

# New Mainers Resource Center Annual Report 2018





## New Mainers Resource Center 2018 Annual Report Executive Summary

### **New Mainers Resource Center Mission**

The mission of the New Mainers Resource Center (NMRC) is to support Maine's economic development by meeting employers' demands for a skilled and culturally diverse workforce.

Serving nearly 4,000 students in 2017 - 2018, Portland Adult Education (PAE) has been supporting members of Maine's immigrant communities to find success and build financial stability through workforce development programs designed specifically for new Mainers for over 11 years. NMRC allows PAE to develop both targeted programming for the unique needs of those who come to the U.S. with an advanced degree and professional experience as well as support workforce initiatives that are integrated throughout PAE's programs.

### **Need**

Maine's population has begun to decline. For the state to have a vibrant economy it will need to attract more foreign born workers as well as retain and support the nearly 20,000 refugees and immigrants living in Southern Maine.

### **Barriers to Employment**

Foreign trained skilled professionals face many barriers as they seek to enter the Maine workforce. In addition to requiring an adequate level of English competency, these barriers include lack of information about career pathways, transferring credentials, US standards for resumes, interviews, and American workplace culture.

### **NMRC 2018 Program Data and Impact**

- 398 people contacted NMRC for services
  - **217** people were new in 2018; **181** were returning NMRC program participants
- 73% of new Mainers served by NMRC have a bachelor's degree or higher
- 308 people received case management/career advising
- 95% of those eligible to work and receiving case management/career advising services found jobs
- 576 people participated in NMRC programmatic offerings designed to help overcome barriers and engage with employers (workshops, classes, presentations, etc.)

### **Conclusion – 2019 Goals and Future Direction**

Looking at the goals that NMRC set for itself for 2018 it can be concluded that progress has been made but that effectively meeting the workforce needs of Maine's new immigrants is an ever evolving process. NMRC's goals and future directions for 2019 can be broken down as follows. NMRC must:

- Continue to pay attention to its structural or administrative components such as communication, data collection and analysis, and financing in order to deliver effective services
- Continue to reach out to and develop programming for those new Mainers who remain "stuck" in positions that do not provide career growth or opportunities
- Build on NMRC's and PAE's unique ability to meet both the needs of job seekers as well as those of employers through the development of more sector specific trainings and opportunities
- Move forward to build on the work it has done around professional licensing and credential evaluation and continue to advocate for greater understanding, removal of barriers and funding
- Work within PAE to determine how best to support and integrate workforce related programming to meet the needs of current and future students

# **New Mainers Resource Center 2018 Annual Report**

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# New Mainers Resource Center 2018 Annual Report

## OVERVIEW

### NMRC's Mission

The New Mainers Resource Center (NMRC) was created in 2013 by the Maine State Legislature to develop and execute a strategy to integrate and better utilize the skills of foreign trained immigrants living in Maine. Established as a pilot project at Portland Adult Education (PAE), **NMRC's mission is to support Maine's economic development by meeting employers' demands for a skilled and culturally diverse workforce.**

PAE has been supporting members of Maine's immigrant communities to find success and build financial stability through workforce development programs designed specifically for new Mainers, for over 11 years. The inclusion of NMRC at PAE allows for the development of both targeted programming focused on the unique needs of those who come to the U.S. with an advanced degree and experience in a professional field as well as support for workforce initiatives that are integrated throughout PAE's programs.

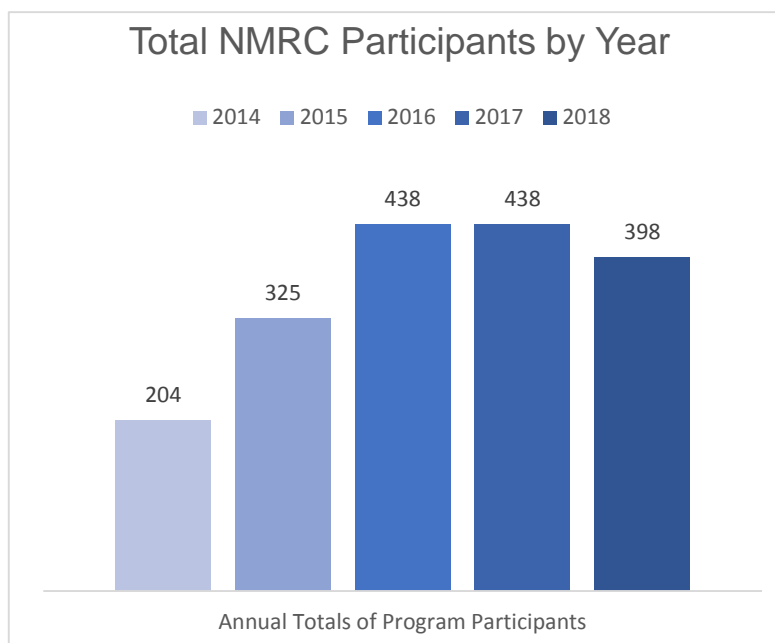
### Need

Maine's population has begun to decline. This has a direct link to labor shortages and the ability for economic growth in the state. Natural population growth (births) and in-migration from other states will not provide enough people to meet the current labor demands, let alone address the need for economic growth in the state. Initiatives like the City of Portland's establishment of an Office of Economic Opportunity recognizes that Maine needs to attract more foreign born workers as well as retain and support the current immigrant population in order to meet the area's workforce needs.

