



## BOARD OF SUPERVISORS AGENDA ITEM REPORT AWARDS / CONTRACTS / GRANTS

☐ Award ☐ Contract ☒ Grant

Requested Board Meeting Date: 3/4/2025

\* = Mandatory, information must be provided

or Procurement Director Award: ☐

**\*Contractor/Vendor Name/Grantor (DBA):**

Arizona Office of Economic Opportunity

**\*Project Title/Description:**

Arizona Quality Jobs, Equity, Strategy and Training (QUEST) Disaster Recovery Dislocated Worker Grant Program

**\*Purpose:**

The main objective of the Arizona QUEST Disaster Recovery Dislocated Worker Grant Program is to convene a statewide collaborative led by the Arizona Office of Economic Opportunity (OEO) to serve six local workforce development areas throughout the state of Arizona. The counties of Cochise, Maricopa (City of Phoenix), Mohave/La Paz, Pima, Yavapai, and Yuma will work together to serve dislocated workers and will form a direct pipeline to mitigate multiple barriers to employment for dislocated workers. Enrollment in technical training programs at local area community colleges will enable the dislocated-worker population across the state of Arizona to train, upskill, and enter job-training and employment opportunities that promote family-sustaining wages. Community colleges offer stackable certificates and degree programs for continued education, professional growth, and upward mobility in high-demand industries. The purpose of this amendment is to extend the term with a no-cost extension (NCE) to allow for existing participants to complete the program. The new term is September 30, 2024 through September 30, 2025. The original grant period of performance was September 26, 2022 through September 30, 2024.

Attachment: Agreement Number EO-ISA-2023-08 (Amendment 1)

Indirect costs: 10%. 15% is not negotiable because this was procured prior to October 1, 2024.

**\*Procurement Method:**

The amendment did not require the review or signature of the Pima County Attorney's Office.

**\*Program Goals/Predicted Outcomes:**

Community & Workforce Development (CWD) and Pima Community College will serve 125 Pima County residents eligible under national dislocated-worker grants with employment and training opportunities. Case management includes support services assistance to mitigate barriers to successful completion of the program, tuition assistance, and other workforce development activities. Participants successfully completing the program will have employment in high-demand healthcare, advanced manufacturing and construction industries.

**\*Public Benefit:**

To enhance Pima County's labor pool of qualified candidates for long-term, unsubsidized employment in fields where earning potential is high.

**\*Metrics Available to Measure Performance:**

No less than 78% of participants placed in employment; at least 75% will retain employment a year after exit; 74% of participants exiting training will receive an industry recognized credential; and earn an average weighted wage of \$8,646.00 as aligned with the current performance under the Workforce Innovation and Opportunity Act (WIOA). Performance metrics have been achieved to date.

**\*Retroactive:**

Yes. CWD received the extension award notice from OEO on 2/3/2025. If the amendment is not approved, the agreement will not be extended for an additional year and Pima County dislocated workers would not continue to receive funds for employment and training opportunities. The next available BOS meeting is 3/4/2025. The term of the grant award amendment is September 30, 2024 through September 30, 2025.

*GMI approved  
10/24/25  
for review  
2/10/2025*



THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (\*) fields

**Contract / Award Information**

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Contract Number (i.e., 15-123): \_\_\_\_\_  
Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Prior Contract Number (Synergen/CMS): \_\_\_\_\_  
☐ Expense Amount \$ \_\_\_\_\_ \* ☐ Revenue Amount: \$ \_\_\_\_\_

**\*Funding Source(s) required:** \_\_\_\_\_

Funding from General Fund? ☐ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

Contract is fully or partially funded with Federal Funds? ☐ Yes ☐ No

If Yes, is the Contract to a vendor or subrecipient? \_\_\_\_\_

Were insurance or indemnity clauses modified? ☐ Yes ☐ No

If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☐ No

If Yes, attach the required form per Administrative Procedure 22-10.

