

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

**ANNUAL REPORT
WORKFORCE INVESTMENT ACT
PY 2000 - 2001**

INTRODUCTION: BARRIERS AND CHALLENGES

On July 1, 2000, the Workforce Investment Act of 1998 (*WIA*), which replaced the Job Training Partnership Act (*JTPA*), was implemented in Puerto Rico. This led to the restructuring of the existing training and employment program into an integrated workforce investment system that would be more responsive to the employment needs of its customers. This would initiate a result-oriented approach, where the customers would be: incumbent workers, unemployed workers, youth preparing to enter the workforce, as well as employers. The One-Stop delivery service was streamlined in order to unify numerous training, education and employment programs to meet the needs of our customers in each local area.

Originally, Puerto Rico attempted to implement *WIA* for PY 1999 because the following Program Year would be an election year that could effect and stall the system at the state and local level. An aggressive work plan was develop in order to prepare the system for *WIA*. This included grandfathering each service delivery area under *JTPA* into *WIA* local areas and providing seminars and workshops regarding the new legislation. (See Attachment 1)

On June of 1999, the Puerto Rico's Five-Year State Workforce Investment Plan for Title I of the Workforce Investment Act of 1998 was submitted.

The following events leading to the approval of the Plan are chronologically detailed:

- **June 30, 1999** - State Plan was submitted for approval.
- **August 12, 1999** - *USDOL* request additional information regarding the State Plan.
- **September 24, 1999** - Additional information requested by *USDOL* is sent.
- **December 13, 1999** - *USDOL* indicates that they still need additional information and clarification in order to approve the Plan.
- **December 28, 1999** - Modifications to the State Plan were made regarding Youth Program in order to have access to the funds that were going to be available for April 1, 2000. Nonetheless, the approval of the State Plan for Adults and Dislocated Workers Program remained pending. *

- **March 10, 2000** - *USDOL* indicates that additional information is required. Also they inform Puerto Rico that the performance standards negotiated are being evaluated.
- **March 28, 2000** - Planning and implementation of the youth Program was authorized.
- **June 30, 2000** - *USDOL* authorized the implementation of the P.R. Five Year Strategic Plan with the condition that they receive a “time line” regarding elements needed in the system in order to fully approve the Plan.
- **October 16, 2000** - Information regarding Performance Evaluation and Monitoring System is submitted to *USDOL*.
- **November 8, 2000** - The State Plan is approved and *USDOL* request that the Plan is revised whereby all the additional information requested is incorporated.
- **November 29, 2000** - The Revised State Plan is submitted.

*** It was at this moment that the local areas received a memorandum informing them that they had to revert to *JTPA*.**

The above series of events took place within two-program year that led to Puerto Rico modifying their Plan to implement *WIA* in PY 2000 instead of PY 1999.

During PY 2000, the workforce suffered a high number of turnovers in personnel that effected the first year implementation of *WIA* in Puerto Rico. For example, in the Human Resources and Occupational Development Council (*HRODC*), the administering entity of *WIA*, two Executive Directors were replaced and, in addition, the election results brought into power a new administration incorporating a different vision toward the training and employment system.

In order to address serious concerns regarding under expenditure expressed by the *USDOL*, the new administration provided a plan of action that included the following steps that Puerto Rico took to stimulate the workforce system and utilize the available funds:

- Immediate implementation of the Workforce Investment Act (*WIA*) program in all of the 15 local areas, providing the technical assistance necessary to carry out the activities scheduled under *WIA* criteria. Periodic meetings with the Consortiums were and are being held with Council personnel assigned to the local areas in order to provide daily assistance on the implementation of *WIA*.
- A Liaison Unit was created comprised by area coordinators for technical assistance and follow-up activities. This initiative covered all fifteen (15) local areas. The Unit is comprised of 3 coordinators, one for every 5 Consortiums to provide technical assistance on the implementation of *WIA*, the creation of the One Stops, assistance with respect to guidelines and procedures such as the employability plan, training priorities, five year strategic plan, and local boards.

