

**Workforce Investment Act
Annual Report
Program Year 2003-2004**



**Human Resources and Occupational
Development Council**

Puerto Rico

October 2004





**Message from Brenda J. Sepúlveda Lugo,
Executive Director
Human Resources and Occupational Development Council**

Work to train and employ our labor force is the goal that guides our agency and the Workforce Investment Act. In accomplishing this goal, each individual will attain economic self-sufficiency and the Island will strengthen its economy. In this respectful activity, guided the principles of social justice, the compromise of each sector of our society is fundamental.

During the past years, we have participated in a governmental public policy, mainly focused, in job creation and economic development. The WIA System has supported this effort with effective tools promoting education, training, and employment. The result has been a successful activity for the most in need.

We will keep working intensely for the development of skills of a well-trained labor force to cope with the demand of the present and future job opportunities of our fellow citizens. We believe in the strength and capacity of the Puerto Rican population, and specially, of our working force.

Through the joint effort of the State Government, the Private Sector, the local governments, the community organizations and our community in general, each day we will be closer to see a happier and economically independent family in our Island.



**Message from Alfonso L. Dávila Silva
President
Workforce Investment Board**

Receive a kind greeting from the Puerto Rico Workforce Investment Board. Trough this Program Year, our main objective has been to join efforts with patrons of different sectors of the economy, to implement collaborative actions for the development of the Puerto Rican labor force.

The coordinated action plans has spawned positive outcomes. However, there are still numerous possibilities to address so that training activities and job opportunities can reach all citizens who need our support to reach their goals and improve their socio-economic condition. In addition, employers can reach a comprehensive series of incentives to improve their labor force capabilities and therefore, business production.

We have to keep working soundly; government, employers, and workers to achieve this shared goal, which benefits all sectors of the economy and the Island. This goal benefits all players of the economy, allowing a positive force to stimulate a synergetic effect on all sectors of our society. Helping in the creation of more employments and taking advantage of these opportunities is a great responsibility for our society and for us.

The Workforce Investment Act is a great allied for the transformation of our quality of life in one with more opportunities and justice for our residents. The mission on the Workforce Investment Board is the complete understanding and development of WIA as a tool to promote the necessary changes in our labor force.

**Workforce Investment Act Annual Report
Puerto Rico
Program Year 2003-2004**

I. Summary of PY Highlights

As the Workforce Investment Act matures, more efficient and effective strategies are developed to achieve our labor force goals. This section presents some of the activities contributing to the Program Year accomplishments.

Establishment of effective links with the private sector dominated the activities of the Puerto Rico Workforce Development System during the Program Year 2003-2004.

State Reserve Funds invested in the development of pilot projects to enhance the integration of the private and public sectors.

Investment in incumbent workers projects was another strategy implemented with the Reserve Fund as a mechanism to preserve jobs threatened by new technological changes.

Improvement of the database and performance measures accuracy through the implementation of the WIA Client Administration System (WIA-CAS). This system provides a strict control of the participant's registration process and a planning tool for the Local Areas. The Human Resources and Occupational Development Council (HRODC) staff provided training and technical assistance to the Local Areas in the implementation and use of the system.

II. Workforce Investment Board (WIB)

A. Working Committees of the WIB

The Puerto Rico Workforce Investment Board is organized as established by the Public Act 105-220. It is organized in four committees: Executive, Liaison with the Private Sector, Planning and Budget and Monitoring and Evaluation.

Planning and Budget Committee- Provides recommendations and advises on issues regarding public policies, service priorities and occupational demands related to the State Plan. Assists in the State Plan modifications and revisions.

?**Liaison Committee with the Private Sector** – Promotes the participation of the private sector in the WIA system.

?**Monitoring and Evaluation Committee** – Develops evaluation and monitoring instruments to ensure compliance with the State Plan and WIA regulations.

?**Executive Committee** – Composed by the President, Vice-President, Secretary, and Presidents of the Committees. Its main function is the internal administration of the Board.

B. Public Policies Established by the WIB

The Board established public policy through the approval of the Monitoring and Resolutions Procedure in order to regulate and standardized the practices of program monitoring and evaluation which will enhance the programmatic and fiscal evaluations assigned to the Monitoring and Audit Office. This process is a management tool for the effective program administration, ensure compliance with applicable rules and regulations, prevent possible fraud situations and to plan and implement immediate corrective actions.

C. Pilot Projects Promoted by the WIB

Industry Cluster Credential Program – This project is an initiative of the Liaison with the Private Sector Committee of the WIB. It creates a certification system for different positions within the pharmaceutical industry by geographical area.

This is an innovative project integrating the WIA System, the pharmaceutical industry and educational institutions in the definition of strategies for the investment of funds provided by the Act. The pharmaceutical industry played a key role in the project by identifying job slots in demand and its required competencies, and participated with the educational institutions in the design of programs and curriculum responding to the identified needs. In addition, the pharmaceutical sector agreed to hire the certified participants by the project.

The educational institutions participated in the curriculum development and the academic design, in response to the needs identified by the industry. In addition, the academic sector was responsible for the implementation of the educational modules developed for the certification program. The contribution of the

WIA system, through the HRODC and the Caguas/Guayama Local Area, was the project funding, case management and comprehensive services through the One Stop Center.

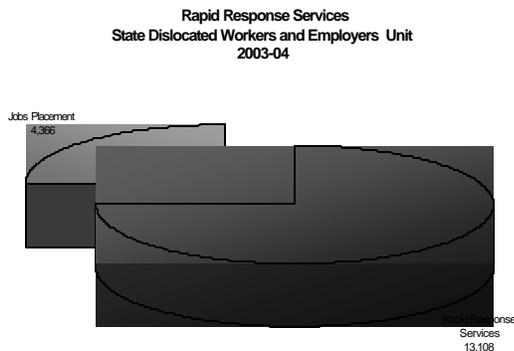
The companies directly participating in the project were Pfizer, Johnson & Johnson, Schering Plough, GlaxoSmithKline, Mova Pharmaceutical, Merck Sharp & Dohme, and Ortho-McNeil.

The cluster was selected since it generates over 30,000 direct jobs in Puerto Rico, representing over 25% of our manufacturing sector's labor force, estimated in 120,000 workers. The pharmaceutical industry cluster shows a growth pattern in relation to job generation in the Island, increasing the number of job openings to 24% between 1991 to 1995.

Through the consulting process involving the pharmaceutical industry the Program was called Pharmaceutical Manufacturing Operator Certification. The six months training was composed of four instructional modules and 51 participants were recruited. The project may be considered as a "Best Practice Project" for the investment of WIA funds in Puerto Rico.

III. State Dislocated Workers and Employers Unit (SDWEU)

Graph 1



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

During the PY 2003-2004 the SDWEU provided Rapid Response Services to 113 employers reporting mass layoffs or closings, directly impacting 13,108 workers. Through the different services provided, 4,336 dislocated workers were placed in new jobs.

