

**PUERTO RICO**

**ANNUAL REPORT**

**WORKFORCE INVESTMENT ACT**

**PROGRAM YEAR 2002-2003**

## ANNUAL REPORT

### **FIRST PART:**

#### **HUMAN RESOURCES AND OCCUPATIONAL DEVELOPMENT COUNCIL (HRODC)**

The Puerto Rico Human Resources and Occupational Development Council (HRODC) is a public entity created under Law Number 97 of December 18 1991, as amended, of the Commonwealth of Puerto Rico. It was adjoined to the Puerto Rico Department of Labor and Human Resources (PRDLHR) by virtue of Reorganization Plan Number 2 of May 4, 1994.

The HRODC is the governors' designated agency to administer the funds received by Puerto Rico under Title I of the Federal Law 105-220 of August 7, 1998, known as the Workforce Investment Act (WIA). It is ascribed to Region 1, (New York) of the Employment and Training Administration, U.S. Department of Labor.

The State Reserve Fund, managed by the HRODC, had \$64,570,258 for Program Year (PY) 2002-03. Of this amount, \$11,327,888.00 corresponded to administration, \$22,655,776.00 to the State Reserve (Governor's Fund) and \$30,586,592.00 for activities allowable under the Rapid Response of the Dislocated Workers Program. The HRODC, increased by 20% the allocation to the Local Areas by transferring to them \$24,469,275 of the States Rapid Response Fund.

The following section describes the organizational structure of the HRODC and its functions related to goals established by WIA.

**Fiscal Management Area** - The Fiscal Management Area of the HRODC is in charge of overseeing all financial aspects of the WIA System. The Fiscal Management Area is composed of three divisions: Finance, Budget and Payroll. The Area is responsible for the management of the WIA budget in the administrative activities of the HRDOC, Rapid Response, State Reserve Fund, the fifteen Local Areas and the State Agencies with Special Projects with WIA funds.

In this area, expenditure reports and fund requests received by the HRODC are evaluated to ensure compliance with WIA regulations. In addition, monitors expenditure levels and compliance with Work Specifications presented to the Planning Area.

Major accomplishment in this area for Program Year 2002-03 are the following:

- Implementation of a Uniform Accounting System (MIP – *Micro Information Product*) for the 15 Local Areas. Previously each Local Area had independent systems for finance management. Implementation of the *Advantage Government Series* – This project establishes a uniform computerized accounting system providing a common base for the emission uniform politics and collection financial information in a reliable method.

**Special Projects Unit** – The Special Projects Unit was created on February 2002 by virtue of section 134 (a) (1) of WIA. The HRODC promoted the use of available funds for innovative projects strengthening commonly unattended labor force sectors of the population. Through this

units we have served several segments of the population such as first work experience for college students, imprisoned youth, youth under 18 years, handicapped population, criminal offenders, persons over 55 years, and dislocated homemakers.

**Planning and Program Evaluation Area** – This Area is composed of two main divisions the Programmatic Planning Management Division and the Management Information System Division. It is responsible for the coordination and evaluation of the programmatic and budgetary planning of the Local Areas and other projects of the HRODC. The Management Information Division coordinates the statistics and records of the performance measures and provides technical assistance in these matters to the Local Areas and other projects of the HRODC.

The Programmatic Planning Management Division evaluated and approved the proposals for the 15 Local Areas for the PY 2003-2004 assignment amounting to \$161, 987,506 including the procedures for funds delegation. The Management Information System Division completed the Performance Measures procedures that resulted in the compliance with the 17 standards for Puerto Rico. In addition, the division completed the technical assistance for the Client Administration System, a locally developed program, which gathers uniform data from the 15 Local Areas in a centralized data Bank. The system will be operational in January 2004.

**Operational Management Area (Auditing and Monitoring)** - The Auditing and Monitoring Area is responsible for watching compliance with programmatic and fiscal controls. This activity is developed through compliance monitoring visits in accordance to regulatory dispositions of the LAW, interventions to administrative and fiscal procedures. The Principal activities of the Area are to ensure compliance of the Local Areas and sub-recipients with the dispositions of WIA and the Welfare to Work Program. Monitors compliance of Local Areas and sub-recipients with the established requirements applicable to the administrative and fiscal systems. The Area must ensure that Local Areas and sub-recipients spending over \$300,000.00 or more in federal assistance during the fiscal year comply with single audit requirements as established by WIA.

During the Program Year, 2002-2003, 24 operational monitorings (programmatic) activities were conducted among sub-recipients and 15 Local Areas. The same number of preliminary reports and final reports were developed. A total of 48 corrective action plans were reviewed. Sixteen single audit reports were received and reviewed.

**Legal Area** - The mission of the Legal Area is the lawful protection of the HRODC's interests in its development of public policy in accordance with the strategies determined by the State Board. In addition, administer and oversee the delegation and use of Title I WIA funds and the implementation of training and employment programs by the Local Areas and sub-recipient agencies. The Area advises, and incorporates in their contracts, the dispositions under of Title I of WIA and the regulatory dispositions of state agencies such as the Comptrollers Office, Treasury Department, and Government Ethics Office among others. In addition, the Unit is responsible for the implementation of the federal regulations under Equal Employment Opportunities Act.

In December of 2002, the Public Policy Unit was created under the Legal Area. The responsibility of the Unit is to assist and advice the State Board in the issuance of instructions through Administrative Memorandums and or regulations.

The main activities of the Legal Area for the Program Year were the development of 300 contracts, 72 legal opinion and 32 legislative projects.

**Communication and Public Relations Office** – This Office plans and develops communications strategies for the promotion of services and activities of the Adult, Dislocated Workers, and Youth Programs under WIA.

The principal activities of the Office for the Program Year were the development and coordination of four Job Fairs with participation of over 3,000 persons and 134 companies. The Office also coordinated the third WIA congress in Puerto Rico held on November 2002, and participated in several conventions held by professional organizations in the Island to promote WIA and its services. It publishes a quarterly bulletin called HRODC Reports (CDORH Informa) to keep the community informed of the activities and projects being developed under the Act.

**Transition Project: Dislocated Workers from the Sewing to Technology Industry** – The project is an initiative of the Governor of Puerto Rico, which coordinates an inter-agency effort organized by HRODC. The participating institutions or agencies are the WIA Local Areas, P.R. Industrial Development Company (in charge of the economic development of Puerto Rico), the P.R. Department of Education, and the Puerto Rico Department of Labor. The purpose of the project is to provide training and retraining to dislocated workers of the sewing industry to re-incorporate them in the labor force in technology and technology related jobs.

The project responds to a strategy by the government of Puerto Rico to establish industrials clusters in high technology. For this effort, it is necessary to train and developed skills of the labor force to integrate new industries in producing or using high technology in its operations.

