

GOVERNMENT OF PUERTO RICO

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**



GOVERNMENT OF PUERTO RICO

DEPARTMENT OF LABOR
AND HUMAN RESOURCES

GOVERNMENT OF PUERTO RICO

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Hon. Miguel Romero

Secretary

Puerto Rico Department of Labor and Human Resources



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

TABLE OF CONTENT

<i>Introduction</i>	<i>1</i>
<i>Required Reporting</i>	<i>4</i>
<i>Waivers Outcomes.....</i>	<i>26</i>
<i>State Discretionary Funding.....</i>	<i>32</i>
■ <i>Special Projects with the Governor's State Reserve Funds</i>	<i>32</i>
■ <i>Governor's Reserve Funds Outstanding Projects</i>	<i>33</i>
■ <i>Strengthen of Case Management at Local Areas.....</i>	<i>35</i>
■ <i>Puerto Rico Trabaja ("Puerto Rico Works").....</i>	<i>36</i>
<i>Rapid Response Services</i>	<i>38</i>
<i>Rapid Response Objectives.....</i>	<i>39</i>
<i>WIA Rapid Response Centers (RRC)</i>	<i>40</i>
<i>Disability Program Navigator Project and Ticket to Work Program.....</i>	<i>46</i>
<i>Local Areas Strategies and Achievements</i>	<i>52</i>
<i>Youths, Adults and Dislocated Workers Success Histories</i>	<i>52</i>
■ <i>Adults and Dislocated Workers Green Workforce Initiatives.....</i>	<i>64</i>
■ <i>Youth Innovative Projects.....</i>	<i>66</i>
■ <i>Youth Green Initiative Projects.....</i>	<i>71</i>
<i>Cost of Program Activities.....</i>	<i>73</i>
<i>EMPLOYMENT SERVICE ANNUAL REPORT.....</i>	<i>75</i>

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Introduction

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

The Puerto Rico Department of Labor and Human Resources is an executive department of the Government of Puerto Rico, it was created by the Law 15 of 1931, and then its existence was recognized at the moment of the approval of the Constitution of the Commonwealth of Puerto Rico in 1952.

The Department is responsible for public policy and management of labor legislation, occupational safety, unemployment insurance benefits, re-employment services, human resources training, and some economic statistics.

State WIA Structure

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

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

State Workforce Investment Board

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

The State Board has among its members, representatives of the private sector, academia and the main government agencies related to economic and workforce development, such as Labor and Human

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Resources, Economic Development, Youth Affairs, Vocational Rehabilitation, and Housing. It also has representatives of the Legislative Branch and of the mayors.

The State Board composition includes a wide variety of well know entrepreneurs, economics representatives of the various economic sectors in Puerto Rico.

Local Structure

The Local Areas are made up of 15 consortia of municipalities and three which are independent municipalities. The Local Areas include the Local Mayors Boards, Local Investment Boards and the Executive Directors who are in charge of the One Stop Centers of each area and of the Local Offices which are located in the different municipalities served by their corresponding areas. Each of the Local Areas, through the One Stop Centers and Local Offices provide the direct employment and training services under the Adult, Dislocated Workers and Youth Programs.



Workforce Development System Vision and Goals

GOALS

- Transform Puerto Rico's labor market pool into an attractive one, with a fair compensation system, favorable working conditions, harmonious labor relations, and real opportunities for everyone than wants to work, to exceed.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

- Review labor regulations and schedules in order to allow for the necessary flexibility that will fulfill the needs of workers and business corporations.

WIA System Goals

- Support a strategy of intensive job creation in the private sector.
- Compete in the global labor market with a highly educated and trained workforce, provide incentives that promote work ethics, and incorporate job seekers into the economy.
- Promote employment for the disadvantaged, establish hiring processes with which to identify, obtain, and retain a job in spite of disability, age, physical or veteran condition.
- Rescue at-risk, secondary high school students from dropping out of school, and integrate them into the workforce.
- Promote entrepreneurship among eligible adults, dislocated workers, and youths, as an attainable, feasible, and rewarding alternative to employment.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Required Reporting

According to the reporting requirements on WIA Sections 136(d) (1) and (2) and 185 (d), regarding Performance Analysis and Data, included please find performance data reported for the program Year 2009-10 for Adult, Dislocated Worker, and Youth Programs. The WIA Annual Report is based in the Workforce Investment Act Standardized Record Data (WIASRD) files. The report covers participants who receive services financially assisted by formula and statewide reserve funds under Youth, Adult and Dislocated Worker WIA Programs.

Over the recent years, DOL raised concern regarding the quality and integrity of the data with emphasis that this prevents DOL from providing analysis and projections. As part of the corrective action plans presented to RO, Puerto Rico has work towards incrementing the Data quality thru Validation efforts, Compliance with Performance Policy, program exit policy and requested corrective action to Locals among other actions.

As a matter of fact DOLETA –RO recognized these corrective action efforts as part of a recent Data Validation Review. These actions had a direct impact over the performance data included in this report. The administration is committed to ensure compliance with all law and regulation requirements and will ensure that corrective actions are taken immediately.

The following tables present an overall view of Puerto Rico’s PY 2009-10 Adult, Dislocated Worker, and Youth Measures performance.

Table A- Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Participants	86%	77.7%	502	3,109	597	84%
Employers	80%	80.5%	503	608	611	82%

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84%	67.1%	2,427
			3,615
Employment Retention Rate	90%	73.5%	3,035
			4,127
Average Earnings	\$6,200	\$9,285	10,175,914
			1,096
Employment And Credential Rate	72%	36.4%	788
			2,162

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate	75%	2,104	67%	2	45%	79	84%	113
		2,801		3		177		134
Employment Retention Rate	72%	2,627	60%	3	61%	70	62%	149
		3,673		5		114		242
Average Earnings Rate	\$9,981	9,112,857		0	\$6,545	242,158	\$11,707	608,753
		913		0		37		52
Employment and Credential Rate	36%	788	100%	2	37%	15	21%	39
		2,162		2		41		182

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Rate	Count	Rate	Count
Entered Employment Rate	78%	724	63%	1,703
		929		2,686
Employment Retention Rate	66%	1,464	82%	1,571
		2,213		1,914
Average Earnings Rate	\$11,898	7,317,117	\$5,943	2,858,798
		615		481

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

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Rate	Count	Rate	Count
Entered Employment Rate	86%	1,730	88.3%	1,959
		1,959		1,169
Employment Retention Rate	91%	1,169	88.1%	1,327
		1,327		2,206,086
Average Earnings	\$7,000	2,206,086	\$7,094	311
		311		339
Employment And Credential Rate	74%	339	83.5%	406
		406		

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	86%	6	80%	4	83%	86	82%	75
		7		5		104		92
Employment Retention Rate	75%	6	78%	7	80%	41	97%	124
		8		9		51		128
Average Earnings Rate	\$8,641	25,923	\$7,696	30,782	\$4,664	32,646	\$7,379	103,309
		3		4		7		14
Employment and Credential Rate	67%	2		0	79%	11	85%	34
		3		0		14		40

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table G - Other Outcome Information for Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	92%	367	87%	1,363
		400		1,559
Employment Retention Rate	86%	364	89%	805
		422		905
Average Earnings Rate	\$7,487	868,443	\$6,860	1,337,642
		116		195

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

Reported Information	Negotiated Performance Level		Actual Performance Level	
Placement in Employment or Education			16%	2,644
				16,171
Attainment of Degree or Certificate			13%	1,772
				13,785
Literacy and Numeracy Gains			0%	0
				2,848

Table H.2 - Older Youth Results

Reported Information	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	69%		13.1%	268
				2,041
Employment Retention Rate	88%		86.7%	365
				421
Earnings Change in Six Months	\$3,300		\$1,947	25,313
				13
Credential Rate	72%		21.2%	534
				2,517

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate	13%	268	100%	1	3%	3	17%	241
		2,041		1		118		1,440
Employment Retention Rate	87%	365	100%	1	67%	8	85%	279
		421		1		12		327
Average Earnings Rate	\$1,947	25,312		0	\$868	2,605	\$1,528	16,808
		13		0		3		11
Credential Rate	21%	534	100%	1	8%	10	19%	309
		2,517		1		128		1,646

Table J - Younger Youth Results

Reported Information	Negotiated Performance Level		Actual Performance Level	
	%	Count	%	Count
Skill Attainment Rate	98%		90.6%	10,235
				11,303
Diploma or Equivalent Attainment Rate	72%		62.5%	1,409
				2,256
Retention Rate	80%		64.1%	3,486
				5,437

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	%	Count	%	Count	%	Count
Skill Attainment Rate	91%	10,235	94%	208	93%	1,183
		11,303		222		1,271
Youth Diploma or Equivalent Rate	62%	1,409	60%	9	34%	233
		2,256		15		690
Retention Rate	64%	3,486	28%	79	35%	683
		5,437		286		1,925

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate	12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)			Placement in Non-traditional Employment	Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment			Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	52%	2,259	\$2,290	5,282,661	100%	2,427	\$2,500	1,432,366	31%	223
		4,346		2,307		2,427		573		724
Dislocated workers	61%	839	\$1	2,791,199	100%	1,730	\$3,129	882,329	43%	157
		1,380		2,548,053		1,730		282		367
Older Youths	39%	181	\$1,779	26,679	100%	268	\$2,267	22,674		
		460		15		268		10		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	27,546	4,923
Total Adult self-service only	0	0
WIA Adult	18,083	3,181
WIA Dislocated Workers	8,647	1,752
Total Youth (14-21)	24,825	16,333
Younger youth (14-18)	20,078	13,894
Older Youth (19-21)	4,727	2,439
Out-of-School Youth	7,730	3,161
In-School Youth	17,095	13,172

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table N - Cost of Program Activities

Puerto Rico 2009-2010

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 43,380,166.96
Local Dislocated Workers	30,343,990.29
Local Youth	56,036,839.76
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	26,625,112.20
Statewide Required Activities WIA Section 134(a)(2)(B)	3,878,610.92
Statewide Allowable Activities WIA Section 134(a)(3)	15,889,074.12
Program Activity Description	
Local Areas	2,597,325.62
Municipalities	2,072,902.74
State Administration	7,781,120.31
Adm. Derecho al Trabajo	107,700.58
Adm. Futuros Empresarios y Trabajadores	95,532.03
Dept. Familia	129,920.00
OFIC. FINANCIAMIENTO SOCIOECONOMICO Y AUTOGESTION (OFSA)	370,718.35
Ethicon Johnson & Johnson of P.R.	60,535.29
Corporacion de P.R. para la Difucion Publica (TUTV 2008)	14,450.79
Job Connections, Inc.	126,847.00
AUTORIDAD DE ENERGIA ELECTRICA(AEE)	102,610.26
Taller de Fotoperiodismo, Inc.	288,329.60
Banco de Desarrollo Económico para Puerto Rico	120,000.00
Politecnico Amigo, Inc.	453,857.95
Taller de Fotoperiodismo, Inc.	1,435,670.40
Yarubo Community Housing Development Corp.	131,553.20
Total of All Federal Spending Listed Above	\$176,153,794

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Table O - Local Performance

Local Area Name	Total Participants Served	Adults	1,191
		Dislocated Workers	244
San Juan	4,313	Older Youth	610
		Younger Youth	2,268
ETA Assigned #	Total Exiters	Adults	487
		Dislocated Workers	29
72005	1,468	Older Youth	263
		Younger Youth	689
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	66%
	Employers	80%	83%
Entered Employment Rate	Adults	84%	78%
	Dislocated Workers	86%	93%
	Older Youth	69%	26%
Retention Rate	Adults	90%	96%
	Dislocated Workers	91%	100%
	Older Youth	88%	100%
	Younger Youth	80%	81%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,380
	Dislocated Workers	\$7,000	\$8,638
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	88%
	Dislocated Workers	74%	88%
	Older Youth	72%	13%
	Younger Youth	72%	62%
Skill Attainment Rate	Younger Youth	98%	97%
Placement in Employment or Education	Youth (14-21)	n/a	21%
Attainment of Degree or Certificate	Youth (14-21)	n/a	33%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	2	10

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	570
Bayamón/Comerío	2,025	Dislocated Workers	345
		Older Youth	171
		Younger Youth	939
ETA Assigned #	Total Exitters	Adults	242
72065	2,107	Dislocated Workers	202
		Older Youth	218
		Younger Youth	1,445
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	72%
	Employers	80%	80%
Entered Employment Rate	Adults	84%	95%
	Dislocated Workers	86%	93%
	Older Youth	69%	83%
Retention Rate	Adults	90%	100%
	Dislocated Workers	91%	100%
	Older Youth	88%	100%
	Younger Youth	80%	90%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$6,206
	Dislocated Workers	\$7,000	\$6,176
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	80%
	Dislocated Workers	74%	83%
	Older Youth	72%	88%
	Younger Youth	72%	84%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	100%
Attainment of Degree or Certificate	Youth (14-21)	n/a	18%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	605
Ponce Municipality	3,263	Dislocated Workers	297
		Older Youth	664
		Younger Youth	1,697
ETA Assigned #	Total Exiters	Adults	7
72055	2,753	Dislocated Workers	8
		Older Youth	385
		Younger Youth	2,353
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	44%
	Employers	80%	80%
Entered Employment Rate	Adults	84%	98%
	Dislocated Workers	86%	100%
	Older Youth	69%	100%
Retention Rate	Adults	90%	85%
	Dislocated Workers	91%	92%
	Older Youth	88%	100%
	Younger Youth	80%	75%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$7,183
	Dislocated Workers	\$7,000	\$7,319
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	93%
	Dislocated Workers	74%	95%
	Older Youth	72%	67%
	Younger Youth	72%	85%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	51%
Attainment of Degree or Certificate	Youth (14-21)	n/a	15%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	13

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	2,098
Caguas/Guayama	7,922	Dislocated Workers	1,956
		Older Youth	725
		Younger Youth	3,143
ETA Assigned #	Total Exitters	Adults	663
72040	6,303	Dislocated Workers	376
		Older Youth	654
		Younger Youth	4,610
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	70%
	Employers	80%	84%
Entered Employment Rate	Adults	84%	81%
	Dislocated Workers	86%	87%
	Older Youth	68%	72%
Retention Rate	Adults	90%	89%
	Dislocated Workers	91%	91%
	Older Youth	88%	100%
	Younger Youth	80%	83%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$6,635
	Dislocated Workers	\$7,000	\$8,294
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	67%
	Dislocated Workers	74%	75%
	Older Youth	72%	68%
	Younger Youth	72%	94%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	88%
Attainment of Degree or Certificate	Youth (14-21)	n/a	90%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	4	11

