



## **Maine Quality Centers Program FY18 Annual Report**

**Submitted to the 128<sup>th</sup> Maine Legislature's  
Joint Standing Committee on Labor, Commerce, Research and Economic Development**

### **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 261 new or expanding Maine businesses, 17,321 Maine people have been trained for new positions, 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, 2017 and June 30, 2018. Projects which continued from a prior year include projections and results for the entire project.

### **FY18 Project Activity**

• Total active projects in FY18:	43
• MQC FY18 project expenditures:	\$802,142
• Industry match investment:	\$247,074
• Total MQC investment in projects to date:	\$1,049,216
• Total trained as of 06/30/18:	897

## 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 coordinated by an executive director, 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 FY18 was \$1,488,777, a figure that included \$500,000 for the Put ME to Work initiative.

The program utilizes four 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 FY18, MQC, in partnership with the state's community colleges, provided customized workforce training to some of Maine's largest employers (Bath Iron Works, Pratt & Whitney, Holiday Inn by the Bay), some of its fastest growing companies, and several new and promising start-ups.

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, welding, healthcare, food science, resume building and interview skills, ServSafe, safety, financial management, electricity, commercial sewing, 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 128<sup>th</sup> Maine Legislature's Joint Select Committee on Maine's Workforce and Economic Future, MQC began in FY14 to pilot 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 four years, this offering has served 55 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 localities may also submit applications directly to MQC. A current example of this type of project is Southern Maine Community College's medical assisting, construction and professional stitcher projects. MQC grants funded the costs of instruction for these three groups that trained a total of 59 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. During FY17, the first project under this program began for the Professional Logging Contractors of Maine. In FY18, the second round began, and it is anticipated a third round will begin the summer of FY19.

The attached table provides an overview of all MQC projects that received funding in FY18.



**MAINE QUALITY CENTERS WORKFORCE TRAINING**

**FY 18 (July 1, 2017 - June 30, 2018)**

<b>Campus</b>	<b>Active Projects</b>	<b>Number of Trainees</b>	<b>Expenses MQC Only</b>	<b>Match Amount</b>	<b>Total Expenses</b>
SM	Americans Roots Wear**	0	\$ 7,543		\$ 7,543
KV	Backyard Farms	59	2,458	2,458	4,916
SM	Bath Iron Works	103	115,620		115,620
SM	Bristol Seafood	41	1,289	351	1,640
YC	Caron Engineering	8	3,127		3,127
YC	Casco Bay Molding	6	4,677		4,677
SM	Casco Systems	15	1,067		1,067
EM	Cellardoor Winery	2	5,402		5,402
CM	Community Concepts, Inc.	25	3,337	3,337	6,674
EM	Ecocor LLC	17	16,038		16,038
SM	Flowfold**	0	3,982		3,982
YC	General Dynamics - OTC	18	1,403	1,403	2,806
SM	Here Engineering	8	4,454		4,454
SM	Holiday Inn by the Bay	47	383		383
EM	Hollywood Casino Hotel & Raceway	15	2,166	2,166	4,333
CM	Howell Labs	3	2,282		2,282
SM	Jøtul North America	17	920		920
KV	KVCC Building Construction*	0	1,064		1,064
KV	KVCC Medical Assisting*	0	4,222		4,222
KV	KVCC Heavy Equipment*	0	871		871
SM	Messer Truck Equipment	35	3,248		3,248
CM	Modula	19	9,089		9,089
SM	Moody's Co-Worker Owned	122	8,032		8,032
SM	Nauset Assoc., Street & Co., Scales	18	5,738		5,738
SM	North East Mobile Health Services	15	258		258
EM	Nyle Systems	10	7,971		7,971
EM	ONProcess Technology*	33	45,043		45,043
CM	Panolam Industries	14	7,019		7,019
SM	Portland Mattress Makers	3	909		909
YC	Pratt & Whitney	79	68,099		68,099
NM	Professional Logging Contractors of ME	6	149,385	217,738	367,123
KV	S.D. Warren (Sappi)	6	7,373	7,374	14,747
SM	SMCC - EMHS / Mercy/ VNA - CNA	10	3,552		3,552
SM	SMCC - Medical Assisting	10	12,204		12,204
SM	SMCC Construction	19	67,573		67,573
SM	SMCC Prof. Stitcher	30	99,716		99,716
CM	St Mary's Hospital	12	2,279	2,279	4,558
EM	The Baker Company	10	636	972	1,609
SM	The Jackson Laboratory	17	2,997	2,997	5,994
YC	Village Candle	10	14,674	5,998	20,672
EM	W. S. Emerson *	0	17,589		17,589
SM	Welch Sign (Davis-Joncas)	29	16,765		16,765
YC	YC Future for ME	6	77,232		77,232
	<b>Totals</b>	<b>897</b>	<b>\$ 802,142</b>	<b>\$ 247,074</b>	<b>\$ 1,049,216</b>
	<b>Number of Active Projects</b>	<b>43</b>			

\*Reported numbers include some start-up costs for additional training to be completed in FY19

\*\* Number of Trainees reported in FY17 - project expenses carried over from FY17 to FY18