### Demographic Information

Southern Maine is home to nearly 20,000 refugees and immigrants, with Portland being a major resettlement city for primary and secondary refugees. Students at PAE come from all over Maine and more than 82 different countries and range in age from 18 – 80+. PAE taught 2,269 English language students in the 2017-2018 school year.

Economic need is also a defining trait of most PAE students with many receiving some type of public assistance. Most English language students and their families are refugees or asylum seekers, attempting to restart their lives after fleeing war or



government persecution. See *Appendix A. PAE Immigrant Enrollment Chart 2017- 2018 School Year* for more specific PAE demographic data.

## Barriers to Employment

Foreign trained skilled professionals face many barriers as they seek to enter the Maine workforce. In addition to requiring an adequate level of English competency, these barriers include lack of information about career pathways, transferring foreign earned credentials, and US standards for resumes, interviews, and American workplace culture. In addition, they must navigate the complicated vocational licensing system and educational systems as well as combat employer misperception, discrimination and the loss of professional networks. NMRC strives to help remove these barriers for our students through a variety of classes and services.

## NMRC 2018 PROGRAM IMPACT

A major component of NMRC programming is the individualized case management and career advising that is provided by NMRC staff.

### 2018 Overall Program Data and Results

- 398 people contacted NMRC for services\*
  - 217 people were new in 2018 (74% of those known eligible to work were employed)
  - 181 were returning NMRC program participants (94% eligible to work were employed)
- 308 people received case management/career advising
- 73% of new Mainers served by NMRC have a bachelor's degree or higher
- 95% of those eligible to work and receiving case management/career advising services found jobs
- 576 people participated in NMRC programmatic offerings designed to help overcome barriers and engage with employers (workshops, classes, presentations, etc.)

### Job Class Highlights

Job Class A (ESOL 3 and 4) and Job Class B (ESOL 5 +) have been offered at PAE for over 11 years. These classes, which are typically offered 3 times a year, provide the foundation for NMRC programming. Offering an intensive experience, these classes include: job search strategies, networking with employers, ESOL for those students at a lower English level, connection to other NMRC and PAE resources, and career advising after the end of the class. ProsperityME is a partner in offering the financial literacy component as part of class.

Job Class A served 31 students in two sessions in 2018.\* Of this 31, **25 students who were interested in finding or able to work, all 25 students are employed.** Those not working may have had health issues, were not yet eligible to work or had other reasons they were not able to work at the end of the class.

Job Class B served 15 students in two different sessions in 2018.\* Those students also received case management/career advising and other NMRC services after the conclusion of their classes, so their employment results are incorporated into the overall NMRC results.

\* The number of people being served in 2018 is down slightly from the previous year due to staff reductions resulting in Job Class A and Job Class B only being offered twice/year rather than the usual 3 sessions.

### What Students Say About Job Class

Following a successful job fair at Nichols Portland, three Job Class A students from the spring of 2018 were hired for various positions: Machine Operator, Quality Control, and Assembly. After more than 6 months of continuous employment, here's what the students have to say about their new jobs and how the Job Class helped them.



"My main job are (to) inspect productions, packing, operate some different machines and fix robot(s). The job skill is easy for me and fortunately I got a great trainer... At last, I want to appreciate you again because you and other teachers taught us a lot of skills are very useful and helpful when we apply a new job, especially make a professional resume and learn the policies. I hope more and more immigrants will join the class." - Xuefeng W.

"About my work, (it's) very nice: I get review after 6 months! And now I can do everything because I learned very well and quickly! Thank you teacher for your knowledge you and Mora because I can speak with my coworkers and everyone!"  
- Chris Divine N.

### What Employers Say About Job Class

Portland Museum of Art became a strong employer partner to the Job Class in 2018. Jean Irvine, the museum's HR Director participated in the spring's mock interview session. She was so impressed with the four candidates with whom she met, that she offered two students positions as Gallery Officers. The museum now employs six Job Class graduates and continues to recruit from the class when new opportunities become available.

"We are always on the look-out for good quality candidates and have been very successful with those that we met through Portland Adult Ed."- Jean Irvine, Portland Museum of Art

## SUCCESS STORIES

Given Maine's low unemployment rate reported by Maine Department of Labor at 3.4% statewide for December 2018 and 2.4% for Cumberland County for that same period, the challenge most new Mainers face is not with finding their first job. The high level of employment amongst new Mainers, as illustrated in the above data, shows that even for those who have been in the country for a short period of time, as soon as they are eligible to work, most people find jobs. Those who are not working may face issues such as limited English, lack of child care or transportation or a health problem that may keep them from being employed. The challenge people face is finding employment that pays at a livable rate or one that does

not require working 2 full-time jobs to be able to support themselves and their families and getting stuck in a position that does not take advantage of previous training or experience.

A major aspect of NMRC's work is to provide individualized career guidance so that people understand their options and the steps they need to take to move into positions that utilize as much of their skills as possible. NMRC also provides support and assistance with job search strategies, working with individuals to identify any skill gaps and ways to address those gaps, and helping them get to a point where they are competitive candidates for positions in their fields. More information about NMRC's Career Guidance Advice and Case Management is provided later in this report.

Following are examples of several people who received services through NMRC and also took advantage of the variety of offerings at PAE to develop the job search strategies and enhance the skills they needed to be employable in their fields.