Rapid Response Services are offered in collaboration with the Local Areas. Through the One Stop Centers and the Rapid Response Units, 98 closings or mass layoffs and 3,386 displaced workers were serviced.

IV. Local Areas

Composition and Description

Puerto Rico is composed of 78 municipalities grouped in 15 WIA Local Areas; three of these (Carolina, San Juan, and Ponce) are independent Local Areas due to its population and economic characteristics.

Partners participating in the One Stop Centers (OSC) are: Youth, Adults and Dislocated Workers Program of WIA Title I; Vocational Education Programs provided by Carl D. Perkins Act; WIA Title II (Adult Education); WIA Title IV- Vocational Rehabilitation; Community Service Block Grants (CSBG): Welfare to Work; Unemployment Insurance Program; Migrant Workers Program; Employment Service Program; Veterans Program; Employment and Training Program under the Department of Housing and Urban Development (HUD); Job Corps National Programs (WIA Title I, Subtitle C); and, Title V Older American Act. Other programs integrated in the system are Temporary Assistance to Needy Families (TANF); and Nutritional Assistance Program (PAN).

V. Success Stories

Caguas-Guayama Local Area

The Local Area tells the story of a young man, who was a resident of a marginal community of the Municipality of Aibonito in the rural mountainous area of the Island. He lived with his grandmother, wife, and two children. Monthly income for the family was a check from the Unemployment Insurance and the Nutritional Assistance Program since he was a dislocated worker from the manufacturing industry.

He was a high school graduate and requested services from the Local Area through a Dislocated Workers Center from which he completed a computer course improving his employability skills. Afterwards, he graduated from a Telemarketing Program and was placed as a teller in a local banking branch. Through his outstanding performance, he was appointed as a banking officer at the headquarters of the Bank.

The Local Area is very proud of a participant who requested services at the One Stop Center to fulfill his dream to enroll as a member of the U.S. Merchant Marines.

Northwest Local Area

After the determination of eligibility and provision of services, the young man was accepted as a merchant marine student. Six months after, he appears at the Local Area to show his merchant marine identification and to thank the Local Area for all the assistance.

The story does not end here; he passed the first two phases of the Merchant Marines Academy and was working to pass the remaining phases. The Local Area financially assisted him to complete the training.

After one year, the young man called from California to inform the Local Area, the successful completion of his studies and his assignment to work in the middle east. Four months later, he came back to the Local Area to show all his certifications. Presently, he is somewhere in the world, confident to reach the highest position in the U.S. Merchant Marines.

Carolina Local Area

A young man, ex-offender, was referred by the Office of Citizens Services of the Puerto Rico Superior Court, to be evaluated for services by the Area's OSC. This Office provides assistance to first offenders to avoid having a criminal record.

The young man showed interest in a technical refrigeration training, he received an Individual Training Account (ITA), and was referred to a qualified service provider to receive his training. He successfully completed the training and is currently working as a refrigeration technician assistant with a well-known company in the Island, overcoming thereby, his past problem with the justice system.

VI. Studies and Research

The Caguas-Guayama Local Area conducted a study to assess the relation between loss of employment and depression. The results show that the loss of employment affects the family emotional and economic conditions, creating depression insecurity and frustration problems. The study, through scientific methodology, shows the effects of these events in the life of the displaced worker. For more information, please contact the Caguas-Guayama Local Area.

VII. Projects with the Private Sector

Bayamón-Comerio Local Area
Mayagüez-Las Marías Local Area

Reserve Fund Projects

These Areas developed the Edward Byrne Memorial Project of the U.S. Department of Justice. This project is directed to those youth identified as high-risk leading to criminal incidence. It offers workshops in self-esteem, motivation, educational fulfillment, tutoring, and life planning. The project affected 400 high-risk youths in different communities of the Areas.

The HRODC has established a Special Projects Unit in order to develop innovative ventures serving as models for the investment of WIA funds in Puerto Rico. A total of 23 special projects were active in PY 2003-2004 with an investment of \$49,489,013.

The cumulative number of participants served under these project is 11,273 and 3,285 were placed in employment.

The most relevant projects developed with the private sector are:

?? **Establishment of Manufacturing Cooperatives**

Displaced workers of the textile and leather manufacturing industry in the north-central area of the Island were organized to save their jobs through the establishment of cooperative organizations. The HRODC assisted by financing cooperative organization and internal training (cross training) to ensure the efficiency of the operation. As a result two employee owned cooperatives were organized:

- **Caribbean Coop-** 29 displaced workers were trained and organized a cooperative to manufacture military boots through a contract obtained with the U.S. ARMY
- **Best Quality Garment-** 35 displaced workers from Hanes Manufacturing were trained and organized a sewing cooperative.

?? **Incumbent Workers Project** – The projects are addressed to upgrade workers skills due to changes in production technologies or introduction of new products. The most significant projects are:

VIII. Financial Statistics

Encumbered Budget Report

Human Resource and Occupational Development Council
Program Year 2003-04

(in Million Dollars)

Account Title	Budget 2003-04	Carry-In	Total Budget	Expend.	Balance
Youth Program	34.7	4.4	39.1	31.9	7.3
Adult Program	34.7	12.5	47.2	38.3	8.9
Dislocated Workers Program	26.2	22.2	48.4	33.4	14.9
State Administ.	6.1	11.5	17.6	7.3	10.4
State Activities (Governor Reserve)	12.1	35.5	47.6	27.6	20.0
Rapid Response	.2	32.8	33.0	17.8	15.2
Total	114.1	118.9	232.9	156.3	76.6

- **Bumble Bee Tuna Processing Plant** – 280 workers at risk of losing their jobs due to introduction of new processing technology, were trained increasing plant sales and avoiding plant closing.
- **Infotech Aerospace Service** – The firm is dedicated to the construction of airplane engines. It initiated its activities in Puerto Rico during PY 2003-2004, contracting 30 workers. A combination of technical assistance, theoretical, and practical training was offered in this high technology industry.
- **Essilor Industries** – The project began its development in PY 2003-2004. Training is scheduled for completion in the month of December 2004. The activity is training 150 participants in manufacturing of progressive contact lenses.
- **P.R. Ports Authority** – Training to 37 workers in new loading technologies, cranes, and fire extinction as a result of new security procedures after Sept. 11.
- For the next PY, the HRODC plans initiatives emphasizing in incumbent workers and high technology industries.

?? The encumbered PY 2003-2004 budget for Puerto Rico was \$231.7 millions. Of these, \$112.8 belongs to the regular formula assignment for the PY and \$118.8 are reprogrammed funds from previous years.

