



**Commonwealth of Puerto Rico  
Department of Labor and Human Resources  
Human Resources and Occupational  
Development Council**



**Workforce Investment Act  
Annual Report  
Program Year 2006 - 2007**



MESSAGE FROM THE GOVERNOR OF THE  
COMMONWEALTH OF PUERTO RICO  
HONORABLE ANÍBAL ACEVEDO VILÁ

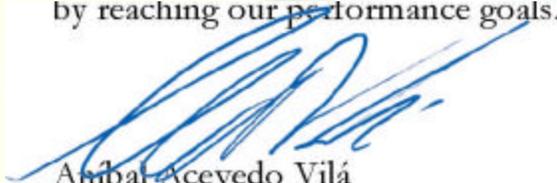
I am pleased to present the Commonwealth of Puerto Rico 2006-2007 Workforce Investment Act (WIA) Annual Report. This report reflects Puerto Rico's progress in assuring the integration of services that would improve the workforce development system and reinforce public private partnership.

A strong educational system and a highly prepared workforce are the goals that our government has set to compete in today's global economy. We plan to achieve these goals as follows:

- We will increase academic achievement and strengthen greater retention by reducing the school dropout rate. This will allow more and better prepared people to enter the workforce.
- We will link workforce development with economic development. As a result, the development of the labor force will be aligned align itself with the needs of companies looking to start their businesses in Puerto Rico. This linkage will also foster entrepreneurial development.
- We will ensure additional training services for Commonwealth citizens through our One Stop Delivery System

We will continue to improve our workforce development system by developing a talented labor force, which plays a critical role in stimulating our competitiveness. I am confident that the Workforce Investment System will lead to a development system that meets the requirements of the private sector and the needs of our citizens.

I am grateful to all the key stakeholders in the communities of economic, workforce development, education, and training. Each played an important role in the success of Puerto Rico's Workforce Investment System, 2006-2007, by reaching our performance goals.



Anibal Acevedo Vilá  
Governor

## **Message from the Secretary of Department of Labor Honorable Román M. Velasco González**



On behalf of the Commonwealth of Puerto Rico and the Puerto Rico Department of Labor and Human Resources, it is a pleasure to submit our Workforce Investment Act (WIA) Annual Report for Program Year 2006. We are very enthusiastic about our achievements during this program year and feel that the workforce development system in Puerto Rico has made the necessary adjustments to respond to and have an impact on the ever-changing local and regional labor markets, particularly in promoting economic development in our communities.

Program Year 2006 brought about changes that eventually affirm the importance of linking economic development with workforce development in order to attract high quality corporate investment that would create good high paying jobs in the Island. In addition, a revised vision and mission statement for the administration of WIA was developed to clearly set the goals for creating a talented development system, which would insure a competitive workforce under today's global economy.

I would like to thank the State and Local Workforce Investment Boards and their Local Areas throughout Puerto Rico for their important role in providing academic and occupational skills opportunities to our youth, adults and dislocated workers. We will continue to provide employment and training assistance to our workers and employers in cooperation with our systems partners and key stakeholders based in our common goal of developing and sustaining a competitive workforce, that will impact the well being and quality of life for all our people.

Greetings,

A handwritten signature in blue ink that reads "Román Velasco".

Román M. Velasco González  
Secretary of Labor

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



The Puerto Rico State Workforce Investment Board is proud to present the Workforce Investment Act (WIA) Annual Report for Program Year 2006, which documents the Commonwealth of Puerto Rico's performance outcome and provides information regarding our accomplishments.

This report highlights the results of our strategic initiatives to revamp the workforce delivery system, better align our economic and workforce development efforts and provides more training to increase the skills of youth, adults and dislocated workers, in addition to our incumbent workers. The foundation for these initiatives is the enhanced integration process of the programs and the overall workforce delivery system geared to be more effective and efficient. We strive to implement our top priorities in the WIA System in Puerto Rico in order to obtain more and better job opportunities for our working class population, and increase our competitiveness in the global economy.

Cordially,

A handwritten signature in black ink, appearing to read 'Alfonso L. Dávila Silva'.

Alfonso L. Dávila Silva  
President  
Puerto Rico State Workforce Investment Board

**Message from Alejandro J. Riera Fernández**  
**Designated Executive Director**  
**Human Resources and Occupational Development Council**



Receive a warm greeting from all the Human Resources and Occupational Development Council employees. We are pleased to present to you the Commonwealth of Puerto Rico's Workforce Investment Act (WIA) Annual Report for Program Year 2006. The Annual Report we are presenting includes essential information of all the activities developed during the past year on behalf of our labor force in compliance with the Workforce Investment Law, 20 CFR Part 652 and Parts 660 through 671.

The information included describes the high performance of the 15 Local Areas, which represent all the municipalities of Puerto Rico. Herein you will find a list of activities and projects developed with WIA State Reserve Funds that have evolved in helping us reach our goals to serve our youth, adults and dislocated workers enabling them to make positive changes in their lives through education, training and other professional development opportunities.

I want to express my gratitude to our partners from the State, Local Government and from the private sector for their unflagging efforts for their day-by-day performance. I also want to express my gratitude to the State Workforce Investment Board Chairman, Mr. Alfonso L. Dávila Silva, and each of our board members for their unconditional guidance, commitment and enthusiastic participation in assuring the performance goals achievements and the continuous improvement of our workforce development system.