**Genevieve O.** arrived in the U.S. from Burkina Faso in the summer of 2017. As a skilled accountant, with over 10 years of experience in the field and a Master's degree in Finance, she was eager to find employment which would utilize her extensive skills. However, she had only intermediate English skills and no knowledge of the U.S. job search process. Genevieve began attending classes at PAE in the fall of 2017, including Microsoft Office, and Accounting. At the same time, she began volunteering in PAE's computer learning lab and working one-on-one with NMRC career advisers. NMRC advisers worked with Genevieve on updating her resume, searching for appropriate jobs in her field, preparing for interviews and networking with potential employers. After one year of waiting for her work authorization and working with the program, Genevieve was hired as a full-time Billing Specialist at the law firm of Bernstein Shur after being introduced to the HR Director by her NMRC adviser. NMRC continues to support her to work towards her long-term career goals.



**Annette N.** first came to Portland in the fall of 2017 and began volunteering in the computer learning lab while waiting for her work authorization. Originally from the Democratic Republic of Congo, Annette came to the US from Botswana. She has 15 years of experience in hospital management. Annette continued to volunteer and take classes at PAE to improve her computer skills, learn medical terminology, work on her English and work with NMRC to learn how to look for a job in her field. Annette did everything she could to be as prepared as possible when she was able to work. She was fortunate to have been offered the first position she applied for at Greater Portland Health where she works as an Administrative Clinical Assistant.



**Emmanuel K.** formerly a Senior Lecturer in French at the University of Botswana and an expert in Francophone literature, came to PAE in the fall of 2017. He began volunteering in the learning lab, taking several courses and working with NMRC on his job search skills while waiting for his work authorization. With a Ph.D. in French his goal was to find a teaching position at the college level. With NMRC's support Emmanuel was hired first as an Instructor (Lecturer III) of French in the Linguistics Department at the University of Southern Maine and shortly after he started this position, he also became a Fellow for Franco-American Studies at USM's Lewiston campus.

## NMRC PROGRAMMATIC OFFERINGS

The New Mainers Resource Center provides a range of services to meet the individual needs of each student. This is necessary because each student comes with a different educational background or experience, level of English proficiency, and different immigration status, which can affect a person's eligibility to work. Many of the people receiving services from NMRC are asylum seekers who are required by federal immigration law to wait 150 days from the filing of their asylum application before they can apply for work authorization. They then may need to wait several months before they get their work authorization and Social Security numbers. NMRC services are designed to meet each person's needs taking all of this into consideration so that they may benefit as much as possible from the services that are available through NMRC, PAE and other training or service providers. See *Appendix B. NMRC 2018 Programmatic Offerings* for a complete list with descriptions of these offerings.

- **In 2018 NMRC programmatic offerings had 576 participants.**

These offerings, which were open to NMRC program participants, PAE students and the general public included, amongst others:

- A series of workshops offered throughout the year focused on job search strategies
- Specific courses to help people take tests such as: TOEFL prep course, court interpreter test prep course
- An Immigrant Entrepreneur Starting a Business workshop partnering with Portland's Office of Economic Opportunity and New Ventures
- New courses this year included: How to Avoid Cyber Attacks, Community Health Worker Certification training and an Employment Benefits Insurance course
- Professional networking groups for health professionals, finance people, electrical engineers and IT professionals and education professionals
- Job fairs or employer networking opportunities with employers in the finance and health sectors
- One-on-one engagement opportunities with employers such as job shadowing, mentorships, attending sector related conferences, internships
- Presentations in Lewiston to help inform new Mainers in that community about issues around credentialing and licensing for foreign professionals
- Presentations within PAE classes to help reinforce workforce related curriculum in those classes and provide direction to students about where they might go with their careers



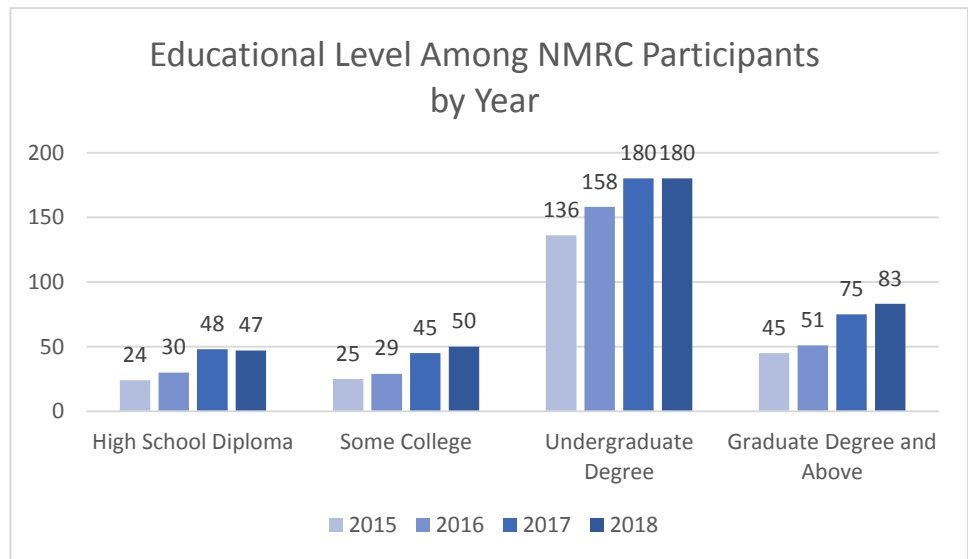
- In addition to programs directly offered by NMRC and PAE, NMRC maintains an active email distribution list and website notifying NMRC program participants about upcoming community events of interest to them, and also hosts events at PAE, such as the regularly offered ILAP asylum pro se workshops

