

**PUERTO RICO DEPARTMENT OF LABOR AND HUMAN RESOURCES**

**ANNUAL REPORT PY 2011-12**



**DEPARTMENT OF  
LABOR  
AND HUMAN RESOURCES  
GOVERNMENT OF PUERTO RICO**



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ELVIRA M. CANCIO  
ACTING SECRETARY

October 1, 2012

Ms. Jane Oates  
Assistant Secretary of Labor  
U. S. Department of Labor/ETA  
Frances Perkins Building  
200 Constitution Ave. NW  
Washington, D. C. 20210

**RE: Puerto Rico Department of Labor's Workforce Investment Act (WIA)  
PY 2011 Annual Report**

Dear Assistant Secretary Oates:

Enclosed you will find the above-stated document, as per the Training and Employment Guidance Letter (TEGL) No. 29-11, dated May 16, 2012, and WIA Sections 136 and 185. This document is an informative one as to: (1) annually required performance results, and (2) an all-inclusive narrative report of services rendered.

*ene* For the past year, the PRDOL has expanded customer services to what previously seemed unreachable boundaries. This report is evidence of how far the department has gone, and if read alongside the 5-Year Service Plan, it shows how much further it is programmed to go. But this is only a start, for every new program year is a new year to reach new goals and continue to progress on behalf of those who need workforce development servicing. The success of our program participants is also our success. In other words, answering employer needs translates into a worker's steady job and a thriving economy.

We enclose our 2011-2012 success stories as well as areas to continue to work on. We firmly believe that "tomorrow" looks more promising, if we have

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**Puerto Rico Department of Labor's  
Workforce Investment Act (WIA) PY 2011 Annual Report  
October 1, 2012  
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a better "yesterday" to report. Success is a day-to-day effort. This is Puerto Rico's annual progress report.

Should you have any questions regarding the reported outcomes and goals reached during the past year, please contact me at [emcancio@trabajo.pr.gov](mailto:emcancio@trabajo.pr.gov) or Mr. Aurelio Gonzalez, State Workforce Agency Administrator at [agonzalez@adl.pr.gov](mailto:agonzalez@adl.pr.gov) and at 787-754-2111.

Cordially,

  
Elvira M. Cancio  
Acting Secretary of Labor

Enclosure

*ene*

Cc: Holly O'Brien, RO/Regional Administrator  
Christina Eckenroth, FPO



## ***I. Introduction***

The Workforce Investment Act of 1998, as amended, requires that each state that receives an allotment under WIA Section 127 (Youth activities) or Section 132 (Adult and Dislocated Worker activities) prepare and submit to the Secretary an Annual Report of performance progress to the Secretary of Labor in accordance with WIA Sections 136 and 185.

This Annual Report is a document pertaining to the PRDOL's workforce development system's performance and analysis data for Adult, Dislocated Worker, and Youth Programs; of Employment Service performance and results; with added program cost for the system's activities. It provides a list of the waivers granted and how the activities carried out under the waivers have directly or indirectly affected state and local area performance outcomes. The status of state evaluation activities, although required, was not included given that a waiver was granted applicable to PY 2011 WIA funds.

The annual report also highlights activities and accomplishments of different services such as, Rapid Response, "*Puerto Rico Trabaja*", Job Fairs, Special Projects with State Governor's Reserve Funds, Local Areas Strategies and Achievements, and Success Stories from different Local Areas.

Also reported are Local Areas Evaluations and Research, Local Areas Strategies to Engage Businesses and Employers, National Emergency Grants, TAA, Monitoring Local Areas and Special Projects, Employment Service Program Accomplishments, Services to Unemployment Insurance (UI) Claimants, Alien Labor Certification Program, Work Opportunity Tax Credit Program (WOTC) and Employment Service Program for Students (ESS).



### ***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, and the Labor Development Administration (formerly the Human Resources and Occupational Development Council (HRODC), a state agency under the umbrella of the PRDOL and in charge of administrating WIA funds through fifteen 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.

Puerto Rico State Law No 182-2009, known as Law for the Reorganization and Modernization of the Executive Branch of the Government of Puerto Rico of 2009, initiated the reform of all State agencies. Reorganization Plan Number 9 of 2010 reorganized the Department of Labor and Human Resources that, among several changes, transformed the former Occupational Development and Human Resources Council into the new Labor Development Administration (ADL by its Spanish acronym). The ADL is the WIA fiscal administrator and in conjunction with the State Board sets the public workforce development system policy in Puerto Rico.

Early this year the State Board issued the Administrative Statement WIA-1-2012, *To Redenominate the Workforce Local Areas and the One Stop Centers and to Standardize the identification of the Labor Development System*. The statement established the public policy to



implement a common branding - logo and name - that identifies the fifteen Local Areas and One Stop Centers to provide a universal recognition system, in compliance with the recommendation of Boston - Region 1 of the *US Department of Labor, Employment and Training Administration*, the Section 20 C.F.R. § 622.100 and the *Technical Assistance and Recommendations to Advance Puerto Rico's Workforce System – Find a Path to Transformation* – prepared by Maher & Maher.

### ***State Workforce Investment Board***

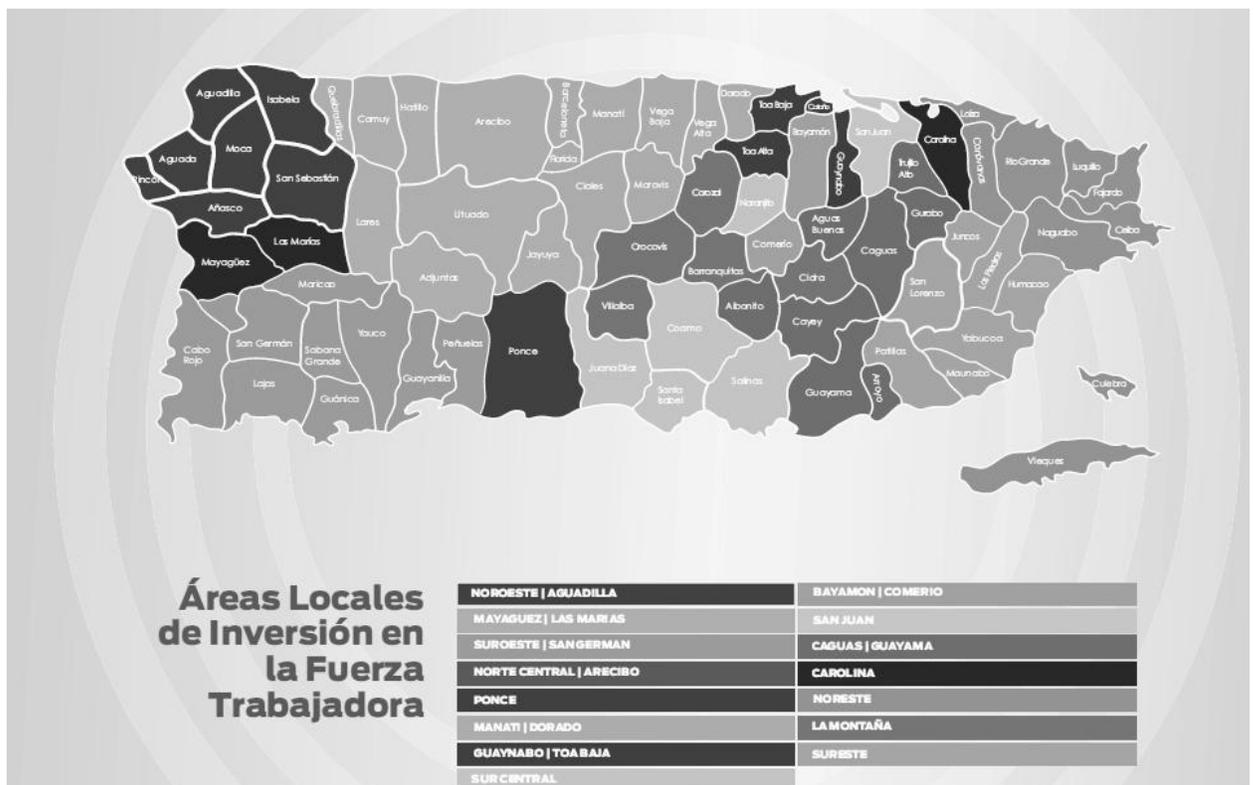
According to Title I, Section 111(d) of the Workforce Investment Act of 1998, Public Law 105-220 the State Workforce Investment Board (SWIB) assists the Governor, in developing a State Workforce Development Plan, among other duties and responsibilities.

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.



### **WIA- Local Structure**

The Local Areas are made up of fifteen 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.



## ***II. State Initiatives and special accomplishments***

### ***✓ Common Branding***

Among the changes implemented this past year, is the adoption of a common branding for the Puerto Rico Workforce System. This change was promoted by the U.S. Department of Labor through the Employment and Training Administration, Office Region 1-Boston that has encouraged the undertaking of all the necessary efforts to establish a "Common Branding" among offices providing services through all the One Stop Centers. On February 2 the State Board issued the Administrative Statement WIA-1-2012, to re-name all the Local Areas and One Stop Centers and standardize the identification of the workforce development system.

### ***✓ Integrated One-Stop Center***

On April 2, 2012, the first integrated One-Stop Center opened its doors at the San Juan Local Area. Its multilevel parking facility and its location across a bus stop hub provides easy access to persons who use public and private transportation.

As one enters the building, he or she is greeted by a receptionist who inquires the purpose of the visit and assigns a number accordingly. From there the person goes to a spacious lobby where they wait for their turn.

If a person solicits unemployment services they are first registered in employment services using the SIAC/WIA system. The person gives information regarding his occupational skills and interests. The participant is then oriented on filing for benefits under the Unemployment Insurance (UI) Program. If the person solicits training, again, he or she is registered in the SIAC/WIA system and referred to a WIA counselor.



This One-Stop center is equipped with modern computers and spacious seminar rooms that can also be used for interviewing job candidates. Under the same roof people can solicit unemployment insurance, find out about job openings, go to trainings, and use equipment to prepare their resume and send them to prospective employers via internet among other activities.

✓ ***Puerto Rico Trabaja Employment Web Site***

Puertoricotrabaja.com is the Puerto Rico’s employment website, managed by the Workforce Development Administration, one of the Puerto Rico Department of Labor’s operational components. Puertoricotrabaja.com is an additional tool employers have in their search for the ideal human resource for their needs. Likewise, it is an additional tool candidates have in their search for the ideal job. Also, this system offers orientation about available salary incentives for employers, and service and training incentives for participants; everything free of charge.

Employers and participants get registered on the website, the only requirement is to have an



¿Buscando Trabajo?



¿Buscando el empleo perfecto con el mejor patrono? Regístrese gratis para:

\* Publicar su resumé.

¿Buscando Empleados?



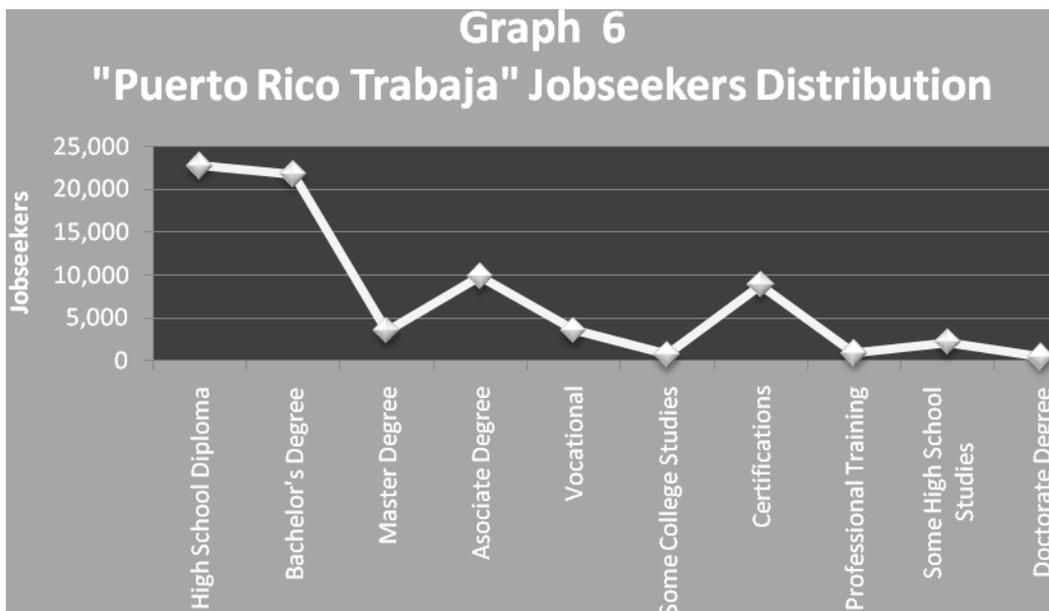
¿Buscando los candidatos ideales para sus ofertas de empleo? Regístrese gratis para:

\* Publicar su ofertas.



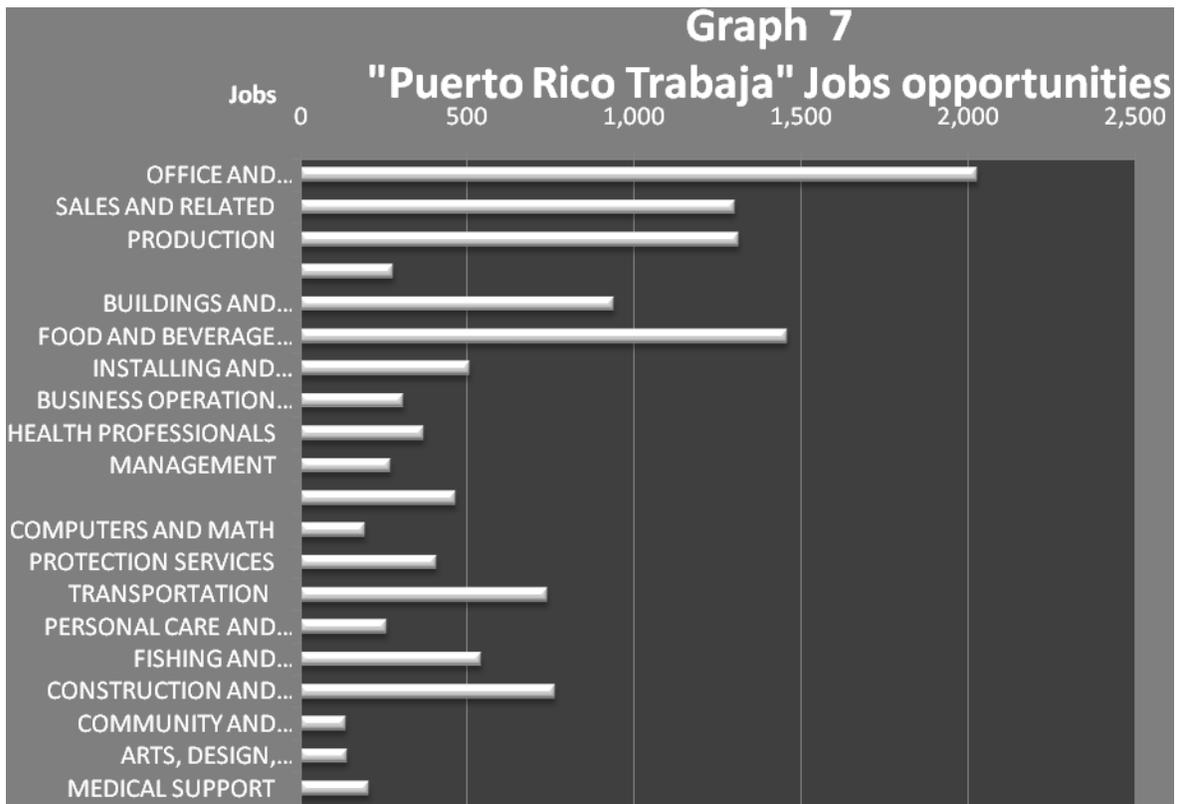
email account since every communication, such as applications and interview notifications will be sent via email. Any employer can post available job openings and search for qualified candidates according to job requirements. Participants, right after getting registered, will complete their profile that includes education background, work experience, and professional licenses or certifications which help them to expand their possibilities to find a job. After completing the profile, the system will generate the participant's resume with different layout options to choose from, and the participant will be able to apply for all the job openings he or she qualifies for.

Below, you will find the distribution of our candidates according with their education level.



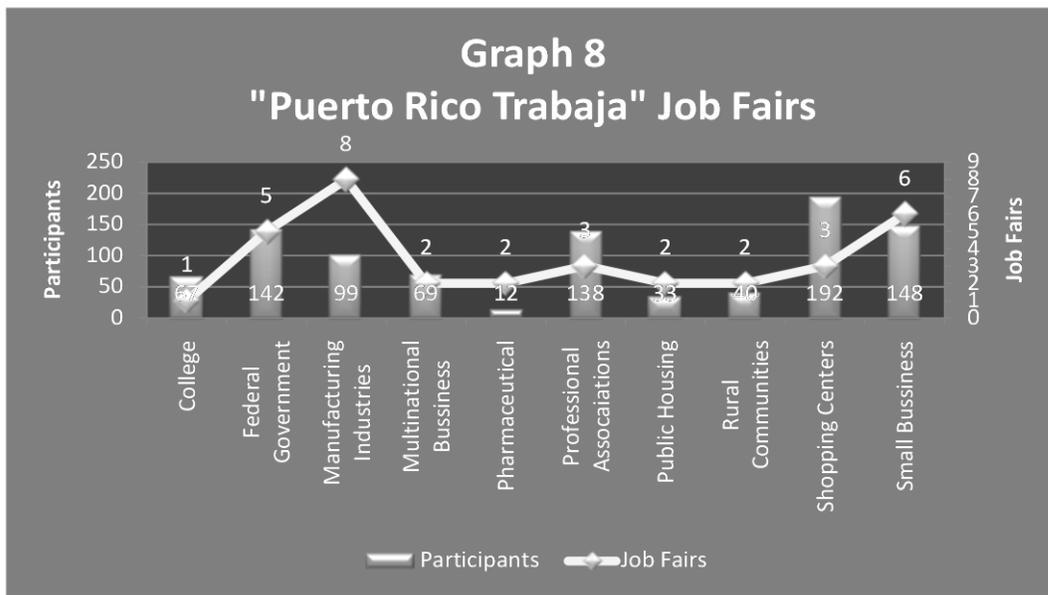


The job's bank includes a wide variety of jobs that goes from basic skills to specialized jobs like computer engineers.





Currently, “Puerto Rico Trabaja” has more than 597 available job openings, more than 248,000



registered users and 9,604 registered employers. In the three years of service, the system has reached 7,422 job placements.

✓ ***Puerto Rico Trabaja Job Fairs***

“Puerto Rico Trabaja”, in coordination with Local Areas, Rapid Response Service and the Puerto Rico Department of Labor, has participated in 34 jobs fairs island wide, attending 940 participants, as shown in Graph 8. These job fairs were developed in coordination with Local Areas, federal, local and state government, universities, Public Housing Administration and industries. The Mobile Unit program delivered service on site, according to the participants needs. This unit has the technological resources necessary for the preparation of resumes, photocopies, computer, employer’s interviews room, among other services. The website and job vacancy data base became a useful tool to integrate rapid response and local area service to



delivery services to adults and dislocated workers. Job seekers had access to job vacancies and employers had a workforce source that addressed their needs.



### ✓ *Employment Service*

The basic purpose of the Employment Service (ES) System has always been to improve the functioning of the nation's labor market by bringing together "job ready" individuals seeking employment with employers seeking workers. In accordance with ES' objectives, PRDOL's Employment Service has provided better quality services, giving special attention to the following populations to Veterans; Migrant and Seasonal Farm Workers; Unemployment Insurance Claimants, Youth and Dislocated Workers.

Other programs served are: Reemployment; Employment Services for Students (ESS) and at the Central Office Building, the Work Opportunity Tax Credit for employers along with Foreign Labor Certifications.