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	924
Carolina Municipality	2,668	Dislocated Workers	503
		Older Youth	233
		Younger Youth	1,008
ETA Assigned #	Total Exiters	Adults	185
72045	1,616	Dislocated Workers	193
		Older Youth	188
		Younger Youth	1,050
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	67%
	Employers	80%	68%
Entered Employment Rate	Adults	84%	86%
	Dislocated Workers	86%	92%
	Older Youth	69%	83%
Retention Rate	Adults	90%	92%
	Dislocated Workers	91%	97%
	Older Youth	88%	89%
	Younger Youth	80%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,495
	Dislocated Workers	\$7,000	\$7,071
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	80%
	Dislocated Workers	74%	83%
	Older Youth	72%	77%
	Younger Youth	72%	85%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	92%
Attainment of Degree or Certificate	Youth (14-21)	n/a	73%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	1,443
North West Consortium	6,235	Dislocated Workers	889
		Older Youth	486
		Younger Youth	3,417
ETA Assigned #	Total Exiters	Adults	182
72080	1,587	Dislocated Workers	133
		Older Youth	115
		Younger Youth	1,157
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	79%
	Employers	80%	83%
Entered Employment Rate	Adults	84%	90%
	Dislocated Workers	86%	92%
	Older Youth	69%	90%
Retention Rate	Adults	90%	97%
	Dislocated Workers	91%	94%
	Older Youth	88%	94%
	Younger Youth	80%	85%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,040
	Dislocated Workers	\$7,000	\$5,297
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	85%
	Dislocated Workers	74%	83%
	Older Youth	72%	73%
	Younger Youth	72%	82%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	99%
Attainment of Degree or Certificate	Youth (14-21)	n/a	11%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	1,412
North Central Arecibo	6,141	Dislocated Workers	779
		Older Youth	716
		Younger Youth	3,234
ETA Assigned #	Total Exiters	Adults	343
		Dislocated Workers	143
72075	3,342	Older Youth	510
		Younger Youth	2,346
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	86%
	Employers	80%	82%
Entered Employment Rate	Adults	84%	89%
	Dislocated Workers	86%	97%
	Older Youth	69%	76%
Retention Rate	Adults	90%	88%
	Dislocated Workers	91%	94%
	Older Youth	88%	94%
	Younger Youth	80%	84%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$4,679
	Dislocated Workers	\$7,000	\$7,509
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	86%
	Dislocated Workers	74%	100%
	Older Youth	72%	77%
	Younger Youth	72%	94%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	81%
Attainment of Degree or Certificate	Youth (14-21)	n/a	36%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	972
North Central Dorado	4,532	Dislocated Workers	654
		Older Youth	632
		Younger Youth	2,274
ETA Assigned #	Total Exiters	Adults	75
		Dislocated Workers	113
72070	1,691	Older Youth	258
		Younger Youth	1,245
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80%	80%
	Employers	79%	79%
Entered Employment Rate	Adults	84%	87%
	Dislocated Workers	86%	88%
	Older Youth	69%	79%
Retention Rate	Adults	90%	90%
	Dislocated Workers	91%	95%
	Older Youth	88%	85%
	Younger Youth	80%	72%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,377
	Dislocated Workers	\$7,000	\$8,203
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	87%
	Dislocated Workers	74%	90%
	Older Youth	72%	86%
	Younger Youth	72%	99%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	94%
Attainment of Degree or Certificate	Youth (14-21)	n/a	0%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	2	13

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	1,119
North East Consortium	5,067	Dislocated Workers	345
		Older Youth	429
		Younger Youth	3,174
ETA Assigned #	Total Exiters	Adults	351
		Dislocated Workers	69
		Older Youth	277
72105	2,823	Younger Youth	2,126
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	84%
		Employers	80%
Entered Employment Rate	Adults	84%	86%
	Dislocated Workers	86%	81%
	Older Youth	69%	98%
Retention Rate	Adults	90%	98%
	Dislocated Workers	91%	94%
	Older Youth	88%	98%
	Younger Youth	80%	94%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,727
	Dislocated Workers	\$7,000	\$6,367
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	78%
	Dislocated Workers	74%	100%
	Older Youth	72%	96%
	Younger Youth	72%	94%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	36%
Attainment of Degree or Certificate	Youth (14-21)	n/a	32%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	12

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	1,380
South East Consortium	5,371	Dislocated Workers	1,195
		Older Youth	640
		Younger Youth	2,156
ETA Assigned #	Total Exiters	Adults	244
		Dislocated Workers	210
72100	2,563	Older Youth	402
		Younger Youth	1,707
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	76%
	Employers	80%	80%
Entered Employment Rate	Adults	84%	94%
	Dislocated Workers	86%	95%
	Older Youth	69%	66%
Retention Rate	Adults	90%	89%
	Dislocated Workers	91%	88%
	Older Youth	88%	89%
	Younger Youth	72%	90%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$6,121
	Dislocated Workers	\$7,000	\$6,835
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	92%
	Dislocated Workers	74%	89%
	Older Youth	72%	72%
	Younger Youth	72%	90%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	86%
Attainment of Degree or Certificate	Youth (14-21)	n/a	25%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	6	9

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	654
South Central Consortium	4,531	Dislocated Workers	507
		Older Youth	691
		Younger Youth	2,679
ETA Assigned #	Total Exiters	Adults	103
		Dislocated Workers	186
		Older Youth	286
72095	2,637	Younger Youth	2,062
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	81%
		Employers	80%
Entered Employment Rate	Adults	84%	91%
	Dislocated Workers	86%	90%
	Older Youth	69%	76%
Retention Rate	Adults	90%	92%
	Dislocated Workers	91%	93%
	Older Youth	88%	100%
	Younger Youth	80%	74%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,089
	Dislocated Workers	\$7,000	\$5,235
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	88%
	Dislocated Workers	74%	86%
	Older Youth	72%	83%
	Younger Youth	72%	93%
Skill Attainment Rate	Younger Youth	98%	98%
Placement in Employment or Education	Youth (14-21)	n/a	80%
Attainment of Degree or Certificate	Youth (14-21)	n/a	28%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	2	12

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	935
South West Consortium	5,325	Dislocated Workers	698
		Older Youth	855
		Younger Youth	2,837
ETA Assigned #	Total Exiters	Adults	386
72090	3,292	Dislocated Workers	475
		Older Youth	612
		Younger Youth	1,819
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	75%
	Employers	80%	90%
Entered Employment Rate	Adults	84%	91%
	Dislocated Workers	86%	90%
	Older Youth	69%	76%
Retention Rate	Adults	90%	92%
	Dislocated Workers	91%	93%
	Older Youth	88%	100%
	Younger Youth	80%	74%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,089
	Dislocated Workers	\$7,000	\$5,235
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	88%
	Dislocated Workers	74%	86%
	Older Youth	72%	83%
	Younger Youth	72%	93%
Skill Attainment Rate	Younger Youth	98%	98%
Placement in Employment or Education	Youth (14-21)	n/a	80%
Attainment of Degree or Certificate	Youth (14-21)	n/a	28%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	1	12

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	365
Mayagüez/Las Marías	1,645	Dislocated Workers	430
		Older Youth	157
		Younger Youth	693
ETA Assigned #	Total Exitters	Adults	77
72085	979	Dislocated Workers	198
		Older Youth	129
		Younger Youth	575
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	86%
	Employers	80%	70%
Entered Employment Rate	Adults	84%	92%
	Dislocated Workers	86%	98%
	Older Youth	69%	80%
Retention Rate	Adults	90%	95%
	Dislocated Workers	91%	100%
	Older Youth	88%	94%
	Younger Youth	80%	89%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$6,783
	Dislocated Workers	\$7,000	\$5,581
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	83%
	Dislocated Workers	74%	77%
	Older Youth	72%	84%
	Younger Youth	72%	77%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	86%
Attainment of Degree or Certificate	Youth (14-21)	n/a	42%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	910
Guaynabo/Toa Baja	3,356	Dislocated Workers	126
		Older Youth	202
		Younger Youth	2,118
ETA Assigned #	Total Exiters	Adults	91
72110	1,268	Dislocated Workers	8
		Older Youth	29
		Younger Youth	1,140
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	no data
	Employers	80%	78%
Entered Employment Rate	Adults	84%	96%
	Dislocated Workers	86%	91%
	Older Youth	69%	100%
Retention Rate	Adults	90%	93%
	Dislocated Workers	91%	100%
	Older Youth	88%	100%
	Younger Youth	80%	92%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$9,840
	Dislocated Workers	\$7,000	\$6,288
	Older Youth	\$3,000	no data
Credential/Diploma Rate	Adults	72%	96%
	Dislocated Workers	74%	75%
	Older Youth	72%	81%
	Younger Youth	72%	86%
Skill Attainment Rate	Younger Youth	98%	100%
Placement in Employment or Education	Youth (14-21)	n/a	71%
Attainment of Degree or Certificate	Youth (14-21)	n/a	0%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Area Name	Total Participants Served	Adults	924
Cidra/Villalba	3,887	Dislocated Workers	383
		Older Youth	370
		Younger Youth	2,210
ETA Assigned #	Total Exiters	Adults	318
72115	3,540	Dislocated Workers	84
		Older Youth	406
		Younger Youth	2,732
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86%	87%
	Employers	80%	86%
Entered Employment Rate	Adults	84%	96%
	Dislocated Workers	86%	91%
	Older Youth	69%	73%
Retention Rate	Adults	90%	97%
	Dislocated Workers	91%	98%
	Older Youth	88%	96%
	Younger Youth	80%	92%
Earnings Change/Earnings Replacement in six months	Adults	\$6,200	\$5,402
	Dislocated Workers	\$7,000	\$5,338
	Older Youth	\$3,300	no data
Credential/Diploma Rate	Adults	72%	91%
	Dislocated Workers	74%	90%
	Older Youth	72%	74%
	Younger Youth	72%	81%
Skill Attainment Rate	Younger Youth	98%	99%
Placement in Employment or Education	Youth (14-21)	n/a	74%
Attainment of Degree or Certificate	Youth (14-21)	n/a	74%
Literacy or Numeracy Gains	Youth (14-21)	n/a	0%
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

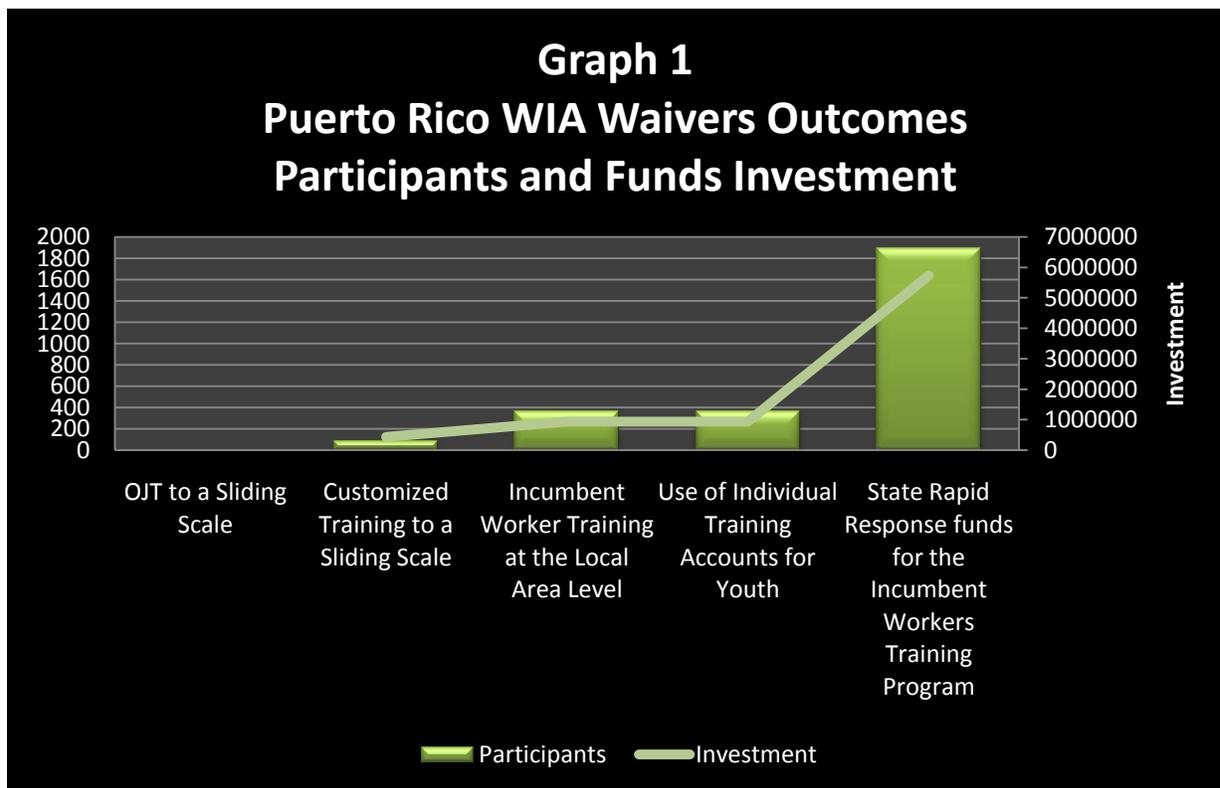
GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Waivers Outcomes

The Employment and Training Administration (ETA) approved the waiver plan submitted as part of the Puerto Rico’s modification to the State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act for PY 2009-10. ETA granted the approval of seven waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to State and Local Workforce Areas.

As instructed in TEGL 14-00 Change 3 of August 24, 2009, information is provided about the use of the approved waivers during 2009-10. Graph 1 shows the outcomes of five waivers related to training activities like customized training, OJT, ITA’s and incumbent worker training. Ahead will find Graph 2 related to the Waiver of WIA regulations which require that the Ten Program Elements for Youth be provided by through a competitive procurement process. In the following section we present the outcomes of each waiver.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

■ **WAIVER ON THE PROHIBITION ON USE OF INDIVIDUAL TRAINING ACCOUNTS FOR YOUTH**

Puerto Rico requested this waiver to allow older youth and out-of-school youth, if deemed appropriate, to select approved ITA programs from Eligible Training Provider (ETP) Lists, while retaining their “youth” classification.

During program year 2009-2010, seven (7) of the fifteen local areas delivered Individual Training Account (ITA's) for youth. A total of 351 older youth were impacted by this waiver, as show Graph 1. Local Areas of Bayamon and Southeast were which more ITAS granted, with 176 and 103 ITA's respectively and represent both a 78 % of the total of the delivered ITAS. The funds allocated for these 361 youth were of approximately of \$936,272, with an average cost of \$ 2,594 by youth. Through this waiver Local Areas had enough flexibility to deliver services based on the individual needs of participants as intended under WIA.

■ **WAIVER TO EMPLOYER MATCH FOR ON THE JOB TRAINING TO A SLIDING SCALE**

The economy of Puerto Rico faces a deep recession and requires stimulus and investment. The micro-businesses are a very important sector in the economy. The Small and Medium Companies (PYMES by its Spanish acronym) represent a great proportion of the economic activity and employment in the industrialized countries. According to the Puerto Rico Planning Board, close to 92% of the commercial establishments in Puerto Rico are small businesses with over 110,000 establishments registered and operating in the Island. These small industries are the most susceptible to changes in the economy and are those that greater attention is required to remain competitive in the worldwide markets. Small businesses have to be maintained at the forefront of new technological and production advances to keep their competitive edge at a local and global level.