?? The table at the left shows the budget and expenditures for each Program, the State Reserve and for Rapid Response. The consolidated budget for the three Programs (Youth, Adults, and displaced workers) was \$133.5 million and for the Reserve, State Administration and Rapid Response fund was \$98.2 millions for the Program Year.

?? It is important to depict that throughout the Program Year, the HRODC transferred \$9,242,206 from the Rapid Response fund to the 15 Local Areas for services to Displaced Workers.

IX. Client Statistics

?? Table N, included in the Tables section of this reports, presents the specific information for each expenditure category.

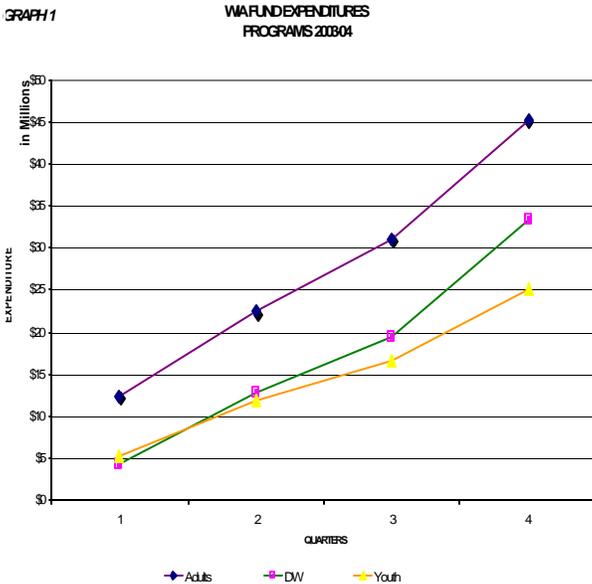
?? The information of the Client Administration System (CAS-WIA) shows that during PY 2003-2004 there were 71,731 active participants in the system. The Youth Program had the most registered with 43,122 of which 6,833 were young adults and 36,289 younger youth. The Adult Program registered 14,013 participants, and the Displaced Workers Program 14,596 persons.

?? From the 71,731 active persons in the system, 13,079 are new participants registered during PY 2003-04, and 58,147 represent carry-over participants. In relation to exiters, there were 12,346 representing 17% of the active participants for the Program Year.

?? At the end of the PY, 59,150 participants are active in the System of which 20% are adults, 22% displaced workers, and 51%, youth of which 8% are young adults.

?? All 17 Performance Measures were accomplished for PY 2003-04.

X. Return on Investment



The consolidated budget for Program Year 2003-2004 of WIA funds for Puerto Rico was \$231.7 millions. This budget is divided in \$135.5 millions for the Adult, Displaced Workers and Youth Programs and \$98.2 millions for the Rapid Response, State Reserve, and Administration Fund.

The funds expenditure reflects an incremental tendency in all the three Programs as shown in the Graph 1. The Displaced Workers Programs spent 70% of the funds assigned, the Adults Program 81%, and the Youth Program 84%.

Expenditures for the first quarter showed by quarters show 27%, in the Adult Program, 13% for the Displaced Workers Program and 21% for the Youth Program. For the second quarter, expenditures show 50%, 39%, and 47% in Adults, Displaced Workers, and Youth Programs respectively. In the third quarter reports are 69%, 59% and 66% for the three Programs in the order previously mentioned. During the last quarter, the remaining expenditures were completed with 31% in for the Adults, 41% for the Displaced Workers and 34% for the Youth Program.

In relation to job placement, Graph 2 presents cumulative relation by program for the reported Year. In the Adults Program, 74% of the registered participants were placed in employment. In the Displaced Workers Program, 80% returned to the labor force while in the Youth Program the placement rate was 65% of Young Adults. However, it is important to keep in mind that goal of this Program is to retain youth in school and returned dropouts to school.

During the Program Year 2003-04, 71,731 registered in the WIA System. The distribution of the participants in the Programs was 4,013 in Adults, 14,596 Displaced Workers, 6,833 Young Adults y 36,289 Younger Youth. The investment per participant was \$3,231 in the Adult Program, \$2,285 in the Displaced Workers Program and for the Youth Program the investment per youngster was \$584.

A correlation coefficient was used to determine a relation between costs per placement. In the Adults Program, the coefficient was .88, while for Displaced Workers was .86 and 1 for the Youth Program. This demonstrates a direct

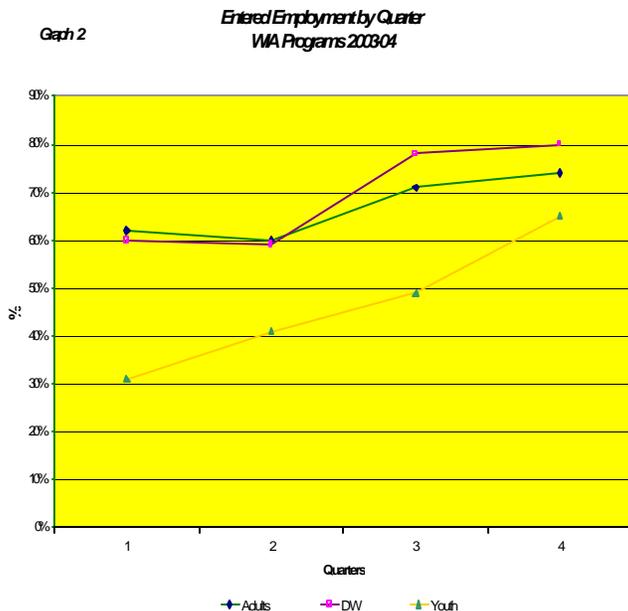


Table 3
Outcomes Reported as of 6/30/2004 to 6/30/03

Program		Employment	Earnings	Retention
Adults	2004	74%	3237	87%
	2003	70%	\$2,044	83%
Displaced Workers	2004	80%	145%	89%
	2003	75%	106%	86%
Young Adults	2004	65%	2439	83%
	2003	73%	\$2,266	85%
		Credentials Attainment	Skill Attainment	Retention Rate
Younger Youth	2004	75%	99%	83%
	2003	75%	97%	92%

relation between the cumulative expenditure per Program and the relative placement in employment.

Table 3, shows the programmatic exits of the three Programs in PY 2003-04. The employment indicator for Adults and Displaced Workers shows an increase of 4 and 5 percent respectively, in relation with the previous PY 2002-03, while in the Youth Program there was a reduction of 8% in relation with the previous year. The Earning Increase and Employment Retention indicators in the Adults and Displaced Workers Programs, shows increments in relation to the previous years. The Youth Program shows a reduction in both indicators.

The Younger Youth element of the Youth Program shows that the Credentials Attainment indicator remained constant at 75% for the PY 2003-04 and PY 2002-03. In the Skills Attainment Indicator, an increase from 97% to 99% is reflected between the Program Years. The Retention Rate for the PY was 83%, a 9% reduction from the previous year. However, we consider this is a very successful performance.

