

MAINE STATE LEGISLATURE

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October 1, 2020

The Honorable Erin Herbig, Chair
The Honorable Matthea Daughtry, Chair
Joint Standing Committee on Innovation, Development, Economic Advancement and Business
c/o Legislative Information Office
100 State House Station
Augusta, Maine 04333

Dear Senator Herbig, Representative Daughtry and Members of the Joint Standing Committee on Innovation, Development, Economic Advancement and Business:

I am pleased to submit the annual report for the Maine Quality Centers as required by statute [20-A MRSA §12729](#). This report includes information on projects active during FY20 (July 1, 2019 to June 30, 2020).

The Maine Quality Centers is a program of the Maine Community College System. The program's statutory mission is "...to meet the workforce education and training needs of new and expanding businesses in the State and provide new employment and career advancement opportunities for Maine people."

If you have any questions or comments regarding this report or the Maine Quality Centers, please do not hesitate to contact Dan Belyea, Chief Workforce Development Officer, at (207) 745-6082 or at dbelyea@mccs.me.edu.

Sincerely,

A handwritten signature in black ink, appearing to read "David Daigler", written over a white background.

David Daigler
President

Enclosure



Maine Quality Centers Program FY20 Annual Report

Submitted to the 129th Maine Legislature's
Joint Standing Committee on Innovation, Development, Economic Advancement and
Business

Summary

The Maine Quality Centers (MQC), a program of the Maine Community College System, was created in 1994 by the Maine Legislature to meet the workforce education and training needs of new and expanding businesses in the state and provide new employment and career advancement opportunities for Maine people. The program provides grants to Maine employers to fund customized new-hire or incumbent-worker training delivered by the Maine Community College System.

Since its inception, the program has served 279 new or expanding Maine businesses, 22,548 Maine people have been trained for new positions, upgraded skills, and incumbent workers across the state have upgraded their skills.

The program provided support to Maine employers, incumbent workers, and new hires through the following projects which were active between July 1, 2019 and June 30, 2020.

FY20 Project Activity

• Total active projects in FY20:	83
• MQC FY20 project expenditures:	\$1,957,074.89
• Industry match investment:	\$894,645.60
• Total MQC investment in projects to date:	\$2,851,720.49
• Total trained as of 06/30/2020:	3,625
• Total new jobs created as of 6/30/2020:	190
• Increase over FY19 trained:	126%

An additional 1,349 individuals began training in FY20 that will be completed in FY21. Their numbers will be included in the FY21 report.

Overview and Activities

MQC's statutory mission is "...to meet the workforce education and training needs of new and expanding businesses in the State and provide new employment and career advancement opportunities for Maine people." The statute defines three primary purposes for the program: *job creation, workforce preparation* and *creating partnerships*. The program's public benefit is to serve the employer's need for additional skilled workers, give trainees portable work skills to compete in today's workforce, and establish and maintain relationships that support regional economic growth.

The program is managed and coordinated by a Chief Workforce Development Officer, with individual project services delivered by the system's seven colleges. Project funding supports customized training activities, as well as applicant recruitment and screening when appropriate. Most services are provided directly by a community college, although the statute provides for coordination with other education and training providers if necessary. The program's budget for FY20 was \$1,057,919, which included \$534,981 for the Put ME to Work initiative. In March 2020, the Maine Legislature authorized an additional \$2.5 million to the Maine Quality Center grant program in one-time funding, which is currently being used to enhance additional training opportunities for those Mainers who were adversely affected by COVID-19.

The program utilizes five approaches to meeting the training needs of Maine's workforce:

- **New-hire training:** MQC provides grants to Maine employers to support customized training for new and prospective hires. Projects are selected for funding based on the number of net new jobs, the skill level of the positions, wage and benefit levels, training required, possible return on public investment and other pertinent labor market considerations.

During FY20, MQC provided customized workforce training to some of Maine's largest employers, some of its fastest growing companies, and several new and promising start-ups. A list of businesses served is attached.

Training was delivered across a wide array of industries and in a variety of "hard" and "soft" skills, among them: supervisory skills, leadership skills, MS Office, project management, time management, communication, business writing, lean manufacturing, manufacturing, welding, healthcare, food service, resume building and interview skills, SERV Safe, safety, financial management, electricity, marine design, high-pressure boiler, and first aid/CPR.

