



POLICY and STANDARD OPERATING PROCEDURE (SOP)

SOP/Policy Number:	MP2022-002	Subject:	Quality Jobs, Equity, Strategy, and Training (QUEST) – SkillUp CNMI Project Policy and SOP
Date of Issuance:		Revision Date:	March 20, 2025
Effective Date:	Immediately	Project Director Signature:	
References:	WIOA, sec. 170; 20 CFR pt. 687; TEGL No. 02-22, 14-18, and 16-21		

Background and Purpose:

On July 05, 2022, the United States Department of Labor Employment and Training Administration (USDOL ETA) issued TEGL 02-22 announcing a funding opportunity for the Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster-Recovery National Dislocated Worker Grant to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic exacerbated, to enter, return to, or advance in high-quality jobs in growth industries including infrastructure, environment and climate, the care economy, and leisure/hospitality. The activities of the QUEST DWG will yield improved individual and community resilience to the ongoing effects of the COVID-19 pandemic.

This document provides uniform guidance on the policy and standard operating procedures under the Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery DWG (DWG) to serve unemployed and underemployed individuals whose employment has been negatively impacted by the COVID-19 pandemic; including individuals from historically marginalized and underserved populations who have been disproportionately impacted. The Disaster Recovery National DWG is authorized under Title I, Section 170 of the Workforce Innovation and Opportunity Act (WIOA).

Summary:

The QUEST DWG initiative will champion employment equity and bolster the resilience of individuals, communities, and industries. This comes as the nation places a high priority on economic and employment recovery in the wake of the COVID-19 pandemic. Essential activities within this initiative encompass forging partnerships, reaching out to communities, engaging with businesses, providing comprehensive career and training services, and addressing disaster-related employment needs.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



Policy:

Participant Eligibility

Any individual interested in being considered for the QUEST DWG must be allowed to apply. All applicants must receive an eligibility determination.

Individuals eligible to receive services through a Disaster Recovery grant if they:

- Are authorized to work in the United States (WIOA Sec.188(a)(5); TEGL 02-14, p.2)
- Are registered with Selective Service (for males); and
- Meet the requirements for at least one of the following QUEST DWG eligibility categories:

1. Individuals temporarily or permanently laid off as a consequence of the COVID-19 pandemic disaster (TEGL 16-21, Attachment 1, p. I-4). For the purpose of this eligibility category, DOL WIA defines "laid off to include individuals who:

- (a) Experienced a temporary or permanent full separation from employment due to the COVID-19 pandemic;
- (b) Experienced a temporary or permanent reduction in work hours from full-time (32+ hours per week) to part-time (fewer than 32 hours per week); or
- (c) Left the workplace voluntarily or involuntarily, including retirees, due to familial or health-related concerns, including mental health/burnout, as a consequence of the COVID-19 pandemic.
- (d) Contracted or were exposed to COVID-19 and stayed home to quarantine/isolate or to care for a COVID-impacted individual or a child schooling at home;
- (e) Lacked access to adequate daycare
- (f) No longer felt safe in their job/career, their work environment, or during their work commute due to COVID;
- (g) Separated from employment due to expanded health and safety regulations, such as required vaccinations; quarantine/isolation; testing; masking; etc.
- (h) Terminated from employment due to attendance issues resulting from the COVID-19 pandemic.

2. Long-term unemployed individuals¹, as defined by the State as an individual who:

- (a) Has no work history and is entering the workforce for the first time;
- (b) Has not worked for an extended period of at least six weeks;
- (c) Has an intermittent, erratic, or day-to-day employment work history (e.g., multiple terminations, employment gaps, temporary/seasonal/day labor employment, justice-involved history/incarceration)

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



- (d) Is a student engaged in secondary and/or postsecondary education or other training program(s) and is not engaged in unsubsidized employment;
- (e) Has an employment barrier² and is unemployed;
- (f) Is underemployed³

Applicants should note that the term “long-term unemployed individuals” for purposes of the QUEST DWG is not tied to the Bureau of Labor Statistics definition (unemployed for 26 weeks or more) and might be interpreted to include individuals who have no work history, have been incarcerated, or have otherwise not worked for an extended period. Grantees should develop a policy by which to define and interpret this eligibility criterion under the grant.