## II. 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%	0	0	0	0	0%
Employers	80%	0	0	0	0	0%

*\* Data not available at the time of this report*

**TABLE B - ADULT PROGRAM RESULTS AT-A-GLANCE**

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	84%	43%	4,322 10,073
Employment Retention Rate	90%	76%	2,950 3,867
<b>Average Earnings</b>	<b>\$6,200</b>	<b>\$8,101</b>	<b>12,168,141</b> 1,502
Employment And Credential Rate	72%	27%	1,064 3,986



**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	29%	64	40%	4	33%	53	29%	118
		217		10		160		407
Employment Retention Rate	78%	69	50%	2	76%	25	68%	123
		89		4		33		181
Average Earnings Rate	\$5,302	<b>\$132,559</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,945</b>	<b>\$59,446</b>	<b>\$9,836</b>	<b>\$737,709</b>
		25		0		10		75
Employment and Credential Rate	20%	25	20%	1	22%	9	12%	16
		123		5		41		135

**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	54%	1,968	37%	2,354
		3,626		6,447
Employment Retention Rate	74%	1,345	78%	1,605
		1,821		2,046
Average Earnings Rate	\$8,900	\$7,030,618	\$7,216	\$5,137,523
		790		712

**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	63%	954	42%	1,746
		1,520		4,114
Employment Retention Rate	90%	795	83%	1,028
		881		1,232
Average Earnings Rate	\$7,313	\$2,486,495	\$7,892	\$3,085,800
		340		391



**TABLE E - DISLOCATED WORKER PROGRAM RESULTS AT-A-GLANCE**

REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	86%	48%	2,700
			5,634
Employment Retention Rate	91%	86%	1,823
			2,113
<b>Average Earnings</b>	<b>\$7,000</b>	<b>\$7,623</b>	<b>\$5,572,295</b>
			731
Employment And Credential Rate	74%	42%	572
			1,355

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

REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
Entered Employment Rate	44%	7	40%	18	36%	112	55%	71
		16		45		308		129
Employment Retention Rate	60%	3	76%	13	87%	73	95%	108
		5		17		84		114
<b>Average Earnings Rate</b>	<b>\$0.00</b>	<b>\$0</b>	<b>\$5,808</b>	<b>\$23,232</b>	<b>\$5,968</b>	<b>\$185,020</b>	<b>\$6,656</b>	<b>\$159,744</b>
		0		4		31		24
Employment and Credential Rate	40%	2	40%	4	43%	18	49%	31
		5		10		42		63

**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	62%	896	42%	1,746
		1,437		4,114
Employment Retention Rate	90%	772	83%	1,028
		856		1,232
<b>Average Earnings Rate</b>	<b>\$7,298</b>	<b>\$2,415,670</b>	<b>\$7,892</b>	<b>\$3,085,800</b>



331

391

**TABLE H.1 - YOUTH (14-21) PROGRAM RESULTS**

REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Placement in Employment or Education		30%	5,653
			18,673
Attainment of Degree or Certificate		28%	268
			955
Literacy and Numeracy Gains		4%	2
			47

**TABLE H.2 - OLDER YOUTH RESULTS**

REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	69%	33%	956
			2,855
Employment Retention Rate	88%	88%	545
			617
<b>Earnings Change in Six Months</b>	<b>\$3,300</b>	<b>\$2,029</b>	<b>\$529,589</b>
			261
Credential Rate	72%	25%	911
			3,607



**TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS**

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
Entered Employment Rate	25%	32	0%	0	23%	12	35%	758
		130		1		53		2,143
Employment Retention Rate	70%	7	0%	0	80%	4	89%	434
		10		0		5		490
Average Earnings Rate	\$894	\$5,361	\$0.00	\$0.00	\$0.00	\$0.00	\$2,123	\$380,036
		6		0		1		179
Credential Rate	13%	19	0%	0	13%	8	23%	563
		143		1		62		2,483

**TABLE J - YOUNGER YOUTH RESULTS**

REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Skill Attainment Rate	98%	98%
		10,513
		10,750
Diploma or Equivalent Attainment Rate	72%	51%
		2,761
		5,454
Retention Rate	80%	72%
		2,750
		3,819

**TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS**

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
Skill Attainment Rate	98%	361	96%	164	97%	1,261
		368		171		1,294
Youth Diploma or Equivalent Rate	19%	43	49%	37	56%	802
		221		75		1,432
Retention Rate	4%	2	2%	1	3%	46
		53		64		1,369



**Table L - Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) Or 12 Months Earning Replacement (Dislocated Workers)		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	
	<b>Adults</b>	64%	95	\$1,296	\$57,015	0.3%	13	\$2,808	\$7,523,795	15%
		149		44		4,322		2,679		1,915
<b>Dislocated workers</b>	53%	26	54%	\$126,156	0.1%	3	\$3,246	\$5,541,337	25%	221
		49		\$234,667		2,700		1,707		896
<b>Older Youths</b>	62%	413	\$1,927	\$584,003	0.1%	1	\$1,877	\$942,253		
		669		303		956		502		

**TABLE M - PARTICIPATION LEVELS**

REPORTED INFORMATION	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
Total Adult Customers	18,825	18,128
Total Adult self-service only	276	438
WIA Adult	13,357	12,809
WIA Dislocated Workers	5,507	5,406
Total Youth (14-21)	21,138	20,276
Younger youth (14-18)	16,388	16,513
Older Youth (19-21)	4,750	3,763
Out-of-School Youth	5,968	5,683
In-School Youth	14,758	13,991


**TABLE N - COST OF PROGRAM ACTIVITIES**

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING	
Local Adults		\$23,847,926	
Local Dislocated Workers		\$8,947,596	
Local Youth		\$22,389,917	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$2,649,285	
Statewide Required Activities WIA Section 134(a)(2)(B)		\$3,806,083	
Statewide	Program Activity Description	\$13,108,174	
Allowable Activities WIA Section 134(a)(3)	Local Areas	\$208,564	
	Municipalities	\$266,962	
	State Administration	2,595,268	
	Adm. Futuros Empresarios y Trabajadores	155,995	
	Dept. Corrección y Rehabilitación	280,665	
	Corporación de P.R. para la Difusión Publica	175,541	
	W P.R. MANAGEMENT LLC	106,880	
	JM Professional & Training Group	78,419	
	Aireko Construction	86,944	
	Banco de Desarrollo Económico para Puerto Rico	92,241	
	Guidant Puerto Rico, B.V.	14,213	
	High Alternative Education, Corp.	155,000	
	Creise, Corporation	97,950	
	Setas de Puerto Rico, Inc.	147,835	
	Sistema Ana G. Mendez, Inc.	72,062	
	NEG Grants	\$8,573,636	
	<b>Total of All Federal Spending Listed Above</b>		<b>\$74,748,981</b>



**Table O - Local Performance**

Local Area Name	Total Participants Served	Adults	707
<b>ALDL</b>	2,621	Dislocated Workers	80
		Older Youth (19-21)	241
<b>Bayamón/Comerío</b>	Total Exiters	Younger Youth (14-18)	1,593
		Adults	640
ETA Assigned #	72145	Dislocated Workers	109
		Older Youth (19-21)	180
		Younger Youth (14-18)	1,133

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	84%
	Dislocated Workers	86%	61%
	Older Youth	69%	75%
	Younger Youth	80%	64%
<b>Retention rates</b>	Adults	90%	95%
	Dislocated Workers	91%	94%
	Older Youth	88%	90%
	Younger Youth	80%	64%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,887
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,342
	Older Youth	\$3,300	\$2,259
<b>Credential/Diploma Rates*</b>	Adults	72%	61%
	Dislocated Workers	74%	48%
	Older Youth	72%	7%
	Younger Youth	72%	59%
<b>Skill Attainment Rate</b>	Younger Youth	98%	97%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	59%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	50%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)		
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<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
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# ANNUAL REPORT 2011-2012



DEPARTMENT OF  
**LABOR**  
AND HUMAN RESOURCES  
GOVERNMENT OF PUERTO RICO

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*\*applied OJT credential waiver for its exclusion from this measure*



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	321
<b>ALDL Ponce</b>	2,641	Dislocated Workers	147
		Older Youth (19-21)	345
		Younger Youth (14-18)	1,828
<b>ETA Assigned #</b>	Total Exiters	Adults	700
		Dislocated Workers	381
		Older Youth (19-21)	676
		Younger Youth (14-18)	2101
<b>72055</b>	<b>3,858</b>		

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	31%
	Dislocated Workers	86%	38%
	Older Youth	69%	18%
<b>Retention rates</b>	Adults	90%	89%
	Dislocated Workers	91%	97%
	Older Youth	88%	92%
	Younger Youth	80%	58%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,762
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,924
	Older Youth	\$3,300	\$732
<b>Credential/Diploma Rates</b>	Adults	72%	5%
	Dislocated Workers	74%	10%
	Older Youth	72%	1%
	Younger Youth	72%	28%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	13%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	1%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)

Overall Status of Local Performance	Not Met	Met	Exceeded
	12	0	5



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	2,387
<b>ALDL Caguas/Guayama</b>	3,912	Dislocated Workers	485
		Older Youth (19-21)	170
		Younger Youth (14-18)	870
ETA Assigned #	Total Exiters	Adults	1,880
<b>72150</b>	3,728	Dislocated Workers	597
		Older Youth (19-21)	73
		Younger Youth (14-18)	1,178

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	79%
	Dislocated Workers	86%	84%
	Older Youth	69%	88%
<b>Retention rates</b>	Adults	90%	89%
	Dislocated Workers	91%	89%
	Older Youth	88%	89%
	Younger Youth	80%	85%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,696
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$8,820
	Older Youth	\$3,300	\$2,444
<b>Credential/Diploma Rates*</b>	Adults	72%	71%
	Dislocated Workers	74%	85%
	Older Youth	72%	90%
	Younger Youth	72%	81%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	63%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	96%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	56%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)

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

\*applied OJT credential waiver for its exclusion from this measure



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	275
<b>ALDL Carolina</b>	809	Dislocated Workers	101
		Older Youth (19-21)	163
		Younger Youth (14-18)	270
ETA Assigned #	Total Exiters	Adults	244
		Dislocated Workers	95
		Older Youth (19-21)	136
72125	735	Younger Youth (14-18)	260

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	86%
	Dislocated Workers	86%	90%
	Older Youth	69%	87%
<b>Retention rates</b>	Adults	90%	98%
	Dislocated Workers	91%	99%
	Older Youth	88%	100%
	Younger Youth	80%	100%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,238
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,761
	Older Youth	\$3,300	\$3,120
<b>Credential/Diploma Rates</b>	Adults	72%	96%
	Dislocated Workers	74%	87%
	Older Youth	72%	82%
	Younger Youth	72%	81%
<b>Skill Attainment Rate</b>	Younger Youth	98%	94%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	93%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	100%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)

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Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	1,200
<b>ALDL Noroeste</b>	3,165	Dislocated Workers	656
		Older Youth (19-21)	283
		Younger Youth (14-18)	1,026
<b>ETA Assigned #</b>	Total Exiters	Adults	1,122
		Dislocated Workers	710
		Older Youth (19-21)	241
<b>72080</b>	3,428	Younger Youth (14-18)	1,355

Reported Information	Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%
	Employers	80%
<b>Entered Employment Rates</b>	Adults	84%
	Dislocated Workers	86%
	Older Youth	69%
	Younger Youth	80%
<b>Retention rates</b>	Adults	90%
	Dislocated Workers	91%
	Older Youth	88%
	Younger Youth	63%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000
	Older Youth	\$3,300
<b>Credential/Diploma Rates</b>	Adults	72%
	Dislocated Workers	74%
	Older Youth	72%
	Younger Youth	72%
<b>Skill Attainment Rate</b>	Younger Youth	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a

**Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)**

Overall Status of Local Performance	Not Met	Met	Exceeded
	14	1	2



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	1,564
<b>ALDL Norte-Central Arecibo</b>	4,450	Dislocated Workers	436
		Older Youth (19-21)	471
		Younger Youth (14-18)	1,979
<b>ETA Assigned #</b>	<b>Total Exiters</b>	Adults	1,185
<b>72075</b>	<b>3,640</b>	Dislocated Workers	475
		Older Youth (19-21)	351
		Younger Youth (14-18)	1,629

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	35%
	Dislocated Workers	86%	28%
	Older Youth	69%	16%
	Younger Youth	80%	41%
<b>Retention rates</b>	Adults	90%	80%
	Dislocated Workers	91%	69%
	Older Youth	88%	66%
	Younger Youth	80%	41%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$8,618
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$6,793
	Older Youth	\$3,300	\$3,666
<b>Credential/Diploma Rates</b>	Adults	72%	18%
	Dislocated Workers	74%	20%
	Older Youth	72%	3%
	Younger Youth	72%	50%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	32%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	15%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

**Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)**

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



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	1,218
<b>ALDL Manati-Dorado</b>	2,557	Dislocated Workers	417
		Older Youth (19-21)	250
		Younger Youth (14-18)	672
<b>ETA Assigned #</b>	Total Exitters	Adults	1,231
<b>72130</b>	3,017	Dislocated Workers	507
		Older Youth (19-21)	337
		Younger Youth (14-18)	942

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	39%
	Dislocated Workers	86%	56%
	Older Youth	69%	33%
<b>Retention rates</b>	Adults	90%	86%
	Dislocated Workers	91%	83%
	Older Youth	88%	77%
	Younger Youth	80%	81%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$5,701
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$6,957
	Older Youth	\$3,300	\$2,498
<b>Credential/Diploma Rates*</b>	Adults	72%	26%
	Dislocated Workers	74%	49%
	Older Youth	72%	7%
	Younger Youth	72%	80%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	26%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	50%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	7%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)

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

\*applied OJT credential waiver for its exclusion from this measure



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	281
<b>ALDL Noreste</b>	1,703	Dislocated Workers	42
		Older Youth (19-21)	208
		Younger Youth (14-18)	1,172
<b>ETA Assigned #</b>	<b>Total Exiters</b>	Adults	167
<b>72105</b>	1,041	Dislocated Workers	40
		Older Youth (19-21)	145
		Younger Youth (14-18)	689

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	97%
	Dislocated Workers	86%	90%
	Older Youth	69%	83%
<b>Retention rates</b>	Adults	90%	97%
	Dislocated Workers	91%	95%
	Older Youth	88%	97%
	Younger Youth	80%	82%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,077
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$6,930
	Older Youth	\$3,300	\$1,133
<b>Credential/Diploma Rates</b>	Adults	72%	96%
	Dislocated Workers	74%	100%
	Older Youth	72%	81%
	Younger Youth	72%	73%
<b>Skill Attainment Rate</b>	Younger Youth	98%	96%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	19%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	0%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)

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



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	596
<b>ALDL Surcentral</b>	2,338	Dislocated Workers	278
		Older Youth (19-21)	430
		Younger Youth (14-18)	1,034
<b>ETA Assigned #</b>	Total Exitters	Adults	401
		Dislocated Workers	221
		Older Youth (19-21)	394
<b>72155</b>	2,158	Younger Youth (14-18)	1,142

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	65%
	Dislocated Workers	86%	71%
	Older Youth	69%	47%
	Younger Youth	80%	86%
<b>Retention rates</b>	Adults	90%	83%
	Dislocated Workers	91%	68%
	Older Youth	88%	90%
	Younger Youth	80%	86%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$7,797
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$6,503
	Older Youth	\$3,300	\$2,834
<b>Credential/Diploma Rates</b>	Adults	72%	47%
	Dislocated Workers	74%	57%
	Older Youth	72%	54%
	Younger Youth	72%	70%
<b>Skill Attainment Rate</b>	Younger Youth	98%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	33%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	3%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	9%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)		
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Overall Status of Local Performance	Not Met	Met	Exceeded
	13	1	3



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	257
<b>ALDL Mayaguez/Las Marias</b>	882	Dislocated Workers	233
		Older Youth (19-21)	74
		Younger Youth (14-18)	318
ETA Assigned #	Total Exiters	Adults	219
		Dislocated Workers	213
72085	661	Older Youth (19-21)	32
		Younger Youth (14-18)	197

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	19%
	Dislocated Workers	86%	39%
	Older Youth	69%	50%
	Younger Youth	80%	84%
<b>Retention rates</b>	Adults	90%	93%
	Dislocated Workers	91%	90%
	Older Youth	88%	79%
	Younger Youth	80%	84%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$4,858
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$8,352
	Older Youth	\$3,300	\$2,656
<b>Credential/Diploma Rates*</b>	Adults	72%	10%
	Dislocated Workers	74%	37%
	Older Youth	72%	8%
	Younger Youth	72%	75%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	26%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	100%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

**Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)**

Overall Status of Local Performance	Not Met	Met	Exceeded
	12	0	5

\*applied OJT credential waiver for its exclusion from this measure



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	528
<b>ALDL Suroeste</b>	2,432	Dislocated Workers	231
		Older Youth (19-21)	838
		Younger Youth (14-18)	835
ETA Assigned #	Total Exiters	Adults	354
		Dislocated Workers	186
		Older Youth (19-21)	294
<b>72090</b>	1,578	Younger Youth (14-18)	744

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	70%
	Dislocated Workers	86%	75%
	Older Youth	69%	63%
<b>Retention rates</b>	Adults	90%	93%
	Dislocated Workers	91%	94%
	Older Youth	88%	96%
	Younger Youth	80%	82%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,234
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,496
	Older Youth	\$3,300	\$2,922
<b>Credential/Diploma Rates</b>	Adults	72%	52%
	Dislocated Workers	74%	67%
	Older Youth	72%	74%
	Younger Youth	72%	76%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	32%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	30%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)

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



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	1,257
<b>ALDL Sureste</b>	3,597	Dislocated Workers	913
		Older Youth (19-21)	562
		Younger Youth (14-18)	865
<b>ETA Assigned #</b>	Total Exiters	Adults	180
		Dislocated Workers	182
		Older Youth (19-21)	118
<b>72100</b>	1,070	Younger Youth (14-18)	590

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	86%
	Dislocated Workers	86%	91%
	Older Youth	69%	76%
<b>Retention rates</b>	Adults	90%	92%
	Dislocated Workers	91%	94%
	Older Youth	88%	91%
	Younger Youth	80%	84%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$5,751
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,451
	Older Youth	\$3,300	\$2,067
<b>Credential/Diploma Rates</b>	Adults	72%	79%
	Dislocated Workers	74%	80%
	Older Youth	72%	88%
	Younger Youth	72%	73%
<b>Skill Attainment Rate</b>	Younger Youth	98%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	41%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	50%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)

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Overall Status of Local Performance	Not Met	Met	Exceeded
	4	1	12



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	232
<b>ALDL Guaynabo/Toa Baja</b>	1,119	Dislocated Workers	84
		Older Youth (19-21)	105
		Younger Youth (14-18)	698
ETA Assigned #	Total Exiters	Adults	467
72110	1,551	Dislocated Workers	128
		Older Youth (19-21)	120
		Younger Youth (14-18)	836

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	23%
	Dislocated Workers	86%	37%
	Older Youth	69%	5%
	Younger Youth	80%	66%
<b>Retention rates</b>	Adults	90%	84%
	Dislocated Workers	91%	92%
	Older Youth	88%	93%
	Younger Youth	80%	66%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$9,922
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$10,949
	Older Youth	\$3,300	\$2,142
<b>Credential/Diploma Rates</b>	Adults	72%	2%
	Dislocated Workers	74%	0%
	Older Youth	72%	0%
	Younger Youth	72%	56%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	21%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	0%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

**Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)**

Overall Status of Local Performance	Not Met	Met	Exceeded
	12	0	5



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	290
<b>ALDL La Montaña</b>	2,317	Dislocated Workers	75
		Older Youth (19-21)	193
		Younger Youth (14-18)	1,759
<b>ETA Assigned #</b>	<b>Total Exiters</b>	Adults	231
<b>72135</b>	1,168	Dislocated Workers	29
		Older Youth (19-21)	83
		Younger Youth (14-18)	825

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	80%
	Dislocated Workers	86%	90%
	Older Youth	69%	68%
<b>Retention rates</b>	Adults	90%	94%
	Dislocated Workers	91%	94%
	Older Youth	88%	90%
	Younger Youth	80%	83%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,515
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$7,166
	Older Youth	\$3,300	\$1,404
<b>Credential/Diploma Rates*</b>	Adults	72%	72%
	Dislocated Workers	74%	78%
	Older Youth	72%	22%
	Younger Youth	72%	73%
<b>Skill Attainment Rate</b>	Younger Youth	98%	91%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	27%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	96%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

**Description of Other State Indicators of Performance (WIA Section 316 (d)(1) - Insert additional rows if there are more than two other state indicators of performance)**

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

*\*applied OJT credential waiver for its exclusion from this measure*



**Table O – Local Performance**

Local Area Name	Total Participants Served	Adults	650
<b>ALDL San Juan</b>	1,576	Dislocated Workers	175
		Older Youth (19-21)	251
		Younger Youth (14-18)	500
<b>ETA Assigned #</b>	Total Exiters	Adults	595
		Dislocated Workers	147
		Older Youth (19-21)	314
<b>72005</b>	1,926	Younger Youth (14-18)	869

Reported Information		Negotiated Performance Level	Actual Performance Level
<b>Customer Information</b>	Program Participants	86%	Not available
	Employers	80%	Not available
<b>Entered Employment Rates</b>	Adults	84%	54%
	Dislocated Workers	86%	67%
	Older Youth	69%	19%
<b>Retention rates</b>	Adults	90%	85%
	Dislocated Workers	91%	89%
	Older Youth	88%	61%
	Younger Youth	80%	39%
<b>Average Earnings (Adult/DWs)</b>	Adults	\$6,200	\$6,955
<b>Six Month Earnings Increase (Older Youth)</b>	Dislocated Workers	\$7,000	\$9,478
	Older Youth	\$3,300	\$988
<b>Credential/Diploma Rates</b>	Adults	72%	47%
	Dislocated Workers	74%	60%
	Older Youth	72%	3%
	Younger Youth	72%	19%
<b>Skill Attainment Rate</b>	Younger Youth	98%	97%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	7%
<b>Attainment of degree or Certificate</b>	Youth (14-21)	n/a	0%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	0%

Description of Other State Indicators of Performance (WIA Section 316 (d)(1) – Insert additional rows if there are more than two other state indicators of performance)

--

Overall Status of Local Performance	Not Met	Met	Exceeded
	15	0	2



#### ***IV. Waivers and Waiver outcomes***

Pursuant to the instructions provided, the State Workforce Board, the PRDOL and the LDA, as the Government of Puerto Rico WIA State Administrator, requested an extension for the WIA & WP State Plan for Program year (PY) 2011-2012.

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

*a. **Youth Services***

- a. 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.

- b. Waiver of the requirement at WIA Section 123 that providers of youth program elements is 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.



## 2. **Fund flexibility**

- a. *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.