**Amendment / Revised Award Information**

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Contract Number (i.e., 15-123): \_\_\_\_\_  
Amendment No.: \_\_\_\_\_ AMS Version No.: \_\_\_\_\_  
Commencement Date: \_\_\_\_\_ New Termination Date: \_\_\_\_\_  
Prior Contract No. (Synergen/CMS): \_\_\_\_\_

☐ Expense ☐ Revenue ☐ Increase ☐ Decrease

Amount This Amendment: \$ \_\_\_\_\_

Is there revenue included? ☐ Yes ☐ No If Yes \$ \_\_\_\_\_

**\*Funding Source(s) required:** \_\_\_\_\_

Funding from General Fund? ☐ Yes ☐ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

**Grant/Amendment Information** (for grants acceptance and awards)

☐ Award ☒ Amendment

Document Type: Grant Amendment Department Code: CWD Grant Number (i.e., 15-123): 65873  
Commencement Date: 9/30/2024 Termination Date: 9/30/2025 Amendment Number: 1  
☐ Match Amount: \$ \_\_\_\_\_ ☒ Revenue Amount: \$ 0.00

**\*All Funding Source(s) required:** U.S. Department of Labor WIOA National Dislocated Worker Grant passed through AZ Office of Economic Opportunity

**\*Match funding from General Fund?** ☐ Yes ☒ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

**\*Match funding from other sources?** ☐ Yes ☒ No If Yes \$ \_\_\_\_\_ % \_\_\_\_\_

**\*Funding Source:** \_\_\_\_\_

**\*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?**

Contact: Rhonda Pina/Rise Hart

Department: Community & Workforce Development

Telephone: 724-4703/724-5723

Department Director Signature: [Signature] Date: 2.6.25

Deputy County Administrator Signature: [Signature] Date: 2/11/2025

County Administrator Signature: [Signature] Date: 2/12/2025



## **Interagency Service Agreement Amendment**

**NO. EO-ISA-2023-08**

**Between the**

**State of Arizona,**

**Office of Economic Opportunity**

**and**

**Pima County**

This Interagency Service Agreement (the “Agreement”) is made by and between the Office of Economic Opportunity (together with its successors and assigns, “OEO”) and Pima County (together with its successors and assigns, “Pima”). OEO and Pima may each be individually referred to as a “Party” and collectively as the “Parties.”

In accordance with A.R.S. § 35-148, authorizes this Agreement to provide reimbursement for services performed, or advancement of funds for services to be performed by Pima, and authorizes the funds to be credited to the appropriate account for the use in performing the services.

The main objective of the Arizona QUEST Disaster Recovery Dislocated Worker Grant Program (hereinafter referred to as “AZ QUEST”) is to convene a statewide collaborative led by the Arizona Office of Economic Opportunity to serve six local workforce development areas throughout the state of Arizona. The counties of Cochise, Maricopa (City of Phoenix), Mohave/La Paz, Pima, Yavapai, and Yuma will work together to serve dislocated workers and will form a direct pipeline to mitigate multiple barriers to employment for dislocated workers. Enrollment in technical training programs at local area community colleges will enable the dislocated worker population across the state of Arizona to train, upskill, and enter job-training and employment opportunities that promote family sustaining wages. Community colleges offer stackable certificates and degree programs for continued education and professional growth and upward mobility in high-demand industries.

Therefore, in consideration of the mutual covenants, conditions, representations, and warranties herein contained, and for other valuable considerations, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto agree as follows:

### **1. Term of Agreement**

The original agreement was September 26, 2022 through September 30th, 2024. The term of this Agreement Extension shall begin on September 30, 2024 and end on September 30, 2025, unless otherwise amended.

### **2. Service Description**

This agreement outlines the general scope of AZ QUEST based on the project application and

grant award. [Notice of Award](#)

Disaster Recovery Dislocated Worker Grants (“DWGs”) provide temporary disaster-relief employment, as well as employment and training activities, as appropriate, to minimize the employment and economic impact of declared disasters and emergency situations, in disaster declared areas as defined in 20 CFR 687.110(b).