- Visits to local areas to determine the status of the implementation of the One Stop System.
- Encouraged increase in the expenditure of fund in training, employment and orientation activities. An integrated service system in all of the local areas is the main objective.
- With respect to services and expenses, follow-up was provided to each local area that were below their expected performance projections in order to identify the areas of need in the implementation process. An action plan was issued immediately for the local area to receive direct technical assistance from the Council. In those local areas with serious problems, Council personnel would be assigned to the Consortium.
- The Dislocated Workers Unit, which had been eliminated by the past administration, was created again. With this unit, once again we could establish assistance, support, create guidelines and procedures, develop activities for the dislocated worker and establish a strategic plan to attend in an expeditious manner situations concerning plant closings. Together with the Department of Labor and Human Resources, statewide projects were developed, using reserve funds aimed at the dislocated worker in the areas affected by the closings. The One Stop Centers at the local level would be reinforced in order to have all of the services accessible in a single structure in the affected areas. If one does not exist, a temporary government One Stop Center would be created to deal with the situation.
- A directory of interagency contacts was prepared.
- Technical assistance for Consortiums that administers funds for dislocated workers was provided.

IMPLEMENTATION OF THE WORKFORCE INVESTMENT ACT

The implementation of the Workforce Investment Act in Puerto Rico led to the integration of all services directed toward the labor force. This included a wide variety of services that would be offered at different governmental entities through a structure whose scheme and organization would provide a wide range of program services and activities accessible through a one stop service delivery system. Through this system, Puerto Rico achieved the following goals:

1. Facilitate the establishment of a workforce investment system (**Title I-WIA**) through an operational and organizational restructuring of the Puerto Rico Department of Labor and Human Resources' (**PRDLHR**) agencies and/or components. This involved integrating programs and/or services of the Bureau of Employment Security of the **PRDLHR** with the Right to Employment Administration programs, including Welfare-to-Work.
2. Modify the existing structure for the delivery of services in order to access such services through the One-Stop System that would include the integration of services provided by the required partners.

3. Transfer the Vocational Rehabilitation Administration to the *PRDLHR* emphasizing its focus on rehabilitation for employment.
4. Coordinate *WIA* goals for Puerto Rico with the Governor's plan for economic development for the purpose of focusing services toward industries that offer opportunities for employment and therefore ensuring results.

The Human Resources and Occupational Development Council, an umbrella agency of the *PRDLHR*, is the administrative agency of *WIA* Title I and was assigned the task of coordinating an inter-agency effort necessary to drafting the Strategic Five Year Plan for Title I and Wagner Peyser. This led to the appointment of a task force that included most of the State Board government partners required by *WIA*. The resulting document reflected a unified vision and strategy to be utilized in the implementation of the workforce investment system in Puerto Rico. The Plan constituted a "living document" detailing all the planning areas and steps necessary for the implementation.

Puerto Rico's broad strategic plan includes the following economic and workforce development goals: increase employment opportunities, higher employee income and encourage growth in its economic sectors. Cooperation with all the required and optional One-Stop partners is essential in order to avoid duplication of services, ensure that the One-Stop delivery system partners share cost, and guarantee that services provided to all customers are accessible, effective and efficient.

The performance standards ensures that Puerto Rico's workforce investment system will achieve continuous improvement in the delivery of service according to the performance indicators outline in *WIA* and contained in the state plan. Puerto Rico's programmatic commitment is that of providing on a state and local level workforce investment activities that can increase skill levels, provide employment, and ensure retention, and earnings thereby improving the quality of the workforce, reducing welfare dependency, and enhancing the productivity and competitiveness of the island.

The Workforce Investment Act reforms federal job training programs and creates a new and comprehensive workforce investment system. The reformed system is customer-focused in order to help individuals access the tools they need to manage their career through information and high quality services, and to help companies find skilled workers. It provides Puerto Rico with the opportunity to integrate in a coordinated fashion diverse workforce programs and activities under the leadership of the *PRDLHR*. The vision that the Department has is to serve the needs and demands of the workforce that includes employers, student, workers, and those seeking employment.

