



MAINE
DEPARTMENT OF
LABOR

Job seeker and Employer

PROGRAM & SERVICE GUIDE

Helping Maine job seekers and employers thrive



Check out our job board, **Maine JobLink**.
See the *Bureau of Employment Services* page for more information.

Mission

The Maine Department of Labor strives to ensure safe working conditions, protection against loss of income and enhanced opportunities for all people of Maine to improve their economic status.

Contact Information

Maine Department of Labor, 54 State House Station, Augusta, Maine 04333-0054
web: www.maine.gov/labor | email: mdol@maine.gov
Commissioner's Office: 207-621-5095 | Customer Service Unit: 207-623-7900
TTY users call Maine Relay 711

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Welcome to the
MAINE DEPARTMENT OF LABOR



Thank you for your interest in the Maine Department of Labor, and your desire for information about its programs. The work of the Department is grounded in the belief that a career is a major building block of prosperity and is vital to helping Mainers chart their economic future. The Department seeks to ensure that people are treated and paid fairly, and that work is performed in safe and healthy workplaces. When jobs are lost, the Department provides unemployment benefits to those who qualify. By providing these services, the Department contributes to the overall success of Maine workers and the businesses for which they work.

Workers and businesses are intrinsically connected—one can't succeed without the other. Skilled workers help their businesses thrive. Thriving businesses are able to pay livable wages and provide good benefits. Safe workplaces keep people out of harm's way, enabling them to take part fully in their personal and professional lives. Businesses benefit by having available workers and lower costs. When each individual and each business thrives, all of Maine thrives.

Ultimately, our vision is that Maine people are working in an environment that treats all people respectfully, values their safety, and enables them to provide for their families. Our programs and services help move Maine toward this vision. The information on the following pages describes the many services offered by the Department. Please visit our website, one of our CareerCenters, or call us at one of the numbers provided if you have any questions.

With appreciation and best regards,

A handwritten signature in black ink that reads "Laura Fortman". The signature is written in a cursive, flowing style.

Laura Fortman, Commissioner

Services are provided by the following Bureaus:

Bureau of Labor Standards.....	1
Bureau of Unemployment Compensation.....	2
Bureau of Rehabilitation Services.....	3
Bureau of Employment Services.....	4–5
Center for Workforce Research and Information.....	6
CareerCenter and Partner Locations.....	7

Bureau of Labor Standards

The Bureau of Labor Standards works to improve and ensure workplace safety, health, and workplace rights.

Workplace Safety: SafetyWorks!

- More than 100 safety and health classes offered each year on a range of safety and health topics, including OSHA 10 and impairment detection
- Training on state and federal Wage and Hour requirements including the employment of minors

Research and Statistics

- Customized company profiles on work-related injuries and illnesses
- Training and speakers on OSHA 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 policies
- Guidance on youth employment and work permit process

Compliance Efforts

- Public and private-sector wage and 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 and health standards enforcement

Common Referrals through the Customer Service Unit (207-623-7900)

To other MDOL Bureaus, Workers' Compensation, Maine Human Rights Commission, Federal OSHA, Federal Wage and Hour, Federal Davis-Bacon

Bureau Contacts

www.maine.gov/labor/bls or 207-623-7900



Bureau of Unemployment Compensation

The Bureau of Unemployment Compensation provides temporary financial assistance to people who lose their jobs through no fault of their own while they actively seek new employment.

Overview of Services

- Filing, processing and payment of benefit claims under various state and federal unemployment insurance programs via the Internet or telephone claims systems
- Appellate services to resolve benefit eligibility and unemployment tax liability disputes
- Administration of the Unemployment Insurance Trust Fund
- Employer advisory services on unemployment insurance benefit charges and tax matters
- Determination of unemployment insurance protection coverage
- WorkShare—an employer alternative to layoffs during a temporary business downturn

Online Services for Workers (<https://www.maine.gov/unemployment/>)