- **Incumbent-worker training:** Based on the need for greater incumbent-worker training options, as identified by the 126th Maine Legislature's Joint Select Committee on Maine's Workforce and Economic Future, MQC began a pilot program in FY14 to provide training to employers' incumbent workers. Employers with over 100 employees pay 50% of the project costs, while employers with employment levels between 51 and 100 pay 25% of costs. No match is required of employers with 50 or fewer employees. Over the past six years, this offering has served 76 Maine businesses, updating the skills of their employees. The demand for incumbent-worker training has increased and this option will continue to be part of the MQC grant portfolio.

- **College initiated projects:** Community colleges that have identified areas of in-demand training for unemployed or underemployed Maine residents in their communities may also submit applications directly to MQC. A current example of this type of project is Southern Maine Community College's medical assisting, construction institute, and manufacturing technician/welding training projects. MQC grants funded the costs of instruction for these three groups that trained a total of **713** people.
- **Put ME to Work:** Created in the first session of the 127th Maine Legislature, the Put ME to Work program is designed to address demonstrated training needs for occupations that offer competitive wages and benefits. Projects need to include strong partnerships between business, industry, and the community colleges and require a 50% cash and/or in-kind match by the employer or industry applicant. The first Put ME to Work project, in FY17, was a mechanized logging program with the Professional Logging Contractors of Maine. In FY20, additional programs were added, with Huber Engineered Woods, LLC, LPN Consortium, Mechanized Logging and St. Croix Tissue.
- **COVID-19 Projects:** Through the Governor's Executive Order dated March 27, 2020, the Maine Quality Center's program implemented 47 new online training programs in the medical and information technology fields. These training opportunities provided Mainers the ability to take programs online, at their own pace, and prepare them to acquire a credential of value. In May 2020 we worked with Hospitality Maine to create and implement COVID-19 Readiness Badging for the hospitality industry and the training was offered beginning on May 26, 2020 and as of June 30, 2020, **2,125** individuals were trained and awarded a micro-credential. The Maine Quality Center is currently working on COVID-19 Readiness badges for Ski Maine, Goodwill of Northern New England, and the Maine Auto Dealers Association. MQC is in the process of developing HVAC training for administrator and maintenance employees of Maine public schools on air handling systems, filter changes, and preventative maintenance procedures. We anticipate these new micro-credentials will train approximately 5,000 to 6,000 unduplicated individuals.

The attached table provides an overview of all MQC projects that received funding in FY20 (July 1, 2019 to June 30, 2020).

MAINE QUALITY CENTERS

SUPPORT FOR WORKFORCE TRAINING
A PROGRAM OF MAINE'S COMMUNITY COLLEGES

FY 20 (July 1, 2019 - June 30, 2020)