Specifically, the organizational operation of the *PRDLHR* was realigned so that the roles of the umbrella agencies, including the transfer of the Vocational Rehabilitation Administration, are further enhance in order ensure the integration of services for our youth, adults and dislocated workers. In addition:

- The Right to Employment Administration with all its programs would facilitate the coordination of the resulting services with the service delivery system with the Memorandum of Understanding (*MOU*) defining the processes for the delivery of services within the one-stop context.

- The *PRDLHR* assisting the *SWIB* in developing public policy for the system and coordinating with other agencies the incorporation of program and activities of required and optional partners. In addition, other operational levels of the Department would offer technical assistance and work at developing the human infrastructure to sustain programs administered at the state level, such as ES, UI, Veterans, Migrant Workers, etc., and the development of the Labor Market Statistics.

The goals outlined for Puerto Rico includes a technical assistance plan that move the system in the direction required by *WIA*. Through the implementation of the technical assistance plan, it is visualized how services will continue to improve during the next five years. This includes the seven work areas identified as necessary to address in order to improve the system. These areas, with their respective considerations, are as follows:

- **Strategic and operational planning:** This area establishes the general direction for the implementation of *WIA* at the state level. Also, it facilitates the development of the strategic and operational plans of the local boards. Strategic planning will take into consideration the socio-economic conditions of the island and regions and specify goals and objectives that give priority to programs, projects, and activities.
- **Organizational design:** Priority will be given to the design of the new system. The structures and responsibilities of the Puerto Rico Department of Labor and Human Resources, as well as the Right to Employment Administration, was reorganized in order to make feasible the implementation of the new system and to comply with the *WIA* requirements. The design process of the local boards and the operational structure of the One-Stop Centers would be facilitated, including the selection of the one-stop operators and the integration of the required partners as a multi-functional team, which allows for the optimization of the service delivery system. The establishment of the operational organization of the service delivery system would be facilitated at the One-Stop Center levels.
- **Education and cultural transformation process:** All the employees who directly or indirectly are affected by changes were oriented with the purpose of preparing and equipping them with the new concept, and given tools so they can contribute to the new system instead of resisting it.
- **Work process design:** To design three (3) categories of work process that is vital for the system to be effective:
 - Essential processes: directly execute the institutional mission (investigation and product development, client attraction service delivery).
 - Support processes: make feasible the essential processes (recruitment equipment, accountability and finance).
 - Management processes: define job priorities and requirements; integrate system performance and establish mechanisms to assure results (strategic planning, budget, operational administration, measurement, auditing).

- **Measurement development (Performance Accountability):** Facilitate the operation of the measurement indicators to be carried out and required by WIA in regards to performance standards. Prospective contributions would be made to the mechanism of collecting and analyzing statistical data and their conversion to useful information for program improvement and customer satisfaction.
- **Service providers system:** Assist in the design and implementation of a system to select, recruit, and manage performance of service providers at the One Stop Center level.
- **Employment statistics:** Work hand-in-hand with internal resources to establish an employment matrix at the state and local level. Assist in the establishment of an integrated system for the client and to provide statistics regarding employment in Puerto Rico. Facilitate access to the industrial and private sector for studies regarding employment expectations and needs. Provide a new perspective on emerging technology that is taking place in the new labor market and successful employment strategies utilized in other countries.

The development of these areas provided the tools that allow services to be integrated into a One Stop Delivery System in which employment and training programs co-locates and integrates services and/or activities in a coherent manner that is accessible for individuals and employers alike.

For PY 2000, \$52,848,829.00 was allocated for adult activities and \$108,278,443.00 for dislocated workers activities. The goals of these Workforce Investment activities are to help employers meet their workforce needs and help the unemployed and underemployed attain skills necessary to advance in the workforce. Under WIA, the workforce investment system strived to meet uniform outcomes in order to document and achieve performance measures. Job seekers and employers are able to hold all public and private sectors to the same unvarying standard, local Workforce Investment Boards are accountable for their local system to achieve positive outcome, which will lead to employment.

The amount of \$54,369,986.00 was allocated for youth activities. Puerto Rico's vision is to achieve a thoroughly integrated youth service system, where all direct and supportive services are clearly defined, coordinated and enhanced so that multiple options are offered in the transition from school-to-work. This vision is achieved through the development of clear inter-programmatic services pathways to be reinforced by agreed upon procedures between those agencies that are necessary to assist our youth in their journey between education, training and employment.

