

**Department of Labor and Human Resources
Human Resources and
Occupational Development Council**



**Workforce Investment Act
Annual Report**

**Puerto Rico
October 1, 2005**



**Puerto Rico Workforce Investment Act
Annual Report
Program Year 2004-2005**

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New Economic Development Approach and WIA System

Puerto Rico experienced significant changes in Program Year 2004-2005 that will affect the development of our labor force in the forthcoming years. The General State Election in 2004 brought changes in most of the government structure, including many Mayors and the Governor.

The new Governor envisions the integration of Puerto Rico to the global economy, and the development of a stable and self-sustained private market. This effort is undertaken by promoting and leveraging economic development efforts and the development of economic regional blocks.

The Governors' approach for bringing together key players in workforce development covers an array of carefully delineated projects presented in his Economic Development Plan, among these:

- Economic Improvement for Everyone: Support for the Local Entrepreneur
- “The Key to Your Business”
- Puerto Rico: World Export Center
- Free Enterprise Zones (FEZ)
- The Economy of Information Impulse
 - R2D2: Development of Science and Technology
 - Scientific Infrastructure: Setting the base for Progress
 - Human Infrastructure: Getting Ready for the Economy of Information
- Entrepreneurial Innovations
- Multi-competent Economy

The Governor's Plan identifies the following workforce investment priorities for the State's public workforce system:

- Maximize our fiscal autonomy - The Commonwealth of Puerto Rico has the legal and fiscal tools for granting tax incentives to promote investment of local and foreign capital encouraging the creation of

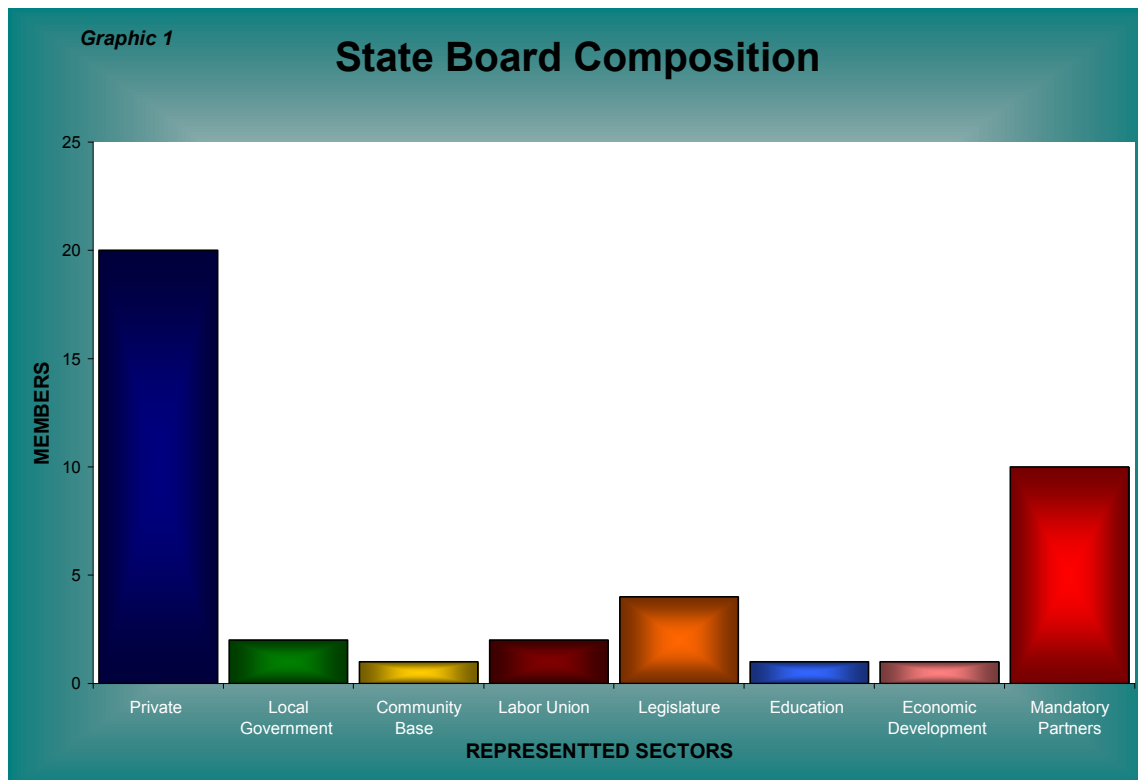
new jobs. Over 20 legislative incentives pieces have been approved, contributing to the creation of new jobs.

- Lower the cost of making business in Puerto Rico - To assure our capacity to compete with other regions or countries, public policy was approved to reduce the cost of making businesses and simultaneously, protect labor agreements and the environment.
- Decentralize the public investment through Geographic Poles Development - Public policy developed to ensure the equitable and balanced distribution of the public investment through all the geographic sectors of the Island.
- Establishment of high technology conglomerates or “clusters.” Act # 145, of Pioneering Industries was approved to offers tax benefits to innovative technology companies requiring employees with a high level of scientific, technological, and managerial skills. Five conglomerates were identified in the Act: medical pharmaceuticals, biotechnology, instruments, communication and technological information, and health services.
- Reorientation of the Cooperative Movement – Implementation of public policy to reduce intrinsic limitations of the cooperative structure in order to compete effectively as a commercial entity concentrating in manufacture and service cooperatives.
- Vision for Puerto Rico 2025 – This is a long-term economic and social development projection targeted to maintain our competitiveness in a global economy. This project consists of 4 principles:
 - Integration of social and human values in the economic development
 - Definition of specific revenue objectives

- Incorporation of diverse perspectives in the development of the vision
- Shared responsibility of all the represented sectors in its implementation.

State Board

The State Board and the fifteen (15) Local Workforce Investment Areas are organized according to the requirements of the Workforce Investment Act. The participation of the private sector is prompted in the process entailing WIA (see Graph 1). The private sector represents 59% of Board’s composition including labor unions, community base, and the educational. The State Board composition complies with the required public and private representation.