### Career Guidance Advice and Case Management

One important component of NMRC programming is the individualized career guidance, advice and case management that program participants receive. This is important particularly as they try to understand and maneuver professional licensing requirements and take steps to move up the career ladder in their chosen field. The initial goal for many people is to help them find employment in a job that utilizes as much of their previous training and experience as possible and that will provide opportunities for career growth. Career advising and case management takes into consideration:

- English level
- previous training and experience, need for additional training or education
- availability of training resources or scholarships
- job search skills and familiarity with US work culture
- access to college transcripts and diplomas
- work authorization status, i.e., when will they be able to work
- family commitments both in the US and in country of origin
- office and computer skills
- need for specific credential or license in their professional field, an understanding of that process and likelihood of successful completion
- access to transportation, need for child care, etc.

Many people are pursuing more than just the short-term goal of finding their first job. NMRC staff is available to work with people who have been here for several years, are working and are looking to advance their careers. A majority of new Mainers (73%) served by NMRC have bachelors’ degrees or higher and come with years of experience. They may be pursuing longer term goals that require a professional license or credential that may take additional years of experience and study and involve a complicated and costly path to licensure that requires expert guidance to understand, maneuver and weigh the various available options.



## COMMUNITY AND EMPLOYER PARTNERS

### Community Collaborations and Partnerships

To the greatest extent possible, NMRC and PAE seek to partner with other educational and training providers, employers, and other community agencies to leverage as many resources as possible for our students. NMRC and PAE work in close partnerships with: Catholic Charities, the City of Portland Office of Economic Opportunity, Goodwill Workforce Solutions, ILAP, Fedcap, City of Portland General Assistance, CEI, CareerCenter, and ProsperityME amongst others. At the national level, NMRC is part of the Welcome Back Initiative, a network of 10 programs nationwide serving foreign trained health professionals.

We also participate in a number of coalitions:

- Greater Portland Workforce Initiative
- Welcoming Immigrant Network
- Maine Immigrant Rights Coalition
- Asylum Seekers Working Group
- Teach Portland
- Diversity Hiring Coalition
- Maine Health Workforce Forum
- Maine Adult Education Association
- Cumberland County Adult Education and Career Development Hub

### Employer Partnerships

The New Mainers' Resource Center supports the development of Maine's economy by helping to meet employers' demands for a skilled and diverse workforce. It provides individualized services and builds long lasting partnerships with local companies who want to hire talented, internationally trained professionals. Below are highlights of the services provided to employers:

- Recruitment Events - PAE has close to 1,000 students come to its building each day. By partnering with NMRC, employers can access this wide range of candidates. Types of events include:
  - Company interviews at PAE
  - Industry focused job fairs
  - Employer networking opportunities
  - Reverse job fairs (focus on applicant vs. employer)
  - Company tabling or informational sessions
  - Classroom presentations
  - Referrals for specific job openings
- NMRC works directly with employers to determine the skills and experience needed for the positions they are striving to fill and will match those positions with candidates from our qualified and vetted talent pool.
- Tailored training and industry focused classes - Employers play an important role in NMRC programming. Receiving their input about their workforce needs, potential job openings, and job applicant requirements helps us make sure our program participants are qualified candidates and prepared for the jobs for which they are applying.

## EVOLVING PROGRAM - NEW INITIATIVES

### Workforce Programming Expanding within Portland Adult Education

Since NMRC was established at Portland Adult Education in 2013, workforce related courses and opportunities have greatly expanded to the extent that job search strategies, career planning, and opportunities to gain or enhance job related skills are more integrated and available to new Mainers across a wider range of PAE offerings, beyond the services provided through NMRC. For example:

- ESOL level 4 and 5 classes have job search strategies incorporated into their curriculum
- The Learning Lab provides opportunities for people to work on job searches and learn about different careers
- Through a partnership with Workforce Solutions, PAE will be offering an intensive English course with a focus on workforce
- More and more new Mainers are able to take advantage of PAE job skills offerings, such as computer skills, accounting, and office and medical skills courses with scholarship support from Friends of Portland Adult Education (FPAE). In 2018, 83 new Mainers received scholarships totaling \$22,142 to help cover the costs of these courses.

