

**Puerto Rico**

**Workforce Investment Act  
Puerto Rico Annual Report  
Program Year 2001-2002**





**Message from the Secretary of the Department of Labor and Human Resources,  
V́ctor Rivera Herńandez  
Annual Report – Workforce Investment Act  
PY 2001-2002**

As established throughout the course of this past year, we have contributed to a public policy primarily focused on job creation and economic development. This is due to the fact that for our Governor, Sila M. Calderón, and her Government, there is nothing more important than to provide Puerto Rican families the opportunity to work.

The employment and training services provided by government agencies, in collaboration with the private sector, the labor unions and other entities committed to the social-economic wellbeing of the people, it's reaching to those who need it the most. Services are accessible to dislocated workers and the unemployed of our town centers, the Special Communities, public housing residents and to citizens who request it, but also to those who are offered alternatives for development by the Workforce Investment System.

The goals attained, above and beyond fragile global economy, have been a product of chance, but through the joint efforts and determination in favor of the workforce of our Island. Furthermore, the Workforce Investment Act is an excellent tool for training, retraining, and employment opportunities. We have extended its possibilities with creativity and a high sense of sound administration so that the benefits may reach more Puerto Ricans throughout the entire Island.

It is of vital importance that we continue with more determination than ever, this united front in favor of the development of our brothers and our people. Our solidarity will show us the way towards the rebirth of the Puerto Rican.

Receive a warm greeting.

**Message from the President of the State Board**  
**Alfonso Dávila Silva**  
**Annual Report – Workforce Investment Act**  
**PY 2001-2002**

Receive a cordial greeting, from the members of the Workforce Investment State Board. The WIB primary purpose is to join efforts with the private sector and the government in order to initiate action plans, which contribute to the socio-economic development of the Island, through education and employment.

The public policy established by the government and the reason of being of the Workforce Investment Act is aimed in unison. A step in the development of a human resource is a step in favor of job creation. To give incentives to the workforce and employers with job opportunities ignites the motors of our economy.

The development of the Puerto Rican workforce achieves transformations on an individual, family, community and collective level. In addition, it transforms spare time and other activities into a healthy contribution for society. From there it is important to unite volunteers, resources, and knowledge in favor of employment and training of Puerto Ricans.

The Workforce Investment Act is an essential instrument in our mission to achieve job placement of our people. United in our capability to lift ourselves up and to give the most in favor of our society, will allow us to solidify the base of a collective development of our people.

**Message from the Executive Director of the Human Resources and Occupational  
Council, Xavier González Calderón  
Annual Report – Workforce Investment Act  
PY 2001-2002**

The Human Resources and Occupational Development Council's purpose is to administer the funds of the Workforce Investment Act, in a way that responds dynamically and effectively to counseling, training and employment needs of those who are in the job search process. This is developed with the vision to promote an educated a competitive workforce, with the ability to contribute in the social and economic wellbeing of our people.

During the past years we have exchanged ideas, techniques and trainings primarily aimed at orienting the Local Areas about the Workforce Investment Act; moving towards offering and accessing more employment and training services; towards the creation of One Stop Centers; and towards meeting performance standards, within other efforts that have borne good fruits.

Now, our biggest effort shall be aimed towards placing more WIA participants in jobs, towards a larger integration between the private and the public sector; and towards the execution of strategies the result in the development of the workforce, incrementing opportunities of progress for those who need it.

The path towards the development of the Puerto Rican workforce is run through a group effort; because we are capable of attaining a transformation and our Government believes in the force and the capability that the Puerto Rican people to develop its goals. We trust that by together, government, private sector, municipalities, community leaders and the society in general, we will see short and long-term results.

I want to thank the Secretary of the Department of Labor and Human Resources, Hon. Víctor Rivera Hernández for lending me his unconditional support in the efforts towards helping workers, to the agencies, companies and institutions that collaborate in this fight to help those who need it the most, and to the Honorable Governor Sila María Calderón for believing in our people.

## INTRODUCTION

The initial delay in implementing the Workforce Investment Act (WIA), originally scheduled for 1999, and initiated in 2000, has been successfully overcome and capitalized upon for Program Year 2001-2002. As explained in the last Annual Report, the November 1999 elections led to a change in the country's administration, which took office in January 2000.

The new administration, in its government program, promoted a change in priorities and focus. This led to a restructuring of the current employment and training program, resulting in an integrated workforce investment system that would better respond to the employment needs of the citizens.

During Program Year 2000, the economy of Puerto Rico underwent a series of changes that affected the initial implementation of the WIA on the Island. To address this, an Action Plan was developed to expedite and achieve the implementation expected for PY 2001-02.

These changes meant reorganizing the Human Resources and Occupational Development Council (CDORH, Spanish acronym) so that it could structure an organization more assertive to the needs of the workforce. Because of the reorganization, Puerto Rico was able to meet the 17 performance measures established by the U.S. Department of Labor.

The following describe the reorganization done by the CDORH in

order to reach PY 2001-02 objectives and the goals.

### Organization

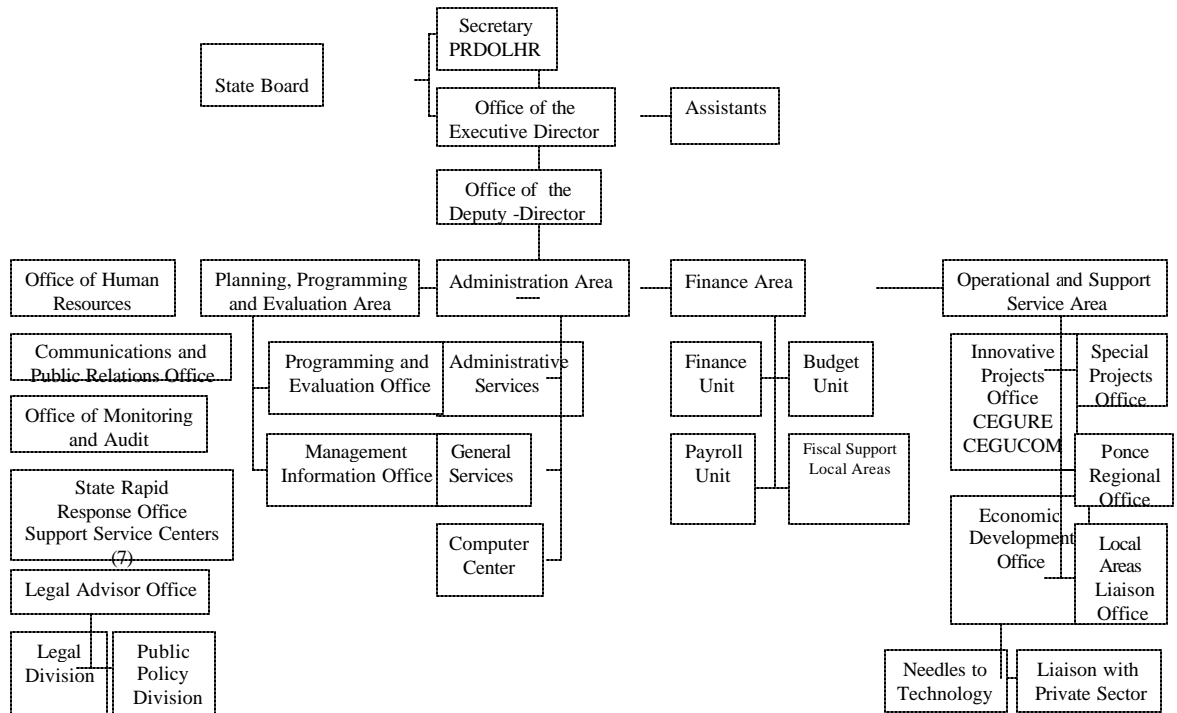
The Human Resources and Occupational Development Council (CDORH, Spanish acronym) is the entity that administers the WIA funds assigned to Puerto Rico. It is one of the components of the Puerto Rico Department of Labor and Human Resources (PRDOLHR) along with the Right to Work Administration (ADT, after its Spanish acronym), the Vocational Rehabilitation Administration (VRA) and the Administration for Training of Future Entrepreneurs and Workers (AAFET, Spanish acronym.)

The WIA provides that a State Board be established as a governing body over the implementation and development of the Act. This Board is appointed by the governor of the State. In addition, a Local Board must be established for each Local Area. These Local Boards are certified by the President of the Board of Mayors of each Local Area. In Puerto Rico, the State Board and the 15 Local Boards serving Puerto Rico's 78 municipalities have been duly certified and are operating.

The CDORH establishes fiscal controls to ensure use of funds in accordance with the Act's requirements. Develops and coordinates programmatic goals to ensure efficiency and effectiveness. It also administers and coordinates projects under the reserve funds assigned to the State. The following figure presents the CDORH organizational chart designed to ensure performance of its functions:



# Human Resources and Occupational Development Council



## **OVERVIEW OF PUERTO RICO'S ECONOMIC SITUATION**

Puerto Rico's economy is affected by two situations that have temporarily constrained its development. The first of these situations is the elimination of section 936 from the United States Tax Code, which provides tax benefits to U.S. companies established in Puerto Rico. The second situation is the U.S. Congress' delay in reviewing and approving a new legislative proposal, section 956, which counteracts the effects of the mass layoffs that result from the closing of section 936 companies in Puerto Rico.

Due to this situation, over 105,000 direct jobs have been lost over the past five years. Consequently, thousands of indirect jobs have also been lost, generating a higher unemployment rate and the closing of businesses related to section 936 companies.

The profile of the workforce for the year 2000 indicates that about 55% of Puerto Rico's population is out of the workforce. The unemployment rate increased from 10.1% in 2000 to 11.3% in 2001. During the month of February 2002, the unemployment rate rose to 13.7%.

During the past decades, the most affected economic sectors, showing declining tendencies, are agriculture and manufacturing. Agriculture shows negative growth over the past ten years.

Sectors showing greater strength in their activities, according to projections by the Department of Labor and Human Resources, are commercial retail and

services.

Statistics comparing Puerto Rico and the United States demonstrate that in 1999 the unemployment rate in the U.S. was 4.2%, while it was at 11.7% in Puerto Rico for the same year. While for the same period, the per capita income of the United States was \$17,716.00 Puerto Rico's was \$6,000.00.