- 2.1. Pima must have policies and procedures in accordance with 20 CFR 687.170(b) and TEGL No. 19-16 to support the allowability of project activities. Requirements include policies for determining participant eligibility, carrying out employment and training services, providing participant support services, worksite selection and management, and subrecipient monitoring (Reference TEGL No. 16-21, Attachment I, Section 5).
- 2.2. Pima shall follow all Workforce Innovation and Opportunity Act (“WIOA”) performance accountability requirements for DWG grants are described in Training and Employment Guidance Letter (TEGL) 14-18, “Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor (DOL)”, found at: [https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=7611](https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7611). Attachment 6 of TEGL 14-18 outlines DWG specific policies: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_14-18\\_Attachment-6\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_14-18_Attachment-6_Acc.pdf).
- 2.3. Allowable Grant Activities:

Administrative Costs- Administrative costs shall follow the definition in the WIOA at 20 CFR 683.215. DWGs are subject to the Uniform Guidance: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR Part 200 and OMB’s approved exceptions for the Department at 2 CFR Part 2900.

Contracts - Contracts are defined according to 2 CFR 200.1 as a legal instrument by which a non-federal entity purchases property or services needed to carry out the project or program under a federal award.

Equipment – equipment shall be allocable, necessary, and reasonable for project activities allowable under TEGL 02-22. See 2 CFR 200.1 for the definition of Equipment. Subrecipients are held to the same standards as the grantee. Subrecipients must obtain prior approval from the Federal awarding agency before purchasing equipment and required timelines within the grant period of performance for purchasing equipment to avoid noncompliance. Equipment cannot be purchased in the final year of the grant award.

Disaster Relief Employment- Disaster Recovery DWGs provide funding for the creation of disaster relief employment, which is temporary employment of eligible individuals for the purposes described in WIOA Section 170(b)(1)(B) and (d), as well as 20 CFR 687.180(b) and (c)

Employment and Training Activities- DWG projects may provide employment and training activities to eligible participants following a qualifying disaster or emergency, per WIOA Section 170(d)(1)(C). As noted above, DWG funds may provide employment and training

activities regardless of an individual's participation in disaster relief employment.

On-the-job training (OJT)- OJT must not exceed 50 percent of the wage rate for on-the job training participants, or up to 75 percent if certain criteria are met as outlined in WIOA section 134(c)(3)(H).

Supportive Services- Supportive Services provide participants of WIOA activities with resources or payments, beyond career and training services, necessary to achieve success. Supportive services, such as assistance with transportation or childcare, allow participants to remain and to achieve success in services in which a participant is enrolled. For more information on supportive services, see TEGL 19- 16.

Stipends and incentives- Written policies and procedures must be in place governing the award of incentives and must ensure that such incentive payments are: a) Tied to the goals of the program; b) Outlined in writing before the commencement of the program that may provide incentive payments; c) Align with the local program's organizational policies; d) are in accordance with the requirements contained in 2 CFR part 200.

