

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT 2010-2011



DEPARTMENT OF
LABOR
AND HUMAN RESOURCES
GOVERNMENT OF PUERTO RICO



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MIGUEL ROMERO
SECRETARY

October 3rd, 2011

Via Email: WIA.AR@DOL.GOV

Mrs. Holly O'Brien
Regional Administrator
Employment and Training Administration
Region 1
John F. Kennedy Federal Building
Room E- 350
Boston, MA. 02203

Dear Mrs. O'Brien:

**Re: Puerto Rico Department of Labor
Workforce Investment System Annual Report for PY 2010-2011.**

Enclosed please find the Puerto Rico Department of Labor's (PRDOL) Workforce Investment System Annual Report for PY 2010-2011, prepared in accordance with the Workforce Investment Act of 1998 (WIA) in its Sections 136 (d)(1) and (2) and 185(d), and the applicable directives under TEGE 7-11, "WIA Annual Report Narrative".

It is indeed an honor to share through this report the efforts of the Government of Puerto Rico's Administration to advance the economic development of our Island.

Over the past year, we were able to place workers in eligible WIA programmatic activities such as: Incumbent Worker Programs, On-the-Job Training, and employment experiences across the entire Island, as well as collocate participants in suitable jobs. The Human Resources and Occupational Development Council (HRODC) has also managed to impact different industries by retraining workers adults, youth and displaced workers in several new job skills, and to refer them for job experiences with private businesses, organizations or municipalities.

This Administration has also been looking out towards improving worker benefits and creating laws that modernize and expand coverage for the benefit of those seeking unemployment compensation insurance payments.

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Mrs. Holly O'Brien
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This is all very exciting to our workforce system and local economy, and is a clear indicator that policies are moving forward in Puerto Rico in the right direction, more so than ever before.

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The Government of Puerto Rico will continue to advocate and encourage all components of the Workforce System to move forward even more, for the well-being of our workers and each one of our citizens.

If you have any questions, please do not hesitate to contact us at your convenience.

Cordially,

Miguel Romero

Enclosures



Introduction

It is widely known that the United States (US) and the global economies have been facing enormous challenges. Puerto Rico (PR) has not been an exception in this regard. Over the past thirty three months, this Administration has been working to rescue PR from a fiscal crisis and deep turmoil that began in early 2006, when the local recession commenced.

Given that economic troubles began before there were signs of difficulties in the US, it is important to put Puerto Rico's Recovery in perspective. Local economists have called "*Puerto Rico's Lost Decade*" - a period of economic doldrums that began in 2001 and was exacerbated by a government-wide shut down, that led to the deep recession of 2006 with some important indicators such as;

- ✓ Average annual economic growth for the first decade of the 21st century dropped to below 0%. That means 10 years of zero growth;
- ✓ Fiscal reality finally known in 2009, showing an alarming and historic deficit of \$3.3 billion dollars, which represented 44% of the total budget, and placing P.R. in the 51st position, behind all the States, in terms of fiscal deficit;
- ✓ Population decreased over the previous decade and
- ✓ Unemployment levels on the rise.

After taking a hard look at the situation, and determining that serious decisions were required in view of our responsibility, which entailed implementation of public policies that are not pleasant, the Administration has been able to reduce the budget deficit to 7% (down from 44%), placing PR in position number 15 among the other states.

PR is expected to have a balanced budget by fiscal year 2013, and is also set to establish a more welcoming investment environment in Puerto Rico, as part of a new Strategic Model. This economic model seeks to reorganize PR's institutional framework through different initiatives such as Public-Private Partnerships and a Permit and Tax Reform.

The Public-Private Partnerships (or P3) Reform created a world-class framework to establish concession agreements for the construction and maintenance of government-owned infrastructure assets. One example is the recent signing of a concession agreement for the management and maintenance of 2 toll paying highways, valued at over \$1.4 billion dollars.



This represents the largest private investment in infrastructure, in the entire US this year, and the first in highway infrastructure, since 2006.

As far as the Permit Reform is concerned, PR's permit process was once among the biggest historical obstacles to doing business on the Island. In December of last year, a completely overhauled permit process was implemented. This leaner and 100% digital process, consolidates all permit transactions under one agency, and streamlines the administrative and judicial review.

But perhaps the most significant of the reforms implemented so far, is the tax-reform signed into law by Governor Luis Fortuño in January of this year. This reform provides needed tax relief to individuals and corporations, to facilitate a jumpstart to the economy and growth restoration. The new Tax Code will afford a dramatic reduction in tax rates across the board. Average rates will be reduced by 50% for individuals, and 30% for corporations.

Individuals with income of \$20,000 dollars or less, over 40% of our taxpayers, will see their tax liability disappear. Local corporations will also experience significant tax relief from this reform. In addition, PR's tax reform will provide individual and corporate taxpayers annual average savings of \$1.2 billion dollars.

Finally, the metrics are showing that PR is headed in to the right direction, and the economy is unquestionably showing signs of recovery;

- ✓ Over the past two years, more than \$5.3 billion in both federal ARRA funds and Local Stimulus Plan funds have been invested in PR's economy, creating and/or retaining over 25 thousand direct and indirect jobs.
- ✓ Additionally, a Housing Stimulus Program has helped foster an increase of 75.6% in new-home sales, as well as an increase of 12.7% in the sale of existing homes, over the past year.
- ✓ Furthermore, several companies, including Fortune 500 enterprises, will be investing more than \$100 million and creating close to 900 jobs, to which we can add all the effects that this type of activity has on our economy.
- ✓ Successful multi-million dollar bond issues by the Government Development Bank reaffirm that PR's has credit worthiness in the money market;
- ✓ Millions of dollars were approved by the Economic Development Bank in loans to small and medium sized businesses, which result in creation and maintenance of jobs.



- ✓ Reports by PR's Treasury Department show increases in revenues for May and June of this fiscal year, as compared to the same last two months of the previous year. And for July of fiscal year 2012, the first month of the current fiscal year, PR has reported another increase in revenues as compared to the same first month of the previous fiscal year 2011.

Other measures taken by colleague agencies are also improving opportunities for our workers such as the recent launch of financial products that attend segments historically unattended, creating loans for college graduates, inmates and ex-convicts, health professionals, artists, federal contractors, single mothers, farmers, small tourist sector suppliers, and small businesses that wanted to export, but did not have the financial support.

We are convinced that our future belongs to the innovators. The economic environment calls for actions directed to assist the small and medium enterprises; they will be the heart of a sustainable economic growth.

Entrepreneurship is now more than ever the engine for economic development in the Caribbean Region. The world's economic reality calls from all of us to be less economically dependent from the government.

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Workforce Investment System of Puerto Rico

The Workforce Investment System of Puerto Rico integrates as its main components, the Department of Labor and Human Resources (PR-DOL), the State Investment Board, the Human Resources and Occupational Development Council (HRODC), ascribed to the PRDOL, is the state agency in charge of administrating WIA funds, through 15 Local Areas.

The PRDOL is an executive department of the Government of Puerto Rico. It was created by the Law No. 15 of 1931, and its existence was recognized at the moment of the approval of the Constitution of the Commonwealth of Puerto Rico in 1952.

The PRDOL is responsible for public policy and management of labor legislation, occupational safety, unemployment insurance benefits, re-employment services, human resources training, and for the gathering and reporting certain economic statistics.



State WIA Structure

The Human Resources and Occupational Development Council, (HRODC) is the administrative agency whose role is to manage the Workforce Investment Act (WIA) Title I funds, under the supervision of the Secretary of Labor, head of the PRDOL umbrella agency, the official Grantee for WIA Title I, and Wagner–Peysner Act Grants in Puerto Rico.

The HRODC is the state agency specifically responsible for carrying out the federally approved, strategic planning process for Puerto Rico’s Workforce Investment System, and for elaborating any and all corresponding State Plans and Modifications.

State Workforce Investment Board

According to Title I, Section 111(d) of the Workforce Investment Act of 1998, Public Law 105-220 the State Workforce Investment Board (SWIB) assists the Governor, in developing a State Workforce Development Plan, among other duties and responsibilities.

The State Board has among its members, representatives from the private sector, academia and the mayor government agencies related to economic and workforce development, such as Labor, Economic Development, Youth Affairs, Vocational Rehabilitation, and Housing. It also has representatives from the Legislative Branch and of local chief elected officials.

The State Board’s composition includes a wide variety of well know entrepreneurs, economists and other representatives of the economic sectors in PR.

Local Structure

The Local Areas are made up of 15 consortia of municipalities. The Local Areas composition includes Chief elected officials, Local Investment Boards and One Stop Operators. Each Local Area provides direct employment and training services under the Adult, Dislocated Workers and Youth Programs.



Workforce Development System Goals

- To transform PR's labor market pool into an attractive one, with a fair compensation system, favorable working conditions, harmonious labor relations, and real opportunities for everyone than wants to work and excel.
- Review labor regulations and schedules in order to allow for the necessary flexibility that will fulfill the needs of workers and business corporations.
- Support a strategy of intensive job creation in the private sector.
- Compete in the global labor market with a highly educated and trained workforce, provide incentives that promote work ethics, and incorporate job seekers into the economy.



- Promote employment for the disadvantaged; establish hiring processes with which to identify, obtain, and retain a job in spite of disability, age, physical or veteran condition.
- Rescue at-risk, secondary high school students from dropping out of school, and integrate them into the workforce.
- Promote entrepreneurship among eligible adults, dislocated workers, and youths, as an attainable, feasible, and rewarding alternative to employment.

Required Reporting

According to WIA Sections 136(d) (1) and (2) and 185 (d), requirements regarding *Performance Analysis and Data*, the following charts constitutes performance data reported for the PY 2010-11 for Adult, Dislocated Worker, and Youth Programs.

The WIA Annual Report is based in the Workforce Investment Act Standardized Record Data (WIASRD) files, and covers participants who received financially assisted services by formula and statewide reserve funds.

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	86%	93.3%	500	24,429	500	100%
Employers	80%	95.4%	500	885	500	100%


Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84%	70%	4,037 5,753
Employment Retention Rate	90%	83%	3,870 4,657
Average Earnings	\$6,200	\$6,265	5,557,416 887
Employment And Credential Rate	72%	63%	1,623 2,582

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate	53%	111 208	71%	5 7	63%	44 70	65%	167 257
Employment Retention Rate	86%	133 154	100%	1 1	67%	53 79	89%	189 213
Average Earnings Rate	\$4,862	\$160,451 33	\$0.00	\$0.00 0	\$4,145	\$111,928 27	\$5,143	\$190,288 37
Employment and Credential Rate	58%	42 72	50%	2 4	83%	19 23	46%	43 94


Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Rate	Count	Rate	Count
Entered Employment Rate	78%	1,649	66%	2,388
		2,123		3,630
Employment Retention Rate	81%	1,280	84%	2,590
		1,579		3,078
Average Earnings Rate	\$6,952	\$1,884,092	\$5,963	\$3,673,324
		271		616

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

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Rate	Count	Rate	Count
Entered Employment Rate	86%		74%	2,406
				3,269
Employment Retention Rate	91%		90%	2,755
				3,046
Average Earnings	\$7,000		\$7,106.75	\$4,136,130
				582
Employment And Credential Rate	74%		73%	901
				1,226

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	33%	2	64%	16	63%	105	77%	150
		6		25		167		194
Employment Retention Rate	100%	4	85%	11	92%	138	95%	101
		4		13		150		106
Average Earnings Rate	\$9,868	\$9,868	\$6,323	\$25,293	\$8,358	\$208,948	\$6,047	\$60,467
		1		4		25		10
Employment and Credential Rate	0	0	89%	8	57%	25	73%	98
		3		9		44		135



Table G - Other Outcome Information for Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	82%	999	69%	1,407
		1,220		2,049
Employment Retention Rate	91%	744	90%	2,011
		822		2,224
Average Earnings Rate	\$7,845	\$1,372,879	\$6,789	\$2,763,251
		175		407

Table H.1 - Youth (14-21) Program Results

Reported Information	Negotiated Performance Level		Actual Performance Level	
Placement in Employment or Education			36%	4,919
				13,692
Attainment of Degree or Certificate			36%	1,176
				3,236
Literacy and Numeracy Gains			2%	15
				704

Table H.2 - Older Youth Results

Reported Information	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	69%		49%	633
				1,282
Employment Retention Rate	88%		89%	443
				496
Earnings Change in Six Months	\$3,300		\$1,919	\$172,753
				90
Credential Rate	72%		51%	1,064
				2,096



Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate	29%	12	0%	0	11%	4	50%	509
		41		0		35		1,016
Employment Retention Rate	75%	12	0%	0	50%	2	89%	380
		16		0		4		427
Average Earnings Rate	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,973	144,036
		5		0		3		73
Credential Rate	1%	19	0%	0	1%	11	29%	609
		2,096		2,096		2,096		2,096

Table J - Younger Youth Results

Reported Information	Negotiated Performance Level		Actual Performance Level	
	%	Count	%	Count
Skill Attainment Rate	98%		100%	9,578
				9,603
Diploma or Equivalent Attainment Rate	72%		79%	1,978
				2,493
Retention Rate	80%		71%	2,329
				3,270

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	%	Count	%	Count	%	Count
Skill Attainment Rate	100%	9,578	100%	9,578	100%	9,578
		9,580		9,578		9,582
Youth Diploma or Equivalent Rate	85%	22	76%	34	49%	247
		26		45		502
Retention Rate	13%	16	4%	1	5%	68
		126		26		1,258



Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth)		Placement in Non-traditional Employment	Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
			Or	12 Months Earning Replacement (Dislocated Workers)						
Adults	64%	138	\$4,238	\$110,180	1%	\$2,58	\$4,072,3	36%	586	
		217		26		1	72			
Dislocated workers	63%	65	\$1	\$77,255	2%	43	\$3,02	\$2,923,6	39%	390
		103		75,450		7	92			
Older Youths	53%	251	\$1,322	\$103,151	2%	13	\$1,60	\$438,447		999
		474		78		6	273			

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	21,722	7,761
Total Adult self-service only	51	0
WIA Adult	14,748	5,122
WIA Dislocated Workers	7,096	2,675
Total Youth (14-21)	22,887	15,105
Younger youth (14-18)	18,346	12,948
Older Youth (19-21)	4,541	2,157
Out-of-School Youth	6,765	2,995
In-School Youth	14,880	11,295



Table O – Local Performance- Bayamon/Comerio

Local Area Name	Total Participants Served	Adults	310
Bayamon/Comerio	1,819	Dislocated Workers	191
		Older Youth (19-21)	208
		Younger Youth (14-18)	1,110
		ETA Assigned #	Total Exiters
72065	672	Dislocated Workers	193
		Older Youth (19-21)	62
		Younger Youth (14-18)	107

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	88%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	95%
	Dislocated Workers	86%	85%
	Older Youth	69%	78%
	Younger Youth	80%	55%
Retention rates	Adults	90%	96%
	Dislocated Workers	91%	93%
	Older Youth	88%	96%
	Younger Youth	80%	55%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$4,986
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$6,419
	Older Youth	\$3,300	\$1,730
Credential/Diploma Rates	Adults	72%	82%
	Dislocated Workers	74%	85%
	Older Youth	72%	69%
	Younger Youth	72%	77%
Skill Attainment Rate	Younger Youth	98%	93%
Placement in Employment or Education	Youth (14-21)	n/a	99%
Attainment of degree or Certificate	Youth (14-21)	n/a	74%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data



Overall Status of Local Performance	Not Met	Met	Exceeded
	7	0	10

Table O – Local Performance- Ponce

Local Area Name	Total Participants Served	Adults	739
Ponce	3,311	Dislocated Workers	358
		Older Youth (19-21)	505
		Younger Youth (14-18)	1,709
ETA Assigned #	Total Exiters	Adults	40
72055	107	Dislocated Workers	20
		Older Youth (19-21)	13
		Younger Youth (14-18)	34

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	94%
	Employers	80%	93%
Entered Employment Rates	Adults	84%	96%
	Dislocated Workers	86%	100%
	Older Youth	69%	86%
Retention rates	Adults	90%	95%
	Dislocated Workers	91%	92%
	Older Youth	88%	94%
	Younger Youth	80%	72%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$7,138
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$6,251
	Older Youth	\$3,300	\$3,620
Credential/Diploma Rates	Adults	72%	93%
	Dislocated Workers	74%	100%
	Older Youth	72%	67%
	Younger Youth	72%	77%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	93%
	Attainment of degree or Certificate	Youth (14-21)	n/a
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data



Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

Table O – Local Performance- Caguas/Guayama

Local Area Name	Total Participants Served	Adults	1,101
Caguas/Guayama	3,072	Dislocated Workers	689
		Older Youth (19-21)	184
		Younger Youth (14-18)	1,098
ETA Assigned #	Total Exiters	Adults	879
72040	1,831	Dislocated Workers	349
		Older Youth (19-21)	112
		Younger Youth (14-18)	491

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	95%
	Employers	80%	94%
Entered Employment Rates	Adults	84%	68%
	Dislocated Workers	86%	58%
	Older Youth	69%	27%
Retention rates	Adults	90%	83%
	Dislocated Workers	91%	83%
	Older Youth	88%	83%
	Younger Youth	80%	82%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$6,077
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$7,779
	Older Youth	\$3,300	\$1,772
Credential/Diploma Rates	Adults	72%	47%
	Dislocated Workers	74%	66%
	Older Youth	72%	36%
	Younger Youth	72%	90%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	76%
	Attainment of degree or Certificate	Youth (14-21)	n/a
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data



Overall Status of Local Performance	Not Met	Met	Exceeded
	11	0	6

Table O – Local Performance- Carolina

Local Area Name	Total Participants Served	Adults	376
Carolina	1,046	Dislocated Workers	195
		Older Youth (19-21)	163
		Younger Youth (14-18)	312
ETA Assigned #	Total Exiters	Adults	297
		Dislocated Workers	159
		Older Youth (19-21)	93
72045	695	Younger Youth (14-18)	146

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	95%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	59%
	Dislocated Workers	86%	78%
	Older Youth	69%	58%
Retention rates	Adults	90%	90%
	Dislocated Workers	91%	96%
	Older Youth	88%	91%
	Younger Youth	80%	94%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$6,351
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$10,835
	Older Youth	\$3,300	\$0.00
Credential/Diploma Rates	Adults	72%	47%
	Dislocated Workers	74%	59%
	Older Youth	72%	52%
	Younger Youth	72%	84%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	86%
Attainment of degree or Certificate	Youth (14-21)	n/a	35%



Literacy or Numeracy Gains	Youth (14-21)	n/a	no data
Overall Status of Local Performance		Not Met	Met
		7	1
			9

Table O – Local Performance- North West Consortium

Local Area Name	Total Participants Served	Adults	1,142
North West Consortium	3,501	Dislocated Workers	718
		Older Youth (19-21)	222
		Younger Youth (14-18)	1,419
ETA Assigned #	Total Exiters	Adults	125
72080	1,365	Dislocated Workers	99
		Older Youth (19-21)	60
		Younger Youth (14-18)	1,081

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	67%
	Dislocated Workers	86%	82%
	Older Youth	69%	53%
Retention rates	Adults	90%	93%
	Dislocated Workers	91%	92%
	Older Youth	88%	96%
	Younger Youth	80%	62%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$5,663
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$6,063
	Older Youth	\$3,300	\$1,817
Credential/Diploma Rates	Adults	72%	70%
	Dislocated Workers	74%	81%
	Older Youth	72%	38%
	Younger Youth	72%	71%
Skill Attainment Rate	Younger Youth	98%	98%
Placement in Employment or Education	Youth (14-21)	n/a	98%



Attainment of degree or Certificate	Youth (14-21)	n/a	46%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	10	1	6

Table O – Local Performance- North Central Arecibo

Local Area Name	Total Participants Served	Adults	1,278
North Central Arecibo	3,601	Dislocated Workers	528
		Older Youth (19-21)	350
		Younger Youth (14-18)	1,445
ETA Assigned #	Total Exiters	Adults	238
72075	1,674	Dislocated Workers	95
		Older Youth (19-21)	147
		Younger Youth (14-18)	1,194