- b. *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 increase flexibility and allow areas to serve business and industry based on their specific needs.



- c. 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.

- d. Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider.*

Waiver of regulations at 20 CFR 663.530 of the time limit on the period of initial eligibility for training providers. Under this waiver the state is allowable to postpone the determination of subsequent eligibility of training providers.

- e. Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs*

Waiver of WIA Section 133(b)(4) to increase up to 50% the funds transfer limit between the Adult and Dislocated Worker programs.

- f. 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.

### **3. State Activities Waivers**

- a. Waiver of WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) to exempt the state from providing local incentive grants*

Waiver of the requirement to provide local workforce investment areas incentive grants to reward regional cooperation, local coordination of activities, and exemplary performance.

- b. Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations.*

Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations. Regulation state that all participants served and outcomes should be reported in the WIASRD.

- c. Waiver of WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) to exempt state from the requirement to conduct evaluation*



Waiver of the requirement to conduct evaluation of workforce investment activities for adults, dislocated workers and youth in order to establish and promote continuous improvement of the statewide workforce investment system.

- d. Waiver of 20 CFR 665.200(b)(3) to exempt the state from the requirement to disseminate training provider performance and cost information*

Waiver of the requirement to disseminate training provider performance and cost information. The required statewide workforce investment activities include the dissemination of this information. This waiver allowed Local Workforce Areas providers found initially eligible, to continue under the initial eligibility requirements allowing the local workforce system to be in compliance with WIA.

- e. Waiver of regulations at 20 CFR 666 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers*

Waiver of regulations at 20 CFR 666 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers: single parent; unemployment compensation eligible status at participation; TANF; other public assistance; homeless individual and/or runaway and offender.

Several local areas requested the waiver that allow to discontinue the collection of 7 WIASRD data for incumbent workers, which included: single parent, unemployment compensation eligible status at participation, TANF, other public assistance, homeless individual and/or runaway, and offender. This allowed local



areas to streamline the interview process to complete the eligibility and provide services.

### **Waivers Outcomes**

The Employment and Training Administration (ETA) granted Puerto Rico approval of thirteen waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to States and Local Workforce Areas. The federal agency approved the waiver plan submitted as part of the Puerto Rico's modification to the State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act second year extension for program year 2011-12.

Of the thirteen approved waivers, eight are applicable to the ALDL and the remaining five are applicable to State level. Waiver results for presentation in this report are divided in the following manner:

1. Group of waivers for training
2. Waiver for youth programs
3. Waiver of transfer between adults and dislocated workers
4. Waivers of state application level

Puerto Rico received since PY 2009 approval of the waiver from the provision of WIA Section 123 (Identification of Eligible Providers of Youth Activities) requirement, to competitively select providers of 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 waivers Local Areas had cost savings and efficiencies that allowed the Local Workforce System to increase the number of youth served.

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 Area waivers had cost savings and efficiencies that allowed the Local Workforce System to increase the number of youth served.

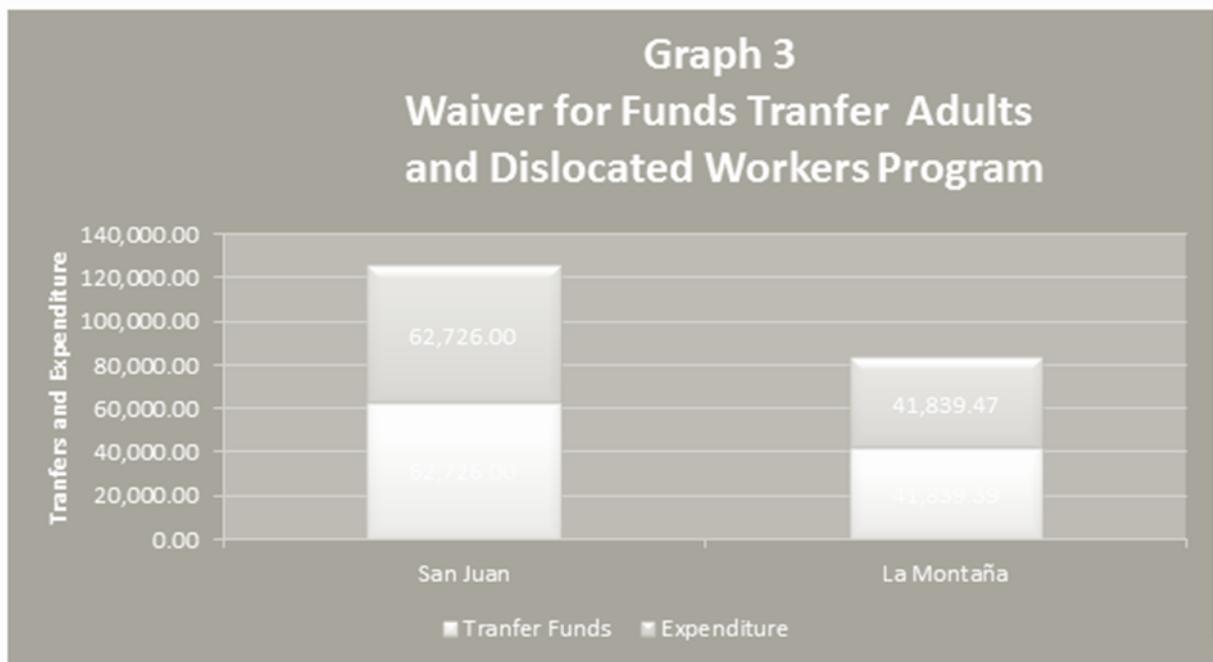
During PY 2011, 6 of the 15 local areas used the waiver approved to Puerto Rico to offer flexibility to the youth program. Graph 2 shows statistic of delivery of services and investment for youth in these three elements. Related to the Youth Program element of Work Experience, a total of 1,487 youth received work experience service through this approach. The funds allocated for this work experience were of \$ \$830,837. The average cost per youth for the each work experience was of \$303. The highest proportion of work experience for youth correspond to activities of summer jobs.

In the support services, the 6 Local Areas which used waiver delivered support services to 1,502 youths, with an investment of \$ \$547,777. The average cost was of \$784 per youth. With the waiver for follow-up services , 2,767 youths received services with an investment of \$ \$197,895. The average cost was of \$129 per youth. This waiver has been very helpful to the local area due to the fact that is more cost effective.

Related to the waiver for the Use of Individuals Training Account (ITA's) for youth, 29 out school youth received and account to entered into a training program and achieve a credential. The investment for this waiver was of \$23,123 with an average cost by participants of \$4,923 for each ITA.



Related to the Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs, only two Local Areas used this Waiver, the San Juan and La Montaña Local Areas. Both Local Areas expended the 100% of the funds transferred from Dislocated Workers to Adult program, as show Graph 3. The waiver allowed these two local areas to direct funds when and where they needed to serve clients. These waivers increase the efficiency and introduce more flexibility and creativity into design and implementation of employment and training activities for all Adult and Dislocated Worker clients.



Related to waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations, on previous years, some of Puerto Rico's local areas had recorded WIB-specific certificates of completion as official credential. In order to resolve this situation Puerto Rico provided a training on January 2011 to all local staff regarding the utilization of recognized



certificates and credentials, as defined in TEGL 17-05, for performance measure purposes. TEGL 17-05 indicates that "credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all state education agency recognized credentials."

Further, on PY 2011, local areas had the opportunity to apply for a waiver to exempt them from including credential attainment outcomes in the performance standards for participants enrolled in the WIA On-the Job Training (OJT) program. This waiver provided the opportunity to slightly improve the outcome of this measure since 28% vs 27% was reported for the cumulative adults credential rate and 44% vs 42% was reported for the cumulative credential rate for dislocated workers. The results for older youth remained unaltered with the application of this waiver. It is important to mention that only 5 local areas applied for this waiver, including La Montaña, Caguas/Guayama, Manatí/Dorado, Mayaguez/Las Marías and Bayamón/Comerío. Further, this waiver provided the opportunity to those local areas that are still struggling with the recording of appropriate credentials to continue with the provision of trainings without a negative impact on the credential rate performance measure.

Related to Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider, WIA Section 122(c)(5), state that the Governor must require training providers to submit performance information and meet performance levels annually in order to remain eligible providers. States may require that these performance requirements be met one year from the date that initial eligibility was determined, or may require all eligible providers to submit performance information by the same date each year. If the latter approach is adopted, the Governor may exempt eligible providers whose determination of initial eligibility occurs within six months of the date of submissions. The effect of this



requirement is that no training provider may have a period of initial eligibility that exceeds eighteen months. In the limited circumstance when insufficient data is available, initial eligibility may be extended for a period of up to six additional months, if the Governor's procedures provide for such an extension.

Under the approved waiver, Puerto Rico Department of Labor was allowed to postpone the determination of subsequent eligibility of training providers and to provide an opportunity for training to re-enroll and be considered enrolled as initially eligible providers. The PR Department of Labor requested this waiver to allowing the Local Workforce Areas and area providers found initially eligible, to continue under the initial eligibility process and safeguards. Waving a subsequent eligibility requirement will allow the Local Workforce System to be in compliance with WIA, while maintaining an eligible training provider list with a wide range of customer choices.

This waiver was approved by ETA on October 18, 2011, when the PY 2011 Puerto Rico workforce system training provider list already was completed. Thus the impact of the application of the flexibility provides by this waiver will be measure in PY 2012-13, in the training provider list. For PY 2012-13 Annual Report we will see the benefits of this waiver.

However, we can project that indirect impact of this waiver application are the reduction of staff resources required to implementing the subsequent eligibility process, increase the customer choice and the number of eligible training providers, decreasing the data collection requirement upon the list and streamline the information for customers. Freeing staff and resources from this task will enable us to improve the management information system, and provide more technical assistance toward performance outcomes. The onerous data collection requirements have also



discouraged providers from applying for subsequent eligibility. Removal of this requirement will encourage more providers to apply, thereby giving customers more choices for their training.

The waivers requested approved for state application are intended to provide flexibility and the establishment of priorities that respond to specific situations of States as a strategy to enhance the workforce investment system. Of the four state application waivers two had the impact of allowing the State to redirect Puerto Rico workforce investment system resources to meet the priorities identified by the Federal Labor Department such as the Puerto Rico Department of Labor. Both waiver, the Waiver of WIA Section 134(a)(2)(B)(iii) and 20 CFR 665.200(e) to exempt the state from providing local incentive grants and the Waiver of WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) to exempt state from the requirement to conduct evaluation, allowed the state workforce system redirect the resources to priorities for Puerto Rico workforce situations Puerto Rico WIA funds allocation, has experienced a reduction during the past years, due that the State public policy is empowering the planning process to secure an effective services delivery. The state could redirect the efforts and resources of the LDA to meet the following priorities:

- Empowering the State and Local Planning Process

The ADL Planning Guidelines is the official document that sets the public policy and requirements for Local Areas funds allocation in the Youth, Adult and Dislocated Workers programs. This Guide is designed to follows ETA policies and goals, stated in the Training and Employment Guidance Letters (TEGL), Training and Employment Notice (TEN), Boston Compliance Review, as well as the State Board policies. Following are the priority items of the Planning Guidelines for PY 2011.

1. ETA Best Practices Approach

- Structured Academic Approach for Older Youth



- Establish Cyber Job Clubs in the One Stop Centers
  - Strategic Planning: Clear Vision and Mission Statement
  - Priority Work Experience in Private Employer for Youth in Summer Program
2. Public Policy of Local Area to Deficient in Basic Skill
  3. State Board Public Policy for Youth Program Design
  4. Priority to Older Youth in the Summer Program
  5. TEGL 30-10 - Youth Program Guidance for Program Year (PY) 2011
    - Developing Partnerships to Improve Youth Service Delivery
    - Strengthening Employer Connections
    - Increasing Collaboration with Registered Apprenticeship
    - Promoting and Increasing Credentials in High-Demand Occupations
    - Promoting and Increasing Work Experience Opportunities
    - Increasing Service Delivery for Youth with Disabilities
    - Addressing Issues Impacting Program and Service Delivery for WIA Youth Services, like Ensuring Quality Case Management; Effective Follow-up Strategies

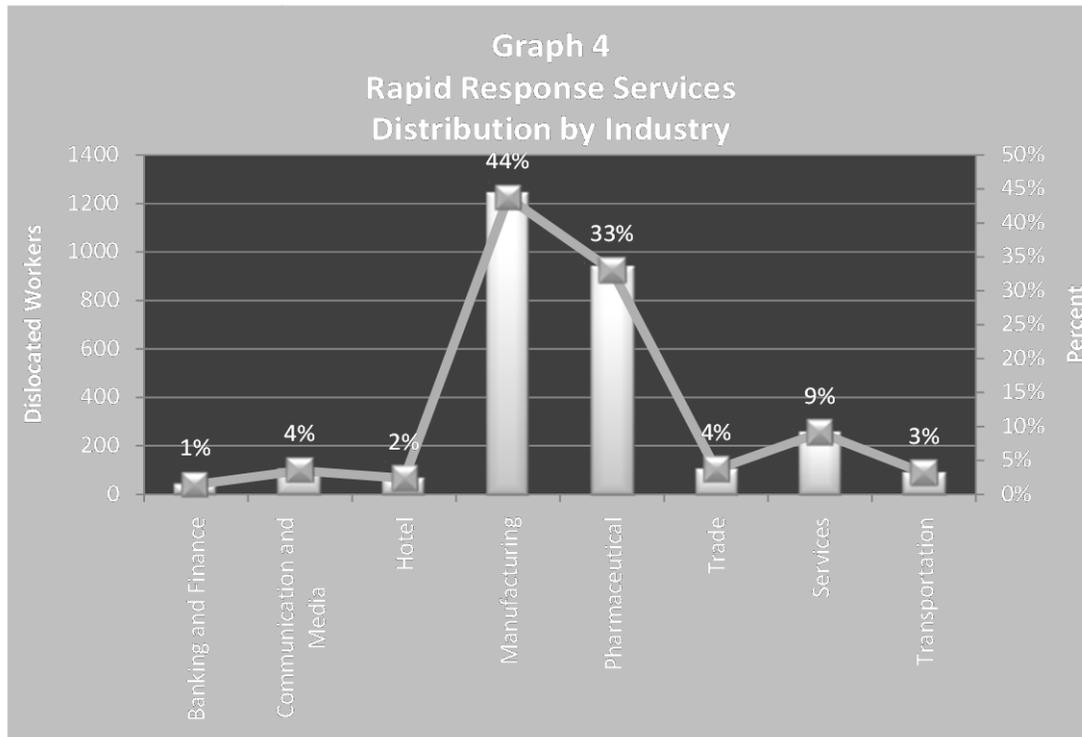


## ***V. Rapid Response Services***

The State Dislocated Workers Unit and RR Centers of the Labor Development Administration (LDA) were 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 (A) and (3) of the Workforce Investment Act (WIA), Subpart C-Rapid Response Activities and Section 134(a) (1) (2). Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:

- a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;
- b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- c. Immediate referrals to WIA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.

In PY 2011-12, Rapid Response delivered services to 2,848 dislocated workers in 27 employers including industries, business and professional organizations.



According to the industrial composition, the manufacturing, the pharmaceutical industries and services still like previous years have been the most affected sectors.

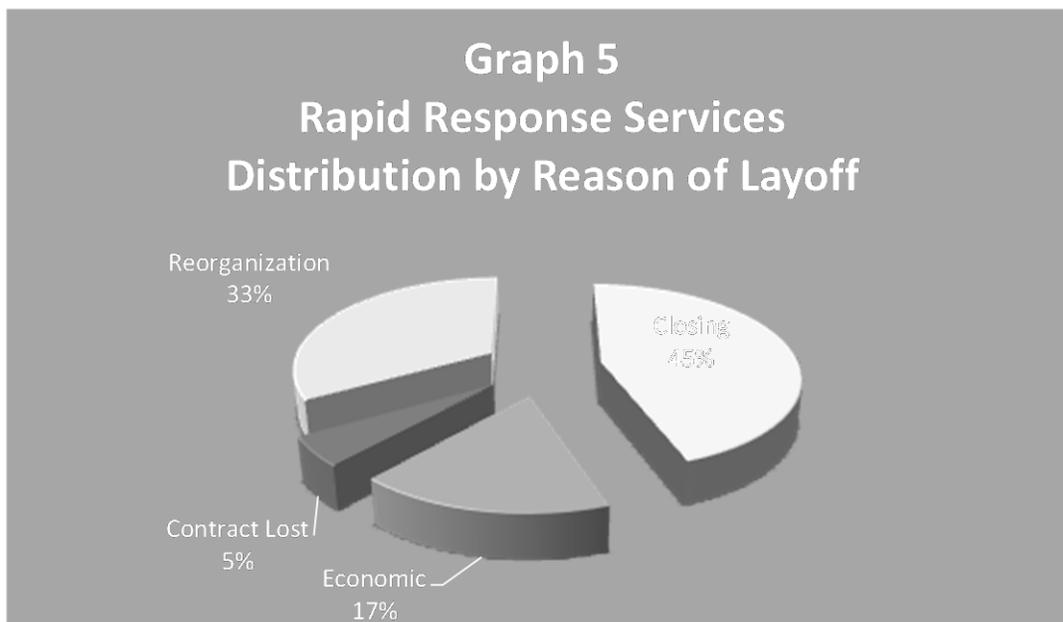
Manufacturing industries continued losing employment with 44% of total dislocated workers, followed by pharmaceutical industry with 33% and services with 9% of dislocated workers. The other occupational sectors like banking, communication, transportation, hotels and trade reflect less than 5% of total dislocated workers, as shown in Graph 4.

The WARN notification was activated only by five employers representing 19% of the affected industries. Pharmaceutical and manufacturing industries were the only industries that activated



the WARN notification. This is due to the fact that closing, or lay-off decisions, in these multinational industries are made from headquarters outside the Island.

This industries initiative help Rapid Response deliver services in advance of a layoff event.



Through the WARN notification and other sources, employers presented to Rapid Response a projection number of employees that were going to be dislocated. Some industries are often reluctant to report their closing or lay-off plans to avoid increased employees absences or problems of lack of productivity that will affect production or services. Another reason to not use WARN notification is the possibility that industries make efforts to avoid firing employees or make hard decisions affecting the production until the last moment.

The main reason for layoffs was for closing operations with 45% of the dislocated workers, followed by reorganization process with 33% and economic reason with 17% of total layoff, as



shown on Graph 5. Other reasons were due to contracts lost with 5% of the total dislocated workers.

### ***Rapid Response Centers (RRC)***

Although the closings were not as significant as the previous year, some industries sectors were still affected by the current economy. The rapid response services can be provided on-site or at one of our Rapid Response Centers established in San Juan, Arecibo, Mayagüez and Fajardo municipalities.



Rapid Response Centers (RRC) are not limited to the traditional offer of orientation, workshops and referrals. These centers run and execute over 25 services under one roof very fast. Thus, dislocated workers can concentrate their efforts in seeking employment and leveraging other WIA (Local Areas) and state programs that facilitate their earliest placement. Thousands of dislocated workers have visited Rapid Response Centers, reflecting convincingly that participants recognize the efficiency of the enormous amount of consolidated services.



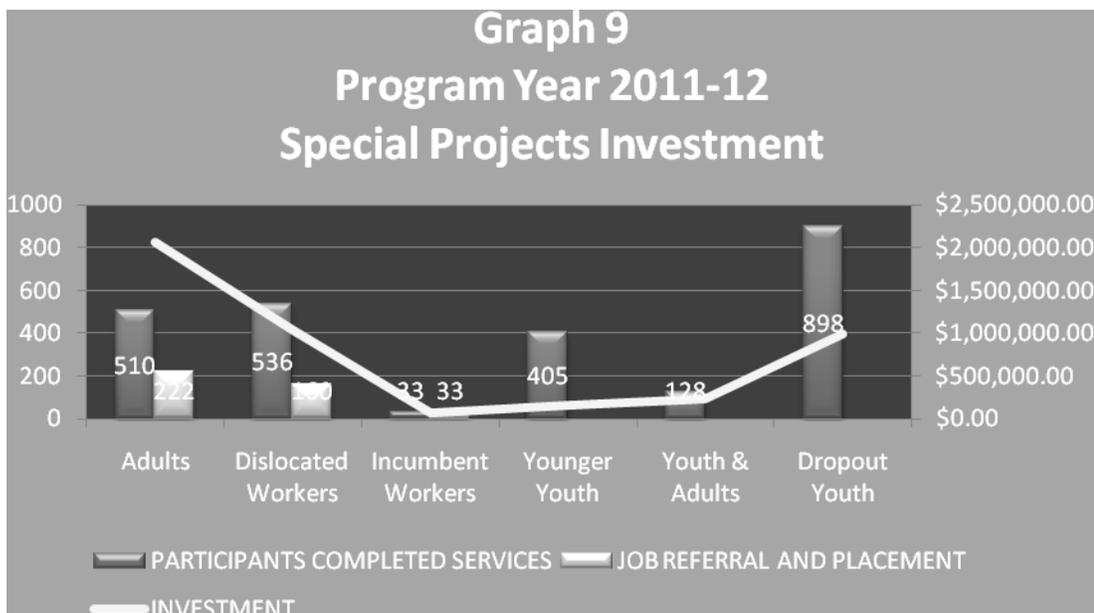
<b>RAPID RESPONSE CENTER DELIVERY OF SERVICE</b>		
<b>General Information</b>	<b>FY 2011-2012</b>	<b>Accumulated</b>
Total Number of Participants	3,766	23,165
Total Number of companies Served	868	3,374
Total Number of Placed Workers	110	1,154
Technology Room	945	5,584
Group Activities	3,403	26,922
Customer Service Proceedings	33,912	303,857
State Law 7 Vouchers	6	4,186
Participants served outside Centre with Rapid Response support	403	1,264

In PY 2011 Rapid Response Centers delivered services to 3,766 dislocated workers. The Centers provided services for approximately 868 companies that closed or downsized their operations due to economic reasons. The Centers provided the dislocated workers an array of services to help them with the transition to a new employment. The Centers accomplished the re-employment of 110 dislocated workers for an accumulated total of 1,154 re-employed participants.