This project has an assignment of \$7,500,000.00 from the State Reserve, and the following activities area in progress:

- North-central Local Area (Arecibo) -\$2,500,000.00
  - 286 dislocated workers are in training activities
  - Employees from Hanes and Pan-Am Shoe companies are in training to establish cooperative structures.
- Northwest Local Area – A total of 565 dislocated workers were assisted; 364 received non-register basic services and 210 are in different training activities.
- Mayagüez/Las Marías Local Area – The western region of the Island is one of the most affected by the closing of industries. The Star Kist Tuna packing company closed during this Program Year and 1,376 workers were displaced. The Bumble

Bee Packing Industry, also in the same Local Area, presented a proposal to train 286 incumbent workers in the use of high technology equipment introduced to upgrade its competitiveness. The HRODC approved a customized training for job retention through a cooperative agreement with the company.

- Training for Future Entrepreneurs and Workers Administration (AAFET for its Spanish acronym) - This state agency under the Puerto Rico Department of Labor has 13 vocational institutes through the Island. In this project, two of the institutes are providing training to dislocated workers.
- Puerto Rico Commercial Development Administration - This Agency is in charge of promoting the commercial development of the Island. One of its services is the Entrepreneurial School offering courses for the establishment and operation of small businesses. Dislocated individuals from the sewing industry are participating in this activity.
- Puerto Rico Department of Education
  - While developing the dislocated workers profile, one of the most significant findings of the Rapid Response Unit was that many of the workers did not completed high school or lacked reading skills. The Department of Education, with local matching funds, developed a literacy and high school equivalency courses for them to complete their high school degree. A total of 106 workers completed their degree.

**The State Unit for Dislocated Workers and Employers (UETDP for its Spanish acronym).**

The State Unit for Dislocated Workers and Employers is in charge of the coordination and development of the Dislocated Workers and Rapid Response activities as established by WIA. It has five Support Centers through the different regions of Puerto Rico, one of them a Specialized Center to service the closing of a major poultry farm in the Island. Additionally, 16 Temporary Support Centers were moved to major closings by using mobile units.

The UETDP through its four mobile units has the flexibility to operate Temporary Support Centers in closings and Employment Fairs. Another activity conducted by the UETDP is the provision of technical assistance for the establishment of five service cooperatives. The purpose of these cooperatives is to enable dislocated workers to be partners-owners of their own business ensuring a permanent job.

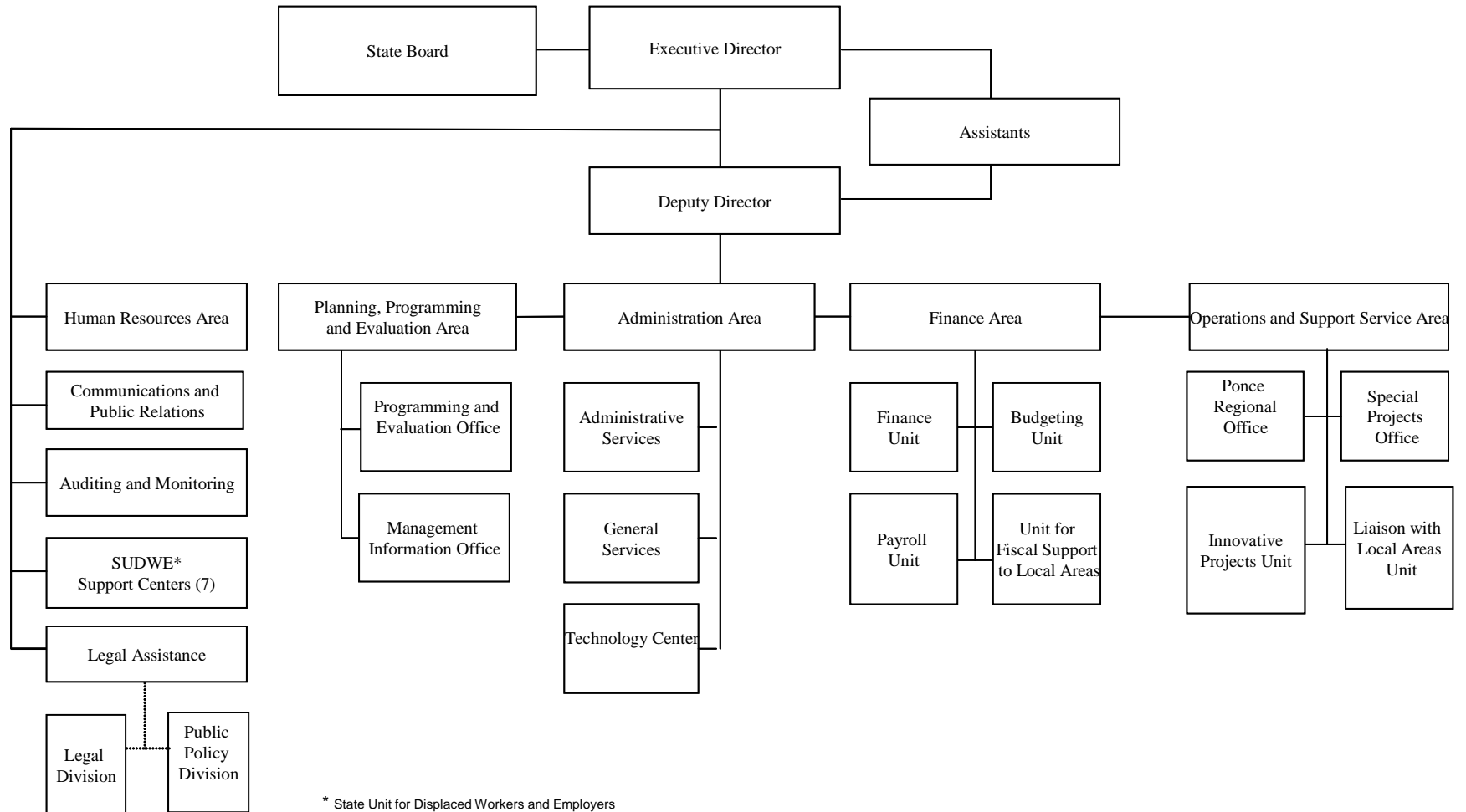
The activity of the Regional and Specialized Support Centers serviced a total of 8,536 Dislocated Workers, of these, 2,692 were placed in employment during the Program Year.

**Local Area Liaison Unit** – This is a support unit of the HRODC Operational Area. Its main task is to review the administrative and fiscal operations of the Local Areas to plan and develop technical assistance strategies for its improvement. The Unit during PY 2002-2003 developed amendments to the Eligibility Procedure for determination of eligibility as a service provider under WIA funds. In addition, the Unit developed a Requirement Guide to automate the

process of determination of eligibility for service provider, to start operations during the first quarter of 2004.

Other activities of the Local Area Liaison Unit for the PY were to provide technical assistance in the establishment of One Stop Centers, composition and duties of the Local Boards, development of Memorandum of Understanding with partners and plans for the optimization of funds utilization.

## Human Resources and Occupational Development Council Organizational Chart



## **State Workforce Investment Board (WIB)**

The Puerto Rico's State Workforce Investment Board in its private composition is represented by the entrepreneurial, educational, labor and community base sectors. Public sector representation includes the state and municipal government, the Senate and House of Representatives of Puerto Rico, state agencies and mandatory partners.