- Filing initial or weekly benefit claims
- Submitting weekly work search activities
- Customer Messaging Portal (questions about individual claims, filing process, weekly responsibilities, etc.)
- Information and 'How To' videos (<https://www.maine.gov/unemployment/videos/>)
- Frequently asked questions (FAQs)
- Benefit Guide
- ReEmployME step-by-step system guide

Online Services for Employers (<https://www.maine.gov/unemployment/>)

- Employer Portal to access account information, pay unemployment taxes and file wage reports
- Report New Hire information
- Register a business for unemployment coverage
- Review the Employer's Guide to Maine Unemployment Laws
- Respond to separation requests for information via the SIDES and E-Response online portal
- Learn about the 12-point standard for proper worker classification
- Frequently asked questions (FAQs)
- Systems Guide for Employer Portal Account and Unemployment Tax Forms
- Procedural and technical guidance for payroll providers
- Informational videos (<https://www.maine.gov/unemployment/videos/>)

Unemployment Tax Auditors

- Assist employers with filing quarterly wage reports and making payments
- Answer questions about liability, rates, seasonality, successorships and much more
- Speak to local groups to provide information about the unemployment law and system
- **FMI:** Find the Auditor nearest you by calling 207-621-5120 or toll-free at 1-844-754-3508, or contact Tax Section Manager at 207-621-5172



Bureau Contacts

www.maine.gov/labor/unemployment

Unemployment Claims Center (Benefits):

1-800-593-7660

Appeals Division: 207-621-5001

Unemployment Fraud TipLine: 207-621-5100

Bureau of Rehabilitation Services

The Bureau of Rehabilitation Services through its Division of Vocational Rehabilitation and Division for the Blind and Visually Impaired works to bring about full access to employment, independence and community integration for people with disabilities.

For Job Seekers with Disabilities

- Employment services — specialized job services to help individuals reach their career goals and overcome disability-related barriers
- School to work services — career planning and employment preparation for students and their families

For Employers

- Pre-employment services — Employer customized internships, apprenticeships, mentoring opportunities and training that develops future workers
- Recruitment and referral — Identification and matching of qualified candidates to meet employer workforce needs
- Consultation and training — Technical assistance and training on disability awareness, increasing business diversity of people with disabilities as customers and employees, the Americans with Disabilities Act, accommodations, assistive technology and other topics related to disabilities
- Retention — Guidance and support services, including job coaching and training, for employees who have or may acquire a disability
- Financial incentives — Information on available resources, tax credits and/or deductions for hiring or accommodating people with disabilities

Additional Services

- Services for individuals who are blind and visually impaired — education services for children, orientation and mobility instruction, employment services and independent living services
- Services for people who are Deaf, late deafened or hard of hearing— information, referral, advocacy and employment assistance
- Office of the State Accessibility Coordinator — leads the State of Maine's compliance under the American with Disabilities Act (ADA) and Section 504

Bureau Contacts

www.maine.gov/rehab

207-623-6799 or 1-855-ALL-HIRE



Bureau of Employment Services

The Bureau of Employment Services works to build and sustain a quality workforce by connecting job seekers to training and employment and ensuring employers can hire skilled workers for their businesses.

For Job Seekers

- Job search assistance including resume development, interview preparation, effective job search techniques, and access to job openings
- Access to the Maine JobLink—a no-cost job board
- Access to computers, software, and the internet for job search activities
- Career direction through interest inventories and skill assessments
- Referral to training and education opportunities with financial assistance to those eligible
- Information on/referral to special services for veterans, older workers, and people with disabilities

Job seekers may also visit any of the Maine Department of Labor CareerCenters or our partner locations listed on page seven of this publication or at www.mainecareercenter.gov for information on/referral to the following services:

- Starting Your Own Business
- Housing and Childcare
- Unemployment Compensation
- Temporary Assistance For Needy Families (TANF)
- Tutoring For the Hi-Set (GED) Exam
- Health Care/Affordable Care Act
- General Assistance
- College Financial Aid Information and FASFA Workshops
- Apprenticeship
- On-the-Job-Training