The private sector representation within the State Board enhance WIA’s principles by providing knowledge and experience in the public/private sector collaboration needed in

today's economy. In addition, labor organizations are able to strengthen ties between employees and partners as participants in policymaking procedure within the Board. The Board presents an interdisciplinary approach to develop and main a protagonist role in any economic venture. The Board assembles the vision, needs, problems, and opportunities of industry, academic sector, and workforce and community initiatives. This representation allows WIA's funds investments in an industry-driven, and demand driven approach.

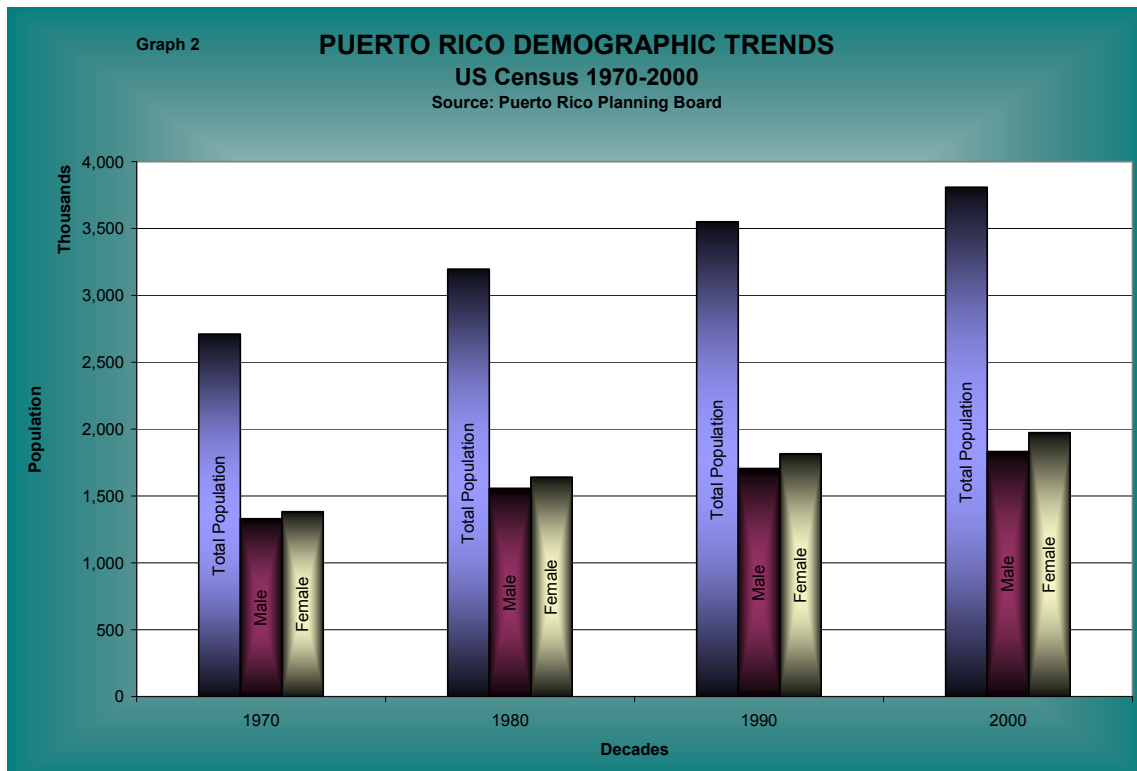
During program year 2004-05, the State Board developed the following outstanding tasks and policies:

- The State Board evaluated the Two Year Plan of the Strategic Five Year Plan, its Planning and Evaluation Committee revised and recommended its approval. The Plan was successfully approved by USDOL.
- The Board's initiatives originated innovative projects which affected adults, dislocated workers, and youth program; Credential Programs for Pharmaceutical and Agricultural Clusters and the Business and Occupational Development Census.
- The Monitoring and Evaluation Committee evaluated and provided recommendations regarding fiscal situation of the local areas.
- The Planning and Budget Committee issued public policies identifying service priorities and occupations in demand, which were developed within the framework of the State Plan.
- Agricultural Clusters Project - Following the success of the previous year "Pharmaceutical Cluster Manufacturing Worker Certification Program," the Board decided to use the same model in the agricultural sector. This new Project, "Technician and Operator of Agricultural Equipment" is developed with the participation of the private sector, agricultural organizations, educational institutions and the South-

central Local Area of the WIA System. The employers provided the job description for the agricultural worker required by the industry and the skills needed for the job. In addition, the compromise to hire the workers once the training was completed and the Certification approved. The educational institutions converted the information provided by the employers into a formal academic curriculum and the WIA System provided the participants recruitment and training payments. This project was also very successful and the Board is planning a similar project structure for the service industry.

Puerto Rico Economic and Demographic Profile

- Population estimate for Puerto Rico in year 2000 is 3.80 millions according to the United States Census. The gender composition for this population is 1.83 m. males and 1.97 m. females. Population 18 years or less constitutes 28.7% of the total.