The Puerto Rico WIB is divided into working committees with the following functions:

- Strategic Planning and Budget Committee – Makes public policy recommendations, establishes service priorities and the occupations in demand encompassing the State Plan. Assist in the Plan development and determines basic criteria for its implementation.
- Liaison with Private Sector Committee – Promotes the participation of private sector patrons in the WIA system through the state and municipal consortiums. Develops links with private sector and promotes its participation in the Board's activities.
- Evaluation and Monitoring Committee – Develops evaluation, monitoring and follow-up mechanisms to ensure the accomplishment of the goals established in the State Plan. Periodically reports findings to the State Board and monitors spending at the State Level.
- Executive Committee - Composed by the President, Vice-president, Secretary, and the presidents of the Working Committees of the Board. Their main task is the internal administration of the Board.

### Projects Promoted by the State Board

- Capacitating and Credentials Targeted to Industrial Clusters Pilot Project – The scope of this project is to establish a Standard Certification program for different job slots and supply the need of the entrepreneurial sector for skilled workers. The project aims for the certification of participants by an accredited institution in the Island. The liaison committee has organized three working sub-committees: entrepreneurial, academic and, liaison among municipalities and consortiums. The last is developing the mission, objectives and work plan. The committees are represented by members of the pharmaceutical industry, educational institutions, and the Caguas/Guayama Consortium where the pilot project will be initiated.
- Occupational Development and Entrepreneurial Census Project – The activity is conducted by the Puerto Rico Department of Labor. The State Board approved this project to identify the future skills in demand by the private sector, capabilities needed by occupation and industry and occupational demand by municipalities.



### Public Policies Approved by the State Board

As one of its main functions in the implementation of WIA in Puerto Rico, the WIB has issued many public policy documents to direct the uses of funds and service provision. Among the most outstanding, are the following:

- Approval of the Monitoring Procedure for the Local Areas.
- Approval of the negotiated Performance Measures with the USDOL.
- Approval of the Initial and Subsequent Certification Procedure for training service providers.
- Approval of the Certification and Re-certification Procedures for Local Boards.
- Procedure for the presentation of proposal by the private sector, guidelines for presentation, and the application form.
- Approval of the Marketing Plan targeted to private patrons including round table meetings with the entrepreneurial sector in coordination with the Puerto Rico Industrials Association.
- Approval of the Administrative Memorandums required by WIA.

### **Research and Studies Sponsored by HRODC**

- Occupational Development and Entrepreneurial Census – In coordination with the Puerto Rico Department of Labor
- Occupational Demand Study of the Department of Education – includes curriculum aspects, self-employment strategies and evaluation design for vocational programs.
- Study of the Nursing Profession in Puerto Rico
- Study of the Occupational Demand in Puerto Rico
- Evaluation of the Youth Program (14-18 Years) of the 15 Local Areas.

## SECOND PART: WORKFORCE INVESTMENT LOCAL AREAS (CONSORTIUMS)

In 1998, the United States Congress amended the Job Training Partnership Act (JTPA) replacing it with a new scope of employment and training known as the Workforce Investment Act. The new Act contains three service programs: The Adult, Dislocated Workers, and Youth Program. One of the most important changes is that the decision-making process regarding training services and needs is pondered by the participant.

The new Act sets performance measures for each one of the programs as an indicator of the implementation achievement of each state. The Act presents the continuous improvement concept in performance by the states. This represents that the Performance Standards will be increased annually. The negotiated Performance Measures for Puerto Rico are presented in the next section.

**Negotiated Performance Measures with the United State Department of Labor** – The Workforce Investment Act establishes Performance Levels for each indicator of the Adult, Dislocated workers and Youth Program. In response, the Training and Employment Guidance Letter (TEGL) Number 7-99 the Performance Levels for Puerto Rico were negotiated as presented in the next table.

### Negotiated Performance Standards for Puerto Rico 2000-2003

<b>Adult Program</b>			
Entered Employment Rate	45%	48%	56%
Employment Retention Rate	60%	63%	66%
Earnings Change in 6 months	\$674	\$684	\$694
Credential Rate	34%	37%	44%
<b>Displaced Workers Program</b>			
Entered Employment Rate	61%	64%	67%
Employment Retention Rate	59%	62%	65%
Replacement Rate	86%	89%	92%
Credential Rate	49%	52%	55%
<b>Older Youth Program (19 to 21)</b>			
Entered Employment Rate	50%	53%	56%
Employment Retention Rate	59%	62%	65%
Earnings Change in 6 months	\$517	\$527	\$537
Credential Rate	35%	38%	41%

**Negotiated Performance Standards for Puerto Rico 2000-2003**

<b>Younger Youth (14 to 18 years)</b>			
Skill Attainment	60%	63%	66%
Diploma or Equi. Attainment Rate	55%	58%	61%
Retention Rate	54%	57%	60%
<b>Customer Satisfaction</b>			
Participant Satisfaction	68%	71%	74%
Employer Satisfaction	66%	69%	72%

For Program Year 2002-03 Puerto Rico successful in achieved all the seventeen performance measures following the USDOL parameters.

Performance Measures for Puerto Rico Program Year 2002-2003								
A	B	C	D	E	F	G	H	I
<b>Adult Program</b>	<b>Performance Group (participants with exit dates from &gt; to Reference : ETA- 9090 Table A</b>	<b>Number of Quarters Reported</b>	Performance Standard (expected level)	Numerator	Denominator	Cumulative Execution (E/F) X 100	Points (G/D) x 100 - 80 or more acceptable	Perform. In compliance with expected level?
Entered Employment Rate	Oct. 2001 to September 2002	4	51%	2,831	4,050	70%	137	Yes
Employment Retention Rate	Oct. 2001 to September 2002	4	66%	2,502	2,998	83%	126	Yes
Earnings Retention Rate	Oct. 2001 to September 2002	4	\$694	\$1,665,572	815	\$2,044	294	Yes
Employment and Credential Rate	Oct. 2001 to September 2002	4	40%	1,285	2,445	53%	131	Yes
<b>Dislocated Workers Program</b>								
Entered Employment Rate	Oct. 2001 to September 2002	4	67%	3,392	4,495	75%	113	Yes
Employment Retention Rate	Oct. 2001 to September 2002	4	65%	2,929	3,393	86%	133	Yes
Earnings Retention Rate	Oct. 2001 to September 2002	4	92%	\$5,790,152	\$5,463,447	106%	115	Yes
Employment and Credential Rate	Oct. 2001 to September 2002	4	55%	1,033	1,667	62%	113	Yes
<b>Older Youth</b>								
Entered Employment Rate	Oct. 2001 to September 2002	4	56%	602	829	73%	130	Yes
Employment Retention Rate	Oct. 2001 to September 2002	4	65%	487	571	85%	131	Yes
Earnings Change in 6 months	Oct. 2001 to September 2002	4	\$537	\$364,879	161	\$2,266	422	Yes
Credential Rate	Oct. 2001 to September 2002	4	41%	733	1,326	55%	135	Yes
<b>Younger Youth Program</b>								
Skill Attainment Rate	July 2002 to June 2003	4	66%	15,229	15,677	97%	147	Yes
Diploma or Equi. Attainment Rate	July 2002 to June 2003	4	61%	883	1,158	76%	125	Yes
Retention Rate	Oct. 2001 to September 2002	4	60%	1,048	1,143	92%	153	Yes
<b>Customer Satisfaction</b>								
Participant Satisfaction	July 2002 to June 2003	4	74%			83%	113	Yes
Employer Satisfaction	July 2002 to June 2003	4	72%			73%	101	Yes
<b>Registered Participants and Exits</b>				<b>Registers</b>	<b>Exits</b>	<b>Meet</b>	17	0
Adults	July 2002 to June 2003	4	---->	18,795	2,563	Don't Meet	0	0
Dislocated Workers Program	July 2002 to June 2003	4	---->	17,049	2,166	No Inf.	0	17
Older Youth (19 a 21 years)	July 2002 to June 2003	4	---->	5,706	655			
Younger Youth (14 a 18 years)	July 2002 to June 2003	4	---->	40,161	11,947			
<b>Total</b>	July 2002 to June 2003	4	---->	<b>81,711</b>	<b>17,331</b>			