**VI. Special Projects with the State Governor's Reserve Funds**

Programs funded through WIA have become a critical partner in Puerto Rico's economic development efforts. These funds, especially those related to Set Aside, have an impact in new businesses and support existing business by offering access to skilled workers and incentives. Puerto Rico has confronted severe reductions in WIA funding levels, and new legislation involving reductions in the **Set-Aside Funds** are already causing an adverse impact in the investment in special projects' as well as the state's ability to carry out required statewide workforce investment activities.





The Workforce Investment Act (WIA) provides funds to states for a wide range of workforce development services for job seekers, laid-off workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities and employers. A 5% **Set-Aside Funds** of WIA funds were used for statewide projects that targeted high-wage and high-growth industries, such as green technology, industries with statewide needs, such as healthcare, and populations with special needs, such as youth at risk.

The following provides further detail about statewide projects:

### ✓ **Adult Program**

- The WDA approved the amount of \$198,060.00 to the Puerto Rico Health Department to offer a work experience to 30 unemployed adults. These adults will be trained in the issuance and use of birth certificates as well as how to prevent fraud and protect the identity of each individual.
- The Advanced Training Group was approved \$300,000.00 to offer a review for the Certified Public Accountant Exam (CPA Exam) to 60 adults.
- Workforce Advance Training Group was approved \$250,000.00 and offered 136 hours of the CPA review to 50 participants.
- Metropolitan Lumber & Hardware, Inc. was approved \$87,000.00, for 960 hours of On the Job Training (OJT) for 28 participants on occupations such as Retail Sales, General Merchandisers, Warehouse and Driver. This training offered the skills that are essential to obtain and retain employment.



- PR Retail Stores, Inc. offered 960 hours of OJT to 25 participants with a budget of \$85,840.00.
- The LDA awarded Vaca Brava LLC, \$153,322.96 from Statewide Reserve Funds for On the Job Training for 50 adults including some affected by the Fiscal Emergency Law of Puerto Rico. These adults will be employed by Vaca Brava once the training is completed. This is the first themed restaurant in Puerto Rico that specializes in creating enormous portions of artisan culinary dishes.

### ✓ **Dislocated Workers Program**

- Handyman was offered by Mora's Communications. The purpose of the project was to help dislocated workers develop occupational skills needed for the workforce. These skills will assist workers to enter either, the private or public sectors as well as becoming self-employed or future entrepreneurs. The project lasted 10 days and consisted of four sessions, a total of 80 hours of training. The total amount of participants was 160 with a budget of \$440,000. The project lasted a year and ended on June 30, 2012.
- Caribbean Digital solutions offered 40 hours of training to 100 participants, focused on the installation and monitoring of residential and commercial security cameras. This offered participants new skills and the opportunity for self-employment.

### ✓ **Incumbent Workers Program**

- ✓ The Ana G. Méndez University System, affiliated to the Public Broadcasting Services (PBS), has a television station for public education. In order to maintain its competitiveness in the labor market, the station had to upgrade the employee's skills in the digital television formats. Digital television requires specialized personnel in the new technologies of High Definition (HD). They were trained in the areas of engineering, production and television programming, designed to satisfy the needs of the transition process that occurred over



the past decade and thus adopting the format of digital television required by law. The total amount of participants was 33 with a budget of \$72,062.

### ✓ **Youth Program**

- ✓ The LDA approved the amount of \$993,223.00 for Resilient Consulting Inc. The purpose was to serve 140 most in need youth in the following areas: academic skills, dropout youth, foster kids, homeless, pregnant teens, or single teen parents.
- ✓ The amount of \$74,300.00 was approved for the Administration of Training for Workers and Future Entrepreneurs (AAFET), to train 118 youth and adults (18 and up) in business management techniques. The goal for this project is that 75% of its participants establish their own business.
- ✓ West Security Services, Inc. offered training as security guards to 118 participants.
- ✓ “Setas of Puerto Rico” is a Puerto Rican agro-industrial company since 2009 that is dedicated to the commercial production of mushrooms "oyster". Its facilities are found in the municipality of Aibonito with an investment of \$980,000.00 and a staff of 30



employees full-time. As part of the development of the business, Setas of Puerto Rico decided to train 14 of its employees in all facets of production. The WDA delegated the amount of \$157,564.63 to carry out two trainings. The first is a Customized Training for employees to learn the necessary techniques for the seeding, harvesting and packing of mushrooms.



This training has been offered by instructors specializing in that field who travelled from the United States. The second is an OJT where employees acquired knowledge by practicing for a period of 6 months. The WDA recognizes this project as innovative, since there had never been a production of this nature in Puerto Rico due to the necessary meticulous and delicate techniques used in harvest.

✓ ***Younger Youth Program***

The LDA appointed \$157,440.00 to AAFET to train 128 young students between the ages of fourteen and eighteen in business through workshops and assistance in the preparation and elaboration of business plans.



## ***VII. Local Areas Strategies and Achievements***

- ✓ **Mayagüez/Las Marias In-School Youth Digital Portfolio** – this innovative project, delivered to a group of twenty-five in-school youth, was aimed to develop technologic, academic and job searching skills through the creation of a digital portfolio, in order to increase their employment skills and competitiveness. This project included a motivation workshop to assist in community development.
- ✓ **Mayagüez/Las Marias Photovoltaic Principles Project** - this workshop covered skills in installation of photovoltaic systems and in the use of renewable energy sources. Participants also took part of a laboratory for building solar ovens. The course included skills in entrepreneurship and motivational seminars, including stress management and leadership.
- ✓ **Bayamón/Comerio Local Area :On the Job Training for Ex- Offenders with Newspaper Employer El Nuevo Día**

This project delivered OJT training for eleven adults and dislocated workers, ex-offenders in the occupation of hand packagers to work in the island-wide newspaper “El Nuevo Día”, the biggest newspaper in Puerto Rico and recipient of the recognition Employer of the Year. These participants were individuals with minimum or no work experience in the labor market and with the barrier of being an ex-offender would have a disadvantage in competing for these positions. They received the One Stop Case Managers support along the process and presently they are still working in “El Nuevo Día” newspaper.

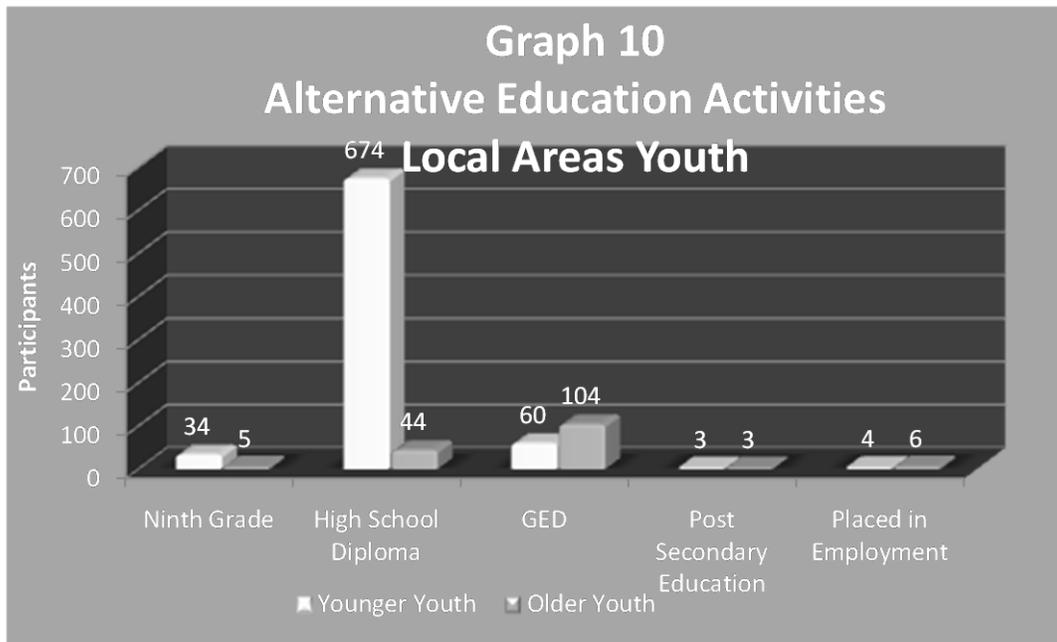




✓ **Literacy and Numeracy and Alternative Education Activities**

Data from the US Census 2010 showed that in Puerto Rico there are 746,820 individuals with an educational level less than high school, distributed in 484,138 with less than 9th grade and another 262,682 with grade level of 9th to 12th grade, with no diploma.

This data analysis will show that most of these people are low skilled workers, working in industries like manufacturing, construction, agriculture, leading to the production of goods. In Puerto Rico these industries have faced job reductions, with manufacturing being the most affected by the job loss.

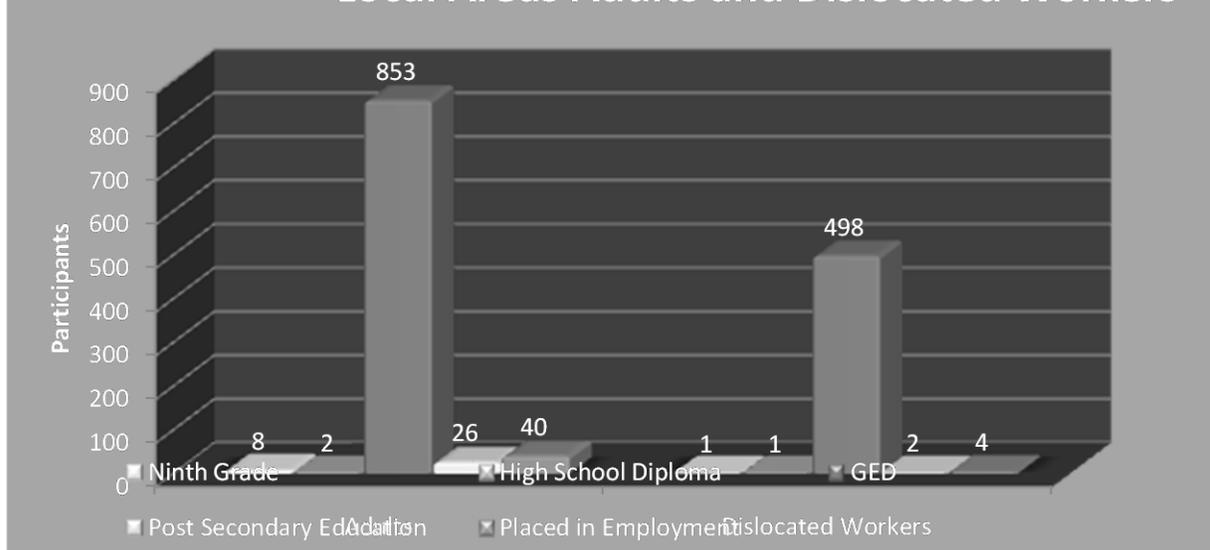


Adults and dislocated workers seeking jobs with less than high school education, face great difficulty to return to the workforce due to the intense competition that represents persons



with college or university degrees. For this reason, the most requested services at the One Stop Center is Literacy and Numeracy for Adults and Dislocated Workers and Alternative Education for Youth, in order to acquire basic skills in English, Mathematics and Spanish, necessary to complete high school or obtain the GED.

**Graph 11**  
**Literacy and Numeracy Activities**  
**Local Areas Adults and Dislocated Workers**



# ANNUAL REPORT 2011-2012



DEPARTMENT OF  
**LABOR**  
AND HUMAN RESOURCES  
GOVERNMENT OF PUERTO RICO





✓ ***Development of Micro Business in Carolina Local Area***

As part of the job creation activities at the Carolina Local Area, twenty-five participants were taught how to develop their own business and at the same time achieve their sustainability. At the date of this report eight participants are operating the following business:

PARTICIPANTS AND THEIR BUSINESS	BUSINESS CONCEPT
Armonía en Cuerpo y Alma <b>Annette M. Ponce Bobonis</b>	Development and Sales of Handmade Soaps and Candles
Kolors Salón and More <b>Cindy y Berríos Encarnación</b>	Beauty Salon
Atelier Denitza López <b>Denitza López Pérez</b>	Atelier Boutique for Girls
Professional Quality Toners <b>Jessica Lebrón Sánchez</b>	Sales of Inks and Toners
Palitos y Medio Punto <b>Luzgarda Díaz Rondón</b> <b>Artesana Certificada</b>	Tissue Crafts and Craft Courses
Nu-Millennium Health ECO Financial Solution <b>Noemí Hiraldo López</b>	Medical Plan Billing Services
My Yummy Cup Cakes <b>Brigitte Rivera Betancourt</b>	Dessert Preparation and Sale
PSJ Billing & Collection on Health Insurance and Professional Services <b>Pura Amezquita Pizarro</b>	Medical Plan Billing Services and Administrative Professional Services



The remaining 17 participants found in the process required for the formal establishment of their business.

✓ **Bayamón/Comerío Still with Disable Youth Immersion in Labor Market Project**

About three years ago, the Bayamón/Comerío Local Area, entered into a collaborative agreement with the specialized school in disabled children and youth José a Padín that had 13 youth between 14-21 years in a special education program. They made an effort to increase services to this population with the goal to create an innovative approach to engage in an arrangement of delivery service strategies. This project was created following the guidelines of ETA in TEGL 30-10, Youth Program Design, that state that research conducted by organizations such as Center for Labor Market Studies and Economic Policy shows that youth who engage in work experience in early years are more likely to work in later years, than those who did not have the opportunity. The goal was to give disabled youth work experience in order to help them enter the workforce.

The project was also found to be an integral part for the development of academic achievement and educative level by mentoring them in academic values and ethic. In PY 2010 this project began the transformation of 19 youth with different phases of services, especially designed for them. Most of the 19 youth have two year participation. There is a phase during the summer of the first year of 40 hours and another phase in the second year of 144 hours.

The activities included a variety of strategies:

- The evaluation process was done taking into consideration the psychological in-depth assessment and profile done by the school social workers or psychologists. This assessment stated their academic level and occupational skill development.



- Each participant was assigned to a work experience activity with a combination of the following elements:
  - Leadership development
  - Workplace readiness, maturity and ethics
  - Motivations and self-esteem motivation
  - Peer centered activities using regular youth of the program
  - Adult mentoring by site supervisors
- The program currently includes preparation to take a Driving Test for those who will continue their independence development with the goal of entering into the workforce.
- Project achievements included:
  - Enhancement of the employability skills of 13 youth with disabilities and the increase of their independence skills.
  - Real work ethics like punctuality, reliability
  - One participant gained independence by entering the workforce with his own transportation
  - Specific work skills in the use of technology tools, like computers, photocopier, fax machines, among others
  - Maintenance skills
  - Service Delivery attending customers
  - Team work skills

✓ ***Ponce Elderly Health Care Assistant Credential***

Workforce Development Local Area of Ponce trained 23 low income adults as Health Care Assistants. The elderly population achieves a high degree of independence and can remain and



enjoy their homes if provided an efficient service of health care assistance. The US Census 2010 shows that elderly groups of 64 years old and over in Puerto Rico represented 13.2% of the total population, an increase of 2% when compared to Census 2000. Thus, this is a high-growth and high demand occupation.

Through this training this group achieved the following credentials:

- Elderly Health Care Assistant issued by the training provider Job Connection Center, Inc.
- Credential of the Puerto Rico Department of Family for the Development of Skills for Elderly Care, a credential required to work in homecare sponsored and regulated by this state agency.
- First Aid Training Certification
- Cardio Pulmonary Resuscitation (CPR) Training Certification

Project performance shows an employment placement of 20 participants. The remaining three are in the process of submitting the required documentation to be hired.



✓ ***Special Project with the University of Puerto Rico Ponce Campus***

A discrepancy has been found between the high school GPA index and the results of the College Board test specifically in mathematics, English and Spanish. The subjects in which the students are deficient in the College board test are concurrent with the high percentage failing rate during the first year of college. This validates the necessity to reinforce these academic areas among the new students. The strategy design by the University of Puerto Rico, Ponce Campus (UPRP) during Summer 2012 was a Vocational Academic Marathon. An intensive career counseling workshop and an occupational exploratory project was offered to forty four young adults who had a score of less than 500 in the “Aprovechamiento de la Prueba de Evaluación y Admisión Universitaria,” a test administered by the College Board PR, Inc.

The Marathon consisted of two phases. The first one was academic where workshops in mathematics, English and Spanish were given. The second one was the occupational exploratory project in which the participant tested his or her occupational dream. Forty four young adults with 500 points or less in college entrance admission tests have been enrolled in the Workshops improving their performance.





✓ ***Finding the Pathway to the Goal in South Central***

It is a worldwide concern the environmental degradation of our planet. Although this is a worldwide problem, the individual countries are working to prevent and avoid further deterioration. Projects are implemented with activities that are aimed at environmental conservation. South-Central Local Area, in collaboration with the Municipality of Salinas, carried out the project “Finding the Pathway to the Goal.” The target population was in-school youth pursuing the fourth year of high school and who are in a stage of transition from school to college or to the workforce.

Through this experience the youth had the opportunity to acquire job skills combined with leadership and community service, to practice their knowledge in the area of environment conservation that they acquired during their education, and to increase the understanding of all natural, environmental and social conditions influencing man's life and future generations.

Project activities included cleaning, restoration, and trash removal in recreation, tourism and fishing sites. It covered ecosystems such as wetlands, mangroves and beach coast. The educational phase included citizenship education on maintaining and conserving their environment. Also the youth had the opportunity to acquire job skills like teamwork, organization and time management, following directions, responsibility, and proper use of tools and equipment.

As stated in the enactment of the United Nations 1992 Earth Summit, one of the most important worldwide problems is the conservation of the environment for the sustainable development of islands. This project gave attention to it and the need to empower youth in transition to workforce in a responsible manner with the environment.



✓ **Southwest Educational Fair for Youth with Colleges Collaboration**

The Southwest Workforce Development Local Board in a joint effort with Puerto Rico University of the East at the Cabo Rojo campus, developed the education fair named **Thinking Your Future**,



targeting more than 400 youth with vocational and postsecondary opportunities available from colleges in the region. The following colleges and universities participated in this fair:

Inter-American University of Puerto Rico; Puerto Rico University of the East, RCJ Technical College,

Northern Research Institute, Strong Institute, University of Puerto Rico, Ponce campus, POPAC Institute, AAFET, Institute of Banking and Commerce, Mech Tech Institute; Vocational Institute for Educational

Development, Carlos Albizu University of San Juan, and Croupier Institute, among others. The youth received vocational and educational orientation aimed to continue vocational or educational careers on demand occupations. Also they received motivational workshops, information from college exhibitors, brochures, applications, and financial aid information, among other data.





✓ ***School to Career in Notre Dame Secondary College in Caguas***

This project was developed for 35 in-school youth in the public education system. It offered tools to improve their academic achievement in the basic subjects of Spanish, English and Mathematics. The goal was to strengthened their educational skills and help them face the transition from school to the workforce. This activity included workshops in study habits, technology, music, theatre and dance, among others, so that participants would develop the necessary skills to successfully complete high school.





The program provided the opportunity of internships in occupations related to health, in the Turabo University in Caguas, the Interamerican Advance Medicine Hospital (HIMA, by its Spanish acronym) and the Johnson and Johnson Pharmaceutical of Caguas.

### **“Quiero Ser” Internship Program in the Southeast**

**Quiero Ser** Internship was an activity carried out in the Southeast Local Area and constituted a learning experience in a workplace for a determined time, under the supervision of an employer or a manager of an organization, based on each individual occupational interest. In PY 2011 the selected vocational interests were heterogeneous like: Helicopter Mechanics, Nursing, Styling, Elementary Education, Security Services, Refrigeration Technicians, Administrative Assistant, Medical Technology, Firemen, Automotive Mechanic, Culinary Arts, Gerontology and Auto Painting. This internship targeted WIASRD registered in school and out school youth.



✓ ***Adult and Dislocated Workers Transform in Entrepreneur in Caguas/Guayama***

The Caguas/Guayama Local Area developed a short-term prevocational service activity in entrepreneurship for the creation of new small businesses. This programmatic activity was structured to develop and strengthen soft skills and occupation skills, in particular industrial or commercial area. It was aimed so that participants would eventually establish their own business.

The target population was 54% adults and 40% were displaced workers. The goal of these workshops was to develop the entrepreneurial skills of each participant, reinforcing their motivation and commitment to employment for those considering the alternative of entrepreneurship.

The workshops covered topics like: marketing studies, business analysis and alternatives, building assessment, state operation requirement, resources and financial alternatives.

All workshops aided the participant to prepare his or her business plan.

The entrepreneurial business ideas included child care centers, elderly care centers, catering service, cafeterias, printed and agricultural activities, among others.