Through this waiver the Government of Puerto Rico, had a useful tool for addressing small and medium-sized companies that require constant updating of their technology and production processes. The WIA system becomes a valuable resource to promote the competitiveness of small and medium-sized companies, for the retention of jobs for those employees that are lacking the skills, either by the introduction of new products or technologies. On the Job Training promotes training in job skills while the worker has the experience of being exposed to a real work environment.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

During this year, a limited use of this waiver was used by the local areas. It is necessary to stand out that this waiver was requested for the first time in 2009 and ETA approval was received in November of 2009. It is our understanding that for this reporting period not enough time was available to develop documentation and outreach initiatives necessary for this waiver implementation.

■ Waiver to employer match for Customized Training to a sliding scale.

This waiver granted was first time requested since for PY 2007-2008. In compliance with the guidelines set forth at WIA Section 189 (i) (4)(b) and 20 CFR 661.420(c), Puerto Rico requested extension for 2009-2010. In PY 2009-10, this waiver was used by Southeast, Guaynabo/Toa Baja and Northwest Local Areas to delivery customized training for fulfill the employer needs. These Local Areas delivered customized training to 87 workers, in three companies, with an investment of \$436,835 and an average investment of \$5,021 per participant. This waiver is an essential tool to strengthen the competitive capacity on the industries through training employees and overcoming skill gaps. The WIA system becomes a valuable resource to promote the competitiveness of small and medium-sized companies, for the retention of jobs for those employees that are lacking the skills, either by the introduction of new products or technologies.

■ **WAIVER FOR USE OF STATE SET-ASIDE RAPID RESPONSE FUNDS FOR THE INCUMBENT WORKERS TRAINING PROGRAM**

Training needs for incumbent workers are attributed to the constant changes in manufacturing technologies and development of new products, requiring upgrading of skills of employees in both, production and its corresponding quality control systems. For example, some industries specialized in pharmaceutical, medical devices and electronics, requested activities of Customized Training in ISO, LEAN Manufacturing and other production processes, to upgrade their incumbent workers skills.

Through this waiver, the Governor developed with rapid response fund seven projects to meet the needs of patrons of upgrading the skills of their incumbent workers, due to the introduction of new products or technologies, this also as a Lay off aversion strategy. The investment funds under this waiver were of \$5,733,706. Employers planned to serve a population of 2,343 incumbent workers and were targeted 1,890 workers, equivalent to 81% of the planned by the targeted industries. Companies which benefited from this waiver, include retail sales, pharmaceutical, aerospace industry, ports, and food and beverage, among others. The average cost was \$3,033 per incumbent workers.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

This waiver has been a successful tool to face the challenge of retaining key industries and to promote the Island as investment site, with high educated workers and proactive solution to avert massive layoffs and retain jobs. One of the best examples of the effectiveness of this waiver is Baxter Industries, Inc., a company with operations in Aibonito, Puerto Rico. Previously, Baxter receives funds for incumbent workers upgrading skills in their plants in Jayuya and this time we present the success of the Aibonito plant. In 2009, a proposal was approved to train 140 incumbent workers in new technologies, in order to maintain their employment and to increase their worldwide competitiveness and productivity in new company products. WIA funds for the amount of \$511,168.90 were assigned for this project. Some of the goals achieved by this project were:

- An increased of 40% production in the volume of product manufacture.
- The possibility of transferring the companies' operation to Costa Rica was eliminated because the human resources skills of the Aibonito plant were developed faster than those in the companies' plants in Latin America.
- The production material waste was reduced in 55%, which resulted in economical profit for the company.
- The plant's production capacity due to their machine mechanical malfunctions was reduced in 90%, since the engineers were technically trained to fix the equipment immediately without interfering with the plant production.
- As a result of a more capable, better-trained and advanced workforce, the Aibonito plant has been able to attract new products to be manufacture for the companies' global distribution.

■ **INCUMBENT WORKER TRAINING AT THE LOCAL AREA LEVEL**

Four Local Areas developed customized training to upgrading incumbent workers skills using the flexibility of this waiver. These Local Areas delivered customized training to 361 incumbent workers in nine workplace with and investment of \$ 940,616 an average investment of \$2,606 per participant.

■ **WAIVER FOR USE OF COMMON MEASURES**

Common Measures waiver simplifying the WIA performance system by discontinuing use of the current 17 performance measures and reducing the WIA outcome measures to six (9): three (3) applied to Adult programs, three (3) for dislocated Workers and three (3) for Youth. The **WIA Common Measures established at** Training and Employment Guidance Letter 17-05 are: (1). Adult Entered Employment Rate; (2). Adult Retention Rate; (3). Adult Average Earnings; (4). DW Entered Employment Rate; (5). DW Retention Rate; (6). DW Average

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Earnings; (7). Youth Placement in Employment/Education Rate; (8). Youth Attain Degree/Credential Rate; and (9) Youth Numeracy & Literacy Rate.

Although approval of this waiver was granted, there are several issues within the workforce investment system of Puerto Rico that will prevent us from implementing this waiver for the foreseeable future. Technical assistance will be requested from the Boston Regional Office to assist us in analyzing the impact on converting to Common Measures relative to program design, management information system needs and a training plan for local areas.

■ **WAIVER OF WIA REGULATIONS WHICH REQUIRES THAT THE TEN PROGRAM ELEMENTS FOR YOUTH BE PROVIDED BY THROUGH A COMPETITIVE PROCUREMENT PROCESS**

Puerto Rico received approval extension for PY 2009-10 waiver under provision of WIA Section 123 (Identification of Eligible Providers of Youth Activities) requirement, to competitively select providers of the following three (3) of the ten (10) Youth Program Elements: Supportive Services; Follow-up Services and Paid and unpaid Work Experiences including Internships and Job Shadowing.

The waivers allow Local Areas to provide in-house three services, resulting in a more timely delivery of services and achieving stronger ties with in-school and out-school youths. Though the availability of this waiver, Local Areas can be more effective and save the costs incurred in contracting outside providers, allowing increase the number of youth served.

■ **SUMMARY**

For PY 2009-10 most local areas used approved waivers taking advantage and the flexibility it provides to the workforce system.

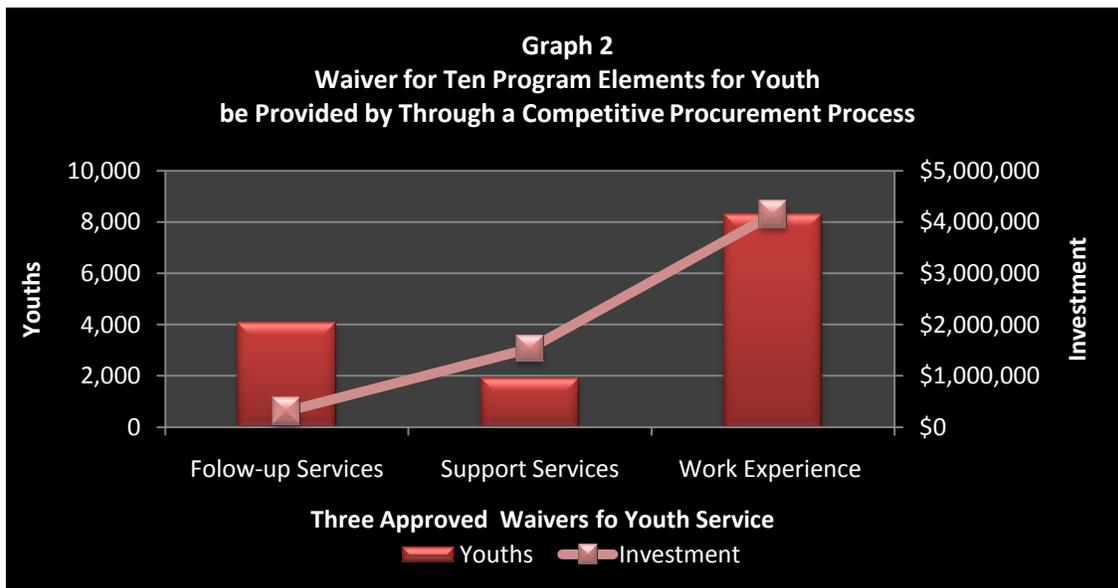
- Nine (9) Locals used the waiver flexibility for the youth program elements of Supportive Services
- Eight (8) locals used waiver for paid and unpaid Work Experiences, including internships and job shadowing ;
- Six (6) Local used the waiver for Follow-up Services. Graph 2, shows statistic of delivery of services and investment for youth in these three elements.
- Of the eight (8) local areas with waiver for the youth program elements of Work Experience, a total of 8,309 youth received work experience service

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Through this approach, with 112 employers offering the first jobs opportunity to these youth.

- The funds allocated for this work experience was of \$4,150,112. The average cost per youth for the each work experience was of \$499. The highest proportion of work experience for youth correspond to activities of summer jobs.
- In the support services, the nine (9) Local Areas which used waiver to delivery support services without select a service provider, delivered support services to 1,886 youths, with an investment of \$ 1,535,735. The average cost was of \$814 per youth.
- Waiver for follow-up services was used by six (6) Local Areas and delivered follow-up services to 4,49 youths, with an investment of \$310,903. The average cost was of \$76 per youth.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

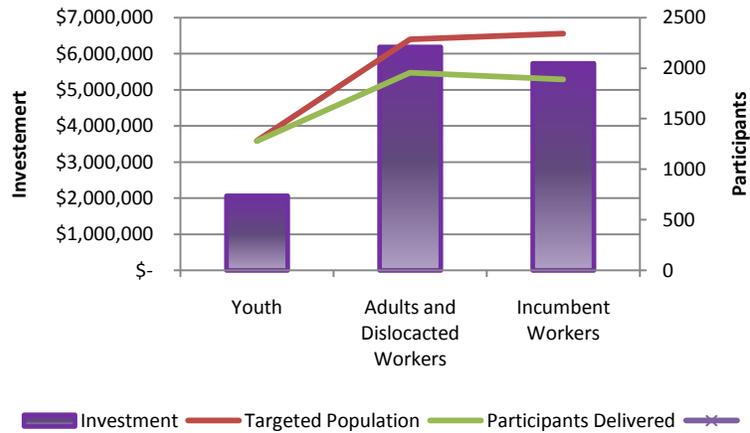
ANNUAL REPORT 2009-2010

State Discretionary Funding

Special Projects with the Governor's State Reserve Funds

The Governor state reserve funds still an important source for the development of special projects to experiment innovative strategies for the delivery of services to youth, adults, and dislocated workers. The Governor of Puerto Rico has established as a public policy priority the development of innovative strategies aimed to the creation of jobs, the creation of green experiences and activities for youth. In PY 2009-10, \$ 13.9 million were invested in 38 innovative projects which delivered services to 5,911 participants including youth, adults, dislocated workers and incumbent workers.

Graph 3
Governor's Reserve Funds Innovative Projects
Program Year 2009-10



Graph 3 shows details of reserve funds investment in innovative projects. Some projects were initiated and finished among the program years, while another were initiated in this program year and still their implementation in the 2010-11 program year. The \$13 million invested are divided into \$ 2.06 million for youth activities, another \$ 6.18 million for adult and dislocated workers allowable activities and \$5.7 million for training to incumbent workers, under the waiver approved for this purpose by the USDOL. Innovative projects with activities for youth established a target population of 1,282 youth and 99 per cent were delivered, while for adults and dislocated workers 2,286 participants were planned and 85 percent of them were delivered. Finally, incumbent workers program were planned skill upgrading training to 2,343 incumbent workers and 81% were delivered services.

Governor's Reserve Funds Outstanding Projects

Review for the Examination Board for the Practice of Medicine

The purpose of this project was to offer one hundred and fifty (150) hours of direct instruction services in preparation for the Board Test for the Practice of Medicine. A total of thirty (30) supplementary activities were provided with one hundred and twenty (120) hours of preview. These review sessions included materials such as manuals, textbooks and other tools. They also had access to use the on-line review "USMLE Online Class". This project was signed on October 5th, 2009 for the amount \$702,625.00 for the benefit of 120 participants. These courses were offered at John Dewey College utilizing resources from the "Princeton Review".

Training for Incumbent Worker's Program

Baxter Healthcare of Puerto Rico in Aibonito is a pharmaceutical company that develops products related to the treatment of blood diseases and the circulatory system. In 2009, a proposal was approved to train 140 incumbent workers in new technologies, in order to maintain their employment and to increase their worldwide competitiveness and productivity in new company products. WIA funds for the amount of \$511,168.90 were assigned for this project, with the company utilizing 96.70% of them, for a total of \$494,300.11. The training sessions were performed in "on-the-job and customized" settings. Some of the goals achieved by this project were:

- An increased of 40% production in the volume of product manufacture.
- The possibility of transferring the companies' operation to Costa Rica was eliminated because the human resources skills of the Aibonito plant were developed faster than those in the companies' plants in Latin America.
- The production material waste was reduced in 55%, which resulted in economical profit for the company.
- The plant's production capacity due to their machine mechanical malfunctions was reduced in 90%, since the engineers were technically trained to fix the equipment immediately without interfering with the plant production.
- As a result of a more capable, better-trained and advanced workforce, the Aibonito plant has been able to attract new products to be manufacture for the companies' global distribution.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Summering in Green

The Administration for the Training of Future Businessmen and Workers (AAFET), a governmental agency under the Department of Labor of Puerto Rico, presented a proposal to provide vocational training in a work experience setting for two hundred (200) youths from fourteen to eighteen years of age. The main purpose is to impact these youths in innovative activities in modern technologies for the development of green jobs, to learn new techniques for environmental conservation and to participate in a smooth transition from school and the work of work. A total of \$374,000 were assigned to provide these courses in AAFET's vocational institutes in the municipalities of Aguadilla, Aibonito, Barceloneta, Dorado, Juana Díaz, Las Piedras, Mayaguez and San German. This project ran from the 21st of June of 2010, until the 30th of August of the same year.

On the Job Training for Wal-mart and Sam's new Stores at Barceloneta, Puerto Rico

The Wal-mart Company was granted incentives for the development of workforce activities intended to hire seven hundred (700) new employees for a newly build Wal-mart and Sam's Club Stores, both in the municipality of Barceloneta, Puerto Rico.

The special project was approved for the amount of \$2,425,472.63 from Workforce Investment Act (WIA) state's reserve funds. The training programs were provided in both, customized and on-the-job training settings for a length of time of six months. The stores opened in July of 2010 and several of the surroundings municipalities in the northern region of the island are currently benefiting from the new employment opportunities. 2011.



Wal-mart submitted another proposal intended to hire three hundred forty (340) new employees for different stores around the island. This second project was approved for the recruitment and training of new personnel in coordination with the Puerto Rico Trabaja staff. A total of \$884,141.10 WIA funds were allotted to provide customized and on-the-job training for new personnel recruitment and upgrading for all the retail chain's stores which includes Wal-mart, Wal-mart Supercenter, Amigo, Sam's Club and Super Ahorros. These training programs could be related to all the associates' job descriptions to enhance their retention rate within the company. The recruitment process is still in progress.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Green Counselors II

Throughout this project, the HRODC in collaboration with JM Professional & Training Group, Inc., a firm located in Moca Municipality, private for profit company, assigned \$124,141.20, to provide (80) eighty hours of work experience through (40) forty different workshops to (60) sixty young individuals and adults. The purpose of this project was to develop the employability skills of the participants in the green job sector through soft skills training sessions in leadership, teamwork, self confidence and new energetic strategies. The participants were selected from 15 municipalities of the northwestern region of Puerto Rico, with the main goal to teach them new techniques for energy saving and self-employment.