### Portland Adult Education Uniquely Situated to Meet Needs of Both Job Seekers and Employers

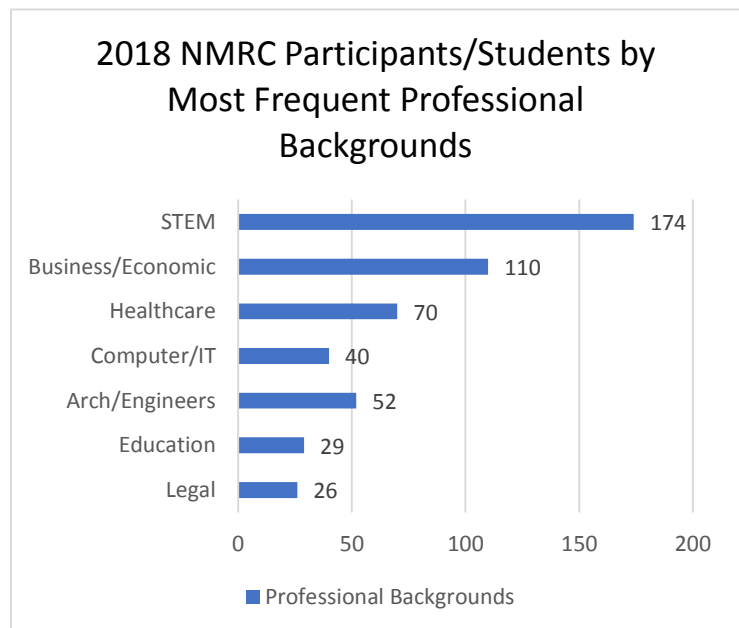
During the past year NMRC and PAE Job Skills programming have begun a joint, sector specific approach to meeting employer needs for workers and preparing workers for the jobs for which employers are recruiting.

- NMRC has partnerships with employers and knowledge of the skills and needs of its participants, and the type of training and support that a new Mainer might need to not only get a job in their field, but also to move ahead on a career path.
- PAE's Job Skills program has the ability to work with employers to develop the training and programming that they need for potential job applicants and to retain their employees.

In addition to being well educated, NMRC program participants cut across all sectors. By working with specific employers in a sector, NMRC/PAE is able to develop programming that both meets the needs of employers in that sector and that can be designed to the level of skills, training and needed support by those new Mainers who will be seeking employment in that sector.

### NMRC Education Academy – Example of a Sector Initiative

One example of a sector specific approach is the newly developed Education Academy. Many new Mainers have experience in education or are interested in entering the educational field in Maine. There is also an interest on the part of many school districts to diversify their



workforce, such as the Portland Promise initiative undertaken by Portland Public Schools. However, to work in public schools there are many challenges new Mainers must overcome such as lack of familiarity with the US schools and the education system and understanding and meeting state teacher certification requirements.

As part of the Portland Public School initiative, Teach Portland, whose goal is to build and diversify its educator workforce, the New Mainers Resource Center undertook the development of a curriculum and implementation of the Education Academy. This new intensive program, targeted specifically for foreign trained teachers, is being offered in winter 2019. It is designed to build on the skills and experience that these teachers bring with them from their home countries. The Education Academy combines coursework with intensive English and a practicum classroom experience. Students in the program are trained to work as Educational Technician IIIs and substitute teachers. The program also provides the guidance and support students need to ultimately apply for and pursue teacher certification in Maine. Support for the program comes from the Maine Department of Labor Apprenticeship and Competitive Skills Scholarship Program (CSSP), Workforce Solutions and Friends of Portland Adult Education.

### **Addressing the Lack of Information about Credential Evaluation and Professional Licensing**

Licensing and credential evaluation are some of the most challenging aspects of a foreign trained professional's entry into the US workforce. A major initiative undertaken by NMRC in 2018, with support from the Betterment Fund was to look at steps that Maine can take to help facilitate the credential evaluation and re-licensure process. The project sought to identify some of the challenges that exist and provide recommendations for addressing them. This was done by undertaking the following steps:

- Review occupational licensing policy nationally and locally
- Review a number of key licensed professions of greatest interest to new Mainers and develop licensing guides for these professions. These professions included: engineers, lawyers, teachers, doctors, nurses and CPAs
- Draw from the experience NMRC has had working with hundreds of foreign trained professionals as they move forward with their careers
- Produce a report that identified barriers and possible strategies

### **Report Highlights Hidden Talents of Maine's Immigrants and Challenges Encountered with Professional Licensing and Certification**

In November 2018, NMRC released a major report: *Foreign Trained Professionals: Maine's Hidden Talent Pool, Findings and Recommendations Regarding Certification and Licensure*. This report highlights the level of experience and the high level of education that new Mainers bring with them to the state, a majority having a bachelor's degree or higher and experience in a range of economic sectors. It provides a number of findings and recommendations that cut across the decentralized licensing process with recommendations for a variety of stakeholders, including: employers, licensing boards, educational institutions, policy makers, professional associations, workforce advisors and others so that they can work to address the barriers that are relevant to their work. The major challenges are organized according to the following issue areas:

- Lack of understanding of how the licensure process works
- The value of foreign degrees
- A person's ability to access their college transcripts and diplomas
- The costs of the licensure process

- Meeting English proficiency requirements
- Being able to fulfill and/or document work experience requirements
- Meeting any additional education requirements with limited access to financial aid

The *Hidden Talent* report concludes that:

“Maine’s immigrant population, particularly those who are coming with college degrees and professional experience, provides a tremendous resource to the state that could help Maine address its workforce needs. Given this pool of experienced trained professionals it is well worth the attention and effort necessary to try to address the different barriers and challenges they face with licensing and help facilitate the entry of these foreign trained professionals into Maines workforce at the fullest extent possible.”

### **Licensing Guides Produced for Key Professions**

As part of this project, NMRC also produced a series of licensing guides for some key professions in an effort to provide more information about the licensing process for those professions. A major problem with professional licensing is access to information about the process for each particular profession and knowing whether or not it is possible to fulfill all of the requirements for licensure. The guides are designed for foreign trained professionals as well as workforce, educational and career advisors who may be providing guidance and advice so that people understand the licensing process and are better able to make informed decisions about their options. The guides cover the following professions: doctors, lawyers, engineers, nurses, CPAs and teachers.