**Workforce Investment Act Local Areas of Puerto Rico** – The Island is composed by 78 municipalities and have been grouped in 15 WIA local Areas. For its population and socio-economic characteristics, three of the Local Areas are independent municipalities; these are San Juan, Carolina, and Ponce. The remaining municipalities are organized in regional consortiums. The Local Areas composition was established for the JTPA implementation and has maintained the same composition for WIA.

The 15 Local Areas identified for its geographic location are detailed as follows:

1. Bayamón/Comerío Local Area
2. Caguas/Guayama Local Area
3. Municipality of Carolina Local Area
4. La Montaña Local Area
5. Guaynabo/Toa Baja Local Area
6. Dorado/Manatí Local Area
7. Mayagüez/Las Marías Local Area
8. North-central Arecibo Local Area
9. North-east Local Area
10. North-west Local Area
11. Municipality of Ponce Local Area
12. Municipality of San Juan Local Area
13. South-central Local Area
14. South-east Local Area
15. South-west Local Area

## DISTRIBUCION GEOGRAFICA DE AREAS LOCALES



**One Stop Centers in Puerto Rico (OSC)** – There are 19 One Stop Centers established in Puerto Rico, 14 of them certified by the HRODC. The remaining, La Montaña, Bayamón/Comerío, Northeast and South-central Local Areas are expected to be certified by October of 2003. The next section presents a structural description of the OSC in Puerto Rico and its characteristics.

#### Description of the One Stop Centers in Puerto Rico

The OSC in Puerto Rico are developed in accordance to WIA regulations and guidelines. Generally, all are organized as described below:

- Resource Center – equipped with computers, internet, copy machines, etc. Non-registered basic services are offered in the area where customers have access employment opportunities and preparation of resumes among others.
- Mandatory Partners
  - Conference Room
  - Individual Interview Offices
  - Library
  - Child Care Area – designated to service children of participants.

Some of the consortiums have incorporated different strategies in the services provided by the OSC, which are described by Local Area.

- Bayamón/Comerío – Has one OSC in each municipality. At the Bayamón OSC, mandatory partners offer their services through Intranet connection. This strategy allows and facilitates the process of requesting and receiving services without referring the client from one place to another.
- Mayagüez/Las Marías – Besides the physical facilities of the OCS, the Local Area has a Virtual One Stop Center (VOS). The system provides on-line universal access for individuals searching for employment, training, program information, and contacts to companies in search of skilled workers. The service is designed in network format and can be accessed through internet from any location in the Island.
- Another activity adopted by several Local Areas is the acquisition of Mobil Units. These vehicles are equipped with computers, electronic libraries, conference areas, and interview areas for mandatory partners. They allow for the provision of services in rural areas and to handicapped persons unable visit an OSC. Local Areas with this service are:
  - Mayagüez/Las Marías
  - South-west
  - Dorado/Manatí – Two Units
  - Municipality of Carolina
  - Guaynabo/Toa Baja
  - South-east
  - South-central

Other optional programs participating in some of the OSC in the Local Areas are:

- Temporary Assistance to Needy Families (TANF)
- Nutritional Assistance Program
- Employment Services for Students
- School to Work
- HOME Program (HUD)
- Section 8 Program (HUD)
- Economic Assistance Program – Department of Family Services
- Administración para el Sustento de Menores (ASUME ) Department of Family Services
- Family and Children’s Administration - Department of Family Services
- Open School Program of the Puerto Rico Department of Education – Extended school services
- Community Service Institute (INSEC) – a non-profit organization offering community assistance programs.

Demand for Services at the One Stop Centers

The One Stop Centers have demonstrated to be an efficient alternative for the provision of integrated services in Puerto Rico. This is demonstrated by the amount of persons requesting services in the centers. The table below presents the statistics presented by the Local Areas of the most requested services at the OSC’s.

<b>Local Area</b>	<b>Most Requested Services</b>
La Montaña	Employment Offers – 70% Preparation of Resumes – 20% Referrals – 8% Others – 2%
Bayamón/Comerío	Non-register Basic Services – 38% of persons attending the OSC
North-Central Arecibo	Preparation of Resumes Employment Offers Workshops Use of Internet Employment Market Counseling
Mayagüez/Las Marías	Non-register Basic Services – 8,161 persons Registered Basic Services – 7,473 Intensive Services - 2,108 participants Training Services – 609
North-east	Preparation of Resumes – 33 Employment Referrals – 735



<b>Local Area</b>	<b>Most Requested Services</b>
Dorado/Manatí	Registered Basic Services 7,628 Placed in Employment – 3,356
Municipality of San Juan	9,236 – Basic Services
Municipality of Carolina	Direct Employment – 1,407 Orientation about WIA – 2,439 Referrals to State Agencies – 223 Referrals to other Local Areas - 29 Referrals to WIA Partners WIA – 550 Non-registered Basic Services – 2,771
Guaynabo/Toa Baja	Employment Search Skills - 60% OSC Partners - 20% Training Services - 10% Non-registered Basic Services 10%
South-east	General Information – 12,704 OSC Partners Referrals - 348 Employment Offers Referrals – 2,176 Self help – 820 Assisted Basic Services – 2,334 Basic Services Mobil Unit– 1,261 Job Search Workshops – 1,151
North-east	Job Search Services – 1,592 Labor Market Counseling – 1,619 Preparation of Resumes – 209 Use of Internet – 190 Self help – 133 Workshops – 42 Referrals to OSC Partners - 38
Municipality of Ponce	Total Persons Attended - 1,906

### **Rapid Response Services in Local Areas Coordinated with the State Unit for Dislocated Workers and Employers (UETDP)**

In the Program Year 2002-2003, dozens of closings caused the displacement of thousands of workers seriously affecting the employment market. The UETDP has assisted these workers in collaboration with the Local Areas, which played a paramount role in the services provided to the dislocated workers. We present the following detail of number of industries and workers impacted through the UETDP and the Local Areas.