Performance Tables

XL Tables

**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	80%	82%	500	14,728	560	89%
Employers	75%	71%	500	510	545	92%

**Table B-
Adult
Program
Results At-
A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	56%	74%	3,082
			4,193
Employment Retention Rate	74%	88%	1,609
			1,827
Earnings Change in Six Months	\$740	\$3,617	2,603,989
			720
Employment And Credential Rate	45%	63%	1,662
			2,620

**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	76.0%	N/A	69.6%	69.2%
	2,519			
Employment Retention Rate	88.1%	N/A	88.6%	91.2%
	1,359			
Earnings Change in Six Months	\$3,753	N/A	\$4,519	\$1,322
	2,334,226			
Employment and Credential Rate	63.8%	N/A	64.3%	49.0%
	1,596			
	2,501	1	42	49

**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	74.9%	1,745 2,330	71.8%
Employment Retention Rate	89.1%	985 1,106	86.5%	624 721
Earnings Change in Six Months	\$3,986	1,678,172 421	\$3,096	925,818 299

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	80%	3,861
			4,814
Employment Retention Rate	72%	87%	1,781
			2,036
Earnings Replacement in Six Months	91%	150%	4,485,848
			2,984,049
Employment And Credential Rate	58%	68%	1,796
			2,651

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.9%	8	66.7%	52	79.9%	171	62.5%	5
		9		78		214		8
Employment Retention Rate	100.0%	5	80.6%	25	77.5%	55	100.0%	1
		5		31		71		1
Earnings Replacement Rate	218.3%	9,516	223.8%	72,614	107.0%	177,697	N/A	0
		4,359		32,441		166,068		0
Employment And Credential Rate	80.0%	4	73.9%	34	66.3%	67	N/A	0
		5		46		101		2

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81.1%	2,150	79.1%	1,711
		2,651		2,163
Employment Retention Rate	88.4%	1,107	86.0%	674
		1,252		784
Earnings Replacement Rate	142.3%	2,456,340	161.3%	2,029,508
		1,726,132		1,257,917

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	53%	66%	376
			570
Employment Retention Rate	69%	90%	177
			197
Earnings Change in Six Months	\$730	\$3,218	19,308
			6
Employment And Credential Rate	41%	55%	426
			773

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	66.9%	353	N/A	0	62.5%	10	42.7%	132
		528		0		16		309
Employment Retention Rate	89.0%	161	N/A	0	100.0%	3	89.4%	118
		181		0		3		132
Earnings Change in Six Months	\$2,996	14,980	N/A	0	\$3,332	3,332	\$3,376	13,505
		0		0		2		4
		5		0		1		
Credential Rate	56.2%	401	N/A	0	31.6%	6	58.5%	230
		713		0		19		393

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

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	90%	93%	12,446
			13,354
Diploma or Equivalent Attainment Rate	58%	73%	1,440
			1,962
Retention Rate	79%	81%	383
			475

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	94.1%	11,523	96.7%	291	78.8%
12,250			301		500	
Diploma or Equivalent Attainment Rate	74.6%	1,399	60.9%	14	36.8%	57
		1,876		23		155
Retention Rate	79.9%	353	80.0%	4	84.1%	116
		442		5		138

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services
	Adults	0	0	0		250	\$3,172	
	0		0	3,082	1,338			
Dislocated Workers	0		0	196	\$2,938	4,738,487	88.3%	
	0		0	3,861		1,613		
Older Youth	0		0	17	\$2,336	32,702	0	
	0		0	376		14		

Table M- Participation Levels

	Total Participants Served	Total Exiters
Adults	14,013	2,036
Dislocated Workers	14,596	1,873
Older Youth	6,833	399
Younger Youth	36,289	8,040

**Table N
Cost
Program
Activities**

Program Activity		Total Federal Spending
Local Adults		\$38,284,278.95
Local Dislocated Workers		\$33,432,030.33
Local Youth		\$31,870,792.97
Rapid Response (up to 25%) 134(a)(2)(A)		\$17,828,830.33
Statewide Required Activities (up to 15%) 134(a)(2)(B)		\$7,263,398.43
Total		\$27,605,109.69
Human Resources and Occupational Development Council		\$6,076,954.46
State Agencies Projects		
Right to Work Administration		\$1,444,614.74
Department of Education		\$500,000.00
Training of Future Entrepreneurs and Workers Administration		\$2,256,870.17
Office of the Advocate for Handicapped Persons		\$184,550.42
Vocational Rehabilitation Administration		\$2,416,462.27
Corrections Administration		\$21,429.33
University of P.R.		\$1,102,848.73
Office of Youth Affairs		\$2,302,250.36
Office of Elderly		\$948,296.75
Firefighters of Puerto Rico		\$61,501.60
Women Advocate Office		\$433,563.71
Local Areas		
Bayamón/Comerío		\$255,940.67
Ponce		\$161,494.61
Caguas/Guayama		\$4,193,642.34
Carolina		\$418,668.29
Southwest		\$601,676.54
Southeast		\$417,232.24

**Table O -
Local
Performance**

**San Juan
Local Area**

Local Area Name	Total Participants Served	Adults	1,195
San Juan	4161	Dislocated Workers	410
		Older Youth	240
		Younger Youth	2,316
ETA Assigned #	Total Exiters	Adults	315
72005	698	Dislocated Workers	82
		Older Youth	13
		Younger Youth	288
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	76%
	Employers	75%	63%
Entered Employment Rate	Adults	56%	54%
	Dislocated Workers	70%	77%
	Older Youth	53%	76%
Retention Rate	Adults	74%	79%
	Dislocated Workers	72%	98%
	Older Youth	69%	89%
	Younger Youth	79%	95%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,054
	Dislocated Workers	91%	190%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	52%
	Dislocated Workers	58%	67%
	Older Youth	41%	58%
	Younger Youth	58%	67%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

Bayamón-
Comerio
Local Area

Local Area Name	Total Participants Served	Adults	585
Bayamón/Comerio	2130	Dislocated Workers	705
		Older Youth	215
		Younger Youth	625
ETA Assigned #	Total Exiters	Adults	232
72065	836	Dislocated Workers	147
		Older Youth	52
		Younger Youth	405
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	78%
	Employers	75%	61%
Entered Employment Rate	Adults	56%	99%
	Dislocated Workers	70%	99%
	Older Youth	53%	97%
Retention Rate	Adults	74%	100%
	Dislocated Workers	72%	100%
	Older Youth	69%	100%
	Younger Youth	79%	98%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,794
	Dislocated Workers	91%	229%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	100%
	Dislocated Workers	58%	100%
	Older Youth	41%	100%
	Younger Youth	58%	84%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