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	87%
	Dislocated Workers	86%	86%
	Older Youth	69%	70%
Retention rates	Adults	90%	84%
	Dislocated Workers	91%	88%
	Older Youth	88%	90%
	Younger Youth	80%	83%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$5,107
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$5,780
	Older Youth	\$3,300	\$1,749
Credential/Diploma Rates	Adults	72%	88%
	Dislocated Workers	74%	98%
	Older Youth	72%	81%
	Younger Youth	72%	79%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or	Youth (14-21)	n/a	68%



Education			
Attainment of degree or Certificate	Youth (14-21)	n/a	27%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	5	1	11

Table O – Local Performance- Dorado/Manati

Local Area Name	Total Participants Served	Adults	827
	2,877	Dislocated Workers	519
		Older Youth (19-21)	346
		Younger Youth (14-18)	1,185
ETA Assigned #	Total Exiters	Adults	218
72070	926	Dislocated Workers	69
		Older Youth (19-21)	43
		Younger Youth (14-18)	596

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	98%
	Employers	80%	95%
Entered Employment Rates	Adults	84%	87%
	Dislocated Workers	86%	86%
	Older Youth	69%	66%
Retention rates	Adults	90%	88%
	Dislocated Workers	91%	93%
	Older Youth	88%	85%
	Younger Youth	80%	84%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$5,819
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$7,122
	Older Youth	\$3,300	\$3,053
Credential/Diploma Rates	Adults	72%	84%
	Dislocated Workers	74%	83%
	Older Youth	72%	64%
	Younger Youth	72%	93%
Skill Attainment Rate	Younger Youth	98%	100%



Placement in Employment or Education	Youth (14-21)	n/a	65%
Attainment of degree or Certificate	Youth (14-21)	n/a	33%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	6	1	10

Table O – Local Performance- North East Consortium

Local Area Name	Total Participants Served	Adults	452
North East Consortium	1,510	Dislocated Workers	48
		Older Youth (19-21)	129
		Younger Youth (14-18)	881
		ETA Assigned #	Total Exiters
72105	1,536	Dislocated Workers	97
		Older Youth (19-21)	127
		Younger Youth (14-18)	846

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	81%
	Dislocated Workers	86%	78%
	Older Youth	69%	33%
Retention rates	Adults	90%	99%
	Dislocated Workers	91%	100%
	Older Youth	88%	98%
	Younger Youth	80%	92%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$6,087
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$7,505
	Older Youth	\$3,300	\$302
Credential/Diploma Rates	Adults	72%	91%
	Dislocated Workers	74%	82%
	Older Youth	72%	9.3%
	Younger Youth	72%	84%



Skill Attainment Rate	Younger Youth	98%	98%
Placement in Employment or Education	Youth (14-21)	n/a	31%
Attainment of degree or Certificate	Youth (14-21)	n/a	31%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	6	1	10

Table O – Local Performance- South East Consortium

Local Area Name	Total Participants Served	Adults	1,152
South East Consortium	3,947	Dislocated Workers	925
		Older Youth (19-21)	497
		Younger Youth (14-18)	1,373
ETA Assigned #	Total Exiters	Adults	217
72100	1,317	Dislocated Workers	279
		Older Youth (19-21)	134
		Younger Youth (14-18)	687

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	92%
	Employers	80%	95%
Entered Employment Rates	Adults	84%	94%
	Dislocated Workers	86%	94%
	Older Youth	69%	42%
Retention rates	Adults	90%	90%
	Dislocated Workers	91%	92%
	Older Youth	88%	79%
	Younger Youth	80%	75%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$5,616
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$7,477
	Older Youth	\$3,300	\$3,046
Credential/Diploma Rates	Adults	72%	93%
	Dislocated Workers	74%	88%
	Older Youth	72%	51%
	Younger Youth	72%	77%



Skill Attainment Rate	Younger Youth	98%	96%
Placement in Employment or Education	Youth (14-21)	n/a	76%
Attainment of degree or Certificate	Youth (14-21)	n/a	33%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	7	1	9

Table O – Local Performance- South Central Consortium

Local Area Name	Total Participants Served	Adults	499
South Central Consortium	2,478	Dislocated Workers	321
		Older Youth (19-21)	442
		Younger Youth (14-18)	1,216
ETA Assigned #	Total Exitters	Adults	127
		Dislocated Workers	111
72095	1,467	Older Youth (19-21)	226
		Younger Youth (14-18)	1,003

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	90%
	Dislocated Workers	86%	84%
	Older Youth	69%	70%
Retention rates	Adults	90%	75%
	Dislocated Workers	91%	90%
	Older Youth	88%	85%
	Younger Youth	80%	76%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$5,192
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$5,484
	Older Youth	\$3,300	\$1,968
Credential/Diploma Rates	Adults	72%	79%
	Dislocated Workers	74%	75%
	Older Youth	72%	74%
	Younger Youth	72%	93%



Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	63%
Attainment of degree or Certificate	Youth (14-21)	n/a	39%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	8	0	9

Table O – Local Performance- South West Consortium

Local Area Name	Total Participants Served	Adults	483
	2,535	Dislocated Workers	245
		Older Youth (19-21)	463
		Younger Youth (14-18)	1,344
ETA Assigned #	Total Exiters	Adults	366
72090	2,305	Dislocated Workers	237
		Older Youth (19-21)	355
		Younger Youth (14-18)	1,347

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	70%
	Dislocated Workers	86%	76%
	Older Youth	69%	47%
Retention rates	Adults	90%	96%
	Dislocated Workers	91%	98%
	Older Youth	88%	88%
	Younger Youth	80%	80%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$4,902
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$5,087
	Older Youth	\$3,300	\$921
Credential/Diploma Rates	Adults	72%	65%
	Dislocated Workers	74%	77%
	Older Youth	72%	70%
	Younger Youth	72%	64%



Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	68%
Attainment of degree or Certificate	Youth (14-21)	n/a	13%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	9	2	6

Table O – Local Performance- Mayaguez/Las Marias

Local Area Name	Total Participants Served	Adults	269
Mayaguez/Las Marias	912	Dislocated Workers	280
		Older Youth (19-21)	72
		Younger Youth (14-18)	291
ETA Assigned #	Total Exiters	Adults	57
72085	733	Dislocated Workers	141
		Older Youth (19-21)	119
		Younger Youth (14-18)	416

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	92%
	Employers	80%	94%
Entered Employment Rates	Adults	84%	86%
	Dislocated Workers	86%	91%
	Older Youth	69%	74%
Retention rates	Adults	90%	92%
	Dislocated Workers	91%	91%
	Older Youth	88%	96%
	Younger Youth	80%	79%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$4,970
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$6,656
	Older Youth	\$3,300	\$3,798
Credential/Diploma Rates	Adults	72%	88%
	Dislocated Workers	74%	89%
	Older Youth	72%	84%



Skill Attainment Rate	Younger Youth	72%	85%
	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	81%
Attainment of degree or Certificate	Youth (14-21)	n/a	19%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data

Overall Status of Local Performance	Not Met	Met	Exceeded
	3	1	13

Table O – Local Performance- Guaynabo/Toa Baja

Local Area Name	Total Participants Served	Adults	565
Guaynabo/Toa Baja	1,973	Dislocated Workers	86
		Older Youth (19-21)	162
		Younger Youth (14-18)	1,160
ETA Assigned #	Total Exiters	Adults	270
72110	1,894	Dislocated Workers	13
		Older Youth (19-21)	181
		Younger Youth (14-18)	1,430

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	89%
	Employers	80%	92%
Entered Employment Rates	Adults	84%	45%
	Dislocated Workers	86%	47%
	Older Youth	69%	70%
Retention rates	Adults	90%	77%
	Dislocated Workers	91%	85%
	Older Youth	88%	63%
	Younger Youth	80%	41%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$11,688
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$6137
	Older Youth	\$3,300	\$0.00
Credential/Diploma Rates	Adults	72%	74%
	Dislocated Workers	74%	75%



	Older Youth	72%	0%
	Younger Youth	72%	58%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	48%
Attainment of degree or Certificate	Youth (14-21)	n/a	0%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data
Overall Status of Local Performance			
		Not Met	Met
		10	0
			Exceeded
			7

Table O – Local Performance- La Montaña

Local Area Name	Total Participants Served	Adults	255
La Montaña	1,552	Dislocated Workers	93
		Older Youth (19-21)	128
		Younger Youth (14-18)	1,076
ETA Assigned #	Total Exiters	Adults	271
72115	1,734	Dislocated Workers	126
		Older Youth (19-21)	123
		Younger Youth (14-18)	1,214

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	95%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	77%
	Dislocated Workers	86%	82%
	Older Youth	69%	72%
Retention rates	Adults	90%	93%
	Dislocated Workers	91%	90%
	Older Youth	88%	89%
	Younger Youth	80%	60%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$6,795
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$5,713
	Older Youth	\$3,300	\$1,438
Credential/Diploma Rates	Adults	72%	84%
	Dislocated Workers	74%	91%



	Older Youth	72%	54%
	Younger Youth	72%	86%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	61%
Attainment of degree or Certificate	Youth (14-21)	n/a	90%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data
Overall Status of Local Performance		Not Met	Met
		7	0
			10

Table O – Local Performance- San Juan

Local Area Name	Total Participants Served	Adults	824
San Juan	2,069	Dislocated Workers	267
		Older Youth (19-21)	272
		Younger Youth (14-18)	706
ETA Assigned #	Total Exiters	Adults	338
72005	1,983	Dislocated Workers	139
		Older Youth (19-21)	265
		Younger Youth (14-18)	1,241

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Information	Program Participants	86%	93%
	Employers	80%	96%
Entered Employment Rates	Adults	84%	65%
	Dislocated Workers	86%	94%
	Older Youth	69%	76%
Retention rates	Adults	90%	98%
	Dislocated Workers	91%	100%
	Older Youth	88%	83%
	Younger Youth	80%	98%
Average Earnings (Adult/DWs)	Adults	\$6,200	\$7,395
Six Month Earnings Increase (Older Youth)	Dislocated Workers	\$7,000	\$0.00
	Older Youth	\$3,300	\$1,150
Credential/Diploma Rates	Adults	72%	90%
	Dislocated Workers	74%	93%



	Older Youth	72%	43%
	Younger Youth	72%	73%
Skill Attainment Rate	Younger Youth	98%	98%
Placement in Employment or Education	Youth (14-21)	n/a	52%
Attainment of degree or Certificate	Youth (14-21)	n/a	59%
Literacy or Numeracy Gains	Youth (14-21)	n/a	no data
Overall Status of Local Performance		Not Met	Met
		5	1
			11

Waivers

Pursuant to the instructions provided, the State Workforce Board, the PRDOL and the HRODC, as the Government of Puerto Rico WIA State Administrator, requested an extension for the WIA & WP State Plan and previously approved Waivers for Program year (PY) 2010-11

The waiver request followed the format identified in WIA §189(i) (4) (B) and WIA Regulations at 20 CFR §661.420(c) and applied to WIA formula funds. Requested and approved waivers were:

Youth Services

- ✓ **Waiver to permit the use of Individual Training Accounts(ITA) for older youth and out-of school youth program participants**

Waiver of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations at 20 CFR 664.510 on the use of ITA for older and out of school youth program participants.

- ✓ **Waiver of the requirement at WIA Section 123 that providers of youth program elements be selected on a competitive basis.**

Waiver of statutory and regulatory requirements under WIA required that the ten program elements for youths be provided through a competitive procurement process. The waiver allows One Stop Centers and partner agencies the direct provision of services related to Supportive Services, Follow-up Services and unpaid Work Experience.



Fund flexibility

✓ **Waiver to permit the use of State set-aside Rapid Response funds to support Incumbent Worker Training**

Waiver of the language that limits authority to provide the activities identified in WIA Section 134(a)(3) to statewide reserve funds will allow the use of up to 25% of the funds reserved for rapid response activities under Section 133(a)(2) to provide statewide activities, including incumbent worker training, but excluding administration.

✓ **Waiver of the required 50% percent employer match for Customized Training to permit a match based on a sliding scale.**

This waiver allows the use of a sliding scale for the employer match, for customized training for the employer match, based on the size of the business. Under this waiver the following sliding scale is permitted;

- No less than 10 % match for employers with 50 or fewer employees;
- No less than 25% match for employers with 51 to 100 employees.
- 50% for employers with more than 100 employees (current statutory requirement.)

This waiver is expected to increase flexibility and allow areas to serve business and industry based on their specific needs.

Waiver to permit the use of 10% of Local Area formula funds to provide Incumbent Worker Training

Waiver of the language that limits the authority to provide the activities identified in WIA Sections 134(a)(3), to permit local areas to request as per evaluation and reasonable justification, to use up to 10 % of Local Area formula funds for adults and dislocated workers to provide statewide employment and training activities identified at WIA Section 134 including Incumbent Worker Training programs, excluding administration.

Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On the Job Training (OJT)

Waiver to permit an increase in employer reimbursement for OJT through a sliding scale based on the size of the business. Under this waiver the following reimbursement amount will be permitted:

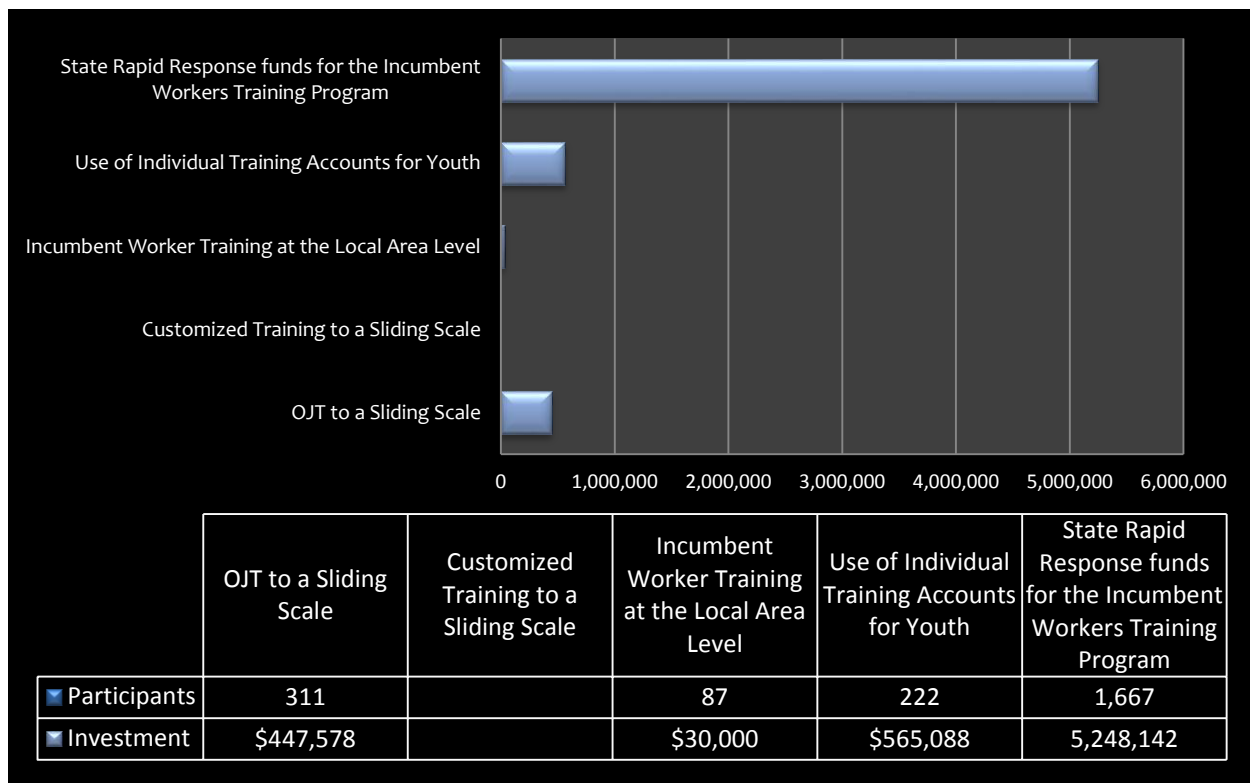
- ✓ Up to 90% for employers with 50 or fewer employees
- ✓ Up to 75% for employers with more than 50 employees, but less than 100 employees.
- ✓ For employers with 100 or more employees, the current statutory requirements will continue to apply.



Waivers outcomes

In order to best support the needs and strategic goals of the Local Workforce System, waivers were used by locals the outcomes are as follows;

Graph 1- Outcomes of five waivers related to training activities such as customized training, OJT's, ITA's and incumbent worker training.

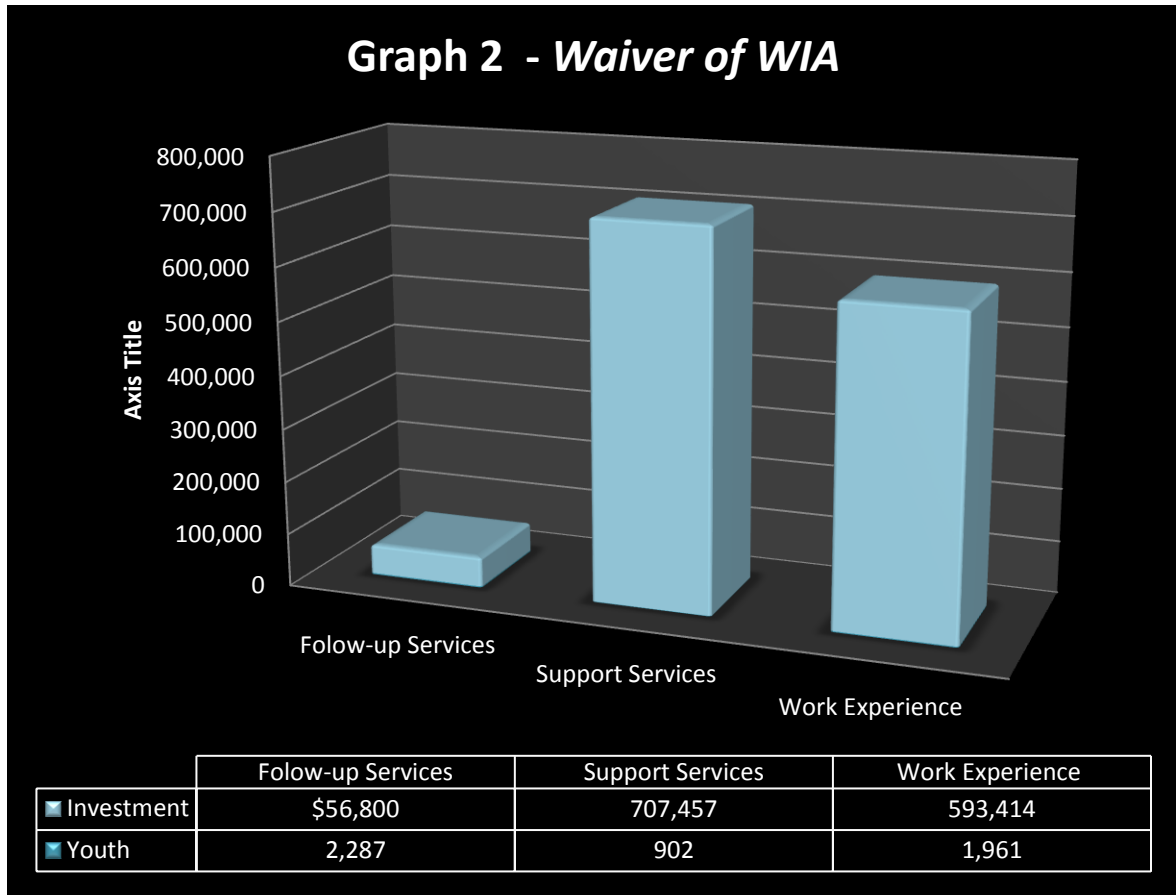


PR received the approval extension for 2010-11 of the waiver from the provision of WIA Section 123 (Identification of Eligible Providers of Youth Activities) requirement, to competitively select providers from the following three (3) of the ten (10) Youth Program Elements: Supportive Services; Follow-up Services and Paid and unpaid Work Experiences including Internships and Job Shadowing.