It is very important to recognize the collaboration and contribution of the Employment and Training Administration regarding the authorization of waivers, which have been very beneficial for the quality of services provided to the WIA clientele of Puerto Rico. We look forward to continue the joint efforts to assure the achievements of the Workforce Investment System.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alejandro J. Riera Fernández', written in a cursive style.

Alejandro J. Riera Fernández  
Designated Executive Director



*Human Resources and Occupational  
Development Council*

**MISSION**

***“TO BE THE MAIN OCCUPATIONAL  
DEVELOPMENT ADVISORY INSTITUTION THAT  
WILL MAINTAIN PUERTO RICO COMPETITIVE  
WITH REGARDS TO THE DEMANDS OF THE  
GLOBAL ECONOMY.”***

**VISION**

***“INTEGRATION, AGILITY AND EFFICIENCY OF  
WORKFORCE INVESTMENT SYSTEM SERVICES  
THAT WILL LEAD TO INNOVATION,  
EXCELLENCE IN THE DEVELOPMENT OF THE  
LABOR FORCE AND ECONOMIC DEVELOPMENT  
OF PUERTO RICO.”***

## **Puerto Rico Workforce System – WIRED and Integrated**

Program Year 2006 was a year to address the importance of linking economic development with workforce development. The availability of a prepared workforce is one of the most important factors that business takes into consideration when contemplating location decisions for their company. Therefore, economic developers must look to increase the viability of the workforce talent pool in their particular area. The new workplace will require advancing knowledge-based technology and a higher level of basic skills. With this in mind, the Human Resources and Occupational Development Council (HRODC), the administrative entity of the Workforce Investment Act and a component of the Puerto Rico Department of Labor and Human Resources, physically moved their operation to the same building where the Commonwealth Economic Development Agency is located. In addition, the Secretary of Labor and the Secretary of Economic Development formally signed a Memorandum of Agreement to gain efforts to make the Island more competitive at the global level.



Hon. Roman Velasco González, Secretary of the Department of Labor and Human Resources and Hon. Ricardo Rivera Cardona, Secretary of the Department of Economic Development signing the Memorandum of Agreement between both Agencies.

In early 2006, Puerto Rico, through a proposal submitted by the Central-Eastern Technological Initiative known by its Spanish acronym as INTECO, became a Virtual Workforce Innovation in Regional Economic Development (WIRED) Region and eventually a 2<sup>nd</sup> Generation WIRED Region. This strategy launched by the U.S. Department of Labor allows regions to be more responsive in a changing and competitive global labor market. This WIRED Region is developing systems that take advantage of its size and scope. Successful regional workforce development system must be demand-driven with job training and educational services aligned with the region's labor market needs, both present and future.

On November of 2006, Hon. Emily Stover DeRocco, Assistant Secretary for the Employment and Training Administration (ETA), participated in a press conference announcing the WIRED initiative through INTECO in Puerto Rico. Stover DeRocco worked closely with the WIA Workforce Systems stakeholders to promote the implementation of this initiative.



Hon. Emily Stover DeRocco, Assistant Secretary of Labor for Employment and Training, US Department of Labor, and Hon. Román Velasco González, Secretary of Puerto Rico Department of Labor and Human Resources at the WIRED Press Conference.

## **Continuous Improvement in Delivery of Services**

The Youth, Adults and Displaced Workers Programs served 40,261 participants in Program Year (PY) 2006. From these, 13,466 exited the programs representing 33% of the participants. The Adult Program served 11,090 participants and 2,795 exited, while the Dislocated Workers program served 4,720 and 1,328 exited the program. The Youth Program served most of the participants. The Older Youth Program served 3,076 participants and the Younger Youth Program represents the highest amount with 21,375.

During PY 2006, Puerto Rico complied with all of the 17 Performance Measures negotiated with the USDOL. In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures.

For the Adult Program Entered Employment Rate 91% was attained, while for the Dislocated Worker for this same measure was 95%. All surpassed the negotiated performances. The Employment Retention Rate achieved was 93% for Adults Program and 95% for the Dislocated Workers Program. Earnings Change in Six Month measure for the Adult Program was \$5,753, while for the Dislocated Workers was \$6,129.

The Youth Program performance levels were as followed: for the Entered Employment Rate of the Younger Youth Program 95% was attained and the Older Youth Program 93% was the actual performance, which also surpassed the negotiated levels. For the Older Youth Employment Retention Rate 90% was achieved from the established 86%. The Earning Change in Six Months was set at \$3,200 and \$2,709 was accomplished. The Employment and Credential Rate was negotiated at 55% and 63% was the final performance for the measure.

The Younger Youth Program also finished with the Skill Attainment Rate of 96%, 88% for the Diploma or Equivalent Attainment Rate and 95% for the Retention Rate for Younger Youth, which was way over the set Standard.

The results for the Workforce Investment Act Customer Satisfaction Rate indicate that both participants and employers of the system in Puerto Rico are very satisfied with the services provided by the Local Areas. The satisfaction rates in PY 2006 were 95.2% for participants and 84.6% for employers.