### **3. Payment Requirements**

- 3.1. OEO shall continue to provide the original AZ QUEST funding award in an amount of one million, forty five thousand, two hundred and twelve dollars ( \$1,045,212.00) to perform the services described in Section 2 herein, until fully expended through September 30, 2025.
- 3.2. Pima shall submit requests for reimbursement for actual expenses incurred. Pima shall submit these requests for reimbursement at a minimum of monthly but not more frequently than once per week.
- 3.3. Transfer funding to Pima upon receipt of valid request(s) for reimbursement as the services are executed, which include detailed supporting documentation of actual costs incurred.
- 3.4. OEO shall remit payment to Pima within fourteen (14) calendar days of receiving a valid and undisputed invoice. Payment by OEO is expressly contingent upon the availability of funds and approval from the DOL.
- 3.5. In the event of a dispute regarding the invoice, OEO shall notify Pima in writing within seven (7) calendar days of receipt of the invoice. Payment shall be suspended until such dispute is resolved in accordance with the terms of the governing agreement.
- 3.6. OEO shall not be held liable for delays in payment caused by circumstances beyond its reasonable control, including but not limited to, government actions, or unforeseen administrative delays.
- 3.7. Questions regarding the appropriate use of the funds shall be resolved by mutual written agreement between OEO and Pima.
- 3.8. Pima shall use the reimbursement request form referenced in Attachment B: Reimbursement Request Form (the "Form") provided by OEO to submit reimbursement requests with supporting documentation as outlined in the Form. Reimbursement requests will be

accompanied by supporting documentation, which documentation may include, without limitation, the completed Form, invoicing with product description, or other documentation as may be deemed necessary and proper in the reasonable discretion of OEO for the independent verification by OEO of all material aspects of the costs associated with each respective reimbursement request. Proof of payment shall be made available upon request by OEO. All invoices shall be submitted to:

Office of Economic Opportunity  
ATTN: Oleg Shvets, Workforce Project Manager  
[oleg.shvets@oeo.az.gov](mailto:oleg.shvets@oeo.az.gov)

3.9. Notwithstanding any provisions of this Agreement to the contrary, if, prior to completion of this Agreement, OEO determines that Pima does not have the capacity to perform the scope of services as outlined in this Agreement, then OEO may, at its discretion, assign or award the remaining services and funding, in whole or in part, to another entity to complete substantially similar work and Pima shall reasonably cooperate with such assignment or award, which may include, at OEO's discretion, execution by Pima of an assignment or termination of this Agreement and forwarding of pertinent documentation to OEO and/or such other entity.

3.10. Pima will recover indirect costs at the de minimis rate of ten percent (10%) of Modified Total Direct Costs.

#### **4. Notices**

4.1. All notices to OEO regarding this agreement shall be sent to the following address: Office of Economic Opportunity  
ATTN: Stacey Faulkner  
100 N 7th Avenue, Suite 400  
Phoenix, AZ 85007

4.2. All notices to Pima County regarding this agreement shall be sent to the following address: Community & Workforce Development  
ATTN: Rhonda Piña, Deputy Director  
2797 E. Ajo Way, Third Floor  
Tucson, AZ 85713

#### **5. Applicable Law**

This Agreement shall be governed and interpreted by all applicable Federal, state and local laws.

#### **6. Non-Availability of Funds**

In accordance with A.R.S. § 35-154, every payment obligation of the OEO under this Agreement is expressly conditioned upon the availability of funds and continued approval for program use by the U.S. Department of Labor. If the State of Arizona's access to funds is paused or cancelled pursuant to any federal actions, including but not limited to actions by the U.S. Department of Labor, this Agreement may be terminated by the OEO at the end of the period for which funds are available. No liability shall accrue to the OEO in the event this provision is exercised, and the



OEO shall not be obligated to or liable for any future payments or for any damages as a result of termination.

## **7. Arbitration**

The Parties agree to resolve all disputes arising out of or relating to this Agreement through arbitration, after exhausting administrative review, to the extent required by A.R.S. §§ 12-1518(B) and 12-133, except as may be required by other applicable statutes. Venue shall be in Maricopa Pima, Arizona.

## **8. Audit and/or Monitoring**

In accordance with A.R.S. § 35-214, OEO shall retain and shall contractually require each subcontractor to retain all data, books and other records (“records”) relating to this Agreement for a period of five years after completion of the services under this Agreement. All records shall be subject to inspection and audit by the State at reasonable times. Upon request, Pima shall produce the original of any or all such records. The OEO may also request to review the following materials:

- Participant files;
- Subawards with subrecipients;
- Financial documents;
- Products developed;
- Project implementation tools;
- Allocation of expenditures;
- Policies, procedures, and practices related to performance and financial management; and
- Additional information based on specific grant type.