✓ ***Work Experience in Children Summer Camp in Caguas***

This project provided an opportunity for youth and adults with little work experience to develop employment skills according to their needs. The Caguas/Guayama Local Area for 20 years serves the resources of recreational leaders, aides in safety and maintenance to the MUNI camp, in collaboration with the Department of Recreation and Sports of the municipality of Caguas.



During PY 2011, fifty eight adults and youth participated in a work experience at this camp. At the end of the activity Local Area sought that youth participants increased their employment skills, and achieved their high school diploma and continue college or university post-secondary education.



✓ ***Workforce Newspaper “Southeast Inform”***

The Southeast Local Area publishes a monthly internal newspaper which presents all the workforce activities carried out, available job offers and future projects in the Local Area municipalities. The purpose of this newspaper is to publish updated information for the Staff, Board of Mayors and Local Board members so they can know what is going on at the One Stop Center. During the PY 2011 10 editions were published of this newspaper.

✓ ***Specialist in Organic Gardens and Hydroponic Systems in Southeast***

The Southeast Local Area developed an Entrepreneurship Training to a group of 13 adults and 8 dislocated workers interested in developing knowledge and skills as specialists in organic gardens and hydroponic systems. The curriculum offered to participants the opportunity to acquire skills related to the installation and operation of organic gardens and hydroponic systems, using a skills-based teaching method S.C.A.N.S. (The Secretary's Commission on Achieving Necessary Skills). This education approach defined skills, competencies, abilities and basic knowledge and individual need to be employed and be successful in the workforce. The Local Area is targeting that participants at the end of the training will established agricultural enterprises, especially with a cooperative approach in which all contribute and are partners and owners.

✓ ***Youth Ambassadors of the Recycling Awareness Program in Manatí/Dorado Local Area***

The Manatí/Dorado Local Area developed a Work Experience activity for younger youth in coordination with the municipality of Dorado, to develop the occupation of Public Ambassador in Environmental Affairs, specifically in the recycling business. The goal of this activity was to



involve youth in a project for the development of green jobs skills, leadership, responsible citizenship, and interest in occupations in demand in the area of renewable energy production. The Youth had the responsibility to educate other youth and citizenship about the importance of recycling. Among the activities carried out in this project were:

- Learning on environment conservation practices,
- Developing and delivering educational information and practices related to the recycling process,
- Developing artwork for a dissemination campaign,
- Painting containers to sort recyclable material,
- Serving as role model to other youth interested in green jobs, energy conservation and recycling and motivating adults and elderly about the importance of recycling in an easy manner.

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#### ✓ ***Southeast Youth Club***

The Southeast Local Area organized the Southeast Youth Club as a structured organization in order to propel the academic and personal development of local area youth. The organization has given emphasis on social service and highlighted their contribution to environmental protection. Through their recurring participation in workshops, seminars and orientations, its members are trained to be leaders that stimulate in peers academic performance and personal success which subsequently means occupational and professional success.

The members of this club became resources to their communities by connecting the needs of their neighborhood with the local area services and promoting the increase of Local Area customer.

Some of the activities in which the Youth Club participated in PY 2011 were:



- The Club participated in the contest of the Queen of Recycling.
- Youth participants worked as volunteers in the International Day of Persons with Disabilities carried out on December 2, 2011, sponsored by the Office of Persons with Disabilities Ombudsman.
- The Club visited the Observatory of the University of Puerto Rico in Humacao campus where they received a workshop about the university research in the fields of astronomical observations, astrophotography, and optical photometry.
- The Club participated in the Christmas Advance Activity for elderly people of Humacao where they worked as ushers and in the catering area.
- Youth participants visited the Animals Shelter My Little Sanctuary, where they received guidance from the services provided by this community-based organization for abused animals. In this occasion the Club collected cash donations, food and cleaning supplies for this non-profit entity.
- The Club participated in the Relay for Life sponsored by the American Cancer Society to raise awareness about this disease. Youth participants worked at the registration table filling the form from cancer survivors, as ushers, and in the talent show.
- The Club participated in an environmental fair in the municipality of Humacao. This is a family activity to guide and promote the conservation of the environment, with educational workshops in themes such as preparation of a home garden, hydroponics and how to make compost.



✓ ***Work Experience at an Elderly Center at the Dorado Municipality***

The Manatí/Dorado Local Area, in coordination with the municipality of Dorado, developed during the past year a work experience for younger youth to create awareness of the needs of the senior population and have them experience how the dynamics of a young person can change the lives of the senior population.

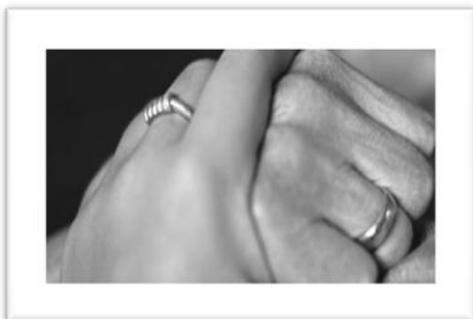
The young people who participated in this activity had the responsibility to help the people at the elderly center with manual crafts, help them to move from one place to another, help to feed them and also watch for their emotional well-being. The outcome of this work experience was dual soft skills and social empathy skills.



✓ **Responsible Sexuality Workshop to Summer Program Youth in Northwest**

The Northwest Local Board endorsed a responsible sexuality workshop targeted to 2012 Summer Program youth, with lecturer Dr. Jesus Cruz Correa, which has an island wide educational program called "True Love Will Wait". He is a recognized gynecologist from the municipality of Ponce, a Puerto Rico state police Chaplain and the Institutional Chaplain of the Correctional Center Las Cucharas in Ponce. His experience in the police and the correctional system help him to educate youth about the importance of having a responsible sexuality and the consequences of teenage pregnancies. Topics presented in the workshop were the following:

- Pregnancy in Adolescents – the mini film "The Dilemma of Yoly" was shown
- Natural and Caesarean Childbirth
- Abortion
- Sexually Transmitted Diseases





Complementing this workshop were displays and booths with information of the educational programs of the following institutions:

- Aguadilla Job Corps
- Charlie's Academy
- Turabo University from Isabela campus
- Interamerican University of Aguadilla
- Metropolitan University, Aguadilla campus



The activity was a success with the attendance of 260 young people from the municipalities of Aguada, Aguadilla, Moca, Isabela, Rincón and San Sebastián. The participants received a symbolic pact called "A Promise and a Ring Only for Marriage". This Pact was voluntary and youth would commit themselves to reserve sex for marriage. Many youth made this commitment.

#### ✓ ***Laboratory of Standardized Measurement Tools***

The Southeast One Stop Center has developed a laboratory of standardized measurement tools to improve delivery of service to participants. Each tool has diverse features aimed to identify abilities, skills and occupational interests. These tests measure various areas such as fine and gross motor skills, spatial perception, precision, visual/manual skills, and occupational interests,



among others. Using these tools allow the case manager and other One Stop professional create a precise profile to identify participants who comply with the requirements of different companies, and can be hired by the local area employers. The tools are the following:

- ***MECA (Microcomputer Evaluation of Careers and Academics Profile)***

This tool provides fundamental activities in three areas of occupational skills: self-awareness; educational and vocational development; and exploration and career planning.

MECA provides three levels of complexity that considers individual differences in terms of skills and applied knowledge. This system responds to the classifications in occupation non-dexterous, semi-dexterous and dexterous. In addition, it is one of the tools the Local Area offers and employers use during the recruitment process. In PY 2011, 103 participants from the municipalities of the Local Area were impacted with this test.

<b>MECA TEST APPLIED IN PY 2011 SOUTHEAST LOCAL AREA</b>	
<b>Municipality</b>	<b>Participants</b>
PATILLAS	1
MAUNABO	13
YABUCOA	10
HUMACAO	28
LAS PIEDRAS	11
JUNCOS	3
SAN LORENZO	37
<b>TOTAL</b>	<b>103</b>



- ***S. A. M. (Skills Assessment Module)***

The Skills Assessment Module (SAM) is used to identify the styles of learning of the participant, their ability to discriminate and hearing/visual attention (CDAV), to set curriculum objectives for the participants, and provides recommendations to case managers, to be included in the participants Individualized Education Plans (IEP). The tool includes testing practices so that participants can self-assess their skills such as verbal, numeric, digital discrimination, symbols, motor coordination, fine manual dexterity, mechanical, spatial perception and color perception.

- ***CIRINO Occupational Interests Inventory***

This tool is a questionnaire of 142 questions about activities, academic subjects and occupations to assess participant's interests in 13 scales, including: artistic, manual, social interaction, social service, legal, outdoor, verbal, musical, research and health service. It also has a Guide for Career Planning consisting of 32 questions so that a customer can self-assess his/her skills, occupational values and character traits.

This test offers valuable information about interests, abilities, skills and occupational needs of the participants. This tool helps the participant to select a career that is in accordance with their interests, abilities, occupational needs and personality traits. The results of this test are used as part of the Individual Work Plan evaluation and to justify the assignment of an Individual Training Account (ITA). In PY 2011 eight participants were assessed through this occupational test.



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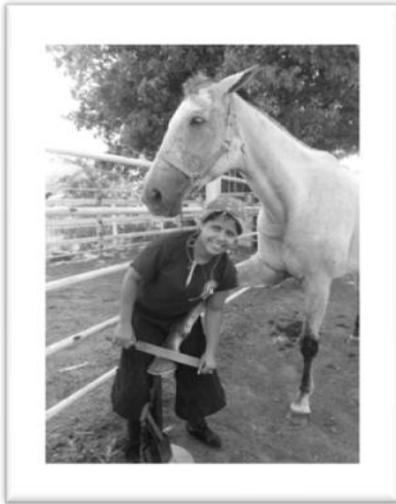
**CIRINO TESTS APPLIED IN PY 2011**  
**Southeast Local Area**

<b>MUNICIPALITIES</b>	<b>PARTICIPANTS</b>
PATILLAS	7
MAUNABO	0
YABUCOA	1
HUMACAO	0
LAS PIEDRAS	0
JUNCOS	0
SAN LORENZO	0
<b>TOTAL</b>	<b>8</b>



***VIII. Success Stories (State-wide activities /People Transformed by WIA)***

✓ **First Certified Female Farrier in Puerto Rico**



The Labor Development Local Area of Caguas/Guayama, tells the story of a 24 years woman from the Vega Ward in the municipality of Cayey, who since childhood has been associated with the breeding and care of pleasure horse as part of her family hobby. Her love and passion for horses took her to become a horse tamer and breeder. As part of her occupation, she completed training and achieved a credential as Veterinarian Technician.

As part of this training, she had the opportunity to study in the

Equestrian Vocational School Agustín Mercado Reverón where she obtained a credential as blacksmith. She became the first Puerto Rican female to complete the certification in blacksmith, occupying the front pages of the Puerto Rico newspapers and interviewed in a few radio program. This young woman breaks all the stereotypes and prejudices to achieve a credential in



a non-traditional occupation, being an example of success for Puerto Rican women.



✓ ***Adult Dreaming to Become Professional Farrier in Kentucky***

The Caguas/Guayama Local Area delivered service to a 26 years male from the WIA adult program. He is a resident in La Lapa in Cayey and since his childhood is dedicated to amateur blacksmith and horse care. He always had the dream to study how to become a blacksmith and get a certificate as a blacksmith. Through an Individual Training Account (ITA), he studied at the Equestrian Vocational School Agustín Mercado Reverón taking training in blacksmith where he achieved a credential as a blacksmith. But he continues dreaming to become a professional blacksmith, training in the Kentucky Horseshoeing School in Kentucky, USA. This entrepreneur adult is near to become his dream true, because he will begin his professional training in Kentucky in fall of 2012.

✓ ***Single Mom Testimony after Achieving a Credential with ITAs***

"I want to thank the Caguas/Guayama Local Area for the opportunity given to me to become a professional through the participation in a training activity. This opportunity has been a wonderful experience, allowing me to prepare myself in the profession that I love, cardiovascular technician with vascular periphery (EDIC College Training Provider). When I received my grades I felt very proud, because with the help of God, the One Stop staff support and with my own dedication and effort, I am a candidate for graduation, summa cum laude. In September 2012, I will begin my professional practice at the Ryder Hospital in Humacao. After finishing my practice I know I will be hired to offer a quality service allowing me to cover the needs of my children. Thank you again for your trust in me." **Alexandra Torres Torres, Caguas, Puerto Rico.**



✓ ***Single Father Achieve the GED Credential through Literacy and Numeracy at the Manatí/Dorado Local Area***

An adult participant of the Manatí/Dorado One Stop Center was living in the United States with his wife and three daughters and had a stable job where earned an average salary despite not having a high school diploma. His marriage ended in divorce, and he assumed the full custody of her three daughters. Facing the situation of not having who to take care of their daughters in United States, he decided to return to Puerto Rico. Arriving in Puerto Rico he faced difficulty to find a job due that he had no high school diploma.

He visited the Manatí/Dorado One Stop, was assessed and was referred to receive the Literacy and Numeracy for Adults which he completed with academic excellence. Currently, he works in his own workshop doing tin ware work and painting cars. He is currently evaluating and reviewing his Individual Employment Plan and will be recommended to receive an ITA to complete training in an occupation in demand, to complete the credential he required to enter employment according to his occupational goal.

✓ ***Dislocated Worker got a Credential and Became an Entrepreneur***

A dislocated worker from the municipality of Barceloneta visited the One stop Center looking for a career change. The objective assessment made showed the need of an occupational training. He received an ITA account that he successfully used to obtain an electrician credential. This dislocated worker obtained an outstanding diploma at “Instituto de Banca”, an academic training provider in the Manatí area. Right now the participant is a successful entrepreneur fulfilling his dreams.



✓ ***Educational Entrepreneur at South Central Local Area***

A 37 years old woman, at the South-Central Local Area completed in two years her bachelor's degree in Education. As part of the case management a lack of work experience is detected. She got work experience at COPEK School with the support of the South-Central Local Area. In the meantime, she also received entrepreneurial training and financial assistance from a WIA partner, INSEC, for the acquisition of all the school equipment needed. Her business, "Centro de Cuido El Mundo Mágico" (Childcare Center The Magic World) is a dream come true with four employees, twenty five students and a student waiting list.

✓ ***Registered Nurse Credential with ITA in North Central Arecibo***

A female participant arrived at the Arecibo One Stop Center with great interest to complete a technical degree. As part of the objective assessments, a lack of academic skills and deficient school grades are detected. On the other hand, she keeps showing interest in achieving her educational goal. As part of the case management with intensive counseling support, an ITA account was assigned to obtain a practical nurse degree. She obtained her goal with outstanding grades.





✓ ***Youth Out School Parents complete High School Diploma***



Eighteen years old, Michelle Medina Maldonado, visited the One Stop Center looking for services for young people who are out of school. She wanted to obtain her high school diploma. She was also in an advanced stage of pregnancy, unmarried and not living with her partner. She encouraged her partner, who was 17 years old, to also solicit the services to obtain his high school diploma. They both enrolled in the high school equivalence course. They successfully met the challenge of being parents and at the same time students, and managed to complete high school. Their outstanding goal was obtaining their diploma with baby at hand.

As part of the follow up service they received an occupational skills service in Environmental Preservation where they obtain occupational skills. Their future plan includes obtaining a post-secondary degree. They received counseling in economic assistance aid and labor tendencies. She is looking forward to study nursing and he is interested in civil engineering. They both received counseling regarding the different educational entities.



✓ ***ITA Account as Chef at the Manatí/Dorado Local Area***



A young man obtained his high school diploma, got married and started a family. With the arrival of his first born, he had to abandon his dream of obtaining a post-secondary degree. With the help of his father and his grandmother, started his own business at home in meal preparation. After a while, sales began to dwindle and he had close.

He unsuccessfully tried to obtain a job with similar duties thus becoming aware of the importance of having a recognized credential. The Manatí/Dorado One Stop Center gave him the opportunity to complete his studies with an ITA to train as a kitchen chef. He obtained his chef credential with excellent grades. He was referred by the One Stop Center to a position as chef for the Wal-Mart Supercenter cafeteria in Barceloneta and was hired.

✓ ***Internship of Youth Group in an Electronics Manufacturing Industry in North Central Arcibo***

GDI PUERTO RICO INC. is a company established by the end of the year 2011 in Jayuya, Puerto Rico. The company is dedicated to the manufacturing of cable tv boxes and modems, digital telephones and internet modems. Four in-school youth candidates for graduation from the school Josefina León Zayas of the electronics course participated in an internship in this company. These young people were exposed to the following tasks:

- Building electronic systems according to engineering data and the instructions given by their supervisor



- Using hand tools and measuring instruments
- Analyzing and applying electronic information
- Solving electronic design problems
- Building Cable TV and Internet Boxes and equipment inventory

For these youth it was a significant experience since it gave them the opportunity to integrate into the labor market, define their occupational goals, and have real experience in the occupation in which they were training. In addition, they were able to develop leadership skills, increase their occupational skills and make this a unique and enriching experience.

✓ ***Mayagüez/ Las Marias Leader Youth Becomes an Engineer***

Young Pedro Morales started participating in the Youth Program in 2007, when he was in secondary school. At 18 he participated in a Work Experience Project. During the years 2008 to 2010, while he was a college student, Pedro participated in the Summer Program to develop his skills and get money for college expenses. Also during his college years he worked at various part-time jobs to get money for college as well as helping with the education expenses of his twin younger sisters, Kimberly and Katherine. In May 2011 he obtained a bachelor's degree in engineering electronics technology at the Interamerican University, San Germán campus. In August 2009 he was designated by the President of the Board of Mayors, José Guillermo Rodríguez, to represent Youth Program participants in the Local Board, a position he currently holds.



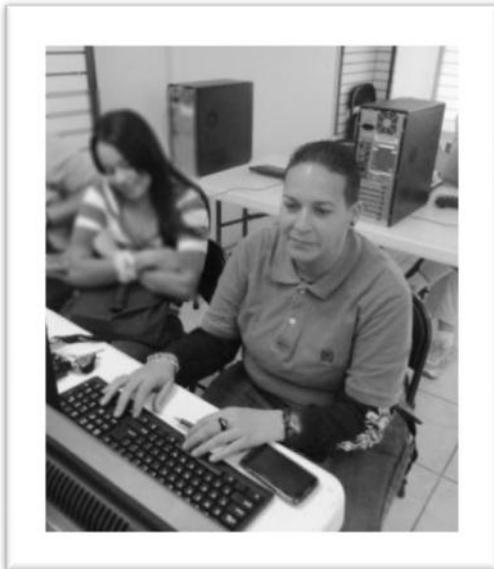
✓ ***Youth with Disability Becomes an Accountant in La Montaña Local Area***

The La Montaña Local Area tells the story of an individual who came from a dysfunctional and low income family. In his childhood and adolescence stages, he lived in a community where violence, crime and drugs prevailed. He was part of the oppressors groups who controlled his neighborhood. He decided to leave school and his family. He was involved in a violent incident between rival drug dealer groups whereby he ended paraplegic and submerged in a deep depression.

However, he sought professional help to overcome his situation and become a productive person in society. First, he obtained his high school diploma and then a bachelor's degree in business administration with a concentration in accounting in the University of Turabo. While taking his post-secondary training he worked at the university employment program as an assistant counselor. He excelled as a student, graduating with good grades. His family is proud of him.



After completing his bachelor's degree, already as a graduate adult, he visited the Mountain Local Area looking for employment opportunities. The One Stop Center staff delivered all services and referred him to a work experience. After he completed this activity the employer decided to retain him as a regular employee. He is currently an accountant in the Finance Department of his employer. In this way, he became a successful story of the Mountain Local Area.



✓ **Former Woman Inmate Trains in Health Occupation in La Montaña Local Area**

Among the **Montaña Local** Area participants was a woman who was a former inmate. She visited the One Stop Center and had the desire to complete secondary school. In February 2012, she graduated and obtained her high school diploma in an emotional ceremony. Her desire for self-improvement motivated her to continue developing her skills and decided to request the Computers with Conversational English pre-vocational training, which she also completed successfully. She is currently enrolled in D'Mart Institute in Corozal studying Medical Emergency Technician. She wants to become a professional and obtain a good job to be part of the group of Puerto Ricans who serve and work for the growth of Puerto Rico.



✓ ***Dislocated Woman Trained by OJT in Northwest Local Area***

The Northwest Local Area tells the story of a single mother and dislocated worker from the services sector where she was working for ten years. She is the main need provider of her family and visited de One Stop Center searching for services to be able to continue providing for her family. She attended different employment search activities but was not employed. The One Stop Case Manager offered guidance on One Stop Center services and she expressed her interest in training as an accounting assistant. The Local Area gave her an ITA to take the training. Subsequently, her objective assessment and her Individual Employment Plan reflected that she needed an OJT. She was placed as an Accounting Assistant in the JM professional company and once she completed her OJT she was retained by the employer. Her dedication, performance, leadership, responsibility, punctuality, knowledge and her desire to overcome obstacles allowed her to maintain and retain her job.

✓ ***Dislocated Worker Becomes Green Job Entrepreneur in Northwest***

A displaced worker in the health industry, head of household, was searching for services to be able to provide for his family. He goes to employment searching activities where he has no luck. He had vocational counseling where he expresses interest in the area of renewable energy and takes a related workshop. He decides to explore in the refrigeration field where he was able to combine knowledge in both fields and decides to establish his own business applying the knowledge obtained in the workshop. Presently he is very successful in Buenos Aires Air Conditioning Inc. He is in sales, repair, and the installation and maintenance of equipment, domestic, commercial and industrial all over Puerto Rico.