These waivers allowed Local Areas to provide these three services in-house, resulting in a more timely delivery of services, and achieving stronger ties with in school and out of school youths. Also, these Local Areas had cost savings and management efficiencies that allowed the Local Workforce System to increase the number of youths served.



Graph 2 - Waiver of WIA regulations that require the Ten Program Elements for Youth be provided through a competitive procurement process.



During PY 2010, 3 of the 15 local areas implemented waivers to offer flexibility. Graph 2, shows statistics of delivery of services and investment in youth regarding these three elements. In relation to the Youth Program element of Work Experience, a total of 1,961 youth received work experience services, with 8 employers offering the first job opportunities to these youths with an investment of \$593,414. The average cost per youth for the each work experience was \$303. The highest proportion of work experience for youth were as job experience during the school recess in the summer.

Regarding supportive services, 3 Local Areas implemented waiver and provided services to 902 youths, with an investment of \$707,457. The average cost was of \$784 per youth. With the waiver for follow-up services were delivered to 2,287 youths, with an investment of \$56,800. The average cost was of \$24 per youth. This waiver has been very helpful to the local area due to the fact that is more cost effective. One Local Area reported that after evaluation of proposals for the provision of follow-up services, the cost per participant for contracted services was not feasible and that practically absorb the budget of the program.

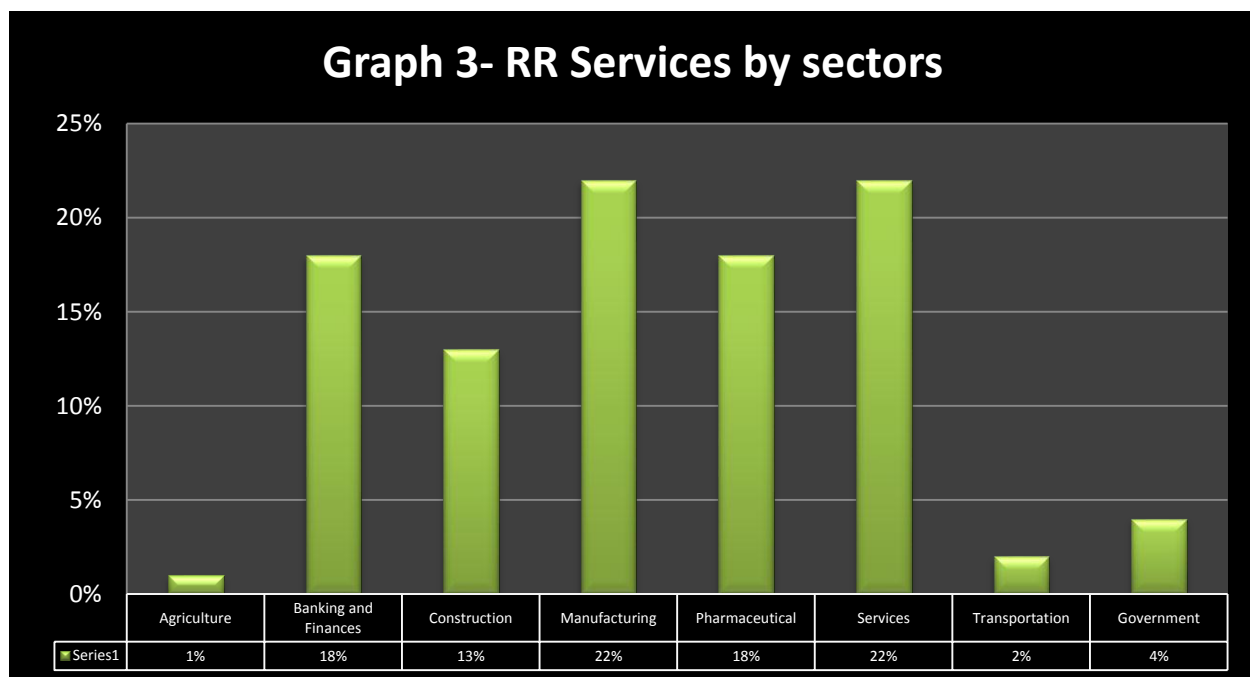


Rapid Response Services

Rapid Response (RR) activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through a variety of services:

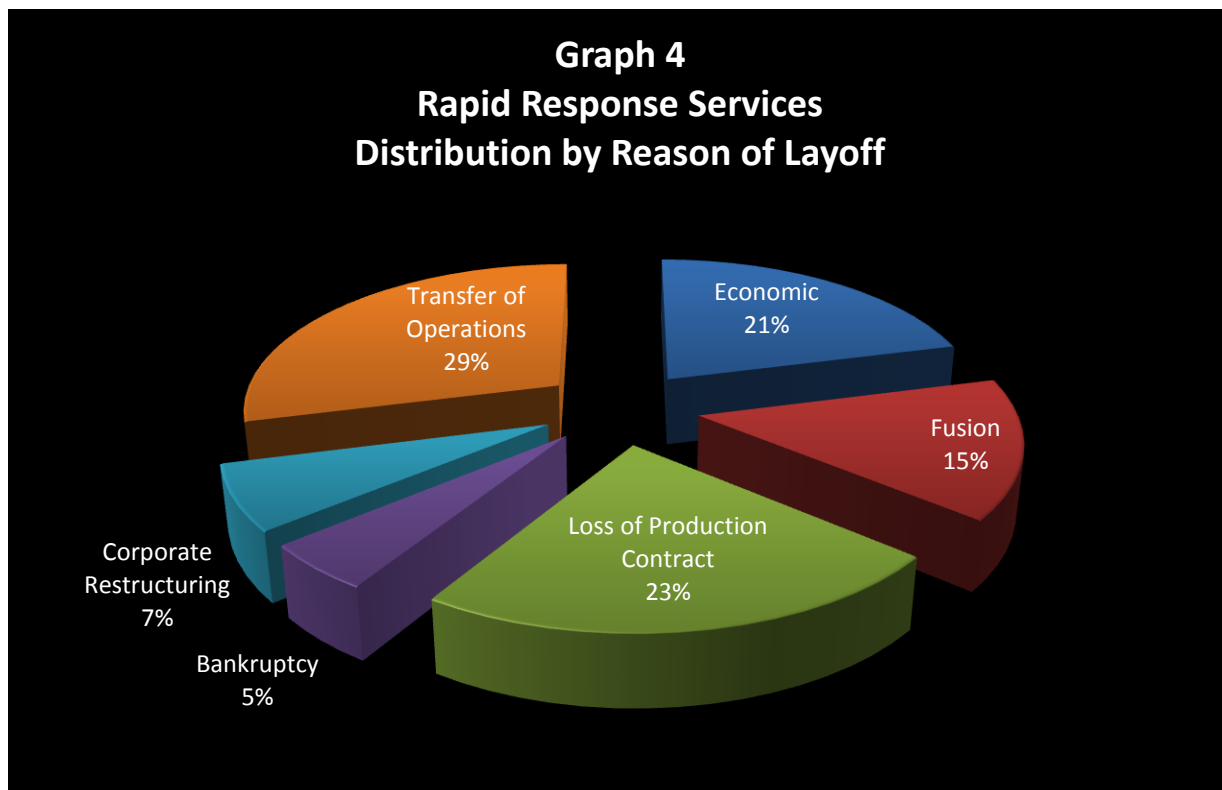
- Coordination of RR services by working with company management and, as applicable, organize labor representatives;
- Provision of on-site services, including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- Immediate referrals to WIA and other public programs are available in the local areas that respond to the reemployment and readjustment needs of workers.

In PY 2010-11, RR delivered services to 9,720 dislocated workers. According to industrial composition, manufacturing, pharmaceutical industries and services are the most affected sectors. Manufacturing industries continued their loss of employment with 33% of total dislocated workers, followed by the services sector with 18% and pharmaceutical industries with 16% percent of dislocated workers. Other occupational banking reflect a significant 16 % cent of total dislocated workers, meanwhile construction represent 11 % of delivered RR services, as shown in Graph 3.





The Warn Notification was activated by 67 % of the affected industries. These employers received RR assistance in advance of the layoff event. Through the WARN notification and other resources, employers advised and provided data of projections of potential dislocations. According to this projection, rapid response services were delivered to 88 % of the dislocated workers affected.



As shows Graph 4, according to the data available, the main reason for layoffs was due to relocation of operations with 29%, followed by the loss of production contracts with 23 % and economic conditions with 21 % of total layoff,. Other reasons were due to corporate restructuring and bankruptcy, among others.



Rapid Response Centers (RRC)

Once the participant is displaced and completes the stage of transition and socioeconomic stabilization, Rapid Response Centers refer them to WIA Local Areas to receive other services: assessment, case management, aid support, pre vocational training, and activities for self-employment, wage subsidy, tracking, and incentives for training, relocation and job placement, among others.

During PY 2010-2011, Rapid Response Centers (RRC) continued to provide holistic services island wide. RRC's were rearranged to major populated areas in San Juan, Arecibo, Fajardo, Ponce and Mayagüez.



The traditional setting for RR services setting was redefined due to public policy to better serve the high levels of unemployment. Some of those changes were;

- *Strengthening and expanding Rapid Response services;*
- *Continuous availability of services; and*
- *Establishing service facilities under the concept of a One Stop Solution.*

RRC are not limited to the traditional offering, in the contrary, they run and execute over 25 services under one roof. This model of services allows dislocated workers to concentrate their efforts in seeking employment as partners programs facilitate an early placement.



Thousands of dislocated workers visited RRC convincingly reflecting that participants recognized the efficiency of consolidated services.

In PY 2010-2011, RRC delivered services to 6,679 dislocated workers. The centers provided services for approximately 400 companies that closed or downsized their operations. The Centers provided dislocated workers an array of services to help them in the transition to a new employment. The Centers accomplished the re-employment of 884 dislocated workers for an accumulated total of 5,404 re-employed participants.

Table I

Rapid Response Center Operational Report

Total Number of Cases	6,679	17,581
Total Number of Placed Workers	884	5,404
TECHNOLOGY ROOM	FISCAL YEAR 2010-2011	ACCUMULATED
Participants that used Computer, Internet, Telephone, Fax and/or office materials by themselves.	2,326	5,311
GROUP ACTIVITIES	FISCAL YEAR 2010-2011	ACCUMULATED
Personal Finances Management	1,235	4,215
Job Search Techniques	1,346	4,651
Psychological Counseling	804	3,095
Personal Business Development	1,735	5,612
Studies and Employment Workshop	57	57
Microsoft Office Workshop	5	5
LEED Certification for Green Jobs	1,257	3,736
CUSTOMER SERVICE PROCEEDINGS	FISCAL YEAR 2010-2011	ACCUMULATED
Health Card	2,566	7,659
Unemployment Insurance	2,418	6,762
Food Stamps Program	2,571	8,087
Certificate of Birth	2,972	7,724
Certificate of Good Conduct	3,195	8,087
Registration / Puerto Rico Trabaja	2,621	6,657
Medical Certificate	2,247	6,397
Individual Interview with Personal Finance Specialist	481	2,201
Emergency Economic Assistance	304	1,504
Individual Interview with Psychologist or Social Worker	519	1,844
Referred to Psychologist outside Centre	6	28



State Law 7 Vouchers	Fiscal Year 2010-2011	Accumulated
Total Law 7 Vouchers	603	4,081
State Wage Subsidy of 50%	85	713
Educational- \$5,000	137	1,011
Short Training and Vocational- \$2,500	193	919
Small Business- \$5,000	170	1,136
Relocation- \$2,500	18	129
Participants served outside Centre with UETDP support	Fiscal Year 2010-2011	Accumulated
TAA and TGAA Programs	114	258
TAA interviews with Customer Representative	107	182

Ticket to Work Program

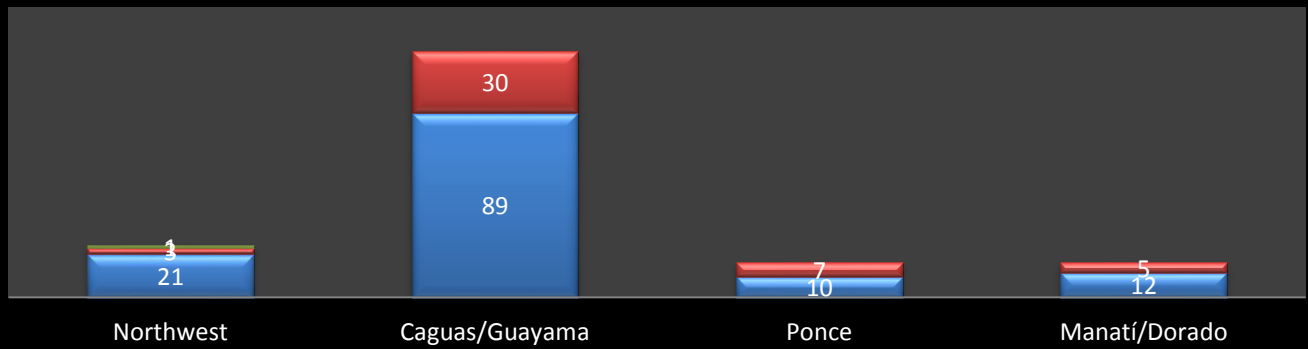
In September of 2008, the SSA awarded the HRODC the designation of becoming a State Employment Network of the Workforce Investment System for PR, under the Ticket to Work Program. This includes 10 of the 15 Local Workforce Investments Area's One Stop Centers, as employment network worksites where Social Security recipients with disabilities, looking for training and employment, may have their ticket activated in the Workforce Investment System. Caguas/Guayama and Northwest Local Areas also comprise an independent Employment Network.

SSA's Ticket to Work Program is a tool promoted by the Employment and Training Administration to maintain sustainability among local areas. Graph 5 shows that local areas have activated 132 tickets certified by Maximus, TtW Program Administrator, of which 45 participants been placed in job, and one continued post-secondary education. The placement rate was of 34%, percent of ticket holders placed in jobs divided by tickets assigned.



Graph 5
Puerto Rico TtW Employment Networks
Participants by Local Area

■ Tickets by Local Area ■ Jobs Placement ■ Training



Caguas/Guayama and Northwest Local Areas is an independent Employment Network pioneer in the workforce investment system, entered into Ticket to Work Program. Both Local areas served as peer counselors to the HRODC and other local Areas in the TtW implementation.

Among the tools used, there areas developed outreach activities aimed toward increasing participation in the employment network, especially in the One Stop Center with the purpose of interviewing and promoting the program. In the orientations, 274 SSA beneficiaries were interviewed. Activities developed as part of the activities of guidance were:

- ✓ Ads in regional newspapers
- ✓ Job Fairs
- ✓ Workshop in MAVI (*Movimiento para el Alcance de Vida Independiente*) a community based organization Employment Network
- ✓ TtW and SSA Brochures

Puerto Rico Trabaja Web Site

Puertoricotrabaja.com is an additional tool employers have for their search of the ideal human resource of their needs, and for job seeking candidates, the tool for their search of



an ideal job. This system also offers orientation about available salary incentives for employers, and service and training incentives for participants; everything free of charge.

Any Employer may post his available job openings and search for qualified candidates according to the jobs requirements. Participants, right after getting registered, will complete their profile that includes education background, work experience, and licenses and certifications obtain to expand their possibility of finding a job. After completing the profile, the system will generate the participant's resume with different layout options to choose from, to be used later to apply for job openings.

The screenshot displays the homepage of **puertoricotrabaja.com**. The navigation bar includes links for INICIO, BUSCAR TRABAJO, BUSCAR CANDIDATOS, CONTACTENOS, AYUDA, and INGRESAR. A language selector shows "English/Inglés".

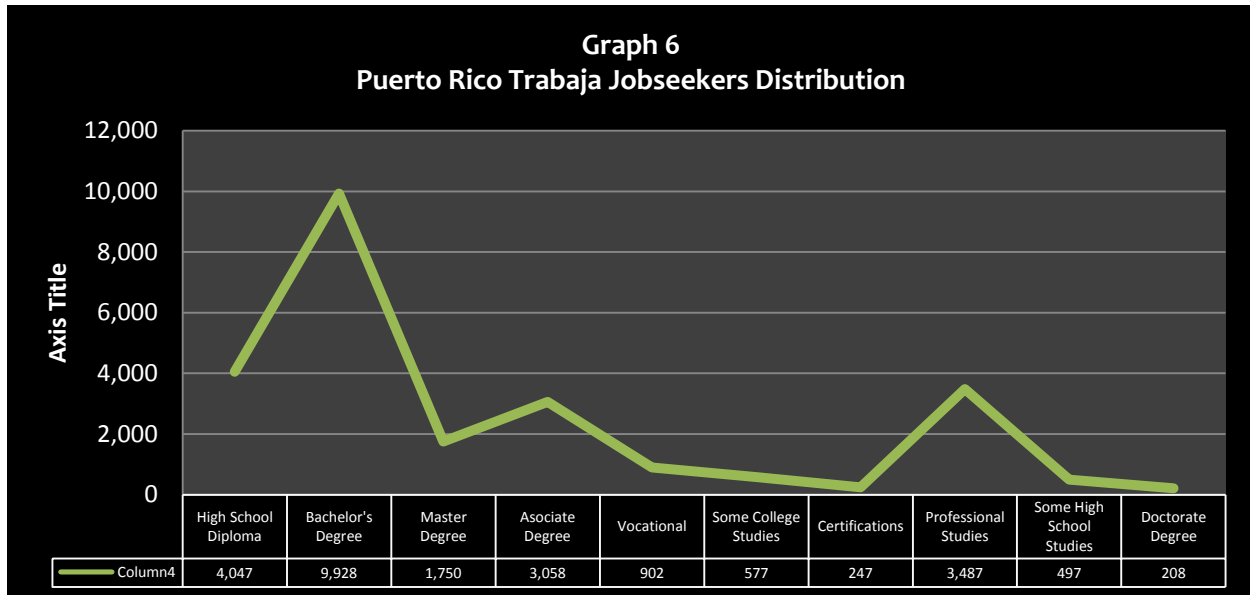
The main content area features the headline "El nuevo de encuentro entre patrones y trabajadores." and a map of Puerto Rico with several location markers. To the right is a "Buscar Trabajo" search form with the following fields:

- Palabra clave: [input field]
- Categoría: [dropdown menu with options: Todas las categorías, Agricultura, Pesca y Silvicultura, Arquitectura e Ingeniería, Artes, Diseño, Entretenimiento, Deportes y Medios]
- Sub-categoría: [input field with "Cualquiera" selected]
- En: [dropdown menu with "Cualquiera" selected]
- Publicado hace: [dropdown menu with "Cualquiera" selected]
- [Buscar button]

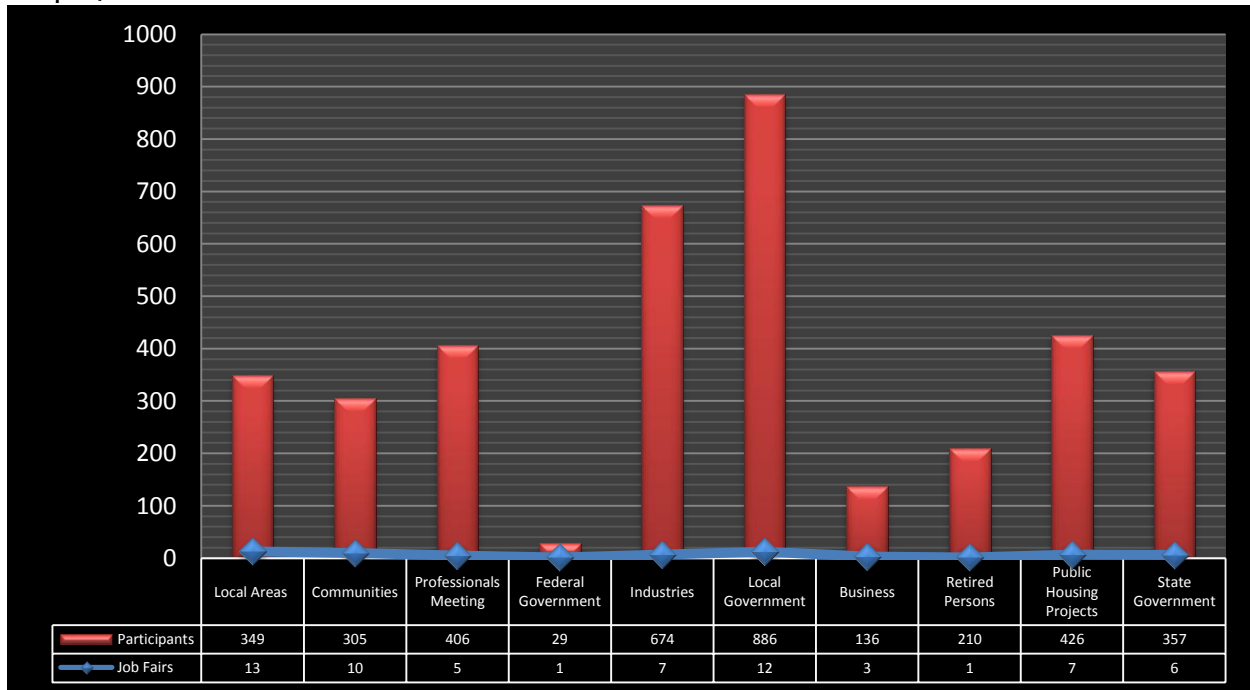
Below the search form are two promotional banners:

- ¿Buscando Trabajo?** "¿Buscando el empleo perfecto con el mejor patrono? Regístrese gratis para: [input field] * Publicar su resumé."
- ¿Buscando Empleados?** "¿Buscando los candidatos ideales para sus ofertas de empleo? Regístrese gratis para: [input field] * Publicar su ofertas."