Bureau of Employment Services—continued

For Employers

- Workforce services through one access point - Maine at Work: Maineatwork.dol@maine.gov or 207-623-7966
- Hire skilled employees
- Access to skilled employees
- Access training resources
 - For new employees or to upskill existing workers
 - With referral to workforce education and training partners
 - To develop training plans/standards
- Create internal career pathways
- Increase employee engagement
- Recruit through the Maine JobLink
 - List job opportunities at no charge
 - Access to job seeker profiles/resumes based on specific preferences
 - Easy job posting 24-7 from any computer or mobile device
 - Share postings on Facebook, LinkedIn™, and Twitter
- Meet with applicants at CareerCenter
- Assist employees with transition before, during, and after down-sizing or closures through Rapid Response Services
- Access free fidelity bonds to support hiring at-risk, hard-to-place job seekers with criminal records and involved in the criminal justice system
- Access Work Opportunities Tax Credit (WOTC) federal tax credits if hiring certain populations



Bureau Contacts

www.maine.gov/labor/bes/index.shtml or
1-888-459-8883 (in Maine)

Employment & Training: 207-623-7981

Maine JobLink: 888-457-8883

Migrant & Immigrant Services: 888-307-9800

Center for Workforce Research and Information

The Center for Workforce Research and Information provides data about labor market conditions and trends as information to the public, organizations and policy-makers.

Information Available

The Center provides information to assess state and local labor markets, including:

- Labor force and unemployment rate estimates
- Occupational jobs and wages
- Industry jobs and wages
- Employment and earnings outcomes of education and training program completers
- Ten-year forecasts of the rate of change in the labor force
- Projections of job openings for more than 600 occupations
- Blogs and other articles on labor market topics

And online, such information as the following:

- Reports, blog articles, and presentations on current and projected future trends
- Interactive visualizations of labor force, unemployment, and industry job trends
- County profiles of a wide range of labor market and demographic information

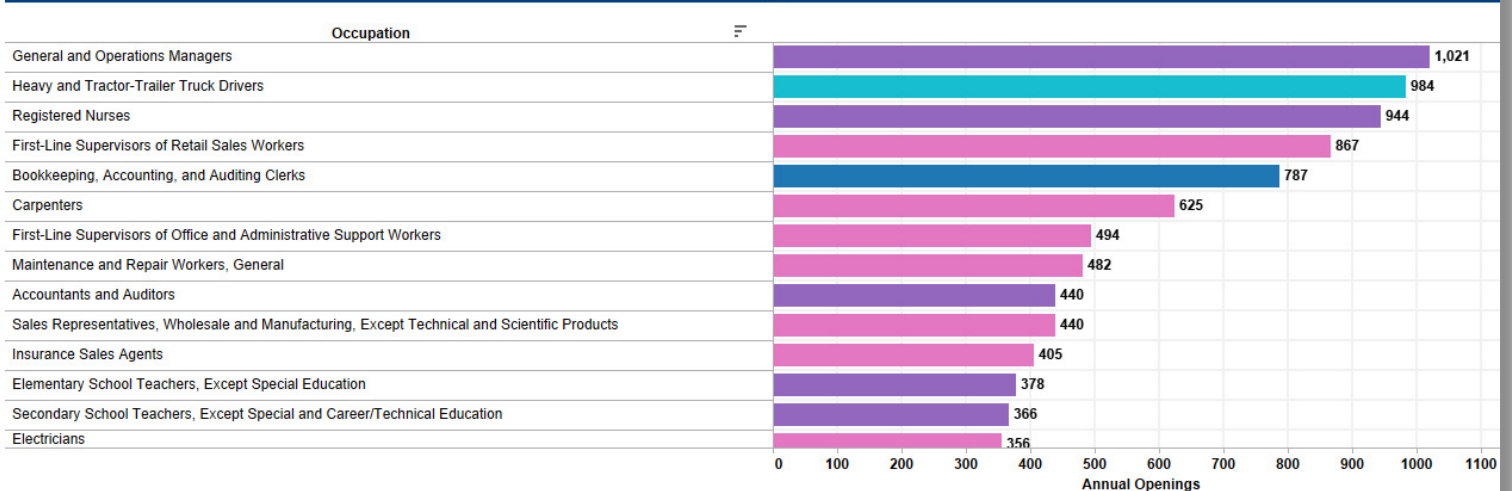
Staff Expertise on Employment Data and Trends

The Department Economist and other staff are available to help navigate the many sources of available data and to provide context and meaning of the data. Staff is available to meet with interested groups and businesses on the State's workforce information.

