

MAINE STATE LEGISLATURE

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OFFICE OF THE PRESIDENT

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October 13, 2021

The Honorable Chip Curry, Chair
The Honorable Tiffany Roberts, 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 Curry, Representative Roberts 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 FY21 (July 1, 2020 to June 30, 2021).

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 dark ink, appearing to read "David Daigler". The signature is fluid and stylized, with a large loop at the end.

David Daigler
President

Enclosure

Central Maine
Community College
Auburn
cmcc.edu

Eastern Maine
Community College
Bangor
emcc.edu

Kennebec Valley
Community College
Fairfield/Hinckley
kvcc.me.edu

Northern Maine
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Presque Isle
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York County
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Wells
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Maine Quality Centers Program FY21 Annual Report

**Submitted to the 130th 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 **289** new or expanding Maine businesses, **28,825** Maine people have been trained for new positions, upgraded skills, and incumbent workers across the state have upgraded their skills.

MQC provided the following support to Maine employers, incumbent workers, and new hires through projects active between July 1, 2020 and June 30, 2021:

FY21 Project Activity

| | |
|---|-------------|
| • Total active projects: | 105 |
| • MQC project expenditures: | \$3,018,873 |
| • Industry match investment: | \$2,652,854 |
| • Total MQC investment in projects: | \$5,671,726 |
| • Total trained as of 6/30/2021: | 6,277 |
| • Total new jobs created as of 6/30/2021: | 1,677 |
| • Increase over FY20 trained: | 73% |

An additional 1,283 individuals began training in FY21 that will complete their training in FY22. These numbers will be included in the FY22 annual 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 job market, and establish and maintain relationships that support regional economic growth.

The program is managed and coordinated by a Chief Workforce Development Officer. Individual project services are 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 FY21 was **\$1,084,372**, and an additional **\$548,356** 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 Mainers adversely affected by COVID-19. Part of those new funds were spent the previous fiscal year (March to June 2020).

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 FY21, 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, tool safety, financial management, electricity, marine design, and high-pressure boiler training.

- **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 seven years, this offering has served **78** 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 these types of trainings are as follows: medical assisting, AEMT/EMT, manufacturing technician, welding, CNA, and phlebotomy. MQC grants funded the costs of instruction for these programs that trained a total of **648** individuals.
- **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 FY21, additional programs were added with LPN Consortium, mechanized logging, and St. Croix Tissue.
- **COVID-19 Projects:** In response to the sudden economic impact of the pandemic, and through the Governor's Executive Order dated March 27, 2020, MQC quickly launched 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 HospitalityMaine to create and implement COVID-19 Readiness Badging for the hospitality industry. That training began on May 26, 2020 and by June 30, 2020, **2,125** individuals were trained and awarded a micro-credential. During FY21, we issued an additional **1,512** COVID-19 Readiness Badges for the hospitality industry. MQC also worked on COVID-19 Readiness Badging for Ski Maine, Goodwill of Northern New England, and the Maine Indoor Air Quality Council, with a total of **851** badges being issued to individuals who completed the training.

The attached table provides an overview of all MQC projects that received funding in FY21 (July 1, 2020 to June 30, 2021.)