This job bank has a wide variety of jobs that go from basic skills to specialized jobs. Graph 6 shows the distribution of the website's candidates according to education level. Currently, *Puerto Rico Trabaja* has more than 800 available job openings, more than 72,000 registered users and 5,536 registered Employers. In the two years of service, the system has achieved 1,109 job placements.

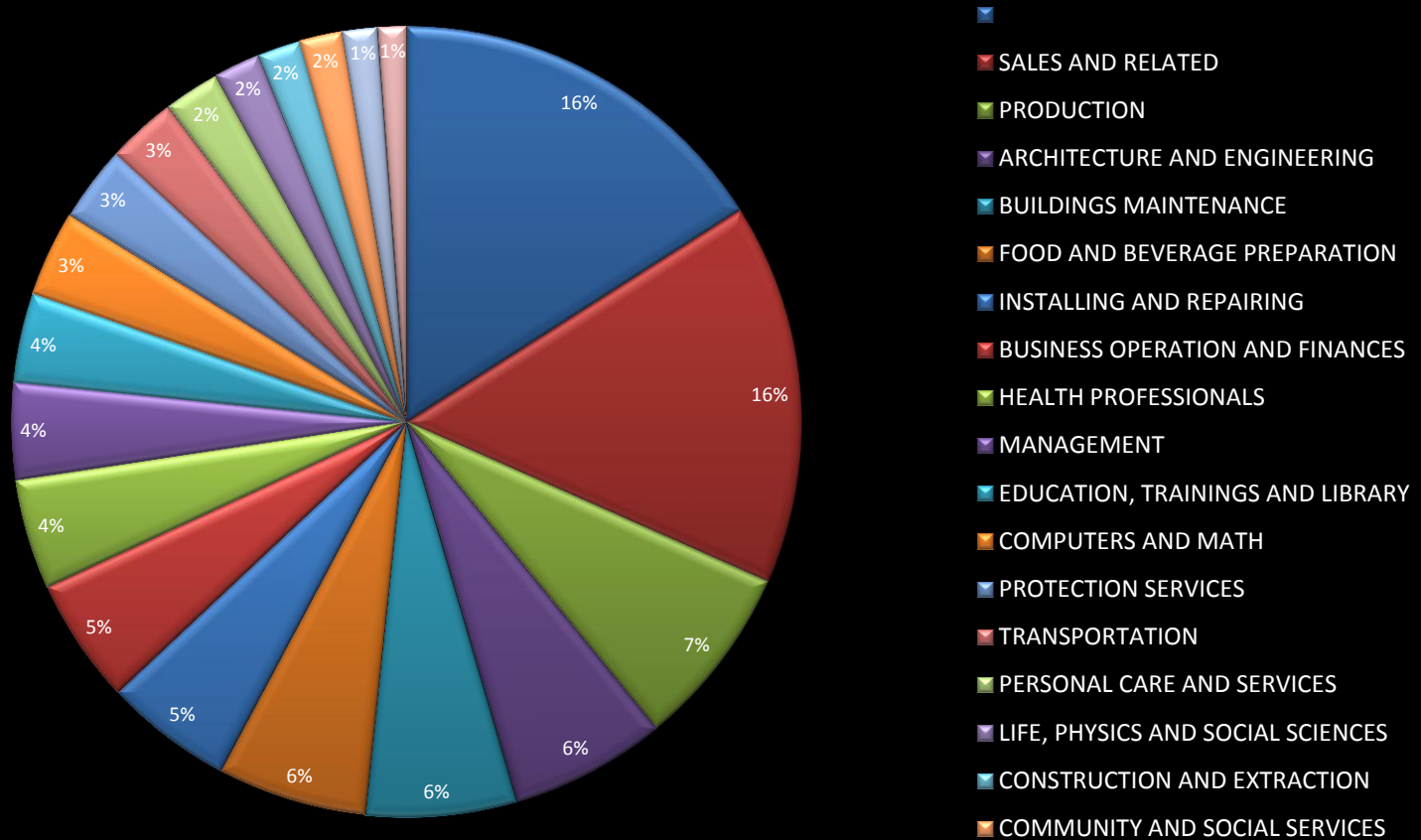


Thru collaboration efforts among WIA Local Areas, Rapid Response Services, Municipalities, federal, local and state government, universities, the Public Housing Administration, industries and the Puerto Rico Department of Labor Puerto Rico, *Puerto Rico Trabaja* has been an essential tool for 78 jobs fairs island wide, attending 4,350 participants, as shows Graph 7.





OFFERS





Puerto Rico Trabaja Job Fairs



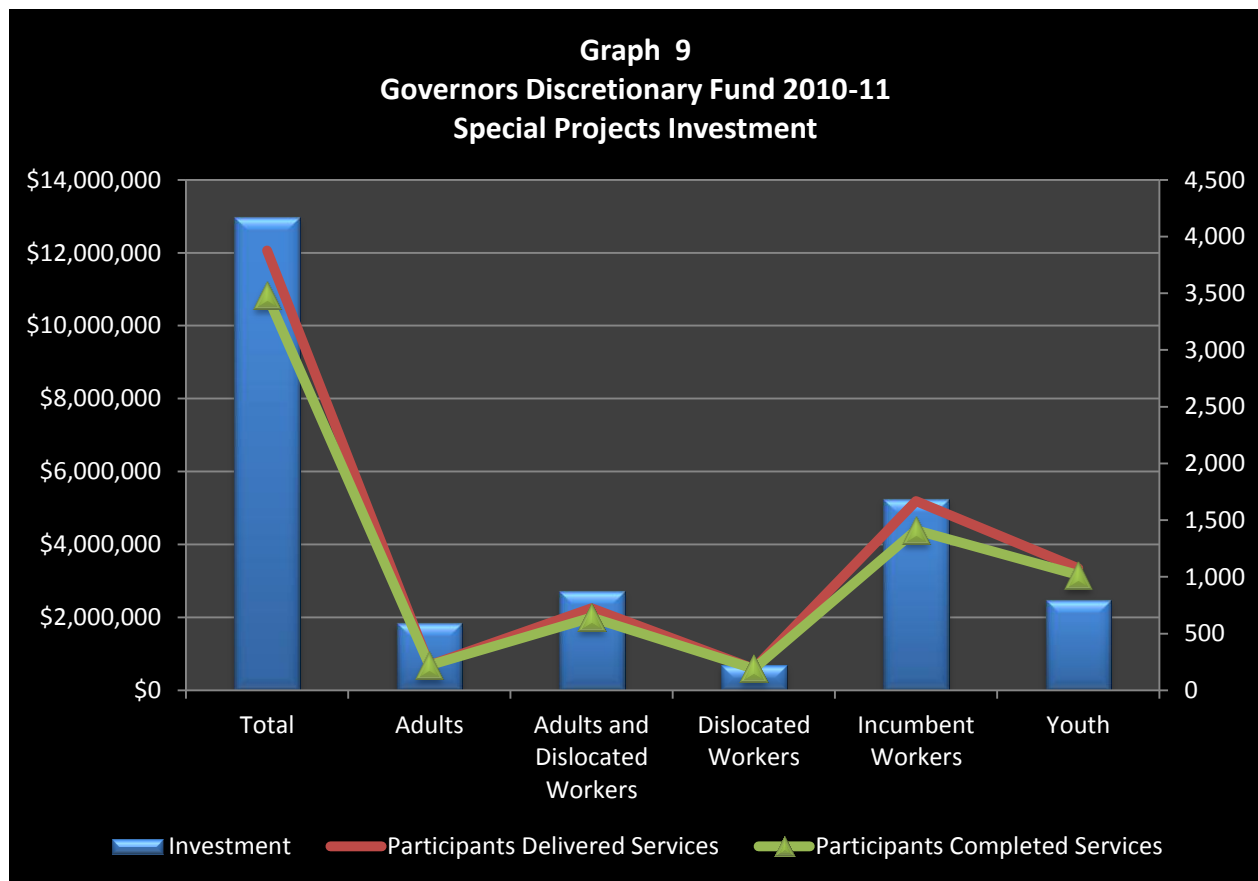
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Special Projects with the State Governor's Reserve Funds

The state Governor's Reserve Fund is an important source for the development of innovative projects. A state policy prioritizes the development of innovative strategies aimed to promote jobs creation. During PY2010-11, \$12.96 million were invested in 50 innovative projects that delivered services to 3,877 participants.

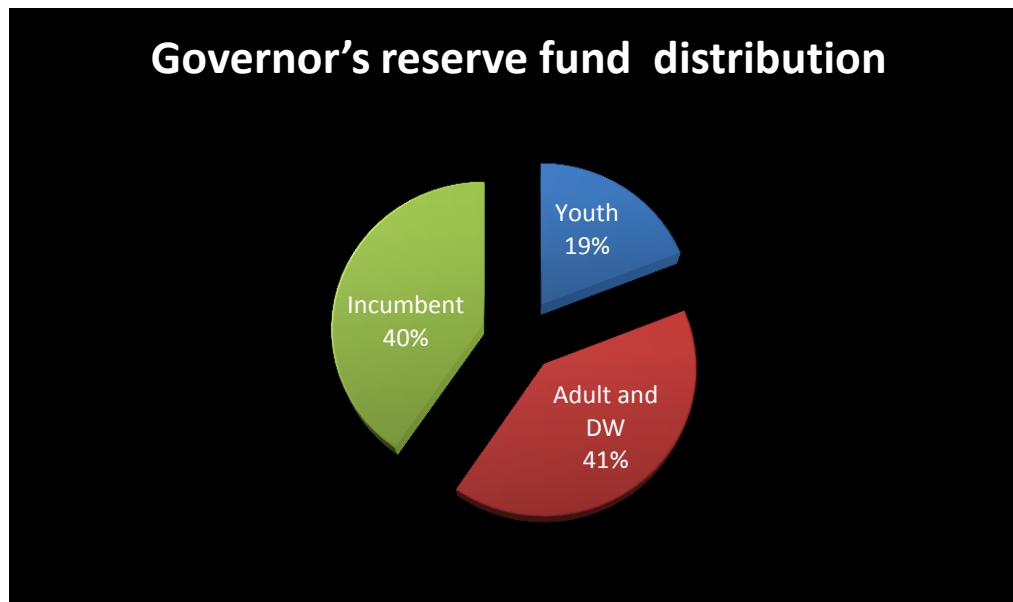


Graph 9 shows the details of reserve fund investments in innovative projects. A total of \$12.96 million were invested in the following activities;

- \$2.47 million for youth activities; Innovative projects with activities for youth established a target population of 1,076 youth and 94 % were delivered, while for adults and dislocated workers 1,134 participants were planned and 93 % of them were delivered.
- \$5.24 million for adult and dislocated workers allowable activities ; and



- \$5.24 million for training to incumbent workers, under the waiver approved for this purpose by the USDOL. Finally, incumbent workers program were planned skill upgrading training to 1,667 incumbent workers and 85% were completed service.



Local Areas Strategies and Achievements

Basketball for a Lifetime

PR runs the National Basketball Season with the best local basketball players on the Island. To be a part of a "Star" Basketball Team, as the famous *Vaqueros de Bayamón*, is a special experience for sports oriented youth and an immersion experience in team group skills. With this vision in mind, Bayamón/Comerío Local Workforce Area designed and created a special project to integrate 26 economically disadvantage youths to be a part of *Vaqueros the Bayamon Team*, during this year's basketball season. The project also integrated 6 community volunteers to work with the participants. A group of professionals in the sport created a special curriculum that included workshops on:

1. *How to obtain social skills and physical development through the use of basketball workshops and practice.*
2. *How to obtain citizenship skills.*
3. *How to obtain a certification of their participation and skills attainment.*



4.



Learning How to Learn in Guaynabo/Toa Baja

Learning to Learn (LTL) is a research-based system of learning strategies. LTL has been proven effective for both average-admits and first-generation, high-poverty college students. Results show strong, significant, and lasting gains in student academic achievements across the curriculum and graduation rates. LTL is a U.S. Department of Education-validated **National Diffusion Network** (NDN) program. This approach moves students from rote-memory to inquiry-based learning. The results of a one-semester intervention have long-term impacts on student learning (Source: **Learning to Learn: A Breakthrough in Learning**, www.learningtolearn.com).



The Guaynabo/Toa Baja Local Workforce Area is the leader in Puerto Rico in the implementation of this new education approach. During PY 2010-11, the local area offered this education strategy to 120 out of school youths and 60 adults without high school diploma. All participants completed the workshop and returned to finish their secondary school, achieving their high school credentials through the Alternative Secondary School and Adult Literacy Services, respectively.

Green Jobs Project on Reforestation, Ornate and Gardens Design





In a collaborative effort, the Municipality of Bayamon's Ornate Department, provided work experience to 21 participants in the areas of reforestation, ornate and garden. Additionally, participants received basic orientation on types of trees to be planted, the basic design of gardens and the use of related tools needed.



Occupational Exploration Fair for Older Youth

The Carolina Local Workforce Investment Area held a service and occupational fair directed to young participants. The purpose of this occupational fair was to provide information and the skills required for occupational exploration, labor scenarios and search of vocational alternatives. This enabled them to recognize and become familiar with the employment offers and demand in the current labor market. In addition to the above mentioned a job fair with the participation of a temporary placement agency and ten companies offered interviews for employment opportunities available to 142 youths.



Business Internship

The Caguas/Guayama Local Area Local Area developed a project of business Internships with the collaboration of the Municipality of Gurabo, delivering service to 23 youths who gained employment skills in a real job scenario. These youths developed knowledge in the area of clerical occupation as well as in accounting. In addition, they completed 250 hours of practice, required for their high school diploma in business administration at the Dra. Conchita Cuevas High School in Gurabo. All of them completed the project successfully, graduated and continued post-secondary education in different academic programs.





AMSI Orientador: Feria “En Carrera al Éxito”

A group of 395 students from 16 schools in the municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo, and Trujillo Alto, participated successfully in the educational and occupational fair named "In Pathway to Success" held at the Centro de Bellas Artes, Angel O. Berrios in Caguas.



The fair was the closing activity of the AMSI Counselor Program an initiative of the Caguas/Guayama Local Workforce Area. The goal was to provide senior students from participating schools, the opportunity to explore different alternatives when choosing a path for their professional careers. At the fair, these students received educational workshops, outreach activities from postsecondary academic institutions and exploration of occupational opportunities.

Through the AMSI Counselor Program, youths were exposed to different opportunities and tools for their academic and occupational development. During the fair participants attended the following workshops;

- Green Jobs
- Professional Career for the Future
- Managing my Attitudes for Success and
- A final round table of skills and attitudes that employers search for.



Renewable Energy Technologies Project for Adults and Dislocated Workers

The Southwest Local Workforce Area, in an effort to become a leader in projects related to renewable energy, created a special project named “Puerto Rico Green”. This project aimed at renewable energy technology as a contribution for new global trends in knowledge and skills needed for the creation, development, implementation and maintenance of alternate renewable energy sources.

This training workshop was created in response to the need to train and validate skills of adults and dislocated workers in emerging technology. The curriculum included different techniques required for renewable energy theory. The curriculum included practical analysis, design, implementation and the installation of renewable energy production, promoting an experience in the field, and contribution to the reduction in consumption of traditional energy.

Because of the need to create new sources of employment, the creation of microenterprises and self-sufficiency, the high demand for the creation of this essential and impressive technology and accepting new challenges of the future that we face, the Local Area decided to launch this innovative project.

Safety Pathway to Success

The innovative project *Safety Pathway to Success* was created to address the School dropout problem in poor communities. 50 dropout youths between the ages of 16 to 21, residents of public housing received tools and classes in order to obtain their high school diploma. This activity took place and used the following strategies:

- Academic Development - provide educational classroom services in which the participants acquire the academic skills to obtain the high school diploma
- Occupational Mentoring - raise awareness about the relevance of education to the workforce.
- Skills for Lifetime Workshops – focus in the prevention of suicide, highlighting the good life values.

These services are offered with professional and specialized staff, under case management model. This project was a successful example of WIA partner’s leveraging resources, including Caguas/Guayama Local Workforce Area, the state Administration of Public Housing and the service provider, Job Connection Counseling Center.



Digitalization Project

Digitization is the production of a digital surrogate for a physical object. Access to information advancements in personal communications, computational resources and electronic consumer goods, make the knowledge of digitalization a must in today's work environment.

The most notable impact of the digital society is that it empowers the individual. This empowerment emphatically and undeniably changes his or her relationship to, and establishes dependence on existing social structures -- personally, locally, regionally, nationally and, for the first time ever, globally.

This Project consisted of 60 hours series of workshops in electronic maneuvering of documents, with the goal of creating a digitalized archive to increase paper reduction goals and virtually maneuver and disposal of sensitive documents. The project included a work experience component of 637 hours, after the workshops.

A total of 16 adults, 6 dislocated workers and 3 youth participants participated in the Green Project designed to create environmental protection awareness.

Century XXI: Source of Challenges in the Southwest

The Southwest Local Workforce Area developed a Special Project for youths between the ages of 14 to 18 years, named Summer Camping "*Siglo XXI Fuente de Retos*". It included the strategy of academic enrichment, participants addressed to obtain essential knowledge and skills in their transition towards the world of employment. The objectives were to extend and deepen the basic skills of different academic areas, for the integral and creative development of participants.

In addition, to providing an atmosphere for reflection, occupational exploration, handling of the personal finances and conceptualization of the world of work based on the approach that learning is active and authentic, an Occupational Module was provided. Each participant was required to prepare a portfolio to demonstrate learned skills. SCANS Skills Tests were included. One hundred (100) students between the 10, 11 and 12 grades participated as referred by the Local Area, with an academic minimum grade point of 2.50.