## **9. Amendments**

- 9.1. This Agreement may be amended at any time by written mutual agreement. No agent, employee or other representative of either Party is empowered to alter any of the terms of the Agreement unless done in writing and signed by the authorized representative of the respective Parties.
- 9.2. Either Party shall give written notice to the other party of any non-material alteration that affects the provisions of this ISA. Non-material alterations that do not require a written amendment are as follows:
  - Change in telephone number.
  - Change in authorized signatory.
  - Change in the name and/or address of the persons to whom notices are to be sent.
- 9.3. At any time during the term of this agreement, funding may be reduced or withdrawn based on lack of performance and expenditures.

## **10. Extension**

This Agreement may be extended through a written amendment by mutual agreement of the

Parties.

#### **11. Termination**

This Agreement shall terminate on September 30, 2025, contingent upon funding and continued approval from the U.S. Department of Labor to operate the program.

Either party may terminate this Agreement at an earlier time by providing writing notice to the other party at least thirty (30) days prior to the termination date. The OEO agrees that regardless of its termination date with Pima, Pima may use the funds distributed under this Agreement to pay for any unpaid services pursuant to this Agreement obligated prior to the date of termination. This Agreement is subject to cancellation pursuant to A.R.S 38-511, the provisions of which are incorporated herein.

#### **12. IT 508 Compliance**

Unless specifically authorized in the Agreement, any electronic or information technology offered to the State of Arizona under this Agreement shall comply with A.R.S. 41-3531 and 3532 and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.

#### **13. Right of Offset**

The OEO shall be entitled to offset against any sums due Pima, any expenses or costs incurred by OEO, or damages assessed by the OEO concerning Pima's non-conforming performance or failure to perform the Agreement, including expenses, costs and damages.

#### **14. Third- Party Antitrust Violations**

Pima assigns to the OEO any claim for overcharges resulting from antitrust violations concerning materials or services supplied by third parties to the OEO, toward fulfillment of this Agreement.

#### **15. Clean Air Act & Clean Water Act**

Pima agrees to comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738 and Environmental Protection Agency regulations (40 C.F.R. Part 15).

#### **16. Energy Policy and Conservation Act**

Pima agrees to adhere to the standards and policies relating to energy efficiency, which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

#### **17. Copeland "Anti-Kickback" Act**

As a party to this Agreement, Pima shall comply with the Copeland "anti-Kickback" Act (18 U.S.C. § 874) as supplemented in the Department of Labor regulations (29 C.F.R. Part 3).



## **18. Davis-Bacon Act**

As a party to this Agreement, Pima shall comply with the Davis-Bacon Act (40 U.S.C. §§ 276a to 276a-7) as supplemented by Department of Labor regulations (29 C.F.R. Part 5) when required by Federal grant program legislation.

## **19. Federal Immigration and Nationality Act**

By entering into this Agreement, Pima warrants compliance with the Federal Immigration and Nationality Act (FINA) and all other Federal immigration laws and regulations related to the immigration status of its employees. Pima shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the OEO upon request. These warranties shall remain in effect through the term of the Agreement. Pima and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the U.S. Department of Labor's Immigration and Control Act, for all employees performing work under the Agreement.

## **20. Non-Discrimination**

In accordance with A.R.S. § 41-1461, *et seq.*, Pima shall provide equal employment opportunities for all persons, regardless of race, color, creed, religion, sex, age, national origin, disability or political affiliation. Pima shall comply with the Americans with Disabilities Act.

## **21. E-Verify**

In accordance with A.R.S. § 41-4401, Pima warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with A.R.S. § 23-214, Subsection A.

## **22. Conflict of Interest**

This Agreement is subject to cancellation for conflict of interest pursuant to A.R.S. § 38-511, the pertinent provisions of which are incorporated into this Agreement by reference.