### Local Areas

The unemployment rate shows an increase for all Local Areas (WIA) in Puerto Rico for the years 2000-2001. The Local Area with the greatest increase in unemployment was the Northeast-Rio Grande Consortium with 3%. The Local Area with the least increase in its unemployment rate was Mayagüez-Las Marías Consortium with .4%

### Closings and Mass Layoffs

As previously stated, Puerto Rico has lost approximately 105,000 jobs due to closings and mass layoffs from 1995 to 1999. It was estimated that there was a loss of 5,096 jobs in 2000, and 12,550 jobs in 2001.

The Local Area that was most affected by closings and layoffs in 2000 was Ponce, which had 845 job losses; in 2001, it was Mayaguez-Las Marías Consortium with 2099 job losses.

## **LOCAL AREA DISTRIBUTION AND CHARACTERISTICS**

Puerto Rico's geographical area is smaller than any state in the continental U.S. Nevertheless, its characteristics are

complex in terms of its economic and social activity, determined, in great part, by its geographical environment. The central mountain range crosses Puerto Rico from east to west, and divides the island into north and south. “La Montaña” (Mountain Area) is characterized as a mostly rural area, traditionally engaged in agricultural activity. This activity has decreased over the last decades, translating into a high unemployment rate and lower economic income levels.

The north has practically become an extension of the San Juan metropolitan area, with a high population density, commerce, industry, tourism, banking centers, and the social and economic complexities that are typical of a dense urban area. The south, on the other hand, has a semi-arid and traditionally agricultural geography. It has begun to yield to the pressures of population growth and urban sprawl that characterizes the north of Puerto Rico.

## **THE STATE BOARD**

During Program Year 2001-2002, the State Workforce Investment Board and its working committees were organized. For the Program Year 2001-2002 they were able to operate effectively and efficiently participated in the endeavors of the Human Resources and Occupational Development Council. This was made possible through the following activities:

- The Governor appointed forty-two Board members, twenty-two from the Private Sector and twenty-one from the other sectors, to achieve the private sector majority required by the Act.
- The members of the State Board

Executive Committee were selected, as well as the Vice President and the Secretary. The Planning Committee and the Monitoring Committee were established.

- The Boards, Planning and Budget Committee was selected, along with its President and five committee members.
- The State Board’s Monitoring Committee was established. Its President and three committee members were selected.
- The Private Sector Liaison Committee was established. The President and the two committee members were selected.

From the constitution of the State Board, it has been actively performing its duties according to the following schedule:

- It held three regular meetings as established in the Board’s Internal Regulations: December 2001, March 2002, and June 2003
- The Planning Committee held 8 meetings.
- The Liaison Committee held 3 meetings.
- The Oversight Committee held 3 meetings.
- The Executive Committee held 7 meetings.

### Principal Activities

The State Board developed its Internal Policies Manual, approved by the Board during one of its ordinary meetings.

The State Board’s Executive Committee participated in meetings to determine the corrective action to be taken regarding one of the Local Area’s operational and fiscal situation.

The Liaison Committee presented strategies to be followed in order to integrate the Private Sector into the Workforce Investment System. One strategy approved by the Board was the creation of the Private Sector Liaison Unit, and its Marketing Plan. Also during a regular meeting, the State Board approved the Public Policy Unit as part of the strategies to be followed by the CDORH in order to develop and implement public policy.

The State Board and its Committee members had the opportunity to improve and become more effective in fulfilling their functions by attending seminars, workshops, conferences, and conventions in Puerto Rico and abroad.

Board members took part in three conferences outside of Puerto Rico, and five conventions in Puerto Rico:

- Journey to Performance Excellence
- National Association Workforce Boards
- Workforce Innovations

Conventions:

- Manufacturer's Association
- WIA Employer's Committee
- United Retailers Center
- Puerto Rico Chamber of Commerce

### **ONE-STOP CAREER CENTERS**

The CDORH, through technical assistance, has promoted the achievement of the goals and objectives related to the implementation and

development of the One-Stop System in Puerto Rico. Its continual assistance has allowed the System to grow and establish 17 One-Stop Centers, one in each Local Area and three in the Caguas-Guayama Local Area.

During program year 2001-2002 in particular, the establishment of the One-Stop Centers has led to memorandums of understanding (MOU) being entered into with the required partners for implementing plans leading to the maximum utilization of funds that contributed to achieve the performance standards required by the federal government.

Through the Simulated One-Stop Center project, the CDORH and the Local Areas developed and participated in promotion and dissemination activities for WIA services that allowed the general community to learn about the services and programs and, in turn, led them to the One-Stop Centers in their local areas to request said services.

### **CREATION OF THE STATE DISLOCATED WORKERS AND EMPLOYERS UNIT (SDWEU) (APPROVED ON JUNE 18, 2001)**

The State Dislocated Workers and Employers Unit (SDWEU) was created as a strategy to offer and enforce activities aimed at Puerto Rico's workers and employers.

This, following the dispositions of the provisions of 20 CFR, Part 652, Subpart B-Required and Permitted State Workforce Investment Activities, Subpart C- Rapid Response Activities pursuant to Section 134(a) (1) (2) (A) and (3) of the Workforce Investment Act (WIA). It is an activity of the Human

Resources and Occupational Development Council action plan that presented to the U.S. Department of Labor in Region 1.

The creation of the SDWEU included the development of its mission and vision statements. The SDWEU's mission is to have a positive and efficient impact on the workers affected by closings and layoffs. Its vision is to provide immediate, continual, quality services to workers affected by closings or layoffs. These services are targeted to assist the dislocated worker in their prompt and permanent reintegration to the workforce.

#### Added Services

The CDORH recognizes the economic needs faced by a dislocated worker. With this difficult situation in mind, health certificate and good conduct certificate have been added to the services provided. For the health certificate, a clinical laboratory offers services on the closing facilities or at the Specialized Support Center. For the good conduct certificate, the dislocated workers are provided with the proper application form to be filled. The SDWEU has serviced 3,176 applications for good conduct certificates and 3,348 health certificates.

Two Mobile Units have also been added which travel to different companies experiencing or mass layoffs. Among the services offered are resumé writing, informative talks on job searches, health certificates, good conduct certificates, etc.

Another activity that has been incorporated into the services offered by

the SDWEU is the establishment of the transition committee. Section 665.310 stipulates the following required activities: provide guidelines and/or financial aid to establish an employee-management committee, which is established through mutual agreement between the workers and management, or by a workforce transition committee, composed of representatives of the employer, the affected workers, and the local community. The aim is to bring together the services of other regulatory, optional, and community partners.

The SDWEU has significantly contributed to the creation of industrial cooperatives in the needlework sector in accordance with the provisions of 20 CFR, Part 652, Section 665.320. Under this section, the workers or a group of workers has the option to purchase the plant or company and continue its operation.

Agency employment fairs are offered as part of the rapid response services. These agencies are a part of the system's required and optional partners. It is important to mention that, as of March 2002, the SDWEU has contacted other agencies in the community, and coordination agreements have been established so that the agencies can participate in the activities offered to dislocated workers. These are detailed below:

#### The Salvation Army

This is a non-profit institution that, through its Family Service Program tends to the immediate needs of families, children, children, and adults in emergencies. It provides economic aid through the FEMA program. Its services

include issuing food vouchers, paying one month's rent and electric bill, intervention services during family crisis, inter-agency coordination, references, etc. One of the criteria established for receiving these benefits is that the person must be unemployed.

#### Programs Under Title V of the Older Americans Act

Senior Community Service Employment Program (SCSEP) sponsored by the Older Americans Act, offers job opportunities, training, and community services to individuals 55 years old or older in government or private companies. The following entities administer the Program:

- American Association of Retired Persons (AARP) - Jobs for the Senior Community Program
- Experience Works
- Resources for Older Workers Program (ROW)

#### Banking Institutions

Another activity incorporated into the services offered by the Unit was prompted by the particular need of dislocated workers from the Puerto Rico's Maritime Company. This service consists in collecting information on the creditors of the workers affected by closings or layoffs, in order to request an extension for the debt payments or the corresponding action.

#### American Red Cross and Hospital San Juan de Capestrano

They offer psychological support to the workers.

#### Trade Adjustment Assistance Program (NAFTA-TAA)

The SDWEU coordinates with the NAFTA-TAA program. This program is administered by the Unemployment Insurance Division of the Right to Work Administration, and it provides aid for workers whose companies have been affected by imports from Canada and Mexico, or their production being transferred to those countries. It also offers affected workers rapid response services, basic readjustment services, and training.

#### Treasury Department

The Certificate of Debt issued by the Treasury's Collection Bureau is processed for dislocated workers in order to speed up their job search.

#### Family Department, Child Support Administration (ASUME, after Spanish acronym)

Processing of Negative Debt Certificate or the Absence of Debt Certificate issued by ASUME for dislocated workers.

#### **STATE PROJECTS (COMMONWEALTH OF PUERTO RICO)**

The Human Resources and Occupational Development Council (CDORH) created the Special Projects Unit in February 2002 in order to invest \$40 million dollars from the State Reserve into Workforce Investment Act activities. The CDORH decided to allocate these funds to the various state agencies that presented innovative projects offering services to young people, adults, and dislocated workers. That is how the Special Projects Unit develops the mission implement, and follow-up on 22

special, innovative projects presented to the CDORH which the most significant are described herein:

**Projects:**

1. El Zarzal Technical Institute and University – Corrections Department-

The purpose of this project is to offer training to 176 inmates of the El Zarzal Prison Camp in the municipality of Rio Grande in architectural drawing, computer programming, electrician's apprentice, computer repairs, electronics, landscape design, building maintenance, and criminology. It will also train 50 security guards in criminology.

2. UPR Consortium – Corrections Department – This project was developed through a collaboration agreement between the University of Puerto Rico's Corrections and Rehabilitation Institute, the Corrections Department, the Department of Labor and Human Resources, and the Human Resources and Occupational Development Council. It is expected that 210 inmates—105 adults and 105 juveniles—will be impacted. Courses on Automotive Mechanics, Computer Use and Management, Office Systems Technician, Assistant Topography Engineer, Global Positioning Technician, etc. will be offered. The courses will be offered by the UPR at the Ponce and Carolina Campuses. The Universidad Politécnica will also be contracted. This project has a budget of \$5.5 million for a duration of two years.

3. Exemplary Business Development - AAFET- This project offers 1,350 participants—adults and dislocated workers—training sessions in the area of

business development and will be offered throughout Puerto Rico. The training sessions are designed to create self-owned companies. AFFET has 34 training centers in different sites around the island.