Preventive measures have been anticipated to retain our youth within the education system while providing alternative education. An emphasis in career and occupational counseling is a required element. As mentioned beforehand, the implementation of **WIA** in Puerto Rico was negatively effected due to circumstances out of our control. Nonetheless, through the workforce investment delivery system 65,565 adults, youth and dislocated workers were provided services. Out of these customers, 19,319 exited the system. Puerto Rico was able to meet or surpass 12 of the 17 performance measurements.

THE PUERTO RICAN PROYECT FOR THE 21st CENTURY–GOVERNMENT PROGRAM 2001-2004

The new administration under Governor Sila M. Calderón developed the Government Four Year Program (2001-2004) entitled the Puerto Rico Project for the 21st Century. This Program is based on the conviction that the art of governing is the art of understanding those that are governed. The Puerto Rican Project for the 21st Century presents a governmental plan of action based on a consulting process with each of the 78 municipalities in the island. The document was prepared with the main purpose of: converting Puerto Rico into a country with its very own aspirations, desires and hopes. A Puerto Rico with a solid and sustainable economic foundation, with a truly diversified economy which will propel new high technological industries, strengthen manufacturing and bring new life to the agricultural sector. At the same time, Puerto Rico will also depend on a rigorous tourism effort and high quality customer service sector.

In her four-year program, Governor Calderón proposes to develop a new economy and promote vital sector of the economy. The primary objective of her proposal is the creation of more and better jobs for those who aspire to legitimately earn his/her salary with dignity and hard work. It is essential the development of productive and competitive workforce. For all this to happen, the current educational curriculum must be revised in the universities, high schools and even at the elementary levels. In addition, the New Economy herein proposed in her plan requires that the system fundamentally focus on igniting once again the manufacturing sector.

The following utilizations of WIA are detailed in the 4 year program:

- Design aggressive programs in order to retrain dislocated workers and reintegrate them into the economy.
- Promote the integration of the private sector through the State and Local Workforce Investment Boards.
- Facilitate the coordination of programs such as vocational rehabilitation, special education and WIA in order to maximize the funds available and provide services to this special population.

ACCOMPLISHMENTS AND SUCCESSES REGARDING ACTIVITIES AND TASKS WIA PY 2000

- ✓ For the first time since the creation of HRODC, the Executive Directors of the fifteen local areas and the Executive Director of the HRODC have met on a monthly base to discuss goals and objectives of the Workforce Investment Act (WIA), state government agenda, administrative issues, and policymaking process. The monthly meetings have given the local areas the opportunity to actively participate in the implementation of WIA, and to inform the state government about the specific needs of the different areas. At the same time, this coordination has allowed the state government to maintain close supervision of the development of the workforce investment programs throughout the island and promote closer ties between both components.

- ✓ In addition to the monthly reunions, from April to June of 2000 each local area was visited by the HRODC staff to make sure that all the local areas maintain the same pace in the development and implementation of WIA. It is the vision of this administration that WIA will only succeed if all the areas are involved in the economic growth and development of Puerto Rico. These informal visits served a dual purpose of listening to the particular needs of the local area and assessing their One Stop Centers.
- ✓ From these visits the first goal established by the Executive Director of HRODC was to develop an efficient system of technical assistance to all local areas around the Island.
- ✓ As part of the effort to assist the local areas, HRODC provided a uniformed operational design of the “One Stop Service Centers”. The HRODC has worked in the establishment of a “One Stop Service Centers” in each one of the local areas, including a Skills Development Center.
- ✓ The HRODC has worked in the implementation of WIA in coordination with the private sector, the Chamber of Commerce and several industrial associations. As part of the collaboration between the government and the private sector, Job Fairs have been coordinated and taken place in several municipalities. These have been highly successful, especially in areas where businesses and factories have close or downsized. These Job Fairs also served the purpose of promoting WIA to the private sector, since they are an integral part in the workforce investment system.
- ✓ The issues regarding the necessity of having trained and qualified individual in the local areas were addressed. The HRODC initiated the process of creating a Capacity Building Institute whereby training and education services would be provided to the local area’s human resources.
- ✓ Since WIA is basically still a new piece of legislation, there is a need to inform and educate the public about resources and program made available by the One Stop System. The HRODC started working on celebrating the Second WIA Seminar and Convention, which was held this past month of November. This activity also served as a refresher course for the staff of both the HRODC and local areas regarding skills and WIA goals.
- ✓ Taking into consideration the important role of the private industry sector in the implementation of WIA, the Governor, Sila M. Calderón, with the help of HRODC, has already designated all the members of the State Workforce Investment Board, as required by WIA. The administration of Sila M. Calderón has reorganized and revitalized the governmental structures that will assist the State Board in its functions. **(See attachment 2)**