<b>Local Area</b>	<b>Businesses</b>	<b>Impacted Workers</b>	<b>Placed in Employment</b>
La Montaña	17	105	
Bayamón/Comerío	5	385	

North-central Arecibo	20	1820	233
Mayagüez/ Las Marías	11	688	369
North-east	16	538	50
Dorado/Manatí			
Municipality of Carolina	11	404	111
Guaynabo/Toa Baja	12	232	
South-east	6	523	75
North-east	7	330	
Municipality of Ponce	7	262	
South-central	22	564	

### Special Projects Developed by the Local Areas

This section presents a series of innovative projects developed by the Local Areas that could be identified as *Best Practice*. The projects break the traditional schemes of service delivery through novel strategies.

Recreational Leaders –where 15 youth were trained as recreational leaders to work in their communities in the development of sports programs.

Brigades of Confined Persons – Project developed by the Mayagüez/Las Marias Local Area offering confined persons of the Correctional System of Puerto Rico a work experience opportunity in ornate and landscaping, assisting in their rehabilitation process.

Combined program to complete high school, conversational English, introduction to computers and employment and citizenship skills - The Mayagüez/Las Marías Local area developed this program for out of school youth, without a high school diploma and with employment barriers. A total of 25 youngsters were impacted and all of them completed High School.

Challenge Project – directed to school dropouts between 16 and 18 years for its high school equivalency diploma. Once completed, develop employability skills, leadership, human relations, physical condition and interest in community services. The high school diploma was attained by 75 % of the participants.

School Drop-Outs Project Our School, Inc. – targeted to strengthen self-esteem and goals definition. Our school offers a class program integrating five subjects (spanish, english, mathematics, social studies, and science) with sports, theater, dancing, drawing and vocational exploration. The project aims for the attainment of the high school equivalency diploma, graduate studies, and job placement. This project is in progress.

School to Career – Orientation and capacitating educational program targeted to youth from ninth to twelve grade. School to Career is divided in two phases: the first phase offers pre-directed courses for the development of academic skills that can be related to a working environment (training in computers, self-esteem, motivation, interpersonal relations, labor relations, writing of resumes, decision-making, family and community relations. The second

phase emphasizes rotation between different working environments (phase targeted to develop academic skills such as spanish, mathematics, english, human resources, technology and is completed with practice hours in different working environments. Basic skills were accomplished by 95 % of the participants.

Homeless and Ex-offenders Project – The Municipality of San Juan is offering to rehabilitated ex-offenders and itinerants persons, a remedial education training for the attainment of the high school equivalency diploma. Once completed, will receive training in an occupation in demand and job placement assistance.

Together Towards Progress Project - The Bayamón/Comerío Local Area developed this Project under the Edward Byrne Memorial of the Federal Department of Justice. The project is directed to youth at risk of criminal incidence. It offers self-esteem workshops, motivation, academic achievement, life-skills, mentoring and life planning. Two hundred participants were impacted in the different communities comprising the Local Area.

### **Success Stories**

Among WIA participants, some have achieved, with the assistance of the Local Areas, exceptional success worthy of being mentioned. We want to share some of these stories, which have promoted positive changes in our participants. We have selected meaningful stories from some Local Area among many that we have received.

**La Montaña Local Area** - Mrs. Yolanda Lozano Báez, after many years as a homemaker, gets divorce and goes to the Local Area for assistance since she had no professional education or experience and no income to support her three children. In the Area, she is referred to the Nutritional Assistance Program, and an Individual Training Account was approved for Medical Emergencies Technician Course. After completion of her training, she finds a job and is doing her practice in medical emergencies at the Puerto Rico Medical Center.

**North-central Local Area** - Through the assistance of the Area, a young ex-offender, low income, and resident of a public housing project initiated a carpentry training successfully completing it in 2002. Through follow up services, he was employed in the Public Works Administration of the Municipality of Jayuya. With the assistant of the local area, he was reincorporated to the free community and overcame economic dependence.

**Mayaguez/ Las Marías Local Area** – A young unemployed youth visited de OSC to received orientation about Individual Training Accounts, since she was interested in becoming a chef and therefore establish her own restaurant. She began studies international cuisine in a credited educational institution, and through an ITA accounts. He took part of the Future Chef Convention and Food Show where she won the first price at the Island level. Upon finishing the course she was contracted by the Deco Restaurant of the Rincon of the Sea hotel were she is the chef in-charge of the international food section.

**Caguas/Guayama Local Area** – A school dropout applied for Youth Program services at the Local Area. He was referred to the Challenge Program of the Puerto Rico National Guard to complete high school where he attained the same with a 4.0average upon graduation. Afterwards, he enlisted in the Armed Forces and studied a military career.

**Northeast Local Area** – A 39 years old man, married with children and unemployed visits the OSC to ask for information about the services provided at the center. He had experience as a chef but no formal education in the area, which made it difficult to obtain a job. An ITA account was assigned for International Chef Training. Psychological assistance was provided to solve several personal problems and to promote integral, professional, and academic development. In May 2002, Disney Enterprises held the Puerto Rico Culinary Annual Fair and our participant attained a prominent second place. Afterwards, Disney Enterprises offered him a contract at one of the Magic Kingdom Restaurants where he is actually working.

**North central Local Area/Dorado Manati** – A young woman went to the Area for resumé preparation services and job search services. She was referred to three interviews. She received job offers from the first and second interviews and accepted both in two different shifts.

**San Juan Local Area** – A single mother with just high school and with English language barriers, visited the OSC requesting assistance. She was referred to a croupier game training at the Puerto Rico Croupiers Institute where she attains a Black Jack Game license. The young woman free relocated to the United States where she has a full time job at Mohegan Sun Hotel Casino and overcame the English language limitations.

**Carolina Local Area** – A woman victim of domestic violence, was referring to OSC and through the Adult Program, she received re-employment and capacity workshops. After the services provided the participant decided to enroll in a secretarial education with medical billings invoicing training. She received the highest honor achievement award and is working at the Medical Service Center in Carolina.

**Guaynabo/Toa Baja Local Area** – An adult woman serviced by the OSC received an ITA for basic cosmetology training in one of the most important institutes of Puerto Rico. She completed the course with a 4.0 academic average. The institution contacted the Local Area recommending her for advance training due to the skills she demonstrated in the first course. She also approved the advance program with a 4.0 average. The Institution contracted her as a cosmetology professor upon completion of the training.

**North-west Local Area** – A young adult woman decides to take a non-traditional training and enrolls in heavy equipment driving training where she obtained the highest qualifications. She faced some acceptance problems from her peer workers but retained her job and actually works for a transportation company.

**Ponce Local Area** – A dislocated 53 years woman had many limitations for her integration to the labor force. Local Area referred her for the development of new skills activity in order to update her work experiences and get a new job. She was interested in Deed Title Investigator Training. At the end of the training, she establishes together with her husband and son a new business called Professional Title Search Inc., which has been a very successful enterprise.

## Studies and Research Develop by Local Area

The section present some of the studies of research develop by local areas to improved the services at the OCS.

- North-central Arecibo Local Area is developing a socioeconomic study in the eight Municipalities comprising the Local Area to assess the needs for services and job offers available.
- Mayaguez/Las Marías Local Area -
  - Needs Assessment for High Technology Industries in the Mayaguez Area – It is targeted to identify the high technology industry needs in terms of skilled workers. This information will be use to present a proposal to the USDOL through the ETA, for competitive funds under H1B (Technical Skills Trainings Grants).
  - Conducted study to identify tourism industries in the Mayaguez region.
- Dorado/Manatí Local Area – Needs Assessment Study to establish a profile of the youth population in the area. The results will be use to plan and develop WIA activities for the Youth Program.