Center Contacts

www.maine.gov/labor/cwri or 207-623-7900

Maine High-Wage, In-Demand Jobs by Education
Education Requirement: All



Source: Maine Department of Labor, Center for Workforce Research and Information, 2016-2026 Occupational Employment Projections, and 2018 Occupational Employment and Wage Estimates for Maine.

Typical Education Level Required (Graph Only)

- No formal educational credential
- High school diploma or equivalent
- Some college, no degree
- Postsecondary non-degree award
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctoral or professional degree

Augusta CareerCenter

45 Commerce Drive
109 State House Station
Augusta, ME 04333
Phone: 624-5120 | 1-800-760-1573
Fax: 287-5933

Bangor (Tri-County) CareerCenter

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

Brunswick (S. Midcoast) CareerCenter

29 Sewall Street,
Brunswick, ME 04011
Phone: 721-8200 | 1-888-836-3355
Fax: 721-1105

Calais CareerCenter

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

Lewiston CareerCenter

5 Mollison Way
Lewiston, ME 04240-5805
Phone: 753-9001 | 1-800-741-2991
Fax: 783-5301

Machias (Washington Cty) CareerCenter

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

Northern Kennebec

Valley CareerCenter

23 Stanley Road
P.O. Box 15
Hinckley, ME 04944
Phone: 474-4950 | 1-800-760-1572
Fax: 453-2501

Greater Portland CareerCenter

151 Jetport Boulevard
Portland, ME 04102-9974
Phone: 822-3300 | 1-877-594-5627
Fax: 822-0221

Presque Isle CareerCenter

66 Spruce Street, Suite 1
Presque Isle, ME 04769-3222
Phone: 768-6829 | 1-800-635-0357
Fax: 768-6850

Rockland CareerCenter

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

Springvale (York Cty) CareerCenter

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

Wilton CareerCenter

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

Partner Career Services Locations

Aroostook County Action Program (ACAP)

771 Main street or P.O. Box 1116
Presque Isle, ME 04769
Phone: 207-764-3721

Belfast: Goodwill Workforce/ Workforce Solutions Center

5 Starrett Drive
Belfast, ME 04915
Phone: 930-7047

Bangor: Eastern Maine Development Corporation Comprehensive One Stop Center

45 Oak Street
Bangor, ME 04401
Phone: 561-4050

Dover-Foxcroft: Eastern Maine Development Corporation

50 Mayo Street
Dover-Foxcroft, ME 04426
Phone: 564-8196

East Millinocket: Eastern Maine Development Corporation

1 Dirigo Drive, Suite 2
East Millinocket, ME 04430
Phone: 746-9608

Ellsworth: Eastern Maine Development Corporation

248 State Street, Mill Mall
Ellsworth, ME 04605
Phone: 610-1521

Machias: Eastern Maine Development Corporation

Maine Career Center Office
53 Prescott Drive, Suite 1
Machias, ME 04654
Phone: 255-1900

Workforce Solutions Comprehensive One-Stop

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

Rumford CareerCenter

Partner Location
60 Lowell Street
Rumford, ME 04276-2096
Phone: 369-5000

South Paris CareerCenter

Partner Location
4 Western Avenue
South Paris, ME 04281
Phone: 743-7763 or 753-9005
(by appointment only)

WMCA CareerCenter Services

Partner Location
20A Church Street
East Wilton, ME 04234
Phone: 860-4463 or 860-4454

Western Maine Community Action Program

5 Mollison Way
Lewiston, ME 04240
Phone: 753-9001 or
1-800-741-2991



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