Campus	Business Location	Business Served	Being Trained	Number of Trainees	New Hires	Expenses	Match	Total
						MQC Only	Amount	Expenses
CMCC	State-wide	Behavioral Health Professional Certification-Covid-19-14602**	11			1,932.50	0.00	1,932.50
CMCC	State-wide	Ed2Go - Covid-19 Training-14587**	187	1		361,994.38	0.00	361,994.38
CMCC	Gorham	Mega Industries		12		2,916.17	972.06	3,888.23
CMCC	Jay/Auburn	Otis Federal Credit Union-14568*	20			2,422.12	0.00	2,422.12
CMCC	Auburn	Panolam-14578*	19			3,118.96	3,118.96	6,237.92
CMCC	State-wide	Phlebotomy-Covid-19-14595**	15			1,125.60	0.00	1,125.60
CMCC	Auburn	Precision Machine/Metalwork Training-14559*	12			13,317.60	0.00	13,317.60
EMCC	Hermon	Allen Farm Fence-14544	31			3,204.22	0.00	3,204.22
EMCC	Dover-Foxcroft	Code Maine-14569		4		32,653.39	0.00	32,653.39
EMCC	East Millinocket	EMCC-CNA Training (KHEC)-Covid-19-14605**	10			2,037.36	0.00	2,037.36
EMCC	Bangor	EMCC-CNA Training-14525		29		14,375.29	0.00	14,375.29
EMCC	State-wide	EMCC-CNA Training-Covid-19-14604**	10			0.00	0.00	0.00
EMCC	State-wide	Hospitality Maine/Lodging Badge-Covid-19**		505		0.00	0.00	0.00
EMCC	State-wide	Hospitality Maine/Restaurant Badge-Covid-19**		1620		0.00	0.00	0.00
EMCC	State-wide	MHRT-C-Covid-19-14611**	9			5,664.58	0.00	5,664.58
EMCC	Lincoln	MIG-Welding Region 3-14580*	11			41,400.00	0.00	41,400.00
EMCC	Brewer	Nyle Systems, LLC-14516		11		0.00	0.00	0.00
EMCC	Brewer	Nyle Systems, LLC-14519		14		1,776.32	0.00	1,776.32
EMCC	Brewer	Nyle Systems, LLC-14571		6		8,976.00	0.00	8,976.00
EMCC	Bangor	Pineland Farms-14550		40		18,239.00	0.00	18,239.00
EMCC	Guilford	Puritan Medical-14563		42		5,624.20	5,624.19	11,248.39
EMCC	State-wide	Substance Abuse Tech-Covid-19-14612**	30			8,204.05	0.00	8,204.05
EMCC	Brewer	W.S. Emerson-14570*	16			0.00	0.00	0.00
KVCC	Madison	Backyard Farms-14378		51		854.50	854.50	1,709.00
KVCC	Readfield	CDL-Class B Training-14514		13		20,180.87	0.00	20,180.87
KVCC	Rockport	CedarWorks-14579		5		2,536.85	0.00	2,536.85
KVCC	Pittsfield	Cianbro-14523		17	5	0.00	0.00	0.00
KVCC	Bangor	General Electric-14560		11		60,160.01	0.00	60,160.01
KVCC	Fairfield	KVCC Heavy Equipment-14512*	45			12,921.54	0.00	12,921.54
KVCC	Fairfield	KVCC Medical Assisting-14510		13		2,025.00	0.00	2,025.00
KVCC	Fairfield	KVCC-CDL Class B Training-14514		13		20,187.87	0.00	20,187.87
KVCC	Winslow	Mid State Machine-14556		7	7	87,880.32	87,880.32	175,760.64
NMCC	Presque Isle	CDL-14536		12		465.00	0.00	465.00
NMCC	Presque Isle	CDL-14584*	4			35,336.75	0.00	35,336.75
NMCC	Presque Isle	Critical Care Transport-14576		24		86,580.43	86,580.43	173,160.86
NMCC	State-wide	Ed2Go - Covid-19-14591**	59	1		117,457.50	0.00	117,457.50
NMCC	Online/Presque Isle	EMS-Covid-19-14607**	24			50.07	0.00	50.07
NMCC	Presque Isle	Huber Engineered Woods, LLC (50% match,PUTMETOWORK)-14557		30		50,346.00	50,346.00	100,692.00
NMCC	Presque Isle/Houlton	LPN Consortium #2 (50% match,PUTMETOWORK)-14564*	30			40,149.70	40,149.69	80,299.39
NMCC	Presque Isle/Houlton	LPN Consortium #1 (50% match,PUTMETOWORK)-14537		15		57,784.12	57,784.12	115,568.23
NMCC	Caribou	Porvair-14547*	41			20,063.95	0.00	20,063.95
NMCC	Stratton	Professional Logging/Mechanized Logging #3-14551 (used 14488 code in Jenz)		16		129,597.90	433,872.40	563,470.30
NMCC	Passadumkeag	Professional Logging/Mechanized Logging #4-14581 (completing in September)**	11			11,086.30	11,086.30	22,172.60