4. Job Demand Survey PRDOLHR-

The goal of this project is to conduct a survey on the job demand for skills and occupations by performing a census to 50,000 employers registered in the Statistics of the PRDOLHR, Bureau of Labor Statistics. The purpose of the study is to gather information related to the skills in demand and identify the fastest growing industries in Puerto Rico.

5. Juvenile Empleo – Office of Youth Affairs-

This project will impact 400 college students to offer them their first job experience. They will be from public and private university students in Puerto Rico completing their final year of college. Additionally, they will be placed in a work experience for 6 months that will pay them \$5.80 an hour. This work experience will be in an area related to their university studies.

6. Online Courses for Case Managers

this project is developed in conjunction with the Universidad Carlos Albizu. 48 Local Areas employees and the CDORH participate in the project. Through on-line learning (via the Internet), this course intends to develop, strengthen, and increase the knowledge, skills, and attitudes of case managers in the 15 Local Areas and the CDORH.

7. Office of Citizen Services and the Office of Federal Affairs - La Fortaleza -

This project's goal is to counsel and refer to the Local Areas citizens who ask

the Office Citizen Services of the Governor of Puerto Rico, the Hon. Sila María Calderón, for work and who are interested in participating in WIA programs.

8. Training Model and Job Management for Individuals 55 years and older – The Governor’s Office of Elderly Affairs (OGAVE) – This project will train 300 individuals over 55 years of age who need employment training services in order to join the workforce. The goal is to place at least 60% of the participants in a job, equivalent to 180 people.

9. Assertive Management of Individuals with Disabilities and A.D.A. – (OPPI for Spanish Acronym). – The goal of the Office of the Advocate for Persons with Disabilities is to offer, 2,250 employees in the Local Areas, the Human Resources and Occupational Development Council and the components of the PRDOLHR workshops on the Techniques and Effective Management of Individuals with Disabilities and on the Americans with Disabilities Act (ADA).

10. Sustained Employment – Vocational Rehabilitation Administration – This project, through 13 community service programs (Community Based Organizations (CBO’s)) will impact 350 Vocational Rehabilitation participants with major handicaps. It expects to place in jobs, 180 participants, or 60% of the individuals impacted.

11. Business Development – Vocational Rehabilitation Administration (AVR) - 380 individuals with major handicaps will be serviced by 9 community service programs aimed at developing their

business skills so that they can later open their own business.

12. Servi Empleo (Toll Free and Web Page) – This project offers another access alternative to access services of the Department of Labor and Human Resources and its components through a call center established on the El Día Directo facilities. This call center has 10 tele-operators, open Monday to Thursday from 8:00 AM TO 9:00 PM, Friday from 8:00 AM to 5:00 PM, and Saturdays from 9:00 AM to 6:00 PM.

#### Projects in Development Phase

1. Commercial Fishing – Corrections and Rehabilitation Administration– This project aims to offer 190 inmates training in Commercial Fishing, small-scale Fishing, and Aquaculture so they can set up their own business or become employed in a company. Participating Correctional Institutions are: Punta Lima-Naguabo, Guavate, Guayama, Ponce, Aguadilla, and Sabana Hoyos-Arecibo.

2. Jobs in Demand – Department of Education - \$1 million was allocated to the Department of Education (DE) to conduct a job-demand survey in Puerto Rico, with a focus on vocational jobs. That way, the Department of Education can design the courses offered by vocational schools according to the job demand in these areas.

#### Projects to be Initiated:

1. Plan for Promoting WIA Services in the Industries to be Established in Puerto Rico– Puerto Rico Industrial Development Company (PRIDCO)– This project consist in the



development of a strategy for promoting Workforce Investment Act services to employers of industries to be established in Puerto Rico and those expanding their operations. Through its industrial promoters, the Puerto Rico Industrial Development Company will publish WIA services as an incentive to industries to establish operations in the island. Various promotion items, as well as informative material on the 15 WIA Local Areas and the CDORH, will be developed for this informative campaign.

2. Interpreters for the Deaf – Vocational Rehabilitation Administration.

This project will offer training course on Interpreters for the Deaf to 20 participants.

3. Financial Self-sufficiency and Occupational Development – Office of Women’s Affairs – This project targets dislocated homemakers participating in temporary housing program of the Office of the Advocate for Women, in order to train and employ them in non-traditional jobs and help them in attaining financial self-sufficiency.

4. Master’s Degree in Orientation and Counseling – Developed by the Human Resources and Occupational Development Council – Its objective is to offer Local Area’s staff a Master’s degree from a duly accredited institution in the area of orientation and counseling. A Request for Proposal (RFP) was issued to Universities in Puerto Rico to offer a master’s degree in this area. We received proposals from Universidad Central de Bayamón, Universidad del Turabo-Caguas, and Cambridge College. The Evaluation Committee evaluated them and presented their

recommendations to the Executive Director of the CDORH. The staff has already been selected for the activity.

**CEGUCOM**

**“The One-Stop Center Visits to Your Special Community”**

Project Description:

“The One-Stop Center Visits Your Special Community” takes the concept of the integrated services offered in the One-Stop Centers to assist residents in Puerto Rico’s Special Communities. Special Communities are a group of geographical sectors around Puerto Rico that, because of their poverty levels, infrastructure conditions, and other social situations, are designated by the Governor as requiring special attention from government agencies.

The Department of Labor and Human Resources and its four operational components develop “The One-Stop Center Visits Your Special Community” project (CEGUCOM). Through the Department, the Special Community population has access to information related to the job market; job search; evaluations of aptitudes and abilities; resume writing; and pre-employment and work maturity workshops. It will also refer them to intensive and training services offered in the Local Areas.

The project is developed by using a Mobile Unit and the Simulated One-stop Center setup.

It entails activities in 400 Special Communities throughout the 78 municipalities of Puerto Rico covering 686 communities. The activity will follow a set schedule, which began on

August 9, 2002 (Pilot Project) and will end in June 2004.

**Goal:**

This project aims to help create jobs for Puerto Rican families in socially, economically, and physically depressed communities.

**Objectives:**

“The One-Stop Center Visits Your Special Community” project (CEGUCOM), objectives are:

- To facilitate the creation of more and better jobs for Puerto Ricans who want to earn a living legitimately.
- First, to impact the population of the thirteen (13) model Special Communities as a pilot project; second, to evaluate the level of the project’s effectiveness in said communities.
- To impact one (1) special community in various towns and Local Areas throughout the island each week.
- To promote CEGUCOM one-stop services and the eligibility requirements of several programs, Required Partners, and Local Areas that will effectively increase benefits to persons in the Special Communities.
- To provide information so that the population of Special Communities can identify the One-Stop Centers as efficient places, capable of meeting the training and employment needs of any resident.

For the moment, 26 communities have been tended to and 3,229 participants have been served.

Activities

- A socio-economic profile was designed for the Special Communities, which will offer information to service providers on the effectiveness of their services.
- Sort term employment services are provided to community residents’ through service providers to perform activities such as catering for partners and employees, activities promotion, site decoration, etc.
- Arrangements are made in advance by Local Areas to coordinate participation of Required Partners in the activity. .
- Advertising campaign of CEGUCOM services is conducted through radio and promotional material and distributed in the Special Communities to be visited. A flyer will also be distributed describing the purpose of the services and the places that CEGUCOM is to visit. This is coordinated with the CDOHR’s Communications Office.
- Work sessions have been held with the four components of the Department of Labor: AAFET, ADT, AVR, and the CDORH. A committee was established to coordinate, plan, and implement the CEGUCOM project.

Composition

- The committee is composed by several participating agencies:
  - Department of Economic and Commercial Development
  - Department of the Family

- Department of Education
- Department of Housing
- Office of the Special Communities of Puerto Rico
- Puerto Rico Industrial Development Company
- Puerto Rico Commercial Development Company
- Cooperate Development Company
- Local Area Consortiums

- To create awareness of one-stop services offered (CEGURE) and the eligibility requirements of various programs, Required Partners, and Local Areas that can effectively benefit the residents of the public housing developments.
- To increase employment, job skills, productivity, competitiveness and to improve the quality of life of our citizens.

**CEGURE**

**“The One-Stop Center Visits Your Public Housing Project”**

Project Description

“The One-Stop Work Center Visits Your Public Housing Project” program involves visits to 303 public housing projects around the Island. The program will take the concept of integrated services offered by the One-Stop Center in order to help with the job-search process for residents of public housing. It intends to contribute by sharing the information so that public housing residents in Puerto Rico will benefit from the training and employment services that are available under the Workforce Investment Act (WIA).

**Goal:**

This government’s principal goal is to facilitate the creation of more and better jobs for Puerto Ricans who want to earn a living legitimately.

**Objectives**

- To impact 303 public housing projects in various municipalities.

Currently, 43 public housing units have been impacted, and 3,302 residents have participated.

**WIA-SAC INFORMATION SYSTEM**

A service provider was contracted to design the Client Administration System (SAC) for WIA. It will allow centralized information on clients in the system for all Local Areas and Special Projects, including:

- Participant Profile
- Job History
- Services Received
- Job Status
- Placements, etc.

The WIA-SAC system was tested in all Local Areas and the recommended corrections were made. Training was given to the Local Areas on the program and required infrastructure needed to run the system.

**PERFORMANCE MEASURES**

**WIA PERFORMANCE FOR PROGRAM YEAR 2001-2002**

During program year 2001, Puerto Rico’s performance was accomplished according to the U.S. Department of Labor established Performance Measures. In comparison to program year 2000-2001, Puerto Rico made a significant improvement in all levels of performance.

The Workforce Investment Act (WIA) establishes performance levels for each measure of the Youth, Adult, and Dislocated Workers Programs. To said

effect, The U.S. Department of Labor (USDOL) published the methodology to be used to calculate 17 performance measures established for state and local jurisdictions in Training and Employment Guideline (TEGL) number 7-99.

The WIA presents the concept of continuous performance improvement. Operationally, this implies that performance standards must show increments of 3 percent annually for the measures expressed in percentages and \$10 in those that represent earnings indices. Therefore, we are obliged to improve performance year after year following the described parameters.