STATEWIDE EMPLOYMENT AND TRAINING ACTIVITIES

Under WIA, the Governor can reserve up to 15 percents from the youth, adults and dislocated workers funding stream (up to an additional 25 percent of dislocated workers funds) to conduct statewide activities. In order to utilize these available funds for special statewide projects and to provide services to our special population, the following activities were funded:

- Governmental – University Consortium for Rehabilitation through Employment and Training – Department of Correction and Rehabilitation.
- Program for Professional Improvement by Restoring Values at the Vocational and Education University of Zarsal, Río Grande – Department of Correction and Rehabilitation.
- Training and Rehabilitation of Occupation in the Tourism Industry and the Ports of the Americas-Future Entrepreneur and Workers Training Administration (FEWTA).
- Program to Develop Entrepreneurial Skills with the Goals of Establishing your own Business or Micro-enterprise – FEWTA.
- Commercial Fishing for Rehabilitation through Training Project – Department of Correction and Rehabilitation.
- Entrepreneurial Training for People with Disability Project – Vocational Rehabilitation Administration.
- Employment Retention Services for People with Disability Program – Vocational Rehabilitation Administration.
- Rapid Response Activities contracted to the Right to Employment Administration.
- Technical Assistance and Coordination Unit – Department of Education.

EVALUATION CONTINUOUS IMPROVEMENT

Section 136 (e) (1) requires the development of on-going evaluation studies of workforce investment activities for the purpose of promoting, establishing, implementing and utilizing methods for continuously improving activities. This is necessary in order to achieve high-level performance and outcomes from the Statewide Workforce Investment System. Puerto Rico find itself in the initial stages of developing their evaluation tool.

The Human Resources and Occupational Development Council has under contract a firm that is responsible for gathering data regarding customer satisfaction in order to comply with the performance measures. We are contemplating on utilizing this firm in order to evaluate programs geared toward our youths. Puerto Rico will concentrate on the target population of youths who are in school and how to prepare them for the ever changing global economy. One of the biggest problems faced in our island is the lack of work slots. We have the young talent available and the funds to provide training and employment. The HRODC would like to evaluate which activities and programs will better prepare our youth to be competitive in the global labor market in order to obtain and retain good paying and challenging jobs.

ATTACHMENT I

ATTACHMENT 1

LOCAL AREAS

BAYAMÓN/COMERIO

Towns:

Bayamón
Comerío

CAGUAS/GUAYAMA

Towns:

Arroyo
Aibonito
Caguas
Cayey
Ceiba
Guayama
Gurabo
Trujillo Alto

CAROLINA

Town:

Carolina

CIDRA/VILLALBA

Towns:

Aguas Buenas
Cidra
Corozal
Orocovis
Villalba

GUAYNABO/TOA BAJA

Towns:

Cataño
Guaynabo
Toa Alta
Toa Baja

MAYAGÜEZ/LAS MARIAS

Towns:

Las Marías
Mayagüez

NORTH CENTRAL ARECIBO

Towns:

Camuy
Quebradillas
Utado
Adjuntas
Arecibo

NORTH CENTRAL MANATÍ

Towns:

Ciales
Florida
Manatí
Barceloneta
Dorado

Hatillo
Jayuya
Lares

NORTHEAST/RIO GRANDE

Towns:

Ceiba
Canóvanas
Fajardo
Loíza
Luquillo
Naguabo
Río Grande
Culebra
Vieques

PONCE

Town:

