Contact Maine@Work** for individual consultation and referral to training providers and training programs [maine.gov/maineatwork/](https://maine.gov/maineatwork/)
- Improve on-site safety with SafetyWorks!** [safetyworksmaine.com](https://safetyworksmaine.com)
- Set up structured, yet flexible training programs** that include both on-the-job and related classroom instruction [maine.gov/labor/jobs\\_training/apprenticeship/index.shtml](https://maine.gov/labor/jobs_training/apprenticeship/index.shtml)
- Explore ways to reduce turnover and training costs** in cases of disability due to illness or non-occupational injury [employmentforme.org/employers/accommodations.html](https://employmentforme.org/employers/accommodations.html)
- Hold Disability Etiquette/Awareness Trainings** to integrate employees with disabilities or those serving customers/clients with disabilities [maine.gov/rehab/employer\\_services/awareness\\_training.shtml](https://maine.gov/rehab/employer_services/awareness_training.shtml)

## How do I meet my EEO requirements?

What are my Equal Employment Opportunity requirements? Follow the steps below to find out what your requirements are and how to meet them.



- Learn more about federal and state laws**  
**Federal Laws** [eeoc.gov/employers](https://eeoc.gov/employers)  
**Maine Laws & resources** [maine.gov/mhrc/mhrc/laws-guidance/employment](https://maine.gov/mhrc/mhrc/laws-guidance/employment)
- Implement your specific requirements** which will depend on several things such as the number of employees you have and whether or not you have federal contracts

### The Rapid Response team can help with:

- Determining your requirements under the law
- Exploring alternatives to layoffs such as **WorkShare**
- Assisting your workers transition into new employment, apply for unemployment, learn about health insurance options, and access other community support services.
- Determining if your employees qualify for benefits under the Trade Adjustment Assistance Act

### SafetyWorks!

Get no-charge, confidential consultations designed to reduce job-related injuries, illnesses and deaths—not OSHA and no fines are assessed.

### Requirements may include:

- Posting “EEO is the Law” Posters
- Fair hiring and employment practices
- Good record keeping
- Reporting compliance

## I want to hire foreign workers

Having trouble finding domestic workers? Apply through the United State Department of Labor to bring foreign workers to the United States.



- Learn more about available federal programs** for hiring foreign workers [dol.gov/agencies/eta/foreign-labor](https://dol.gov/agencies/eta/foreign-labor)
- Comply with State and Federal Labor laws** if you do employ foreign workers in Maine
  - H2A** agricultural labor [dol.gov/agencies/whd/agriculture/](https://dol.gov/agencies/whd/agriculture/)
  - H2B** nonagricultural labor [dol.gov/agencies/whd/immigration/h2b](https://dol.gov/agencies/whd/immigration/h2b)
- Be aware of regulations around proof of ownership for logging equipment** [maine.gov/labor/labor\\_laws/foreign\\_logging\\_workers.shtml](https://maine.gov/labor/labor_laws/foreign_logging_workers.shtml)
- Learn more about H2A/H2B Foreign Labor on **page 12**

You must recruit qualified workers in the United States through Maine JobLink

[JobLink.Maine.gov](https://JobLink.Maine.gov)

## How do I make sure I'm ADA compliant?

Make sure your facility and services are accessible to all and see resources to help with American Disability Act compliance



### Key elements of the ADA include:

- Facilities are readily accessible to and usable by people with disabilities
- Policies, practices, or procedures are in place to ensure non-discrimination including job restructuring and modifying work schedules
- Effective communication for individuals who have hearing loss or vision impairments are in place such as acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials, or policies, and providing qualified readers or interpreters
- Ask for individual guidance** from Maine's State Accessibility Coordinator 207-592-2087, Maine Relay 711, or email [railey.b.guthrie@maine.gov](mailto:railey.b.guthrie@maine.gov)
- Take a self-directed ADA employment course** [newenglandada.org/web-courses](https://newenglandada.org/web-courses)
- Learn more about how you can ensure compliance**

**Job Accommodation Network**  
(800) 526-7234 or [AskJAN.org](https://AskJAN.org)

**USDOL Civil Rights Center**  
[dol.gov/agencies/oasam/centers-offices/civil-rights-center](https://dol.gov/agencies/oasam/centers-offices/civil-rights-center)