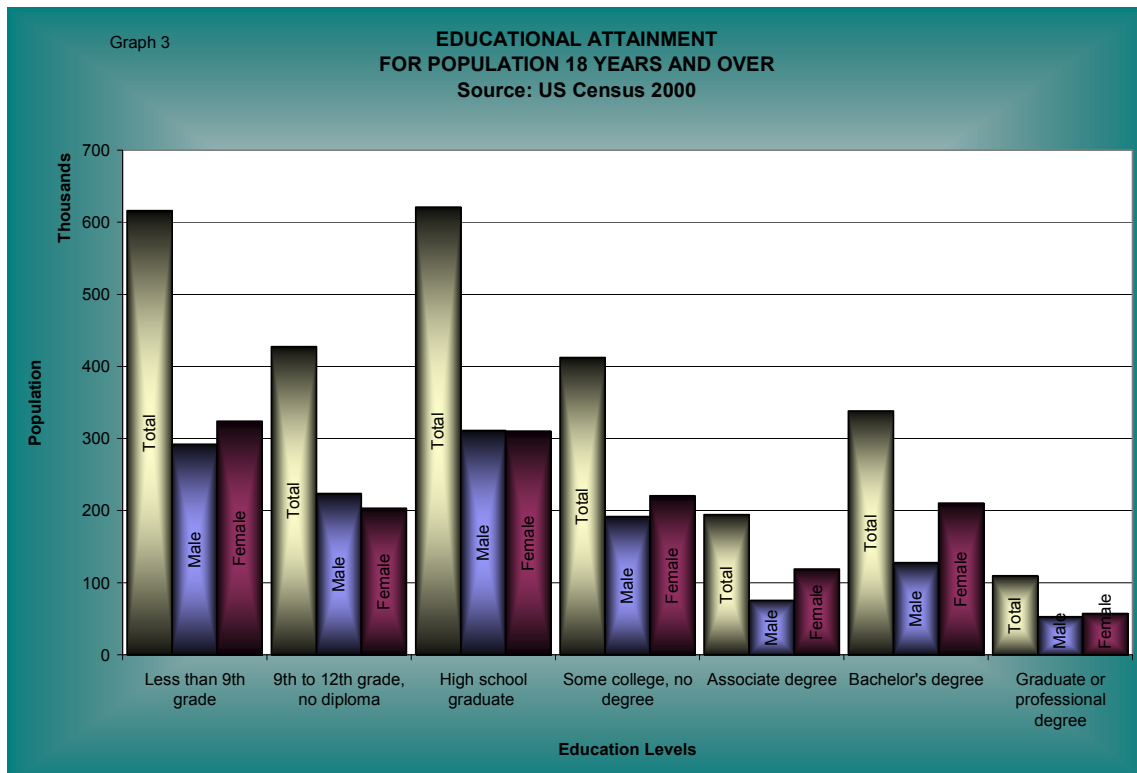


- Sixty percent of the population is between the ages of 18 to 64 years, ages in which the people are most productive in the workforce. From this group, 39% is between 18 to 44 years.
- The median age for 2000, is 32 years. The age group of over 64 years represents 11.2% of the total population.
- Census 2000 shows the median income for households in \$14,412, and family median income in \$16,543. These figures are the lowest for all the United States. Per capita income in the Island for the same period was \$8,185.
- Median income for full time year-round workers was \$17,098 for males and \$15,698 for females.

Educational Data

- The 2000 Census shows that the population 18 years and over in Puerto Rico is estimated at 2.7 millions; from this amount 1,675,778 or 62% has high school degree or more.
- Graph 3, Educational Attainments for Population 18 Years and Over, show details of the population by educational level where:
 - Thirty eight percent of the population 18 years and or over has less than a high school degree. Among this population, 59% has less than a ninth grade educational level.
 - Population with an educational level of some college but without a degree is estimated in 412,294, equivalent to 15% of persons 18 years and over.
 - Twenty five percent of persons in Puerto Rico 18 years and over have completed an Associate, Bachelor's, Graduate or Professional Degree. From this group, 338,016 persons have

a Bachelor Degree, representing 53% of postsecondary educational group.



Labor Force Composition

- The labor force includes all persons classified as employed or unemployed, who are actively seeking for employment or would consider changing their jobs for the right employment opportunity. Approximately 37% of the total population (or 1.42 millions individuals) are in the Puerto Rican labor force.
- Civilian population 16 years or over for Puerto Rico is estimated in 3,004,000, of which 1,420,000 are in the labor force. The participation rate of the population in the labor force is 47.1%.
- Table 1: Youth Education and Employment, presents a profile of the educational and employment status of the population from 16 to 24

years. This population is estimated in 553,805 according to the 2000 U.S. Census. Employment rate for the category is estimated in 134,690 or 24%, and unemployment rate in 14% or 77,192 persons.

- The youth population not in the labor force is an estimated 341,923, of which 147,738 are in colleges or universities, 162,707 in secondary schools, and 31,478 do not reflect any educational activity.
- It is significant that 22,655 persons in the age group are not in the labor force and has not completed high school. This segment constitutes one the priorities for investment of WIA funds in training and services.

Table 1
Youth Education and Employment
Year 2000

Subject	Youth
<i>Youth 16-24</i>	<i>553,805</i>
Employed civilian	134,690
Unemployed	77,192
Not in labor force	341,923
Enrolled in college or graduate school	147,738
Enrolled in school	162,707
Not enrolled in school	31,478
High school graduate	8,823
Not high school graduate	22,655
Source: US Census 2000	

Labor Market Description

The Puerto Rico labor market in Puerto Rico is composed mainly by 70% of jobs generated by the private sector and 30% by the federal, state, and local government. The workforce in Puerto Rico has increased by 16% during the last 15 years. This tendency is consistent in both, the private and public sector.

The economy of Puerto Rico shows a tertiary sector tendency, which means a growth of the third sector of the economic model: the provision of services. Jobs created by the

service sector reached 825.3 thousand employees, equivalent to 82% of the non-farm workforce. This number includes private and government jobs.

Manufacturing industry reflects a drastic decrease in job generation with 38% from 1990 to the 2004. The consumer goods production also shows a decrease in job generation of 12% for the same period. Manufacturing sectors most affected by the job losses are the textile industry, leather, and clothing.

In relation to job distribution by occupations, Sales and Office Occupations have the highest demand followed by Management, Professional and Related Occupations and Services Occupations. These categories included both, occupations with high educational and low educational requirements. All categories are mainly related to service economic sectors. Farming, Fishing and Forestry Occupations have the lowest jobs demand.

The jobs/occupations that are most critical to the State's economy are those related to pharmaceutical, electronic, biotechnology, contact centers, and medical devices. The pharmaceutical industry stands for over 30,000 direct jobs in Puerto Rico. This represents over 25% of the work force generated in the manufacturing sector (approximately 120,000 jobs). Also, it provides a major market for other industries, such as small business and professional organizations, which provide ample goods and services in areas such as manufacturing components, food services, engineering, medical and legal services, banking services, insurance, transportation communication, tourism, and others. This business related to the industrial clusters generates approximately 90,000 additional jobs in Puerto Rico.