3. Dislocated workers as defined by WIOA Section 3(15).

- (a) The individual
 1. Has been terminated, or laid off, or has received a notice of termination or layoff from employment;
 2. Is eligible for or has exhausted entitlement to unemployment compensation or has been employed for a duration sufficient to demonstrate attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services and employer that was not covered under a state’s UI law; **and**
 3. Is unlikely to return to a previous industry or occupation.
- (b) The individual
 1. Has been terminated or laid off or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
 2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **or**
 3. For purposes of eligibility to receive services other than training services, career services, or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.
- (c) The individual was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disaster. This includes individuals working as independent contractors or consultants but not technically employees of a firm.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual’s demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



- (d) The individual is a displaced homemaker. A displaced homemaker is an individual who has been providing unpaid services to family members in the home and who:
 - 1. Is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and
 - 2. Has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member.
- (e) The individual
 - 1. Is the spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
 - 2. Is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment.
- 4. A self-employed individual who became unemployed or significantly underemployed due to the COVID-19 pandemic disaster, including significantly underemployed individual who experienced a substantial change in the need or demand for, or the ability to deliver their product or service; were unable to find or retain adequate staffing, suppliers, or vendors resulting in significant impact to operations; or experienced a substantial change in their costs or pricing because of the disaster/emergency.

WIOA Dislocated Worker Eligibility Guide – Category 1 to Category 8

This guide outlines the HireMarianas WIOA Application selection options to successfully make a customer eligible under WIOA Dislocated Worker Category 1 to Category 8 DWG Disaster Grant. This includes the verification documentation that must be selected with each field in order for eligibility to transmit correctly to the Virtual OneStop at HireMarianas.

Scenario 1: Eligible under one of the regular DW Categories (1-8) and with services attached to the appropriate NDWG grant. All applicants who are eligible under any of the regular dislocated worker categories (Section 1.3 to 1.3.5.2 and listed below), should be made eligible under the appropriate category.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



- Category 1: Terminated or laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlements to UC, and is unlikely to return to previous industry or occupation.
- Category 2: Terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration (based on state policy) to demonstrate workforce attachment, but is not eligible for UC due to insufficient earnings, or the employer is not covered under the state UC law, and is unlikely to return to previous industry or occupation.
- Category 3: Individual is terminated or laid off, or has received notice of termination or layoff, from employment as a result of the Permanent closure of or substantial layoff at a plant, facility or enterprise.
- Category 4: Individual is employed at a facility at which the employer has made a general announcement that the facility will close. Enter the date the facility will close (if known) in the Projected Layoff Date below.
- Category 5: Individual was previously self-employed (including farmers, ranchers and fishermen), but is unemployed due to general economic conditions in the community of residence or because of natural disaster. Record the last date of self-employment in the Actual Layoff Date.
- Category 6: Displaced Homemaker: An individual who has been providing unpaid services to family members in the home and has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
- Category 7: The spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.
- Category 8: The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. If the applicant also qualifies under the NDWG Disaster Grant criteria, attach the applicant to the appropriate NDWG (1N) grant per the instructions at the end of this document.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



Non-WIOA Dislocated Worker Eligibility Criteria – Category 12

This guide outlines the HireMarianas WIOA Application selection options to successfully make a customer eligible under Dislocated Worker Category 12- DWG Disaster Grant. This includes the verification documentation that must be selected with each field in order for eligibility to transmit correctly to the Virtual OneStop at HireMarianas.

Category 12 Dislocated Worker Grant (DWG) eligibility: The individual does not meet the criteria's in Categories 1 to 8 in Section 2 above, but is an individual that meets DWG eligibility outlined under WIOA, Sec 170(b)(1)(A) workers dislocated due to the economic conditions or Sec170(b)(1)(B) workers affected by the declared emergency or major disaster.

Category 12 is applicable to individuals that meet eligibility for DWG in one of the following sections: Section 1: 1.1; 1.2; and 1.4.

Priority Populations

QUEST DWG services must be delivered in a manner that advances equity for all, including people of color, individuals with disabilities, and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality. Goods and services provided using QUEST DWG funding must be made widely available with the goal of effectively serving a diverse population of eligible individuals; fairly, justly, and impartially administering the grant.

Veteran's Priority of Services

Covered persons (veterans and eligible spouses) determined eligible for services under the Quest DWG must receive priority over non-covered persons in accordance with the DOL WIA's WIOA Veteran's Priority of Service Policy, Section 3.70.