**Ponce
Local Area**

Local Area Name	Total Participants Served	Adults	650
Ponce Municipality	3235	Dislocated Workers	448
		Older Youth	605
		Younger Youth	1,532
ETA Assigned #	Total Exiters	Adults	48
72055	1180	Dislocated Workers	39
		Older Youth	98
		Younger Youth	995
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	72%
	Employers	75%	75%
Entered Employment Rate	Adults	56%	68%
	Dislocated Workers	70%	80%
	Older Youth	53%	62%
Retention Rate	Adults	74%	88%
	Dislocated Workers	72%	84%
	Older Youth	69%	72%
	Younger Youth	79%	68%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$4,618
	Dislocated Workers	91%	166%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	72%
	Dislocated Workers	58%	88%
	Older Youth	41%	42%
	Younger Youth	58%	65%
Skill Attainment Rate	Younger Youth	90%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

**Caguas-
Guayama
Local Area**

Local Area Name	Total Participants Served	Adults	1,307
Caguas/Guayama	4319	Dislocated Workers	950
		Older Youth	1,850
		Younger Youth	212
ETA Assigned #	Total Exiters	Adults	327
72040	1197	Dislocated Workers	168
		Older Youth	30
		Younger Youth	672
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	82%
	Employers	75%	65%
Entered Employment Rate	Adults	56%	71%
	Dislocated Workers	70%	74%
	Older Youth	53%	54%
Retention Rate	Adults	74%	78%
	Dislocated Workers	72%	80%
	Older Youth	69%	72%
	Younger Youth	79%	82%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,810
	Dislocated Workers	91%	110%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	50%
	Dislocated Workers	58%	60%
	Older Youth	41%	48%
	Younger Youth	58%	65%
Skill Attainment Rate	Younger Youth	90%	94%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Carolina
Local Area

Local Area Name	Total Participants Served	Adults	805
Carolina Municipality	2890	Dislocated Workers	382
		Older Youth	180
		Younger Youth	1,523
ETA Assigned #	Total Exiters	Adults	109
	875	Dislocated Workers	89
72045		Older Youth	15
		Younger Youth	662
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	89%
	Employers	75%	68%
Entered Employment Rate	Adults	56%	98%
	Dislocated Workers	70%	98%
	Older Youth	53%	91%
Retention Rate	Adults	74%	97%
	Dislocated Workers	72%	97%
	Older Youth	69%	71%
	Younger Youth	79%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,016
	Dislocated Workers	91%	121%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	92%
	Dislocated Workers	58%	92%
	Older Youth	41%	55%
	Younger Youth	58%	90%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

North West Consortium

Local Area Name	Total Participants Served	Adults	1,559
North West Consortium	6664	Dislocated Workers	1,855
		Older Youth	619
		Younger Youth	2,631
ETA Assigned #	Total Exiters	Adults	153
72080	369	Dislocated Workers	177
		Older Youth	15
		Younger Youth	24
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	85%
	Employers	75%	70%
Entered Employment Rate	Adults	56%	91%
	Dislocated Workers	70%	93%
	Older Youth	53%	74%
Retention Rate	Adults	74%	92%
	Dislocated Workers	72%	94%
	Older Youth	69%	95%
	Younger Youth	79%	79%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,385
	Dislocated Workers	91%	192%
	Older Youth	\$730	\$3,730
Credential/Diploma Rate	Adults	45%	71%
	Dislocated Workers	58%	70%
	Older Youth	41%	54%
	Younger Youth	58%	82%
Skill Attainment Rate	Younger Youth	90%	97%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

North
Central
Arecibo
Local Area

Local Area Name	Total Participants Served	Adults	855
North Central Arecibo	6813	Dislocated Workers	1,091
		Older Youth	224
		Younger Youth	4,643
ETA Assigned #	Total Exitters	Adults	53
72075	238	Dislocated Workers	62
		Older Youth	-
		Younger Youth	123
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	78%
	Employers	75%	73%
Entered Employment Rate	Adults	56%	88%
	Dislocated Workers	70%	88%
	Older Youth	53%	91%
Retention Rate	Adults	74%	77%
	Dislocated Workers	72%	83%
	Older Youth	69%	73%
	Younger Youth	79%	71%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,564
	Dislocated Workers	91%	130%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	68%
	Dislocated Workers	58%	61%
	Older Youth	41%	82%
	Younger Youth	58%	74%
Skill Attainment Rate	Younger Youth	90%	98%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

North
Central
Dorado
Local Area

Local Area Name	Total Participants Served	Adults	1,060
North Central Dorado	7871	Dislocated Workers	1,033
		Older Youth	498
		Younger Youth	5,280
ETA Assigned #	Total Exitters	Adults	52
72070	905	Dislocated Workers	35
		Older Youth	2
		Younger Youth	816
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	80%
	Employers	75%	65%
Entered Employment Rate	Adults	56%	95%
	Dislocated Workers	70%	91%
	Older Youth	53%	75%
Retention Rate	Adults	74%	97%
	Dislocated Workers	72%	95%
	Older Youth	69%	90%
	Younger Youth	79%	100%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,527
	Dislocated Workers	91%	180%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	79%
	Dislocated Workers	58%	61%
	Older Youth	41%	62%
	Younger Youth	58%	98%
Skill Attainment Rate	Younger Youth	90%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

North East
Local Area

Local Area Name	Total Participants Served	Adults	1,614
North East Local Area	4015	Dislocated Workers	1,211
		Older Youth	258
		Younger Youth	932
ETA Assigned #	Total Exitters	Adults	396
72105	602	Dislocated Workers	118
		Older Youth	26
		Younger Youth	62
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	81%
	Employers	75%	70%
Entered Employment Rate	Adults	56%	59%
	Dislocated Workers	70%	71%
	Older Youth	53%	59%
Retention Rate	Adults	74%	93%
	Dislocated Workers	72%	91%
	Older Youth	69%	96%
	Younger Youth	79%	90%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,900
	Dislocated Workers	91%	216%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	50%
	Dislocated Workers	58%	63%
	Older Youth	41%	50%
	Younger Youth	58%	61%
Skill Attainment Rate	Younger Youth	90%	96%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

**South East
Local Area**

Local Area Name	Total Participants Served	Adults	1,156
South East Local Area	8542	Dislocated Workers	3,123
		Older Youth	451
		Younger Youth	3,812
ETA Assigned #	Total Exitters	Adults	138
72100	2003	Dislocated Workers	735
		Older Youth	33
		Younger Youth	1,097
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	82%
	Employers	75%	78%
Entered Employment Rate	Adults	56%	76%
	Dislocated Workers	70%	78%
	Older Youth	53%	54%
Retention Rate	Adults	74%	91%
	Dislocated Workers	72%	88%
	Older Youth	69%	71%
	Younger Youth	79%	79%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,185
	Dislocated Workers	91%	133%
	Older Youth	\$730	\$2,071
Credential/Diploma Rate	Adults	45%	55%
	Dislocated Workers	58%	60%
	Older Youth	41%	52%
	Younger Youth	58%	63%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