Performance Measures	Performance Standard 2000-2001	Performance Standard 2001-2002	Performance Standard 2002-2003
<b>Adults</b>			
Job Placement Rate	45%	48%	51%
Job Retention Rate	60%	63%	66%
6-month earnings change	\$674	\$684	\$694
Placement and Credential Rate	34%	37%	40%
<b>Dislocated Workers</b>			
Job Placement Rate	61%	64%	67%
Job Retention Rate	59%	62%	65%
Earnings Replacement Rate	86%	89%	92%
Placement and Credential Rate	49%	52%	55%
<b>Older Youth (19 to 21 years)</b>			
Job Placement Rate	50%	53%	56%
Job Retention Rate	59%	62%	65%
6-month earnings change	\$517	\$527	\$537
Placement and Credential Rate	35%	38%	41%
<b>Younger Youth (14 to 18 years)</b>			
Skill Achievement Rate	60%	63%	66%
Diploma or Equivalent Achievement Rate	55%	58%	61%
Retention Rate	54%	57%	60%
<b>Client Satisfaction</b>			
Satisfaction Rate for Participants	68%	71%	74%
Satisfaction Rate for Employers	66%	69%	72%

For program year 2001-2002, which finished on July 30, 2002, the final

report for Puerto Rico shows the following: of the 17 performance measures, we exceeded the expected level for 15 of them. For the remaining two measures, we received a score of

over 80%, which the federal government considers acceptable. We also had an average of over 100% in each of the five performance groups.

<b>Program Year 2000-2001</b>	<b>Program Year 2000-2001</b>	<b>Program Year 2001-2002</b>
Performance Measures Met	7 of 17	15 of 17
Performance Measures with a score of 80% or more ( <i>in order to receive incentives it must be 17 of 17</i> )	9 of 17	17 of 17
Performance Groups with an average of 100% or more ( <i>in order to receive incentives it must be 5 of 5</i> )	0 of 5	5 of 5
Local Areas that met the performance measures	0 of 15	10 of 15
Local Areas that received incentives for a good performance	0 of 15	10 of 15

Of the 15 local areas, 10 met the criteria for receiving incentives for good performance, and all of them most definitely made a significant improvement in comparison to the previous program year.

The improvement shown for program year 2000-2001 is in part due to the intensive technical assistance activities by the staff of the Council in the area of effective strategies having to do with

### **Cost of Business**

#### Local Areas

Total expenditures for the fifteen Local Areas of Puerto Rico for Program Year (PY) 2001-02 was \$173,781,022. With this amount, 75,729 participants were served among the three program categories. The overall average cost per participant served was \$2,294.

Groups with the largest participation were the Youth Programs with 51,179 or

performance accounting processes during the second half of program year 2002, in conjunction with the effort made by the Local Areas to improve their service rendering processes to WIA clientele.

The next table includes comparative information for program years 2000 and 2001, where we can observe the progress of WIA performance.

68% of total participants. This group had expenditures of \$48,652,051 representing 28% of total and an average cost of \$950 per participant served. The second group in relative participation was adults with 12,294 or 16% of the total, with expenditures of \$51,948,171 representing or 29% of total. Average cost per participant served for this group was \$4,295. Finally, Displaced Workers had a participation of 12,256, also 16% of total participants, with expenditures of \$73,180,800. In this program group, average cost for participant served was \$5,971.

<b>Program</b>	<b>Total Participants</b>	<b>%</b>	<b>Total Expenditures</b>	<b>%</b>	<b>Average Cost Per Participant Served</b>
Adults	12,294	16.23	\$51,948,171.40	29.89	\$4,225.49
Displaced Workers	12,256	16.18	73,180,800.04	42.11	5,971.02
Youth	51,179	67.58	48,652,050.74	28.00	950.63
<b>Total</b>	<b>75,729</b>	<b>100</b>	<b>\$173,781,022.18</b>	<b>100</b>	<b>\$2,294.78</b>

The above information shows a substantially higher participation rate of the Youth Program in the Local Areas. However, cost per participant is the lowest of the three Programs. The main reason for this inverse relation is the Summer Youth Program, which offers short-term employment to a high number of in-school youth.

The number of participants served for the Adult and Displaced Workers Program was almost the same (16%) for the PY 2001-02. Nonetheless, cost per participant served in the Displaced Workers Program is approximately \$1,700 higher than the Adult Program. This difference is ascribed to the costs of rapid response, mobile units, and outplacement support center services in addition to mobilization costs required to service closings and mass layoffs.

#### State Programs

State Reserve funds were invested in 22 projects presented to be funded by the State Reserve. The initiated projects, funding and expected outcomes are detailed as follows:

##### Initiated Projects

1. El Zarzal Technical and College Institute – Investment of \$3,000,000 to train 176 inmates.

In addition, 50 guards will receive courses in criminology.

2. University of Puerto Rico – Corrections Department Consortium – Through an investment of \$5.5 million in a two-year period, 210 minimum custody inmates (105 adults and 105 youth) from six different institutions are trained in technical occupations
3. Entrepreneurial Development Pilot Project – Investment of \$10 million, provides training to 1,350 adults and displaced workers participants though the Island in entrepreneurial development.
4. Occupational Training and Retraining - An investment of \$5.5 million provides training to 850 participants in occupational skills.
5. Occupational Demand Research Study - Sponsored by the Puerto Rico Department of Labor and Human Resources. An investment of \$5 million in a three year period, will develop an occupational and skills in demand census to the universe of employers registered under the Bureau of Labor Statistics.

6. Juvempleo – Investment of \$1.7 million will offer its first work experience to 400 college students in their senior year.
7. On-line Courses for Case Managers – A total investment of \$261,248 48 case managers from the Local Areas will receive on-line training to strengthen their skill and improve services to participants.
8. Office of Citizens Services and Federal Affairs – Office of the Governor – Investment of \$500,000.00. The project provides information and referral to local Areas.
9. Pilot Project for Skills Development and Job Search Services for persons 55 Years or Over – Governor’s Office for Elderly Affairs, (OGAVE for its Spanish acronym.)- Investment of \$3.2 million to offer training to 300 unemployed persons 55 years or over.
10. Assertive Management of Handicapped Persons and ADA – Office of the Advocate for Handicapped Persons (OPPI, after its Spanish acronym.) Investment of \$50,000 to train 2,250 employees in techniques for effective management of handicapped persons and the "American with Disability Act" (ADA).
11. Sustain Employment– Vocational Rehabilitation Administration (VRA) - \$4,254,853.90 was invested to offer training services to 350 participants with significant handicaps through 13 community service programs (CBO’s).
12. Entrepreneurial Development– Vocational Rehabilitation Adm. (VRA)- \$1,500,000.00 was assigned to train 380 handicapped persons with significant handicaps in entrepreneurial development.
13. America’s Service Locator– Virtual, Inc. –\$100,000.00 was invested to link the services provided by Puerto Rico with the Local Areas of the United States.
14. Servi Empleo (Toll Free y Web Page)- An investment of \$304,000 in a 9 month period will provide electronic access to services provided by the Department of Labor and Human Resources and its components.

### **State Evaluation**

The State Workforce Investment Board published a Request for Proposal to conduct an evaluation of the Island’s WIA implementation following the dispositions of Section 136 (e) (1) of the Act.

The process was divided in three stages the Adult, Displaced Workers and the Youth Program. The RFP process was completed for the first stage (Youth Program) and three firms were contracted for the activity. The first stage will be completed by May 31, 2003. The remaining stages will be procured during the second quarter of

the current Program Year. The outcome of the evaluation is intended to provide the necessary feedback in the WIA implementation in Puerto Rico and to develop corrective actions in those areas

requiring to be strengthen.



**APPENDIX 1**  
**WIA State Board Composition**

**STATE WORKFORCE INVESTMENT BOARD  
PRIVATE SECTOR**

NAME TELEPHONE	POSITION / BUSINESS	
Alfonso L. Dávila Silva, President State Board	Vice-president Executive Ana G. Méndez University System P.O. Box 21345 San Juan, P.R. 00928-1345	787-751-0178/ 7649 787-766-1706 Fax
Patricia Eaves	Vice-president Sprint Ponce de León Ave. No. 304, 8th. floor Hato Rey, Puerto Rico 00918	787-775-6700 787-775-6730 Fax
Att. Emilio Piñero	Executive Vice-president Popular Bank of Puerto Rico PO Box 362708 San Juan, P.R. 00936-2708	787-765-9800 Ext.5519 787-758-2227 Fax
Ing. Lucy Crespo	Ex president Asociación de Industriales de Puerto Rico PO Box 4048 Aguadilla, Puerto Rico 00605	819-6521 819-6203 Fax
Emilio Torres Hernández	Former President Centro Unido de Detallistas 215 Benito Pérez Galdós El Vedado Hato Rey, PR 00918	850-1735 C-649-1007 (787) 850-2320 Fax
Miguel A. Casellas	President Casellas & Company, Inc. PO Box 11884 San Juan, Puerto Rico 00922- 1884	793-4700 791-1912 Fax
Dr. Celia Cintrón	Consultant Cond. Puerta del Condado Apto. 2002 Ave. Wilson 1095 San Juan, Puerto Rico 00907	<b>758-1003</b> 758-1337 Fax
José Joaquín Villamil	President Estudios Técnicos, Inc. PO Box 12144 San Juan, PR 00914-0144	751-1675/765-3815 767-2117 Fax

**STATE WORKFORCE INVESTMENT BOARD  
PRIVATE SECTOR**

NAME TELEPHONE	POSITION / BUSINESS	
Jorge Cañellas	Tax Partner Ernst & Young LLP 273 Ave. Ponce de León San Juan, Puerto Rico 00917-1923	787-759-8212 787-753-0813 Fax
Edgardo Rubén Martínez	Executive Vice-president National Life Insurance Co. PO Box 366107 San Juan, Puerto Rico 00936-6107	<b>787-758-2767</b> 787-758-5258 Fax
Néstor Ruiz Colón	President Board of Directors Industria Hotelera Puertorriqueña PO Box 5148 Aguadilla, PR 00605	787-891-9191 787-882-1030 Fax
Dr. Jorge González Monclova	Director Relaciones con la Comunidad Pfizer PO Box 786 Vega Baja, Puerto Rico 00694-0786	787-654-2107 787-858-7966 Fax C-510-8274
Ing. Rafael A. Hernández Molina	Vía Atenas LC-43 L'Ántigua Encantada Trujillo Alto, PR 00976	787-283-0150 787-391-5541