### **Program Year Funding – More with Less**

The Commonwealth of Puerto Rico's WIA fund allocation was again reduced for PY 2006 and with the need to provide more direct services to our youth, adult and dislocated workers population. The State Workforce Investment Board initiated the process to draft a policy that would provide guidelines to maximize resources and training services under Title 1 of WIA. This process entailed visits to each of the 15 Local Workforce Investment Areas and their Local Boards. They were shown a comparison of overarching programmatic costs used to operate the One Stop Centers with actual direct and needed training services. It was a challenging process but a rewarding one, with all the key players in the workforce system understanding the need to focus on delivering services more effective to the clients. The policy would be in effect for PY 2007.

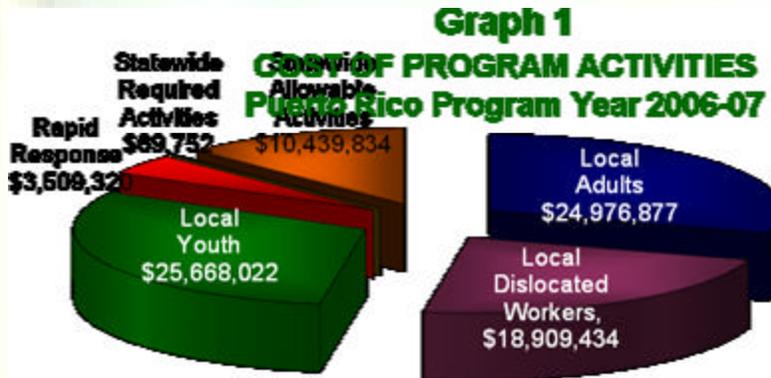


One of the visits to Local Workforce Investment Boards and Local Areas.

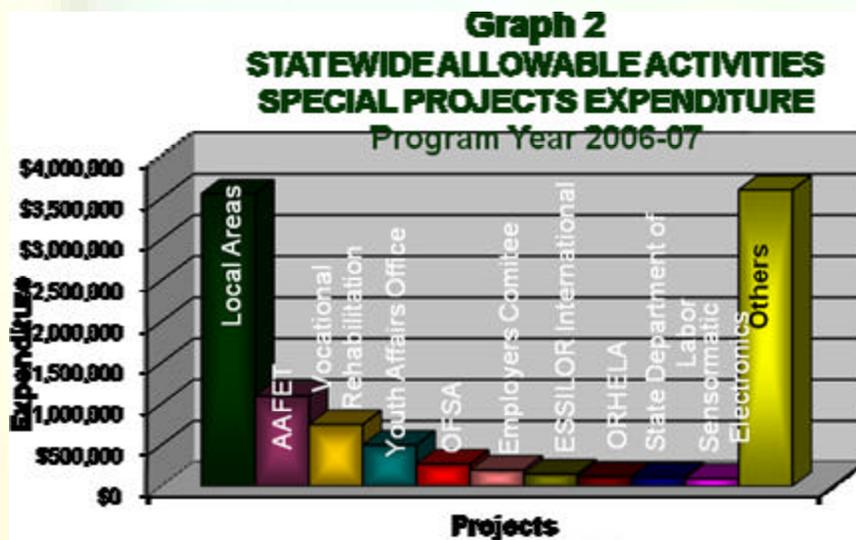
The total available budget for the period covered by this report was \$136,508,337 distributed with \$35,028,977 for Adults, \$26,165,746 for Dislocated Workers, \$29,511,580 for the Youth Program and \$19,849,918 for State activities.

Total expenses for the period of this report were \$85,573,239, as shown in Table N of the Appendix. This amount includes the expenses of the three programs of the 15 local Areas, Rapid Response, and Required Statewide Activities 134(a)(2)(B)) and Statewide Allowable Activities 134(a)(3)).

Graph 1 shows expenses for each category. Expenses for the 15 Local Areas were \$71.6 millions, distributed in \$26.9 by the Adults Program, \$18.9 millions for Dislocated Workers and \$25.6 millions for the Youth Program.



The statewide activities expended \$3,509,320 in Rapid Response Services and on the State Required Activities \$10,439,834.



## **Incumbent Worker Training & Rapid Response Services**

The Commonwealth of Puerto Rico received a waiver from the Employment and Training Administration (ETA) permitting the use of up to 25% of the funds reserved for rapid response activities to develop allowable activities to assist training needs for incumbent workers. Instead of just responding to notices of plant closings and layoffs, this waiver allowed Puerto Rico to be proactive by providing training to incumbent workers to upgrade their skills according to the continuous and increasing demands from the private sector. Training needs increase by the constant changes in manufacturing technologies and development of new products, requiring upgrading of skills of employees in both, production and its corresponding control systems.

With the focus on also becoming more proactive in providing rapid response services, the Puerto Rico's Dislocated Workers and Employers Unit (DWEU) created a committee to implement strategies to avoid plant closings and massive layoffs.

During the PY 2006, the DWEU provided Rapid Response Services to 49 employers reporting mass layoffs or closings. Through the different services provided, 1,006 dislocated workers obtained new jobs, 86 have retired and 10 have established their own business.

Also during this year, the DWEU also held 30 Government Agencies Informational Fairs, 13 Job Fairs, 4 Educational Fairs and 44 Psychological Support Interventions.