The electrical/electronic sector is the second largest manufacture industrial group in Puerto Rico and its success is significantly attributed to the Island's high tech base and favorable business climate. Total shipments from the Island in this sector, including computer products, reached \$5.6 billion in 2002, the equivalent of 10.3% of total U.S.A. electronic and computer shipments.

Companies engaged in the manufacture of medical/scientific/scientific devices have a sizable presence in Puerto Rico, making the Island one of the largest high-tech

manufacturing centers in the U.S. Mainland. Companies making recent investments in production facilities in this sector include Baxter, Medtronic, Stryker, and Becton Dickinson. In September 2004 alone, St. Jude, Becton Dickinson, U.S. Surgical, and Johnson & Johnson announced expansions that will create almost 1,000 additional jobs. European medical/scientific device companies operating in Puerto Rico include B. Braun (Germany), Unilever (UK), and Roche (Switzerland).

Companies engaged in the manufacture of medical/scientific devices have a sizable presence in Puerto Rico, making the Island one of the largest high-tech manufacturing centers in the U.S. mainland companies making recent investments production facilities in this sector include Baxter, Medtronic, Stryker, and Becton Dickinson. Medical/scientific/scientific device manufacturing companies also find a ready supply of educated workers at all skill levels. Puerto Rico universities graduate some 23,000 bilingual students each year, 9,000 with degrees in science, engineering and technology.

Operational Units of the HRODC

Liaison with Local Areas Unit

This Unit is in charge for the development of the Procedure for the Determination of Eligibility of Training Services Providers as required in Section 122 of WIA. This system operates under the client server diagram and it is accessed through the Internet. It has public access components such as the present State Service Provider List, description of its capabilities and instruction for the system users. Other sections access is controlled like filling out the application, validation of the applications by the Local Boards and afterward the validation by the HRODC. The system, automatically determines the compliance with the established requirements of the submitted application, to be recommended by the HRODC for its incorporation in the State List. The list of the programs validated by the HRODC is disseminated electronically through the internet site found at www.sacwia.cdorh.org/selep

The Unit developed a reciprocal agreement with the State of Florida allowing the 15 Local Areas of Puerto Rico to refer participants, through Individual Training Accounts

(ITA's), to eligible providers in the State. Equally, eligible service providers in Puerto Rico may receive ITA's from the Florida. This initiative promotes new training alternatives to the Workforce Investment System addressing the mobility and migration of Puerto Rican families to this State.

Audit and Monitoring Unit

State Evaluation of Workforce Investment Activities

HRODC'S Audits and Monitoring Unit is responsible for monitoring grant-supported activities under WIA, including fifteen (15) Local Areas and State-sponsored activities. The Unit reports the following accomplishments for program year 2004-2005:

- Operational reviews conducted in the fifteen (15) Local Areas, including local governance, local boards and one-stop operator roles; Title I structure; delivery of services to adults, displaced workers and youths; non-discrimination and equal opportunity provisions; program performance; and other areas of compliance, including eligibility determination.
- Administrative and fiscal reviews were conducted in the fifteen (15) Local Areas, including local compliance with the common rule "Uniform Administrative Requirements," including financial administration and reporting, procurement and management of property. Also reviewed were compliance with costs principles (OMB A-87), WIA's cost limitations, and classification, and Single Audits requirements (OMB A-133).
- Monitoring evaluations were performed in the six Local Areas receiving National Emergency Grants Funds, in compliance with Section 173 and the National Emergency Award Letter, Tropical Storm 2003.

- Forty-five exit conferences have been held for discussion of monitoring reports and findings.
- A significant improvement in the eligibility determination process performed by Local Areas was accomplished in program year 2004-2005.
- Local areas still need to maximize efforts to ensure the presence of all required partners at one-stop centers. HRODC will follow-up on this issue during program year 2005-2006.
- The administrative and fiscal reviews reveal that some Local Areas and sub recipients still need to enforce internal controls to ensure that all administrative requirements are met.

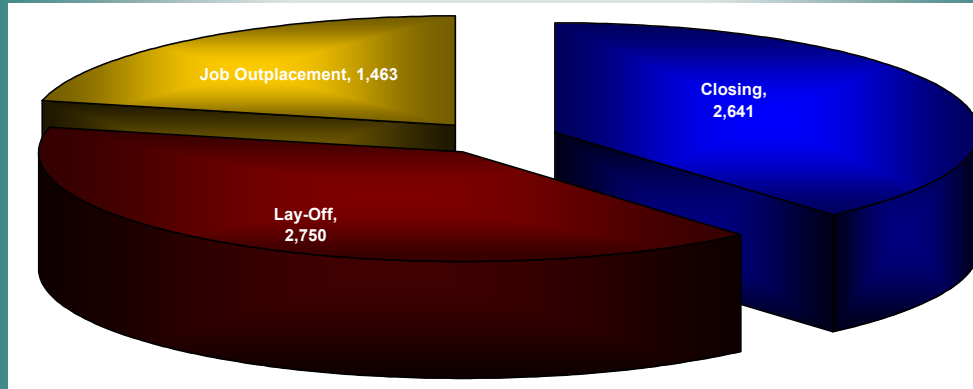
Rapid Response Services

The State Dislocated Workers and Employers Unit (SDWEU) was established to comply with the dislocated workers program requirements as established in 20 CFR, part 652, Subpart B-Allowable and Required Activities of the Workforce Investment Act, Subpart C-Rapid Response Activities and Section 134(a) (1) (2) (A) and (3) of the Workforce Investment Act.

During the PY 2004-2005 the SDWEU provided Rapid Response Services to 44 employers reporting mass layoffs or closings, directly affecting 5,391 workers. Through the different services provided, 1,463 dislocated workers were placed in new jobs (See Graph 4).