Strengthen of Case Management at Local Areas

The HRODC created the Case Management and Counseling Project to strengthen the structure and staff of case management and counseling in Local Areas. Case management is the conceptual framework of the structure of services under WIA programs. This project has professionals from of social work and guidance and counseling disciplines, with expertise in customer management and the expertise to provide the assistance required by the Local Areas case managers.

During PY 2009-10 the Case Management Project offered support and technical assistance to the (15) Local Areas. Technical assistance was served to provide training to case managers to develop skills and strategies for working with clients of the youth, adults and dislocated workers programs. The following activities and workshops were offered to Local Areas:

- Round Table to Discuss Local Areas Cases
- Youth, Adults and Dislocated Workers Eligibility in Workforce Investment Act and American Recovery and Reinvestment Act .
- Case Management: Strategies to Prepare ISS (Individual Service Strategy) and the Individual Employment Plan (IEP) Narrative
- Local Area Norte Central Arecibo Workshops
 - Case Management Summary
 - Core, Intensive and Training Services in W.I.A.
 - Workforce Investment Act: Employers Benefits

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010



Puerto Rico Trabaja (“Puerto Rico Works”)

Puerto Rico Trabaja (www.puertoricotrabaja.com) is the internet website of the Workforce Investment System to link job seekers and employers in Puerto Rico. In Puerto Rico Trabaja a job seeker can access the site from any computer with internet. They can register and start filling out their profile. Once the profile is completed the program generates a resume that the candidate can print and use for employers. Once there is an application or invitation, the WIA Local Areas’ One Stop Centers qualify the candidate and coordinates the interviews with the employer.

The Human Resources and Occupational Development Council (CDORH) is the agency that developed and manages the website. The Council has included in the website some other services to provide dislocated workers the access tool needed to find a better job.

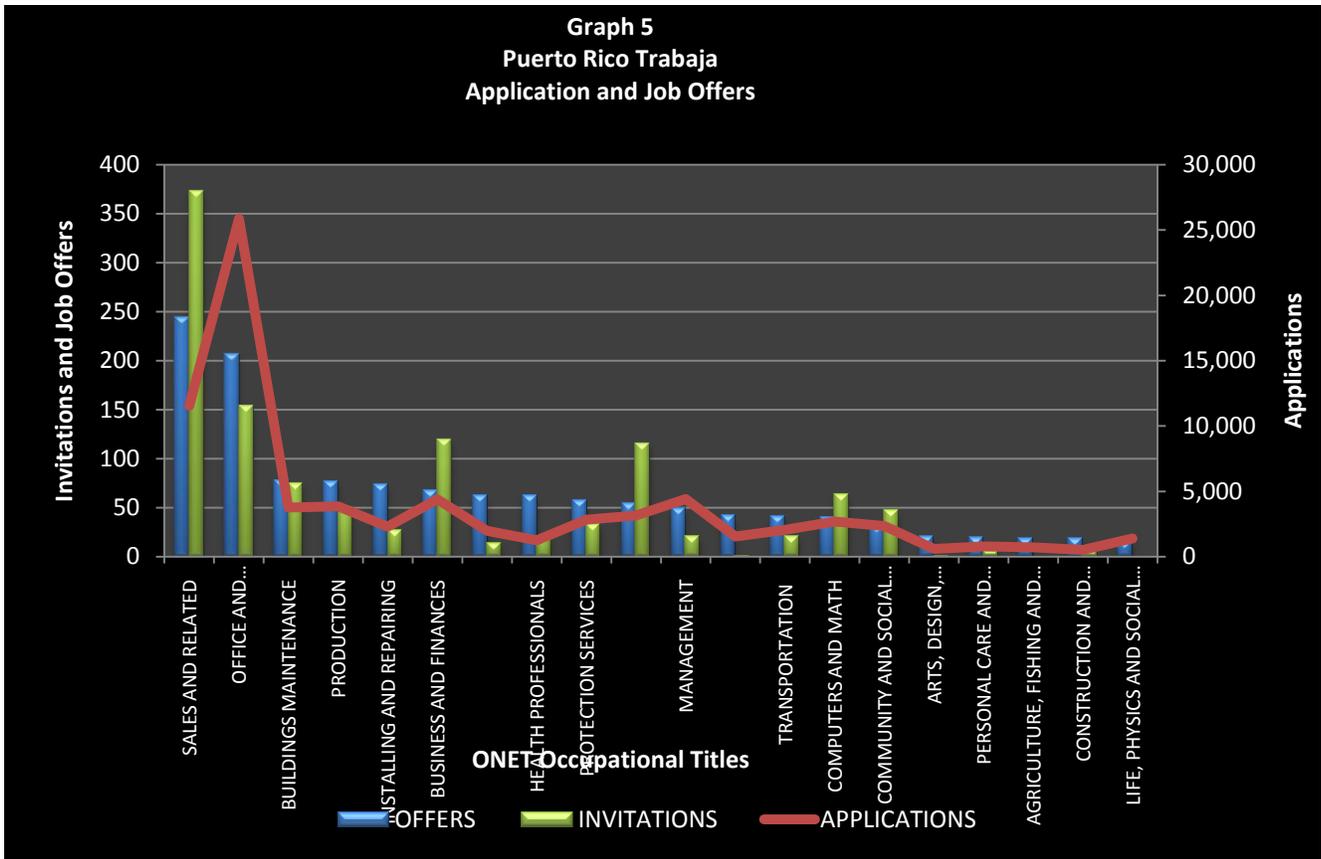
The website is a meeting spot for candidates and employers where any company is able to post available job offers and find candidates by doing the automatic match, and any person that is looking for a job can register and apply to those offers. The system resumes bank has a wide variety of candidates. Employers have the option to find the right candidate with the right level of education.

This jobs bank includes a great variety of offers that range from low skill occupations, to professional occupations like attorneys. Puerto Rico Trabaja is reaching the 60,000 registered users, more than 4,000 registered employers and more than 1,000 available job offers. During the last 6 months of program year 2009-10, the system registered more than 300 job placements. The Graph 5 shows the most demanding jobs positions. Occupations related with Retail Sales and Office and Administrative Support are the most requested

by employers with 19% and 16% of job offers. The HRODC is working to improve the site, with a new version 2.0 that will offer the users an easier navigation through the site, a simpler way to sign up and more effective options for the administrators.

GOVERNMENT OF PUERTO RICO
WORKFORCE
 INVESTMENT SYSTEM

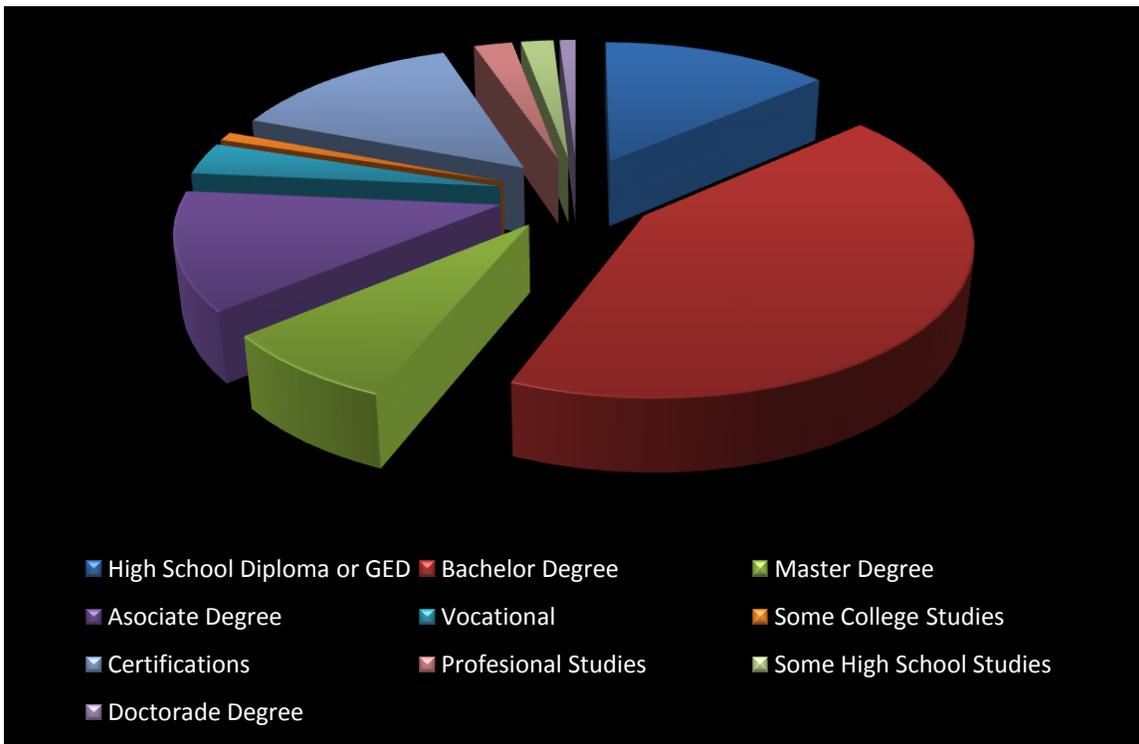
ANNUAL REPORT 2009-2010



Graph 6 shows the distribution of job seekers candidates according with their education level. On [Puerto Rico Trabaja](#) web site, the WIA system filled applications to 17,183 persons. Statistics show a high degree of academic preparation among those seeking jobs opportunities in the site, with 51% of the applicants completed a university degree, including 43% with Bachelor's degree, 8% with Master Degree, and 1% with Ph.D. Degree. Among the remaining applicants outstanding an academic profile of 14% with associate degrees, 14% with High School Diploma and 14% with Certifications. This statistics show that Puerto Rico has a highly educated unemployed workforce.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**



Rapid Response Services

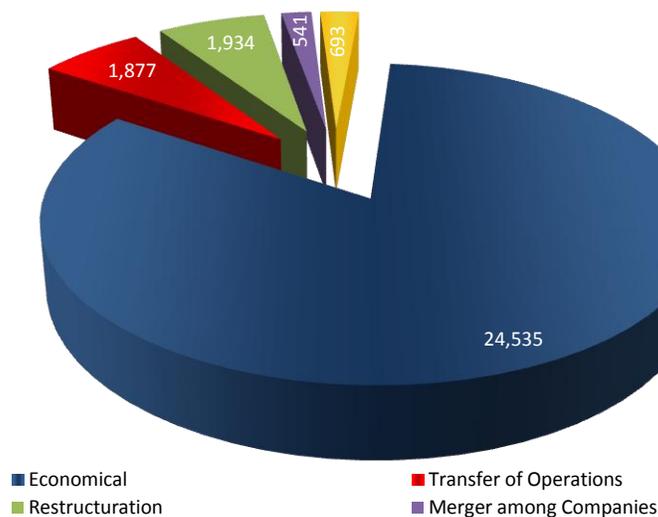
Rapid Response Services present a radiography picture of the economic situation facing the Island, with plant closings, increase in the number of dislocated workers and the transfer of industries to other jurisdictions outside of United States territory in order to reduce costs and to restructure operations. Based on this reality, it is important to highlight the Rapid Response services being provided to tend to the needs of the employers and dislocated workers of Puerto Rico.

In PY 2009-10, Rapid Response delivered services to 29,579 dislocated workers. According to the industrial composition, after Government with 75% of the dislocated workers, the manufacturing and the pharmaceutical industries are the most affected sectors with 10 per cent of total dislocated workers each one. These two industrial sectors have lost more than 60,000 jobs in the last five years. Other industrial sectors reflect less than 2% of the amount of dislocated workers for 2009-10 program year. The main reason for layoffs was for economic problems within the industries with 83% of the dislocated workers, as Shows Graph 8. Other reasons were due to the transfer of operations, corporate restructuring and loss of production contract.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Graph 8
Rapid Response Services
Dislocated Workers by Reason of Layoff



Rapid Response Objectives

Coordination and the availability of these services should be guaranteed by the central Government of each State jurisdiction. These are short term services to facilitate the **transition** and **socioeconomic stabilization** for dislocated workers.

The principal objective of the WIA Rapid Response Program is to immediately respond to:

- 1) Permanent closure/mass layoff at a plant, facility, or enterprise, or
- 2) Natural or other disaster which results in a mass job dislocation. Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:
 - a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

- b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- c. Immediate referrals to WIA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.

In addition to easing the transition process for laid off workers, Rapid Response services should also assist businesses in maintaining the morale and productivity of their remaining workers and ensuring workplace stability.

The receipt of a WARN Notice by LWIA representatives is the normal “trigger” for Rapid Response activities for the target company and its workers. Immediately upon receipt of such a notice, the COUNTY Rapid Response Coordinator will transmit this information to one or more of its contracted Rapid Response providers for immediate (within 24 hours) action.

The traditional services in Puerto Rico and other US jurisdictions for dislocated workers under the Rapid Response program are:

- Career counseling and job search assistance
- Resume preparation and interviewing skills workshops
- Information on the local labor market
- Unemployment insurance
- Information about Education and training opportunities
- Information on Health benefits and pensions

WIA Rapid Response Centers (RRC)

The traditional basic services setting changed in Puerto Rico during 2009. The high level of unemployment, both public and private, redefined the public policy of this Government to:

- Strengthening and expanding the Rapid Response services,
- The continuous availability of these services.
- Establishing service facilities under the concept of One Stop Solution.

In this new operational concept, Rapid Response centers(RRC) are not limited to the traditional offer of orientation, talks and referrals. These new centers **run and execute over 25 services under one roof** as quickly as possible.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Thus, the dislocated worker can concentrate their efforts in seeking employment and to leverage other WIA (Local Areas) and state programs that facilitate their earliest placement.

Thousands of dislocated workers have visited RRC, reflecting convincingly that participants recognize the efficiency of the enormous amount of consolidated services at the same location.

This also reveals how those who visit us then recommend their colleagues to attend them.

Operational logistics, physical facilities, resources and staff of the Centre are designed and trained to serve simultaneously and efficiently hundreds, and even thousands, of people each month. In addition, services and administrative structures are designed to document in the electronic-dossier of each participant (*Individual Final Report*) all details of their management and development of their *Individual Service Plan* (Form RR-501 and WIA Case Management System - Proceedings and Services).

This administrative control –unprecedented– guarantees that participants are being fully served with the broadest range of Rapid Response services and that once completed these transitional services, they will be referred promptly and with accurate data to the Local Areas.

Once the participant completes this stage of **transition** and **socioeconomic stabilization** (30-90 days) Rapid Response Centre refers them to WIA Local Areas to receive other services: assessment, case management, aid support, pre vocational training, vocational training, activities for self-employment, wage subsidy, tracking, incentives for formal studies, relocation, services promotion of employment and job placement, among others.