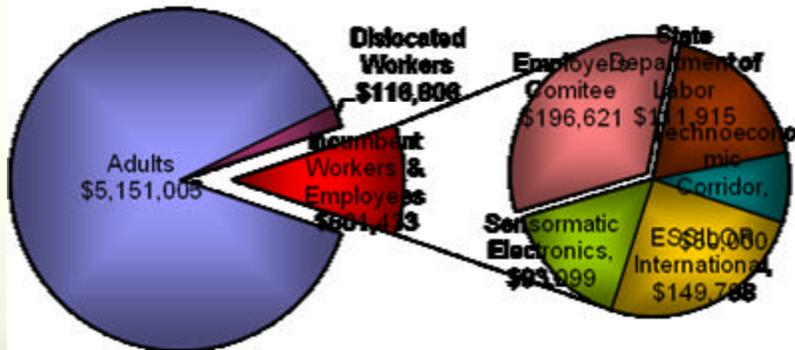


Rapid Response Services

### **Governor's Reserve Funds Innovative Projects**

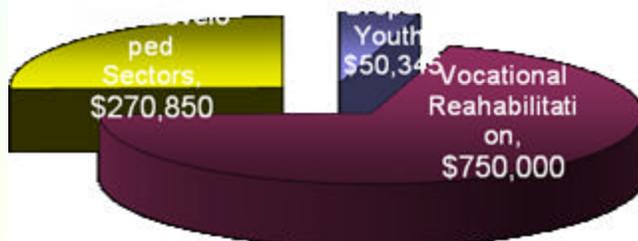
In Program Year 2006, incumbent workers training were a priority. Puerto Rico requested and was granted a waiver under CFR 665.320 (d)(2), for funds reserved for allowable state activities under WIA Sec. 133 (a)(2) allowing to transfer up to 25% of the state set-aside Rapid Response funds to Governor's Reserve Funds. This transfer created the Incumbent Workers Training Program in agreement with Sec 128 (a) (2). These types of trainings are intended to prevent plant closings and mass layoffs. Graph 3 shows investment in project for adults, dislocated workers and incumbent workers.

**Graph 3  
GOVERNOR'S RESERVE FUNDS 2006-07  
FUNDS INVESTMENT IN WORKERS AND  
EMPLOYERS**



In PY 2006, \$10.4 millions were invested in innovative projects. Priority target groups were hard to serve participants, youth and incumbent workers. Graph 4 shows participants served in underdeveloped sectors, person with disabilities and in vocational rehabilitation.

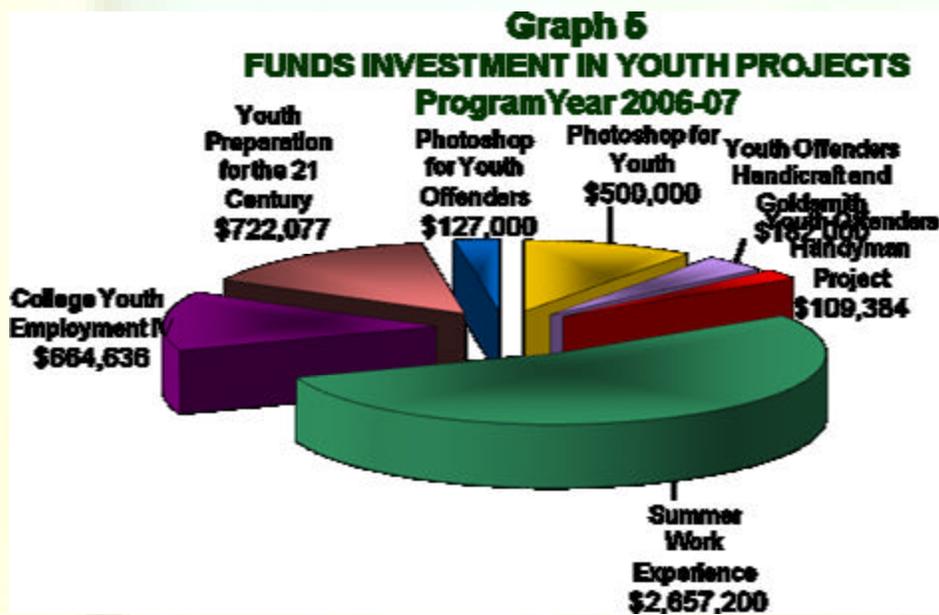
**Graph 4  
HARD TO SERVE POPULATION PROJECTS  
Program Year 2006-07**



Pertaining to our population with disabilities, on April of 2007, the U.S. Department of Labor approved \$529,802 in a grant to fund the Disability Program Navigators (DPNs) in Puerto Rico. This initiative aims to assist individuals with disabilities in accessing employment through services by One-Stop Career Centers.

Through a joint venture between USDOL and the Social Security Administration, funds were established to create the DPN initiative within the One-Stop System. The primary objective is to increase the One-Stop's ability to enhance the employability of job seekers with disabilities and to add to the number of career advancement opportunities available to them.

Once gain, the youth population received the highest priority in Governor Reserve Fund investment during program year 2006, with \$4.9 millions in projects targeted to those participants. Graph 5 show youth projects developed that served 6,574 participants.