Required Activities

1. Developing Strategic Partnership

A key initiative of the SkillUp CNMI project is the expansion of existing and development of new collaboratives with workforce intermediaries in priority industries and targeted populations. This entails a community-wide approach that involves stakeholders such as businesses, education and training providers, career development services (WIOA Core and other partners), community-based organizations, state government, and organizations such as the Chamber of Commerce and economic development entities, along with input from workers.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged out of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



A Memorandum of Understanding (MOU) will be established to formalize partnerships and clearly define the roles each entity will play to ensure successful implementation and outcomes are achieved as required.

2. Community and Potential Participant Outreach

Outreach activities of the proposed SkillUp CNMI QUEST DWG project will be designed to ensure a widespread, continuous, and meaningful plan that provides awareness of the project objectives and is culturally and linguistically adept and reaches historically marginalized communities and participants significantly impacted by the COVID-19 pandemic. An initial press release will kick off the SkillUp CNMI project to provide awareness on the framework designs of the Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Worker Grant. It will include the QUEST DWG Goal, eligibility criterion for participants, and the mandated grant activities: Strategic Partnerships, Community and Participant Outreach, Business Engagement, Employment and Training Activities, and Disaster-Relief Employment as well as the projected timeline for the activities and translated in multiple languages.

The project will be promoted through dedicated marketing campaigns such as:

- Launch full blown print, voice, and video outreach campaigns through local media outlets.
- Community/Village Outreach Campaigns throughout the CNMI (Saipan, Rota, and Tinian)
- Focused Info Sessions with Partner Agencies serving historically marginalized populations
- Social Media Campaigns with Partner Agencies
- Multi-lingual informational materials

3. Business Engagement

Business engagement activities of the proposed SkillUp CNMI QUEST DWG project will institute support to existing employer engagement strategies and expand to develop innovative approaches that bridges the gaps between employer demands/needs and the supply of skilled workers as a result of COVID-19. Strategic and operational activities will focus on sector planning, sector strategies and career pathways that increase job quality and equity that lead to self-sustaining high-quality jobs and expansion opportunities in growth industries including infrastructure, environment and climate, the care economy, and other sectors.

Sector planning will be focused on establishing an active partnership with businesses in the priority industry sectors and the CNMI's workforce system to align the skills demand

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



within sector partners and identify the educational and training requirements. This may be conducted individually or in groups with businesses/employers with similar needs. Sector strategies will be led by employers of a specific industry that is designed to build a pipeline of talent that provides a meaningful career pathway for groups of workers.

The frameworks of a career pathway shall comprise of related educational coursework and work experiences for individuals to obtain jobs and onramp to career advancement opportunities in the industry.

The proposed business engagement activities include:

Strategic level strategies:

- Develop Employer-Driven Programs
 - o High-quality Pre-Apprenticeship Programs as a footway for career growth opportunities in a registered apprenticeship program or career path.
 - o Sector-based Training Programs in priority industries that lead to high-quality employment opportunities.
 - o Upskill-backfill training strategy – upskilling existing workers through incumbent working training and backfill openings with jobseekers from targeted populations.
- Informational Materials
- Individual or Group Info Sessions
 - o Industry Focus Groups

Operational level activities will include:

- Workforce recruitment materials
- Workforce recruitment assistance through virtual recruitment
- Individualized work-based learning strategies to meet the needs of the employer.
- Career mapping

4. Employment and Training Activities

A comprehensive array of employment and training activities focused in the priority industries will be made available to eligible participants of the SkillUp CNMI project. The career, training, and supportive services are outlined below:

Career Services

Career Navigators will provide a range of resources and strategies to support individual career and employment goals. Services include:

- Outreach to enable broadest participation from individuals negatively impacted by the pandemic, including individuals from historically marginalized and underserved populations that are culturally and linguistically appropriate;

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged out of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



- Labor exchange services such as job search and placement assistance, career counseling, labor market information, etc.;
- Workforce preparation activities such as resume writing, interview preparation, job coaching, soft skills training;
- Initial assessment of skills, aptitudes to include skills gaps, and support service needs;
- Orientation and information of the services available through the CNMI workforce system;
- Referral and coordination with workforce development and other partners; and
- Other services as deemed appropriate.

Training Services

Training activities of the SkillUp CNMI project will be focused in critical, in-demand industry sectors, such as: Infrastructure-related sectors; Care Economy sectors; Environmental remediation and climate change mitigation-related industries; and other critical industries, such as leisure/hospitality, etc.