## Return on investment

For the Program Year 2002-03 Puerto Rico received \$226,557,763 of WIA funds, distributed in \$102,730,633 for the Dislocated Workers Program, \$68,779,204 for the Adult Program and \$55,047,926 for the Youth Program. Through the established formula, 85% was allocated to the 15 Local Areas and the remaining 15% for State activities. Also, \$65,106,364.00 of PY 2001-02 were distributed as follows: Youth Program - \$6,441,927.00; Adult Program - \$16,914,193.99; and \$41,750,243.01 for the Dislocated Workers Program.

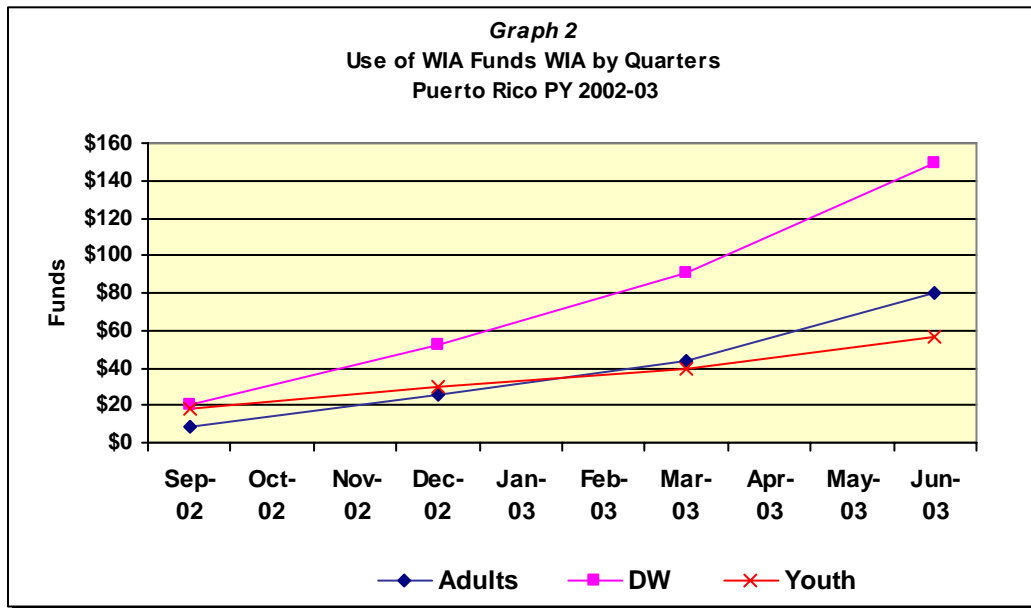
Expenditures of funds show an increasing trend in the three programs, as shown in the Graph below. In the Dislocated Workers Program, the expenditure was 62% of the assigned funds. In the Adults Program was 80% and in the Youth Program 80 %.

Expenditures show 11% for the first quarter of the Adult Program, 14% for Dislocated Workers, and 32% for the Youth Program. For the second quarter expenditures were 32%, 35% y 54% in Adults, Dislocated Workers and Youth Program respectively. On the third quarter, cumulative expenditures were 54%, 60% and 69% for the three programs.

### Accrued Expenditures by Program

Quarter	Accrued Expenditures		
	Adults	Dislocated Workers	Youth
<b>June 2002</b>			
September 2002	\$8,772,577	\$20,797,820	\$18,286,337
December 2002	\$25,564,264	\$52,431,501	\$30,186,450
March 2003	\$43,445,620	\$90,266,613	\$39,044,984
June 2003	\$80,070,814	\$149,661,830	\$56,377,275

In the Adult and Dislocated Workers Program, expenditures for the last quarter were 46% and 40% respectively, and for the Youth Program 31%.



In relation to job placement, Graph 2 presents cumulative placements in percentages for the three programs during the PY. In the Adult Program, 70% of the registered participants, while in the Dislocated Workers 76% were reintegrated to the labor force. In the Youth Program, the placement rate was 71% percent of the Young Adults. Nonetheless is necessary to mention that in this program, the services are combined with in school youth and one of the priorities of the program is youth in school.

During the PY 2002-03 a total of 81,711 persons were registered in the system of which 18,795 belong to the Adult Program, 17,049 to the Dislocated Workers Program, 5,706 to Young Adults and, 40,161 to Younger Youth. The investment by participant reflects an average of \$4,260.22 en the Adult Program. In the Dislocated Workers Program, the average investment was \$8,778.33 while the average investment for each youth was \$1,229.15.

To determine the relation between expenditures of funds and job placement, a correlation coefficient was established between the two variables. In the Adult Program, the correlation coefficient was .92, for Dislocated Worker Program .94 and 1 for the Youth Program. This demonstrates a direct relation between the cumulative expenses by program and the percent of persons placed in employment.

### Outcomes Reported as of 6/30/2002 to 6/30/03

Program		Employment	Earning	Retention
Adults	2003	66%	\$1,477	83%
	2002	71%	\$1,280	82%
Dislocated Workers	2003	76%	90%	86%
	2002	76%	88%	85%
Young Adults	2003	50%	\$1,474	84%
	2002	71%	\$1,164	83%
		<b>Diploma Attainment</b>	<b>Skill Attainment</b>	<b>Retention</b>
Younger Youth	2003	76%	97%	93%
	2002	33%	97%	95%

The previous table shows the relation of programmed exits of the three programs for PY 2002 and 2003. In the employment indicator, it is observed that for the Adult and Youths Programs there was a reduction of 5 and 21 percent respectively relation to the PY 2001-02. The dislocated Workers Program maintained its indicator for the two program years. The Earning Change and Job Retention indicator increased in the three programs in 2003 in relation to the previous year.

In the Youth Program, indicators for the Younger Youth component significant increases are observed in Credentials (Diplomas) increasing by 43%. Skill Attainment indicator remained constant in 97% of performance while retention was reduced by 2% for 93%. Nonetheless a very significant performance.