## **State Evaluation of Workforce Investment Activities**

HRODC'S Audits and Monitoring Unit is responsible for monitoring grant-supported activities under WIA, including fifteen (15) Local Areas and State-sponsored activities. The Unit reports the following accomplishments for program year 2006-07:

- Operational reviews were conducted in the fifteen (15) Local Areas, including local governance, local boards, one-stop operator roles and special projects; Title I structure; delivery of services to adults, displaced workers and youths; non-discrimination and equal opportunity provisions; program performance; and other areas of compliance, including eligibility determination.
- Administrative and fiscal reviews were conducted in the fifteen (15) Local Areas, including local compliance with the common rule "Uniform Administrative Requirements," including financial administration and reporting, procurement and management of property. Also reviewed were compliance with costs principles (OMB A-87), WIA cost limitations, and classification, and Single Audits requirements (OMB A-133). Exit conferences were held in all these reviews to discuss monitoring reports and findings, including operational and administrative reviews to local areas and state-sponsored activities.
- Local Areas continued to improve in the eligibility determination process, general performance and programmatic offerings among other aspects.
- During 2006-2007, HRODC continued to follow-up on Local Areas to ensure the presence of all required partners at one-stop centers.

- The administrative and fiscal reviews revealed a significant improvement in local controls to ensure that administrative requirements are met.

## **PERFORMANCE STATISTICS**

**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	84%	95.2%	500	910	560	89%
Employers	78%	84.6%	500	562	545	92%

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78%	91%	2,466
			2,709
Employment Retention Rate	89%	93%	2,674
			2,861
Earnings Change in Six Months	\$6,000	\$5,753	6,138,156
			1,067
Employment And Credential Rate	65%	79%	931
			1,185

**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	90%	2,099	98%	41	79%	72	93%	86
		2,329		42		91		92
Employment Retention Rate	93%	2,095	95%	19	73%	77	92%	101
		2,259		20		106		110
Earnings Change in Six Months	\$5,595	4,296,719	\$6,308	69,384	\$3,152	182,793	\$4,133	144,666
		768		11		58		35
Employment and Credential Rate	79%	931	86	19	60%	3	67%	12
		1,185		22		5		18

**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	91%	875	91%	1,591
		957		1,752
Employment Retention Rate	95%	1,064	93%	1,610
		1,125		1,736
Earnings Change in Six Months	\$6,543	2,290,081	\$5,367	3,848,075
		350		717

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83%	95%	1,359
			1,435
Employment Retention Rate	89%	95%	1,721
			1,809
Earnings Replacement in Six Months	\$6,800.00	\$6,129	5,043,974
			823
Employment And Credential Rate	68%	83%	445
			538

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	100%	13	93%	14	87%	33	91%	43
		13		15		38		47
Employment Retention Rate	100%	7	100%	16	98%	45	96%	23
		7		16		46		24
Earnings Replacement Rate	\$5,233	10,465	\$4,393	13,180	\$5,663	101,941	\$5,410	27,051
		2		3		18		5
Employment And Credential Rate	100%	2	100%	6	92%	11	89%	16
		2		6		12		18

**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	95%	433	95%
	458		977	
Employment Retention Rate	96%	726	95%	995
		759		1,050
Earnings Replacement Rate	\$5,962	2,253,773	\$6,270	2,790,200
		378		445

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Placement in Employment or Education	76%
Attainment of Degree or Certificate	42%	1,978	
Literacy and Numeracy Gains		0%	0

**Table H.2 – Older Youth Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68%
	339		
Employment Retention Rate	86%	90%	404
		449	
Earnings Change in Six Months	\$3,200	\$2,709	48,755
			18
Employment And Credential Rate	55%	63%	404
			645

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	93%	315 339	100%	5 5	78%	7 9	92%
Employment Retention Rate	90%	404 449	100%	2 2	65%	13 20	91%	290 320
Earnings Change in Six Months	\$2,709	48,754 18	0	0 0	\$2,256	20,308 9	\$2,814	33,772 12
Credential Rate	63%	404 645	100%	7 7	38%	6 16	63%	280 446

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	98%	96%	7,266
			7,537
Diploma or Equivalent Attainment Rate	64%	88%	1,618
			1,838
Retention Rate	75%	95%	2,332
			2,450

**Table K - Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	96%	7,266	96%	214	96%
7,266			224		441	
Diploma or Equivalent Attainment Rate	88%	1,618	83%	19	69%	97
		1,836		23		141
Retention Rate	95%	2,330	95%	21	94%	575
		2,448		22		613

**Table L - Other Reported Information**

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 Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	%				%				%	
Adults	60.6 %	2,551 4,207	\$3,562	5,634,839 1,582	5.6%	161 2,855	\$2,814	3,683,729 1,309	50.2%	684 1,362
Dislocated Workers	61.8 %	2,112 3,419	146.2%	7,115,718 4,867,917	4.7%	98 2,070	\$2,583	2,425,883 939	55.6%	460 828
Older Youth	46.9 %	227 484	\$4,555	18,219 4	2.2%	9 406	\$1,407	9,846 7		

**Table M - Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	15,782	4,120
Total Adult self-service only	504	9
WIA Adult	11,090	2,795
WIA Dislocated Worker	4,720	1,328
Total Youth (14-21)	24,451	9,343
Younger Youth (14-18)	21,375	8,808
Older Youth (19-21)	3,076	535
Out-of-School Youth	4,608	910
In-School Youth	19,843	8,433