Graph 4

Dislocated Workers Serviced by Rapid Response Program Year 2004-05



Planning Unit

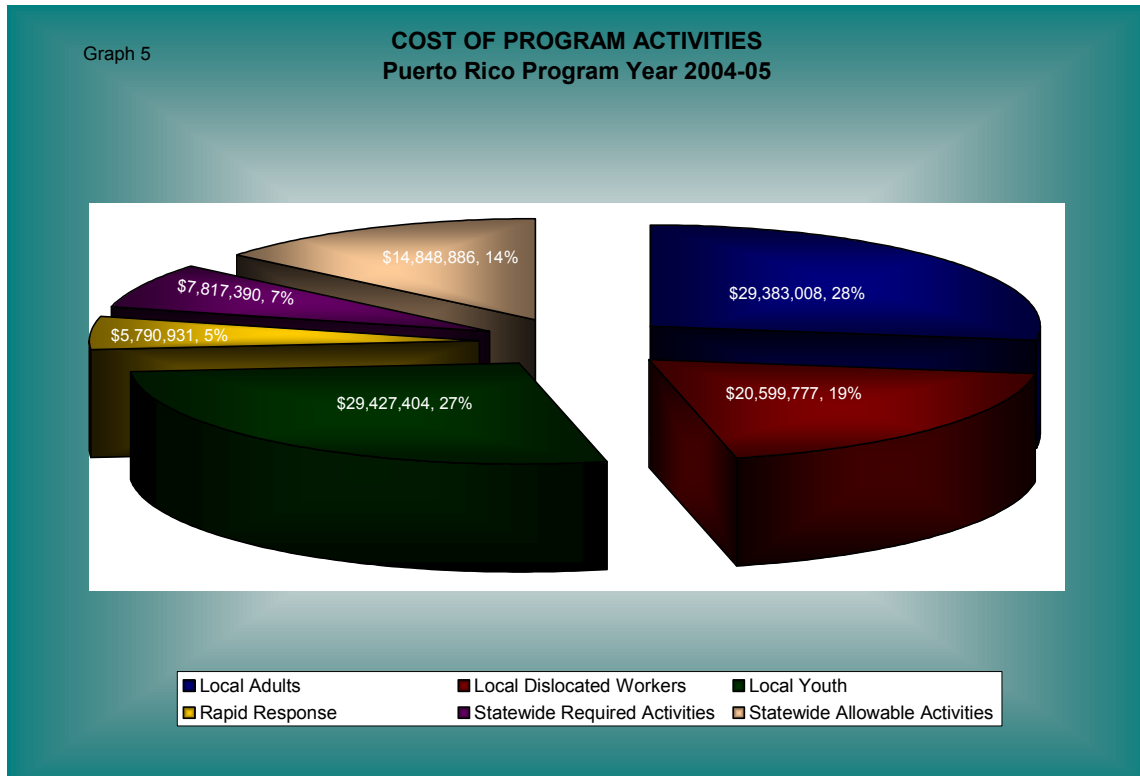
The Planning Unit completed the Two Year of the Five Years State Plan for Title I of the Workforce Investment Act. It was submitted to the Employment and Training Administration in May 2005 and fully approved on June 23.

The Plan focuses the WIA development efforts on the government plan of our new Governor. These strategies are targeted towards economic development on high growth and high demand occupations related to technology, health and the service industry, among others. These activities are developed integrating the public, private and educational sectors to supply the job market with adequately trained and skilled labor.

Financial Statistics

- Total expenditure for PY 2004-05 for Puerto Rico was \$107.8 millions.
- Graph 5 shows the expenditures for each Program, the State Reserve and for Rapid Response. The consolidated expenditure for the three Programs (Youth, Adults, and Displaced Workers)

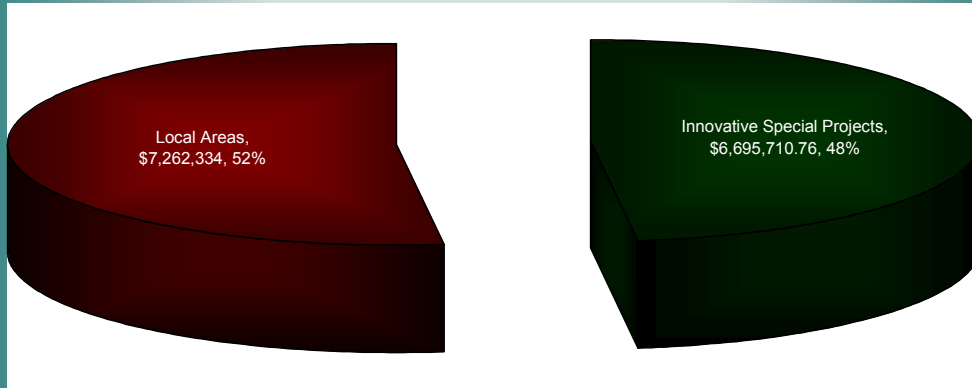
was \$79.4 millions and for the State Allowable and Required Activities and Rapid Response fund was \$28.4 millions for the Program Year.



- Statewide Allowable Activities under Section 134(a)(3) represented an expenditure of \$14.8 millions from Governor Reserve funds. This budget was distributed between 15 Local Areas and 9 innovative special projects. Between the local areas, \$7.26 millions were expended to development of different projects and by performance incentives, while \$6.69 millions were expended to development of special projects. These projects had the goal to serve different population like dislocated homemakers, people with disabilities and universities youth. Graph 6, shows state reserve fund allotment between these two sectors.