South
Central
Local Area

Local Area Name	Total Participants Served	Adults	980
South Central Local Area	7982	Dislocated Workers	834
		Older Youth	507
		Younger Youth	5,661
ETA Assigned #	Total Exitters	Adults	93
72095	2182	Dislocated Workers	30
		Older Youth	80
		Younger Youth	1,979
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	79%
	Employers	75%	75%
Entered Employment Rate	Adults	56%	78%
	Dislocated Workers	70%	83%
	Older Youth	53%	59%
Retention Rate	Adults	74%	81%
	Dislocated Workers	72%	90%
	Older Youth	69%	86%
	Younger Youth	79%	79%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,417
	Dislocated Workers	91%	245%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	62%
	Dislocated Workers	58%	74%
	Older Youth	41%	67%
	Younger Youth	58%	66%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

South
West Local
Area

Local Area Name	Total Participants Served	Adults	580
South West Local Area	4737	Dislocated Workers	1,104
		Older Youth	459
		Younger Youth	2,594
ETA Assigned #	Total Exitters	Adults	7
72090	30	Dislocated Workers	18
		Older Youth	-
		Younger Youth	5
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	81%
	Employers	75%	81%
Entered Employment Rate	Adults	56%	72%
	Dislocated Workers	70%	60%
	Older Youth	53%	91%
Retention Rate	Adults	74%	76%
	Dislocated Workers	72%	80%
	Older Youth	69%	57%
	Younger Youth	79%	80%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,103
	Dislocated Workers	91%	141%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	59%
	Dislocated Workers	58%	68%
	Older Youth	41%	73%
	Younger Youth	58%	80%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

**Mayagüez-
Las Marías
Local Area**

Local Area Name	Total Participants Served	Adults	631
Mayagüez/Las Marías Local Area	3853	Dislocated Workers	880
		Older Youth	498
		Younger Youth	1,844
ETA Assigned #	Total Exiters	Adults	28
72085	530	Dislocated Workers	60
		Older Youth	16
		Younger Youth	426
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	79%
	Employers	75%	74%
Entered Employment Rate	Adults	56%	87%
	Dislocated Workers	70%	88%
	Older Youth	53%	74%
Retention Rate	Adults	74%	89%
	Dislocated Workers	72%	92%
	Older Youth	69%	84%
	Younger Youth	79%	89%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$3,430
	Dislocated Workers	91%	156%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	58%
	Dislocated Workers	58%	60%
	Older Youth	41%	76%
	Younger Youth	58%	89%
Skill Attainment Rate	Younger Youth	90%	99%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

**Guaynabo-
Toa Baja
Local Area**

Local Area Name	Total Participants Served	Adults	369
Guaynabo/Toa Baja Local Area	3064	Dislocated Workers	212
		Older Youth	175
		Younger Youth	2,308
ETA Assigned #	Total Exiters	Adults	16
72110	409	Dislocated Workers	11
		Older Youth	17
		Younger Youth	365
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	90%
	Employers	75%	66%
Entered Employment Rate	Adults	56%	69%
	Dislocated Workers	70%	83%
	Older Youth	53%	53%
Retention Rate	Adults	74%	85%
	Dislocated Workers	72%	81%
	Older Youth	69%	97%
	Younger Youth	79%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,837
	Dislocated Workers	91%	195%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	54%
	Dislocated Workers	58%	65%
	Older Youth	41%	53%
	Younger Youth	58%	81%
Skill Attainment Rate	Younger Youth	90%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

Cidra/Villalba
Local Area

Local Area Name	Total Participants Served	Adults	667
Cidra/Villalba Local Area	1455	Dislocated Workers	358
		Older Youth	54
		Younger Youth	376
ETA Assigned #	Total Exitters	Adults	69
72115	294	Dislocated Workers	102
		Older Youth	2
		Younger Youth	121
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	87%
	Employers	75%	66%
Entered Employment Rate	Adults	56%	59%
	Dislocated Workers	70%	72%
	Older Youth	53%	64%
Retention Rate	Adults	74%	92%
	Dislocated Workers	72%	97%
	Older Youth	69%	85%
	Younger Youth	79%	82%
Earnings Change/Earnings Replacement in six months	Adults	\$740	\$2,613
	Dislocated Workers	91%	129%
	Older Youth	\$730	no data
Credential/Diploma Rate	Adults	45%	78%
	Dislocated Workers	58%	82%
	Older Youth	41%	68%
	Younger Youth	58%	100%
Skill Attainment Rate	Younger Youth	90%	93%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	80	82	500	560	560	89.3
Employers	75	71	500	545	510	98

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	56	73.5	3,082
			4,193
Employment Retention Rate	74	88.1	1,609
			1,827
Earnings Change in Six Month	740	3,617	2,603,990
			720
Employment and Credential Rate	45	63.4	1,662
			2,620

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	76	2,519	100	2	69.6	55	69.2	83
		3,315		2		79		120
Employment Retention Rate	88.1	1,359	100	1	88.6	31	91.2	52
		1,543		1		35		57
Earnings Change in Six Months	3,753	2,334,226	1	1	4,519	90,370	1,322	23,792
		622		1		20		18
Employment and Credential Rate	63.8	1,596	100	1	64.3	27	49	24
		2,501		1		42		49

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	74.9	1,745	71.8	1,337
		2,330		1,863
Employment Retention Rate	89.1	985	86.5	624
		1,106		721
Earnings Change in Six Months	3,986	1,678,172	3,096	925,818
		421		299

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	70	80.2	3,861
Employment Retention Rate	72	87.5	1,781	2,036
Earnings Replacement in Six Months	91	150.3	4,485,848	2,984,049
Employment and Credential Rate	58	67.7	1,796	2,651

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	88.9	8	66.7	52	79.9	171	62.5
		9		78		214		8
Employment Retention Rate	100	5	80.6	25	77.5	55	100	1
		5		31		71		1
Earnings Replacement Rate	218.3	9,516	223.8	72,614	107	177,697	100	1
		4,359		32,441		166,068		1
Employment And Credential Rate	80	4	73.9	34	66.3	67	0	0
		5		46		101		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	81.1	2,150	79.1
2,651			2,163	
Employment Retention Rate	88.4	1,107	86	674
		1,252		784
Earnings Replacement Rate	142.3	2,456,340	161.3	2,029,508
		1,726,132		1,257,917

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	53
Employment Retention Rate	69	89.8	570
			177
Earnings Change in Six Months	730	3,218	19,308
			6
Credential Rate	41	55.1	426
			773