---

**GOVERNMENTAL MUNICIPALITY SECTOR**

NAME TELEPHONE	POSITION / BUSINESS	
Hon. Carlos Delgado Altieri	Mayor Municipality of Isabela PO Box 507 Isabela, Puerto Rico 00662-0507	787-872-6400 787-830-8045 Fax
Hon. Francisco López López	Mayor Municipality of Barranquitas PO Box 250 Barranquitas, Puerto Rico 00794	787-857-2065 857-4456 FAX

## COMMUNITY BASED ORGANIZATION SECTOR

NAME TELEPHONE	POSITION / BUSINESS	
Julia Milagros García	First President Hogares Crea, Inc. PO Box 547, Saint Just Station Trujillo Alto, Puerto Rico 00978	787-760-1150 787-5488 FAX

## LABOR ORGANIZATION REPRESENTATIVE

NAME TELEPHONE	POSITION / BUSINESS	
Luisa Acevedo	President Federación Central de Trabajadores PO Box 11542 Caparra Heights Station San Juan, Puerto Rico 00922- 1542	787-268-0408/0410 787-268-0444 Fax
Annie Cruz Roque	President Hermandad de Telefónicos Caparra Heights Station Apartado 11608 San Juan, Puerto Rico 00922- 1608	787-793-1380 787-273-1414 Fax

## HOUSE OF REPRESENTATIVE CHAMBER

NAME TELEPHONE	POSITION / BUSINESS	
Hon. Luis Raúl Torres	Representative Cámara de Representantes El Capitolio PO Box 9022228 San Juan, Puerto Rico 00909-2228	787-725-4431 787721-8966 Fax
Hon. Severo Colberg Toro	Representative Cámara de Representantes El Capitolio PO Box 9022228 San Juan, P.R. 00902-2228	787-723-6380 787-723-8584 Fax

## SENATE CHAMBER

NAME TELEPHONE	POSITION / BUSINESS	
Hon. Rafael Irizarry Cruz	Senator Senate of Puerto Rico The Capitol Building PO Box 9023431 San Juan, Puerto Rico 00902-3431	787-721-8090 725-7054 Fax

## REPRESENTATIVE EDUCATIONAL SECTOR

NAME TELEPHONE	POSITION / BUSINESS	
Dr. José Jaime Rivera	President University of Sagrado Corazón Box 12383 San Juan, Puerto Rico 00914-0383	787-727-7033 787-728-1692 Fax

## ECONOMIC DEVELOPMENT SECTOR

NAME TELEPHONE	POSITION / BUSINESS	
Hon. Ramón Cantero Frau	Secretary Department of Economic Development PO Box 362350 San Juan, Puerto Rico 00936-2350	787-764-1175 787-753-4094 Fax

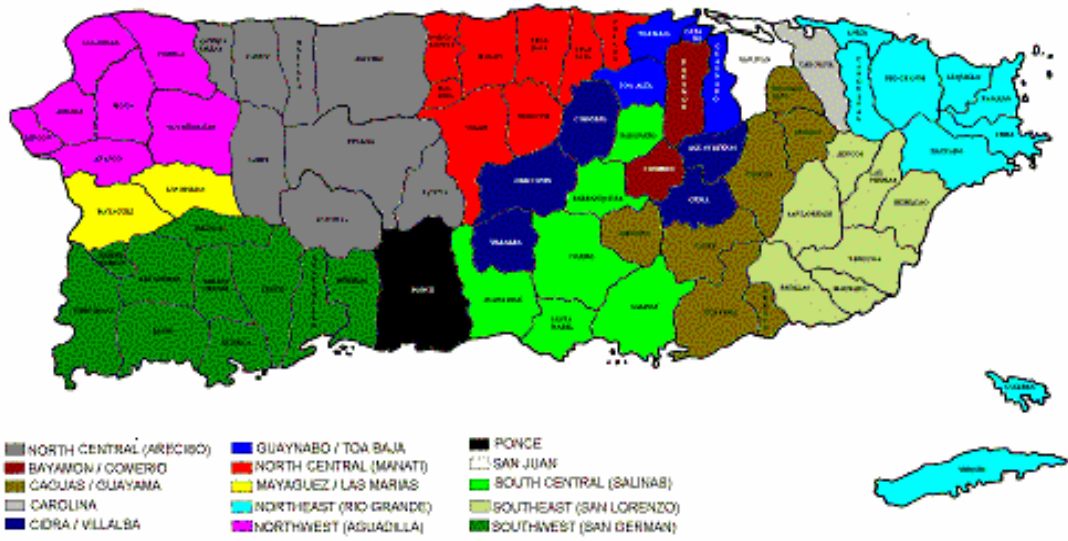
## REQUIRED / OPTIONAL PARTNERS

NAME TELEPHONE	POSITION / BUSINESS	
María del C. Fuentes	Administrator Right to Employment Administration Box 364452 San Juan, Puerto Rico 00936-4452	787-754-5690/5691 787-758-0690 Fax
Eduardo Vergara	Administrator Future Entrepreneur and Workers Training PO PO Box 13325 San Juan, Puerto Rico 00908-3325	787-729-3552 787-725-8471 Fax
María Rosa Iturregui	Administrator Vocational Rehabilitation Development Office Box 191118 San Juan, Puerto Rico 00919-1118	787-727-0445 787-728-8070 Fax
Hon. Ileana Echegoyen	Secretary Housing and Urban Development	787-274-2006, 2006 787-758-9263, 274-2026 Fax)

	Department of Housing PO Box 21365 San Juan, Puerto Rico 00928-1365	
Hon. César A. Rey	Secretary Department of Education PO Box 190759 San Juan, Puerto Rico 00919-0759	787- 763-2171-766-2911 787-250-0275 Fax
Hon. Yolanda Zayas	Secretary Department of Health and Human Services Children and Family Administration PO Box 11398 San Juan, Puerto Rico 00910-1398	787-294-4900 787-294-0732 Fax
Anibal José Torres	Executive Director Governor Office of Youth Affairs Box 13723 Santurce Station Santurce, PR 00908-2204	787-723-0970, 721-4377 787-722-8615 Fax
Prof. Rossana López	Executive Director Puerto Rico Office of Elderly Affairs PO Box 50063 Old San Juan Sta. San Juan, Puerto Rico 00902	787-721-4560 787-721-6510 Fax
Hon. Víctor Rivera Hernández	Secretary Department of Labor and Human Resources Edificio Prudencio Rivera Martínez 505 Muñoz Rivera Ave., Piso 21 San Juan, Puerto Rico 00918	787-281-5664 787-753-9550 Fax
Xavier González Calderón	Executive Director Human Resources and Occupational Development Council PO Box 192159 San Juan, PR 00919-2159	787-764-0177 787-763-0195 Fax

**APPENDIX 2**  
**Geographical Distribution of Local Areas**

Geographic Distribution of WIA Local Areas





**APPENDIX 3**  
**Required Tables by DOL**

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Participants	71%	90%	998	23,501	1,245	80%
Employers	69%	88%	598	1,500	825	72%

Table B- Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	48%	51%	2,541
			5,000
Employment Retention Rate	63%	75%	2027
			2705
Earnings Change in Six Months	\$684	\$1,852	2,150,743
			1,161
Employment And Credential Rate	37%	37%	643
			1,718

Table D. Other Outcome Information

Adults

From 10/01/2000 to 09/30/2001

Reported Information	Individuals Who Received Training Services	Individuals who Received Only Core and Intensive Services
Entered Employment Rate	1714	1230
	3216	2360
Employment Retention Rate	1296	922
	1811	1238
Earnings Change in Six Months	152293.9803	77493.8203
	140	47
Employment and Credential Rate	1416	0
	3334	0

Table E- Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64%	52%	2,363
			4,458
Employment Retention Rate	62%	76%	756
			218
Earnings Replacement in Six Months	89%	153%	3,335,571
			2,185,163
Employment And Credential Rate	52%	48%	715
			1,502

Table G. Other Outcome Information  
Dislocated Workers  
From 10/01/2000 to 09/30/2001

Reported Information	Individuals Who Received Training Services		Individuals who Received Only Core and Intensive Services	
	Entered Employment Rate	1600		1181
2604			2437	
Employment Retention Rate	1154		900	
	1600		1181	
Earnings Replacement Rate	432314.3696		572622.7901	
	416140.8085		635444.2203	
Employment and Credential Rate	1480		0	
	2596		0	

Table H- Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	53%	46%	642
			1,393
Employment Retention Rate	62%	71%	437
			617
Earnings Change in Six Months	\$527	\$1,520	536,658
			353
Employment And Credential Rate	38%	33%	635
			1,901

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	63%	98%	16,675
			17,047
Diploma or Equivalent Attainment Rate	58%	65%	733
			1,127
Retention Rate	57%	85%	1,194
			1,402

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	12,294	2,722
Dislocated Workers	12,256	2,100
Older Youth	7,290	3,551
Younger Youth	43,889	15,128

Table O - Local Performance

Local Area Name  <b><u>San Juan</u></b>	Total Participants Served	Adults	928
		Dislocated Workers	165
		Older Youth	168
		Younger Youth	1,344
ETA Assigned #  <u>72005</u>	Total Exiters	Adults	64
		Dislocated Workers	15
		Older Youth	89
		Younger Youth	866
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	95%
	Employers	69%	83%
Entered Employment Rate	Adults	48%	59%
	Dislocated Workers	64%	64%
	Older Youth	53%	62%
Retention Rate	Adults	63%	80%
	Dislocated Workers	62%	88%
	Older Youth	62%	76%
	Younger Youth	57%	63%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	no data
	Dislocated Workers	89%	no data
	Older Youth	\$527	\$2,259
Credential/Diploma Rate	Adults	37%	50%
	Dislocated Workers	52%	100%
	Older Youth	38%	51%
	Younger Youth	58%	90%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	15	15

Table O - Local Performance

Local Area Name  <b><u>Bayamón/Comerío Consortium</u></b>	Total Participants Served	Adults	495
		Dislocated Workers	224
		Older Youth	218
		Younger Youth	878
ETA Assigned #  <u>72065</u>	Total Exiters	Adults	250
		Dislocated Workers	154
		Older Youth	154
		Younger Youth	801
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	91%
	Employers	69%	86%
Entered Employment Rate	Adults	48%	70%
	Dislocated Workers	64%	69%
	Older Youth	53%	79%
Retention Rate	Adults	63%	100%
	Dislocated Workers	62%	100%
	Older Youth	62%	100%
	Younger Youth	57%	82%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$3,030
	Dislocated Workers	89%	no data
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	50%
	Dislocated Workers	52%	60%
	Older Youth	38%	43%
	Younger Youth	58%	97%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	15	15