MAINE QUALITY CENTERS

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

FY 21 Projects and Trainee numbers

| Campus | Business Location | Business Served | Currently in Training | Number of Trainees | New Hires | Expenses MQC Only | Match Amount | Total Expenses |
|--------|-------------------------|---|-----------------------|--------------------|-----------|----------------------|-----------------|-------------------|
| CMCC | State-wide | Behavioral Health Professional Certification-Covid-19-14602 | | 35 | * | \$10,131 | | \$10,131 |
| CMCC | State-wide | Behavioral Health Professional Certification-Covid-19-14660** | 48 | | * | \$210 | | \$210 |
| CMCC | State-wide | Black Bear Support Services-BHP-14606 | | 25 | * | \$15,084 | | \$15,084 |
| CMCC | State-wide | Child Development Associates-14659** | 20 | | * | \$0 | | \$0 |
| CMCC | State-wide | Child Guidance Badge Pathway-14650** | 33 | | * | \$2,333 | | \$2,333 |
| CMCC | Auburn | Community Concepts, Inc.-14532 | | 15 | * | \$2,116 | \$2,116 | \$4,232 |
| CMCC | State-wide | Ed2Go-Covid-19 Training-14587 | | 231 | * | \$41,619 | | \$41,619 |
| CMCC | State-wide | Goodwill Covid Readiness Badge-14626 | | 375 | * | \$33,043 | | \$33,043 |
| CMCC | State-wide | MaineHealth-CNA-14644** | 30 | 6 | * | \$10,336 | | \$10,336 |
| CMCC | State-wide | Microsoft Office Specialist & Child Development Associate-14614 (Covid) | | 90 | * | \$176,685 | | \$176,685 |
| CMCC | Jay/Auburn | Otis Federal Credit Union-14568** | 21 | | * | \$8,317 | | \$8,317 |
| CMCC | Auburn | Panoram-14578** | 19 | | * | \$0 | | \$0 |
| CMCC | State-wide | Phlebotomy Hybrid-14645 | | 8 | * | \$7,924 | | \$7,924 |
| CMCC | State-wide | Phlebotomy-Covid-19-14595 | | 29 | * | \$16,266 | | \$16,266 |
| CMCC | State-wide | Phlebotomy-Covid-19-Live-Sticking-14627 | | 8 | * | \$3,498 | | \$3,498 |
| CMCC | State-wide | PMT Digital Badge Academy-14655** | 10 | 4 | * | \$16,789 | | \$16,789 |
| CMCC | State-wide | Precision Machining Training-14631** | 12 | 5 | * | \$28,033 | | \$28,033 |
| CMCC | State-wide | Ski-Maine Covid Readiness Badge-14628 | | 384 | * | \$8,332 | | \$8,332 |
| CMCC | State-wide | Supervisory Training-14622 | | 8 | * | \$7,551 | | \$7,551 |
| EMCC | State-wide | AEMT-14618 | | 28 | 28 | \$101,775 | | \$101,775 |
| EMCC | Hermon | Allen Farm Fence-14544 | | 31 | * | \$0 | | \$0 |
| EMCC | State-wide | CNA-Covid-19-14604 | | 5 | 5 | \$12,138 | | \$12,138 |
| EMCC | East Millinocket | CNA-KHEC-Covid-19-14605 | | 9 | 9 | \$9,815 | | \$9,815 |
| EMCC | Searsport | EcoCor-14493 | | 8 | * | \$11,587 | | \$11,587 |
| EMCC | State-wide | EMS-July to October 2020-14617 | | 28 | 28 | \$73,846 | | \$73,846 |
| EMCC | State-wide | Hospitality Maine Badges-14636 | | 1512 | * | \$33,564 | | \$33,564 |
| EMCC | State-wide | Maine Indoor Air Quality Badge-14641 | | 92 | * | \$26,412 | | \$26,412 |
| EMCC | State-wide | MHRT-C-Covid-19-14611 | | 7 | 7 | \$26,235 | | \$26,235 |
| EMCC | Lincoln | MIG Welding Region 3-14580 | | 12 | 4 | \$0 | | \$0 |
| EMCC | Brewer | Nyle Systems, LLC-14571 | | 4 | * | \$5,329 | | \$5,329 |
| EMCC | Pittsfield | Puritan Medical Products Round 1-Covid-19-14616 | | 195 | 195 | \$166,259 | \$173,521 | \$339,780 |