**Office of Disability Employment Policy (ODEP)** [dol.gov/odep](https://dol.gov/odep)

**New England ADA Center**  
(800) 949-4232  
[newenglandada.org](https://newenglandada.org)

**ADA update: A primer for small business** [archive.ada.gov/regs2010/smallbusiness/smallbusprimer2010.html](https://archive.ada.gov/regs2010/smallbusiness/smallbusprimer2010.html)

**Employers' Practical Guide to Reasonable Accommodation Under the Americans with Disabilities Act (ADA)**  
[askjan.org/publications/employers/employers-guide.cfm?cssearch=2932189\\_1](https://askjan.org/publications/employers/employers-guide.cfm?cssearch=2932189_1)

# Assistance: How the CareerCenter can help

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Explore places to post your open positions, hiring events, and targeted recruiting - including veterans, people with disabilities, and specific industries

## 12 H2A/H2B Foreign Labor

Learn more about filling workforce gaps with foreign labor

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Learn about resources focused on training, up-skilling, retaining, and investing in your workforce.



# Recruiting & Hiring

Explore places to post your open positions, targeted recruiting options, and hiring events

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## Posting Jobs

Places to post jobs and how to attract the right applicants



Make hiring easier by using the *Universal Application*

[maine.gov/labor/careerctr/docs/2019/GenericEmploymentApplicationMaineRevised7219.pdf](https://maine.gov/labor/careerctr/docs/2019/GenericEmploymentApplicationMaineRevised7219.pdf)

Resource	Description	Contact or Link
Maine JobLink (MJL)	<p>On Maine JobLink, employer can find candidates to fill open jobs. Creating an employer account and using the Maine JobLink is free and, it's fast and easy!</p> <p>With an employer account, you can:</p> <ul style="list-style-type: none"><li>• Post your job openings</li><li>• Save searches and resumes</li><li>• Receive email updates on new resumes you may be interested in</li><li>• Manage your company profile</li></ul>	Website: <a href="http://JobLink.maine.gov">JobLink.maine.gov</a>
Maine CareerCenters	<p>The CareerCenter can help you optimize your job postings and market your employment opportunities to attract top talent. We provide physical or virtual space to recruit, interview and train new hires. We can also connect you to potential employees through hiring events and job boards.</p>	Website: <a href="http://mainecareercenter.gov">mainecareercenter.gov</a> Phone: 207-623-7981
Jobs in Maine	<p>Jobs In Maine is a portal site for a database of job postings throughout Maine. Jobs In Maine provides no applicant screening, searches or other recruiting for Members.</p>	Website: <a href="http://jobsinmaine.com">jobsinmaine.com</a>



## Posting Jobs (continued)

Places to post jobs and how to attract the right applicants

Resource	Description	Contact or Link
Live and Work in Maine: Job Board	Promotes and markets the Job Board and/or specific job listings nation-wide, but specifically targets key groups of people identified as being more likely than most to consider Maine in their career plans. Create a Job Board Account to post open positions, browse job seeker resumes, and receive applications.	Website: <a href="http://LiveAndWorkinMaine.com">LiveAndWorkinMaine.com</a>
JobsInME	Post a single job for 30 or 14 days. It gets distributed to 50+ affiliated job sites.	Website: <a href="http://JobsinME.com">JobsinME.com</a>
LinkedIn	LinkedIn reports that it is the world’s largest professional network and you can get matched with the most qualified candidates for your role.	Website: <a href="http://linkedin.com">linkedin.com</a>
Indeed	Indeed’s simple and powerful tools let you source, screen, and hire faster.	Website: <a href="http://indeed.com">indeed.com</a>
Glassdoor	Glassdoor is one of the world’s largest job and recruiting sites. Glassdoor’s employer branding solutions tell job seekers why they want to work at your company and help uncover ways to improve your employee experience.	Website: <a href="http://glassdoor.com">glassdoor.com</a>

## Career Fairs & Hiring Events

Participate in large hiring events or individual, customized events to connect with local and state-wide talent – virtual or onsite options

Resource	Description	Contact or Link
CareerCenter Job Fairs	Employers interested in exhibiting for no-cost at a CareerCenter job fair should contact the Employer Services Representative at your local CareerCenter.	Website: <a href="http://www.mainecareercenter.gov/employment/hiringevents/">www.mainecareercenter.gov/employment/hiringevents/</a>