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.9	353	100	1	62.5	10	42.7
528			1		16		309	
Employment Retention Rate	89	161	100	1	100	3	89.4	118
		181		1		3		132
Earnings Change in Six Months	2,996	14,980	1	1	3,332	3,332	3,376	13,505
		5		1		1		4
Credential Rate	56.2	401	100	1	31.6	6	58.5	230
		713		1		19		393

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	90
			13,354
Diploma or Equivalent Attainment Rate	58	73.4	1,440
			1,962
Retention Rate	79	80.6	383
			475

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	94.1	11,523	96.7	291	78.8
12,250			301		500	
Diploma or Equivalent Attainment Rate	74.6	1,399	60.9	14	36.8	57
		1,876		23		155
Retention Rate	79.9	353	80	4	84.1	116
		442		5		138

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	100	1	1	1	8.1	250	3,172	4,244,009	89.6
1			1		3,082		1,338		1,196	
Dislocated Workers	100	1	100	1	5.1	196	2,938	4,738,487	88.3	1,364
		1		1		3,861		1,613		1,544
Older Youth	100	1	1	1	4.5	17	2,336	32,702		
		1		1		376		14		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	14,013	2,036
Dislocated Workers	14,596	1,873
Older Youth	6,833	399
Younger Youth	36,289	8,040

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$38,284,278.00
Local Dislocated Workers		\$33,432,030.00
Local Youth		\$31,870,792.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$17,828,830.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$7,263,398.00
Statewide Allowable Activities 134 (a) (3)	HRODC	\$6,076,954.00
	ADT	\$1,444,614.00
	Department of Education	\$500,000.00
	AFEET	\$2,256,870.00
	Oficina Procurador Imp	\$184,550.00
	Vocational Rehab	\$2,416,462.00
	Adm Correction	\$21,429.00
	UPR	\$1,102,848.00
	Ofic Youth	\$2,302,250.00
	Offic of the Elder	\$948,296.00
	Others	\$10,350,839.00
Total of All Federal Spending Listed Above		\$156,284,440.00

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Bayamon/Comerio	Total Participants Served	Adults	585
		Dislocated Workers	705
		Older Youth	215
		Younger Youth	625
	Total Exiters	Adults	232
		Dislocated Workers	147
		Older Youth	52
		Younger Youth	405

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	78	
	Employers	75	61	
Entered Employment Rate	Adults	56	99	
	Dislocated Workers	70	99	
	Older Youth	53	97	
Retention Rate	Adults	74	100	
	Dislocated Workers	72	100	
	Older Youth	69	100	
	Younger Youth	79	98	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,794	
	Dislocated Workers	91	229	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	100	
	Dislocated Workers	58	100	
	Older Youth	41	100	
	Younger Youth	58	84	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Consortio De La Montana	Total Participants Served	Adults	667
		Dislocated Workers	358
		Older Youth	54
		Younger Youth	376
	Total Exiters	Adults	69
		Dislocated Workers	102
		Older Youth	2
		Younger Youth	121

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	87
	Employers	75	66
Entered Employment Rate	Adults	56	59
	Dislocated Workers	70	72
	Older Youth	53	64
Retention Rate	Adults	74	92
	Dislocated Workers	72	97
	Older Youth	69	85
	Younger Youth	79	82
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,613
	Dislocated Workers	91	129
	Older Youth (\$)	730	730
Credential / Diploma Rate	Adults	45	78
	Dislocated Workers	58	82
	Older Youth	41	68
	Younger Youth	58	100
Skill Attainment Rate	Younger Youth	90	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Guaynabo/Toa Baja	Total Participants Served	Adults	369
		Dislocated Workers	212
		Older Youth	175
		Younger Youth	2,308
	Total Exitters	Adults	16
		Dislocated Workers	11
		Older Youth	17
		Younger Youth	365

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	90	
	Employers	75	66	
Entered Employment Rate	Adults	56	69	
	Dislocated Workers	70	83	
	Older Youth	53	53	
Retention Rate	Adults	74	85	
	Dislocated Workers	72	81	
	Older Youth	69	97	
	Younger Youth	79	84	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,837	
	Dislocated Workers	91	195	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	54	
	Dislocated Workers	58	65	
	Older Youth	41	53	
	Younger Youth	58	81	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: North Central Arecibo	Total Participants Served	Adults	855
		Dislocated Workers	1,091
		Older Youth	224
		Younger Youth	4,643
	Total Exiters	Adults	53
		Dislocated Workers	62
		Older Youth	0
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	78	
	Employers	75	73	
Entered Employment Rate	Adults	56	88	
	Dislocated Workers	70	88	
	Older Youth	53	91	
Retention Rate	Adults	74	77	
	Dislocated Workers	72	83	
	Older Youth	69	73	
	Younger Youth	79	71	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,564	
	Dislocated Workers	91	130	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	68	
	Dislocated Workers	58	61	
	Older Youth	41	82	
	Younger Youth	58	74	
Skill Attainment Rate	Younger Youth	90	98	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northeast Rio Grande	Total Participants Served	Adults	1,614
		Dislocated Workers	1,211
		Older Youth	258
		Younger Youth	932
	Total Exiters	Adults	396
		Dislocated Workers	118
		Older Youth	26
		Younger Youth	62

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	81
	Employers	75	70
Entered Employment Rate	Adults	56	59
	Dislocated Workers	70	71
	Older Youth	53	59
Retention Rate	Adults	74	93
	Dislocated Workers	72	91
	Older Youth	69	96
	Younger Youth	79	90
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,900
	Dislocated Workers	91	216
	Older Youth (\$)	730	730
Credential / Diploma Rate	Adults	45	50
	Dislocated Workers	58	63
	Older Youth	41	50
	Younger Youth	58	61
Skill Attainment Rate	Younger Youth	90	96
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northwest Aguadilla	Total Participants Served	Adults	1,559
		Dislocated Workers	1,855
		Older Youth	619
		Younger Youth	2,631
	Total Exiters	Adults	153
		Dislocated Workers	177
		Older Youth	15
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	85	
	Employers	75	70	
Entered Employment Rate	Adults	56	91	
	Dislocated Workers	70	93	
	Older Youth	53	74	
Retention Rate	Adults	74	92	
	Dislocated Workers	72	94	
	Older Youth	69	95	
	Younger Youth	79	79	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,385	
	Dislocated Workers	91	192	
	Older Youth (\$)	730	3,730	
Credential / Diploma Rate	Adults	45	71	
	Dislocated Workers	58	70	
	Older Youth	41	54	
	Younger Youth	58	82	
Skill Attainment Rate	Younger Youth	90	97	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Private Industry Board of San Juan, Puerto Rico, Inc.	Total Participants Served	Adults	1,195
		Dislocated Workers	410
		Older Youth	240
		Younger Youth	2,316
	Total Exiters	Adults	315
		Dislocated Workers	82
		Older Youth	13
		Younger Youth	288