Leadership Development

The South Central Local Workforce Area designed the *Project for the Development of Leadership* in school youth. This project aimed to promote the knowledge and skills necessary for the future leaders, to develop organizational, community and voluntary aptitudes. It aimed to give youths the necessary tools for their personal maturity, learning and professional development for the future. The project was possible with the collaboration of the Coamo Local Government in various instances;



- *Coamo Floreciente* – Environment Conservation and Energy Saving Project, with the purpose of providing information and tools to the citizens of the community, on energy saving strategies and environmental conservation measures. In addition, an activity for the replacement of incandescent bulbs to flourishing bulbs was conducted, to promote reduction in energy consumption.
- Tourism project: Coamo Thermal Waters Swimming-pool - Coamo Thermal Waters Pools in a local natural heritage and tourist destination of the region. The purpose of this activity was to train youths in becoming hosts of the city.
- Workshop in the following themes:
 - Earthquakes
 - Efficiency and Energy conservation
 - Recycling
 - Suicide Signals

Educational fair

The Southwest Local Workforce Area with the collaboration of the Local Board and the Interamerican University of San Germán, conducted an educational fair: *Safeguarding Your Future*. During the fair, more than 500 youths, received information regarding educational and vocational institution offerings in occupations in high demand in Puerto Rico. Other partners were the Interamerican University, the University of the East, RCJ Technical College, Northern Research Institute, Strong Institute, University of Puerto Rico at Ponce, POPAC Institute, AAFET, Institute of Banking and Commerce, Mech Tech Institute, Vocational Center Institute for Educational Development, Carlos



Albizu University of San Juan, Croupier Institute, among others. In addition, motivational talks were offered to all participants.

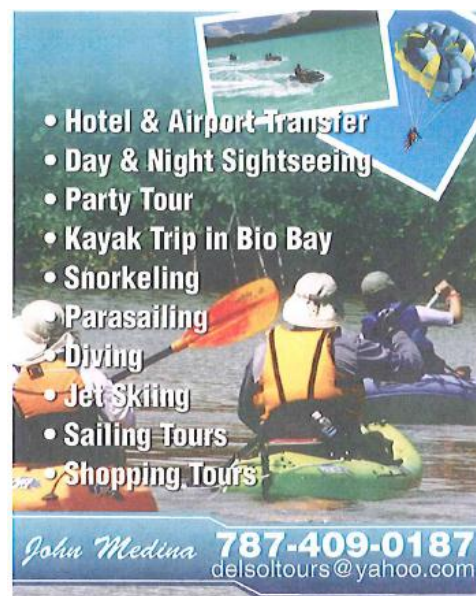
Small Businesses Incubator

The Mayaguez/Las Marías Local Workforce Area, in partnership with Municipality of Mayagüez, constituted the First Small Business Incubator, using CDBG funds provided by the Department of Housing. Forty new businesses in the service field have been established since this program was launched. Selected participants received 40 hours workshops on how to establish and administrate a business. Among the services provided by these new small enterprises are ; fine pastries, cosmetology, home improvements, shows for children, light mechanics, residential and commercial painting, roof sealing, child care, activities coordination, landscaping, tailoring, electronic repairs, commercial and automotive refrigeration, and others.

State-wide activities /People Transformed by WIA

Dislocated Worker Transformed in Tourism Entrepreneur in Southwest

The Southwest Local Workforce Area received a dislocated worker seeking WIA training and/or support services, waiting to have the opportunity of creating its own business. During his assessment, he showed interest in tourism related occupations. At the One Stop Center, he was enrolled in an Excursions and Tourist Taxi Operator, Pre-Vocational Workshop, and after finishing his training, he was fully licensed by the Puerto Rico Tourism Company to work as a Tour Guide. Today, he has his own tourism company, *The Sun Tours*, delivering services to hotels & the airport, with day & night sightseeing tours. He also provides party tours, aquatic boat tours, kayak trips to the bio bay, snorkeling, parasailing, diving, jet skiing, sailing tours, shopping tours, cruises, cultural events, concerts, on site tourism, transportation to festivals, land excursions to tropical forest, rides on horseback, restaurants, among others.





Leather Craftsman in Southwest

In the Southwest, a woman was working for a company of temporary jobs in the municipality of Ponce, where she served as the human resources supervisor. She lost her job and started looking for new alternatives for employment. She visited the Southwestern Consortium Satellite Office of San Germán where her customer profile was developed and received information related to the different services available under the Dislocated Workers Program offered by WIA Act. While she continued in search for a job, she enrolled



in the Vocational School of Mayagüez to become a designer and seamstress, in order to acquire and develop new skills. In a conversation with her Case Manager, she communicated her feelings about the course she had taken. The Case Manager informed her about an entrepreneur development program where she could learn to set up her own business she showed interest in participating in it. The Case Manager informed her that the entrepreneur development would help

her acquire the necessary knowledge to market a product as well as important information on where to go for financial aid. In addition, this would teach her how to prepare a business plan, including all the steps she would need to follow in order to set up her own business. She enrolled in the program, achieving its objectives. Now, she is currently the owner of a sewing workshop where, leathers bags are designed and prepared. She has fulfilled her dream of becoming a woman entrepreneur, business owner and artisan, thanks to the services offered by the Southwest Local Area.

Young Mother Overcome her Social Status

The Manati/Dorado Local Workforce Area received at their One Stop Center, a woman, mother of two children. At the beginning of her skill assessment, her profile showed a degree of tenth grade of secondary school and facing a very critical economic situation. These situations were precisely what led her to change her lifestyle. She decided to overcome her current situation for her benefits and that of her children.

Taking into consideration all her needs and aspirations, the Local Area provided her with an opportunity to participate in adult education and literacy activities. During these activities she showed a constant sense of responsibility, commitment and desire of self-improvement, obtaining her high school Diploma on May 13, 2010, with a grade point average of 3.84.

With her diploma, she showed genuine interest in continuing to upgrade her academic education, understanding the importance of achieving a professional or vocational career, in



order to increase her future opportunities for getting a job, and to provide a better life for her family and herself. Since she showed her dedication and desire for continuous growth, the Local Area offered another service, training in occupational skills in Practical Nursing, where she is currently attending at a community college in Manati. This single mother completed her training on August 26, 2011. She has a high opportunity to be hired in the same health center where she is doing an internship.

Dislocated Worker transformed in Professional Paramedic

The Manati/Dorado Local Workforce Area provided services to a participant that overcame obstacles, and reached his professional achievements. He arrived at the One Stop Center as a school dropout, unemployed and seeking assistance. As part of the Individual Service Strategy, he was placed to participate in an Alternative Secondary School, getting his high school diploma with excellent qualifications. Then, he returned to the One Stop looking for an opportunity to continue postsecondary education. He studied to be a Medical Emergencies Technician from September 1, 2009 to August 31, 2010, achieving his credentials with an excellent average of 3.91. After graduating, he was placed in employment in with Continental Emergency Transport as Medical Emergency Technician, thus achieving his goals, in training and employment.

A Successful Pharmacy Technician

On October 31, 2008 a dislocated worker from a local pharmacy requested WIA services at the Mayaguez One Stop Center. After several attempts to be placed in a job and participating on Job Search Assistance workshops at the One Stop Center, a job counselor made a determination of placing the participant in an Alternate School program, in order to obtain a High School Diploma. In February 9, 2009 she started her participation in the Adult Education and Literacy Program with excellent attendance and a final grade of 98% (A).

After completing her high school education, the participant was referred to continue technical training. In September 1, 2009 she was referred to take the Vocational Interest Test and the results matched her interest in studying a Pharmacy Technician course. In September 14, 2009 she began a Pharmacy Technician course in Ponce Paramedical College through the Individual Training Accounts activity. In December 2010, this dislocated worker completed a degree as Pharmacy Technician with a GPA of 4.00. She currently works as a Pharmacy Technician in the new Walgreens at Cabo Rojo, where she is a regular employee.



Dislocated Worker in South Central

The South Central Local Workforce Area highlighted a success story of a 34 year old dislocated worker. He requested services as certified dislocated worker from Solectron Company in Ponce, Puerto Rico, a company certified as eligible for the Trade Adjustment Assistance (TAA) program. He worked for 11 years as an electronics technician with an associate degree in Electrical Engineering.

He requested training to towards credentials as radiology technician at the Interamerican University in Ponce. Thru an Individual Training Account (ITA), he was able to complete training on December 17, 2010, with outstanding grades.



During his training at the University he was a member of the University Music Band, playing the piano. He also obtained a work experience program at the University as “Amanece” which means notes taker. He also assisted youths with disabilities in the classroom in the compilation of the material given in classes, work that he is still doing. Currently he continues training to complete his Bachelor's Degree with a major in Radiologic SC: CTScant & MRI and a minor in Health Science with Education. He always showed interest, responsibility and a clear occupational and educational goal.

World of Work Immersion for Handicapped Youth



This is the case of an exemplary youth that through the World of Work Projects had a tremendous gain in labor skills that even with Down Syndrome was employed by a private sector employee. One of the most important achievements for him has been his new role of promoting positive change, in self-esteem and creating goals for employment. This was the case of a youth that otherwise would have been an unemployed and unmotivated handicapped youth. He is currently working as



Maintenance Worker at one of Pan Pepin distribution centers in Guaynabo.

Dropout Youth Become Computer Repair Technician

When a youth resident from Via at Mani Ward, visited the Mayaguez/Las Marias Local Area for the first time, he was 18 year old and had only reached 10th grade education. Through the Alternate Secondary Education activity, he had the opportunity to obtain his High School Diploma. He is currently pursuing a post-secondary degree in the ICPR Junior College in the Computer Repair and Maintenance field. His goal is to complete his education in order to get a job. He is a very determined young man, with a strong desire to succeed.

Youth with Tenacity

A youth participant from Golden View public housing project, a low income environment, required multiple services. As a result of an effective case management, the participant was able to obtain a high school diploma, and later enrolled in a post-secondary program in psychical therapy. Personal and economic problems pressed her to quit school. A successful service strategy was designed, including a job interview and internship with Encanto Restaurant. Her tenacity and dedication helped her to obtain and retain a job once the internship was over. That allowed her to buy a car, and to finish a post-secondary education while keeping a part time job.

Ex-Inmate Upholsterer in Southeast

An unemployed, ex offender participant visited the One Stop Center looking for a job. As part of his interview, the participant concluded than his past criminal record would be an obstacle to obtain and retain a job. He learns how to build and restore wood furniture during his confinement; he therefore, opened his own upholstering shop as a job option. He received the necessary business and administrative training to establish his shop. Currently the upholstering shop is a reality at Barrio Quebrada in San Lorenzo.

Two Brothers Highlighting in Cirque Du Soleil in Las Vegas

The Guaynabo/Toa Baja Local Workforce Area is proud to share the success of two brothers from the local rural area, whose first participation in the workforce system was thru a Summer Employment Opportunity. By the





benefits of an Individual Training Account subsidized by the Youth Program, they were able to obtain post-secondary studies in arts. This gave them the opportunity to be selected from hundreds of youths who attended a casting; they are currently part of the cast for the world famous *Cirque Du Soleil* in Las Vegas Nevada. The female, is currently a lead dancer in one of the *Viva Elvis* the show, while his brother is participating in the show *Le Reve* as one of the leading male performers. He is being directed by the famous *Franco Dragone*, former director of the circus and in the show he dances, sings and does acrobatics. In order to be selected, they competed with Olympic Games medal winners and artists with international experience. The success of these two young brothers is not only the Guaynabo-Toa Baja success but an island wide success for Puerto Rico.

Young Woman Facing Life

An out of school youth attending night school, with huge family issues was injured during a fight defending her mother. These issues left her with body and emotional scars. She visited the One Stop Center referred by the social worker from her public housing project. She received the school mediator skill workshop on how to manage a crisis, attitude modification and conflict mediator. She received support from other participants and learned skills in how to manage her personal situation. During the summer, she got a job at an elderly housing project, *Home Pilar Mangual* where she received the sympathy and friendship from other participants and tenants. Even though she no longer worked at the housing project, she continued visiting the facilities as a volunteer. With the support from social workers, counselors and other professionals, she received her legal independence; keep her public housing apartment and the custody of her younger brothers. Today she is a community leader.

Older Youth Green Counselors

This project was developed in collaboration with the Puerto Rico Green Office of Energy Affairs that has the goal of reducing the island dependence on fossil fuels and generates an efficient and sustainable energy source with effective costs, through the development of strategies for mitigation of greenhouse gas emissions. Supporting this initiative, the Governor allocated \$248,642 from state fund reserve, targeted to delivery services for 120 older youths with barriers, through occupational training and work experience. The project was carried out in three phases of five days of intensive workshops for eight hours a day, in green jobs employment skills. The workshops were designed to stimulate and strengthen soft skills such as teamwork, leadership and self-esteem, energy auditing, renewable energy, home inspections, analysis of energy and water supply bills, among others.



El Amor Espera Project



El Amor Espera is a nonprofit corporation, dedicated to social programs that offer community services completely free of costs. The goal was to enable and prepare 60 dropouts out youth to obtain their Grade Equivalent Diploma (GED) from the Department of Education. These youths participated in different workshops for professional and individual development, as well as, as in human behavior, motivational methodology elements, self-esteem, self-analysis and self-help, prevention

including individual counseling about drug abuse and controlled substances and alcohol. The project “*Mentores Igual a Ti*” was included as a strategy to motivate and retain youths in the Program.

“*Mentores Igual a Ti*” is a group of peer mentors, that have been able to overcome different personal situations and achieved their GED. They are currently studying, working, becoming citizens who contribute positively to society. Support services were offered to each participant for transportation and food costs.



This program assisted 56 youths, 18 of which have obtained the test for their GED at the José Padín High School in Bayamón.

Specialized Training in Production and Marketing in Vegetables and Medicinal Plants for Dislocated Workers with ARRA funds

Through the development of this project 75 dislocated workers were trained in the area of agriculture (agro). They were divided into 4 groups of 25 participants for 4 weeks. Various workshops were offered to technicians in organic orchards with agronomist certificates in organic agriculture. In addition, they trained in areas of self-employment, risk management in the agricultural business, sales and marketing strategies and preparation of a Business Plan. Considering the success of this project, subsidized with ARRA funds awarded to the green eco-touristic initiative Hacienda El Jibarito in San Sebastian, participants designed and established a coop named the Northwest Organic Horticulturists Cooperative. All participants who formed this coop were dislocated workers from the municipalities of San Sebastián, Moca, Aguadilla and Lares.



Project VOICE to Dropout Youth

With the investment of \$193,080 in ARRA funds was invested to offer 60 youths at risk of dropping out of school, and some others who are currently school dropouts in the municipalities of *Barranquitas* and *Aguada*, to delivery training services in technology and communications occupations. Participants developed skills on effective communication, introduction to photography, introduction to the use and operation of a professional video camera, writing techniques and content, oral expression, elocution, music, recording / editing commercials, public service and programming in AM and FM radio stations. They also had the opportunity of facing a real life radio program. In addition, through a career exploration system, participants received an occupational assessment that allowed them to identify their abilities and educational interests enabling them to delineate their academic future.





Upgrading Public Broadcasting Station Incumbent Worker in High Definition Technology

As a public education affiliate to the Public Broadcasting Services (PBS), the educational institution Ana G. Méndez runs a television station. In order to maintain its competitiveness in the labor market, the station required upgrading employee skills in the digital television format. Digital television requires specialized knowledgeable personnel in the new technologies of High Definition (HD). To meet the need for these workers retain the jobs of 33 incumbent workers, \$99,222.80 from the State reserve fund were invested. They were trained in areas of engineering, production and television programming, designed to satisfy the needs of the transition process that occurred over the past decade and adopting the format of digital television



required by law. They received nine (9) different workshops, three (3) on engineering topics, three (3) on production, two (2) on management issues and one (1) on programming. The 33 participants were certified when they successfully completed the training, and retain their jobs.



National Emergency Grant

Temporary Job experience- tropical Storm Otto 2010

In May of 2010, Puerto Rico was impacted by a severe tropical storm causing damages to public and private properties in ten (10) municipalities. This atmospheric phenomenon caused by a low-pressure area combined with a tropical wave, pelted the Island with heavy rains affecting the municipalities of Arecibo, Barranquitas, Coamo, Corozal, Dorado, Naranjito, Orocovis, Utuado, Vega Alta and Vega Baja. According to the State Emergency Management Agency the municipalities located in the north, and center areas of the Island were the most affected.

The strong tropical wave dropped up several inches of rain over the Island. The heavy rains caused damages to homes, roads, agriculture, and infrastructure and were responsible for the loss of (2) two lives. Among the municipalities were most affected were Dorado, Vega Alta and Vega Baja. These municipalities had roads, walls, houses, and parks flooded and destroyed, mud slides, and several refugees, among other situations.

The Governor of Puerto Rico, Luis G. Fortuño, requested President Barack Obama to declare ten (10) towns as disaster areas given that millions were estimated in damages to property, infrastructure and agriculture. In June 2nd, 2010, President Barack Obama signed the Executive Order declaring 10 municipalities as disaster areas as a result from the severe storms. The Municipalities were Arecibo, Barranquitas, Coamo, Corozal, Dorado, Naranjito, Orocovis, Utuado, Vega Alta and Vega Baja.

The Government of Puerto Rico applied for a National Emergency Grant to create temporary jobs for the restoration process, in the affected municipalities. The United States Department of Labor through the Employment and Training Administration (USDOL/ETA), in the National Emergency Award Letter **of July 28, 2010** approved up to \$4,000,000, for the emergency divided in two phases: \$1,000,000 million as initial funds and another \$3,000,000 million for full funding. The Human Resources and Occupational Development Council (HRODC) presented the application for emergency funds for a total of \$3,000,000 to create Temporary jobs for 357 eligible participants.

The ten (10) municipalities declared disaster areas, are spread within four (4) WIA Local Areas that are identified as local operators for the disaster project. These Areas or Consortiums were Manati-Dorado, Northcentral Arecibo, South Central (ASIFAL), “La

Municipalities

Arecibo

Barranquitas

Coamo

Corozal

Dorado

Naranjito

Orocovis

Utuado

Vega Alta

Vega Baja

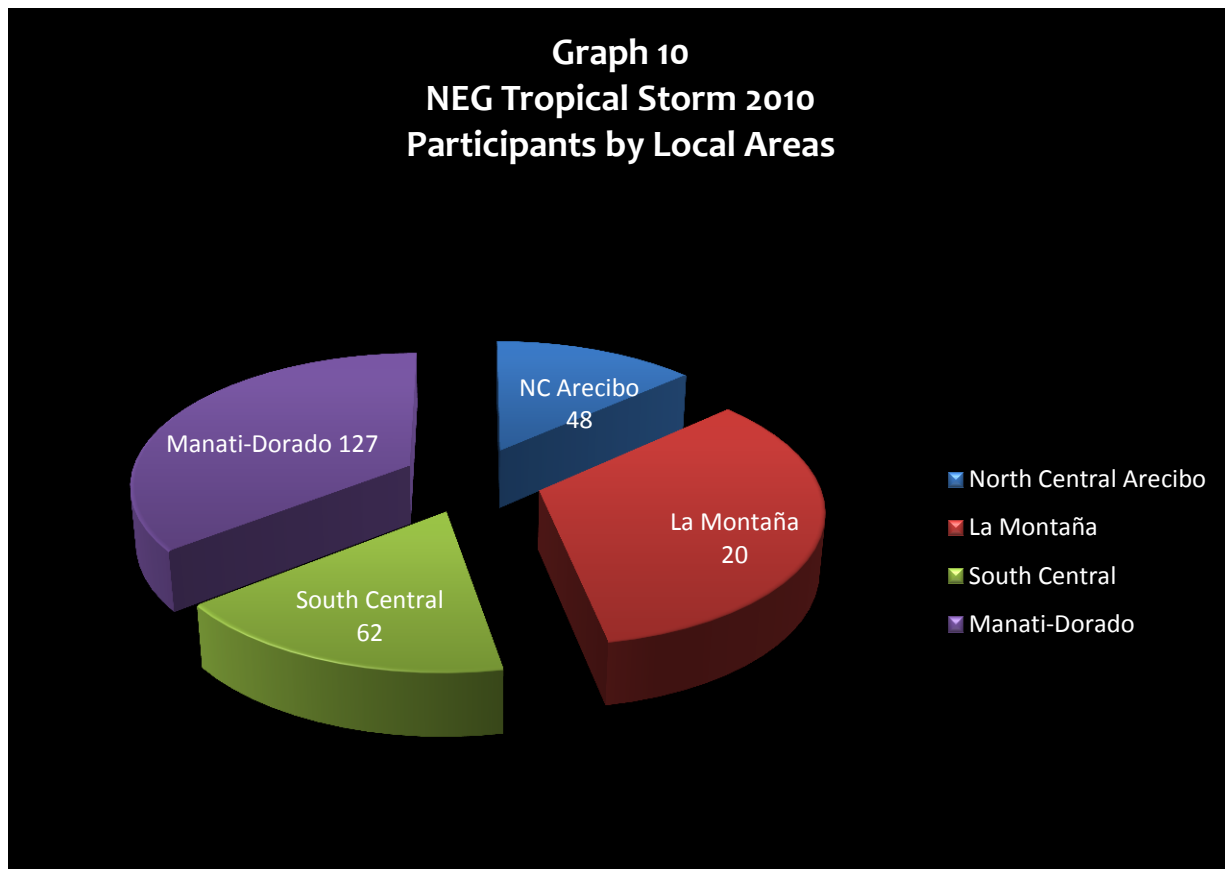


Montaña” (municipalities located in the mountain area). WIA administrative and program regulations of WIA were applied for the use of the approved funds.