## Targeted Recruiting

Resources to connect with specific applicant groups

Resource	Description	Contact or Link
Veterans	Maine Department of Labor, Bureau of Employment Services Veterans Team, along with key partners, are proud to connect hundreds of veteran job seekers with hundreds of Maine employers each year!	Website: <a href="http://mainecareercenter.gov/employment/veterans.shtml">mainecareercenter.gov/employment/veterans.shtml</a>
Maine Hire-A-Vet	The Maine Hire-A-Vet campaign is an annual, statewide effort committed to get 100 veterans hired in 100 days, by 100 employers. The campaign kicks off with a large hiring fair where employers and veterans connect, and many great hiring matches are found. The campaign is a partnership between the Maine Department of Labor, CareerCenters, Boots2Roots, Easter Seals and their Veterans Count program, the Maine National Guard Employment Support Program, Maine Bureau of Veterans Services, Transition Assistance Advisors, VA Veteran Readiness and Employment, State Vocational Rehabilitation and many employment and business contributors throughout the state.	Website: <a href="http://mainecareercenter.com/mhav/">mainecareercenter.com/mhav/</a>
Boots to Roots	Boots2Roots prepares transitioning active duty military members find meaningful work and put down roots in Maine!	Website: <a href="http://boots2roots.org">boots2roots.org</a>
Vet2Tech	Vet2Tech works with employers to connect Veterans to employment opportunities in manufacturing and technical careers nationwide, and educate employers on the tangible and intangible benefits of hiring Veterans.	Website: <a href="http://vet2tech.org">vet2tech.org</a>
People with Disabilities	The Bureau of Rehabilitation Services (BRS) partners with businesses interested in the inclusion of people with disabilities into the workforce. We can help meet your workforce needs and expand your market share. We connect your business with qualified employees and services in your area, as well as nationwide resources that can support your business.	Website: <a href="http://maine.gov/rehab/employer_services">maine.gov/rehab/employer_services</a>

## Targeted Recruiting (continued)

Resources to connect with specific applicant groups

Resource	Description	Contact or Link
JAN	JAN’s Workplace Accommodation Toolkit is a free, comprehensive online resource for employers seeking to move beyond basic compliance with the Americans with Disabilities Act (ADA) in order to create more disability-inclusive workplaces.	Website: <a href="http://askjan.org/toolkit">askjan.org/toolkit</a>
Healthcare	Job board dedicated to physician jobs in Maine.	Website: <a href="http://hospitalrecruiting.com/jobs/Physician-Jobs/Maine/">hospitalrecruiting.com/jobs/Physician-Jobs/Maine/</a>
Education	Job board dedicated open positions in Maine’s school system.	Website: <a href="http://servingschools.com/search">servingschools.com/search</a>
Diversity Hiring	Diversity Hiring provide leadership, connections, education and resources to Maine employers to promote diversity in the workplace including aging workforce; racial and ethnic diversity; LGBTQ community.	Website: <a href="http://dhcmaine.com">dhcmaine.com</a>

## Hiring Incentives

Resources to reach your target audience and encourage underutilized groups of job seekers to be hired

Resource	Description	Contact or Link
Work Opportunity Tax Credit	<b>Hiring Incentives:</b> The Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers for hiring individuals from certain targeted groups who have consistently faced significant barriers to employment.	Websites: <a href="http://dol.gov/agencies/eta/wotc">dol.gov/agencies/eta/wotc</a> or <a href="http://wotc.maine.gov">wotc.maine.gov</a>  Phone: 207-623-7981
Federal Bonding Program	<b>Hiring Incentives:</b> Provides Fidelity Bonds that support hiring of at-risk, hard-to-place job seekers with criminal records. There is no cost to the job applicant or the employer.	Website: <a href="http://bonds4jobs.com">bonds4jobs.com</a>  Phone: 207-623-7981