**Table N - Cost of Program Activities**

<b>Program Activity</b>	<b>Total Federal Spending</b>	
Local Adults	\$26,976,877	
Local Dislocated Workers	18,909,434	
Local Youth	25,668,022	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	3,509,320	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	69,752	
Statewide Allowable Activities WIA Section 134(a)(3)	<b>Program Activity Description</b>	
	Local Areas	3,553,892
	AAFET	1,095,868
	Vocational Rehabilitation	750,000
	Youth Affairs Office	501,394
	OFSA	270,850
	Employers Committee	196,621
	ESSILOR International	149,798
	ORHELA	116,806
	State Department of Labor	111,916
	Sensormatic Electronics	93,099
	Others	\$3,599,590
<b>Total of All Federal Spending Listed Above</b>	<b>\$85,573,239</b>	

**Table O - Local Performance**

Local Area Name	Total Participants Served	Adults	808
			Dislocated Workers
<b>San Juan</b>	<b>2,364</b>	Older Youth	159
		Younger Youth	1,299
ETA Assigned #	Total Exitters	Adults	178
72005	900	Dislocated Workers	25
		Older Youth	45
		Younger Youth	652
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	77%
	Employers	78%	71%
<b>Entered Employment Rate</b>	Adults	57%	83%
	Dislocated Workers	80%	94%
	Older Youth	65%	86%
<b>Retention Rate</b>	Adults	82%	89%
	Dislocated Workers	89%	93%
	Older Youth	86%	100%
	Younger Youth	75%	80%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$7,163
	Dislocated Workers	\$6,800	\$8,663
	Older Youth	\$3,200	\$2,516
<b>Credential/Diploma Rate</b>	Adults	55%	79%
	Dislocated Workers	68%	97%
	Older Youth	54%	90%
	Younger Youth	64%	69%
<b>Skill Attainment Rate</b>	Younger Youth	98%	91%
<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	6%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	4	0	13

Local Area Name	Total Participants Served	Adults	603
			Dislocated Workers
<b>Bayamón/Comerío</b>	<b>1,627</b>	Older Youth	100
		Younger Youth	790
ETA Assigned #  72065	Total Exiters  1,271	Adults	302
		Dislocated Workers	71
		Older Youth	64
		Younger Youth	834
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	91%
	Employers	78%	82%
<b>Entered Employment Rate</b>	Adults	78%	96%
	Dislocated Workers	83%	96%
	Older Youth	68%	100%
<b>Retention Rate</b>	Adults	89%	100%
	Dislocated Workers	89%	100%
	Older Youth	86%	100%
	Younger Youth	75%	94%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,093
	Dislocated Workers	\$6,800	\$6,458
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	77%
	Dislocated Workers	68%	99%
	Older Youth	55%	99%
	Younger Youth	64%	97%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	100%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	66%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	2	0	15

<b>Local Area Name</b>	<b>Total Participants Served</b>	Adults	402
		Dislocated Workers	149
<b>Ponce Municipality</b>	<b>1,623</b>	Older Youth	257
		Younger Youth	1,171
ETA Assigned #	Total Exitters	Adults	108
72055	341	Dislocated Workers	52
		Older Youth	22
		Younger Youth	159
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	93%
	Employers	78%	84%
<b>Entered Employment Rate</b>	Adults	71%	74%
	Dislocated Workers	83%	82%
	Older Youth	65%	72%
<b>Retention Rate</b>	Adults	89%	79%
	Dislocated Workers	86%	78%
	Older Youth	73%	90%
	Younger Youth	70%	95%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,470
	Dislocated Workers	\$6,800	\$5,944
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	74%
	Dislocated Workers	68%	76%
	Older Youth	43%	64%
	Younger Youth	64%	63%
<b>Skill Attainment Rate</b>	Younger Youth	98%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	84%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	97%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	6	0	11

Local Area Name	Total Participants Served	Adults	1,260
		<b>Caguas/Guayama</b>	<b>3,299</b>
Older Youth	215		
Younger Youth	1,040		
ETA Assigned #	Total Exitters		
72040	1,809	Dislocated Workers	347
		Older Youth	46
		Younger Youth	750
<b>Customer Satisfaction</b>	Program Participants	84%	86%
	Employers	78%	88%
<b>Entered Employment Rate</b>	Adults	74%	85%
	Dislocated Workers	77%	86%
	Older Youth	57%	60%
<b>Retention Rate</b>	Adults	81%	88%
	Dislocated Workers	82%	92%
	Older Youth	73%	88%
	Younger Youth	75%	78%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$6,729
	Dislocated Workers	\$6,800	\$6,916
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	53%	57%
	Dislocated Workers	61%	94%
	Older Youth	49%	62%
	Younger Youth	64%	85%
<b>Skill Attainment Rate</b>	Younger Youth	95%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	60%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	25%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	0	17

Local Area Name	Total Participants Served	Adults	581
			Dislocated Workers
<b>Carolina Municipality</b>	<b>1,541</b>	Older Youth	194
		Younger Youth	527
ETA Assigned #	Total Exitters	Adults	146
72045	310	Dislocated Workers	66
		Older Youth	38
		Younger Youth	60
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	96%
	Employers	78%	88%
<b>Entered Employment Rate</b>	Adults	78%	90%
	Dislocated Workers	83%	96%
	Older Youth	68%	75%
<b>Retention Rate</b>	Adults	89%	94%
	Dislocated Workers	89%	99%
	Older Youth	72%	100%
	Younger Youth	75%	92%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,240
	Dislocated Workers	\$6,800	\$7,490
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	79%
	Dislocated Workers	68%	89%
	Older Youth	55%	92%
	Younger Youth	64%	83%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placeme nt in Employment or Education</b>	Youth (14-21)	n/a	97%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	69%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	1	0	16