In the past, RR services required an enormous logistical effort. In this new model, however, logistics is much more comprehensive and complex if we take into consideration the following factors:

- The **consolidation** and **execution** in one place of over 25 services for socioeconomic stabilization, occupational action and promotion, group activities, individualized services, coordination, training and orientation workshops.
- Designed the operational, administrative and technological structure; and trained human resources to handle the unprecedented increase rates of dislocated workers.
- The integration to Rapid Response of other occupational support services never before provided such as incentives (vouchers) with state Law 7 of 2009 for regular employees of the Central Government affected by this law.
- The complicated handling of thousands of participants with needs classifications and different conditions with varying levels of eligibility for many services.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

- Establish a centre of action, services and management whose physical and operational design supports the State and their participant's high expectations.
- Coordinate physical and operational integration of the Government agencies that provide socioeconomic services for stabilization. The RRC provides all the equipment, materials and space they need to certify the participant's applications that are managed by the Centre Customer Service Representatives.
- Offer field services when the CDORH State Unit for Dislocated Workers and Employers (UETDP) request our services.
- A continuous guarantee that all services will be available. The participant decides when to attend the RRC, but it is our duty to have available all the services when such assistance occurs.

WIA Rapid Response - San Juan Center

Operational Report
 Period: September 30, 2010

General Information	Until Last Week	Accumulated	
Total of Cases (Open and Close)	11,314	11,314	
RR-Open Cases	233	233	
RR-Close Cases	11,041	11,041	
Close Cases-Placement Verified (29.4%)	3,245	3,245	
Close Cases-Still Dislocate-Verified (70.6%)	7,796	7,796	
NEW Participants (Stand By)	39	39	
Registered Cases: Platinum Advisors WIA Case Management Data Base System	12,138	12,138	
Technology Room	Until Last Week	This Week	Accumulated

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Participants that used Computer, Internet, Telephone, Fax and/or office materials by themselves.	2,879	34	2,913
Group Activities	Reservations Until Last Week	Reservations This Week	Accumulated Reservations
Group Psychological Counseling	2,421	22	2,443
How to Plan Small Business	4,083	42	4,125
Personal Finance Management	3,141	39	3,180
The Job Search Techniques	3,453	29	3,482
How to Be Certificated-GreenJobs and LEED	3,033	44	3,077
Totals			16,307
Handling Proceedings by Customer Service Representatives	Until Last Week	This Week	Accumulated
Efforts and Procedures in the handling of RR cases.	208,597	7,515	216,112
Services on Centre (One Stop Solution Center concept)	Completed Until Last Week	Completed This Week	Completed Accumulated
Health Card	3,595	34	3,629
Unemployment Insurance	3,762	43	3,805
Food Card (Food Stamps Program)	3,792	32	3,824
Certificate of Birth	4,253	63	4,316
Certificate of Conduct	4,693	50	4,743
Registration: www.puertoricotrabaja.com (CDORH-Job Seeking Website)	3,428	43	3,471
Registration: Elevate America-Microsoft (old program)	657	0	657
Consolidated Debt Application (payment plan for banking debts)	1,708	6	1,714

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Individual interviews with Personal Finance Specialist	573	0	573
Medical Certificate	2,210	18	2,228
Clinical Laboratory Services	100	3	103
Emergency Economic Assistance	60	2	62
Individual interviews with Psychologist or Social Worker	761	4	765
Referred to Psychologist outside the Centre	192	3	195
Total			30,085
State Law 7-Vouchers	Completed Until Last Week	Completed This Week	Completed Accumulated
Law 7 Vouchers-Interviews with Customer Services Representative			
State Wage Subsidy of 50 %	230	1	231
Educational - \$5,000	175	6	181
Short Training and Vocational - \$2,500	361	13	374
Relocation - \$2,500	50	0	50
Small Business - \$5,000	276	6	282
Total of Law 7 Vouchers			1,118
Others Services	Completed Until Last Week	Completed This Week	Completed Accumulated
Individual interviews with Promoters	1,149	33	1,182
Promoted Employment Opportunities- Only San Juan Centre	634	17	651
Offers to Participants-For Employment Interview by Contact, Phone, Mail or Email	2,874	77	2,951
Preparation of Resume	4,923	37	4,960

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Participants served outside Centre with
UETDP support

TAA and TGAA Programs (new programs-stand by)	Completed Until Last Week	Completed This Week	Completed Accumulated
TAA-Interviews with Customer Representative			348

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Disability Program Navigator Project and Ticket to Work Program

Puerto Rico has a population of three million four hundred eighty two thousand forty seven (3,482,047), as established in the last US Census Data. From the total population, nine hundred thirty six thousand six hundred seventy four (936,674) are disabled. This represents a 26.8% of the total population in the Island.

The population that represents the highest percentage of people with disabilities goes from ages 21 to 64 years old. This group has five hundred eighty eight thousand two hundred thirty four persons, (588,234) with disabilities; most of them concentrated in the metropolitan area.

There are a few programs that offer services to the disabled community island wide. But just a few offer them accessibility to find a decent job, educate or obtain working skills by designing accessible trainings in areas that will help them get better paid jobs, or improve the status of an incumbent. The HRODC had successfully implemented The Navigators Program, that includes partnerships with government agencies, community organizations and the private sector .



The Disability Program Navigator (DPN) Project with the support of the Local Area's One Stop Centers Navigators are key players within the Ticket to Work (TtW) Program of the Social Security Administration (SSA). A total of 4,352 persons identified with disabilities were served and received services through the One Stop Centers or programs developed by Governors reserve funds, with 364 job placements for PY 2009-2010.

The DPN State Leader and 13 Navigators participated in all the federal administrative conference calls, and in various related webinars. Several meetings were held with the Navigators providing presentations on work incentives and strengthening collaborations with Puerto Rico's Social Security Administration's Work Incentive Area Coordinator, the Work Incentive Planning and Advocacy agency, and the Ombudsman's Office of People with Disabilities (OPPI).

The DPN State Lead and various Navigators participated in the Seventh Meeting of Navigators BRAG-N-STEAL, by 25 to May 28, 2010, in Wisconsin. The purpose of this meeting was to share at national level the experiences of Navigators in the search for jobs opportunities and services for people with disabilities that request service in the One Stop Centers.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

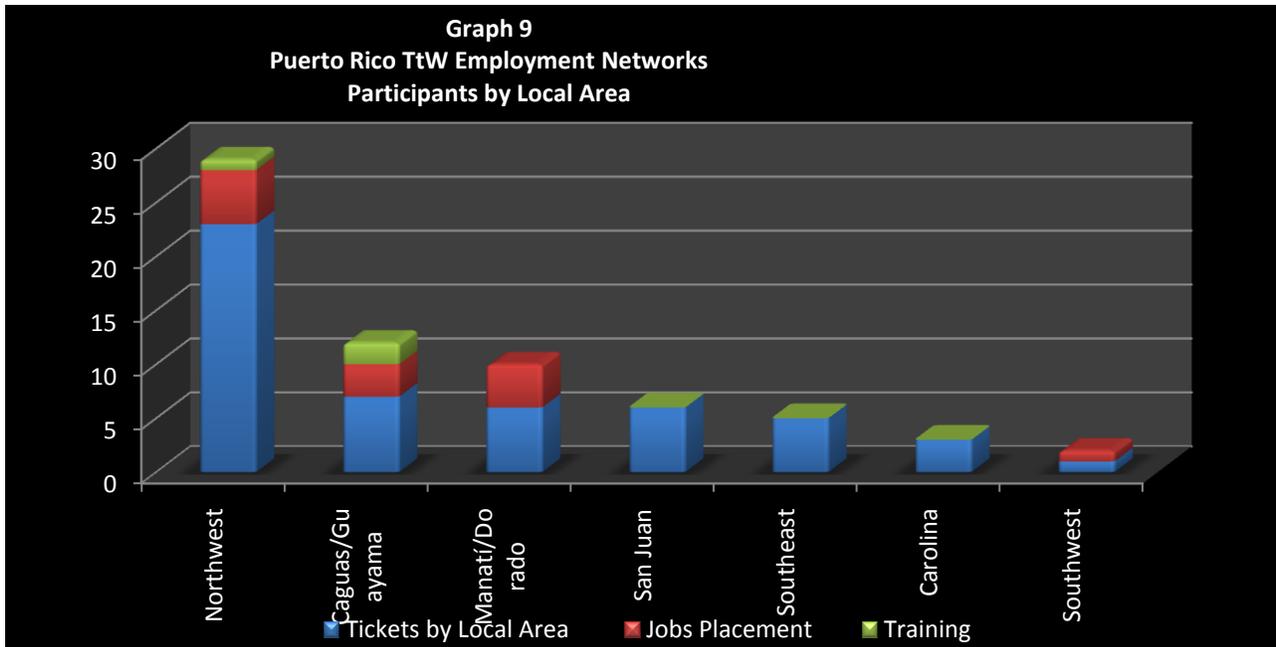
On September of 2008, the SSA awarded the HRODC the designation of State Employment Network of the Workforce Investment System of Puerto Rico, under the Ticket to Work Program. This includes 13 of the 15 Local Workforce Investments Area's One Stop Centers as employment network worksites where Social Security beneficiaries with disabilities, looking for training and employment, can have their ticket activated in the Workforce Investment System.

Table 1
 People with Disabilities Delivered by Puerto Rico WIA System
 WIASRD Statistic

Local Area	People with Disabilities at WIASRD	People with Disabilities Employed
Bayamón/Comerío	138	54
Caguas/Guayama	176	19
Carolina	32	2
Guaynabo/TB	22	0
La Montaña	34	1
Manatí/Dorado	115	3
Mayagüez/Las Marías	8	1
North Central	133	5
Northeast	81	9
Northwest	93	3
Ponce	66	1
San Juan	25	2
South Central	140	19
Southeast	350	14
Southwest	164	3
Governor's Reserve	2,775	228
Total	4,352	364

GOVERNMENT OF PUERTO RICO
WORKFORCE
 INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010



SSA Ticket to Work Program is a tool promoted by the Employment and Training Administration to maintain Navigators sustainability among local areas. In Puerto Rico, local areas with more experience in the program are Caguas/Guayama and Northwest, which were employment network prior to the Navigator program. Graph 9 shows that local areas have assets 51 tickets certified by Maximus, TtW Program Administrator, of which 13 participants been placed in job, and one (1) continued post secondary education.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Mobile Unit for People with Disabilities

One of the existing Mobile units available at the HRODC was refurbished to serve a One Stop Center equipped with all technological equipment for assistance to people with disabilities. It is equipped with computers, printers, unlimited internet, and adapted keyboards and mouses.

In addition, it has the programs Dragon Naturally, Jaws Professional, Open Book, Magic Professional and two Sapphire Portable Optical Magnifiers. It have installed wheelchairs ramp, bathrooms, plasma screen, among other facilities adapted to provide services to persons with disabilities. This mobile unit will be available for visiting all the One Stop Center and aim Navigators in their assistance to this population.

Recently the HRODC applied for a competitive grant for Cooperative Agreements Under the Disability Employment Initiative Funding Opportunity with the intent of getting additional funding for the program, in order to complement the services that are provided within the Navigators' program, Workforce Investment Act (WIA) Vocational Rehabilitation Programs (VRA), Office of the Disabled Advocacy (ODA; OPI in Spanish) and other programs that provide employment and training services to disabled persons.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Microsoft Elevate America Program

The Microsoft Elevate America state voucher program was launched in February 2009 in partnership with states across the country. This program, which ended in August 2010, provided over 800,000 no

cost Microsoft e-learning and certification exam vouchers through local state workforce programs, helping people gain the technology skills training and resources they need to find employment (Source: Microsoft News Center).

Puerto Rico was the eighth jurisdiction in the United States to be benefited with this program, which is administered by the Puerto Rico Department through the HRODC and delivered services among the One Stop Centers. Microsoft assigned to Puerto Rico vouchers for Microsoft online training; another for the Microsoft Business Certification and vouchers for advance technology training. Each voucher would be used to take online training in Windows

software and Office 2003 or Office 2007. Vouchers for advanced online training would be given to persons who work in technical occupations in areas like web development and databases management.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Elevate America Program was designed by Microsoft to improve the economy by increasing the skills of the workforce to global competitiveness. The HRODC Case Management Unit provided technical assistance to One Stop Center areas to assist in the distribution of vouchers. We can conclude that Puerto Rico had a low use of vouchers assigned by Microsoft. In Puerto Rico a total of 28,124 vouchers were allocated through the 15 Local Areas, of which 11,249 were for training in Office 2003, other 11,250 for training in Vista & Office 2007 and 5,625 were assigned to advance technology training. Just were used 5,756 of available tickets, equivalent to 20% of the total vouchers allotment. Most requested vouchers were those related to training for Office 2007 & Vista with 30% of the available tickets in these two programs. Tickets assigned to training in Office 2003, were the least used with only 10% of tickets available for this program.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Local Areas Strategies and Achievements
Youths, Adults and Dislocated Workers Success Histories

A.R.R.A.2009 – 2010 /Youth Program Summer Work Experience-Job Connection-Work Green

As part of the A.R.R.A Youth Summer Employment Program our Local Area better known as Consorcio Manatí Dorado Norte Central, organized a major work experience activity using the A.R.R.A funds. The activity mainly targeted 1,601 youth from the ages (14 - 24 years). The summer program was divided in two categories:

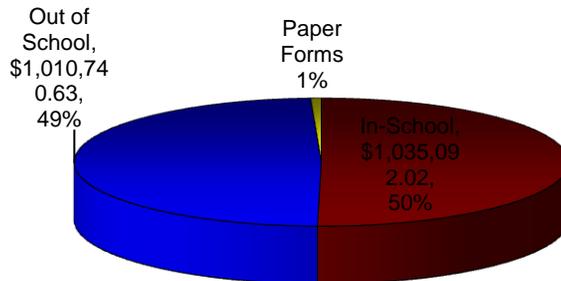
- The first category was called Job Connection. It was focused on younger youth (14 - 18) years old. It integrated 1,045 In School Youth and 143 Out of School Youth. This activity was designed for a total of 100 hours (80 hours of work experience plus 20 hours of skills upgrading workshops).
- The second category was denominated Work Green. It was targeted towards Older Youth from the ages of (19 – 24 years) having a total participation of 413 older youth. This program involved 83 In School Older Youth and 330 Out of School Older Youth. This activity was designed for a total of 350 hours. We planned 300 hours of work experience and 50 hours of skills upgrading workshops. It was provided in order to ensure a meaningful work experience. The main success in this activity was to integrate 104 private sector employers to serve as worksites. We were able to outreach these employers through visits throughout the local area and reaching understanding agreements.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