In order to assist in the socio-economic recovery of these ten municipalities, funds were allocated for a temporary job placement program with the collaboration of public, private and non-profit agencies. This program included jobs, such as clean-up of public and private non-profit property; restoration of public utilities; repairing and rebuilding facilities; and provision of necessary public services. The project created temporary jobs for eligible workers who have been dislocated due to the floods or were long term unemployed individuals.

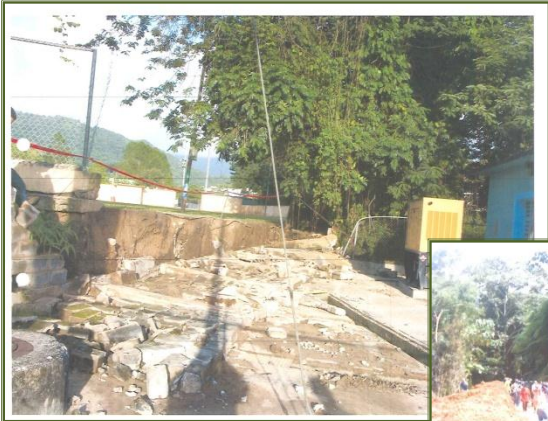
The Jobs created are identified in the following cluster of occupations: carpenters, bricklayers, plumbers, electricians, secretaries, conservation workers, masonry workers, flood debris workers, reforestation workers, general helpers and truck drivers among others.

The following Graph displays the number of participants recruited by the Local Areas.





**National Emergency Grant
Tropical Storm 2011
Infrastructure Damages**





**National Emergency Grant
Tropical Storm 2011
Clean-Up Work Experience**





Temporary Job experience- tropical Storm Otto -3

From October 4, 2010 to October 8, 2010, PR suffered the impact of Tropical Storm Otto. This caused extensive damage to the public and private sector. After evaluation, a total of twenty five (25) towns were declared as disaster zones;

Aibonito, Guayama, Orocovi, Villalba, Las Marías, Mayagüez, Añasco, Jayuya, Lares, Morovis, Utuado, Ponce, Salinas, Patillas, Yabucoa, Guánica, Maricao, Sabana Grande, San Germán and Yauco.

The PRDOL requested the Federal Department of Labor (USDOL/ ETA) emergency fund to create temporary jobs to assist in the construction of these municipalities, on November 30, 2010 were approved \$4 million.

A total of 635 participants were placed on temporarily work experience until June 30, 2011. Among the functions of project participants were the following: debris removal, gutter cleaning, sewer cleaning, cleaning of rivers, road weeding, among others.

A vocational course was offered to the participants that needed further assistance.

Trade Adjustment Assistance (TAA)

The Trade Adjustment Assistance (TAA) program helps workers, who have lost their jobs as a result of international trade. The TAA program offers a variety of benefits and services to Eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance; and a wage subsidy

to workers 50 years of age and older. The Trade and Globalization Adjustment Assistance Act of 2009 (2009 Amendments), part of the Recovery Act, enacted the largest expansion of the TAA program since its creation almost four decades ago. The 2009 amendments expanded the Trade Act in several ways through December 31, 2010. The Omnibus Trade Act of 2010 extended the provisions of the 2009 Amendments through February 12, 2011.



Puerto Rico received the sum of \$500,490 in TAA funds to offer a variety of benefits and services, to help displaced workers from industries that have been affected as a result of



increased imports or shifts in production outside the United States. Among the services offered were; job search, relocation, occupational training, tailored training, training during employment, distant training, remedial training and RTAA (service for displaced workers 50 years of age or older).

During PY 2010-11 , the program had the following outcomes:

- Outreach and dissemination activities - group orientation to present the program and attract participants 335 participants.
- Coordinated two groups workshops, in Ponce and Isabela, aimed at achieving self-employment for the participants.
- Among the active participants, the program offered:
 - ✓ Training to **229** participants.
 - ✓ **44** participants receiving benefits in search of employment.
 - ✓ **6** in RTAA Program (50 years or more).
 - ✓ **56** joining the workforce.

Local Areas Strategies to Engage Business and Employers

Local areas have different strategies to integrate employers and industries into the workforce investment system. WIA regulations require that the private sector have a higher representation at the local board from private business, industrial, and organizational sectors. Puerto Rico's 15 Local Boards have a wide range of business and industry representation, and offer their knowledge of market specific skills requirements in order to fulfill the need of skilled workers.

Local areas had developed their individual strategies to engage the private sector participation into their local boards, and insert them as partners in their provision of services at the One Stop Centers. Among the strategies identified are: The use the One Stop Center as a recruitment and hiring center, the development of regional job fairs, integration in economic development initiatives, the participation in business trade associations in Puerto Rico; entrepreneurship training aimed to create new businesses; feasibility



assessments of new business, and the development of specialized promotion and marketing offices at the administrative structure of the Local Area.

The following are some examples of the strategies to engage employers in the workforce investment system described above:

The One Stop Center as Hiring Center

The main strategy used to integrate businesses into the workforce system is the use of the One Stop Center as recruitment, interviews and hiring Center. The One Stop Center provided staff, tools for technology services, and all of the required WIA core services in order to assist business and industry in the hiring process. Local Areas have Job Promoters that continuously search for job vacancies available within the geographic area, the new business as well as required for the positions available.

Those contacts with the business sector provided local boards with needed employment opportunities reflected at the local area. For example, with this strategy the Southeast Local Area accomplished 2,538 job referrals in 2010. In other words, 31 employers used the One Stop Center at the Northwest Consortium to hire employees. They delivered services to 305 job seekers from among them, 123 achieved retention in their jobs. 217 employers were serviced and received 3,546 job offers at the San Juan Local Area. Finally, 1407 participants received services where 291 entered into employments, with 33 permanent jobs and 71 that retained their jobs at the Caguas Guayama Consortium.

Integration into Regional Economic Development Initiatives

Puerto Rico has five regional economic development initiatives: North Central Technological Initiative (INTENOR by its Spanish acronym); Central Eastern Technological Initiative (INTECO by Spanish acronym); Northeast Technological Initiative (INTENE by Spanish acronym); South Integral Development Initiative (DISUR by Spanish acronym); and Techno - Economic Corridor of Puerto Rico (PRTEC by Spanish acronym). These initiatives are promoted and created by the socioeconomic development sectors within each region such as industries, businesses, professional organizations, community-based organizations, educational organizations, universities and representatives from the State and local government. The purpose of these initiatives is to improve the Puerto Rico worldwide competitiveness, while promoting regional economic development. Local areas have a direct participation in these initiatives as the resource for a skilled workforce among the different economic strategies developed by each region initiative. The following is an example of the Mayagüez / Las Marias and the Southwest Local Area experience as part of the PRTEC initiative.



The Western region of Puerto Rico has been identified as a high development area in the Puerto Rico's Regional Competitiveness report, conducted by a professional firm in 2008. PRTEC is the leading organization developing the western regions competitiveness.

Mayagüez/Las Marías participated in PRTEC in the following activities:

“Porta del Sol” is the brand name for the Island's western touristic destiny. It covers 17 municipalities. As part of these initiatives the Mayaguez/Las Marias Local Area is a member of the Florida Caribbean Cruise Association (FCCA). The area also collaborated with the Puerto Rico Tourism Company in the establishment and development of different projects. As part of Porta de Sol, an agreement was signed among Mayagüez, Las Marias, Southwest and Northwest Local Areas to assist providing tourism training center. Some of the services provided by the Local Area included:

- Microenterprise Training
- Supporting Municipal Tourism Plans
- Training activities
- Supporting new tourism related initiatives
- Providing orientation to potential investors and/or entrepreneurs
- Participation in activities hosted by the Puerto Rico Hotel and Tourism Association (PRHTA)

Mayaguez/Las Marias was joined by INDEO *Impulso del Desarrollo Económico del Oeste*, an economic development initiative corporation created to give the western region an economic increase inside PRTEC corridor. The initiative included the private sector (hotels, commerce, banks and educational institutions), the tourism industry and the Mayors of the region. IDEO uses charter flights to bring European tourists to the western area of Puerto Rico, using the Rafael Hernández Airport at Aguadilla. The first flight from Barcelona, Spain, arrived on April 2nd, 2011. The participation in this initiative included:

- The President of the Chief elected Official Board, the President of the IDEO Corporation.
- The Consortium's Executive Director as part of the Board of Directors of the IDEO Corporation and President of the Tourism Committee.
- The Consortium assisted in the process of seeking and evaluating candidates for Flight Attendant positions. Local Area offices interviewed more than 200 people, of which 40 were selected and hired. They were trained by Air Transport International (ATI), the owner of the aircraft.



Other regional economic initiatives where Mayagüez/Las Marias was participant a part of PRTEC, were the Development of the Mayagüez Port, the Mayaguez's Movement for Western Development and the Centroamerican and Caribbean Games 2010. The Port is considered the main tool of economic development in Mayagüez and the western region. The XXI Central America and Caribbean Games of 2010 in Mayagüez, was a regional effort to improve the infrastructure and can attractive sport for sports tourism. As a by-product, it was a way to promote Porta del Sol and increase tourism. The Games were held from July 17 to August 1, 2010 Local Area participation included:

- Orientation about WIA services to the Games Staff
- Held meetings with the Puerto Rico Contractors Association to offer WIA services, and provide them with a list of available construction workers that could be hired for the infrastructure projects.
- Assistance in the recruiting construction workers for the new infrastructures needed for the Games.
- Offered construction workers a training project, in partnership with the Puerto Rico Contractors Association.
- The Consortiums Executive Director was part of the committee that discussed the special tours designed for this event.

As part of the regional initiative, the Southwest Consortium is a member of the PRTEC initiative. The Local Board signed an Agreement to establish a network of business and academic connections with the Southwest Local Area. During 2010-2011, the University of Puerto Rico, Mayagüez Campus and the Inter American University, San Germán Campus, established the first laboratory for the production of Ethanol in Puerto Rico. The Local Area will use the Bioprocess Training Center to train youths, adults, and dislocated workers in technology innovations.

The Southwest Local Area also established a partnership with the *Brightwood Development Corporation/BDC* a community development corporation, to create and maintain jobs for low-income persons in Puerto Rico. The BDC has extensive experience in managing initiatives that deal with economic development and the increase in life conditions with low-income communities in the United States. The One Stop Center provided training and support services for low income individuals, to help them return to the workforce. The main project developed by this initiative was the creation of a Coop wanting to establish the Western Food and Agro-processing Center.

The Southwest Local Board developed a Forum, "*The New Contributive Reform and Cooperative Entrepreneur Impact in Small and Middle Businesses*". The forums target was the



small and middle sized business, to be trained on the Puerto Rico's new tax reform and in the way to create coops among small businesses that face economic recession.

Entrepreneurship Training

The Northwest Local area developed a project with the Puerto Rico Technology Corridor (PRTEC), named Creating Economic Development and Self Sufficiency, with the purpose of promoting entrepreneurship. Through self-employment training, they developed the initiative in people with interest to create their own companies. The project consisted of three phases: classroom training individualized counseling and business development follow-up. The classroom training included 100 hours in the essential elements of a business plan as: State documentation, financing, marketing, operations, description of the product, marketing, competition process, among others. Participants received a credential granted by the Division of Continuing Education from the University of Puerto Rico, Aguadilla Campus.

The second phase was an individualized counseling and roundtable discussions that provided support in the implementation of their business plans and financing proposals. This phase lasted for three months, where each participant received 60 hours of individualized counseling and group support. The workshops included topics such as:

- State and Federal Laws and regulations
- Incentives Search
- Accounting Principles
- Sales and Marketing
- Computer training
- Support and Funding Sources

The third phase included monitoring the designed business projects and that finished the training. The service provider helped them in the preparation of a funding business proposal, how to incorporate their business, in order to receive funding from the Social Action Organization. This organization gave the funds to implement their business. Under this initiative, 8 new businesses were created.

We also found a similar Entrepreneurship training initiative at the Caguas/Guayama Consortium where 13 dislocated workers and 8 adults were trained in self - employment and entrepreneurship. Currently, they are developing their own business design.



Feasibility Assessments

Local workforce areas developed strategies to developed assessments to identify and fulfills employer needs into the workforce system. During PY 2010, local's assessed the needs of several employers, interested in investing in the area, and helped them identify whether the requested occupations were in high demand. The Central Northern and Manatí/Dorado Local Workforce Areas showed a growth in retail sales occupations. With this approach, the Local Area collaborated with businesses established in the geographic area. The Local area made all assessments for these new economic projects developed in the region. Some of those are already in place; IHOP, Sam's and Walmart, Patheon, CVS Pharmacy and Burlington .

Another example of these assessments was developed with Metzgermesiter Research and Corp. . In a collaborative effort with the University of the East, a specialized curriculum was developed in the area of hospitality training.

Development of Promotion and Marketing Office

The San Juan Local Workforce Investment Area within the administrative structure developed a Promotion and Marketing Office, responsible for the promotion of WIA services, as well as the direct interaction with employers of the capital city. Those services included:

1. Promote and increase the use of the San Juan website "empleosensajuan.com" thus becoming the main tool for services at the Local Area.
2. Increasing job offers in the Capital City, through the establishment of direct and close ties with current employers and potential employers.
3. Increase training and job placement services at the Local Area.
4. Disseminate, among businesses and industries the different services available at the Local area for employers

Job Fairs

Job Fairs are one of the useful strategies used by Local Areas to engage employers and deliver eligible services. Fairs are developed with representation of employers, training institutions, workforce system partners, state agencies, among others and usually are carried out in different communities. In this approach many local areas used mobile units



with available computers, facsimile and other tools. These fairs delivered the following services: job placement, guidance to start and finance their own business, representatives of training services providers, One Stop required partners services and representation of the State agencies. Participants receive services related to the preparation of resumes, internet job search, required governmental documents requested by employers.

Some examples of job fairs conducted by local Areas as follows;

- Carolina Local Area of in coordination with CDE Development developed a job fair held at the Carolina Downtown, which created a Job Gallery delivering service to around 1,014 participants.
- Also the Carolina Local Area developed the Occupational Exploration Fair for Older Youth held in the One Stop Center. In this activity temporary placement agency and ten companies offered interviews on their employment opportunities available to 142 youth that attended this fair.
- Guaynabo/Toa Baja Local Area developed eight (8) job fairs in 2010. The main took place in the lobby of San Patricio Plaza Shopping Center in Guaynabo. A total of 7,000 people visited the fair, 60 companies collaborated in this fair and 150 participants were placed in employment. This fair was promoted through radio stations, television and newspapers. Local Univision Station covered this activity in its variety and news show "Tu Mañana".
- Guaynabo/Toa Baja Local Area developed seven (7) job fairs at the communal level, which attended 655 participants from different communities at the Local Area.
- Caguas/Guayama Local Area held job fairs in different communities of the municipalities of the Area Local:
 - At Aguas Buenas in collaboration with the Department of Economic Development, took place the first Caguas/Guayama business franchise fair, aimed at promoting the development of new business.
 - Aibonito developed a Jobs and Related Services Fair, delivering employment and workshops to 172 participants.
 - In Gurabo a job fair was developed with island wide fast food franchise Pollo Tropical in which 32 participants took tests, completed job applications and was interviewed for employment by this employer. Also, at the public housing



project Luis Carmen Echevarría in Gurabo a local job fair delivered WIA service to 35 participants living in this place. They were referred to the One Stop Center to start the individual service plan. Another fair was held in Celada Community where another 28 participants were referred for evaluation at the One Stop Center.

Local Area Job Fairs



1era Feria de Empleo en Guaraguao 2010

*¿Buscas trabajo?
Es tu oportunidad, muevete!*



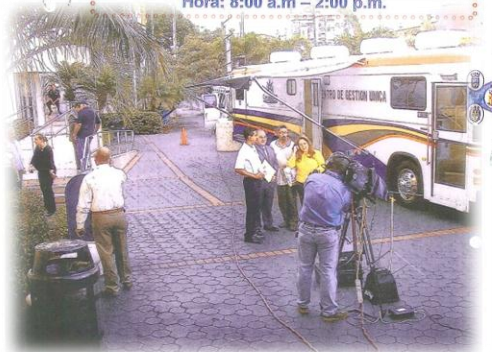
¿Si fuiste cesanteado?, ¿Eres un joven estudiante? O ¿Necesitas tener trabajo?

¡Ven y Participa!

¿Cuándo?: Sábado, 13 de noviembre de 2010

¿Dónde? Centro de Usos Múltiples
"Petra Collazo Vega"
Barrio Guaraguao

Hora: 8:00 a.m – 2:00 p.m.





Cost of Program Activities

For PY 2010, Puerto Rico received an allotment of WIA fund of \$78,307,297, as shown in the table below, with \$62,297,490 distributed by formula to Local Areas, and \$16,009,807 allocated for state required and allowable activities.