# H2A/H2B Foreign Labor

Learn more about filling workforce gaps with foreign labor

Resource	Description	Contact or Link
Maine CareerCenter	Maine CareerCenter web page offers information on how to use the <b>H-2B</b> process in Maine. It includes appropriate links to federal US DOL Foreign Labor process web pages.	Website: <a href="http://mainecareercenter.com/h2b/index.shtml">mainecareercenter.com/h2b/index.shtml</a>
H-2B: U.S. Citizenship and Immigration Services (USCIS)	Visit the Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) web page for <b>H-2B</b> information, including H2B visa Program Process; H-2B Cap information, and more.	Website: <a href="http://uscis.gov/working-in-the-united-states/temporary-workers/h-2b-temporary-non-agricultural-workers">uscis.gov/working-in-the-united-states/temporary-workers/h-2b-temporary-non-agricultural-workers</a>
U.S. Department of Labor (DOL)	United States DOL web site for <b>H-2A</b> provides program information, eligibility criteria, filing process, FAQs, and links to regulations.	Website: <a href="http://flag.dol.gov/programs/H-2A">flag.dol.gov/programs/H-2A</a>
H-2A: U.S. Citizenship and Immigration Services (USCIS)	Visit the Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) web page for <b>H-2A</b> visa information, including H-2A visa Program Process and more.	Website: <a href="http://uscis.gov/working-in-the-united-states/temporary-workers/h-2a-temporary-agricultural-workers">uscis.gov/working-in-the-united-states/temporary-workers/h-2a-temporary-agricultural-workers</a>

# Grow your business

Explore resources to build capacity, skills, and financial opportunities

Resource	Description	Contact or Link
Department of Economic and Community Development (DECD)	Maine’s Department of Economic and Community Development (DECD) works to champion small business, entrepreneurship and innovation to help drive your business toward success and growth here in Maine.	Website: <a href="http://maine.gov/decd/business-development/start-grow">maine.gov/decd/business-development/start-grow</a>
Business Answers	Your comprehensive guide to search industry and location specific resources. This includes a searchable license and permits database - vital to helping you promote growth and opportunity for your business ventures.	Website: <a href="http://apps.web.maine.gov/cgi/online/businessanswers/index.pl">apps.web.maine.gov/cgi/online/businessanswers/index.pl</a>
Maine Small Business Development Center (SBDC)	SBDC offers a wealth of information through live webinars, confidential virtual business advising, business planning, financial and grant information, templates and more, at no cost to you, the Maine SBDC is here to help you manage, run and grow your business.	Website: <a href="http://mainesbdc.org">mainesbdc.org</a>
Pine Tree Development Zones	The Pine Tree Development Zone Programs works with eligible businesses to provide tax reductions when new or quality jobs are created in a variety of sectors or when existing jobs in those same sectors move to Maine.	Website: <a href="http://maine.gov/decd/business-development/tax-incentives-credit/pine-tree">maine.gov/decd/business-development/tax-incentives-credit/pine-tree</a>
Maine International Trade Center	The Maine International Trade Center assists Maine businesses that are new or seasoned in global markets to navigate the international landscape in both importing and exporting trade.	Website: <a href="http://mitc.com">mitc.com</a>
Maine Technology Institute (MTI)	MTI supports business that encourages new or improved innovation, growth and diversity of Maine’s economy. Grants, loans and equity investments, services and event sponsorship are available to help leverage your business model.	Website: <a href="http://mainetechnology.org">mainetechnology.org</a>