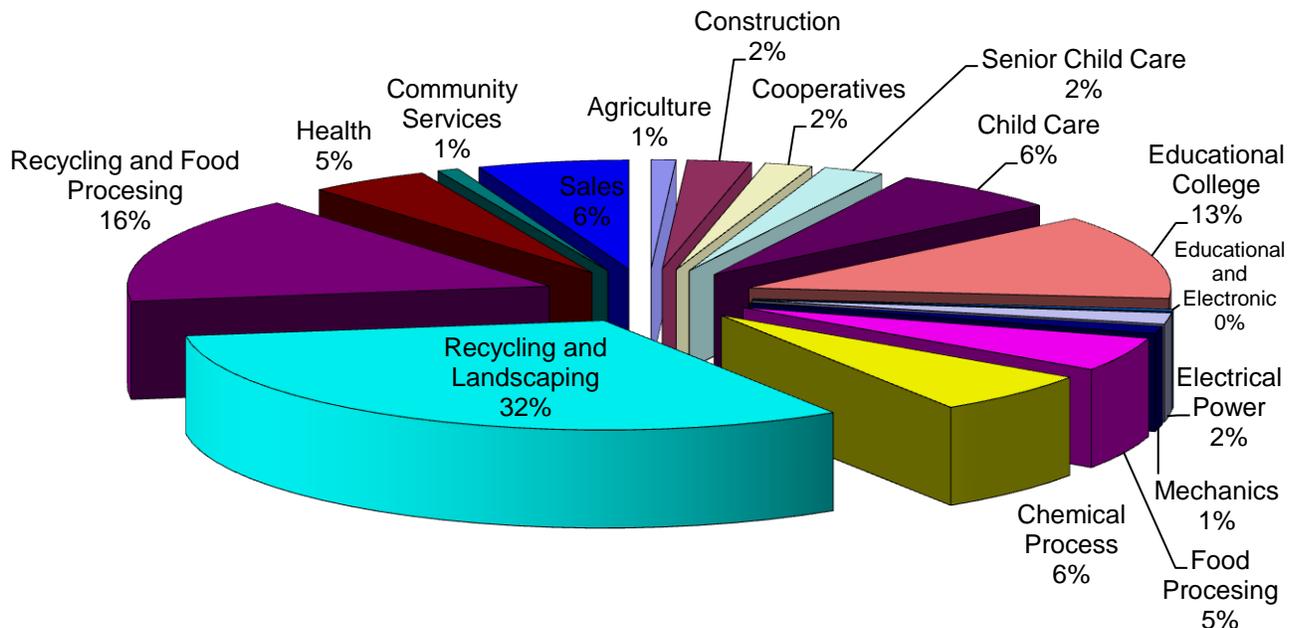
ANNUAL REPORT 2009-2010

Total Youth Programatic Funds Distribution



The services provided included different types of workforce oriented workshops as follows: Decision Taking, Job Skills Enhancement, Teamwork, Leadership, Occupational Safety, Work Ethics, Self Esteem Topics, Citizenship, Customer Service, Environmental Awareness, Renewable Energy Skills, Natural Resource Conservation and Recycling.

The youth program created not only the opportunity of exposure to a working environment but also provided the basic tools to achieve and maintain a job.



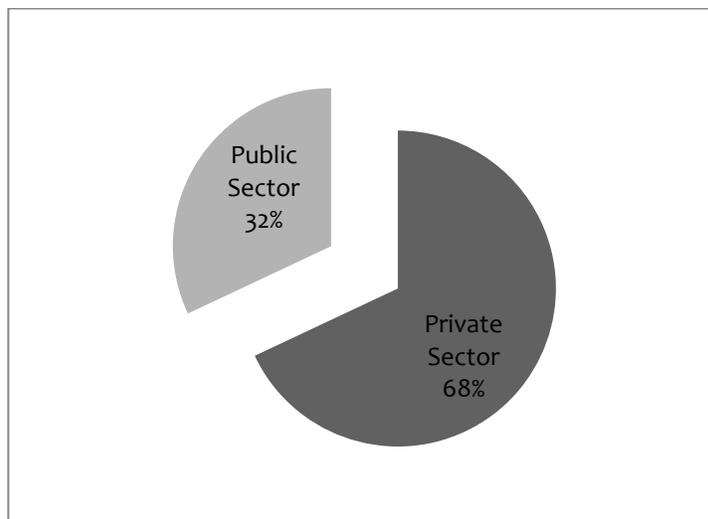
GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

To conclude, there were two Educational and Job Fairs.

- The first fair took place at the Acrópolis of Manatí. This event aimed at the younger youth participants from the satellite offices which are the operational arms of the Local Area, successfully performing these activities. We invited post secondary institutions, universities and partners from the system that offer services to our youth through the One Stop Career Center.
- The Second educational and job fair was targeted to the Older Youth sector (19 – 24) years old. In this occasion we had employers with real job opportunities, post secondary institutions, universities and partners from the system that offer services to Older Youth through the One Stop Career Center.

At the end of both fairs the participants had a motivational talent show in appreciation for all the opportunities available throughout the summer job employment program.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Cyber Job Club @ One Stop Career Center of Caguas

Making technological tools available for all, the Alianza Municipal de Servicios Integrados launched as part of the services available at their One Stop Career Center , a **Cyber Job Club** (CJC) . The Club is designed for those participants who carry their wireless laptops, tabs or phones and need to get connected to the Internet Job Market.

It's an area where participants can exchange among themselves job search and labor market information such as job offers, websites, newspaper briefs, job recruitments, job improvement workshops and job interview tips among other things. Also printed material and information are available in the CJC for youth, adults and dislocated workers.



The Cyber Job Club is networking, teamwork and an additional job search tool that can provide available information brought to the table by the participants.

Dropout Youth Transform in a Future Diesel Mechanic in Mayaguez/Las Maria

School dropout youth visited the Mayaguez/Las Marias One Stop Center to explore delivery of service. On October 2009 he decided to participate in the Alternative High School Program to complete his High School Diploma. He graduated on May 17, 2009 with good grades and started studying Diesel Mechanic at Mech-Tech Technical College. This youth is currently studying and actively looking for employment. This young man lives in a Public Housing Project and has demonstrated a lot of interest in succeeding.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Entrepreneur Dislocated Workers in Mayagüez/Las Marías

Dislocated worker visited the Mayaguez One Stop Center on January 23, 2009 in order to get the skills needed to be more competent in the world force. He had a High School Diploma and was a dislocated worker from the Holiday Inn Hotel, where he had worked as Security Manager. After being evaluated, he was referred to receive an Individual Training Account to study Digital Graphic Design and Development of Web Pages. Upon completion of the course and after unsuccessfully seeking for a job, this dislocated workers decided to establish his own business: *Café Cibernético Patria*. Then some of his employees are also our participant's, since Mr. Morales presented us a proposal to hire personnel. We also helped him prepare a brochure for his store. Currently this man is a new small business owner contributing to the Mayaguez economy.

Upgraded Dislocated Worker in Southwest Local Area

Southwest Local Area present the success history of a 41-year-old dislocated workers resident in the Municipality of Cabo Rojo, which was laid off from the Bristol Myers of Mayaguez on May 30, 2008. He visited the Local Area and was referred to several jobs without been hired. He chose explore Computer and Network Specialist training and received and ITA's to complete it. As part of the training, this dislocated worker completed his required practice hours in Hewlett Packard Company in Aguadilla, emphasizing his responsibility, professionalism and commitment to his work. This company then hired him as R&F Technician IV position since August 2, 2010, with an annual salary of \$ 30,800. The Southwest Local Area is proud of this man success as a result of retraining provide through the One Stop Center.

Disadvantage Youth Overcome in Northwest

Northwest tells us the story of a young woman with a difficult economic condition since her childhood, which overcome herself and achieves her goals with the WIA services. This youth due to their socio-economic situation left the school at age of 15, to begin working to help his father with the economic burden for a 12-member family in their home. At that tender age she began working in the textile sewing industry, which ran several years without achieving an improvement in their wage conditions. Improvement job opportunities were limited by their poor education.

She decided to free her fear and shyness and apply to finish high school in the Northwest Local Area, since the lack of academic preparation had closed opportunities in workforce. She achieved her diploma with honors and change in her life, leaving behind the barriers that impeded him to overcome. After finished her high school diploma, she was hired as Special Education Assistance in the Puerto Rico Department of Education. This young woman feels happy and proud of will work with special needs children. Only complete this goal, arise new opportunities, hopes and challenges in her live, to realize that with a change of mind she can reach the sky.

Older Youth Inspire Other in Northwest

A 19 year older youth resident in public housing in Rincón Municipality, school dropout and offender visited the Northwest One Stop Center, to participate in a summer job experience, which was assigned to work in the Parador Villa Antonio, being excellently assessed for his work. Later in a youth program outreach activity in the Santa Rosa residential housing of Rincón, he showed his interest in take the Landscape and Gardening training. In addition, of his own interest, he raised the interest of several neighbors and friends school dropouts with the same desire to overcome, to take that training. All they were provided with the opportunity to train as a landscape gardener, and they didn't miss the opportunity.

This young man in the follow-up service of the pre-vocational training always expressed his desire to finish the high school. He was highlighted in the training for his leadership. Then, when he obtained his certification, Case Manager prepared business cards and began self-employment preparing courtyards and gardens. Several months later this youth began preparing to complete high school. When case manager offers support services, especially transportation, he indicated that he had saved the money won as a landscape gardener for buying his own car for transport to training. In that car he was carrying a group of school dropouts of Rincón which were also in the process of completing their high school. Her attendance was perfect and he being the best average grade in the alternative school service. After graduation he visited the local area to show to the One Stop Center staff his grade medals.

Currently this youth is studying a vocational training as Medical Emergencies Technician at the Interamerican University in Aguadilla Campus. His goal is to complete a bachelor degree to be Registered Nurse. This older youth is example of success, not only for his perseverance and discipline, but because he shared his desire to overcome with other and offered them his unconditional support to achieve their goals. With his overcoming he takes the goals of many others.

Orphan in Southeast

This story tell about a young female, school dropout, orphan, never met his family, that has been all her life among the Puerto Rico Department of Family in different foster homes. During case management received the necessary support to go into Alternative Secondary School where successfully completed its high school diploma. Currently is studying to be Licensed Practical Nurse (LPNs) in a community college with outstanding grades.

Southeast Electric Engineer Upgrading his Skill

This Electrical Engineer was laid off for economic reasons by the company he was working for 10 years due to bankrupt. Case management determines that he needs upgrading their knowledge in Photovoltaic Electricity, because all jobs vacancies in its branch requested engineers with expertise in the area of photo voltage. In order to update their skills was referred to the Puerto Rico Polytechnic University, where successfully finished his training. Later with credentials in hand, was referred to a new job offer and was hired.

Upgraded Single Mom in Ponce

A single mother attended the Ponce One Stop Center concerned in obtain a job opportunity. She had been recently dislocated from a textile manufacture industry located in Ponce. During the first interview the Case Manager recommended her to the redefine her occupational goal to obtain a credential in an occupation that will provide increased employment opportunities. She was oriented about the high grow occupations and in the ITA accounts. Although his priority was obtaining a job, she realized that needed to upgrade her academic profile, which was high school diploma. This young mother decided to obtain a Credential in Licensed Practical Nurse (LPNs) from the Ponce Paramedical College.

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

During the vocational training her grade evaluations were excellent; she was outstanding for her dedication, professionalism and effort, keeping excellent grade average. After training she took the Nursing Examination Board which she approved in the first attempt. She returned to the One Stop Center and as part of the follow-up services she received assistance in writing her resume, a presentation letter and a professional portfolio. The Case Manager referred her to a few job opportunities. Finally and after some jobs efforts she was hired in the Ponce Women Hospital as Licensed Practical Nurse (LPNs).

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Innovative Projects Developed in Local Areas-Adults and Dislocated Workers Innovative Projects

Mayagüez/Las Marias MOU's with Partners for Community in Boston

Partners for Community are an organization located in Boston, where they have different community organizations and get competitive federal funds. The Mayor of Mayaguez, Hon. Guillermo Rodríguez, entered in a partnership with this organization so they will contribute to the economic development of Mayagüez and the Western Region of Puerto Rico. They are already established in Mayagüez and had made a study of the needs of the area to help in the economic development. The Local Area developed a Memorandum of Understanding (MOU's) with this organization to assist in these efforts. The Local Areas is hope that this effort will increase the regional competitiveness and creation of new jobs in the next years.

Celebration of the XXI Centro-American and The Caribbean Games 2010 in Mayagüez

The Centro-American and The Caribbean Games are the regional games to promote sport development among the Caribbean countries. The Games has been a regional effort to improve the area's infrastructure and attract sports tourism. It is a way to promote Porta del Sol Regional Initiative and increase tourism. The Games were held from July 17 to August 1, 2010 and were successful. The Local Area supported this initiative, providing orientation to the organization staff about WIA services, providing to the Puerto Rico Contractors Association a list of available construction workers that were hired during the infrastructure development and delivery a customized training to construction workers about this project, in partnership with the Puerto Rico Contractors Association.

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010



Job Fair among the Local Areas

Job Fairs are an alternative for those job seekers to have in place different job opportunities and employers, complemented with the WIA services delivered by the Local Areas. In PY 2009 Local Areas developed 13 job fairs . In addition to job offers, participants received various core services such as resumes writing, soft skill workshop, and information regarding services available thru the system and partners.

These 13 fairs provided services to 8,580 potential WIA participants, which 4,035 were referred or placed in jobs, equivalent to 50% of the participants. San Juan local area organize the most comprehensive job fair within physical facilities of the Plaza Americas Mall, the largest mall in Puerto Rico. The Mall interiors are transformed for a complete week into a large One Stop Center where visitors have available mandatory partner services, job offers, interviews, and other amenities that appeal people to visit the fair.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Dislocated Workers Biotechnology Credential in Southeast

This training activity was designed with the ARRA funds and was directed to dislocated workers interested in getting certified as industrial Bio-technologists by University of Puerto Rico at Humacao Campus. The training aimed to satisfy the need of professional workers in areas of manufacturing, engineering, biology and chemistry to be trained in the area of industrial biotechnology.

Thirty (30) dislocated workers received a skill upgrading in the areas of management and purification of proteins, genetic manipulation, fermentations, validations, biotechnological process optimization, instrumentation and federal and state regulations related with biotechnology.



Partnership in Southwest Local Area to Promote Low Income Population Employment

The Workforce Investment Board of the Southwest Local Area and Puerto Rico Brightwood Development Corporation (BDC), a community development corporation, formalized a partnership in which both organizations agreed to create and maintain jobs for the low-income population in Puerto Rico. The BBC has extensive experience in managing initiatives that advance economic development and promote quality of life for low income communities in the United States. The WIA Center/ ALIFLS provides economic development services to low-income families in the southwestern region and support services to individual through programs that are aimed at helping them be successful integration into the job market.

This Cooperative initiative aimed to promote economic development and social advancement between both, specifically the Western Food and Agro-processing Center Initiative. This center focuses on expanding domestic food-processing business, creating job opportunities for the communities.

