



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,

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
Community College
Presque Isle
nmcc.edu

Southern Maine
Community College
South Portland/
Brunswick
smccme.edu

Washington County
Community College
Calais
wccc.me.edu

York County
Community College
Wells
yccc.edu



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	Panalom-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