# Retention & Downsizing

Reach out for help when you need to reduce or hours or staff

Resource	Description	Contact or Link
Workshare	WorkShare is an unemployment option that helps businesses retain their workforce during a temporary slowdown in work. The program allows employers to voluntarily reduce the hours of staff instead of layoffs. Employees of the business are allowed to collect a partial unemployment benefit to help them offset the loss of income.	Website: <a href="http://maine.gov/unemployment/workshare/">maine.gov/unemployment/workshare/</a>
Apprenticeships	The Maine Apprenticeship Program helps set up structured yet flexible training programs designed to meet the specific needs of Maine employers through on-the-job learning and related classroom instruction. Apprenticeship programs can be sponsored by employers, employer associations, or labor/management groups that can hire and train in a working situation.	Website: <a href="http://maine.gov/labor/jobs_training/apprenticeship/index.shtml">maine.gov/labor/jobs_training/apprenticeship/index.shtml</a>
Rapid Response	The Rapid Response team works to coordinate resources to transition employees to new employment to reduce effects of the layoff.	Phone: 207-623-7981
Maine Quality Centers	The Maine Quality Centers program offers workforce training grants to Maine employers interested in providing training for new or current employees. For many employers, the grants can make it possible for you to strengthen the skills of your workforce at little or no cost.	Website: <a href="https://www.mccs.me.edu/workforce-training/maine-quality-centers/">https://www.mccs.me.edu/workforce-training/maine-quality-centers/</a>
Maine’s Workforce Innovation and Opportunity Act Programs (WIOA)	Hire, train, and retain a skilled workforce. WIOA program providers help ensure a strong, solid match between you and reliable, well-supported and qualified employees.  Services for employers include support for on-the-job training, one-on-one counseling and other training and employment related services to ensure employment success.	<p>Eastern Maine Development Corps: <a href="http://emdc.org/workforce">emdc.org/workforce</a> Androscoggin, Franklin, Hancock, Kennebec, Oxford, Penobscot, Piscataquis, Somerset, and Washington counties</p> <p>Workforce Solutions: <a href="http://workforcesolutionsme.org">workforcesolutionsme.org</a> Cumberland, Knox, Lincoln, Sagadahoc, Waldo, and York counties</p> <p>Aroostook Community Action Program: <a href="http://acap-me.org/programs/workforcedevelopment/">acap-me.org/programs/workforcedevelopment/</a></p>
REGIONAL		
Tuition Remission Program	Tuition Remission program provides healthcare employers with funding support to upskill their incumbent patient-facing healthcare workers, with a focus on paying for short-term credentials to advance critical entry-level workers to the next stage in their career. Employers can access training funding to supplement their current training support offerings to employees.	Healthcare Training for ME: <a href="mailto:healthcaretrainingforme@maine.gov">healthcaretrainingforme@maine.gov</a>

# Training & Workforce Development

Resources focused on training, up-skilling, retaining, and investing in your workforce.

Resource	Description	Contact or Link
Apprenticeships	The Maine Apprenticeship Program assists in setting up structured yet flexible training programs designed to meet the specific needs of Maine employers through on-the-job learning and related classroom instruction	Website: <a href="http://maine.gov/labor/jobs_training/apprenticeship/index.shtml">maine.gov/labor/jobs_training/apprenticeship/index.shtml</a>
Maine Quality Centers/Maine Community College System	The Maine Quality Centers program offers workforce training grants to Maine employers interested in providing training for new or current employees.	Website: <a href="http://mccs.me.edu/workforce-training/train-my-workforce/maine-quality-centers/">mccs.me.edu/workforce-training/train-my-workforce/maine-quality-centers/</a>
WIOA Training providers	Maine maintains a list of training providers approved to provide training to individuals who are eligible to receive federal funds.	Website: <a href="http://joblink.maine.gov/search/providers">joblink.maine.gov/search/providers</a>
Maine Adult Education	Over 70 adult education programs throughout Maine provide a range of instructional services to help adults develop the skills for further educational opportunities, job training, and better employment, and to realize their full potential as productive workers, family members and citizens.	Website: <a href="http://MaineAdultEd.org">MaineAdultEd.org</a>
Department of Economic and Community Development (DECD)	DECD and its partners work collaboratively to support business development through available resources that Maine has to offer. From millions of dollars in tax credits, reimbursements, research and development credits, to capital loans and even direct investment.	Website: <a href="http://maine.gov/decd/business-development">maine.gov/decd/business-development</a>
Healthcare Training for ME	<p>Healthcare Training for ME is a statewide collaboration of MDOL, MCCS, DHHS, Adult Education, University of Maine System, convened to ensure Maine’s workers and employers can easily access healthcare training opportunities and supports. This partnership can provide healthcare training to your staff and resources to help defray the costs of training. This is an opportunity to help staff advance in their careers and gain valuable credentials all while upskilling your workforce.</p> <p>Submit a training request today to learn more about how we can work with you to support and upskill your workforce!</p>	Website: <a href="http://healthcarentrainingforme@maine.gov">healthcarentrainingforme@maine.gov</a>

## Training & Workforce Development (continued)

Resources focused on training, up-skilling, retaining, and investing in your workforce.