## **23. Incident Reporting**

All parties must comply with the Arizona Office of Economic Opportunity Incident Reporting policy for Fraud, Waste, Abuse, and Misconduct.

## **24. Terms and Conditions**

The full terms and conditions of the prime Department of Labor Notice of Award are applicable to all Grantees and incorporated herein (link to prime NOA, and mod#1), including:

Uniform Administrative Requirements, Cost Principles, and Audit Requirements:

2 CFR Part 200; Uniform Administrative Requirements, Cost Principles, and Audit Requirements; Final Rule

2 CFR Part 2900; DOL Exceptions to 2 CFR Part 200

All Grantees will abide by the official Department of Labor Quality Jobs, Equity, Strategy, and

Training (QUEST) Disaster Recovery National Dislocated Worker Grant (DWG) Terms and Conditions which can be found at:

[Terms and Conditions](#)

**25. Enrollment and Performance Goals**

With a total overall award of \$14,999,987, the counties of Maricopa (City of Phoenix), Mohave/La Paz, Yavapai, Pima, and Yuma Counties will serve 1,500 participants.

QUEST DWG grantee performance goals will mirror the relevant state's current WIOA State Negotiated Levels of Performance for the title I Dislocated Worker Program. WIOA State Negotiated Levels of Performance are published at the following link:

[WIOA Negotiations | U.S. Department of Labor \(dol.gov\)](#)

Grantee is responsible for meeting periodic and interim performance levels and financial milestones, and are subject to periodic monitoring and review. Grantee is responsible for completing quarterly Performance and Financial reports. Grantor reserves the right to modify or retract funding levels as needed due to lack of performance.

**IN WITNESS WHEREOF**, the Parties have executed this Agreement as of the date of the signature of the director of OEO.

**ARIZONA OFFICE OF ECONOMIC  
OPPORTUNITY**

<i>Carlos Contreras</i>	02/03/2025
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Carlos Contreras  
Director

Date

**PIMA  
COUNTY**

--	--

NAME

Date

## **AZ Quest Grant Scope of Work**

### **Service Areas:**

The proposed project service areas were selected based upon the needs of dislocated workers, the high percentage of in-demand high-paying job opportunities in the targeted industries, and the commitment and partnership from local area ARIZONA@WORK/WIOA offices, the business/industry economic development sector, and the community colleges serving these counties.

The project service areas of Cochise, Mohave/La Paz, Pima, Yavapai, and Yuma Counties will focus on the Healthcare economy. Arizona's Comprehensive Economic Development Strategy (CEDS) cites healthcare as a target industry across the state. These counties rank higher than the national average for number of jobs, rate of growth for jobs, compensation, and job posting demand in the healthcare sector. Local area community colleges have the certificate programs to train, upskill, and place dislocated workers into family-sustaining employment in the healthcare industry.

With a total overall award of \$14,999,987, the counties of Cochise, Maricopa (City of Phoenix), Mohave/La Paz, Pima, and Yuma Counties will serve 1,500 participants statewide with a focus on Manufacturing, Logistics, and Professional, Scientific and Technical Services based on industry demand for manufacturing and logistics technicians and scientific and technical service technicians for companies affiliated with IT, energy, and testing on military installations. Maricopa Pima alone has the urgent need to fill 2,100 job vacancies in advanced manufacturing. Certificate programs at local community colleges will prepare this workforce.