Table O - Local Performance

Local Area Name  <b><u>Ponce</u></b>	Total Participants Served	Adults	790
		Dislocated Workers	616
		Older Youth	900
		Younger Youth	1,255
ETA Assigned #  <u>72055</u>	Total Exiters	Adults	371
		Dislocated Workers	93
		Older Youth	712
		Younger Youth	949
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	92%
	Employers	69%	88%
Entered Employment Rate	Adults	48%	45%
	Dislocated Workers	64%	54%
	Older Youth	53%	43%
Retention Rate	Adults	63%	78%
	Dislocated Workers	62%	89%
	Older Youth	62%	88%
	Younger Youth	57%	47%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$1,511
	Dislocated Workers	89%	101%
	Older Youth	\$527	\$2,189
Credential/Diploma Rate	Adults	37%	42%
	Dislocated Workers	52%	59%
	Older Youth	38%	31%
	Younger Youth	58%	47%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	11	11

Table O - Local Performance

Local Area Name  <b><u>Caguas/Guayama</u></b>	Total Participants Served	Adults	1,099
		Dislocated Workers	1,124
		Older Youth	203
		Younger Youth	1,528
ETA Assigned #  <u>72040</u>	Total Exiters	Adults	18
		Dislocated Workers	18
		Older Youth	89
		Younger Youth	45
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	89%
	Employers	69%	86%
Entered Employment Rate	Adults	48%	64%
	Dislocated Workers	64%	73%
	Older Youth	53%	67%
Retention Rate	Adults	63%	100%
	Dislocated Workers	62%	73%
	Older Youth	62%	77%
	Younger Youth	57%	94%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$3,681
	Dislocated Workers	89%	162%
	Older Youth	\$527	\$1,395
Credential/Diploma Rate	Adults	37%	39%
	Dislocated Workers	52%	52%
	Older Youth	38%	41%
	Younger Youth	58%	68%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	17	17



Table O - Local Performance

Local Area Name  <b><u>Carolina</u></b>	Total Participants Served	Adults	850
		Dislocated Workers	409
		Older Youth	263
		Younger Youth	1,131
ETA Assigned #  <u>72045</u>	Total Exiters	Adults	99
		Dislocated Workers	77
		Older Youth	72
		Younger Youth	105
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	88%
	Employers	69%	84%
Entered Employment Rate	Adults	48%	74%
	Dislocated Workers	64%	79%
	Older Youth	53%	54%
Retention Rate	Adults	63%	88%
	Dislocated Workers	62%	88%
	Older Youth	62%	78%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$796
	Dislocated Workers	89%	96%
	Older Youth	\$527	\$4,127
Credential/Diploma Rate	Adults	37%	56%
	Dislocated Workers	52%	70%
	Older Youth	38%	61%
	Younger Youth	58%	100%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	17	17

Table O - Local Performance

Local Area Name  <b><u>Guaynabo/Toa Baja Consortium</u></b>	Total Participants Served	Adults	601
		Dislocated Workers	387
		Older Youth	252
		Younger Youth	1,527
ETA Assigned #  <u>72110</u>	Total Exiters	Adults	171
		Dislocated Workers	93
		Older Youth	123
		Younger Youth	727
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	89%
	Employers	69%	79%
Entered Employment Rate	Adults	48%	62%
	Dislocated Workers	64%	78%
	Older Youth	53%	56%
Retention Rate	Adults	63%	89%
	Dislocated Workers	62%	80%
	Older Youth	62%	90%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$1,799
	Dislocated Workers	89%	no data
	Older Youth	\$527	\$2,181
Credential/Diploma Rate	Adults	37%	38%
	Dislocated Workers	52%	60%
	Older Youth	38%	39%
	Younger Youth	58%	94%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	16	16

Table O - Local Performance

Local Area Name  <b><u>North West Consortium</u></b>	Total Participants Served	Adults	1,129
		Dislocated Workers	1,290
		Older Youth	1,215
		Younger Youth	3,945
ETA Assigned #  <u>72080</u>	Total Exiters	Adults	349
		Dislocated Workers	220
		Older Youth	360
		Younger Youth	433
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	90%
	Employers	69%	88%
Entered Employment Rate	Adults	48%	52%
	Dislocated Workers	64%	42%
	Older Youth	53%	54%
Retention Rate	Adults	63%	89%
	Dislocated Workers	62%	85%
	Older Youth	62%	77%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	no data
	Dislocated Workers	89%	154%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	54%
	Dislocated Workers	52%	39%
	Older Youth	38%	7%
	Younger Youth	58%	11%
Skill Attainment Rate	Younger Youth	63%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	11	11

Table O - Local Performance

Local Area Name  <b><u>North Central Arecibo Consortium</u></b>	Total Participants Served	Adults	1,000
		Dislocated Workers	837
		Older Youth	458
		Younger Youth	4,660
ETA Assigned #  <u>72075</u>	Total Exiters	Adults	207
		Dislocated Workers	92
		Older Youth	344
		Younger Youth	2,638
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	87%
	Employers	69%	89%
Entered Employment Rate	Adults	48%	58%
	Dislocated Workers	64%	65%
	Older Youth	53%	20%
Retention Rate	Adults	63%	90%
	Dislocated Workers	62%	77%
	Older Youth	62%	100%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$2,638
	Dislocated Workers	89%	143%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	42%
	Dislocated Workers	52%	57%
	Older Youth	38%	47%
	Younger Youth	58%	59%
Skill Attainment Rate	Younger Youth	63%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	15	15

Table O - Local Performance

Local Area Name  <b><u>North Central Manatí Consortium</u></b>	Total Participants Served	Adults	1,035
		Dislocated Workers	100
		Older Youth	391
		Younger Youth	5,647
ETA Assigned #  <u>72070</u>	Total Exiters	Adults	217
		Dislocated Workers	9
		Older Youth	158
		Younger Youth	984
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	no data
	Employers	69%	89%
Entered Employment Rate	Adults	48%	65%
	Dislocated Workers	64%	87%
	Older Youth	53%	38%
Retention Rate	Adults	63%	86%
	Dislocated Workers	62%	no data
	Older Youth	62%	71%
	Younger Youth	57%	85%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$2,108
	Dislocated Workers	89%	no data
	Older Youth	\$527	\$3,655
Credential/Diploma Rate	Adults	37%	55%
	Dislocated Workers	52%	87%
	Older Youth	38%	38%
	Younger Youth	58%	38%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	12	12

Table O - Local Performance

Local Area Name  <b><u>North East Consortium</u></b>	Total Participants Served	Adults	728
		Dislocated Workers	1,486
		Older Youth	303
		Younger Youth	4,044
ETA Assigned #  <u>72105</u>	Total Exiters	Adults	61
		Dislocated Workers	157
		Older Youth	185
		Younger Youth	139
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	89%
	Employers	69%	89%
Entered Employment Rate	Adults	48%	29%
	Dislocated Workers	64%	35%
	Older Youth	53%	50%
Retention Rate	Adults	63%	87%
	Dislocated Workers	62%	78%
	Older Youth	62%	96%
	Younger Youth	57%	44%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$1,005
	Dislocated Workers	89%	110%
	Older Youth	\$527	\$1,387
Credential/Diploma Rate	Adults	37%	37%
	Dislocated Workers	52%	44%
	Older Youth	38%	47%
	Younger Youth	58%	65%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	12	12

Table O - Local Performance

Local Area Name  <b><u>South East Consortium</u></b>	Total Participants Served	Adults	1,359
		Dislocated Workers	2,596
		Older Youth	956
		Younger Youth	6,192
ETA Assigned #  <u>72100</u>	Total Exiters	Adults	332
		Dislocated Workers	353
		Older Youth	411
		Younger Youth	2,316
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	90%
	Employers	69%	90%
Entered Employment Rate	Adults	48%	83%
	Dislocated Workers	64%	81%
	Older Youth	53%	58%
Retention Rate	Adults	63%	72%
	Dislocated Workers	62%	90%
	Older Youth	62%	90%
	Younger Youth	57%	69%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$1,027
	Dislocated Workers	89%	90%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	42%
	Dislocated Workers	52%	57%
	Older Youth	38%	40%
	Younger Youth	58%	63%
Skill Attainment Rate	Younger Youth	63%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	16	16

Table O - Local Performance

Local Area Name  <b><u>South Central Consortium</u></b>	Total Participants Served	Adults	911
		Dislocated Workers	1,001
		Older Youth	208
		Younger Youth	2,350
ETA Assigned #  <u>72095</u>	Total Exiters	Adults	253
		Dislocated Workers	103
		Older Youth	133
		Younger Youth	2,087
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	91%
	Employers	69%	92%
Entered Employment Rate	Adults	48%	72%
	Dislocated Workers	64%	70%
	Older Youth	53%	54%
Retention Rate	Adults	63%	69%
	Dislocated Workers	62%	65%
	Older Youth	62%	69%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$2,482
	Dislocated Workers	89%	71%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	38%
	Dislocated Workers	52%	66%
	Older Youth	38%	60%
	Younger Youth	58%	100%
Skill Attainment Rate	Younger Youth	63%	93%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	15	15



Table O - Local Performance

Local Area Name  <b><u>South West Consortium</u></b>	Total Participants Served	Adults	641
		Dislocated Workers	1,292
		Older Youth	1,008
		Younger Youth	5,268
ETA Assigned #  <u>72080</u>	Total Exiters	Adults	249
		Dislocated Workers	643
		Older Youth	387
		Younger Youth	1,136
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	83%
	Employers	69%	89%
Entered Employment Rate	Adults	48%	35%
	Dislocated Workers	64%	60%
	Older Youth	53%	25%
Retention Rate	Adults	63%	68%
	Dislocated Workers	62%	77%
	Older Youth	62%	91%
	Younger Youth	57%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	\$688
	Dislocated Workers	89%	103%
	Older Youth	\$527	\$1,262
Credential/Diploma Rate	Adults	37%	37%
	Dislocated Workers	52%	64%
	Older Youth	38%	55%
	Younger Youth	58%	85%
Skill Attainment Rate	Younger Youth	63%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	14	14