Resource	Description	Contact
Business Leadership Network	“The Maine BLN will be focused on assisting businesses in attracting and retaining new employees and customers with disabilities, developing business leaders who value diversity and actively work to promote strong communities that include individuals with disabilities, and increasing opportunities for businesses to expand their diversity recruiting efforts, not as a social model but as a business case to recruit talent and better serve their customers.”	Website: <a href="http://askjan.org/organizations/Maine-Business-Leadership-Network.cfm">askjan.org/organizations/Maine-Business-Leadership-Network.cfm</a> .
University of Maine System	Many of the University of Maine campuses offer professional development opportunities including programs customized for specific business needs. Contact individual campuses to learn what is available in your area.	Website: <a href="http://maine.edu/universities">maine.edu/universities</a>
State Workforce Board	Responsible for assisting the Governor in performing the duties and responsibilities required by the federal Workforce Innovation and Opportunity Act of 2014. It represents the many facets of workforce development - business, labor, public education, higher education, economic development, youth activities, employment and training, as well as the Legislature.	Website: <a href="http://maine.gov/swb">maine.gov/swb</a>
Central-Western Maine Workforce Development Board	The Central Western Maine Workforce Development Board (CWMWDB) oversees workforce development efforts under the Workforce Innovation and Opportunity Act in Androscoggin, Franklin, Kennebec, Oxford, and Somerset Counties. These efforts include many services to employers such as information, referral, training, recruitment, and other workforce services.	Website: <a href="http://cwmwdb.org">cwmwdb.org</a>
REGIONAL		
Coastal Counties Workforce Development Board	Coastal Counties Workforce Development Board (CCWDB) oversees workforce development efforts under the Workforce Innovation and Opportunity Act in York, Cumberland, Sagadahoc, Lincoln, Knox, and Waldo counties. These efforts include many services to employers such as information, referral, training, recruitment, and other workforce services.	Website: <a href="http://coastalcountries.org">coastalcountries.org</a>
REGIONAL		



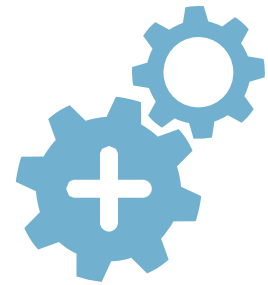
## Training & Workforce Development (continued)

Resources focused on training, up-skilling, retaining, and investing in your workforce.

Resource	Description	Contact
<p><b>Northeastern Workforce Development Board</b></p> <p><b>REGIONAL</b></p>	<p>The Northeast Workforce Development Board (NWDB) oversees workforce development efforts under the Workforce Innovation and Opportunity Act in Aroostook, Hancock, Penobscot, Piscataquis, and Washington counties. These efforts include many services to employers such as information, referral, training, recruitment, and other workforce services.</p>	<p>Website: <a href="http://northeasternwdb.org">northeasternwdb.org</a>                      Phone: 207- 992-0771</p>
<p><b>SafetyWorks! Training Institute</b></p>	<p>MDOL offers SafetyWorks! services to Maine businesses. SafetyWorks! is a voluntary outreach program designed to reduce job-related injuries, illnesses and deaths. It is not OSHA and cannot issue citations or fines. All SafetyWorks! services, including training, consultation and information, are available by request and free of charge.</p>	<p>Website: <a href="http://safetyworksmaine.gov">safetyworksmaine.gov</a>                      Phone: 207- 623-7900                      TTY Maine Relay 711                      Toll-Free: 1-877-SAFE-345</p>
<p><b>Maine’s American Job Center Network</b></p>	<p>Partners at Maine’s American Job Centers provide employer-focused services including recruitment of qualified personnel for job openings, pre-screening of applicants, labor market information, access to tax credits and other employer incentives, connections to customized training for employees, meeting and interview space, customized job fairs, and more.</p>	<p>Website: <a href="http://mainecareercenter.gov/locations/index.shtml">mainecareercenter.gov/locations/index.shtml</a></p>

# Additional Information

Resources to help you with taxes, unemployment insurance, safety and labor laws, and labor market information