The *Foreign Trained Professionals: Maine’s Hidden Talent Pool, Findings and Recommendations Regarding Certification and Licensure* report and professional licensing guides can all be found on the NMRC website at: [www.nmrcmaine.org](http://www.nmrcmaine.org).

## **CONCLUSION - 2019 GOALS AND FUTURE DIRECTION**

In its 2017 report NMRC laid out some specific goals or steps it needed to take to improve its program. The following is a discussion of those goals, the progress that has been made, some new issues to address and plans for 2019.

1. Towards the goal of improving our communication with PAE staff and students and members of the immigrant community, NMRC adopted a Communications Plan in 2018 that has systematized those efforts. The challenge in the coming year will be to maintain the resources to carry out that plan, to build on it and integrate it more fully with PAE’s overall communication efforts.
2. In an effort to engage more fully with employers and develop programming targeted at sectors NMRC took on two initiatives in 2018. One initiative, the Education Academy, was developed to support foreign trained teachers to help them pursue teaching careers in Maine. This academy also addresses the needs of public schools to hire a more diverse workforce and to meet some of the teacher shortages schools will face in the coming years. The second initiative involved initial discussions with members of the financial sector about offering a teller training with a career path for those new Mainers who have backgrounds in finance and business.

3. NMRC continues to try to refine our data collection methods and move toward more in-depth analysis for measures of success. Given the breadth of programming and data collected, in 2018 those efforts began to focus on determining how best to break down that data to evaluate the effectiveness of our different initiatives.
4. In 2018 stabilizing our funding at a sufficient level to meet demand was a primary objective and will continue to be so in 2019. Several new efforts were undertaken. First, PAE began discussions with the City of Portland Economic Development Committee about possible support from Tax Increment Financing funds for the workforce initiatives undertaken by NMRC, such as the sector targeted programs. Second, NMRC programming, such as the Education Academy, were designed specifically to be able to take advantage of funds from programs like WIOA or the Competitive Skills Scholarship Program (CSSP) for those individuals who are eligible for support. This braiding together of funding sources will provide a model for other programming initiatives. Third, recognition of the important role that adult education programs play statewide in meeting the education and workforce needs of thousands of Mainers will be realized in the coming year through legislative and other initiatives that should result in increased and more stable funding for adult education overall. Finally, NMRC and PAE continue to work with the local business community, such as with the Portland Regional Chamber of Commerce and its Economic Development Committee.
5. It continues to be our goal and a primary focus of our program to reach those new Mainers who have been here for several years, and essentially “stuck” in positions that do not provide a path for career growth or opportunities. Much of the programming we develop, our communication strategies, our sector specific initiatives, the work we have done around professional licensing, and our ongoing career advising is designed to meet the needs of this population. We will need to continue to find ways to reach out to these people to let them know of our services and to learn from them on what will be most helpful for them to move forward with their careers.
6. In 2018, with support from the Betterment Fund, we were able to make a great deal of progress in the area of credential evaluation and professional licensing. We produced six professional licensing guides and a major report that highlighted many of the challenges people face in this area. The *Hidden Talent* report laid out a number of findings and recommendations that provide a roadmap for where to go next in this area. As a result of our work, there is also greater awareness of the issue statewide which should result in legislative and other initiatives. In 2019 our focus will be to follow through on the recommendations laid out in our report and to continue to advocate for greater understanding of this complex issue and for funding in this area.
7. In its five years of providing services NMRC has seen an evolution of programming at PAE to include more workforce related programming for new Mainers. In 2019 NMRC as a program, and PAE overall will look at how services are offered and consider approaches that would best meet the workforce related needs of PAE students and the immigrant community overall.