Activities include work-based learning strategies in the priority industries such as:

- Work Experiences
- Occupational Skills Training that leads to industry recognized credentials and/or stackable credentials to advance in a career path.
- On-the-Job training (OJT)
- Entrepreneurial training
- Pre-apprenticeships
- Registered apprenticeships
- ~~Incumbent worker training~~
- Customized training
- Transitional Jobs

Supportive Services

As appropriate, a robust system of support will be made available to participants to address the social and economic inequities to participate and complete workforce training activities that lead to high quality self-sustaining jobs, including assistance with transportation, childcare, housing and utility assistance, clothing, work-related tools, and employment and training related fees, among other types of supports.

Supportive Services is limited to \$1000 per eligible participant.

Incentives and Stipends

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



Incentives and/or stipend payments to eligible participants of the DWG QUEST are permitted as outlined in DOL WIA Incentive/Stipend Policy MP2023-003.

5. Disaster-Relief Employment (DRE)

The approved disaster-relief positions for this project addresses the ongoing health, employment, or economic impacts of the COVID-19 pandemic to the CNMI.

Logistics & Humanitarian Support Technicians will provide support to designated facilities to support the logistical and humanitarian needs in response to COVID-19. Duties include: patient intake and registration; responding to telephone, email, or in-person inquiries; delivery of medicine, food, and other essentials; transport services; data collection; and other related duties.

Historically marginalized communities and individuals continue to experience monumental inequities heightened by the COVID-19 pandemic. *Resource Coordinators* will assist and connect individuals directly affected by the ongoing COVID-19 pandemic to include those from historically marginalized communities and individuals connected with services and resources to improve the quality of life through training opportunities of the SkillUp CNMI project that will lead to sustainable high-quality jobs in demand driven industries.

Because of the harms of COVID-19, the world shifted to new norms of distanced virtual environments limiting in-person interactions. The demand for technical supports increased thus the inclusion of *Technical Support Engineers* to provide technical assistance support and training to conduct business in safe virtual environments.

Limitations on Duration of DRE

Participants in a disaster-relief employment may be employed for a maximum of 12 months or 2,080 hours, whichever is longer. DOL WIA allows both part-time and full-time work schedules.

Co-Enrollment

Co-enrollment between the QUEST DWG and other WIOA programs is allowable and is highly encouraged.

Grievance and Complaint

Any grievances or complaints related to the DWG QUEST are subject to the approved policy of the CNMI DOL Workforce Investment Agency Division Policy MP2022-001.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.



COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
DEPARTMENT OF LABOR WORKFORCE INVESTMENT AGENCY

Bldg. 1353 | Mednilla Ave. | Capitol Hill | Caller Box 10007
Tel: (670) 488-1710/1720 | Email: cnmiwioa@dol.gov.mp



Data Validation

HireMarianas is the DOL WIA's management information system for uploading documents required for eligibility and data validation purposes for the Quest DWG. DWGs are subject to Data Validation outlined in Training and Employment Guidance Letter (TEGL) 23-19, change 2 and subsequent DOL WIA policies on Data Validation.

Self-Attestation is allowable documentation for any eligibility criterion as allowed in TEGL 23-19, change 2.

Documents that contain Personal Identifiable Information (PII) and is not needed for eligibility or data validation, must redact PII before uploading into HireMarianas.

Documents that contain medical information must not be uploaded and must be kept separate from the participant file to ensure confidentiality (i.e. disability).

All participant files must be kept in a secure and locked filing cabinet at all times. This will avoid the file being misplaced, lost, and ensure participants' information is kept confidential.

Performance Measures

QUEST DWG is subject to the approved negotiated levels of performance for the WIOA Title I Dislocated Worker Program.

Reporting

DOL WIA is required to submit quarterly financial reports (ETA-9130), performance reports, and narrative reports (ETA-9179) to U.S. DOL no later than 45 calendar days after the end of each reporting quarter.

Quarterly performance reports are submitted via the Workforce Integrated Performance System (WIPS) using data from the Participant Individual Record Layout (PIRL). PIRL reports are generated using data entered to CNMI's Management Information System at HireMarianas.com.

¹Not tied to the U.S. Bureau of Labor Statistics definition of *long-term unemployed*.

²Individuals in the following populations: displaced homemakers; low-income individuals; Individuals with disabilities; older individuals (age 55 and over); ex-offenders/justice-involved individuals; homeless individuals; youths who are in or have aged of the foster care system; individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers; single parents (including single pregnant women); and long-term unemployed individuals.

³Underemployed: An individual who is employed less than full time and are seeking full-time employment; are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills; are working full time and meet the definition of low income; or are employed, but whose current job earning are not sufficient compared to their previous earnings.