| EMCC | Pittsfield | Puritan Medical Products Round 2-Covid-19-14630 | | 100 | 100 | \$60,813 | \$88,985 | \$149,798 |
| EMCC | Pittsfield | Puritan Medical Products Round 3-Covid-19-14630 | | 580 | 580 | \$203,125 | \$516,108 | \$719,233 |
| EMCC | Pittsfield | Puritan Medical Products Round 4- Covid-19-14616 | | 457 | 457 | \$151,562 | \$406,661 | \$558,223 |
| EMCC | State-wide | Substance Abuse Tech-Covid-19-14612 | | 21 | 21 | \$28,482 | | \$28,482 |
| EMCC | Brewer | W.S. Emerson-14570 | | 8 | * | \$5,426 | | \$5,426 |
| KVCC | Fairfield | AEMT-14615 | | 13 | * | \$44,251 | | \$44,251 |
| KVCC | State-wide | CNA-Covid-19-14601 | | 11 | * | \$19,070 | | \$19,070 |
| KVCC | Fairfield | CNA-Northern Light Health-14623** | 40 | | * | \$43,854 | | \$43,854 |
| KVCC | State-wide | EMS-Covid-19-14610 | | 15 | * | \$42,851 | | \$42,851 |
| KVCC | Fairfield | Heavy Equipment-14512 | | 4 | * | \$11,546 | | \$11,546 |
| KVCC | Fairfield | Landscaping Training-14632** | 20 | | * | \$7,114 | | \$7,114 |
| KVCC | State-wide | Liberty FD-EMT-14652** | 20 | | * | \$14,950 | | \$14,950 |
| KVCC | Fairfield | Motivational Services-14362** | 10 | | * | \$7,462 | \$7,462 | \$14,924 |
| KVCC | Fairfield | Reed & Reed-14658** | 48 | | * | \$17,163 | | \$17,163 |
| KVCC | Augusta | Spectrum Generations-14619** | 20 | | * | \$2,477 | \$826 | \$3,303 |
| KVCC | Fairfield | Welding-14429** | 20 | | * | \$6,452 | | \$6,452 |
| NMCC | Presque Isle | CDL-14584**** | 2 | 2 | * | \$83,383 | | \$83,383 |
| NMCC | Presque Isle | Critical Care Transport Training Academy-14576 | | 27 | * | \$7,261 | \$8,427 | \$15,687 |
| NMCC | State-wide | Ed2Go-Covid-19-14591**** | 59 | 24 | * | \$39,361 | | \$39,361 |
| NMCC | Online/Presque Isle | EMS-Covid-19-14607 | | 12 | 6 | \$27,468 | | \$27,468 |
| NMCC | Presque Isle/Houlton | LPN Consortium #2-PMTW-14564** | | 24 | * | \$117,550 | \$145,400 | \$262,950 |
| NMCC | Caribou | Porvair-14547** | | 41 | * | \$4,830 | | \$4,830 |
| NMCC | Passadumkeag | Professional Logging/Mechanized Logging #4-14581 | | 9 | 8 | \$191,912 | \$535,729 | \$727,641 |
| NMCC | Millford/Passadumkeag | Professional Logging/Mechanized Logging-14661** | 16 | | * | \$41,343 | \$522,200 | \$563,543 |
| NMCC | Madawaska/Presque Isle | Twin Rivers Paper Company, LLC-PMTW-14562**** | 300 | 489 | * | \$39,831 | \$39,831 | \$79,662 |
| SMCC | Portland | B&M-14541 | | 5 | 5 | \$0 | | \$0 |
| SMCC | Brunswick | Bath Iron Works-14535-50% match | | 168 | 147 | \$25,542 | | \$25,542 |
| SMCC | Brunswick | Bath Iron Works-Manufacturing Tech & Welding-PMTW-14620* | 150 | 185 | 52 | \$146,648 | \$190,475 | \$337,123 |
| SMCC | Brunswick | Bath Iron Works-Marine Design-14665**** | 30 | 16 | * | \$2,383 | | \$2,383 |
| SMCC | Portland | Casella Waste Systems, LLC-14582**** | 40 | 41 | * | \$5,898 | | \$5,898 |
| SMCC | Brunswick | Firefighter I & II training-14651** | | 29 | * | \$16,586 | | \$16,586 |
| SMCC | Portland | Greater Portland Community Health-14558**** | 70 | 34 | * | \$2,221 | | \$2,221 |
| SMCC | Brunswick | Guardian Pharmacy-14542**** | 6 | 12 | * | \$0 | | \$0 |
| SMCC | Falmouth/South Portland | Hallett Canvas and Sails, Inc.-14598**** | 12 | 6 | * | \$0 | | \$0 |