### **Project Summary:**

Among the many lingering effects of the COVID-19 pandemic, the fragile state of the health care, infrastructure, specifically manufacturing, and professional, scientific, and technical industries are three of the greatest risks to recovery and economic prosperity in Arizona. The healthcare industry lost more than 1.4 million workers nationwide by 2020. (BLS, 2020) Many of these workers were nurses, medical assistants, and support positions in doctor's/health provider offices and ambulatory centers for elective procedures and tests that saw a sharp decline during the pandemic. Before the

COVID-19 pandemic hit, Arizona was already facing a shortage of medical care providers and today about 2.8 million, two in five, live in an area the federal government classifies as having a health care shortage, particularly those in rural AZ. (HRSA, 2020)

Employment data from the Bureau of Labor Statistics shows the manufacturing industry lost more than 1.33 million workers since the beginning of the pandemic, a trend that preceded COVID-19 and was then greatly exacerbated. In the next decade, four million jobs will open in the manufacturing sector including in AZ, the second highest manufacturing growth rate at 9.9%, second only to the border state of NV with a growth rate of 32.9%. (Forbes, 2021)

In response to the DOL DWG, Arizona QUEST will design and implement a statewide project to increase capacity for a skilled workforce in the high-demand industries of healthcare, infrastructure and professional, scientific and technical services through strategic partnerships with workforce development agencies, business/industry sectors, and community college workforce development and career and technical education divisions to ensure upward economic mobility through high quality jobs

for dislocated workers throughout the state of Arizona, including members of Tribal Nations in the service areas.

Supported by current partners, AZ QUEST will form a direct pipeline to mitigate multiple DWG barriers: offering tuition assistance, support, and referral services to affordable and accessible community college certificate programs throughout Arizona, paid job-based training and apprenticeship opportunities through workforce development organizations, and career and support services, to the considerable number of underrepresented and underserved dislocated worker population.

AZ QUEST participant eligibility requirements include:

- Individuals temporarily or permanently laid off as a consequence of the COVID- 19 pandemic disaster.
  - Long-term unemployed individuals.
  - Dislocated workers as defined by WIOA Section 3(15).
- Self-employed individuals who became unemployed or significantly underemployed due to the COVID-19 pandemic disaster.

Dislocated workers often include marginalized individuals who lack basic academic skills, lack a secondary diploma, persons in poverty, English Language Learners, disconnected youth (16-24), migrant workers, Native Americans, individuals in rural areas, probation youth, persons affected by the criminal justice system, veterans, and disabled persons. Marketing and outreach efforts will target the dislocated worker population in an equitable and culturally and linguistically respectful manner.

### **Partnerships:**

The strong support for the AZ QUEST statewide initiative is evident through the commitment, active participation, and letters of support for this project. The planning meetings held to prepare this proposal leading up to submission included well over 30 participants statewide representing ARIZONA@WORK, Community Colleges, and business/industry workforce development partners.

AZ QUEST will continue to build partnerships with industry partners in high-demand industries in the project's target sectors. These partnerships may include participation on the community advisory board, job-training/apprenticeship opportunities for participants, and employment in family sustaining wage positions upon successful completion of the AZ QUEST program.

### **Outreach:**

AZ QUEST will allow participating organizations to expand their partnerships to serve dislocated workers across the state of Arizona who have been disproportionately affected by the COVID-19 pandemic. The project outreach and marketing plan includes a coordinated, statewide AZ QUEST digital and print ad campaign to reach dislocated workers throughout the state.

At the local level, targeted outreach and marketing efforts will be initiated to reach dislocated workers through existing agency referrals and advertising to reach the greater community. Examples of marketing strategies include utilizing media outlets (print, social media, and digital marketing) and utilizing outreach through public library systems to target dislocated workers in the service areas. Understanding that the service area includes high rural populations, marketing will extend to include traveling to rural service areas to ensure all individuals have an opportunity to engage and benefit from the program.



AZ QUEST will provide a community and outreach campaign that is equitable and culturally and linguistically appropriate to meet the needs of marginalized populations. Including local community colleges in the overall marketing, outreach, and recruitment efforts is advantageous because they have in-kind outreach, recruitment and communications and marketing divisions to fully support AZ QUEST.