Local Area Name	Total Participants Served	Adults	750
			Dislocated Workers
<b>North West Consortium</b>	<b>2,705</b>	Older Youth	310
		Younger Youth	1,200
ETA Assigned #	Total Exiters	Adults	164
72080	331	Dislocated Workers	114
		Older Youth	58
		Younger Youth	149
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	83%	98%
	Employers	78%	78%
<b>Entered Employment Rate</b>	Adults	78%	95%
	Dislocated Workers	83%	99%
	Older Youth	68%	89%
<b>Retention Rate</b>	Adults	89%	98%
	Dislocated Workers	89%	97%
	Older Youth	86%	97%
	Younger Youth	75%	93%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$4,663
	Dislocated Workers	\$6,800	\$4,640
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	95%
	Dislocated Workers	68%	88%
	Older Youth	55%	73%
	Younger Youth	64%	91%
<b>Skill Attainment Rate</b>	Younger Youth	98%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	100%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	5%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	2	14

<b>Local Area Name</b>	<b>Total Participants Served</b>	Adults	724
		Dislocated Workers	314
<b>North Central Arecibo</b>	<b>3,390</b>	Older Youth	220
		Younger Youth	2,132
ETA Assigned #  72075	Total Exitters  922	Adults	173
		Dislocated Workers	67
		Older Youth	43
		Younger Youth	639
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	93%
	Employers	78%	86%
<b>Entered Employment Rate</b>	Adults	78%	80%
	Dislocated Workers	83%	81%
	Older Youth	68%	69%
<b>Retention Rate</b>	Adults	80%	85%
	Dislocated Workers	85%	90%
	Older Youth	74%	84%
	Younger Youth	73%	74%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,660
	Dislocated Workers	\$6,800	\$5,663
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	86%
	Dislocated Workers	62%	75%
	Older Youth	55%	75%
	Younger Youth	64%	97%
<b>Skill Attainment Rate</b>	Younger Youth	98%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	75%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	50%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	2	1	14

Local Area Name	Total Participants Served	Adults	443
		Dislocated Workers	81
<b>North Central Dorado</b>	<b>2,095</b>	Older Youth	132
		Younger Youth	1,439
ETA Assigned #  72070	Total Exiters  722	Adults	63
		Dislocated Workers	9
		Older Youth	9
		Younger Youth	641
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	84%	99%
	Employers	78%	88%
Entered Employment Rate	Adults	78%	81%
	Dislocated Workers	83%	100%
	Older Youth	68%	83%
Retention Rate	Adults	89%	96%
	Dislocated Workers	89%	94%
	Older Youth	86%	100%
	Younger Youth	75%	91%
Earnings Change/Earnings Replacement in six months	Adults	\$6,000	\$5,964
	Dislocated Workers	\$6,800	\$5,677
	Older Youth	\$3,200	no data
Credential/Diploma Rate	Adults	65%	73%
	Dislocated Workers	62%	100%
	Older Youth	55%	83%
	Younger Youth	64%	86%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	28%
Attainment of Degree or Certificate	Youth (14-21)	n/a	1%
Literacy or Numeracy Gains	Youth (14-21)	n/a	n/a
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

<b>Local Area Name</b>	<b>Total Participants Served</b>	Adults	683
		Dislocated Workers	373
<b>North East Consortium</b>	<b>2,753</b>	Older Youth	180
		Younger Youth	1,517
ETA Assigned #  72105	Total Exiters  648	Adults	95
		Dislocated Workers	12
		Older Youth	26
		Younger Youth	515
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	97%
	Employers	78%	83%
<b>Entered Employment Rate</b>	Adults	62%	86%
	Dislocated Workers	74%	84%
	Older Youth	62%	69%
<b>Retention Rate</b>	Adults	89%	90%
	Dislocated Workers	89%	89%
	Older Youth	86%	100%
	Younger Youth	75%	81%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$7,336
	Dislocated Workers	\$6,800	\$6,861
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	53%	88%
	Dislocated Workers	64%	67%
	Older Youth	51%	65%
	Younger Youth	63%	91%
<b>Skill Attainment Rate</b>	Younger Youth	97%	98%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	70%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	15%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	0	17

Local Area Name	Total Participants Served	Adults	975
		Dislocated Workers	701
<b>South East Consortium</b>	<b>3,643</b>	Older Youth	290
		Younger Youth	1,677
ETA Assigned #  72100	Total Exiters  1,296	Adults	237
		Dislocated Workers	148
		Older Youth	57
		Younger Youth	854
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	95%
	Employers	78%	90%
<b>Entered Employment Rate</b>	Adults	78%	99%
	Dislocated Workers	81%	99%
	Older Youth	57%	81%
<b>Retention Rate</b>	Adults	89%	90%
	Dislocated Workers	89%	89%
	Older Youth	72%	76%
	Younger Youth	75%	82%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,332
	Dislocated Workers	\$6,800	\$6,546
	Older Youth	\$2,271	\$2,077
<b>Credential/Diploma Rate</b>	Adults	58%	94%
	Dislocated Workers	61%	89%
	Older Youth	53%	89%
	Younger Youth	64%	71%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<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	38%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	4	0	13