**Performance Measures – Puerto Rico**



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	74%	83%	522	14,728	642	81%
Employers	72%	73%	433	510	450	96%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	51%	70%	2,831
			4,050
Employment Retention Rate	66%	83%	2,502
			2,998
Earnings Change in Six Months	694	\$2,044	1,665,572
			815
Employment And Credential Rate	40%	53%	1,285
			2,445

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67%	75%	3,392
			4,495
Employment Retention Rate	65%	86%	2,929
			3,393
Earnings Replacement in Six Months	92%	106%	5,790,152
			5,463,447
Employment And Credential Rate	55%	62%	1,033
			1,667

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	56%	73%	602
			829
Employment Retention Rate	65%	85%	487
			571
Earnings Change in Six Months	537	\$2,266	364,879
			161
Employment And Credential Rate	41%	55%	733
			1,326

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	66%	97%	15,229
			15,677
Diploma or Equivalent Attainment Rate	61%	76%	883
			1,158
Retention Rate	60%	92%	1,048
			1,143

## Table O - Local Performance

Local Area Name  <b>San Juan</b>	Total Participants Served  4,943	Adults	1,351
		Dislocated Workers	400
		Older Youth	241
		Younger Youth	2,951
ETA Assigned #  72005	Total Exiters  1,192	Adults	178
		Dislocated Workers	17
		Older Youth	20
		Younger Youth	977
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	84%
	Employers	72%	64%
Entered Employment Rate	Adults	51%	67%
	Dislocated Workers	67%	89%
	Older Youth	56%	67%
Retention Rate	Adults	66%	76%
	Dislocated Workers	65%	88%
	Older Youth	65%	94%
	Younger Youth	60%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,997
	Dislocated Workers	92%	165%
	Older Youth	\$537	\$1,777
Credential/Diploma Rate	Adults	40%	41%
	Dislocated Workers	55%	80%
	Older Youth	41%	44%
	Younger Youth	61%	67%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Local Area Name  <b>Bayamón/Comerío</b>	Total Participants Served  1,949	Adults	592
		Dislocated Workers	334
		Older Youth	189
		Younger Youth	834
ETA Assigned #  72065	Total Exiters  1,096	Adults	277
		Dislocated Workers	109
		Older Youth	72
		Younger Youth	638
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	90%
	Employers	72%	62%
Entered Employment Rate	Adults	51%	100%
	Dislocated Workers	67%	98%
	Older Youth	56%	100%
Retention Rate	Adults	66%	100%
	Dislocated Workers	65%	99%
	Older Youth	65%	100%
	Younger Youth	60%	99%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$2,765
	Dislocated Workers	92%	109%
	Older Youth	\$537	\$1,012
Credential/Diploma Rate	Adults	40%	100%
	Dislocated Workers	55%	
	Older Youth	41%	49%
	Younger Youth	61%	96%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16



Local Area Name  <b>Ponce Municipality</b>	Total Participants Served  3,946	Adults	993
		Dislocated Workers	789
		Older Youth	512
		Younger Youth	1,652
ETA Assigned #  72055	Total Exiters  1,469	Adults	94
		Dislocated Workers	52
		Older Youth	88
		Younger Youth	1,235
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	90%
	Employers	72%	75%
Entered Employment Rate	Adults	51%	55%
	Dislocated Workers	67%	59%
	Older Youth	56%	52%
Retention Rate	Adults	66%	76%
	Dislocated Workers	65%	68%
	Older Youth	65%	74%
	Younger Youth	60%	96%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,081
	Dislocated Workers	92%	144%
	Older Youth	\$537	\$2,256
Credential/Diploma Rate	Adults	40%	42%
	Dislocated Workers	55%	48%
	Older Youth	41%	44%
	Younger Youth	61%	50%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13

Local Area Name  <b>Caguas/Guayama</b>	Total Participants Served  5,507	Adults	1,646
		Dislocated Workers	1,581
		Older Youth	260
		Younger Youth	2,020
ETA Assigned #  72040	Total Exiters  1,528	Adults	375
		Dislocated Workers	413
		Older Youth	49
		Younger Youth	691
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	84%
	Employers	72%	68%
Entered Employment Rate	Adults	51%	89%
	Dislocated Workers	67%	80%
	Older Youth	56%	100%
Retention Rate	Adults	66%	85%
	Dislocated Workers	65%	77%
	Older Youth	65%	86%
	Younger Youth	60%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,706
	Dislocated Workers	92%	107%
	Older Youth	\$537	\$3,071
Credential/Diploma Rate	Adults	40%	58%
	Dislocated Workers	55%	64%
	Older Youth	41%	64%
	Younger Youth	61%	63%
Skill Attainment Rate	Younger Youth	66%	93%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Local Area Name  <b>Carolina Municipality</b>	Total Participants Served  3,643	Adults	989
		Dislocated Workers	501
		Older Youth	230
		Younger Youth	1,923
ETA Assigned #  72045	Total Exiters  1,028	Adults	99
		Dislocated Workers	68
		Older Youth	28
		Younger Youth	833
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	92%
	Employers	72%	70%
Entered Employment Rate	Adults	51%	67%
	Dislocated Workers	67%	83%
	Older Youth	56%	61%
Retention Rate	Adults	66%	89%
	Dislocated Workers	65%	87%
	Older Youth	65%	91%
	Younger Youth	60%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,447
	Dislocated Workers	92%	94%
	Older Youth	\$537	\$1,304
Credential/Diploma Rate	Adults	40%	61%
	Dislocated Workers	55%	65%
	Older Youth	41%	61%
	Younger Youth	61%	67%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Local Area Name  <b>North West Consortium</b>	Total Participants Served  7,214	Adults	1,198
		Dislocated Workers	1,727
		Older Youth	798
		Younger Youth	3,491
ETA Assigned #  72080	Total Exiters  359	Adults	56
		Dislocated Workers	122
		Older Youth	23
		Younger Youth	158
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	83%
	Employers	72%	64%
Entered Employment Rate	Adults	51%	82%
	Dislocated Workers	67%	93%
	Older Youth	56%	90%
Retention Rate	Adults	66%	91%
	Dislocated Workers	65%	88%
	Older Youth	65%	88%
	Younger Youth	60%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,537
	Dislocated Workers	92%	87%
	Older Youth	\$537	\$1,024
Credential/Diploma Rate	Adults	40%	69%
	Dislocated Workers	55%	82%
	Older Youth	41%	43%
	Younger Youth	61%	57%
Skill Attainment Rate	Younger Youth	66%	96%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

Local Area Name  <b>North Central Arecibo</b>	Total Participants Served  6,051	Adults	1,213
		Dislocated Workers	1,056
		Older Youth	183
		Younger Youth	3,599
ETA Assigned #  72075	Total Exiters  996	Adults	275
		Dislocated Workers	203
		Older Youth	6
		Younger Youth	512
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	74%
	Employers	72%	71%
Entered Employment Rate	Adults	51%	68%
	Dislocated Workers	67%	77%
	Older Youth	56%	91%
Retention Rate	Adults	66%	70%
	Dislocated Workers	65%	81%
	Older Youth	65%	91%
	Younger Youth	60%	75%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,909
	Dislocated Workers	92%	123%
	Older Youth	\$537	\$2,908
Credential/Diploma Rate	Adults	40%	49%
	Dislocated Workers	55%	76%
	Older Youth	41%	43%
	Younger Youth	61%	55%
Skill Attainment Rate	Younger Youth	66%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