✓ ***Basketball Players Receives a NCAA Sport Scholarship in Bayamón/Comerio***

At the Bayamon/Comerío Local Area 17 younger youth were participating in the Employment Development Mentoring Basketball Team Immersion special project with the professional basketball team Vaqueros de Bayamón. One of the youth participants comes from Bayamon rural area Barrio Minillas. He was evaluated during his participation in this project by the University of Texas, TEXAS A&M and was selected to receive a scholarship to be part of the university basketball team. Once in Texas, he was recruited by the University of Kansas. He finished his high school diploma and is currently working towards his bachelor's degree with a sports scholarship of \$1.5 million dollars.

✓ **Older Youth Achieve Self Sufficient through Internship**

The Southwest Local Area outstanding history is that of an older youth from the San Germán Public Housing Complex, Santa María Apartment that visited the One Stop Center looking for services and support to obtain his self-sufficiency. He was participating in the Youth Program activities and the case management assessment showed that he need improve their skills.



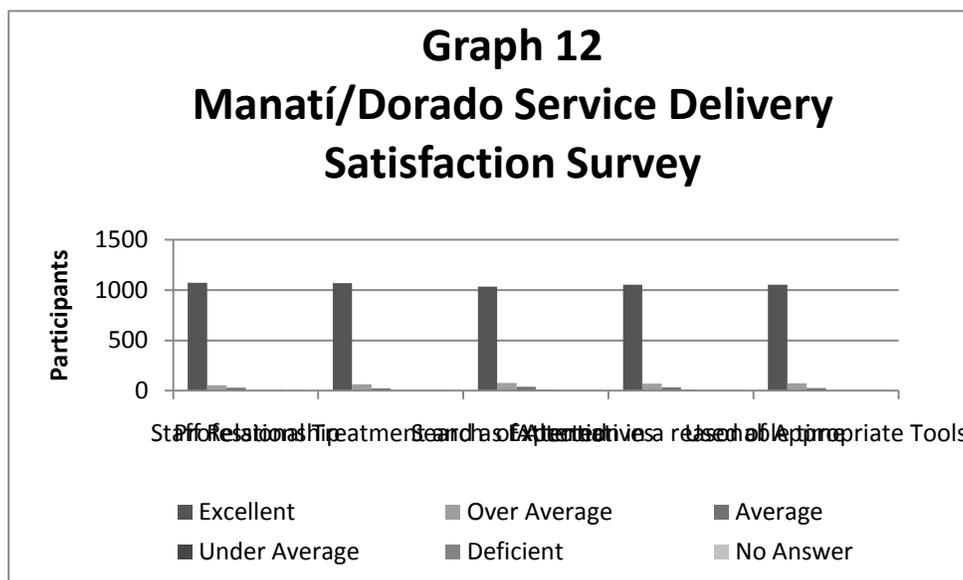
**IX. Local Areas Evaluations and Research**

✓ **Customer Satisfaction Survey in Manatí/Dorado**

The Manatí/Dorado Local Area, committed to providing quality services and to receive feedback from its participants of the One Stop Center, implemented a survey mechanism for measuring client satisfaction.

This process is done through a questionnaire that is given to each participant, after receiving the services of the One Stop. It aims to know how each participant regarding access to the physical facilities and service delivery. This information is used to assess and redesign the delivery of services on an ongoing basis. Graph 12 shows the results obtained during the six months from July to December 2011. A total of 1,777 participants completed the questionnaire.

The data reflect that participants at the One Stop Center of Manatí /Dorado evaluated as excellent the five respondent’s criteria.





✓ ***Study on Higher Demand Occupations in Southeast Local Area***

Annually the Southeast Local Area performs a structured analysis of the workforce needs in the local area. This study is intended to meet the market employment demands and obtain relevant data from growth areas in the local area. It allows them to receive feedback to assess service delivery in the labor market.

Also, this analysis helps them to develop a more accurate planning process centered in the employers and participant's needs. Data for the analysis and study stems from internal reports that are created by the different operational areas like:

- Core Service - maintaining control of job vacancies that arise in the Local Area.
- Employer Affairs Unit - visit and keeping update database of current and potential industries for growth and expansion.
- Database Report – performance report, including delivery of service by programs and programmatic outcomes.
- Labor market studies prepared by the Puerto Rico Department of Labor and Human Resources and the Bureau of Labor Statistic.

This study has a positive impact for Local Area internal and external resources, due that the staff have updated information to assist their participants in career planning. The study reveals the following information:

- the skills most requested by employers
- high grow high demand occupations
- skills and abilities not used in the labor force



- vacancies documented in terms of whether they are temporary or permanent, if they arise by new posts or posts by substitution and the difficulty faced by employers to fill vacancies
- analyzes the skills required for high grow occupations
- Long term projections of occupations in demand for a period of five (5) years

✓ ***Local Area Client Satisfaction Survey***

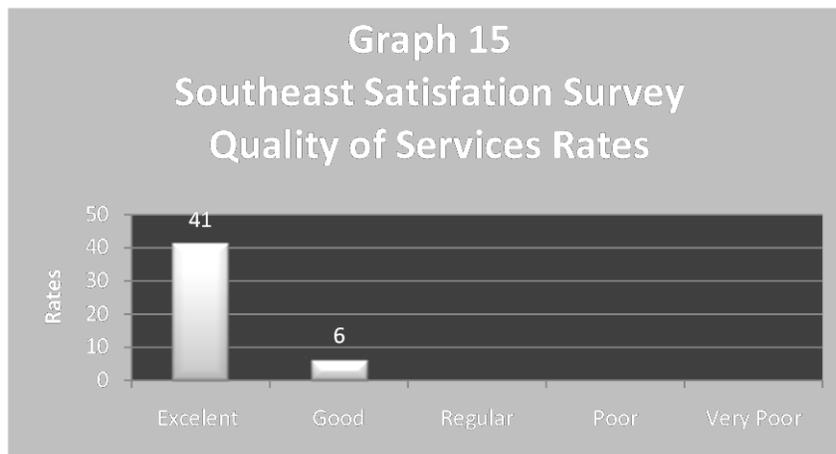
This is a survey designed by the Southeast Local Area to collect information from participants who receive services in the One Stop Center. This survey helps them to know which of its services are the most requested and measure satisfaction of customers about their services. This information is intended to raise results and use of evaluative parameters to increase the quality of its services.

The method used was through the implementation of a standardized instrument made on site in the One Stop Center. This research is labeled as having an exploratory-descriptive approach. Exploratory, because the results find had an overview on a certain reality. Descriptive, because the purpose is gathering information of certain features, using systematic criteria that reveals a specific behavior, feeling or point of view of the participants.

MUNICIPALITIES	INTERVIEWED
JUNCOS	1
PATILLAS	0
MAUNABO	13
YABUCOA	8
LAS PIEDRAS	14
HUMACAO	14
SAN LORENZO	9
<b>Total</b>	<b>59</b>



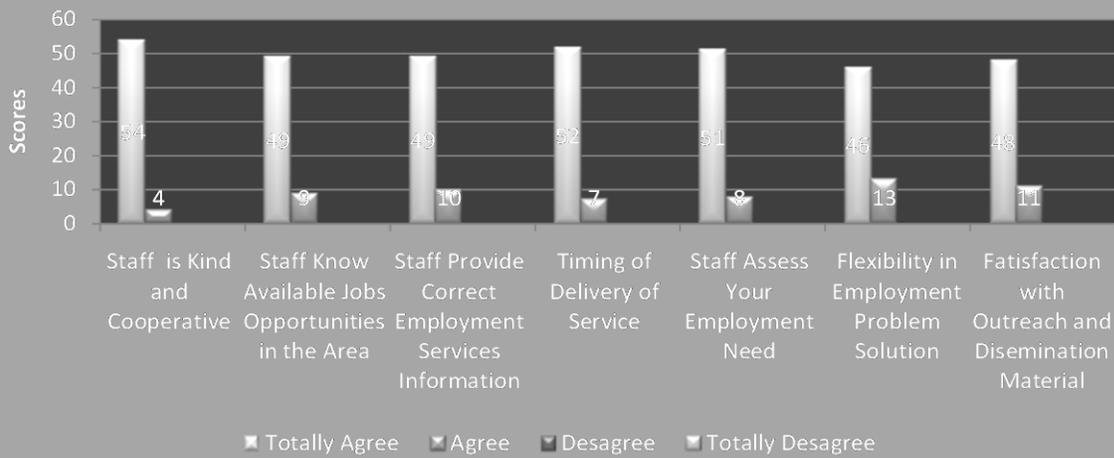
The survey sample was voluntary and consisted of 59 participants that received services in the One Stop Center. The tool used was a questionnaire consisting of 17 multiple selection questions. The staff helped to collect a simple random sample of the One Stop clients. The distribution of the sample is as follows:



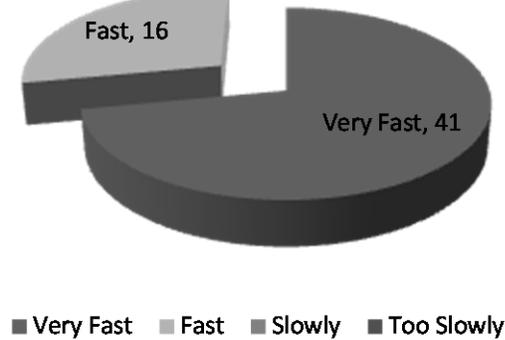
Analysis of the results reveals the following finding:



**Graph 13**  
**Southeast Local Area**  
**Client Satisfaction Survey**

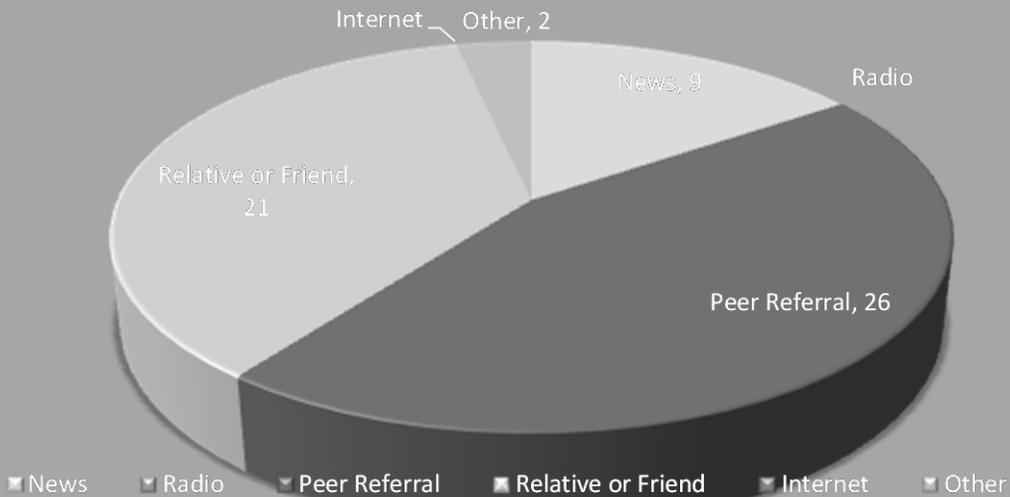


**Graph 14**  
**Southeast Local Area Survey**  
**Delivery of Service Timing Rate**





**Graph 16**  
**Southeast Satisfaction Survey**  
**How You Know About the One Stop Service**





## ***X. Local Areas Strategies to Engage Businesses and Employers***

### **✓ Intensive Employers Outreach Strategy in Manatí/Dorado Local Area**

The Manatí/Dorado Local Board in a joint effort with the Mayor Board established strategies for dissemination of services to the different representative sectors of the community, including the employers of the region. This Local Area has created collaborative agreements and has established contractual agreements with industries and non-profit organizations to deliver the services available in Title of WIA.

These agreements include the establishment of sites to provide employment experiences for adults, dislocated workers and youth, as well as OJT training for adults and dislocated workers, among others available services. Each agreement that includes work experiences and/or OJT training stipulates the obligation of the employers to retain the participant once he/she finishes the WIA investment for a consecutive year after the activity is completed. In this way the Local Area has a positive return for its investment in a short time.

During the 2011 PY, this Local Area established work plans to outreach its services to employers and at the same time receive feedback of their needs and the way this needs will be fulfilled by the One Stop Center. In the following table is a list of the employers that were visited during PY 2011 by One Stop staff to market the WIA Title I services, these are in addition to those who have participated in job fairs and recruitment processes.



**Manatí/Dorado Employers Visited by One Stop Staff  
Outreach Strategies to Title I Services**

<b>Employers</b>	<b>Municipalities</b>	<b>Employers</b>	<b>Municipalities</b>
Paninos Bazar Bistro	Barceloneta	Falcon Gas Station Mini Market	Ciales
Cardona Ambulance	Barceloneta	Fussion Restaurant	Ciales
Integrated Psychological Services	Barceloneta	Full and Full Mini Mart	Ciales
Daily Bread	Barceloneta	Centro IMEC, Inc.	Ciales
Pequeño Campeón de Jesús	Barceloneta	Boston Scientific	Dorado
Fortaleza Windows and Doors Corp.	Ciales	CS global Communication	Dorado
Agro Centro San Miguel y Ferreteria Liviana	Ciales	Hogar Jehova Jirah	Dorado
Metrgermeister and Reseacch Corp.	Ciales	Pharma Bio Services	Dorado
Supermercado Fam. Coop	Ciales	Municipio de Dorado	Dorado
Cooperativa Agro Comercial	Ciales	Adriana Lopez	Dorado
Jack Packaging Inc.	Ciales	Verde Natura	Dorado
San Miguel Label Manufacturing Inc.	Ciales	Dra. Lupita Fernandez	Dorado
Ciales Primary Health Care Service Inc	Ciales	Laboratorio Emmanuel	Dorado
Albelo Accounting Services	Ciales	Impresos Quintanas	Dorado
Cooperativa de Ahorro y Credito de Ciales	Ciales	Restaurante Metropol	Dorado
Hydrofarm Pagán Inc.	Ciales	MDI Engineers	Dorado
Storm Windows and Doors Inc.	Ciales	Tu Estilo Caasual	Florida
El Expreso Cash and Carry	Ciales	Aromas Perfumería	Florida
Emanuel Vending	Ciales	Pizzeria mi Panal	Florida
Popo's Café Restaurant	Ciales	Super Colmado	Florida
Laboratorio Clinico	Ciales	Santiago Bkery	Florida
Farmacia Bella Vista	Ciales	Florida Medical Plaza	Florida
Comercial Villalobos Inc.	Ciales	CDT	Florida
Constructora del Centro	Ciales	Pagan Bakery	Florida
Farmacia Glamor	Ciales	Supermercado Centro Ahorros	Florida
Supermercado Selectos	Ciales	Supermercado JJ	Florida
Bar and Restaurant Vista Las Cañas	Ciales	Mi Farmacia	Florida
Panaderia y Reposteria Pesas II	Ciales	Super Farmacia	Florida
Ciales 149 Auto Parts	Ciales	Florida Realty	Florida
Subway	Ciales	Policlinica Familiar	Florida
Restaurante El Palacio Chino	Ciales	Patheon	Manatí
No Name Pizza	Ciales	Burlington Coat Factory	Manatí
Me Salve	Ciales	Grupo Man. Vázquez Inc.	Manati
Colegio Nuestra Señora del Rosario	Ciales	Clondalkin P&H	Manatí
Nieves Glass Alumeno	Ciales	Hogar Ruth, Inc.	Vega Alta
L.F.D.C.	Vega Baja	Supermercado Econo	Vega Alta
Supermercado Econo	Vega Baja	COASI, Inc.	Vega Alta
JC Advanced Eviromental Services Inc.	Vega Baja	Juan de los Olivos	Vega Alta
Air Waste	Vega Baja	LSI- Stem Group (Invernadero)	Vega Baja

✓ *Special Activity for Employers of the Northwest Local Area*



The Northwest Local Board sponsored a workshop targeting employer of the Local Area on the subject "How to do Business with the Federal Government". The main speaker was Ms. Marjuli David Mateo, Official of Federal Contracts in the Sales Division of the Puerto Rico Industrial Development Company (PRIDCO). She is responsible for developing business strategies to increase federal contract granted to local companies in Puerto Rico. In this workshop, other topics of interest were presented to employers, like the availability of the wage incentives, the management of human resources and the services of the PRIDCO Office of Federal Affairs.

In regards to wage incentives, it was explained that the employers are the primary clients of the Workforce Investment System, that there are various incentives for the creation of jobs, and that some of these incentives are:

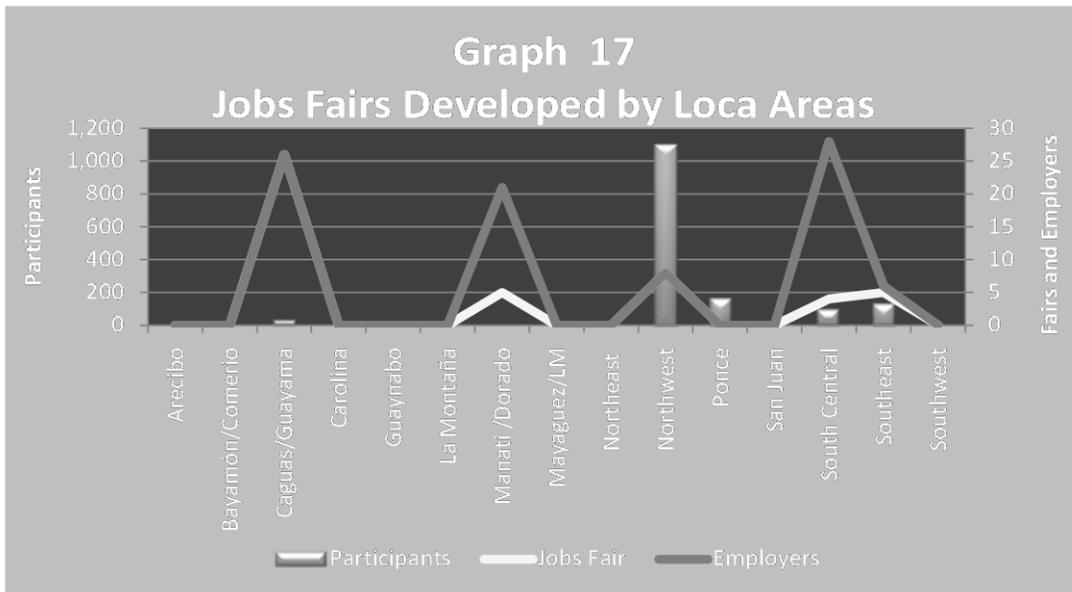
- Facilities to carry out interviews ,
- Conference rooms to offer trainings and workshops,
- Referrals of candidates with the skills required by the occupation,
- On the Job Training,
- Customized Training.

On the subject of human resource management, there was a speaker, the Director of the Office of Planning, Statistics and Research of the University of Puerto Rico who covered the following topics: Human Resources Planning, Recruitment, Personnel Selection Tools, and Labor Legislation, among other topics.

The Puerto Rico Department of Economic Development and Trade (DDEC by its Spanish acronym), responsible for the economic development of the island, was also represented. The DDEC has an Office of Federal Affairs (FAO) that provides information and access to local entrepreneurs with everything related with contracts and federal funds. The FAO has as its



principal objective to promote the economic development of Puerto Rico through the services that it provides to employers that are interested in realizing business with the federal government. FAO gives direct access to all the information and assistance necessary so that enterprises and native organizations can submit bids to the Government of the United States.



✓ **Job Fairs Developed by Local Areas**



Job Fairs are a useful strategy to engage employers and deliver One Stop Center services. Local Areas use two jobs fairs approach: One, fairs that take place in a specific location like coliseum, convention center, shopping center, with representation of employers, training institutions, workforce system partners, state agencies, among others. Two: job fairs carried out in different communities of Local Area municipalities where job vacancies and recruitment are done. In the second approach many local areas used their mobile units to deliver services to participants.

These two job fairs approach delivered the following services: employment placement, guidance to start and finance their own business, information from representatives of training services providers, One Stop required partners services and representation of the State economic development agencies. Participants had the opportunity to receive services related to the preparation of resumes, internet, request for birth certificates, request for health and negative criminal record certificates required in Puerto Rico by employers. Also, there are available: computers, facsimile and other tools to complete employment efforts, as well as various techniques in preparation for a job interview.





Graph 17 shows the distribution of jobs fairs developed by Local Areas, the number of participating employers and delivery of services for job seekers. Among the fifteen Local Areas 164 job fairs were held, with a participation of 449 employers and the provision of services to 12,030 jobseekers.