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	76	
	Employers	75	63	
Entered Employment Rate	Adults	56	54	
	Dislocated Workers	70	77	
	Older Youth	53	76	
Retention Rate	Adults	74	79	
	Dislocated Workers	72	98	
	Older Youth	69	89	
	Younger Youth	79	95	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,054	
	Dislocated Workers	91	190	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	52	
	Dislocated Workers	58	67	
	Older Youth	41	58	
	Younger Youth	58	67	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: South Central Salinas	Total Participants Served	Adults	980
		Dislocated Workers	834
		Older Youth	507
		Younger Youth	5,661
	Total Exiters	Adults	93
		Dislocated Workers	30
		Older Youth	80
		Younger Youth	1,979

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	79	
	Employers	75	75	
Entered Employment Rate	Adults	56	78	
	Dislocated Workers	70	83	
	Older Youth	53	59	
Retention Rate	Adults	74	81	
	Dislocated Workers	72	90	
	Older Youth	69	86	
	Younger Youth	79	79	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	2,417	
	Dislocated Workers	91	245	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	62	
	Dislocated Workers	58	74	
	Older Youth	41	67	
	Younger Youth	58	66	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southeast San Lorenzo	Total Participants Served	Adults	1,156
		Dislocated Workers	3,123
		Older Youth	451
		Younger Youth	3,812
	Total Exiters	Adults	138
		Dislocated Workers	735
		Older Youth	33
		Younger Youth	1,097

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	82	
	Employers	75	78	
Entered Employment Rate	Adults	56	76	
	Dislocated Workers	70	78	
	Older Youth	53	54	
Retention Rate	Adults	74	91	
	Dislocated Workers	72	88	
	Older Youth	69	71	
	Younger Youth	79	79	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,185	
	Dislocated Workers	91	133	
	Older Youth (\$)	730	2,071	
Credential / Diploma Rate	Adults	45	55	
	Dislocated Workers	58	60	
	Older Youth	41	52	
	Younger Youth	58	63	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Suroeste San German	Total Participants Served	Adults	580
		Dislocated Workers	1,104
		Older Youth	459
		Younger Youth	2,594
	Total Exiters	Adults	7
		Dislocated Workers	18
		Older Youth	0
		Younger Youth	5

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	81	
	Employers	75	81	
Entered Employment Rate	Adults	56	72	
	Dislocated Workers	70	60	
	Older Youth	53	91	
Retention Rate	Adults	74	76	
	Dislocated Workers	72	80	
	Older Youth	69	57	
	Younger Youth	79	80	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,103	
	Dislocated Workers	91	141	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	59	
	Dislocated Workers	58	68	
	Older Youth	41	73	
	Younger Youth	58	80	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: WIB - Mayaguez-Las Marias Consortium	Total Participants Served	Adults	631
		Dislocated Workers	880
		Older Youth	498
		Younger Youth	1,844
	Total Exiters	Adults	28
		Dislocated Workers	60
		Older Youth	16
		Younger Youth	426

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	79	
	Employers	75	74	
Entered Employment Rate	Adults	56	87	
	Dislocated Workers	70	88	
	Older Youth	53	74	
Retention Rate	Adults	74	89	
	Dislocated Workers	72	92	
	Older Youth	69	84	
	Younger Youth	79	89	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,430	
	Dislocated Workers	91	156	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	58	
	Dislocated Workers	58	60	
	Older Youth	41	76	
	Younger Youth	58	89	
Skill Attainment Rate	Younger Youth	90	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: WIB Of Caguas-Guayama Cons.	Total Participants Served	Adults	1,307
		Dislocated Workers	950
		Older Youth	1,850
		Younger Youth	212
	Total Exiters	Adults	327
		Dislocated Workers	168
		Older Youth	30
		Younger Youth	672

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	82	
	Employers	75	65	
Entered Employment Rate	Adults	56	71	
	Dislocated Workers	70	74	
	Older Youth	53	54	
Retention Rate	Adults	74	78	
	Dislocated Workers	72	80	
	Older Youth	69	72	
	Younger Youth	79	82	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,810	
	Dislocated Workers	91	110	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	50	
	Dislocated Workers	58	60	
	Older Youth	41	48	
	Younger Youth	58	65	
Skill Attainment Rate	Younger Youth	90	94	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: WIB of Carolina-Trujillo Alto, Inc.	Total Participants Served	Adults	805
		Dislocated Workers	382
		Older Youth	180
		Younger Youth	1,523
	Total Exiters	Adults	109
		Dislocated Workers	89
		Older Youth	15
		Younger Youth	662

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	89	
	Employers	75	68	
Entered Employment Rate	Adults	56	98	
	Dislocated Workers	70	98	
	Older Youth	53	91	
Retention Rate	Adults	74	97	
	Dislocated Workers	72	97	
	Older Youth	69	71	
	Younger Youth	79	84	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,016	
	Dislocated Workers	91	121	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	92	
	Dislocated Workers	58	92	
	Older Youth	41	55	
	Younger Youth	58	90	
Skill Attainment Rate	Younger Youth	90	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board Consortium Manati	Total Participants Served	Adults	1,060
		Dislocated Workers	1,033
		Older Youth	498
		Younger Youth	5,280
	Total Exiters	Adults	52
		Dislocated Workers	35
		Older Youth	2
		Younger Youth	816

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	80	
	Employers	75	65	
Entered Employment Rate	Adults	56	95	
	Dislocated Workers	70	91	
	Older Youth	53	75	
Retention Rate	Adults	74	97	
	Dislocated Workers	72	95	
	Older Youth	69	90	
	Younger Youth	79	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	3,527	
	Dislocated Workers	91	180	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	79	
	Dislocated Workers	58	61	
	Older Youth	41	62	
	Younger Youth	58	98	
Skill Attainment Rate	Younger Youth	90	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

WIA Annual Report Data

State Name: PR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Ponce	Total Participants Served	Adults	650
		Dislocated Workers	448
		Older Youth	605
		Younger Youth	1,532
	Total Exiters	Adults	48
		Dislocated Workers	39
		Older Youth	98
		Younger Youth	995

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	72	
	Employers	75	75	
Entered Employment Rate	Adults	56	68	
	Dislocated Workers	70	80	
	Older Youth	53	62	
Retention Rate	Adults	74	88	
	Dislocated Workers	72	84	
	Older Youth	69	72	
	Younger Youth	79	68	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	740	4,618	
	Dislocated Workers	91	166	
	Older Youth (\$)	730	730	
Credential / Diploma Rate	Adults	45	72	
	Dislocated Workers	58	88	
	Older Youth	41	42	
	Younger Youth	58	65	
Skill Attainment Rate	Younger Youth	90	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14