Resource	Description	Contact or Link
United States Department of Labor (USDOL)	The U.S. Department of Labor (DOL) administers and enforces more than 180 federal laws. These mandates and the regulations that implement them cover many workplace activities for about 150 million workers and 10 million workplaces. They provide a variety of resources to assist businesses keep their workplaces safe, grow and develop their workforce, and support their workers.	Website: <a href="http://dol.gov">dol.gov</a> Phone: 1-866-4-USA-DOL (1-866-487-2365) TTY
Labor Wage and Hour	Access labor law information and get your questions answered at the Maine Department of Labor's Bureau of Labor Standards	Website: <a href="http://maine.gov/labor/labor_laws">maine.gov/labor/labor_laws</a> Phone: 207-623-7900 TTY Maine Relay 711
Maine Revenue Service	The Maine Revenue Services administers the tax laws of the State of Maine. Through the State Tax Assessor, they assess and collect Maine's sales and use taxes, individual and corporate income taxes, motor fuel taxes, estate tax, business taxes, cigarette and tobacco taxes, special industry taxes, state valuation and property taxes in the unorganized territory. They also administer the real estate transfer tax, the Maine Homestead Exemption Program, the Business Equipment Tax Reimbursement program, and several municipal tax reimbursement programs, and exercises general supervision of local assessing officials.	Website: <a href="http://maine.gov/revenue">maine.gov/revenue</a> Phone: 207-624-9784
Labor Market Information	Center for Workforce Research and Information (CWRI) collects and reports data on wages, jobs in demand, as well as employment and industry trends	Website: <a href="http://maine.gov/labor/cwri">maine.gov/labor/cwri</a> Phone: 207-623-7900
Responding to Separation/ Wage Information Requests	The easiest and most efficient way to respond to requests for separation/wage information from the Maine Department of Labor is to use Maine's State Information Data Exchange System (SIDES), an E-Response website that makes it possible for employers to respond electronically.	Website: <a href="http://reemploye.maine.gov/accessme/faces/sides/SEWEmployerWelcome.xhtml">reemploye.maine.gov/accessme/faces/sides/SEWEmployerWelcome.xhtml</a> Phone: 207-621-5120

## Additional Information (continued)

Resources to help you with taxes, unemployment insurance, safety and labor laws, and labor market information

Resource	Description	Contact or Link
Unemployment Insurance Employer Services	The MDOL Bureau of Unemployment Compensation's Employer Assistance Division assists employers with registering, filling quarterly wage reports, and making payments. They will answer questions about liability, rates, seasonality, successorships and much more. They also provide advisory services on unemployment insurance benefit charges and tax matters, appellate services to resolve benefit eligibility and unemployment tax liability disputes. This division will help you avoid lay-offs with their WorkShare program, an alternative to layoffs during a temporary business downturns. They are available to speak to local groups to explain aspects of the unemployment law and system.	Website: <a href="http://maine.gov/unemployment/employers/">maine.gov/unemployment/employers/</a> Phone: 207-621-5120
Vocational Rehabilitation and Accommodating Disabilities	The Bureau of Rehabilitation Services (BRS) partners with businesses interested in the inclusion of people with disabilities into the workforce. They can connect your business with qualified employees and services in your area, as well as nationwide resources that can support your business. They will assist with: <ul style="list-style-type: none"> <li>• Staffing and recruitment of talented job seekers with disabilities.</li> <li>• Job support, coaching, and training for job seekers with disabilities.</li> <li>• Work Place Accommodations.</li> <li>• Job Retention/Return to work Services.</li> <li>• Financial incentives including tax reimbursement benefits Work Opportunity Tax Credit.</li> <li>• Training and consultation</li> </ul>	Website: <a href="http://maine.gov/rehab/employer_services">maine.gov/rehab/employer_services</a> Phone: 207-822-3343 TTY Maine Relay 711
Workplace Safety and Health	MDOL promotes a healthy, safe and fair workplace, as well as cooperative employee-management relations through consultation services, training resources, worksite inspections and regulatory enforcement. SafetyWorks! is a voluntary outreach program designed to reduce job-related injuries, illnesses and deaths. It is not OSHA and cannot issue citations or fines. All SafetyWorks! services are available by request and free of charge.	Website: <a href="http://maine.gov/labor/workplace_safety">maine.gov/labor/workplace_safety</a> Phone: 207-623-7900

# FAQ

## Frequently asked questions about the CareerCenter and other employer needs

### Where do I find information on labor laws?

Access labor law information and get your questions answered at the Maine Department of Labor's Bureau of Labor Standards **207-623-7900** TTY users call **Maine Relay 711** or visit [https://www.maine.gov/labor/labor\\_laws/index.html](https://www.maine.gov/labor/labor_laws/index.html)

#### What is the minimum wage?

- Effective January 1, 2024, Minimum wage is \$14.15 per hour. As of January 1, 2024, the new minimum salary requirement is \$816.35 per week for salaried, "exempt" workers. As of January 1, 2024, Tip wage is \$7.08 per hour.