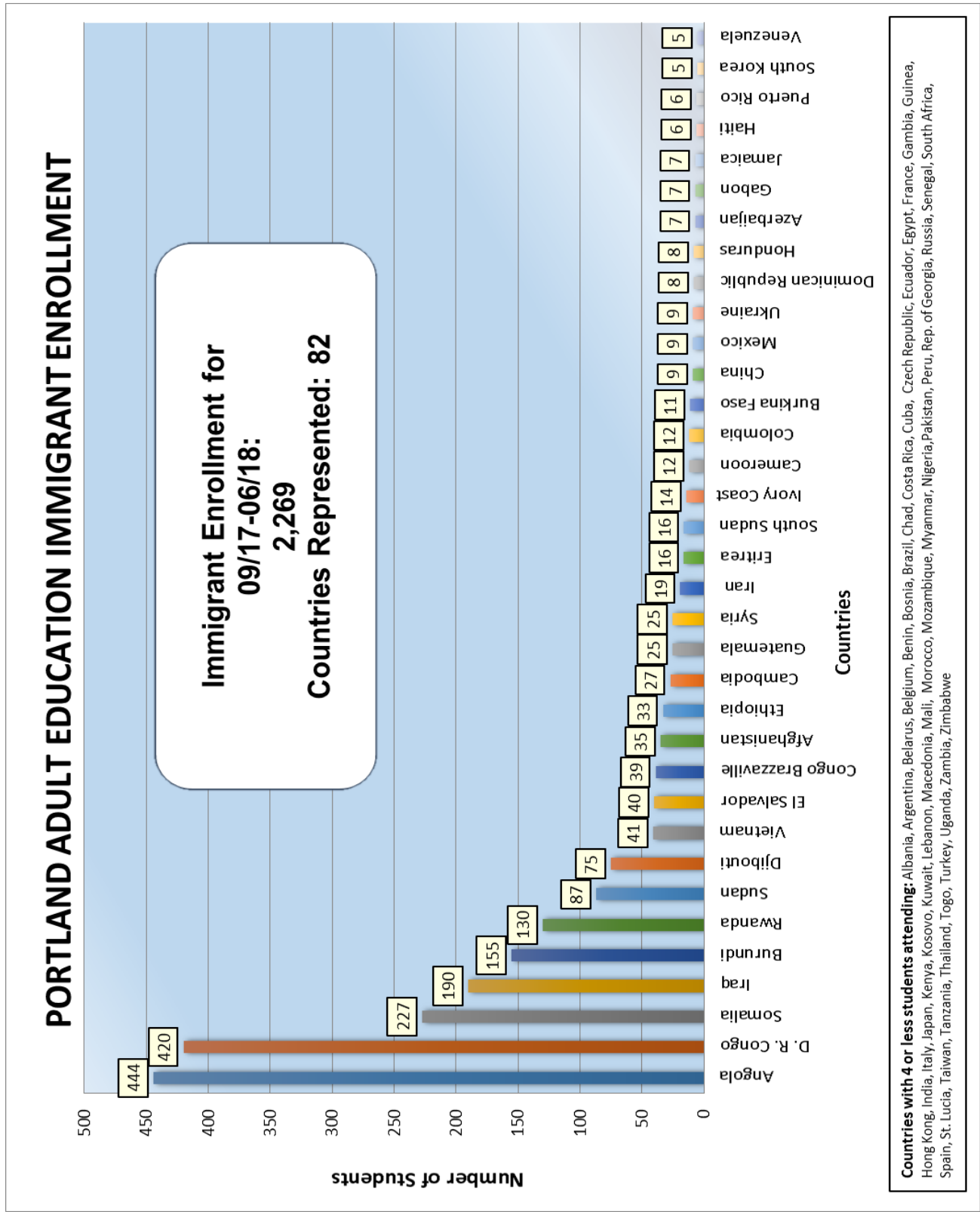
## APPENDICES

Appendix A. - PAE Immigrant Enrollment Chart 2017-2018 School Year

Appendix B. - NMRC 2018 Programmatic Offerings

Appendix C. - Portland Adult Education 2017-2018 Summary

Appendix A. – PAE Immigrant 2017-2018 Enrollment Data



## Appendix B. - NMRC 2018 Programmatic Offering Participants

Offering	Description	Date	# of Attendees
Workshops Offered throughout the year on topics related to the job search process	Workshop topics included: <ul style="list-style-type: none"> <li>● Overview of the Job Search Process</li> <li>● Using Online Resources</li> <li>● Matching Your Skills to the Job Description</li> <li>● Resume Writing</li> <li>● Cover Letter</li> <li>● Filling out Application</li> <li>● Interviewing Overview and Practice</li> <li>● Job Fair Preparation</li> </ul>	Throughout the year	33
Job Class A	This is a 7-week intensive training designed for immigrants with low-intermediate (ESOL levels 3-4) English language skills who are looking for their first jobs in the U.S. It includes job search skills, English for work, U.S. workplace culture, financial literacy, and basic computer skills. Area employers are actively involved in the program, visiting the classroom to share information about their companies, providing mock interview practice as well as hiring graduates.  Graduates of the program receive a certificate detailing their attendance hours and competency achieved in 12 employability standards. They also participate in one-on-one job search support with their teachers.	Winter- 1/16/18-3/16/18  Spring- 4/30/18-6/15/18	14  17
Job Class B	Similar to Job Class A, this class is geared for higher English proficiency students placed at ESOL level 5 and higher who will be looking to either advance their work situations or apply for work in entry-level career fields where students can begin to apply their professional, transferable skills. Focus of the class is on navigating resources within students' particular fields of interest.	Winter- 1/16/18-3/16/18  Spring- 4/30/18-6/15/18	8  7



Offering	Description	Date	# of Attendees
TOEFL Preparation	The TOEFL Prep Course is for individuals who are preparing to take the Test of English as a Foreign Language. The ongoing group is open to ESOL 5 or above.	1/24/18-2/14/18 3/27/18-5/1/18 9/26/18-12/12/18	6 6 5
Engineer/IT Professional Group Meeting	This is a professional support group for those who have worked as an electrical engineer or in the electrical field or computer/IT field with an interest in electrical and technical professions.	Winter Spring Fall	3 7 6
Health Professional Group	This group is for health professionals or for those who are interested in careers in the healthcare field.	Fall	10
Healthcare Employers Applications Drop-in Workshops	These drop-in workshops were designed for ESOL 3 and 4 students who need assistance with applications for jobs in the healthcare sector.	5/1/18, 6/12/18	12
Community Health Worker Training	Course offered in partnership with Maine CDC and Maine Mobile Migrant covered core competencies for Community Health Workers (CHWs). The curriculum complies with the State of Maine CHW training guidelines.	4/27/18-6/29/18	14
Accounting, Finance and Economic Professionals Networking Support Group	These meetings provided a chance to share resources and information with others and to participate in discussions about topics of finance related to the interests of the group.	Winter Spring	6 6
Immigrant Entrepreneurs Starting a Business	Offered by Portland Office of Economic Opportunity and New Ventures to help immigrants start a business.	6/4/18-6/13/18 1-2/18 – 10/18/18	8 8