### **Business Engagement:**

The AZ QUEST Program will create and implement a statewide advisory board and community advisory boards in each local area served by the grant. These volunteer boards will include members from state and local workforce development agencies, business and industry, Tribal Nations, and community college workforce development and CTE programs to provide input and guidance in their area of expertise.

The AZ QUEST program director and Pima coordinators will serve on these boards to identify industry needs and gather insight into emerging workforce needs, including job openings, worker training and skill-needs, job-placement/apprenticeship opportunities, and employer/employee support.

Coordinating and strengthening the engagement of program staff, business/industry, and education will promote the cohesion necessary to inform and provide the highest quality service to AZ QUEST program participants to offer and support them with family sustaining wages, benefits, predictable hours and wages, transparent and nondiscriminatory hiring and promotion practices, and support for workers' voices.

According to ARIZONA@WORK (2022) current high demand industries across the state and participating counties include manufacturing, health care, and professional, scientific, and technical services. AZ QUEST anticipates partnering with local manufacturers, companies in scientific and technical services, and health care providers to prepare an educated, well-trained workforce in these industries.

The program will do this by:

- Retraining and skill upgrading
- Tuition assistance
- Work attire
- Career and academic support
- Job Search and placement assistance
- Apprenticeships
- Support services and referrals

### **Employment and Training Activities:**

The service areas in this application represent diverse communities and are home to special populations, including Native Americans (members and reservation lands), significant Hispanic populations as well as English Language learners, migrant workers, and high percentages of persons in poverty, especially in rural areas. La Paz and Mohave Pima also include the highest percentage of people with disabilities in the state. Community college enrollment statistics indicate a significant number of students are first-generation students (+50%) and over 1/3 are Pell Grant recipients.

AZ QUEST will provide the following services to dislocated workers impacted by the COVID-19 pandemic to gain the skills and experience necessary to qualify for, obtain, and advance in high

quality jobs in the health care, manufacturing, and professional, scientific, and technical industries in rural underserved communities and greater statewide and regional locations.

- Job search and referrals
- Labor market information
- GED preparation
- Resume-writing assistance
- Career planning
- Training
- Apprenticeships
- Support services and referrals Employers
- Job posting
- Job-seeker referrals to employment opportunities
- Labor market information
- Job fairs and recruitment events
- On-the-job training/apprenticeships

Immediate enrollment and placement in technical training programs at local area community colleges will enable the dislocated worker population across the state of Arizona to train, upskill, and enter job-training and employment opportunities that promote family sustaining wages. Community colleges also offer stackable certificates and degree programs for continued education and professional growth and upward mobility in the high-demand industries of healthcare, manufacturing, and professional, science, and technical services.

**Goal:**

The COVID-19 pandemic has exacerbated social and economic inequities across the state of Arizona, making it more difficult for those adversely affected to enter or return to high quality jobs. The goal of AZ QUEST is to strategically strengthen and expand partnerships between ARIZONA@WORK, business and industry, and community colleges to enable dislocated worker participants to enter, upskill, or advance in the high-growth industries of healthcare, manufacturing, and professional scientific and technical services, through training, paid apprenticeships, and wrap around support services that will improve individual and community resilience.

AZ QUEST will focus on achieving this statewide goal in two urban and four rural service areas, improving resilience to the lingering effects of the pandemic throughout the state of Arizona. Activities are designed to have a direct impact on participants, helping them to overcome barriers and enter or return to high-quality employment. The project will also build capacity through business and industry partnerships, training, and apprenticeships within the service communities.

Ultimately, the project will improve the long-term prospects of dislocated worker participants and the community by increasing access to high-quality jobs. Arizona's economic stability and prosperity depends on the success of projects like AZ QUEST. Underserved and underrepresented populations, marginalized and tribal communities' economic stability and prosperity also depends on the success of this project. This project's dislocated workers focus will vitalize the state's COVID 19 response and recovery. Improving access, training, and providing support services for high quality jobs is essential to achieving these goals for the dislocated worker population in Arizona.