✓ ***“Baya-Empresas” Approach in Bayamón/Comerio Local Area to Engage Employers***

The municipality of Bayamón has an aggressive program to serve employers in the Bayamon Labor Markets Area, that serve as a tool for the Local Area and its One Stop Center named BAYA-EMPRESAS. This program offers among its services, orientation for business development and business plan. If the employers have hiring plans, they are referred directly to the One Stop Center to be used as the recruiting center. The One Stop Center provides assistance to employers, like Public Notices and outreach process, staff support, technology rooms, interview rooms, among other services. As example of this joint effort some of the employers that hired employees in the One Stop Center were:

- CVS Pharmacy – 19 employees
- Burlington Coat Factory – 295 employees
- Romano’s Macaroni Grill – 230 employees
- TJ Maxx – 110 employees

✓ **The One Stop Center as Hiring Center**



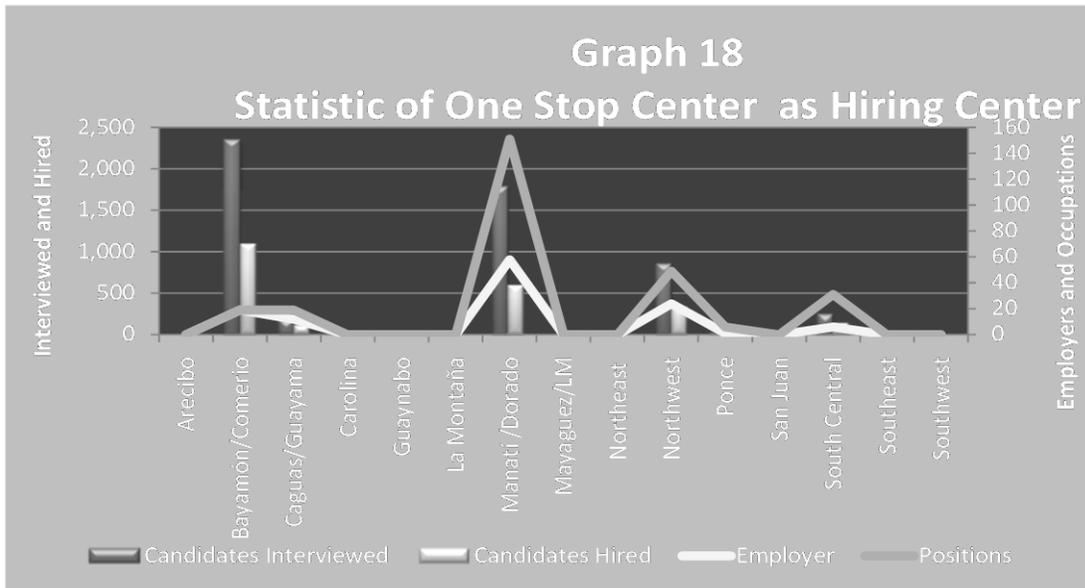
WIA Title I is aimed to ensure a balance between the needs of jobseekers and businesses that need labor force, so that the individual gives his maximum potential and the employer has access to high-quality employees to increase its competitiveness. Employers can benefit of the following One Stop Center services:

- Interviewing job candidates to select skilled and trained personnel who will fill their labor force needs
- Selecting candidates according to their needs
- Participating in the different studies of occupational demand.
- Membership in the Local Board, which in turn allows them state public policy for training and employment in the local area.
- Using the One Stop Center to disseminate job offers
- Providing customers selected by the employer medical laboratories service to obtain the certificate of Health and Drug Testing, and the payment and the Police Negative Antecedent Certificate.
- Using the One Stop Center interview rooms
- Referring customers to their employment interviews

The main strategy used to integrate businesses at the workforce system is the use of the One Stop Center as a recruitment, interview, and hiring Center. The One Stop Center provides the necessary tools for technology services, the staff and WIA core services to assist businesses and industry in the hiring process. Local Areas has Job Promoters who continuously search for any new job vacancies available in the geographic area, the new businesses to settle and the skills requirements for the positions available. Those contacts with the business sector provide local boards with the employment opportunities reflected at the local area.



The statistics of Graph 13 show the efficiency of Local Areas in the use of the One Stop Center as ideal place for employers recruiting employees that need to meet their workforce needs. During PY 2011, a total of 4,284 persons were interviewed for employment by 221 patrons, making the recruitment of 2,383 persons equivalent to 56% of respondents. The recruitment was carried out for 425 occupations.



**XI. National Emergency Grants**



On October 26, 2010, Puerto Rico was affected by Hurricane Otto and later on August 21, 2011 was affected by Hurricane Irene. Winds and rains of these atmospheric phenomena left more than 1 million subscribers without electric energy, several broken roads and thousands of fallen trees.

The Puerto Rico Department of Labor and Human Resources received an allocation of funds of \$4,000,000 under NEG Otto and another \$12,845,000 under NEG Irene by the United States



Department of Labor to assist in the recovery of Puerto Rico after the passage of these two atmospheric phenomena. These funds were allocated to the Workforce Development Administration (ADL, by its Spanish acronym) for carrying out the activities and services to eligible participants through the affected municipalities.

Of the funds received during PY 2011, the ADL serviced 631 participants under NEG Otto funds with an investment of \$1,246,000 for the development of Work Experience for individuals which their jobs were affected by these natural phenomenons. With NEG Irene with an investment of



\$7,259,000 for the allocation in Work Experience for 1,536 seasonal employees related to the cleaning and repairs after the storm. The remainder of the Irene Grant will be used during the 2012-2013 fiscal year activities for these participants. Currently, the ADL selected, through its Service Providers Database, private organizations to provide pre-vocational intensive services workshops, in order that participants are directed to get a job or improve their occupational skills to enter the workforce.



## ***XII. Trade Adjustment Assistance (TAA)***

The main goal of the TAA program in Puerto Rico is to assist workers who have lost or may lose their jobs as a result of foreign 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. This program seeks to provide skills, credentials, resources and support necessary to displaced workers, to encourage them to an early return to the labor force. The program has approximately 300 active participants.

Puerto Rico received the allocation of \$4,225,952.51 in TAA funds to offer a variety of benefits and services. Among the services offered this year was: job search, occupational training, tailored training, remedial training and RTAA (a wage subsidy to workers 50 years of age and older). In December 21, 2011, Puerto Rico had a new industry certified Checkpoint Caribbean, LTD in Ponce. Approximately 200 workers were laid off from this company and are eligible for the benefits of the 2011 Trade Adjustment Assistance Extension Act.

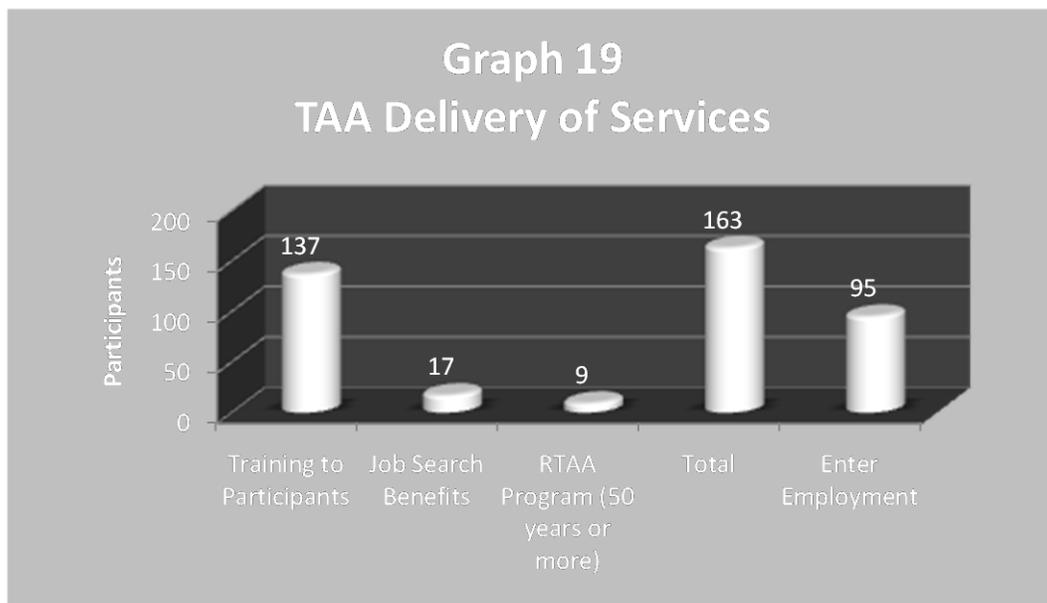
During PY 2011-12, the program had the following outcomes:

- Outreach and dissemination activities to orient displaced workers from Checkpoint Caribbean to present the program and attract 131 participants
- Coordinated four workshop groups:
  - ✓ Two groups for job search with placement, in San Juan and Aguadilla. This workshop was aimed to train the participant on essential tools to obtain success in the searching, placement and retention of jobs.
  - ✓ A workshop in Ponce on how to successfully establish a business in Puerto Rico. This workshop was aimed to train participants in the essential materials to obtain



success in establishing a business that allows their financial and personal accomplishment.

- ✓ A workshop in Aguadilla for the introduction to technology. This workshop was aimed to train the participant on the basic concepts of computers, Windows, Ms Word Excel, Ms Power Point, Ms Outlook and the Internet.
- Among the active participants, Graph 19 shows the delivery of service to TAA participant according to the program activities.





### ***XIII. Monitoring Local Areas and Special Projects***

The State Monitoring Unit is responsible for monitoring grant-supported activities, including local areas and state supported projects. These monitoring efforts include local governance, local board and one-stop operator roles, program performance, eligibility determination, financial reporting, and compliance with Uniform Administrative Requirements and Cost Principles, among others.

For Program Year 2011-2012, our monitoring reviews have focused on case management as a client-centered approach that ensures a coordination of services leading to employment. We have also focused on eligibility determination, the use of waivers, financial administration and reporting, and the procurement of services. The monitoring reviews reveal improvements on eligibility determination and financial reporting issues.

The State Monitoring Unit is also involved in an ongoing effort to improve the quality of local monitoring activities. As part of that effort, in September 2011 the Monitoring Unit provided three workshops on monitoring and oversight to local board members, monitors, and staff. It had the participation of all fifteen local boards.

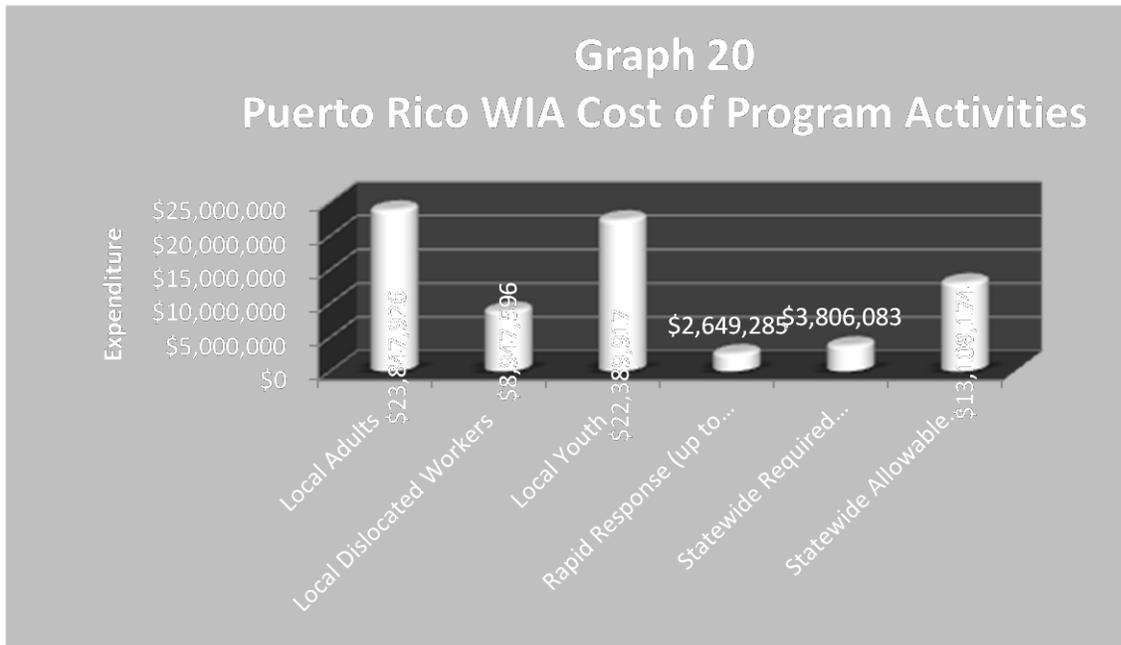


#### ***XIV. Cost of Program Activities***

For program year 2011, 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 were allocated for state required and allowable activities.

<b>Puerto Rico WIA Fund Allocation 2010-11</b>	
<b><i>CATEGORY</i></b>	<b>ALLOTMENT</b>
LOCAL AREAS	62,297,490
STATE ACTIVITIES	16,009,807
ADMINISTRATION	3,915,363
GOVERNOR'S RESERVE FUNDS	7,830,732
RAPID RESPONSE	4,263,712
<b>TOTAL ALLOTMENT</b>	<b>\$ 78,307,297</b>

Table N presented previously in the Required Reporting Section shows that total expenditures for Puerto Rico Workforce Investment System for Program Year 2011 were of \$74,748,981. This expenditure represents a 58% reduction in comparison with PY 2010 expenditure that was of \$128,196,763. The Local Areas PY 2011 expenditures were \$55,185,439, equivalent to 74% of total costs, meanwhile the state level expended \$19,563,542 or 26% of total costs, as shown in Graph 20. The state level cost of program activities include Rapid Response activities; statewide required activities pursuant WIA Section 134 (a)(2)(B); and statewide allowable activities pursuant WIA Section 134(a)(3). The Local Areas cost of program activities includes Adults, Dislocated Workers and Youth Programs expenditures.



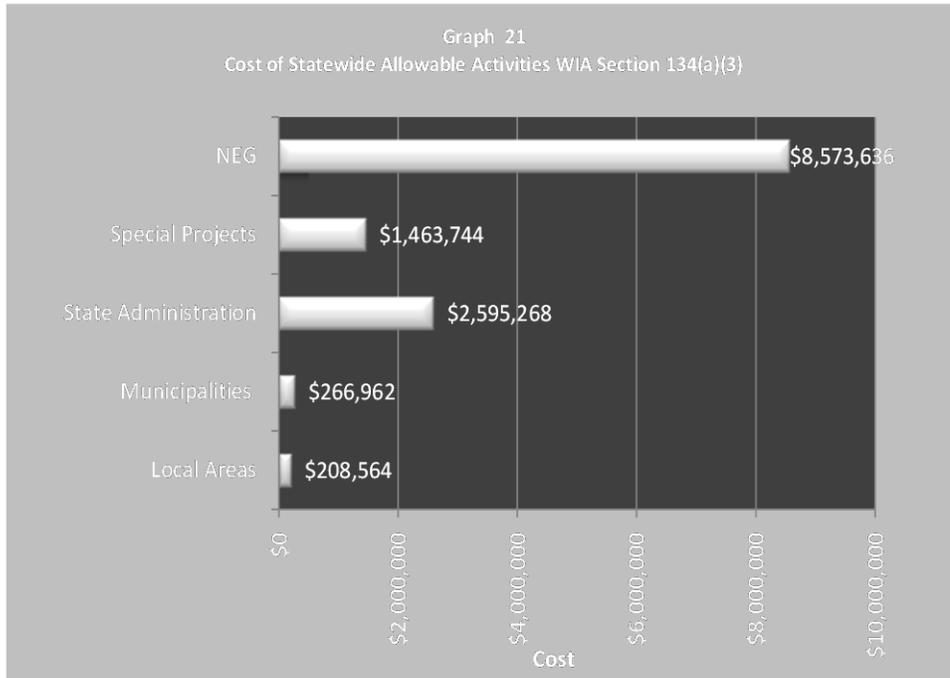
The cost of programmatic activities in local areas shows the distribution between the three programs, with 43% of total cost in the adult program, 16% in the dislocated program, and 41% in the youth program, as shown in Graph 20.

The state level cost of program activities shows that the statewide required activities was 19 % of total expenditure, Rapid Response services represent 14% of expenditure and the statewide allowable activities under WIA Section 134(a)(3) has a 67% expenditure rate. Allowable activities include fund invested in innovative projects and funds allocated by the National Emergency Grant (NEG) in the state application for Otto and Irene Tropical Storms. NEG expenditure was of \$8,573,636, equivalent to 65% of allowable activities expenditure.

The allowable activities have a 67% of total costs, including development of innovative projects developed with set aside. As shown in Graph 21, Local areas received an allocation of \$208,564 additional of formula funds for the development of innovative projects, NEG funds was \$8.57



millions, special project had \$1.46 million expenditure, municipalities received an allocation of \$266,962 and \$2.59 million were used for state administration costs.





### ***XV. Employment Service 7(a)***

The mission of the employment service system is to improve the functioning of the nation's labor market by bringing together individuals who are seeking employment and join employers who are seeking workers.

One of the basic requirements for a successful and productive life is the acquisition of a suitable job. PRDOL's Employment Service (ES) is certain of the need to empower job seekers with appropriate updated skills that will make it much easier to ensure them employment in today's labor market.

It is with the highest sense of commitment that the ES staff in all fourteen local offices provides a varied array of services to employers and job seekers. ES has to provide employers a venue to post their job openings and find suitable candidates, while at the same time provide job seekers the opportunity to match their credentials with the posted job opportunities. ES staff works very hard to meet employer needs, consistent with equal employment opportunity principles, ample selection opportunities, with a timely referral of qualified, permanent, full or part-time workers. ES staff also provides career counseling, career planning, resume writing assistance, direct job placement, labor market information and much more.

PRDOL-ES will continue to give special attention to the services being offered to everyone, and more particularly to the following populations:

- Veterans
- Migrant and Seasonal Farm Workers (MSFWs)
- Unemployment Insurance Claimants (UI)
- Persons with disabilities

The following sections describe ES services, programs and outcomes for 2011.



✓ **Counseling**

Counseling is a service offered to job seekers who need assistance in selecting, changing or making an adjustment in their current occupation. When providing employment counseling, staff tries to get job seekers to make appropriate occupational decisions. In addition, they also help these clients gain insight into their own interests and abilities, so that they may quickly decide to become a part of the active workforce. Clients can then make their own decisions, select a vocational goal, and take the necessary steps toward reaching their professional goals. All ES Counselors have a university Master of Arts (MA) degree. With their experience and knowledge, they are able to give information regarding occupational requirements, employment opportunities, trends and other community resources that may be of benefit to the job seeker.

During PY 2011 the Employment Service Division delegated in all local office Counselors to help develop training sessions as needed. At present, the Program Year Training Calendar for all Employment Service staff continues, including that of Counselors. Capacity building will be ongoing, and continue for the next Program Years.

✓ **Technical Assistance**

During PY 2011 the central office ES staff continued to offer technical assistance to all fourteen (14) local office staff. Their assistance included, but was not limited to, correcting social security numbers (SSNs), changes in job orders, changes in job openings, numbers of participants referred to job openings, verification of UI claimants referred to RES, closing job orders, etc.

To avoid the incorrect use of claimant information, the control over program files will remain at the central office level.



### ✓ **SIAC- Integration**

Aware of the need to avoid duplicity and offer better services, ES and WIA activities were integrated with the use of a common data system. SIAC, the Department's case management application, an ARRA-funded technological initiative, was implemented. SIAC unified previous ES and WIA systems in a single application. Internet access was successfully implemented in all local offices. Investment in server technology took place, to support this initiative. A web-based application (Web Turn) was purchased to measure efficiency in the administrative and management staff regarding provision of services.

The ETA 9002 report now reflects a more accurate scenario of PRDOL Employment Service (Wagner-Peyser) activities.

### ✓ **Human Resources and Capacity Building - Training**

PRDOL continues to believe that local office management and front-line staff are essentials for the success of any workforce program. ES employees are the most important asset in the delivery of quality services in prompt manner.

During PY 2011 ES staff received training regarding the procedures of all programs serviced. An integral part of the approach was to train local office personnel in the SIAC System, a powerful and necessary tool in order to gain increased agility in the services offered. ES will continue to offer these capacity-building opportunities, with more learning experiences. This will help each staff member to get a better understanding of the SIAC system, enabling them to provide better customer service delivery.



### ✓ **Veteran's Employment Program**

To make sure that the Veterans' Employment program is integrated and coordinated within the One Stop System, the participation of DVOPs and LVERs in planning activities have been necessary. PR-ES established a weekly schedule and placed a DVOP or LVER staff in each of the Workforce Investment Areas. The rest of the time, they render service at the ES Local Offices.

### ✓ **Transition Assistance Program (TAP)**

The Jobs for Veterans Act of November 7, 2002 requires the implementation of programs that ease the transition of service members from active duty into civilian careers. Transition Assistance Program(TAP) workshops provide employment services for transitioning service members and other eligible persons.

TAP training was conducted as scheduled:

Three (3) days per workshop; eight (8) hours per day, as required; for a total of 96 hours during PY 2011. This activity will continue until March of 2013. According to Veterans Program Letter Number 08-12, VETS will transfer this service program from the USDOL Employment Workshops to a private contractor by March 31, 2013.





✓ **Significant Activities carried out during program year 2011:**

Back in June 1st, 2012 ES VETS staff participated in the *Hire Our Heroes Job Fair*. This second [Veterans] job fair was done in coordination with the PR American Legion and the US Chamber of Commerce.

Vets also participated at a Veterans Job Fair on November 17, 2011.