Local Area Name	Total Participants Served	Adults	549
		Dislocated Workers	336
<b>South Central Consortium</b>	<b>3,627</b>	Older Youth	380
		Younger Youth	2,362
ETA Assigned #  72095	Total Exitters  234	Adults	55
		Dislocated Workers	15
		Older Youth	18
		Younger Youth	146
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	100%
	Employers	78%	89%
<b>Entered Employment Rate</b>	Adults	78%	99%
	Dislocated Workers	83%	97%
	Older Youth	62%	72%
<b>Retention Rate</b>	Adults	84%	97%
	Dislocated Workers	89%	96%
	Older Youth	86%	100%
	Younger Youth	75%	95%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$5,784
	Dislocated Workers	\$6,800	\$5,674
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	93%
	Dislocated Workers	68%	83%
	Older Youth	55%	79%
	Younger Youth	64%	90%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	35%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	84%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	2	0	15

Local Area Name	Total Participants Served	Adults	785
		Dislocated Workers	336
<b>South West Consortium</b>	<b>3,863</b>	Older Youth	380
		Younger Youth	2,362
ETA Assigned #  72090	Total Exitters  234	Adults	55
		Dislocated Workers	15
		Older Youth	18
		Younger Youth	146
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	95%
	Employers	78%	92%
<b>Entered Employment Rate</b>	Adults	75%	92%
	Dislocated Workers	63%	91%
	Older Youth	68%	81%
<b>Retention Rate</b>	Adults	79%	81%
	Dislocated Workers	82%	90%
	Older Youth	58%	76%
	Younger Youth	75%	79%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$3,303	\$5,324
	Dislocated Workers	\$1,600	\$5,747
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	62%	70%
	Dislocated Workers	68%	91%
	Older Youth	55%	91%
	Younger Youth	64%	82%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<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	15%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	0	17

<b>Local Area Name</b>	<b>Total Participants Served</b>	Adults	408
		Dislocated Workers	293
<b>Mayagüez/Las Marías</b>	<b>2,107</b>	Older Youth	172
		Younger Youth	1,234
ETA Assigned #  72085	Total Exiters  362	Adults	90
		Dislocated Workers	94
		Older Youth	18
		Younger Youth	160
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	95%
	Employers	78%	75%
<b>Entered Employment Rate</b>	Adults	78%	98%
	Dislocated Workers	83%	96%
	Older Youth	68%	73%
<b>Retention Rate</b>	Adults	89%	96%
	Dislocated Workers	89%	90%
	Older Youth	85%	88%
	Younger Youth	75%	81%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$7,235
	Dislocated Workers	\$6,800	\$5,651
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	61%	91%
	Dislocated Workers	61%	84%
	Older Youth	55%	64%
	Younger Youth	64%	80%
<b>Skill Attainment Rate</b>	Younger Youth	98%	99%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	69%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	45%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	2	0	15

Local Area Name	Total Participants Served	Adults	1,260
			Dislocated Workers
<b>Guaynabo/Toa Baja</b>	<b>3,855</b>	Older Youth	94
		Younger Youth	1,717
ETA Assigned #	Total Exiters	Adults	39
		Dislocated Workers	16
72110	747	Older Youth	17
		Younger Youth	675
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	99%
	Employers	78%	73%
<b>Entered Employment Rate</b>	Adults	72%	90%
	Dislocated Workers	83%	89%
	Older Youth	56%	67%
<b>Retention Rate</b>	Adults	88%	90%
	Dislocated Workers	83%	100%
	Older Youth	86%	100%
	Younger Youth	75%	77%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$8,341
	Dislocated Workers	\$6,800	no data
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	57%	97%
	Dislocated Workers	66%	89%
	Older Youth	54%	72%
	Younger Youth	64%	75%
<b>Skill Attainment Rate</b>	Younger Youth	98%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	92%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	91%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	0	2	13

<b>Local Area Name</b>	<b>Total Participants Served</b>	Adults	629
		Dislocated Workers	398
<b>Cidra/Villalba</b>	<b>2,565</b>	Older Youth	266
		Younger Youth	1,272
ETA Assigned #  72115	Total Exiters  843	Adults	49
		Dislocated Workers	45
		Older Youth	17
		Younger Youth	732
		Negotiated Performance Level	Actual Performance Level
<b>Customer Satisfaction</b>	Program Participants	84%	77%
	Employers	78%	81%
<b>Entered Employment Rate</b>	Adults	62%	99%
	Dislocated Workers	75%	99%
	Older Youth	67%	56%
<b>Retention Rate</b>	Adults	89%	80%
	Dislocated Workers	89%	74%
	Older Youth	86%	no data
	Younger Youth	75%	95%
<b>Earnings Change/Earnings Replacement in six months</b>	Adults	\$6,000	\$7,411
	Dislocated Workers	\$6,800	\$5,250
	Older Youth	\$3,200	no data
<b>Credential/Diploma Rate</b>	Adults	65%	100%
	Dislocated Workers	68%	no data
	Older Youth	55%	83%
	Younger Youth	64%	0%
<b>Skill Attainment Rate</b>	Younger Youth	94%	100%
<b>Placement in Employment or Education</b>	Youth (14-21)	n/a	48%
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	n/a	81%
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	n/a	n/a
<b>Overall Status of Local Performance</b>	Not Met	Met	Exceeded
	2	0	12