Graph 6

**STATEWIDE ALLOWABLE ACTIVITIES
GOVERNOR'S RESERVE FUND EXPENDITURE 2004-05**





**PUERTO RICO WIA
PERFORMANCE TABLES
PROGRAM YEAR 2004-05**

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	83%	82%	500	1,868	560	89%
Employers	78%	71%	500	545	545	92%

Table B - Adult Program Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	59%	76%	3,205
			4,241
Employment Retention Rate	77%	90%	4,235
			4,684
Earnings Change in Six Months	\$755	\$2,939	6,634,155
			2,257
Employment And Credential Rate	48%	64%	1,425
			2,217

Table C - Outcomes for Adult Special Populations								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	70.8%	1,464	60.0%	3	53.8%	42	71.7%
2,069			5		78		120	
Employment Retention Rate	90.5%	2,862	75.0%	3	73.8%	48	88.2%	134
		3,162		4		65		152
Earnings Change in Six Months	\$2,774	4,255,249	-\$130	-259	\$2,953	97,446	\$2,648	174,744
		1,534		2		33		66
Employment and Credential Rate	60.5%	953	50.0%	2	31.9%	15	64.4%	29
		1,575		4		47		45

Table D - Other Outcome Information for the Adult Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	76.2%	1,503	75.0%
1,972			2,269	
Employment Retention Rate	91.9%	2,368	80.1%	1,687
		2,578		2,106
Earnings Change in Six Months	\$2,974	3,940,390	\$2,890	2,693,765
		1,325		932

Table E - Dislocated Worker Program Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73%	75%	2,887
			3,853
Employment Retention Rate	74%	90%	3,848
			4,267
Earnings Replacement in Six Months	92%	139%	11,237,141
			8,075,628
Employment And Credential Rate	61%	70%	1,121
			1,611

Table F - Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	100.0%	6	70.0%	35	66.3%	128	80.0%	28
		6		50		193		35
Employment Retention Rate	100.0%	5	67.3%	33	88.5%	232	100.0%	13
		5		49		262		13
Earnings Replacement Rate	20.1%	9,671	150.5%	122,010	120.8%	612,721	#DIV/0!	37,409
		48,119		81,047		507,240		0
Employment And Credential Rate	0.0%	0	65.0%	13	80.2%	65	87.5%	7
		1		20		81		8

Table G - Other Outcome Information for the Dislocated Worker Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	82.8%	1,334	69.3%	1,553
		1,611		2,242
Employment Retention Rate	90.9%	2,055	89.3%	1,793
		2,260		2,007
Earnings Replacement Rate	133.8%	6,373,587	146.9%	4,863,555
		4,763,796		3,311,832

Table H - Older Youth Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	56%	73%	305
			415
Employment Retention Rate	72%	92%	377
			408
Earnings Change in Six Months	\$745	\$3,961	27,728
			7
Employment And Credential Rate	42%	58%	441
			756

Table I - Outcomes for Older Youth Special Populations							
Reported Information	Public Assistance Recipients	Veterans		Individuals With Disabilities	Out-of-School Youth		
Entered Employment Rate	67.2%	133	0	63.6%	7	76.0%	222
		198	0		11		292
Employment Retention Rate	91.4%	299	0	80.0%	8	94.1%	254
		327	0		10		270
Earnings Change in Six Months	\$3,539	14,154	0	#DIV/0!	0	\$4,210	25,259
		4	0		0		6
Credential Rate	47.9%	126	0	31.6%	6	59.5%	295
		263	0		19		496

Table J - Younger Youth Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	91%	95%	12,273
			12,854
Diploma or Equivalent Attainment Rate	61%	81%	1,380
			1,699
Retention Rate	82%	72%	2,525
			3,501

Table K - Outcomes for Younger Youth Special Populations						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	76.6%	760	97.6%	369	95.7%	646
		992		378		675
Diploma or Equivalent Attainment Rate	84.3%	463	56.0%	14	44.6%	41
		549		25		92
Retention Rate	72.5%	2,097	64.9%	24	64.7%	714
		2,894		37		1,104

Table L - Other Reported Information										
	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	95.6%	2,904	\$3,197	4,063,722	5.4%	174	\$2,507	4,074,560	84.3%	585
		3,037		1,271		3,205		1,625		694
Dislocated Workers	53.1%	2,750	115.7%	9,279,162	6.1%	165	\$2,621	4,348,340	76.1%	543
		5,182		8,016,956		2,714		1,659		714
Older Youth	84.1%	195	\$3,877	27,136	1.6%	5	\$2,609	5,218		
		232		7		305		2		

Table M - Participation Levels		
	Total Participants Served	Total Exiters
Adults	13,079	2,072
Dislocated Workers	12,900	1,763
Older Youth	5,050	522
Younger Youth	39,850	9,485

**Table N - Cost of Program Activities
Puerto Rico 2004-05**

Program Activity		Total Federal Spending
Local Adults		\$29,383,008
Local Dislocated Workers		\$20,599,777
Local Youth		\$29,427,404
Rapid Response (up to 25%) 134(a)(2)(A)		\$5,790,931
Statewide Required Activities (up to 15%) 134(a)(2)(B)		\$7,817,390
Statewide Allowable Activities 134(a)(3)	Total	\$14,848,886
	Human Resources and Occupational Development Council	\$890,841
	<i>State Agencies Projects</i>	
	Right to Work Administration	\$513,874
	Socioeconomic Symposium	\$20,000
	Training of Future Entrepreneurs and Workers Administration	\$796,230
	Vocational Rehabilitation Administration	\$1,500,000
	Self-development and Socioeconomic Finance Office	\$454,488
	Employment Services - Employers Committee	\$150,000
	Office of Youth Affairs	\$2,511,394
	Office of Elderly Affairs	\$720,162
	Firefighters of Puerto Rico	\$29,563
	Local Areas	
	Bayamón/Comerio	\$276,542
	Caguas/Guayama	\$695,394
	Carolina	\$687,720
	Dorado/Manatí	\$347,950
	Guaynabo/Toa Baja	\$170,635
	La Motaña	\$387,468
	Mayaguez/Las Marías	\$288,930
	Northeast	\$514,168
	Northwest	\$627,444
	North-central	\$411,379
	Ponce	\$370,647
	San Juan	\$348,325
	South-central	\$626,268
	Southeast	\$672,194
Southwest	\$837,270	
Total		\$107,867,395