Table O - Local Performance

Local Area Name  <u>Mayaguez</u>	Total Participants Served	Adults	187
		Dislocated Workers	307
		Older Youth	306
		Younger Youth	1,333
ETA Assigned #  <u>72085</u>	Total Exiters	Adults	51
		Dislocated Workers	52
		Older Youth	48
		Younger Youth	576
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	90%
	Employers	69%	92%
Entered Employment Rate	Adults	48%	53%
	Dislocated Workers	64%	64%
	Older Youth	53%	54%
Retention Rate	Adults	63%	75%
	Dislocated Workers	62%	100%
	Older Youth	62%	100%
	Younger Youth	57%	no data
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	no data
	Dislocated Workers	89%	152%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	71%
	Dislocated Workers	52%	77%
	Older Youth	38%	44%
	Younger Youth	58%	59%
Skill Attainment Rate	Younger Youth	63%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	14	14

Table O - Local Performance

Local Area Name  <b><u>Cidra/Villalba Consortium</u></b>	Total Participants Served	Adults	473
		Dislocated Workers	383
		Older Youth	441
		Younger Youth	2,787
ETA Assigned #  <u>72115</u>	Total Exiters	Adults	30
		Dislocated Workers	21
		Older Youth	286
		Younger Youth	1,326
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71%	91%
	Employers	69%	91%
Entered Employment Rate	Adults	48%	77%
	Dislocated Workers	64%	65%
	Older Youth	53%	54%
Retention Rate	Adults	63%	100%
	Dislocated Workers	62%	100%
	Older Youth	62%	80%
	Younger Youth	57%	98%
Earnings Change/Earnings Replacement in Six Months	Adults	\$684	no data
	Dislocated Workers	89%	113%
	Older Youth	\$527	no data
Credential/Diploma Rate	Adults	37%	69%
	Dislocated Workers	52%	71%
	Older Youth	38%	57%
	Younger Youth	58%	63%
Skill Attainment Rate	Younger Youth	63%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	15	15

**APPENDIX 4**  
**Income and Expenditures**

**Puerto Rico Human Resources and Occupational Development Council  
Expenditure/Encumbrance Budget Report  
01- Youth Program**

<b>Local Area</b>	<b>Total Expenditures</b>
San Juan	3,332,902.00
Bayamon / Comerio	1,641,051.86
Ponce	2,485,080.35
Caguas / Guayama	5,372,752.07
Carolina	2,169,615.53
South-West (San German)	4,362,284.04
South-East (Las Piedras)	4,074,432.41
Northh-East (Rio Grande)	2,921,412.99
SurCentral (Salina)	2,793,179.80
Manati / Dorado	3,730,427.75
NorteCentral (Arecibo)	3,585,339.38
NorOeste (Aguadilla)	6,506,307.08
Mayaguez / Las Marias	1,833,358.83
La Montana (Cidra- Villalba)	2,143,893.23
Guaynabo / Toa Baja	1,700,013.42
<b>Total Youth Program</b>	<b>48,652,050.74</b>

**Puerto Rico Human Resources and Occupational Development Council**  
 Expenditure/Encumbrance Budget Report  
 02- Adult Program

<b>Local Area</b>	<b>Total Expenditures</b>
San Juan	5,106,457.33
Bayamon / Comerio	2,646,336.90
Ponce	3,431,622.68
Caguas / Guayama	6,378,894.40
Carolina	1,895,824.39
South-West (San German)	3,637,479.05
South-East (Las Piedras)	3,607,522.53
Northh-East (Rio Grande)	3,196,975.38
SurCentral (Salina)	3,148,824.87
Manati / Dorado	5,154,784.96
NorteCentral (Arecibo)	3,724,249.02
NorOeste (Aguadilla)	4,322,586.07
Mayaguez / Las Marias	2,256,986.12
La Montana (Cidra- Villalba)	1,947,821.74
Guaynabo / Toa Baja	1,491,805.96
<b>Total Adult Program</b>	<b>51,948,171.40</b>

**Puerto Rico Human Resources and Occupational Development Council**  
 Expenditure/Encumbrance Budget Report  
 03- Displaced Workers

<b>Local Area</b>	<b>Total Expenditures</b>
San Juan	2,802,468.44
Bayamon / Comerio	3,587,534.28
Ponce	2,695,248.79
Caguas / Guayama	7,986,452.89
Carolina	2,132,597.86
South-West (San German)	7,304,492.91
South-East (Las Piedras)	12,080,173.22
Northh-East (Rio Grande)	4,670,724.20
SurCentral (Salina)	5,145,895.18
Manati / Dorado	3,681,356.07
NorteCentral (Arecibo)	5,139,796.65
NorOeste (Aguadilla)	5,743,525.54
Mayaguez / Las Marias	4,656,362.41
La Montana (Cidra- Villalba)	2,519,377.18
Guaynabo / Toa Baja	3,034,794.42
<b>Total Displaced Workers</b>	<b>73,180,800.04</b>

## WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71	90	998	23,501	1,245	80.2
Employers	69	88	598	1,500	825	72.5

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	48	50.9	2,609
			5,123
Employment Retention Rate	63	74.9	2,027
			2,705
Earnings Change in Six Month	684	1,852	2,150,743
			1,161
Employment and Credential Rate	37	37.4	643
			1,718



**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	25.1	148	41.7	5	44.6	29	41.4	135
		589		12		65		326
Employment Retention Rate	71.8	107	80	4	55.2	16	75.6	102
		149		5		29		135
Earnings Change in Six Months	595	8,331			2,714	5,428	453	453
		14				2		1
Employment and Credential Rate	25.2	60	11.1	1	32.1	9	40.9	38
		238		32		28		93

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	53.3	1,714	52.1	1,230
		3,216		2,360
Employment Retention Rate	71.6	1,296	74.5	922
		1,811		1,238
Earnings Change in Six Months	1,088	152,293	1,649	77,493
		140		47

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64	52.3	2,390
			4,570
Employment Retention Rate	62	75.9	1,813
			2,390
Earnings Replacement in Six Months	89	152.6	3,335,571
			2,185,163
Employment and Credential Rate	52	47.6	715
			1,502

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	32.6	208	33.3	1	53	35	39	114
		639		3		66		292
Employment Retention Rate	67.8	141	100	1	77.1	27	80.7	92
		208		1		35		114
Earnings Replacement Rate	129.3	31,648			159.6	13,052	59	26,347
		24,477				8,179		44,663
Employment And Credential Rate	44.8	113	33.3	1	58.1	18	78.7	48
		252		3		31		61

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	61.4	1,600	48.5
2,604			2,437	
Employment Retention Rate	72.1	1,154	76.2	900
		1,600		1,181
Earnings Replacement Rate	103.9	432,314	90.1	572,622
		416,140		635,444

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	53
Employment Retention Rate	62	70.8	1,393
			437
Earnings Change in Six Months	527	1,520	617
			536,658
Credential Rate	38	33.4	353
			635
			1,901

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	42.9	42			25	8	36.6	158
		98				32		432
Employment Retention Rate	74.4	32			87.5	7	67.5	108
		43				8		160
Earnings Change in Six Months	983	4,917					3,943	11,829
		5						3
Credential Rate	48.1	74			47.8	32	22	97
		154				67		441

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
Skill Attainment Rate	63		97.8	16,675
				17,047
Diploma or Equivalent Attainment Rate	58		65	733
				1,127
Retention Rate	57		85.2	1,194
				1,402

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	97	2,456	98.3	757	97.6
2,533			770		635	
Diploma or Equivalent Attainment Rate	79	132	42.9	15	30.5	57
		167		35		187
Retention Rate	85	34	100	4	51.7	31
		40		4		60

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	0	0	0	0	7	227	197	331,346	82
1			1		3,231		1,683		1,358	
Dislocated Workers	0	0	0	0	6.3	183	1,925	3,109,287	84.9	897
		1		1		2,882		1,615		1,057
Older Youth	0	0	0	0	3.7	29	1,339	567,787		
		1		1		792		424		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>12,294</b>	<b>2,722</b>
<b>Dislocated Workers</b>	<b>12,256</b>	<b>2,100</b>
<b>Older Youth</b>	<b>7,290</b>	<b>3,551</b>
<b>Younger Youth</b>	<b>43,889</b>	<b>15,128</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$50,978,912.00</b>
<b>Local Dislocated Workers</b>		<b>\$73,764,770.00</b>
<b>Local Youth</b>		<b>\$48,130,383.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$6,677,478.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$2,943,322.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
	Local Areas	<b>\$7,196,712.00</b>
	PR Department of Education	<b>\$83,507.00</b>
	PR Chamber of Commerce	<b>\$214,603.00</b>
	State Government Agencies	<b>\$12,015,130.00</b>
	Carlos Albizu University	<b>\$130,624.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$202,135,441.00</b>

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Private Industry Board of San Juan, Puerto Rico, Inc.	<b>Total Participants Served</b>	Adults	928
		Dislocated Workers	165
		Older Youth	168
		Younger Youth	1,344
	<b>Total Exiters</b>	Adults	64
		Dislocated Workers	15
		Older Youth	89
		Younger Youth	866

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	95	
	Employers	69	83	
Entered Employment Rate	Adults	48	59	
	Dislocated Workers	64	64	
	Older Youth	53	62	
Retention Rate	Adults	63	80	
	Dislocated Workers	62	88	
	Older Youth	62	76	
	Younger Youth	57	63	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684		
	Dislocated Workers	89		
	Older Youth (\$)	527	2,259	
Credential / Diploma Rate	Adults	37	50	
	Dislocated Workers	52	100	
	Older Youth	38	51	
	Younger Youth	58	90	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	15	15

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Bayamon/Comerio	Total Participants Served	Adults	495
		Dislocated Workers	224
		Older Youth	218
		Younger Youth	878
	Total Exiters	Adults	250
		Dislocated Workers	154
		Older Youth	154
		Younger Youth	801

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	91	
	Employers	69	86	
Entered Employment Rate	Adults	48	70	
	Dislocated Workers	64	69	
	Older Youth	53	79	
Retention Rate	Adults	63	100	
	Dislocated Workers	62	100	
	Older Youth	62	100	
	Younger Youth	57	82	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	3,030	
	Dislocated Workers	89		
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	50	
	Dislocated Workers	52	60	
	Older Youth	38	43	
	Younger Youth	58	97	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	15	15



# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Workforce Investment Board of Ponce	Total Participants Served	Adults	790
		Dislocated Workers	616
		Older Youth	900
		Younger Youth	1,255
	Total Exiters	Adults	371
		Dislocated Workers	93
		Older Youth	712
		Younger Youth	949