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010



Review for the Board Test for the Practice of Medicine in Ponce Local Area

The Ponce Local Area delivered service to fourteen (14) participants, which 100% of the participants successfully completed their participation. The medicine board review consisted of an intensive program designed to review the topics that are examined by the United States Medical Licensing Examination and state medicine board offered by the Puerto Rico Board of Licensing and Discipline. The participants received 120 hours of review

and 30 hours of complementary services for a total of 150 hours courses. The medicine board review was developed as a pre-vocational activity. Skill improvement was measure by application of pre and post test, as applicable pre-vocational activities under WIA. Comparative analysis showed that 69% of participants increase their skills needed for the approval of any medicine board as the USMLE.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Adults and Dislocated Workers Green Workforce Initiatives

Green Farmers Entrepreneurs in La Montaña

In that project two adults received an On the Job Training in CEBA, Inc, in the Municipality of Corozal, in breeding and handling of pigs livestock, in compliance with federal and state regulations. CEBA is the biggest and the most modern breed facility in Puerto Rico, with high technology process, including energy self-sufficiency using methane gas from its own biological residues.

La Montaña Canopy Adventure

La Montaña Local Area provided funds for the development of On the Job Training (OJT) for 25 adults and 5 dislocated workers to Toro Verde Nature Adventure Park, in Orocovis Municipality. This new job opportunity provides the training with Canopy with ropes and cables in a new eco-touristic park that will energized the economy of the central towns in Puerto Rico. This initiative is considered as one of the main strategies for tourism development in the Central Mountain Region of the Island, ones which faces the highest unemployment rates.



This cables and ropes suspension system is catalogued as one of the highest and length in the World. Toro Verde is the new eco-touristic park with the most beautiful landscapes in Puerto Rico. It combines canopy, extreme sports, hiking and other ecotourism adventures. This project was well reviewed by the local press and has raised the interest of the local and Hollywood film industry.

Southwest Renewable Energy Technologies Project for Adults and Dislocated Workers

The Southwest Local Area presented a project in renewable energy "Puerto Rico Green ". Renewable energy technologies as a contribution of the new global trends in knowledge and skills needed for the creation, development, implementation and maintenance of alternative renewable energy sources. This training workshop is create in response to the need to train and validate skills of adults and dislocated workers in emerging technology.

The curriculum includes different techniques necessary of renewable theory energy and includes practical analysis, design, the implementation and the installation of renewable energy production, promoting an experience in the field, and contribution to the reduction in the consumption of traditional energy. Whereas the need to create new sources of employment, the creation of microenterprises and self-sufficiency, the high demand for the creation of this essential and impressive technology and accepting new challenges of the future that we face, Local Area decided to launch this innovative project.

Meeting: Green Initiatives, Transform your Industry to Green Economic Development (El EfectoVerde: Transfórmate al Desarrollo Económico Sustentable)

Southeast Local Board and Mayor Board identified the need and importance for future and current investors and entrepreneurs in the region to be upgraded in the new perspectives of green initiatives. They developed on May 13, 2010, in Hotel Four Points by Sheraton in Humacao, a meeting to promote competitiveness and search for new models of companies and entrepreneurs. This activity had an attendance of more than 140 participants from this the southeast area. Were discussed topics like: How to Transform Your Business Green, Learned Lessons on Laws and Tax Incentives in Renewable Energy, Green Opportunities for Development, Electronic Recycling, and the Green Project Development Promoter, among others. This activity allowed participants to have access to new business strategies resulting in a strategic approach to maintain competitiveness.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Micro Entrepreneurship Development (Dislocated Workers)

During three consecutive days, dislocated workers had the opportunity to interact with professionals from different approaches, work with the viability of business ideas, develop their Plans and work with the different phases of the Plan. At this time, many of these participants have already started their micro enterprises, while others are on their way to fulfill their dreams and comply with their Plans

Youth Innovative Projects

US Conference of Mayors: Successful Summer Jobs Program in Caguas/Guayama

On June 30, 2010 the Municipal Alliance of Integrated Services was included in the “Best Practices in Implementing Successful Summer Jobs Program” by the United States Conference of Mayors. The included program was coordinated by the One-Stop Career Center of Cayey-Aibonito. This Best Practices publication examines those programs that have been successfully implemented by mayors, workforce development professionals and human services officials to proactively provide youth



with Summer Jobs and prepare them for the world of work. The city developed a local Summer Jobs program geared to impact 828 youth participants through American Recovery

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

and Reinvestment Act (ARRA) funds in coordination with AMSI's Workforce Investment Board.

Youth were assigned to the city's recycling and conservation campaign called "Cayey Limpio". These young workers had the opportunity to experience and develop skills in diverse occupations in the labor field. An important part of the program was the selection of 25 youth, ages 19-24, who also participated in leadership development opportunities and in alternative secondary school classes, resulting in the development of diverse leadership skills by the designated participants. At the end of the summer, the 25 participants graduated from their alternative secondary school program after acquiring employment experience and integral leadership and community skills. The success of this program is due to the effective and strong alliance between the city, AMSI and our local Retailers Association.

Though alliances and partnerships, city mayors can develop great initiatives by integrating public and private sectors willing to provide more than an employment experience for these young citizens. In fact, AMSI developed similar programs in Puerto Rico which served the cities of Aguas Buenas, Aibonito, Arroyo, Caguas, Guayama, Gurabo and Trujillo Alto

Southeast Youth Club

The local area organized the Southeast Youth Club as a structured organization in order to propel the academic and personal development of local area youth. The organization has provided a greater emphasis on social service and especially highlighted for their contribution to environment protection Through their recurring participation in workshops, seminars and orientations its members are trained to be leaders, that stimulate in peers academic performance and personal success which subsequently means occupational and professional success. Recently they formally opened the club and received a workshop in Use of Renewable Energy by a licensing engineering during the activity. Members of this club became guidance resources to their communities by connecting the needs of their neighborhood with the local area services and promoting the increase of Local Area customer. On May 13, 2010, the club members participated of the Third Employers Meeting activity developed by the Southeast Local Area, where they received exposure in the area of technology and to explore occupations linked to science, mathematics, and engineering and in high-demand occupations related to renewable energy.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

The Club has participated in few activities during this year, highlighting food and first aid articles that would be sent to Haiti after the earthquake in that nation, and several environmental fairs developed in municipalities of the Local Area.



Special Summer Employment for Handicapped Youth in Bayamon/Comerío

The Bayamon/Comerio Local Area Navigator developed a pilot project called Special Summer, designed to nine (9) youth with severe disabilities as: [mental delay](#), autism and Down's Syndrome. These special youth were offered with variety of workshops such as: motivation, self-esteem, workforce, personal care and health, during a period of 120 hours. In addition, they received their first work experience, in which they were exposed to a real labor environment.

Secondary School Violence Mediation Project in Southeast

This innovative project delivered service to 50 youth from schools in the Southeast Local Area. Because the high incidence violence incidents in secondary schools and limited resources to manage it, was necessary the emergence of new approach to deal this problem, school mediation targeted to youth constitute an innovative alternative. Staff specialized in human behavior disciplines trained young people in conflicts solution skills, effective communication, critical thinking, interpersonal relationship and leadership skills. Great emphasis was given to delivery of assertiveness skill. As a result, youths increased self security, self-esteem and developed a high sense of cooperation. Most of participants come from low income and socioeconomic problem communities. Through group interaction these youth consolidated their security resulting in a more healthy personal identity formation. Through the integration of values of respect and understanding youth can broke false stereotypes and prejudices developed about their peers.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

This project highlights the involvement of a young woman who has been exposed to violence pattern since her childhood leaving her psychological and physical traces. Her participation in the project served to deal with her social environment. Currently she has a healthy self-esteem, participates actively providing significant community support. After the imprisonment of her mother, she acquired her emancipation and assumes social roles with great effectiveness, and we can outstanding that she is responsible for the care of younger siblings.

Leadership Development through Music in Caguas/ Guayama



In Caguas/Guayama Local Area 13 youth took the activity of Leadership Development using music techniques. The program “**Estudio Básico del Cuatro Puertorriqueño**” has a design that gives the opportunity for participants to experience skills of memorization, concentration, emotions management, leadership, follow instructions and set goals though music. These youth participants demonstrated to be very skillful acquiring these techniques while using the puertorrican instrument “El Cuatro”.

Leadership Academy in Caguas/Guayama

The Leadership Academy is a skills development system with the purpose of provides the participants with the necessary tools to achieve success, through self-sufficiency and self-management. They acquired skills like: time management, responsibility, honesty, loyalty, commitment, redesign, and learning. Seventeen (17) youth completed this workshop.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Pastry with Enrichment of Values and Preparations of Snacks Trays in Southwest



This project was specially made for youth with disabilities in Cabo Rojo with the purpose to develop their learning skills and fulfill their specific needs. Participants would acquire basic skills of pastry and in the baking and cooking of different snacks trays. Twenty (20) participants of special education benefitted from this Project.

AMSI Orientador

The “AMSI Orientador” program, which is Caguas/Guayama initiative geared to give high school senior students, from participating schools, the opportunity to explore different options when selecting a professional career pathway. The event consists of educational workshops, disclosure of academic offerings from postsecondary institutions and occupational opportunities exploration. This initiative takes place in secondary schools in the eight municipalities of the Local Area and in program year 2009-10 participated 630 in-school youths.



Entrepreneur Internship (Youth)

Caguas/Guayama One-Stop Career Center offered this program to 36 young participants who were high school seniors during 2009-10 program year. The program was developed by the Dr. José Gándara High School in Aibonito. The Internship had an outstanding and active participation. Finally, every one of the participants were admitted in a university to continue their path to success.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

Strengthening and Empowering Youth as Community Activities Managers in Mayaguez/Las Marías

This project combines sports, education and community activities resulting in a constructive activity in which to invest leisure time in order to combat social problems. It is implemented as a sports and community leadership program with the primary purpose of contributing through sport in the development of the participants' mental ability to focus and a desire to better enable them to have better study habits, work to achieve all the goals in their lives and contribute to their community.

The project incorporates the following topics:

- Life and Career Planning
- Teamwork
- Motivation for the Development of Healthy Lifestyles
- Decision making

Youth Green Initiative Projects

Landscaping and Gardening Training in Northwest

This project delivered service to 49 youths which were taught about the importance of the conservation of natural resources. They had the opportunity to learn to differentiate the plants and trees in the Puerto Rico forests used in landscaping and gardening. They were trained in gardening design techniques. This activity helped them to learn team work and decision-making. With this activity they did community work since practice hours were made in the public facilities in towns of Aguada, Aguadilla, Añasco, Isabela, Moca, Rincón and San Sebastian.

Green Renewal, Recycle and Rebuild Project in Bayamón/Comerio

This green project was developed by Bayamón/Comerio Local Area to delivery 250 hours of training service in green initiative to 11 youths, in accordance with the new approach in workforce development on environment protection. This project was designed to developing the participant's skills in reforestation, recycling, landscaping and building reconstruction.

WORKFORCE INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Art Painting with Community Integration in Southeast

Southeast Local Area developed this project that delivered services to 50 youth from the municipalities of Juncos and Yabucoa of which 40% were out of school youths. Youths were trained in skills related to plastic arts specifically in the discipline of art painting. After the participation youth developed team work skills and increased their leadership. The project was an excellent source of creative stimulus, fostered a sense of belonging and appreciation to the community. Through the art and expressed themes the project finds youth soft and social skills. Training resources ensures that after each section participants improved their attitude and their social behavior. The goal of this group was complete a team work mural with a social relevance. The art was an excellent tool for raise youth interest in current social issues and proved an effective means of expression to release worries and concerns. The project fostered the consolidation of a community identity and contributed to environmental design and improvement of community infrastructure.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Cost of Program Activities

For program year 2009-10, Puerto Rico received a combined allotment of WIA and ARRA fund of \$188,412,441, as shown in the table below. ARRA funds were allocated at the end of the program year 2008-09 and were used in carry-out in program year 2009-10. WIA regular funds allotment was of \$96,302,400 which \$74,796,009 was distributed by formula to Local Areas, while \$21,506,391 was allocated for state required and allowable activities.

Table II
 Puerto Rico Fund Allocation 2009-10
 WIA and ARRA

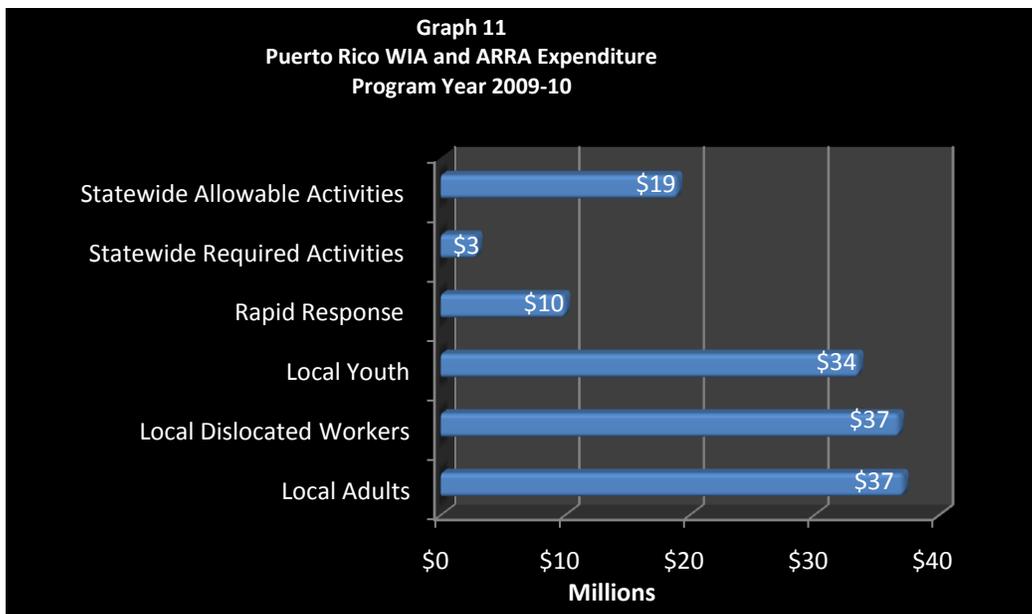
	WIA	ARRA	Total Allotment
<i>Local Areas</i>	\$74,796,009	\$70,912,447	\$145,708,456
<i>State Activities</i>	\$21,506,391	\$21,197,594	\$42,703,985
Administration	\$4,815,120	\$4,605,502	\$9,420,622
Governor's Reserve Funds	\$9,630,240	\$9,211,005	\$18,841,245
Rapid Response	\$7,061,031	\$7,381,087	\$14,442,118
Total Allotment	\$96,302,400	\$92,110,041	\$188,412,441

Puerto Rico received an allocation of ARRA fund of \$ 92,110,041, for investment in the workforce system. The 15 Local Areas received a total allocation of \$ 70,912,446 in youth, adults and dislocated workers programs, or 77 per cent of the allocation for Puerto Rico. The youth program allocation was of \$36,088,439 equivalent to 51 per cent of the total allocation. The budget distribution among Local Areas shows that programmatic activities in the three program received \$ 54,172,143, or 77 per cent of the funds. The main three programmatic services developed were the Work Experience, Support Services and Need Related Payment with 63% of service allotment.