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	925
San Juan	4,690	Dislocated Workers	330
		Older Youth	286
		Younger Youth	3,149
		Total Exited	
ETA Assigned #	Total Exited	Adults	213
72005	647	Dislocated Workers	63
		Older Youth	12
		Younger Youth	359
Customer Satisfaction	Program Participants	83%	77%
	Employers	78%	68%
Entered Employment Rate	Adults	59%	76%
	Dislocated Workers	73%	76%
	Older Youth	56%	56%
Retention Rate	Adults	77%	83%
	Dislocated Workers	74%	91%
	Older Youth	72%	100%
	Younger Youth	82%	83%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,672
	Dislocated Workers	92%	169%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	58%
	Dislocated Workers	61%	68%
	Older Youth	42%	53%
	Younger Youth	61%	100%
Skill Attainment Rate	Younger Youth	91%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	689
Bayamón/Comerio	3,213	Dislocated Workers	624
		Older Youth	260
		Younger Youth	1,640
		ETA Assigned #	Total Exiters
72065	1,282	Dislocated Workers	191
		Older Youth	100
		Younger Youth	801
Customer Satisfaction	Program Participants	83%	87%
	Employers	78%	77%
Entered Employment Rate	Adults	59%	95%
	Dislocated Workers	73%	98%
	Older Youth	56%	97%
Retention Rate	Adults	77%	100%
	Dislocated Workers	74%	100%
	Older Youth	72%	100%
	Younger Youth	82%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,731
	Dislocated Workers	92%	196%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	89%
	Dislocated Workers	61%	47%
	Older Youth	42%	47%
	Younger Youth	61%	99%
Skill Attainment Rate	Younger Youth	91%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	329
Ponce Municipality	1,683	Dislocated Workers	133
		Older Youth	455
		Younger Youth	766
		ETA Assigned #	Total Exiters
72055	166	Dislocated Workers	21
		Older Youth	21
		Younger Youth	100
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	86%
	Employers	78%	75%
Entered Employment Rate	Adults	59%	64%
	Dislocated Workers	73%	70%
	Older Youth	56%	74%
Retention Rate	Adults	77%	81%
	Dislocated Workers	74%	75%
	Older Youth	72%	87%
	Younger Youth	82%	70%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,475
	Dislocated Workers	92%	157%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	53%
	Dislocated Workers	61%	50%
	Older Youth	42%	73%
	Younger Youth	61%	81%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,461
Caguas/Guayama	4,780	Dislocated Workers	1,051
		Older Youth	263
		Younger Youth	2,005
ETA Assigned #	Total Exiters	Adults	182
72040	286	Dislocated Workers	65
		Older Youth	13
		Younger Youth	26
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	70%
	Employers	78%	76%
Entered Employment Rate	Adults	59%	74%
	Dislocated Workers	73%	83%
	Older Youth	56%	70%
Retention Rate	Adults	77%	78%
	Dislocated Workers	74%	79%
	Older Youth	72%	72%
	Younger Youth	82%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,821
	Dislocated Workers	92%	110%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	50%
	Dislocated Workers	61%	69%
	Older Youth	42%	54%
	Younger Youth	61%	63%
Skill Attainment Rate	Younger Youth	91%	96%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	396
Carolina Municipality	1,558	Dislocated Workers	204
		Older Youth	148
		Younger Youth	810
		Total Exitters	
ETA Assigned #	945	Adults	164
72045		Dislocated Workers	99
		Older Youth	45
		Younger Youth	637
Customer Satisfaction	Program Participants	83%	82%
	Employers	78%	73%
Entered Employment Rate	Adults	59%	86%
	Dislocated Workers	73%	91%
	Older Youth	56%	72%
Retention Rate	Adults	77%	98%
	Dislocated Workers	74%	98%
	Older Youth	72%	96%
	Younger Youth	82%	98%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,972
	Dislocated Workers	92%	133%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	63%
	Dislocated Workers	61%	86%
	Older Youth	42%	54%
	Younger Youth	61%	75%
Skill Attainment Rate	Younger Youth	91%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,213
North West Consortium	4,346	Dislocated Workers	1,121
		Older Youth	406
		Younger Youth	1,606
		Total Exitters	
ETA Assigned #	539	Adults	136
72080		Dislocated Workers	158
		Older Youth	29
		Younger Youth	216
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	86%
	Employers	78%	84%
Entered Employment Rate	Adults	59%	93%
	Dislocated Workers	73%	89%
	Older Youth	56%	78%
Retention Rate	Adults	77%	95%
	Dislocated Workers	74%	95%
	Older Youth	72%	98%
	Younger Youth	82%	93%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,352
	Dislocated Workers	92%	205%
	Older Youth	\$745	na
Credential/Diploma Rate	Adults	48%	77%
	Dislocated Workers	61%	73%
	Older Youth	42%	54%
	Younger Youth	61%	50%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,233
North Central Arecibo	7,625	Dislocated Workers	995
		Older Youth	355
		Younger Youth	5,042
		Total Exitters	
ETA Assigned #	1,800	Adults	320
72075		Dislocated Workers	138
		Older Youth	34
		Younger Youth	1,308
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	88%
	Employers	78%	81%
Entered Employment Rate	Adults	59%	70%
	Dislocated Workers	73%	77%
	Older Youth	56%	58%
Retention Rate	Adults	77%	89%
	Dislocated Workers	74%	87%
	Older Youth	72%	86%
	Younger Youth	82%	83%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$1,582
	Dislocated Workers	92%	108%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	58%
	Dislocated Workers	61%	64%
	Older Youth	42%	52%
	Younger Youth	61%	78%
Skill Attainment Rate	Younger Youth	91%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	676
North Central Dorado	8,255	Dislocated Workers	813
		Older Youth	332
		Younger Youth	6,434
		Total Exitters	
ETA Assigned #	1,023	Adults	62
72070		Dislocated Workers	21
		Older Youth	4
		Younger Youth	936
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	88%
	Employers	78%	73%
Entered Employment Rate	Adults	59%	62%
	Dislocated Workers	73%	74%
	Older Youth	56%	63%
Retention Rate	Adults	77%	95%
	Dislocated Workers	74%	94%