<i>Category</i>	Allotment
<i>Local Areas</i>	62,297,490
<i>State Activities</i>	16,009,807
Administration	3,915,363
Governor's Reserve Funds	7,830,732
Rapid Response	4,263,712
Total Allotment	78,307,297

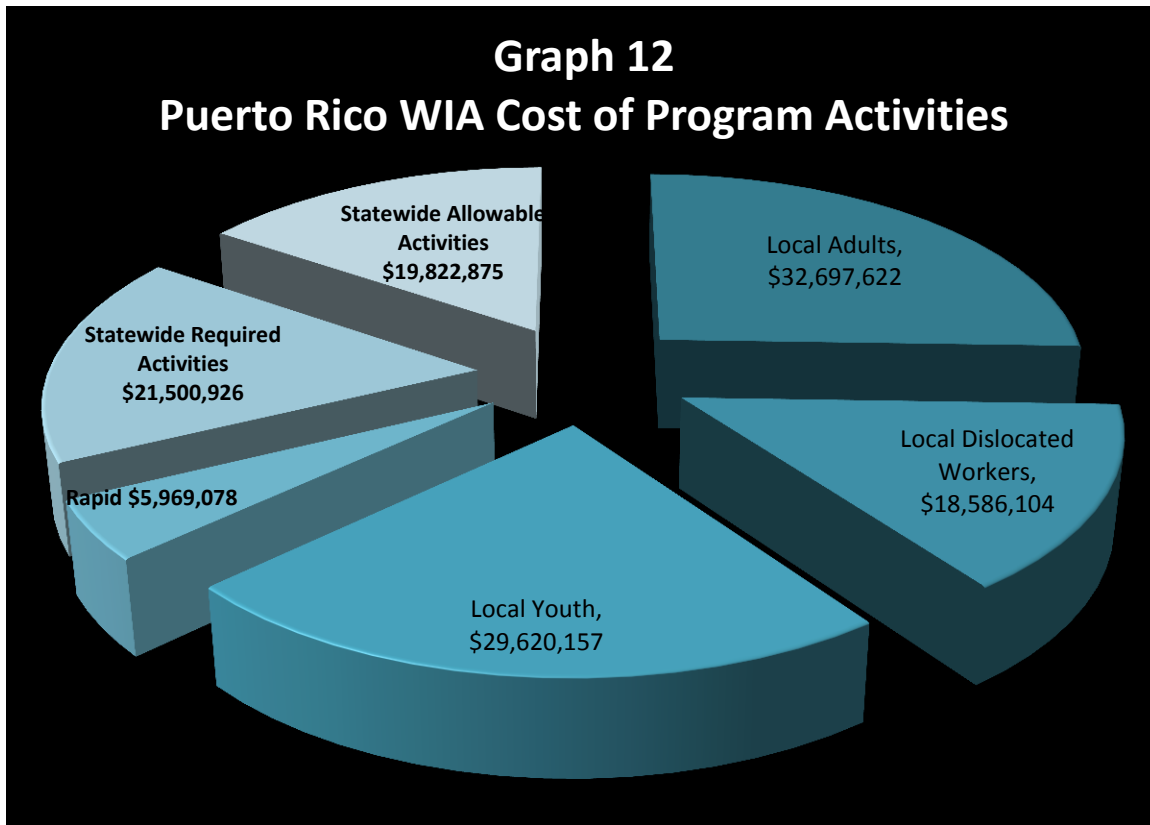


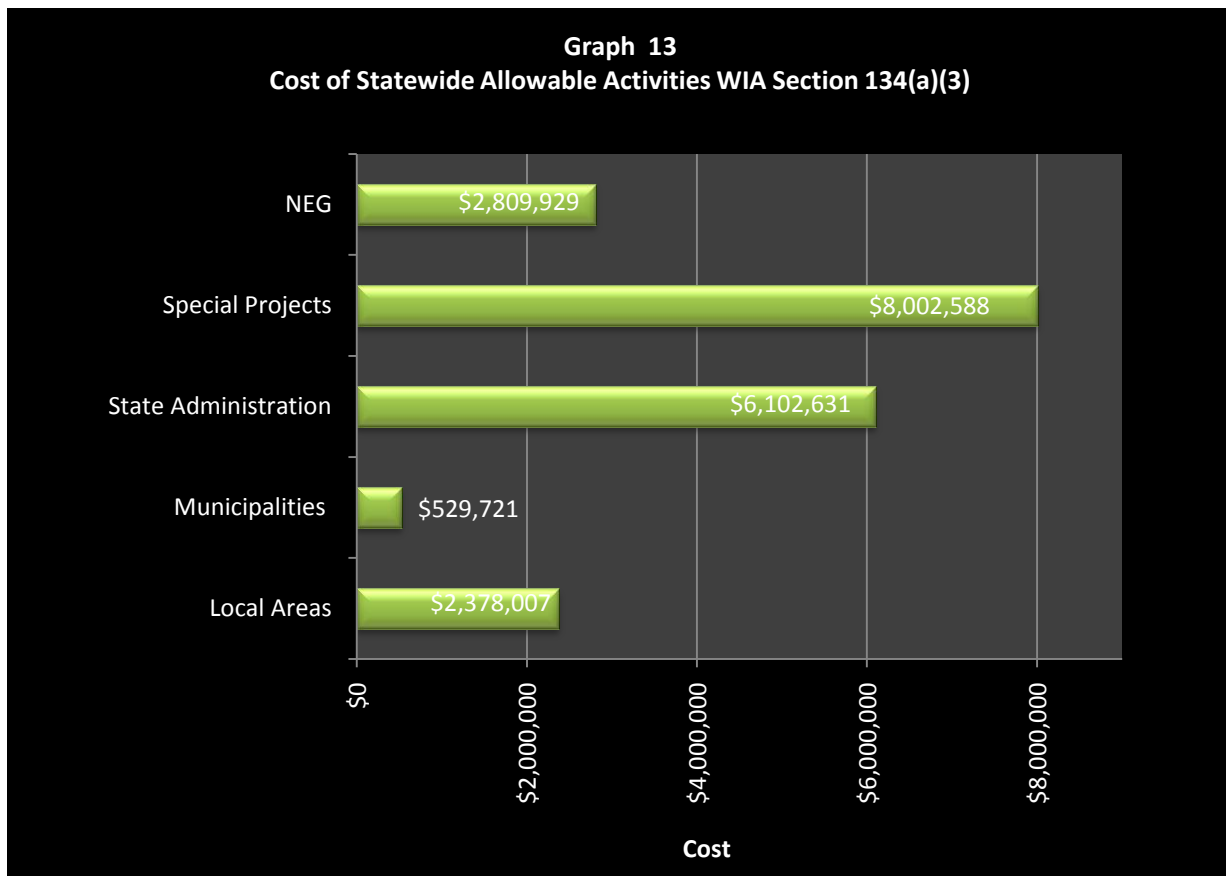
Table N represents total expenditures for Puerto Rico Workforce Investment System for PY 10-11 were \$128,196,763. Local Area expenditures were \$80,903,884, equivalent to 63 % total costs, while the state level expended \$47,292,879 or 47 % of total costs; , as shown in Graph 12. The state level costs of program activities include Rapid Response activities; statewide required activities as WIA Section 134 (a)(2)(B); and statewide allowable activities in WIA Section 134(a)(3). Local Area costs for program activities include Adults, Dislocated Workers and Youth Program expenditures.

The cost of programmatic activities at the local areas show the distribution between the three programs, with 40 % of total cost in the adult program, 23 % in the dislocated program, and 37 % in the youth program.

The state level cost of program activities shows that the higher costs are the statewide required activities are 45% of total expenditures, that include Rapid Response Services; rapid response costs include funds allocated to incumbent workers training at the state level, as approved in the waiver for the use of state set-aside Rapid Response funds for Incumbent Worker Training Program.



Allowable activities had 42% of total costs, and includes the development of innovative projects developed with the Governor Reserve Funds, by entities like community and faith based organizations, State Government agencies as well as special projects developed by the Local Areas with a Reserve Funds allocation. Local areas received an allocation of \$2.37 million additional of formula funds for the development of innovative projects.





State Evaluation activities

As WIA Section 134(a)(2)(B)(ii) notes, conducting evaluations of workforce activities under WIA Section 136(e) is a requires statewide activity. In compliance with the above mentioned requirements, the state WIA administrator conducts annual reviews carried out to all funded activities.

The evaluation is directed and conducted by three principal areas, by name: eligibility, services and contracts. Regarding eligibility, what is evaluated is whether participants comply or meet WIA established requirements, as per the filled and approved grant. With regards to services, what is evaluated is whether services meet with the established, basic, intensive or training levels, taking for granted the originally filed grant and the contract between the parties.

Regarding contracts, what is evaluated is the use of the funds, in order to confirm compliance with what was established in the original grant application, what was agreed upon in the contract and that it complies with WIA requirements in terms of rules and regulations, use and purpose of the funds. The guidelines cover such areas as recruiting, eligibility determination, accounting, execution levels, fiscal controls, acquisition methods (procurement), property administration, among others. In general, the reviews that we carry out, in reference to TEGL 7-11, touch upon such terms as participant eligibility, participant registry in the IT system, and that contractual agreements are met, everything with regards to the use of the funds awarded. Enclosed, copy of the guide.

Employment Service Program Accomplishments

The mission of an employment service system is to improve the nation's labor markets by bringing together individuals seeking employment, with employers who are seeking workers.

One of the basic requirements for the successful and productive life of a human being is the acquisition of a suitable job. PRDOL provides job seekers with the skills that will enable them to effectively compete in the current labor marketplace.

The Employment Service (ES) staff at the fourteen local offices, island wide, provide an array of services for employers and job seekers alike. ES gives employers a venue wherein they can post job openings to find suitable candidates, while at the same time provide job seekers the opportunity to match their credentials with those opportunities. ES staff meets employer job needs consistent with equal employment opportunity principles through the



selection and timely referral of qualified, permanent, full-time, temporary, and part-time workers.

At the same time ES staff meets job seeker needs by providing career counseling, career planning, resume assistance, direct job placement, information about local markets, etc.

PRDOL places special attention on the services offered to the following populations:

- Veterans
- Migrant and Seasonal Farm Workers (MSFW)
- Unemployment Insurance Claimants (UI)
- Persons with Disabilities

The following sections describe ES services and programs:

Counseling

Counseling is offered to job seekers needing assistance in selecting, changing or making an adjustment in their current, incumbent occupation. When providing employment counseling, counselors initiate a process with each job seeker to help them make appropriate occupational decisions. Counselors also help their clients gain sufficient insight into their own interests and abilities in the workforce. All Employment Service Counselors have a Master of Arts (MA) degree in Counseling. They provide all participants with information regarding occupational requirements, employment opportunities, and trends.

Technical Assistance

During this past Program Year, the Employment Service offered technical assistance to all fourteen (14) PRDOL local offices. The assistance included, but was not limited to, correction of Social Security Numbers (SSN), change in job orders, change in job openings; referrals to job openings, verification of UI claimants referred to reemployment services (RES), closing job orders, etc.

SIAC

In our effort to implement the One-Stop service delivery system in Puerto Rico, PRDOL has established a new, virtual Internet-based system that integrates client administration systems of both, ES and WIA service delivery areas. The new system is known as SIAC



(Spanish acronym for Integrated Client Administration System). SIAC will be used by all federal program grantees, such as: Wagner-Peyser; Veterans Employment and Training; Work Workforce Investment Act, Title IB; National Emergency Grants; Reemployment Eligibility Assessment grant; and Trade Adjustment Assistance programs funded by the United States Department of Labor (USDOL).

The primary purpose of this new service delivery and reporting system is to:

- Establish a standardized set of data elements, definitions, and specifications that can be used to describe the characteristics, activities, and outcomes of job seeker and employer customers, all of them served through the One-Stop delivery system;
- Facilitate the collection and reporting of valid, consistent, and complete information on job seekers and employers, in order to support the overall management, evaluation, and continuous improvement of workforce programs at the local, state, and federal levels; and
- Reduce duplicate recordkeeping by allowing grantees administering multiple USDOL-funded workforce programs, to use a single set of data specifications and formats with which to report on a job seeker's and employer's interactions with the One-Stop delivery system.

SIAC is an ARRA funded technology initiative implemented during Program Year 2010.

Human Resources Capacity Building - Training

Well trained local office management and front-line staff are essential for the success of any workforce program. PRDOL employees are our most important asset in the delivery of quality services. To implement SIAC, staff will play new roles within the system, a role that will require them to understand why they must work differently, participate in the program's reengineering and capacity building process, and ultimately, commit to successfully meet customer needs with measurable program goals.

During Program Year 2010, the staff received training regarding the procedures and the nature of each ES program. As part of the capacity building sessions, staff was trained in the computer skills required to more effectively use the new SIAC system. Computer skills have become increasingly more important when it comes to delivery of services by the Employment Service.



New Facilities

Beginning in October of 2010, PRDOL's Employment Service' Central Offices moved to a new facility at the GM Group Plaza Building in San Juan. This new location offers the opportunity to have, under one roof and on the same floor, all the central offices that operate the Unemployment Insurance (UI) and Employment Service (ES) Programs.

Therefore, we can say that the Bureau of Employment Security (BES) has relocated its local offices and moved them to better locations, and modernized them with new furniture and equipment. An improved environment definitely motivates personnel toward delivering a more efficient, quality service to clients, job seekers and employers.

Migrant and Seasonal Farm Workers Program

The lack of outreach workers in seven (7) out of fourteen (14) local offices, of which three (3) are MSFW significant offices, hindered compliance with equity ratio indicators during PY 2010.

Puerto Rico's current economic conditions added to the difficulties in obtaining wage-related information, led to a substantial decrease in the entered employment rate and goal levels. Puerto Rico is not a member of the Wage Record Interchange System (WRIS), and therefore, cannot capture wage-related information for Migrant and Seasonal Farm Workers (MSFWs) referred to job orders through the Interstate Clearance System (ICS). In addition, PRDOL continues to experience challenges when trying to obtain timely and accurate wage record information, using UI's Tax Program, and also, when trying to determine the Entered Employment Rate (EER) and the Employment Retention Rate (ERR) statistics. These performance goals (EER and ERR) will be re-evaluated.

Transition of Major MSFW Activities into SIAC

The launch of the SIAC system is a significant step toward making possible an effective and all inclusive transition of major MSFW activities (such as, monitoring, outreach, the complaint system, and services to MSFW and agricultural employers) into the state's One-Stop Delivery system.

Puerto Rico will review the current State's Annual Plan, to make sure that the state's strategies when serving MSFWs and agricultural employers are effective.



Staff shortage, due to an early retirement initiative carried out by past administrations, continues to have a negative impact (as reflected in PY 2009 and PY 2010 equity ratios, when compared to PY 2008 equity ratios) when trying to reach MSFWs at their gathering places and farm locations, in order to provide program information and training opportunities available at local offices, Island wide.

One of the initiatives during PY 2010 was the training of the Employment Service (ES) staff in different areas related to MSFWs services that included:

- Migrant and Seasonal Farm worker Agricultural Protection Act
- Fair Labor Standard Act
- Job Service Complaint System
- Agricultural Recruitment System

Part of this initiative was in coordination with the Wage and Hour Division, at the Caribbean District Office. They provided the resources and expertise in areas such as MSPA, FLSA and Housing Inspections.

Services to Agricultural Employers

During PY 2010, outreach staff continued efforts to provide information on the services provided by the Employment Service Program. Local offices helped employers when posting agricultural job order, and workers were referred to these very same opportunities.

To comply with federal regulations, comprehensive training about the Agricultural Recruitment System (ARS) was offered to ES managers, MSFW program staff and placement officers. This training provided important information to staff in the use of the ARS system, to fill the need for workers during harvest season and for other available agricultural jobs.

Monitor Advocate

Effective July 1, 2010, ES implemented a uniform complaint system. With this system in place, ES now has the capacity to resolve MSWF complaints, and any others impacted by the ES Program. ES has the responsibility to resolving complaints filed pursuant to 20 CFR 658.400. A total of twelve complaints were received during PY 2010, of which eight complaints were resolved by the corresponding agencies.



Reviews and findings pursuant to 20 CFR 653.108(h) (1-6)

Schedule of Significant and Non-Significant Offices Reviewed

SWA Local Office	Date(s) of Review
Manati	November 9, 2010
Humacao	June 23, 2011
Mayaguez	June 27, 2011
Ponce	June 28, 2011

Four local offices were reviewed by the State Monitor Advocate Office pursuant to 29 CFR 653.108(h) (1-6). From these, three were MSFW significant local offices.

The State Monitor Advocate (SMA) will continue to negotiate with PathStone, Inc., a Memorandum of Understanding (MOU) for the coordination of services to MSFWs, exchange of information, and to leverage resources, to better serve the MSFW community. ES staff training will remain an important priority for the State Monitor Advocate during PY 2011.

The SMA also served as liaison between employers and other government agencies such as OSHA, Labor Standards, etc. in an effort to provide the information they need to comply with local laws and regulations.

The SMA will continue visiting significant and non-significant local offices to ensure performance compliance with ETA Federal Regulations, and make sure that the goals targeted in the State's PY 2011 MSFW Services Plan are met.

Services to Employers

The Job Service Employer Committee (JSEC) continues to enhance efforts to increase the relationship between the Department of Labor and the private sector.

The Job Service Employer Committee (JSEC) is an organization made up of employers that donate their time and expertise, to expand and improve the operations of the Employment Service Program. The goal of JSEC is to be a facilitator for the needs of employers, on issues of general interest, and create an effective formal link between the Employment Service and the business sector.



The Job Service Employer Committee conducted several seminars in each local office. Included here is a table with information related to the seminars offered.

At the state level the JSEC and the ES conducted three mayor events during PY 2010. These were;

- The Island-wide annual employer activity held December 3, 2010 at the Marriott Courtyard Hotel in Isla Verde. One-hundred and twenty-eight (128) employers participated. Employers made presentations and received excellent evaluations were received from attendees.
- During Program Year 2010 the PR JSEC offered a training session to all the Employer Relations Officers. The main speaker was the state JSEC president, Ms. Emma Sepulveda of ES Marketing Mix. The topic was “The New Techniques and Approach to Employers”. Thirty-eight (38) employees participated.
- In June of 2011, JSEC held the PY 2010 final employer training event at the Marriott Courtyard Hotel in Isla Verde, where 181 employers participated.

JSEC ACTIVITIES PROGRAM YEAR 2010

July 1, 2010 until March 31, 2011

JSEC Local Office	Date & Keynote Speaker	Theme	Comments
Aguadilla	Date: Feb.24,2011 Speaker : Manuel Quirinichini	Technology and its legal Implications	50 employers from the Aguadilla area attended.
Caguas	Date: March 10, 2011 Speaker: Lcda. Carmen Rosa Juarbe	Administration of the Protocol of domestic violence in the workplace	60 employers from the Caguas area attended



	<p>Date: Oct.27, 2010 Speaker: Edwin Merced, Professor Inter- American University</p>	<p>Security Policy and Management of Electronic Information</p>	<p>40 employers from the Caguas area attended</p>
Carolina	<p>Date: March 12, 2011 Speaker: Lcdo Raymond E. Morales</p>	<p>Labor Reform, New Technology and Protocol of Domestic Violence in the Work Place.</p>	<p>60 employers from the Carolina area attended</p>
	<p>Date: Sept.17,2010 Speaker: Lcdo. Raymond E. Morales</p>	<p>Labor Legislation and Rulemaking in Maternity, Executive Order 13496.</p>	<p>60 employers from the Carolina area attended</p>
Carolina	<p>Date: Oct.6, 2010 Speaker: Ms. Brenda Talaveras, Image Coordinator/ US Immigration and Custom Enforcement Department</p>	<p>I-9 Form and Labor Legislation</p>	<p>45 employers from the Carolina area attended</p>
Coamo	<p>Date March 17,2011 Speaker: Lcdo. Reinaldo Quintana y Iván Avilés, Laboral Educator</p>	<p>Labor Legislation and Labor Standards Information (LSI)</p>	<p>30 employers from the Coamo area attended</p>



Humacao	Date: March 18-2011 Speaker: Lcdo. Alfredo Hopgood Jovet from McConnell Valdes, LLC	Management Research in Employment and Preservation of Employment Under the State Insurance Fund	32 employers from the Humacao area attended
Manatí	Date: March 18,2011 Speaker: Vivian Villanova, JD, Lcdo. Raymond E. Morales “Raymond E. Morales Law Offices” and Jaime Valle Olivera,RH Consultant & Coach Certificate	Maximizing Productivity of Our Employees while Maintaining Regulatory Compliance, New Obligations for Employers Under Federal Laws Adopted or Amended During 2010 and Documenting Disciplinary Actions, New alternatives Needed to Strengthen the Area of Employment Performance Management	50 employers from the Manatí area attended
Manatí			
Mayagüez	Date: March 4, 2011 Speaker: Mr. Ricardo Román, Chairman Lean Manufacturing Lean Services	2010 and Documenting Disciplinary Actions, New alternatives Needed to Strengthen the Area of Employment Performance Management	10 employers from the Mayagüez area attended

The Bureau of Employment Security through the Employment Service Program and the Department of Agriculture developed the Coffee Growers Harvest activity (ACABE) to recognize the best coffee growers and workers in PR. In this activity PRDOL had the successful participation of 191 coffee growers and workers. The activity was held at the Eucalyptus Hacienda in Lares, PR on March 18th, 2011.



A total of nine hundred and ninety-two (992) employers participated in this activity.