Table N presented previously in required reporting section shows that total expenditures for Puerto Rico Workforce Investment System for Program Year 2009-10 were of \$139,373,655. The Local Areas expenditures were \$107,455,777, equivalent to 77 percent of total costs, meanwhile the state level expended \$31,917,884 or 23 percent of total costs, as show in Graph 11. The state level cost of program activities include Rapid Response activities; statewide required activities as WIA Section 134 (a)(2)(B); and statewide allowable activities as WIA Section 134(a)(3). The Local Areas cost of program activities includes Adults, Dislocated Workers and Youth Programs expenditures.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010



The cost of programmatic activities in local areas shows an equitable distribution between the three programs, with 35 % of total cost in the adult program, 34 per cent in the dislocated program, and 31 per cent in the youth program.

State level cost of program activities shows that the higher cost are the statewide allowable activities with 60 % of total expenditure. This cost includes the development of innovative projects developed with the Governor Reserve Funds by entities like community and faith based organizations, the State Government agencies as well as special projects developed by the Local Areas with the Reserve Funds allocation. Local areas received an allocation of \$2.1 million additional of formula funds for the development of innovative projects. Rapid Response activities represent 31% of state level total cost and include funds allocated to incumbent workers training at state level, as approved in the waiver of to use of state set-aside Rapid Response funds for the Incumbent Workers Training Program.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

EMPLOYMENT SERVICE ANNUAL REPORT

4-C Initiatives and activities outlined in the WIA and Wagner Peyser Act State Strategic Plan to improve performance.

INTRODUCTION

In the year following the 2009-2010 State Plan submission, PRDOL received \$4,645,634 in ARRA funds. These funds were used to enhance the development of new initiatives in support of the Department's strategic direction as stated in the State Plan. TEGL 14-08 guided these initiatives.

This narrative describes program accomplishments for Program Year 2009.

VETERANS PROGRAM

The Veterans Program has increased its DVOP, LVER and temporary staff to reinforce relations with the One -Stop System, Municipalities and Fort Buchanan to ensure priority of service to Veterans and eligible persons. The expectation is to reach the following goals:

- Identify Veterans, veterans with disabilities, returning wounded or injured Veterans, REALifelines participants, transitioning service members, and eligible persons;
- Promote employment for Veterans and other eligible persons;
- Promote training and education for Veterans among other services.

PY 2009 Special Activities

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

The first State Veterans Job Fair took place on the 23rd and 24th of June, 2010, in Ponce, as planned. Thirty-three (33) employers participated in the two-day fair, and more than 400 Veterans and family members were registered. We also had the participation of different Federal and State agencies.



Program Initiatives

The Disabled Veteran Outreach Program (DVOP) and Local Veteran Employment Representatives (LVER) offered their services weekly, at the WIA Local Area offices, and coordinated activities with partner agencies, to promote priority of service to Veterans, and discussed specific situations related to employment and training services.

LVER and DVOP specialists continued to work, in an integrated manner, with the Labor Exchange staff at all local offices, to develop procedures with which to improve services to Veterans and other eligible persons.

Vocational Rehabilitation and Employment

According to a signed agreement between the Department of Veteran Affairs, Vocational Rehabilitation and Employment (VR&E) Division, and the Puerto Rico Department of Labor (PRDOL), the Bureau of Employment Security has one LVER assigned as the Intensive Services Coordinator who is assigned to the Veteran's Administration Regional Office (VARO), and works closely with the PRDOL's local offices by referring Veterans to services.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

Targeting Services to the Veterans Most in Need (REALifeLine Initiative)

Conversations are being held with the National Guard and Reserve components at Fort Buchanan to establish a formal collaboration to implement the REALifeLine initiative.

During this reporting period, referrals have been received from the Federal Veterans Employment and Training office to target REALife participants. A DVOP has been hired for this special initiative, and local office staff will also provide support.

TAP Activities:

The closing of military installations at Roosevelt Roads in Ceiba has decreased the participation of regular military personnel in ACAP/TAP activities. Therefore, the program has suffered a significant reduction in clients. ACAP/TAP staff has focused their efforts in increasing membership including all branches assigned to Fort Buchanan, such as Coast Guard, active National Guard and Reserve.

Outreach Activities:

DVOPs and LVERs are making outreach efforts to locate and serve Veterans, as well as other eligible persons with barriers to employment. These activities are carried out in collaboration with the Pro-Homeless Veterans Association, the Office of Veterans, the Ombudsman, the Vets Hospital and other sources. This staff has also been encouraged to be more aggressive when contacting employers and other organizations as they refer Veterans to counseling, training, employment and reemployment services. They also continue to contact agencies that serve Veterans to establish coordination of services available to this population.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

MIGRANT SEASONAL FARMWORKER (MSFW)

The Puerto Rico Department of Labor local offices offer a full range of employment services to Migrant and Seasonal Farm Workers (MSFW). This includes counseling, referral services and job referrals among others. In providing such services, the state agency considers the preference needs and skills of individuals and the availability of jobs. Employment services are available to all applicants.

During the year 2009-2010, a total of 9,230 MSFWs were registered. There were a total of 1,860 job development contacts; 2,061 counseling services; and 16,856 support services offered.

In PY 2008, the ETA-5148 Report reflected outreach activity to 3,859 MSFWs during a period of 302 outreach staff days. In contrast, PY 2009 reflected an increase of 117.5% where 8,394 MSFWs received services.

In March of 2010 we trained our MSFW staff in 14 local offices, on the Agricultural Program and Interstate Job Order procedures.

In March of 2010, at the request of the Regional Monitor Advocate, Mr. George Kincannon, Mrs. Carmen Rodriguez attended the Peer-to-Peer Training at the USDOL/ETA Regional office in Boston. The training included Agricultural Reporting System-5148, Program H2A, ETA 790, Clearance Orders, Federal Wages and Hour, Migrant Seasonal Protection Act (MSPA), Farm Labor Standard Act (FLSA) and Complaint System, Practice and Prevailing Wages Survey. Mrs. Rodriguez visited several offices of the Federal Department of Labor, the Central offices and some local offices in Boston.

After that training, one of the initiatives picked up was to reconnect with all the Holding Offices from different states which process ETA-790 through the Interstate Clearance System, where Puerto Rico is a supplier state. One of the first offices to reconnect was the

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

New York Department of Labor. Puerto Rico has a Memorandum of Understanding (MOU) with the New York Department of Labor's Bureau of Immigrant Worker Rights office.

The Program began to receive the Interstate Clearance System Job Orders from the different State Holding Offices, and a protocol was established to process Job Orders and distribute them to the JS Local Offices Island wide. Soon, referrals were sent to the State Holding Offices. All interviews between employers and workers were coordinated by Carmen Rodriguez and the Local Offices. With this set up, we received 363 Job Orders and referrals of MSFWs to employers on the mainland. By the end of PY 2009, 600 referrals were made and 82 MSFWs were placed in farms in the United States.

Monitor Advocate:

Effective July 1, 2010, the Job Service (JS) placed a streamline Complaint System. With this system in place, the JS now has the capacity to solve all of the complaints brought to its attention by MSFWs and all other JS users. The JS has the responsibility of solving all the complaints brought to its attention, pursuant to 20 CFR 658.400.

REEMPLOYMENT SERVICE (RES)

Under the Wagner-Peyser Act some of the allowable activities with which to provide Reemployment Services (RES) to Unemployment Insurance (UI) claimants included:

- Job search and placement services to job seekers
- Initial claim reemployment assessment
- Occupational and Labor Market Information

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

- Job Search
- Job Development/Support Service
- Appropriate recruitment services
- Referrals to employer or training
- Career guidance – group and individual counseling
- Referrals to job banks, job portals and job openings

The Interempleo System, currently in use, dates back to approximately 1998. The system profiles utilizing a characteristic screen and restricts the selection pool on the basis of predetermined claimant volumes.

The Worker Profiling Reporting System (WPRS) a statistically based model is in the process of implementation. This reporting system will assign profiling scores to all Unemployment Insurance (UI) claimants as they file their unemployment initial claim.

RES staff has been trained and continuous monitoring is provided to ensure the delivery of service.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) is a Federal tax credit incentive provided to private-sector businesses for hiring individuals from twelve determined target groups who face significant barriers to employment. The main objective of the program is to enable the targeted employees to gradually move from economic dependency into self-sufficiency, earn a steady income and become contributing taxpayers, while participating employers are compensated by being able to reduce their federal income tax liability. The Small Business and Work Opportunity Tax Act of 2007 (P.L. 110-28) signed into law on May 25, 2007, reauthorized and extended WOTC for a 44-month period through August 31, 2011.

Due to Puerto Rico's tax structure, only a hand full of employers are able to benefit from this incentive. We have approximately thirty five employers submitting applications for the tax incentives. For example, in 2009 the Burlington Coat Factory established operations in Puerto Rico and started using WOTC.

The American Recovery and Reinvestment Act (ARRA) of 2009 (P.L. 111-15) signed into law on February 17, 2009 amended section 51 of the Internal Revenue Code (IRC) by adding two new target groups: Unemployed Veterans and Disconnected Youth.

During Program Year 2009 the Work Opportunity Tax Credit Program has seen an increase in comparison to Program Year 2008, in part due to the new Disconnected Youth Target Group. The following charts reflect these figures.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

WOTC WORK LOAD COMPARISON PY 2008 – PY 2009

NEW APPLICATIONS RECEIVED		APPLICATIONS CERTIFIED	APPLICATIONS DENIED
2008	1,589	118	363
2009	1,996	174	693

Comparison table of certifications issued per Target Groups

FOOD STAMP	DISCONNECTED YOUTH	LONG TERM	UNEMPLOYED VETERAN	DISABLED VETERAN	IV-A RECIPIENT	WELFARE TO WORK
2008	106	0	7	0	4	1
2009	43	125	2	2	1	0

In addition to processing applications for the tax credit, WOTC staff continuously provides technical support and guidance to employers and other participating agencies. Among some of the activities, WOTC participated in staff meetings of various government agencies and/or programs. Techniques were provided to them on how to use the tax incentives as a

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

marketing tool to help find jobs for their participants. Some of the agencies or programs were:

1. Disability Program Navigator
2. Veterans Administration
3. Federal Corrections Administration
4. Vocational Rehabilitation Program

JOB SERVICE EMPLOYER COMMITTEE (JSEC)

New initiatives directed toward increasing the Department's portfolio of employers were also implemented. Job Service Employer Committees (JSEC) was enhanced to improve the relationship of the Department with the private sector. Job fairs were held in many municipalities.



GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**



The Job Service Employers Committee (JSEC) is an organization of employers that donate their time and expertise to expand and improve the operations of the Office of Employment Service. The objectives and goals of JSEC are to be a facilitator for the needs of employers in terms of knowledge of labor laws and issues of general interest, as well as to create a formal working link between the Employment Service and the business sector.

The Job Service Employers Committee has conducted several seminars to fulfill its commitment to help private enterprise. Listed are some of the activities: In April 29, 2010, the Caguas JSEC conducted a seminar at Huertas Junior College entitled "The Human Resource as a Tool for Success". 53 employers attended.

In April 29, 2010 at the Aguadilla Lighthouse Hotel, Aguadilla's JSEC held a seminar on "Recent Changes in Labor Laws". 65 employers attended.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

In May 12, 2010 Manati's JSEC held a conference entitled "Savings in the Payment of Wages and Benefits, Recent Changes in Labor Laws and Information about Incentives and Grants Available for Employers". 60 employers participated.

In June 17, 2010, the Caguas' JSEC conducted another seminar on labor legislation. 40 employers attended.

In September 17, 2010, the Carolina JSEC conducted a seminar on "Recent Developments in Regulation" and amendments to Labor Laws. 70 employers attended.

We have scheduled an Island-wide, annual employer's activity to be hosted at the Marriott Courtyard Hotel on December 3, 2010. We expect an attendance of more than one-hundred employers.

EMPLOYMENT SERVICE FOR STUDENTS (SEE)

The Employment Service Program for Students (SEE) was created in October 1983. In July of 1996 we changed the name from Intensive Employment Service for College and Career Students (SEIJUV) to its current name, Employment Service for Students (SEE). Said program is funded by Section 7 (b) of the Wagner-Peyser Act, as amended.

This Program offers Employment Service services to students enrolled in college institutions (public and private). Employment Service staff provide all the services offered to job seekers.

These include:

- * Complete job applications
- * Sort applicants by academic preparation, interests and/or job experience
- * Referrals to jobs and other services required by the customer
- * Individual promotion
- * Record of job openings through the Interempleo System
- * Offers to Job Search Workshops
- * Assistance in preparing resumes
- * Information on the Job Market

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**

- * Coordinate massive recruitment with the institution
- * Visit industries
- * Participate in job fairs

During this program year we held job fairs at college institutions as part of our efforts to employ recent graduates.

The Employment Service has assigned a staff member, at the Central level, to plan and coordinate all Island wide activities. We are reviewing all contracts and developing new strategies to expand program services.

We plan to establish new agreements with institutions with large student populations. We also have plan to train our Employment Service for Students staff on current concepts. Training will be provided to new staff assigned to the program.

INTEGRATION

Technology projects have also been implemented to improve service delivery and program administration. SIAC-WIA, the Department's case management application, an ARRA-funded technology initiative, is currently in its final phase. This will unify all existing ES and WIA systems in a single application. Internet access has been successfully implemented at the Department's local offices. Investments in server technology have been made to support this initiative. A web-based application (Web Turn) has been purchased in order to measure the efficiency of administrative and managerial staff in the provision of services. Enhancements to the *Sistema Automatizado de Beneficios* (SABEN-UI application) are currently underway. A new Graphical User Interface (GUI) will integrate multiple claim administration screens into a user-friendly environment. Funds were also used to acquire equipment and upgrade systems technology.

GOVERNMENT OF PUERTO RICO
WORKFORCE
INVESTMENT SYSTEM

ANNUAL REPORT 2009-2010

TRAINING

After deliberation with Employment Services technical staff, the program decided to begin intensive training sessions to improve the program's outcomes and performance. Training was divided into front-line staff and management sessions.

After providing these training sessions, we have scheduled routine evaluation visits to all local offices to verify compliance. A third phase will include training, if necessary.

REPORTING

During the data validation process, the Puerto Rico Department of Labor fixed all reporting errors for the ETA 9002 report. The last ETA 9002 report now reflects a more accurate scenario of the Puerto Job Service (Wagner-Peyser) activities. The reporting of negative outcomes of Wagner-Peyser negative earnings was also corrected. The report now reflects positive outcomes and is also reflecting, for the first time in many years, performance outcomes for the Wagner-Peyser Veterans Program.

OTHER INITIATIVES

PRDOL established Programa *Expreso Ex Empleados Gubernamentales* (PEEG) where services were provided to a massive group of displaced government employees. These services included initial assessment and referral to local offices where intensive services were provided. From January through June 30, 2010 this facility provided services to 6,623 walk-ins; 10,624 were attended in the Call Center; and 36,882 employees were registered in the National Directory of New Hire. <http://www.puertoricotrabaja.com/peeg/>

GOVERNMENT OF PUERTO RICO

WORKFORCE

INVESTMENT SYSTEM

ANNUAL REPORT **2009-2010**