NMCC	Presque Isle	Twin Rivers Paper Company-14562*		259		23,504.64	23,504.63	47,009.27
SMCC	Portland	B&M-14541	8			1,242.00	414.00	1,656.00
SMCC	Brunswick	Bath Iron Works-14453		526	120	1,437.56	0.00	1,437.56
SMCC	Brunswick	Bath Iron Works-14535	242			39,656.36	0.00	39,656.36
SMCC	Brunswick	Bath Iron Works-14597		165		65,476.53	65,476.52	130,953.05
SMCC	Portland	Casella Waste Systems, LLC-14582	19			4,357.67	4,357.67	8,715.33
SMCC	Saco	General Dynamics-OTS (Saco Defense)-14613		13		1,300.00	1,300.00	2,600.00
SMCC	Portland	Greater Portland Community Health-14558	31			5,405.69	1,801.90	7,207.59
SMCC	Brunswick	Guardian-14542	17			634.80	211.60	846.40
SMCC	Brunswick	Here Engineering-14507		11		15,371.10	0.00	15,371.10
SMCC	South Portland	MaineHealth/NorDX Phlebotomy-14555	57			12,482.46	0.00	12,482.46
SMCC	Westbrook	Messer Trucking-14552		15		5,593.60	0.00	5,593.60
SMCC	State-wide	Metrix Learning-Covid-19-14600	125			17,503.00	0.00	17,503.00
SMCC	Portland	Paradigm Window Solutions-14539	31			8,970.44	8,970.44	17,940.88
SMCC	Portland	Paradigm Windows-14543	6			10,994.49	0.00	10,994.49
SMCC	South Portland	SMCC-Construction Institute (Cohort #2)-14517		9		47,780.00	0.00	47,780.00
SMCC	South Portland	SMCC-Medical Assisting-14540	15			34,808.96	0.00	34,808.96
SMCC	East Boothbay	Washburn & Doughty-14583	6			8,693.43	0.00	8,693.43
SMCC	South Portland	Yamaha University #1-14545		10		13,545.54	0.00	13,545.54
SMCC	South Portland	Yamaha University-Cohort #2-14599		10		3,257.89	0.00	3,257.89
WCCC	Calais	Commercial Fisheries & Marine Technology-14609***	0			2,157.41	0.00	2,157.41
WCCC	State-wide	Hospitality Maine-14567	72			31,759.44	0.00	31,759.44
WCCC	Baileysville	St. Croix Tissue (PutMetoWork)-14575				269.28	269.28	538.56
WCCC	State-wide	WCCC-Behavior Health Profession-Covid-19-14588**	0	17		2,813.79	0.00	2,813.79
WCCC	State-wide	WCCC-CDL-14566***	0			2,460.93	0.00	2,460.93
WCCC	State-wide	WCCC-Certified Production Techs-14534		19		19,992.79	0.00	19,992.79
WCCC	State-wide	WCCC-Certified Production Techs-Covid-19-14589**	13			2,838.59	0.00	2,838.59
WCCC	Eastport	WCCC-CNA-14565		7	4	15,108.40	0.00	15,108.40
WCCC	State-wide	WCCC-Dental Assistant-Covid-19-14572**	10			20,700.01	0.00	20,700.01
WCCC	State-wide	WCCC-Medical Coder-14573**	10			24,714.17	0.00	24,714.17
WCCC	State-wide	WCCC-Medical Coder-Covid-19-14592**	11			26,316.25	0.00	26,316.25
WCCC	State-wide	WCCC-Medical Insurance Specialist Biller-Covid-19-14593**	14			20,658.53	0.00	20,658.53
WCCC	State-wide	WCCC-Propane Technician-14590**	5			1,415.10	0.00	1,415.10
YCCC	Sanford	Caron Engineering-14498		6		2,417.54	0.00	2,417.54
YCCC	Saco	General Dynamics/MEP-14585		10		3,580.00	0.00	3,580.00
YCCC	Wells/Sanford	Pratt & Whitney-14370 & 14574		33		35,207.01	0.00	35,207.01
YCCC	Wells/Sanford	Pratt & Whitney-14577		7		10,070.60	10,070.60	20,141.20
YCCC	State-wide	YCCC-Certified Medical Biller and Coder-14596**	18	2		51,763.00	0.00	51,763.00
YCCC	State-wide	YCCC-Pharmacy Technician-14594**	18			58,512.50	0.00	58,512.50
YCCC	State-wide	YCCC-Phlebotomy-14603**	20			17,657.00	0.00	17,657.00
		Totals	1349	3625	136	1,957,074.89	894,645.60	2,851,720.49
		Number of Active Projects		83				

If additional information is needed please contact Dan Belyea via email at dbelyea@mccs.me.edu

*Training stopped due to Covid-19 will continue in FY21

** Training started in FY20 and continues into FY21

***Preparation fees with training continuing into FY21