MAINE QUALITY CENTERS

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

FY 21 Projects and Trainee numbers

| Campus | Business Location | Business Served | Currently in Training | Number of Trainees | New Hires | Expenses | Match | Total |
|--------|-------------------|--|-----------------------|--------------------|-------------|--------------------|--------------------|--------------------|
| | | | | | | MQC Only | Amount | Expenses |
| SMCC | State-wide | Hospitality for New Mainers-14647**** | 15 | 9 | * | \$17,663 | | \$17,663 |
| SMCC | State-wide | Keep Maine Healthy Ambassadors-14637 | | 8 | * | \$9,889 | | \$9,889 |
| SMCC | South Portland | MaineHealth/NorDX Phlebotomy-14555 | | 84 | * | \$1,882 | | \$1,882 |
| SMCC | South Portland | MaineHealth-Surgical Technology-14648** | 32 | 0 | * | \$119,407 | | \$119,407 |
| SMCC | South Portland | Medical Assisting-14509**** | 15 | 15 | * | \$14,050 | | \$14,050 |
| SMCC | South Portland | Medical Assisting-14540 | | 10 | * | \$32,044 | | \$32,044 |
| SMCC | State-wide | Medical Assisting-Covid-19-14638 | | 21 | * | \$0 | | \$0 |
| SMCC | State-wide | Metrix Learning-Covid-19-14600** | | 309 | * | \$11,897 | | \$11,897 |
| SMCC | Portland | Paradigm Windows Solutions-14539 | | 43 | * | \$110 | | \$110 |
| SMCC | Portland | Paradigm Windows Solutions-14543 | | 2 | 2 | \$74 | | \$74 |
| SMCC | State-wide | Pharmacy Technician-Covid-19-14640 | | 7 | * | \$42,600 | | \$42,600 |
| SMCC | South Portland | Phlebotomy-14645** | | 41 | * | \$27,365 | | \$27,365 |
| SMCC | East Boothbay | Washburn & Doughty-14583 | | 13 | * | \$12,217 | | \$12,217 |
| SMCC | State-wide | Wayfair-14625** | | 13 | * | \$41,577 | | \$41,577 |
| SMCC | South Portland | Yamaha University 2021-14639**** | 12 | 10 | * | \$24,264 | | \$24,264 |
| WCCC | State-wide | Behavioral Health Professional-Covid-19-14588 | | 25 | * | \$8,176 | | \$8,176 |
| WCCC | State-wide | Business of Lobsters-14657**** | 28 | 3 | * | \$6,740 | | \$6,740 |
| WCCC | State-wide | Certified Production Techs-Covid-19-14589 | | 6 | * | \$26,697 | | \$26,697 |
| WCCC | Calais | Commercial Fisheries & Marine Technology-14609** | 18 | | * | \$32,428 | | \$32,428 |
| WCCC | Machiasport | Cooke Aquaculture-14656**** | 1 | 4 | * | \$4,928 | \$2,985 | \$7,913 |
| WCCC | State-wide | Dental Assistant-Covid-19-14572 | | 6 | 3 | \$4,204 | | \$4,204 |
| WCCC | State-wide | Drug & Alcohol Counselor-14624**** | 70 | 22 | * | \$84,965 | | \$84,965 |
| WCCC | Machias | EMT-14642 | | 4 | 2 | \$12,334 | | \$12,334 |
| WCCC | State-wide | Hospitality Maine-14567 | | 21 | * | \$1,023 | | \$1,023 |
| WCCC | State-wide | Medical Coder-14573*** | | 12 | * | \$0 | | \$0 |
| WCCC | State-wide | Medical Coder-Covid-19-14592 | | 11 | * | \$1,478 | | \$1,478 |
| WCCC | State-wide | Medical Insurance Specialist Biller-Covid-19-14593 | | 8 | * | \$1,510 | | \$1,510 |
| WCCC | Baileyville | St. Croix Tissue-PMTW-14575 ** | 24 | | * | \$9,907 | \$9,136 | \$19,042 |
| WCCC | State-wide | Substance Use Disorder-14653** | 25 | | * | \$20,223 | | \$20,223 |
| WCCC | State-wide | Substance Use Disorder-Groups-PMTW-14634** | 7 | | * | \$6,634 | | \$6,634 |
| WCCC | State-wide | Substance Use Disorder-Groups-PMTW-14654** | 6 | | * | \$2,993 | \$2,993 | \$5,985 |
| YCCC | Wells | Caron Engineering-2020-14629 | | 12 | * | \$15,119 | | \$15,119 |
| YCCC | Wells | Caron Engineering-2021-14643 | | 11 | 11 | \$6,024 | | \$6,046 |
| YCCC | State-wide | Certified Medical Administrative Assistant-14649 | 12 | 3 | * | \$29,674 | | \$29,674 |
| YCCC | State-wide | Certified Medical Biller and Coder Specialist-Covid-19-14596 | | 12 | * | \$6,572 | | \$6,572 |
| YCCC | State-wide | CNA-Covid-19-14608 | | 3 | 3 | \$17,199 | | \$17,199 |
| YCCC | State-wide | MaineHealth-Medical Assisting Apprenticeship-14621 | | 4 | 4 | \$25,652 | | \$25,652 |
| YCCC | State-wide | Pharmacy Technician-14594 | | 7 | * | \$3,833 | | \$3,833 |
| YCCC | State-wide | Phlebotomy-May to June-14603 | | 31 | * | \$61,381 | | \$61,381 |
| YCCC | State-wide | Welding-14662** | 12 | | * | \$0 | | \$0 |
| | | Totals | 1283 | 6277 | 1677 | \$3,018,873 | \$2,652,854 | \$5,671,748 |
| | | Number of Active Projects | | 105 | | | | |

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

* Actual new hire figures were not available as of the publication of this report

** Preparation Fees/Training started in FY21 and continues into FY22

*** Preparation Fees/Training started in FY20 and finished in FY21

**** Training had some completers in FY21