#### How many hours is full-time employment? Part-time employment?

- Full-time and part-time employment is not generally defined. These are determined by the employer and are commonly used to define how company benefits are earned.

### How do I sign up for a Job Fair?

The CareerCenter Business Services team can help with your registration for existing fairs and discuss additional opportunities for targeted recruiting events. To view a current list of Job Fairs statewide, visit [www.mainecareercenter.gov/employment/hiringevents/](http://www.mainecareercenter.gov/employment/hiringevents/)

### What's a SIDES account?

A SIDES account registers an employer with Maine's State Information Data Exchange System. We implemented SIDES to facilitate the information flowing back and forth between our unemployment bureau and employers. This is a nation-wide system and is separate from an employer's ReEmployME account. Sign up for a SIDES account [reemploy.me.maine.gov/accessme/faces/sides/SEWEmployerWelcome.xhtml](http://reemploy.me.maine.gov/accessme/faces/sides/SEWEmployerWelcome.xhtml)

### How can I tell if my employee is collecting Unemployment Insurance (UI)?

When an employee files for unemployment benefits you will receive a 'Request for Separation' form to complete and return. Your billing statement for Unemployment will list the names of the employees that were filing during that statement period.

### I am new to my company. Our Maine JobLink account is under another person's name. How can I get this changed?

Please contact the Maine JobLink team at **207-623-7967** for assistance with employer accounts.

#### Bureau of Labor Standards:

<https://www.maine.gov/labor/bls/>

#### Labor Laws FAQs

[maine.gov/labor/labor\\_laws/faqs.html](http://maine.gov/labor/labor_laws/faqs.html)

#### Minimum wage exemptions:

State: [legislature.maine.gov/statutes/26/title26sec663.html](http://legislature.maine.gov/statutes/26/title26sec663.html)

Federal: [dol.gov/agencies/whd](http://dol.gov/agencies/whd)



**Contact us for one-on-one help at no cost!**

**Email:** [MaineDOL.CareerCenter@maine.gov](mailto:MaineDOL.CareerCenter@maine.gov)

**Phone:** 207-623-7981

**Chat:** [MaineCareerCenter.gov](http://MaineCareerCenter.gov)

**Or visit us in person!**

See our locations on **page 21**

If you receive a Request for Separation form for an employee that is still working for you, you should report this immediately to the Bureau of Unemployment.

Reports can be made directly to 1-800-593-7660 or you can provide the correct information through your SIDES portal.

# Contact Us

Services available online, through the CareerCenter hotline, or in person!

## Locations

The Maine CareerCenter network consists of 12 full-service centers, additional service points, and partner providers located throughout the state.

### Augusta

45 Commerce Drive  
109 State House Station  
Augusta, ME 04333

### Bangor

45 Oak Street, Suite 3  
Bangor, ME 04401-6667

### Brunswick

29 Sewall Street  
Brunswick, ME 04011

### Calais

5 Lowell Street  
Calais, ME 04619-0415

### Lewiston

5 Mollison Way  
Lewiston, ME 04240-5805

### Machias

53 Prescott Drive, Suite 1  
Machias, ME 04654-9752

### Hinckley

23 Stanley Road  
P.O. Box 15  
Hinckley, ME 04944

### Portland

151 Jetport Boulevard  
Portland, ME 04102-9974

### One-Stop Center

190 Lancaster Street, Suite 200  
Portland, ME 04101  
Phone: 775-5891

### Presque Isle

66 Spruce Street, Suite 1  
Presque Isle, ME 04769-3222

### Rockland

91 Camden Street, Suite 201  
Rockland, ME 04841-2421

### Springvale

9 Bodwell Court  
Springvale, ME 04083-1801

### Wilton

865 US Route 2E  
Wilton, ME 04294-6649



Chat:

[MaineCareerCenter.gov](https://MaineCareerCenter.gov)

Phone:

**207-623-7981**

TTY:

**Maine Relay 711**

Email:

[MaineDOL.CareerCenter@maine.gov](mailto:MaineDOL.CareerCenter@maine.gov)

Or visit us in person!

[MaineCareerCenter.gov/locations](https://MaineCareerCenter.gov/locations)