Local Area Name  <b>North Central Dorado</b>	Total Participants Served  7,000	Adults	1,343
		Dislocated Workers	1,012
		Older Youth	470
		Younger Youth	4,175
ETA Assigned #  72070	Total Exiters  304	Adults	21
		Dislocated Workers	33
		Older Youth	19
		Younger Youth	231
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	96%
	Employers	72%	76%
Entered Employment Rate	Adults	51%	87%
	Dislocated Workers	67%	98%
	Older Youth	56%	85%
Retention Rate	Adults	66%	94%
	Dislocated Workers	65%	93%
	Older Youth	65%	87%
	Younger Youth	60%	86%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$3,166
	Dislocated Workers	92%	164%
	Older Youth	\$537	\$2,876
Credential/Diploma Rate	Adults	40%	77%
	Dislocated Workers	55%	89%
	Older Youth	41%	60%
	Younger Youth	61%	100%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Local Area Name  <b>North East Consortium</b>	Total Participants Served  4,601	Adults	1,874
		Dislocated Workers	1,252
		Older Youth	341
		Younger Youth	1,134
ETA Assigned #  72105	Total Exiters  1,451	Adults	370
		Dislocated Workers	213
		Older Youth	95
		Younger Youth	773
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	83%
	Employers	72%	85%
Entered Employment Rate	Adults	51%	57%
	Dislocated Workers	67%	66%
	Older Youth	56%	66%
Retention Rate	Adults	66%	79%
	Dislocated Workers	65%	90%
	Older Youth	65%	80%
	Younger Youth	60%	65%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,428
	Dislocated Workers	92%	116%
	Older Youth	\$537	\$2,753
Credential/Diploma Rate	Adults	40%	39%
	Dislocated Workers	55%	48%
	Older Youth	41%	49%
	Younger Youth	61%	57%
Skill Attainment Rate	Younger Youth	66%	78%
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13

Local Area Name  <b>South East Consortium</b>	Total Participants Served  7,474	Adults	1,115
		Dislocated Workers	3,329
		Older Youth	423
		Younger Youth	2,607
ETA Assigned #  72100	Total Exiters  1,871	Adults	75
		Dislocated Workers	319
		Older Youth	70
		Younger Youth	1,407
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	77%
	Employers	72%	74%
Entered Employment Rate	Adults	51%	68%
	Dislocated Workers	67%	79%
	Older Youth	56%	82%
Retention Rate	Adults	66%	88%
	Dislocated Workers	65%	89%
	Older Youth	65%	79%
	Younger Youth	60%	90%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$2,000
	Dislocated Workers	92%	79%
	Older Youth	\$537	\$1,070
Credential/Diploma Rate	Adults	40%	66%
	Dislocated Workers	55%	67%
	Older Youth	41%	75%
	Younger Youth	61%	77%
Skill Attainment Rate	Younger Youth	66%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16



Local Area Name  <b>South Central Consortium</b>	Total Participants Served  5,701	Adults	1,322
		Dislocated Workers	952
		Older Youth	274
		Younger Youth	3,153
ETA Assigned #  72095	Total Exiters  2,493	Adults	137
		Dislocated Workers	84
		Older Youth	30
		Younger Youth	2,242
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	87%
	Employers	72%	74%
Entered Employment Rate	Adults	51%	69%
	Dislocated Workers	67%	77%
	Older Youth	56%	67%
Retention Rate	Adults	66%	81%
	Dislocated Workers	65%	85%
	Older Youth	65%	88%
	Younger Youth	60%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$2,024
	Dislocated Workers	92%	309%
	Older Youth	\$537	\$5,755
Credential/Diploma Rate	Adults	40%	44%
	Dislocated Workers	55%	70%
	Older Youth	41%	47%
	Younger Youth	61%	64%
Skill Attainment Rate	Younger Youth	66%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Local Area Name  <b>South West Consortium</b>	Total Participants Served  9,834	Adults	884
		Dislocated Workers	1,673
		Older Youth	1,009
		Younger Youth	6,268
ETA Assigned #  72090	Total Exiters  790	Adults	154
		Dislocated Workers	266
		Older Youth	40
		Younger Youth	330
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	93%
	Employers	72%	79%
Entered Employment Rate	Adults	51%	59%
	Dislocated Workers	67%	61%
	Older Youth	56%	57%
Retention Rate	Adults	66%	76%
	Dislocated Workers	65%	84%
	Older Youth	65%	73%
	Younger Youth	60%	80%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$2,796
	Dislocated Workers	92%	129%
	Older Youth	\$537	\$2,248
Credential/Diploma Rate	Adults	40%	34%
	Dislocated Workers	55%	61%
	Older Youth	41%	48%
	Younger Youth	61%	73%
Skill Attainment Rate	Younger Youth	66%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Local Area Name  <b>Mayagüez/Las Marías</b>	Total Participants Served  4,038	Adults	639
		Dislocated Workers	918
		Older Youth	293
		Younger Youth	2,188
ETA Assigned #  72085	Total Exiters  245	Adults	28
		Dislocated Workers	78
		Older Youth	37
		Younger Youth	102
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	64%
	Employers	72%	83%
Entered Employment Rate	Adults	51%	90%
	Dislocated Workers	67%	90%
	Older Youth	56%	85%
Retention Rate	Adults	66%	95%
	Dislocated Workers	65%	91%
	Older Youth	65%	88%
	Younger Youth	60%	88%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,954
	Dislocated Workers	92%	97%
	Older Youth	\$537	\$2,042
Credential/Diploma Rate	Adults	40%	69%
	Dislocated Workers	55%	67%
	Older Youth	41%	87%
	Younger Youth	61%	69%
Skill Attainment Rate	Younger Youth	66%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Local Area Name  <b>Guaynabo/Toa Baja</b>	Total Participants Served  3,389	Adults	515
		Dislocated Workers	385
		Older Youth	196
		Younger Youth	2,293
ETA Assigned #  72110	Total Exiters  539	Adults	41
		Dislocated Workers	93
		Older Youth	19
		Younger Youth	386
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	85%
	Employers	72%	74%
Entered Employment Rate	Adults	51%	67%
	Dislocated Workers	67%	79%
	Older Youth	56%	81%
Retention Rate	Adults	66%	73%
	Dislocated Workers	65%	76%
	Older Youth	65%	93%
	Younger Youth	60%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$1,504
	Dislocated Workers	92%	143%
	Older Youth	\$537	\$1,449
Credential/Diploma Rate	Adults	40%	62%
	Dislocated Workers	55%	62%
	Older Youth	41%	48%
	Younger Youth	61%	77%
Skill Attainment Rate	Younger Youth	66%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Local Area Name  <b>Cidra/Villalba</b>	Total Participants Served  2,977	Adults	710
		Dislocated Workers	409
		Older Youth	136
		Younger Youth	1,722
ETA Assigned #  72115	Total Exiters  1,846	Adults	259
		Dislocated Workers	96
		Older Youth	59
		Younger Youth	1,432
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74%	80%
	Employers	72%	83%
Entered Employment Rate	Adults	51%	56%
	Dislocated Workers	67%	71%
	Older Youth	56%	60%
Retention Rate	Adults	66%	77%
	Dislocated Workers	65%	94%
	Older Youth	65%	80%
	Younger Youth	60%	92%
Earnings Change/Earnings Replacement in six months	Adults	\$694	\$2,145
	Dislocated Workers	92%	117%
	Older Youth	\$537	\$2,350
Credential/Diploma Rate	Adults	40%	44%
	Dislocated Workers	55%	63%
	Older Youth	41%	58%
	Younger Youth	61%	73%
Skill Attainment Rate	Younger Youth	66%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

**PERFORMANCE MEASURES**  
**LOCAL AREAS**