Offering	Description	Date	# of Attendees
Maine Medical Center Employer Panel	Representatives from Maine Medical Center came to PAE to share information about employment opportunities in their different departments: CNA, Pharmacy, IT and EVS (cleaning).	6/7/18	30
Information Session with Finance Employers	This session provided an opportunity for participants to meet and network with finance employers, learn about the types of jobs they have and the requirements for those jobs.	6/21/18	23
Court Interpreter Prep Course	This is a new offering for those people who might be interested in getting information about and preparing for the court interpreter test for State of Maine Courts.	Winter 1/09/18-2/13/18  Spring 4/13/18	12  10
Employment Benefits and Insurance Course	This course provided information about the range of employment benefits available to someone when they start working.	05/3/18-6/28/18	6
Maine Technology Users Group Annual Conference	Made arrangements and paid registrations for three IT professionals to attend this tech conference.	5/31/18	3
Immigrant Resource Center Workshop (Lewiston)	Presentation to foreign trained professionals in Lewiston on "How to Continue your Background Profession"	3/30/2018	60
Credential Evaluation Presentation Lewiston Adult Education	Presentation and discussion on Credential Evaluations and licensing with Lewiston Adult Education Class	9/19/18	13
How to Avoid Cyber Attacks Training	This course provided students with tips and tools on how to protect themselves against hackers and online attacks.	10/2/18-10/3/18	8

Offering	Description	Date	# of Attendees
Presentations in ESOL 4 and 5 PAE classes	Talked to ESOL 4 and 5 classes about NMRC services, career planning, job search strategies and answered questions.	March 2018	123
Know Your Rights Workshops	Workshops put on in partnership with the Cumberland County District Attorney Office and MIRC to help new Mainers understand their legal rights and answer questions.	6/4/18	29
		11/2/18	21
Informational Session on Proposed Change in Public Charge Regulations	Provided information about the proposed rule change regarding public charge and the impact of the changes on immigrants in Maine	11/13/18	7
Education Academy Informational Sessions	Meeting with Portland Teach Ambassadors and presentations about NMRC Education Academy and challenges faced by foreign trained teachers pursuing teaching careers in Maine	11/14/18	16
		11/27/18	5
Presentation to PAE classes and groups regarding Job <b>Search</b> Strategies and Job Fairs	Provided information about how to be prepared for a job fairs, i.e. resume, employer research, how to present yourself.	10/19/18	10
		10/25/18	13
Elder Immigrant Group	Co-hosted by PAE and Southern Maine Area Agency on Aging to gain information about elder immigrants in our community	4/5/18	11
<b>TOTAL NMRC PROGRAMMATIC OFFERING PARTICIPANTS 2018</b>			<b>576</b>

# PORTLAND ADULT EDUCATION

## 2017-2018 SUMMARY

PAE served nearly 4,000 students in 2017 - 2018.

### Academic Programs

We teach Math, Language Arts, Science and Social Studies to prepare students to receive a diploma or enter college.

- 490 students took academic classes
- 85 HiSET (formerly GED) graduates
- 34 High School Diploma graduates
- 25 College Transitions students received Rockefeller scholarships
- 19 alumni on the Dean's List at SMCC



### ESOL Program: English Language and Literacy

We teach English to immigrants from the literacy level through advanced English

- 2,036 immigrants from 82 countries took classes at PAE.
- 716 new ESOL students came to intakes
- 167 classes were taught by 42 ESOL teachers

### Job Readiness: Job Skills Program

We help students gain skills and certifications to advance their career through technology, office skills, and occupational training.

- 523 students took job skills classes
- 27 different job skills classes offered
- 129 students earned CNA credentials



### New Mainers Resource Center

We help foreign-trained professionals get jobs in their fields.

- 438 foreign-trained professionals were served: 317 received career advising; and participated in offerings (calendar year 2017)
- Job Class students report higher wages than area minimum wages, an average of \$12.84/hour



### Lifelong Learning: Enrichment Program

We offer courses in fitness, fine arts, home and life skills, languages, personal finance, and wellness.

- 1,492 community members took classes
- \$103,169 in revenue contributed to PAE programming

### The PAE Learning Lab

- 191 ESOL wait-listed students initiated their language learning in the lab.
- 158 ESOL students extended their study beyond the classroom with supported online courses.
- 161 students used the lab over the summer, a time of limited course offerings.
- 65 students accessed 2 new lab offerings- HiSET and ACCUPLACER exam preparation.
- 54 students are participating in a pilot program, Class Plus, which increases learning intensity by supplementing classroom instruction with 20 hours of structured study in the learning lab.



### Street Academy: Serving Homeless Youth

We assist homeless youth and young adults with educational and employment goals and offer HiSET preparation, credit recovery courses, and workforce training services.

- 113 homeless youth and young adults were identified
- 10 earned a high school credential (HiSET or HSD)
- 22 enrolled in a Portland Public School
- 10 received post-secondary counseling services
- 28 accessed employment services
- 5 worked on credit recovery courses



Report prepared by NMRC staff February 2019

New Mainers Resource Center  
*Maine's Welcome Back Center*  
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