Employers Recognized by Secretary Miguel Romero on Dec. 3, 2010





Other activities

1. Job Fair: **Hecho en P.R.**

- September 2010/*Jardín Botánico, Caguas, P.R.*
- All local industries invited. Products made in Puerto Rico.
- PRDOL provided information about services provided by our agency.
- General public attended.
- Agencies:
 1. Department of Health
 2. Economic Development Bank
 3. Administración de Desarrollo Socioeconómico de la Familia
 4. Department of Labor
- The industries gave away products made in P.R.

2. Job Fair: **Feria del Café.**

- April 2011/Puerto Rico Convention Center
- Farmers explained how they cultivate and preserve coffee.
- Coffee samples were given.
- PRDOL provided information about services provided.
- General public attended.
- Agencies:
 1. Economic Development Bank
 2. Banco Gubernamental de Fomento
 3. Department of Agriculture
 4. Compañía de Turismo
 5. Department of Labor
 6. Treasury Department



Services to Unemployment Insurance (UI) Claimants

Reemployment Services (RES)

The Employment Service Program is committed to the provision of services to Unemployment Insurance (UI) claimants, with the goal of offering an integrated employment and training service, so they can return to the workforce as soon as possible.

PRDOL's Employment Service will continue to play the leading role, as the primary job-matching resource for employers and job seekers, including UI claimants.

The One-Stop Job Service Delivery System is intended to maintain close linkages with the Unemployment Insurance system. ES's Reemployment Services Program identifies claimants who are most likely to exhaust their UI benefits, and directs them to intensive reemployment services reassuring training and prompt re-hiring, through a well-structured reemployment plan (UI, ES, and Service Providers).

The number of Unemployment Insurance (UI) claimants profiled and served by the Reemployment Services (RES) during Program Year 2010 was considerable, due in part to the increasing number of unemployment cases filed during the period.

Reemployment Service (RES) has:

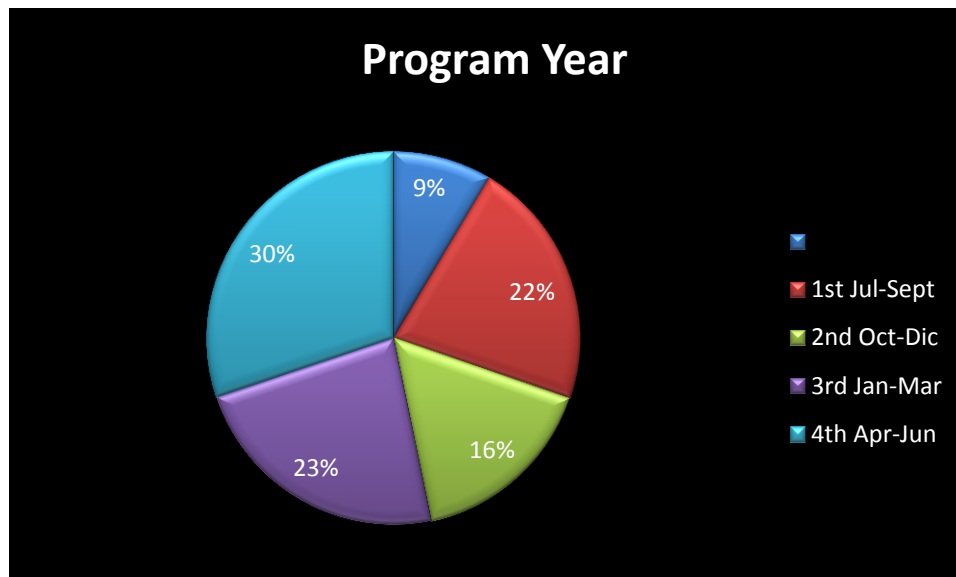
- Serviced clients by providing activities of assessment, counseling, occupational and labor marketing information, job search, job development contact, referral to employment and training.
- The PRDOL's service strategy for profiled clients includes early readjustment services provided in collaboration with WIA's Rapid Response team, for dislocated workers, due to the permanent closure of workplaces or massive lay-offs. Complete assessment for job readiness skills will determine the need for additional services available through other partners.
- During PY 2010, the PRDOL successfully implemented the Workers Profiling and Reemployment Services (WPRS), a statistically based model in collaboration with the National and Regional Offices. PRDOL's profiling system is now in compliance with federal requirements, and selects claimants for both the RES and REA programs.



**Reemployment Services (RES)
Comparison between Program Year 2009 and Program Year 2010**

Quarter	Period	Program Year 2009	Program Year 2010
1st	Jul-Sept	5093	5916
2nd	Oct-Dic	3876	4944
3rd	Jan-Mar	5424	6695
4th	Apr-Jun	7082	7896

We observe a significant increase on the numbers of clients served for P Y 2010 compared with PY 2009.





Reemployment and Eligibility Assessment (REA)

In 2009, Puerto Rico became the recipient of an REA grant in the amount of \$408,450.00 for the purpose of conducting assessments to unemployment insurance beneficiaries, in an effort to accelerate the reemployment process.

Puerto Rico's REA, when utilizing the claimant profiling process, will identify 20,000 claimants of which 10,000 will receive services at the UI local offices. The remaining 10,000 will be identified for comparison purposes as the projects ETA 9128 and 9129 require. Participants are selected from all industry sectors. REA targets those beneficiaries least likely to exhaust unemployment insurance benefits. These claimants are those with the longest tenure, highest level of education and highest possibility to become job ready in the least amount of time. REA schedules a single REA assessment per selected UI claimant, and attendance will be a condition to remain eligible to receive UI benefits. The program was implemented March 15th, 2011 as a pilot program, and selected offices were assigned REA Coordinators to conduct the assessments. Thirteen (13) REA Coordinators received training and support from the Department's central offices to learn about the Program. A sophisticated data gathering system was put in place to collect the information for reports as well as to give the necessary support those who will provide REA services.

Participants are scheduled for an appointment via regular mail notice and at the UI local office, and later, required to complete an Employment Service registration in advance of the REA assessment. REA assessments include an interview where participant needs are assessed, labor market information is provided, and an initial work-search plan is developed that will refer participants to existing reemployment services. Emphasis is placed on referring candidates to Employment Service resources such as occupational counseling, workshops and job placement assistance. The grant does not limit placements to a specific industry sector, thus placement efforts will consider job opportunities in all sectors of the economy. REA refers candidates to existing training opportunities at local WIA centers.

Wagner-Peyser funding, WIA and UI funds will be leveraged in favor of the REA initiative. The REA grant provides an opportunity to enhance communication and collaboration between LWIB Centers and the UI program, to provide effective reemployment services and foster the development of efficient strategies for serving UI claimants.

The 2011-2012 plan is to fully implement REA in Puerto Rico, and prepare for the evaluation that will be the basis for its reauthorization. Program outcomes will be analyzed to determine the number of participants and the scope of the program for the next request for funds.



Veteran's Employment Program

During the quarter ending in June of 2011, the Employment Service Program was designated a work team to review the Integrated Client Administration System (in Spanish *Sistema Integrado de Administración de Clientes – SIAC*), a software developed by New Vision Technologies, Inc. (NVT).

Also, during June of 2011, formal training was scheduled for the SIAC team, using the “train-the-trainer” concept. The same method has been used for all training through July of 2011. Local area Veterans program staff was included in the training schedule. This training was developed by a subcontractor of NVT.

During this program year, the Veterans program staff has participated in several meetings with NVT, so as to continue improving their service delivery system. As previously stated, PRDOL will continue interests and efforts in becoming a fully integrated system with which all our clients, Veterans, Transitioning Service Member (TSM), Covered Persons and employers will benefit.

With this new system that began during the first quarter of 2011, duplication of services is being prevented.

Significant Activities during program year 2010:

- The first State Veterans Job Fair took place in PY 2010 with positive results. For Program Year 2011 PRDOL is helping to develop a MEGA HIRING FAIR, under the theme “Hiring Our Heroes”. Federal and State agencies, will participate in this event which is scheduled to be held November 18th, 2011.
- The Veterans Program obtained an approval to reallocate FY 2010 excess funds in order to bring the National Veterans Training Institute (NVTI) staff on-site, and was able to provide several training courses during the months of November and December of 2010. The training for DVOPs, LVERs, Counselors and ES management staff took place as scheduled. This event was a complete success in all aspects, as stated by Lee Del Cohenour, Senior Trainer, in a letter send to our Deputy Secretary Elvira M. Cancio and Miguel González (DVET).
- On June 2nd, 2011 all the Veterans staff and the Employment Services Assistant Managers from the local offices received training from the Office of Federal Contract



Compliance Program (OFCCP), Vocational Rehabilitation & Employment (VR&E), and PRDOL's Office of Labor Market Information (LMI).

- In the process of hiring Veterans staff, PRDOL was able to appoint one LVER for the local office of Mayaguez, and a transitory DVOP to cover the Caguas office.
- In June 2011 the State Veterans Program Coordinator among other Veterans staff participated in a Veterans Benefits Workshop, sponsored by Bergmann & Moore Inc.
- To comply with priority of services to Veterans and Covered Persons policy, USDOL placed posters in all local offices and service-delivery areas.
- Three (3) TAP Workshops were conducted during PY 2010 at Fort Buchanan by Mr. Carlos Merced, LVER of the ES.

	Attended
Workshops	03
Retirees	20
Separates	57
Spouses	01
Participants	77
Disability- DTAP	53
Navy	00
Army	77
Air Force	00
Marine Corps	00
Coast Guard	00
Less than 90	07
Greater than 90	26
Facilitator-DVLV	01
Facilitator- VETS	00
Facilitator-Contractor	00



Outreach Activities

DVOPs and LVERs are making outreach efforts to locate and serve Veterans and other eligible persons with barriers to employment. These activities are carried out in collaboration with the Office of the Veterans Ombudsman, Vet Center and the Vets Hospital. The staff is also encouraged to be more aggressive when contacting employers and other organizations, to refer Veterans to counseling, training, employment and reemployment services (RES). They also continue to contact other agencies that also serve Veterans and coordinate a wide array of services available to this population.

Special Activities Planned For PY 2011

- PRDOL received the approval from the State Management and Budget Office to hire three (3) DVOPs for Bayamón, Caguas and the Carolina local offices;
- Train the new Veterans Staff in the SIAC system;
- Reengage the REALife Lines initiative;
- Initiate preparations for the Mega-Hiring Fair, “Hiring Our Heroes”, scheduled for November 18, 2011.




**TECHNICAL PERFORMANCE NARRATIVE (TPN)
 ETA 9002 and VETS 200**
Outcomes Data from Local Offices Quarterly Reports

	Totals
Received Workforce Information Services	559
Received Staff Assisted Services	560
Case Management	16
Career Guidance	58
Job Search Activities	394
Referred to Employment	150
Referred to WIA Services	57
Received Intensive Services	275
Referred to Federal Training	67
Placed in Federal Training	17
Referred to a Federal Job	36
Entered into a Federal Job	11
Job Development Contacts	258
Obtain Employment	24
Employed	56
Exiters	n/d

Veterans Benefit Workshop Saturday, June 25/2011

Servicios Sociales de Puerto Rico

YMCA #800 blvd. Sagrado Corazon, San Juan Puerto Rico

Photos by Samuel Garcia DTRH C/Guayama 198, Hato Rey





Alien Labor Certification Program

The PRDOL assists the U.S. Employment and Training Administration (ETA) in determining the availability of U.S. workers and the potential adverse effect of wages and working conditions that the admission of alien workers might have on similarly employed U.S. workers. All of this is done before employers may obtain a labor certification. The PRDOL also conducts appropriate agricultural surveys. This information is used to provide wage determination information to employers wishing to file or update a labor attestation.

Labor Certification prohibits entry of aliens into the U.S. for the purpose of seeking employment, unless the Secretary of Labor certifies that there are not enough U.S. workers who are able, willing and qualified available for the jobs. The employment of the alien workers must not adversely affect U.S. worker wages and working conditions.

Achievements

During Program Year (PY) 2010 the following achievements were attained:

- A full-time Employment Service Specialist, funded by the grant, was assigned to the Alien Labor Certification program at the Central offices;
- For the first time in the program, a survey related to prevailing wages in the coffee industry was started. The program developed:
 - The Request for Proposal (RFP);
 - The survey document, approved by the Regional Office;
 - Submitted the invitation letter for qualified service providers to participate;
 - Submitted the letter inviting the work group (committee) that will evaluate the proposals submitted.

During PY 2011, the PRDOL will work on surveys related to the prevailing wages in other agricultural crops.



Work Opportunity Tax Credit Program (WOTC)

The Work Opportunity Tax Credit (WOTC) is a Federal tax credit incentive that Congress provides to private-sector businesses for hiring individuals from twelve target groups, who have consistently faced significant barriers to employment. The main objective of this program is to enable targeted employees to gradually move from economic dependency into self-sufficiency, as they earn a steady income and become contributing taxpayers. Participating employers are compensated by being able to reduce their federal income tax liability. WOTC joins other workforce programs that help incentivize workplace diversity and facilitate access to good jobs for American workers.

During Program year 2010 – 2011 the WOTC Program exceeded its goals. Please see below, the outline of the most significant accomplishments for PY 2011.

During the quarter ending June 2010, PRDOL started preparations for a scheduled office relocation. Current, backlog, and inactive files were identified. Forty-three (43) boxes, with approximately 6192 files, were prepared and sent to the inactive filing archives. These files correspond to certifications and denials issued during fiscal years 2003 to 2007.

During the quarter ending in December 2010, the WOTC Unit was relocated at its new facilities. A new full-time staff member was assigned to the program. This enabled the incumbent staff to process more files. Even though the relocation process took up a lot of time, with the additional staff everyone was able to keep the work flowing, exceeding the number of files processed in comparison to previous years.

During the quarter ending in March of 2011, the Information Technology department started working with a new database application. The current application was built on an ACCESS platform that has become obsolete, making it almost impossible to keep an efficient automated system. The new system is a SQL (Structured Query Language) programmed in Power Builder version 12. This new application should be up and running by the end of the year 2011.

The National and Regional office requested our personal assistance in conducting a peer-to-peer training for the Virgin Islands WOTC staff, as well as in performing a compliance review of VI's operations. We started working on the training materials and agenda during this quarter.



During the quarter ending June 2011 the WOTC supervisor traveled to the Virgin Islands. During the week ending May 20, 2011 she provided the on-site peer-to-peer training for the Work Opportunity Tax Credit (WOTC) staff in St. Thomas, U.S. Virgin Islands. Using the Technical Assistance and Compliance Review guide and her “hands-on” experience, she designed and compiled the training agenda and materials providing the opportunity of reaching the project’s main objective; to provide the Virgin Islands WOTC staff a complete understanding of the processing, reporting and record maintenance requirements in accordance with Public Laws (PL) 111-5, 110-28 and 109-432. A detailed report was prepared and submitted to the National and Regional office. A copy of the report was sent to Virgin Islands Department of Labor.

PRDOL’s WOTC numbers have been steadily increasing over the past four years. The numbers included in the chart below are from the WOTC Reporting System database.

COMPARATIVE CHART PY 2008 – PY 2011

QUARTER	APPLICATIONS RECEIVED	CERTIFICATIONS ISSUED	DENIALS ISSUED
October - December 2007	473	35	160
January - March 2008	452	29	473
April - June 2008	397	44	149
July - September 2008	346	31	110
Total PY 2008	1668	139	892
October - December 2008	502	33	125
January - March 2009	212	30	49
April - June 2009	529	24	79
July - September 2009	459	16	89
Total PY 2009	1702	103	342
October - December 2009	611	23	64
January - March	353	29	378



2010			
April - June 2010	573	106	195
July - September 2010	518	73	166
Total PY 2010	2055	231	803
October - December 2010	1080	77	302
January - March 2011	514	144	760
April - June 2011	492	47	228
July - September 2011	*415	*0	*71
Total PY 2011	*2501	*268	*1361

* The numbers for PY 2011 are as of September 16, 2011. The final numbers will be available at the end of the quarter.

Employment Service Program for Students (ESS)

The Employment Service Program for Students (ESS) was created in October of 1983. In July of 1996 PRDOL changed the program's name from Intensive Employment Service for College and Vocational Students (SEIJUV) to its actual name, Employment Service for Students (ESS). Said program is funded by the Wagner Peyser Act, as amended, Discretionary funds, Section 7 (b).

The Employment Service Program for Students (ESS) is designed to provide continued employment registration, orientation and placement assistance to students from universities and regional colleges (public and private). Direct services are focused on graduates and/or students about to graduate with college a preparation.

It is a fact that the workplace is changing in response to heightened international competition and advanced technologies. A link must exist between jobs and career planning. Our society must prepare its human resources to become productive citizens and workers. These students have a great need to acquire the knowledge, skills, abilities, and labor market information necessary to make an effective transition from college to career-oriented work or to further education and training.



Present economic trends and up-to-date technology obligate middle-age workers, unemployed, underemployed or dislocated, to return to school either to change to another career or acquire skills necessary to get a new job.

ES staff provides these participants with the services offered at all ES local offices which these include:

- Completion of job applications;
- Sorting of applicants by academic preparation, interests and/or job experience;
- Job referral and other services required by the participant;
- Individual promotion;
- Informing of job openings as of Program Year 2011 the SIAC System will be used for this purpose;
- Offering Job Search Workshops;
- Assisting in preparing Resumes;
- Providing Labor Market Information;
- Coordinating mass recruitments with employer institutions;
- Visiting industries;
- Participating in job fairs (see photographs included).

Achievements

- The Employment Service has assigned an employee, at the Central office, to plan and coordinate all activities related to this program, Island-wide;
- Contracts were reviewed and new strategies were developed in order to expand program services;
- Employment Service for Student staff visited local offices to personally observe program and participant needs, and recommend solutions.



Placement and Services

PY	STUDENTS PARTICIPATION	JOB SEMINAR	PLACEMENT	COMMENTS
2010 2011	1,771	1,272	545	31%

* The information provided above is from manual reports submitted by the local offices.

Incorporated into the ES training Calendar for Program Year 2010, training was offered to all ESS staff. Among the training offered was a workshop for a “Successful Interview”. See related photos:



During PY 2010, the ESS held Job Fairs in various college institutions and joined in efforts to employ recent graduates. See related photos below:





Projections

During Program Year 2010, agreements between this program (PRDOL) and educational institutions (colleges) were received.

- In Program Year 2011, visits to each institution will be carried out, in order to discuss the signed Agreements, and clarify doubts or other possible issues;
- New agreements with additional institutions with large student populations are projected to be signed;
- In order to evaluate the program's performance, the activities' evaluation documents will be reviewed. For Program Year 2011 all fourteen (14) local offices will receive on-site visits to evaluate services offered, and oversee the program staff, in order to improve performance;
- Frequent visits to Directors or Deans of higher education institutions are planned. We plan to discuss goals, achievements, and program projections so that the institution may be able to identify with the program and give full support;
- Depending on the funds available, the purchase of a laptop to the ESS staff will be programmed, so as to enter information in the system when visiting educational institutes and maximize services. At present, program staff must return to the local office to update the system with the services offered at every institution.



Other Initiatives

The development of a Common Intake System will dramatically redesign the local office processes resulting in more efficient customer service. This initiative will continue the progression towards a One Stop Career Center vision.

Common Intake is defined as the process of gathering verification and/or of eligibility information required for specific programs, and sharing that information electronically among the existing stand-alone applications providing services to the workers and employers of Puerto Rico. Implementation of a common intake system as part of an overall One Stop Career Center strategy has many benefits including:

- Customer Service Enhancements - Capture a variety of information at one place at one time, reducing repetitive questioning by different entities within the organization.
- Provide True Application Integration - Integrate the existing systems which are part of the One Stop environment, such as unemployment insurance and employment services, thereby reducing redundant data collection and improve the integrity of the data Department-wide.
- Automated Eligibility- The system can provide automatic qualification for individuals into programs with discreet, quantifiable requirements.
- Provide Event Tracking Functionality- The process can become a mechanism for event tracking for individuals receiving services from the Department in order to reduce fraud and abuse of services provided.