**Photographs of the Veterans Job Fair on November 17, 2011**





### PROGRAM YEAR 2011

LOCAL OFFICE	VETERANS	SPOUSE	TOTAL	REFERRALS	PLACEMENTS
AGUADILLA	20	4	24	24	3
ARECIBO	13	1	14	14	0
BAYAMÓN	81	27	108	108	12
CAGUAS	31	5	36	36	2
CAROLINA	68	8	76	76	1
COAMO	7	3	10	10	0
FAJARDO	10	2	12	12	0
GUAYAMA	7	0	7	7	0
HUMACAO	13	5	18	18	5
MANATÍ	20	10	30	30	1
MAYAGÜEZ	9	1	10	10	0
PONCE	19	7	26	26	2
SAN GERMÁN	1	1	2	2	0
SAN JUAN	65	11	76	76	12
<b>TOTAL</b>	<b>364</b>	<b>85</b>	<b>449</b>	<b>449</b>	<b>38</b>

#### ✓ Outreach Activities:

DVOPs and LVER performed diligent outreach efforts to locate and serve Veterans (and others) with barriers to employment. These activities were carried out in collaboration with the Office of the Veterans Ombudsman, Vet Center, Vets Hospital and other sources.

The VETs staff was encouraged into becoming even more aggressive when contacting employers and other organizations, and into referring Veterans for counseling, training, employment and reemployment services (RES).



<b>ETA 9002 and VETS 200 Outcomes Data from Local Offices Quarterly Reports</b>	
<b>OUTCOMES</b>	<b>TOTAL</b>
TOTAL VETS ELIGIBLE PERSONS & TSM THIS QUARTER	2,616
RECEIVED WORKFORCE INFORMATION SERVICES	1,927
RECEIVED STAFF ASSISTED SERVICES	2,273
CASE MANAGEMENT	54
CAREER GUIDANCE	491
JOB SEARCH ACTIVITIES	420
REFERRED TO EMPLOYMENT	618
REFERRED TO WIA SERVICES	68
RECEIVED INTENSIVE SERVICES	299
REFERRED TO FEDERAL TRAINING	47
PLACED IN FEDERAL TRAINING	20
REFERRED TO FEDERAL JOB	34
ENTERED INTO FEDERAL JOB	4
JOB DEVELOPMENT CONTACTS	452
OBTAIN EMPLOYMENT	45
EMPLOYMENT STATUS AT PARTICIPATION	96
<b>Total Exitters</b>	<b>1,771</b>

✓ **Migrant and Seasonal Farm Workers Program**

A shortage of outreach workers at the local offices where three are MSFW significant offices contributed to lowering equity ratio indicators in PY 2011. Nonetheless, it is in the State Plan to overcome this issue as quickly as possible.



PRDOL became a member of the Wage Record Interchange System (WRIS) in 2011, and months later accepted to participate in the additional WRIS 2 program. This tool will definitely help not only for compiling wage record information, but also for comparing wages and controlling fraud and irresponsible data gathering when hiring job seekers.

In addition, PRDOL also continued to experience challenges in obtaining timely and accurate wage record information from the Puerto Rico Tax Program System. This is used to determine the Entered Employment Rate (EER) and Employment Retention (ERR) statistics. These performance goals, EER and ERR, will be reviewed.

#### ✓ **Transition of MSFW Activities into SIAC**

The Wagner Peyser Act, as amended by the Workforce Investment Act of 1998 (WIA), requires that services be provided to Migrant and Seasonal Farm Workers (MSFWs) in a One-Stop Delivery System. These measures include a commitment to improve the use of human resources in the agricultural labor market. The goal of the Employment Service (ES) Division has been to function as a source for agricultural as well as for non-agricultural job placement. PRDOL assists the migrant and seasonal farm worker when looking for a good job position, while providing employers with an effective source of quality employees.

ES continued to help MSFWs with their problems with: transportation; in overcoming their language barriers in English proficiency; preventing exposure to workplace hazards, when addressing their training and employment needs. Wagner-Peyser Act services, such as, job-search assistance, counseling, testing and referral servicing, among others, were provided for the entire PY 2011.



The PRDOL Foreign Labor Certification Office performed a Prevailing Wage Survey that helped to bring about positive changes in the agricultural labor workforce; all in compliance with federal requirements aimed at improving this population's working conditions.

The launch of the SIAC information data system was a significant, positive step forward when major MSFW activities (monitoring, outreach, complaint system management, and MSFW employer servicing) were transitioned into One-Stop Delivery system.

During PY 2011, in an effort to prepare ES staff so that they may offer better quality and complete job-oriented services to the MSFW population, cross-program training was offered with success being experienced by workers and employers alike.

### ✓ **Services to Agricultural Employers**

In PY 2011 several agricultural employers were contacted and visited, in order to give them information about the myriad of services provided by the ES Division. Local offices helped employers post local job orders, and UI benefit-receiving workers were referred to them, successfully meeting much of the employer's needs.

### ✓ **State Monitor Advocate (SMA)**

Since July 1, 2010, ES has the capability to resolve all complaints brought to its attention by MSWFs as well as those received from the rest of those served by the ES Program. ES has the responsibility to resolve complaints brought to its attention pursuant to 20 CFR 658.400.

The Secretary of Labor (the State SWA Administrator) has an overall responsibility over the agency's self-monitoring. Federal law requires that the Secretary make sure that the state agency



monitors its own compliance with Job Service regulations, when serving MSFWs on an ongoing basis.

In April 1st, 2011, the Acting State Monitor Advocate was appointed State Monitor Advocate (SMA) pursuant to 20 CFR 653.108.

Federal requirements state that services provided to MSFWs must be “qualitatively equivalent and quantitatively proportionate” to the services provided all other job seekers. In PY 2011 MSFWs received all workforce development services, benefits and protections on an equitable and non-discriminatory basis (i.e. career guidance, testing, job development, training and job referral).

During PY 2011 the SMA visited “significant and non-significant” local offices to verify performance and compliance with ETA Regulations, and make sure that the targeted goals in the State Plan were being met. Results were sent to the RO.

#### ✓ **Services to Unemployment Insurance (UI) Claimants**

Unemployment Insurance (UI) and Employment Service (ES) Offices are co-located in the fourth (4) floor of the PRDOL Bureau of Employment Security (BES) Cupey Office building. All UI claimants are registered in the ES by local merit staff, using the Benefits Automated System (SABEN - for its Spanish acronym) data information system, the backbone of the PRDOL Employment Service.

In order to expedite services to UI claimants, during Program Year 2011, BES established a second Call Center in Ponce.

Registration in both programs constitutes the reason for operating the Worker Profiling and Reemployment Services (RES) Programs; aimed at helping claimants find jobs before they



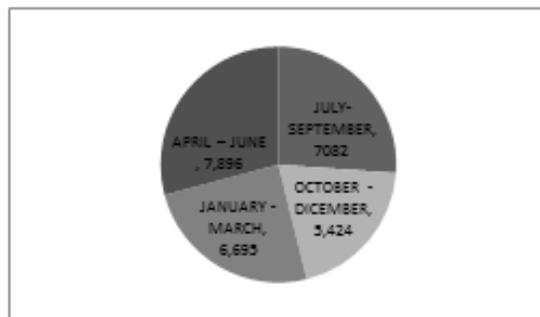
exhaust their regular unemployment insurance benefits. Besides UI claimants, all citizens and legal residents are also served at these local offices.

✓ **Reemployment Services (RES)**

The unemployment rate in Puerto Rico, as in other states, was very high during PY 2011. A large number of UI claimants were profiled and served by RES during PY 2011.

PRDOL Employment Service continued to play a leading role as the primary job-matching resource for employers and job seekers.

Through the Bureau of Employment Security, a component of the One-Stop Service Center, ES provided Reemployment services to eligible UI claimants. These participants were profiled and determined as eligible due to their need for these particular services. The program identified dislocated workers and other unemployed claimants at risk of exhausting their regular UI benefits, and directed them onto intensive reemployment services and prompt re-hiring. An RES Specialist performed local office visits to monitor and evaluate program services and found a definite need for staff and claimant follow-up training.





**Claimants Served by RES during PY 2011**

<b>MONTHS</b>	<b>PROGRAM YEAR 2010-2011</b>	<b>PROGRAM YEAR 2011-12</b>
JULY- SEPTEMBER	7082	7,616
OCTOBER- DECEMBER	5,424	6,040
JANUARY-MARCH	6,695	5,436
APRIL-JUNE	7,896	6,305
<b>TOTALES</b>	<b>27,097</b>	<b>25,397*</b>

\* Information provided for the quarter ending in June 30<sup>th</sup>, 2012 is not complete. Missing information will be provided under separate cover at the end of the month of September, 2012, affecting the total amount reflected in this chart.

\*\* The Interempleo System ceased to exist by June 30, 2011, and SIAC began July 1<sup>st</sup>, 2011.

**Reemployment Services (RES)  
Comparison of Program Year 2011 with Program Year 2009 and 2010**

<b>QUARTER</b>	<b>PERIOD</b>	<b>P Y 2009</b>	<b>P Y 2010</b>	<b>PY 2011</b>
<b>1st</b>	July-Sept	5093	5916	7,616
<b>2nd</b>	Oct-Dic	3876	4944	6,040
<b>3rd</b>	Jan-Mar	5424	6695	5,436
<b>4th</b>	April-June	7082	7896	6,305

There is a significant increase in the number of clients served in PY 2011, when compared to PYs 2009 and 2010.



### ✓ **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 in UI claimants, accelerating reemployment.

REA began implementation in March 15, 2011 as a pilot program, and selected offices were assigned REA Coordinators to conduct the assessments. REA Coordinators received training and support from the PRDOL central office. A sophisticated data gathering system was set in place in order to collect data for the ETA reports, as well as for providing needed support services.

The REA Program used a claimant profiling process that identified 20,000 claimants, of which 10,000 were to receive reemployment services at their UI local office. The remaining 10,000 were identified for comparison purposes, as the ETA rules required. Participants were selected from all industry sectors.

- REA targeted beneficiaries least likely to exhaust unemployment insurance benefits. These claimants were those with the longest tenure, highest level of education, and the highest possibility of becoming job-ready in the least amount of time.
- REA scheduled a single REA assessment per selected claimant, and attendance constituted a condition for remaining eligible to receive benefits.
- Participants were scheduled for an appointment via regular mail at their nearest UI local office, and required to complete an ES registration in advance of the REA assessment.
- REA assessments included an interview where participant needs were assessed, labor market information provided, and initial work-search plans developed. These would refer participants to previously existing reemployment services. Emphasis was placed on



referring candidates to ES resources, such as: occupational counseling, job-skill workshops and job placement assistance.

- Placement efforts would consider job opportunities in all sectors of the economy, and REA referred candidates to existing training opportunities in local WIA centers.

Wagner-Peyser, WIA and UI funding was leveraged in favor of supporting the REA initiative.

The REA grant provided an opportunity to enhance communication and collaboration between WIA Centers and the UI program so as to provide effective reemployment services, and foster the development of efficient strategies for UI claimants. At present the REA Program is almost completed.

✓ **Special Project for Ex-Offenders (Coordinated with the Corrections Department)**

The number of ex-offenders transitioning from incarceration onto the workforce labor market gets higher every year. It is very difficult for this population to get a job because of their criminal record. It is very important for government and society to provide them with support and sufficient tools to enable them a smooth transition into the free community, starting in the latter part of their sentence, avoiding the chance for recidivism.

According to the Puerto Rico Corrections Department, 62% of the people arrested for a felony or crime, were unemployed at the time of their arrest. Of those arrested, 60% were repeating offenders. These statistics demonstrate a social problem in the rehabilitation process of these individuals, quite often discriminated against because of their criminal record.

State Government is seeking permanent solutions that will minimize criminal activities in society. With this in mind, several innovative projects were created in PY 2011, using WIA funds in order to carry out adult, basic education and entry-level vocational training programs. These projects



provided positive support for ex-offenders, giving them employment opportunities once their criminal sentence ended.

PRDOL, after partnering with the Governor's Office to promote Executive Order, OE-2011-50, also known as the *Service Office and Support for Offenders and Ex-Offenders* initiative, has been successful. A direct liaison was appointed by the Secretary of Labor in order to guide, offer, coordinate and follow up on services offered. Efforts have also been coordinated in partnership with other local and state government agencies. Such as:

- Department of Education,
- Department of Health,
- Department of Housing,
- Department of the Family, and the
- Economic Development Bank of Puerto Rico.

This initiative began during PY 2011, and ES has scheduled an evaluation visit whereby the results are to be published after the last quarter of PY2012. That is, results will be published after December 30, 2012.


**STATISTICS OF OFFENDERS& EX-OFFENDERS SERVED**

OFFICE	WALK - IN	IN - HOUSE*	TOTAL CASES	COMMENTS
AGUADILLA	3	10	13	
ARECIBO	10	7	17	
BAYAMÓN	35	5	40	
CAGUAS	22	5	27	
CAROLINA	6	6	12	
COAMO	1	2	3	
FAJARDO	7	1	8	
GUAYAMA	1	2	3	
HUMACAO	14	1	15	
MANATÍ	6	7	13	
MAYAGÜEZ	1	5	6	
PONCE	13	8	21	
SAN GERMÁN	1	1	2	
SAN JUAN	35	2	37	
UNKNOWN	03	INA	03	
TOTAL	158	62	220	

Statistics provided in June 4, 2012 state:

- \*The term “In-House” means that they will be released from incarceration very soon.
- 220 cases have been referred to this initiative: three (3) of these cases were homeless with no information provided.
- All cases were assisted and referred to ES Counselors for: to cover job openings, receive training, or to receive more intensive services at their local Workforce Investment Area (WIA).
- 91 cases did not have a twelfth (12<sup>th</sup>) grade education or high school diploma.



### ✓ **Services to Employers**

Puerto Rico emphasized the importance of being able to provide a wide range of One-Stop services to small businesses. Services provided guidance in their creation of small and medium sized businesses; as well as promote sustainability and growth. Small businesses are currently having an uphill battle against large mega-companies, making guidance and assistance a must in order to survive inside their economic sector.

A memorandum of agreement was drafted and discussed with PRDOL office managers, instructing staff who visited employers and obtained job offers (job openings) on a weekly basis. These instructions are still being strongly enforced, and the service has been running smoothly and successfully.

The Job Service Employers' Committees (JSEC) continue to enhance efforts that intensify their relationship (representative of the private sector) with the PRDOL.

JSEC is an organization of employers that donate their time and expertise to expanding and improving Employment Service operations. Their goal is to be a facilitator and to provide for the needs of employers in terms of knowledge about labor law, issues of general interest, creating a formal and solid working link between the Employment Service and the private business sector.

During PY 2011, JSEC conducted a seminar where all PRDOL local offices were invited. It was a complete success. The conference serviced 209 participants. It was held at the Marriott Courtyard Hotel in Isla Verde, March 29th, 2012. During the conference, Former Secretary of Labor, Miguel Romero, recognized the efforts of the employers that recruited



workers, as well as those carried out by PRDOL office staff who tried to meet employer needs.

The employers that received recognition were;

- ✓ Burlington Coat Factory of Carolina, and their Carolina office staff;
- ✓ “Supermercado Selectos” in Santa Isabel, and their Coamo office staff; and
- ✓ Burlington Coat Factory in Ponce, and their Ponce office staff.
- ✓ The Carolina JSEC was also recognized for their accomplishments in the orientation



Figure 1 – Former PR Secretary of Labor, Miguel Romero (Far Left) and Mayra Carrión, JSEC State President (Far Right), recognizes Burlington Coat Factory of Ponce for their recruitment efforts of workers from the Ponce municipality and adjacent areas. The Ponce local office staff was also



Figure 2 – Former PR Secretary of Labor, Miguel Romero (Far Left) and Mayra Carrión, JSEC State President (Far Right), recognizes Supermercado Selectos of Santa Isabel. The Coamo local office staff was also recognized.

of employers during their quarterly meetings.

During program PY 2011, ES Specialists from the Central Office visited local offices to evaluate the work done by Job Interviewers, when contacting or visiting employers. This activity was conducted by the local offices, and written reports were due every day, as



requested by each office manager. In order to improve customer service, the results of these evaluations were discussed with staff. The Bureau of Employment Security, through the Job Service Division and the Agricultural Department, also helped in the Annual Coffee Growers Harvest Activity (ACABE) where the best Coffee Growers and workers were recognized at Hacienda Gripiñas in the municipality of Jayuya, Puerto Rico.

### ✓ ***Foreign Labor Certification Program***

This program helped employers comply with federal laws and procedures when they chose to employ foreign (non US citizen) or alien workers, when no US citizen was available.

Labor Certification law prohibits the entry of aliens into U.S. soil for the purpose of seeking employment, unless the Secretary of Labor certifies that there are insufficient or no available U.S. citizen workers willing and/or qualified for the jobs in question. The employment of foreign or alien workers cannot adversely affect U.S. worker wages or conditions.

The PRDOL continued to help the Employment and Training Administration (ETA) when determining the availability of U.S. workers, and minimizing the potential adverse effects on wages and working conditions the admission of alien workers into US soil might have, on similarly employed U.S. workers, before employers are able to obtain a labor certification.

PRDOL has also agreed to assist ETA in conducting appropriate agricultural surveys, and provide wage determination information to employers wishing to file or update a labor



attestation. In PY 2011 and for the first time ever, a prevailing wage survey regarding the coffee industry was completed.

- The ES Agricultural Program Coordinator posted a Request for Proposal (RFP) in order to carry out the survey. After receiving approval from the USDOL Regional Office in Boston, the staff wrote and sent an invitation letter to qualified coffee producers so that they may decide to participate in the process. ES wrote a second letter to those who would constitute a proposal evaluation committee. A total of 1,846 coffee growers were interviewed. This amount represented 25% of the coffee growing universe. The final report with the survey's results was delivered in September of 2011.

Complete information about the details regarding this survey may be found in the Department of Labor's Agricultural, On-Line Wage Library (AOWL) at: <http://www.foreignlaborcert.doleta.gov/aowl.cfm>

✓ ***Work Opportunity Tax Credit Program (WOTC)***

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 the targeted employees to gradually move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while the participating employers are compensated by being able to reduce their federal income tax liability.



During Program year 2011 - 2012 The Work Opportunity Tax Credit Program not only met but exceeded its goals.

### COMPARATIVE CHART PY 2009 - 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
<b>Total PY 2008</b>	<b>1668</b>	<b>139</b>	<b>892</b>
October - December 2008	502	33	125
January - March 2009	212	30	49
April - June 2009	529	24	79
July - September 2009	459	16	89
<b>Total PY 2009</b>	<b>1702</b>	<b>103</b>	<b>342</b>
October - December 2009	611	23	64
January - March 2010	353	29	378
April - June 2010	573	106	195
July - September 2010	518	73	166
<b>Total PY 2010</b>	<b>2055</b>	<b>231</b>	<b>803</b>
October - December 2010	1080	77	302
January - March 2011	514	144	760
April - June 2011	492	47	228
July - September 2011	482	92	609
<b>Total PY 2011</b>	<b>2568</b>	<b>360</b>	<b>1899</b>
October - December 2011	960	165	366
January - March 2012	80 (238)*	281	370
April - June 2012	20 (502)*	187	676
July - August 2012	9 (501)*	186	312
<b>Total PY 2012</b>	<b>1069 (2201)*</b>	<b>819</b>	<b>1724</b>

\*Numbers in parenthesis correspond to new applications received for target groups that expired on December 31, 2012.



WOTC claims have been steadily increasing over the past four calendar years. The numbers included in the chart above are from the WOTC Reporting System database.

✓ ***7(b) Employment Service Program for Students (ESS)***

The Employment Service program for Students (ESS) was created in October of 1983. In July of 1996, the program changed its 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, under Section 7 (b), Discretionary Funds.

The ESS program is designed to provide continued employment registration, orientation and placement assistance to students from universities and regional colleges (public or private). Direct services are focused on high school graduates or on those who are about to graduate with a college preparation.

Present economic trends and up-to-date technology make middle-aged workers, the unemployed, underemployed or dislocated return to school, either to move on to another career or acquire skills necessary to get a new job.

During PY 2011 the ESS staff offered participants ES services. These include:

- Telling them how to fill a job application
- Sort out applicants by academic preparation, interests and/or job experience
- Make job referrals and provide other services requested by the participant
- Make individual promotions



- Inform participants of job openings through SIAC
- Offer job-search workshops
- Assist in preparing resumes
- Receive labor market information
- Coordinate massive recruitment opportunities (job fairs) with academic institutions
- Visit a varied array of recruiting industries
- Participate in job fairs

For PY 2011 ESS held, Job Fairs in college institutions and joined their efforts in trying to employ recent graduates.

During PY 2011 the Ana G. Mendez System partnered with the Employment Service Program and their own students were able to provide job related services to their own peers.



**Wagner/Peyser Employment Service  
Performance Goals Negotiated for Program Year 2011**

	<b>Target Goals For 2011</b>	<b>Negotiated Levels Proposed and Approved for 2011</b>	<b>Actual Levels</b>	<b>Comments</b>
ENTERED EMPLOYMENT RATE (EER)	46.6%	23%	12%	This amount is reflected in the ETA 9002-C Report of 04-01-2012 to 06-30-2012. It was mailed to Boston on August 15, 2012.
ENTER RETENTION RATE (ERR)	70.6%	65%	23%	
SIX MONTHS AVERAGE/EARNINGS	\$12,602	\$ 6,400*	\$7145.	This amount was negotiated in PY 2009 and continued for 2011

Note:

1. During this past year SIAC began.
2. The system (SIAC) in the majority of the local offices has been very slow.
3. The number of job seekers has been very high because of the high unemployment rate in PR.
4. Local offices have less personnel than they need (except one office).
5. Management staff is also needed to follow up on corrective action plans that are or have been developed.