	Older Youth	72%	91%
	Younger Youth	82%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,012
	Dislocated Workers	92%	202%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	73%
	Dislocated Workers	61%	68%
	Older Youth	42%	47%
	Younger Youth	61%	80%
Skill Attainment Rate	Younger Youth	91%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,039
North East Consortium	4,528	Dislocated Workers	1,083
		Older Youth	243
		Younger Youth	2,163
		Total Exitters	
ETA Assigned #		Adults	118
72105	336	Dislocated Workers	97
		Older Youth	28
		Younger Youth	93
Customer Satisfaction	Program Participants	83%	90%
	Employers	78%	80%
Entered Employment Rate	Adults	59%	76%
	Dislocated Workers	73%	74%
	Older Youth	56%	64%
Retention Rate	Adults	77%	94%
	Dislocated Workers	74%	95%
	Older Youth	72%	95%
	Younger Youth	82%	86%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,424
	Dislocated Workers	92%	151%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	64%
	Dislocated Workers	61%	91%
	Older Youth	42%	44%
	Younger Youth	61%	90%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,230
South East Consortium	6,689	Dislocated Workers	1,887
		Older Youth	339
		Younger Youth	3,233
		Total Exitters	
ETA Assigned #	2,337	Adults	296
72100		Dislocated Workers	304
		Older Youth	93
		Younger Youth	1,644
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	85%
	Employers	78%	84%
Entered Employment Rate	Adults	59%	74%
	Dislocated Workers	73%	87%
	Older Youth	56%	58%
Retention Rate	Adults	77%	88%
	Dislocated Workers	74%	91%
	Older Youth	72%	73%
	Younger Youth	82%	82%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,898
	Dislocated Workers	92%	173%
	Older Youth	\$745	\$2,268
Credential/Diploma Rate	Adults	48%	76%
	Dislocated Workers	61%	79%
	Older Youth	42%	63%
	Younger Youth	61%	68%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	653
South Central Consortium	6,942	Dislocated Workers	1,338
		Older Youth	413
		Younger Youth	4,538
		Total Exitters	
ETA Assigned #	Total Exitters	Adults	62
72095	2,508	Dislocated Workers	466
		Older Youth	51
		Younger Youth	1,929
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	87%
	Employers	78%	84%
Entered Employment Rate	Adults	59%	85%
	Dislocated Workers	73%	94%
	Older Youth	56%	68%
Retention Rate	Adults	77%	90%
	Dislocated Workers	74%	93%
	Older Youth	72%	75%
	Younger Youth	82%	68%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,919
	Dislocated Workers	92%	234%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	67%
	Dislocated Workers	61%	65%
	Older Youth	42%	54%
	Younger Youth	61%	81%
Skill Attainment Rate	Younger Youth	91%	98%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	1,355
South West Consortium	6,300	Dislocated Workers	854
		Older Youth	482
		Younger Youth	3,609
		Total Exitters	
ETA Assigned #	761	Adults	106
72090		Dislocated Workers	85
		Older Youth	54
		Younger Youth	516
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	79%
	Employers	78%	87%
Entered Employment Rate	Adults	59%	72%
	Dislocated Workers	73%	76%
	Older Youth	56%	59%
Retention Rate	Adults	77%	89%
	Dislocated Workers	74%	85%
	Older Youth	72%	90%
	Younger Youth	82%	82%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$2,143
	Dislocated Workers	92%	158%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	52%
	Dislocated Workers	61%	59%
	Older Youth	42%	73%
	Younger Youth	61%	70%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	796
Mayagüez/Las Marías	3,806	Dislocated Workers	895
		Older Youth	258
		Younger Youth	1,857
		ETA Assigned #	Total Exiters
72085	326	Dislocated Workers	30
		Older Youth	21
		Younger Youth	257
Customer Satisfaction	Program Participants	83%	87%
	Employers	78%	79%
Entered Employment Rate	Adults	59%	86%
	Dislocated Workers	73%	87%
	Older Youth	56%	67%
Retention Rate	Adults	77%	94%
	Dislocated Workers	74%	91%
	Older Youth	72%	93%
	Younger Youth	82%	73%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$3,763
	Dislocated Workers	92%	155%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	74%
	Dislocated Workers	61%	64%
	Older Youth	42%	62%
	Younger Youth	61%	75%
Skill Attainment Rate	Younger Youth	91%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	357
Guaynabo/Toa Baja	2,833	Dislocated Workers	173
		Older Youth	158
		Younger Youth	2,145
		Total Exitters	
ETA Assigned #		Adults	13
72110	314	Dislocated Workers	2
		Older Youth	6
		Younger Youth	293
Customer Satisfaction	Program Participants	83%	90%
	Employers	78%	72%
Entered Employment Rate	Adults	59%	84%
	Dislocated Workers	73%	82%
	Older Youth	56%	72%
Retention Rate	Adults	77%	92%
	Dislocated Workers	74%	94%
	Older Youth	72%	80%
	Younger Youth	82%	86%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$5,527
	Dislocated Workers	92%	138%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	77%
	Dislocated Workers	61%	69%
	Older Youth	42%	57%
	Younger Youth	61%	88%
Skill Attainment Rate	Younger Youth	91%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Table O - Local Performance			
Local Area Name	Total Participants Served	Adults	727
Cidra/Villalba	2,101	Dislocated Workers	395
		Older Youth	126
		Younger Youth	853
		Total Exitters	
ETA Assigned #	572	Adults	168
72115		Dislocated Workers	23
		Older Youth	11
		Younger Youth	370
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	83%	84%
	Employers	78%	77%
Entered Employment Rate	Adults	59%	94%
	Dislocated Workers	73%	97%
	Older Youth	56%	100%
Retention Rate	Adults	77%	96%
	Dislocated Workers	74%	99%
	Older Youth	72%	100%
	Younger Youth	82%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$755	\$4,150
	Dislocated Workers	92%	199%
	Older Youth	\$745	no data
Credential/Diploma Rate	Adults	48%	94%
	Dislocated Workers	61%	84%
	Older Youth	42%	100%
	Younger Youth	61%	no data
Skill Attainment Rate	Younger Youth	91%	no data
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16