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	92	
	Employers	69	88	
Entered Employment Rate	Adults	48	45	
	Dislocated Workers	64	54	
	Older Youth	53	43	
Retention Rate	Adults	63	78	
	Dislocated Workers	62	89	
	Older Youth	62	88	
	Younger Youth	57	47	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	1,511	
	Dislocated Workers	89	101	
	Older Youth (\$)	527	2,189	
Credential / Diploma Rate	Adults	37	42	
	Dislocated Workers	52	59	
	Older Youth	38	31	
	Younger Youth	58	47	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	11	11

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> WIB Of Caguas-Guayama Cons.	<b>Total Participants Served</b>	Adults	1,099
		Dislocated Workers	1,124
		Older Youth	203
		Younger Youth	1,528
	<b>Total Exiters</b>	Adults	18
		Dislocated Workers	18
		Older Youth	89
		Younger Youth	45

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	89
	Employers	69	86
Entered Employment Rate	Adults	48	64
	Dislocated Workers	64	73
	Older Youth	53	67
Retention Rate	Adults	63	100
	Dislocated Workers	62	73
	Older Youth	62	77
	Younger Youth	57	94
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	3,681
	Dislocated Workers	89	162
	Older Youth (\$)	527	1,395
Credential / Diploma Rate	Adults	37	39
	Dislocated Workers	52	52
	Older Youth	38	41
	Younger Youth	58	68
Skill Attainment Rate	Younger Youth	63	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	17
		Exceeded	17

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> WIB of Carolina-Trujillo Alto, Inc.	<b>Total Participants Served</b>	Adults	850
		Dislocated Workers	409
		Older Youth	263
		Younger Youth	1,131
	<b>Total Exiters</b>	Adults	99
		Dislocated Workers	77
		Older Youth	72
		Younger Youth	105

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	88
	Employers	69	84
Entered Employment Rate	Adults	48	74
	Dislocated Workers	64	79
	Older Youth	53	54
Retention Rate	Adults	63	88
	Dislocated Workers	62	88
	Older Youth	62	78
	Younger Youth	57	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	796
	Dislocated Workers	89	96
	Older Youth (\$)	527	4,127
Credential / Diploma Rate	Adults	37	56
	Dislocated Workers	52	70
	Older Youth	38	61
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	63	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	17
		Exceeded	17

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Guaynabo/Toa Baja	Total Participants Served	Adults	601
		Dislocated Workers	387
		Older Youth	252
		Younger Youth	1,527
	Total Exiters	Adults	171
		Dislocated Workers	93
		Older Youth	123
		Younger Youth	727

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	89	
	Employers	69	79	
Entered Employment Rate	Adults	48	62	
	Dislocated Workers	64	78	
	Older Youth	53	56	
Retention Rate	Adults	63	89	
	Dislocated Workers	62	80	
	Older Youth	62	90	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	1,799	
	Dislocated Workers	89		
	Older Youth (\$)	527	2,181	
Credential / Diploma Rate	Adults	37	38	
	Dislocated Workers	52	60	
	Older Youth	38	39	
	Younger Youth	58	94	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	16	16

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Consorcio De La Montana	<b>Total Participants Served</b>	Adults	473
		Dislocated Workers	383
		Older Youth	441
		Younger Youth	2,787
	<b>Total Exiters</b>	Adults	30
		Dislocated Workers	21
		Older Youth	286
		Younger Youth	1,326

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	91	
	Employers	69	91	
Entered Employment Rate	Adults	48	77	
	Dislocated Workers	64	65	
	Older Youth	53	54	
Retention Rate	Adults	63	100	
	Dislocated Workers	62	100	
	Older Youth	62	80	
	Younger Youth	57	98	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684		
	Dislocated Workers	89	113	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	69	
	Dislocated Workers	52	71	
	Older Youth	38	57	
	Younger Youth	58	63	
Skill Attainment Rate	Younger Youth	63	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	15	15

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Northwest Aguadilla	Total Participants Served	Adults	1,129
		Dislocated Workers	1,290
		Older Youth	1,215
		Younger Youth	3,945
	Total Exiters	Adults	349
		Dislocated Workers	220
		Older Youth	360
		Younger Youth	433

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	90	
	Employers	69	88	
Entered Employment Rate	Adults	48	52	
	Dislocated Workers	64	42	
	Older Youth	53	54	
Retention Rate	Adults	63	89	
	Dislocated Workers	62	85	
	Older Youth	62	77	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684		
	Dislocated Workers	89	154	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	54	
	Dislocated Workers	52	39	
	Older Youth	38	7	
	Younger Youth	58	11	
Skill Attainment Rate	Younger Youth	63	97	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	11	11

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Central Arecibo	<b>Total Participants Served</b>	Adults	1,000
		Dislocated Workers	837
		Older Youth	458
		Younger Youth	4,660
	<b>Total Exiters</b>	Adults	207
		Dislocated Workers	92
		Older Youth	344
		Younger Youth	2,638

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	87	
	Employers	69	89	
Entered Employment Rate	Adults	48	58	
	Dislocated Workers	64	65	
	Older Youth	53	20	
Retention Rate	Adults	63	90	
	Dislocated Workers	62	77	
	Older Youth	62	100	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	2,638	
	Dislocated Workers	89	143	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	42	
	Dislocated Workers	52	57	
	Older Youth	38	47	
	Younger Youth	58	59	
Skill Attainment Rate	Younger Youth	63	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	15	15

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Workforce Investment Board Consortium Manati	<b>Total Participants Served</b>	Adults	1,035
		Dislocated Workers	100
		Older Youth	391
		Younger Youth	5,647
	<b>Total Exiters</b>	Adults	217
		Dislocated Workers	9
		Older Youth	158
		Younger Youth	984

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71		
	Employers	69	89	
Entered Employment Rate	Adults	48	65	
	Dislocated Workers	64	87	
	Older Youth	53	38	
Retention Rate	Adults	63	86	
	Dislocated Workers	62		
	Older Youth	62	71	
	Younger Youth	57	85	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	2,108	
	Dislocated Workers	89		
	Older Youth (\$)	527	3,655	
Credential / Diploma Rate	Adults	37	55	
	Dislocated Workers	52	87	
	Older Youth	38	38	
	Younger Youth	58	38	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	12	12



# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Northeast Rio Grande	Total Participants Served	Adults	728
		Dislocated Workers	1,486
		Older Youth	303
		Younger Youth	4,044
	Total Exiters	Adults	61
		Dislocated Workers	157
		Older Youth	185
		Younger Youth	139

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	89	
	Employers	69	89	
Entered Employment Rate	Adults	48	29	
	Dislocated Workers	64	35	
	Older Youth	53	50	
Retention Rate	Adults	63	87	
	Dislocated Workers	62	78	
	Older Youth	62	96	
	Younger Youth	57	44	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	1,005	
	Dislocated Workers	89	110	
	Older Youth (\$)	527	1,387	
Credential / Diploma Rate	Adults	37	37	
	Dislocated Workers	52	44	
	Older Youth	38	47	
	Younger Youth	58	65	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	12	12

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southeast San Lorenzo	<b>Total Participants Served</b>	Adults	1,359
		Dislocated Workers	2,596
		Older Youth	956
		Younger Youth	6,192
	<b>Total Exiters</b>	Adults	332
		Dislocated Workers	353
		Older Youth	411
		Younger Youth	2,316

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	90	
	Employers	69	90	
Entered Employment Rate	Adults	48	83	
	Dislocated Workers	64	81	
	Older Youth	53	58	
Retention Rate	Adults	63	72	
	Dislocated Workers	62	90	
	Older Youth	62	90	
	Younger Youth	57	69	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	1,027	
	Dislocated Workers	89	90	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	42	
	Dislocated Workers	52	57	
	Older Youth	38	40	
	Younger Youth	58	63	
Skill Attainment Rate	Younger Youth	63	97	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	16	16

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Salinas	<b>Total Participants Served</b>	Adults	911
		Dislocated Workers	1,001
		Older Youth	208
		Younger Youth	2,350
	<b>Total Exiters</b>	Adults	253
		Dislocated Workers	103
		Older Youth	133
		Younger Youth	2,087

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	91	
	Employers	69	92	
Entered Employment Rate	Adults	48	72	
	Dislocated Workers	64	70	
	Older Youth	53	54	
Retention Rate	Adults	63	69	
	Dislocated Workers	62	65	
	Older Youth	62	69	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	2,482	
	Dislocated Workers	89	71	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	38	
	Dislocated Workers	52	66	
	Older Youth	38	60	
	Younger Youth	58	100	
Skill Attainment Rate	Younger Youth	63	93	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	15	15

# WIA Annual Report Data

State Name: PR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Suroeste San German	Total Participants Served	Adults	641
		Dislocated Workers	1,292
		Older Youth	1,008
		Younger Youth	5,268
	Total Exiters	Adults	249
		Dislocated Workers	643
		Older Youth	387
		Younger Youth	1,136

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	83	
	Employers	69	89	
Entered Employment Rate	Adults	48	35	
	Dislocated Workers	64	60	
	Older Youth	53	25	
Retention Rate	Adults	63	68	
	Dislocated Workers	62	77	
	Older Youth	62	91	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684	688	
	Dislocated Workers	89	103	
	Older Youth (\$)	527	1,262	
Credential / Diploma Rate	Adults	37	37	
	Dislocated Workers	52	64	
	Older Youth	38	55	
	Younger Youth	58	85	
Skill Attainment Rate	Younger Youth	63	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	14	14

# WIA Annual Report Data

State Name: PR

Program Year: 2001

Table O: Summary of Participants

<b>Local Area Name:</b> WIB - Mayaguez-Las Marias Consortium	<b>Total Participants Served</b>	Adults	187
		Dislocated Workers	307
		Older Youth	306
		Younger Youth	1,333
	<b>Total Exiters</b>	Adults	51
		Dislocated Workers	52
		Older Youth	48
		Younger Youth	576

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	90	
	Employers	69	92	
Entered Employment Rate	Adults	48	53	
	Dislocated Workers	64	64	
	Older Youth	53	54	
Retention Rate	Adults	63	75	
	Dislocated Workers	62	100	
	Older Youth	62	100	
	Younger Youth	57		
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	684		
	Dislocated Workers	89	152	
	Older Youth (\$)	527		
Credential / Diploma Rate	Adults	37	71	
	Dislocated Workers	52	77	
	Older Youth	38	44	
	Younger Youth	58	59	
Skill Attainment Rate	Younger Youth	63	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	14	14