Ponce

SOUTHEAST/SAN LORENZO

Towns:

Humacao
Juncos
Las Piedras
Maunabo
Patillas
San Lorenzo
Yabucoa

SOUTHWEST/SAN GERMAN

Towns:

Cabo Rojo
Yauco
Maricao
Guánica
Guayanilla
Hormigueros
Lajas
Peñuelas

Morovis
Vega Alta
Vega Baja

NORTHWEST/AGUADILLA

Towns:

Aguada
Aguadilla
Añasco
Isabela
Moca
Rincón
San Sebastián

SOUTH CENTRAL/SALINAS

Towns:

Barranquitas
Coamo
Juana Díaz
Naranjito
Salinas
Santa Isabel

SAN JUAN

Town:

San Juan

Sábana Grande
San Germán

ATTACHMENT 2

ATTACHMENT-2

STATE WORKFORCE INVESTMENT BOARD

PRIVATE SECTOR

NAME	POSITION/BUSINESS	TELEPHONE
1. Alfonso L. Dávila Silva, President <i>State Board</i>	Vice-president Executive Ana G. Méndez University System PO Box 21345 San Juan, Puerto Rico 00926-1345	(787) 751-0178-7469 (787) 766-1706 Fax
2. Patricia Eaves	<i>Vice-president</i> Sprint Metro Office Park Lote 18 Calle 1, Suite 501 Guaynabo, PR 00969	(787) 775-6700 (787) 775-6730 Fax
3. Emilio Piñero, Esq.	<i>Vice-president</i> Popular Bank of Puerto Rico PO Box 362708 San Juan, Puerto Rico 00936-2708	(787) 765-9800, Ext. 5519 (787) 758-2227 Fax
4. Lucy Crespo	President Asociación de Industriales de Puerto Rico PO Box 195477 San Juan, Puerto Rico 00919-5477	(787) 759-9445 754-4744 (787) 756-7670 Fax
5. Arturo Carrión	Vice-president Ejecutivo Asociación de Bancos de Puerto Rico 209 Muñoz Rivera Ave., Suite 1014 San Juan, Puerto Rico 00919-1002	(787) 753-8630 (787) 754-6022 Fax
6. Tere Durand Manzanal	President Caribbean Temporary Services PO Box 11873, Fernández Juncos Sta. San Juan, Puerto Rico 00910	(787) 724-5643 (787) 622-6660 Fax
7. Emilio Torres Hernández	President Centro Unido de Detallistas PO Box 190127 San Juan, Puerto Rico 00919-0127	(787) 759-8404 (787) 763-9494 Fax
8. Luis Torres Llompart	Ex-President Puerto Rico Chamber of Commerce PO Box 193488 San Juan, Puerto Rico 00919-3488	(787) 758-4620 (787) 641-4618 fax
9. Miguel A. Casellas	President Casellas & Company, Inc. PO Box 11884 San Juan, Puerto Rico 00922-1884	(787) 793-4700 (787) 781-1912 Fax
10. Fernando Lloveras, Esq.	President Microjuris, Inc. PO Box 9024096 San Juan, Puerto Rico 00902-4096	(787) 724-3889 (787) 723-0672 Fax
11. Dr. Celia Cintrón	<i>Vice-president</i> State Board of WIA Cond. Puerta del Condado 2002 1095 Winston Churchill Ave. San Juan, Puerto Rico 00907	(787) 764-2555 (787) 764-2817 Fax

NAME	POSITION/ BUSINESS	TELEPHONE
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<i>15. Néstor Ruiz Colón</i>	President Board of Directors Industria Hotelera Puertorriqueña PO Box 5148 Aguadilla, PR 00605	(787) 891-9191 (787) 882-1030 Fax

GOVERNMENTAL MUNICIPALITY SECTOR

NAME	POSITION/ BUSINESS	TELEPHONE
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<i>17. Hon. Francisco López López</i>	Mayor Municipality of Barranquitas PO Box 250 Barranquitas, Puerto Rico 00794	(787) 857-2065 (787) 857-4456 Fax

COMMUNITY BASED ORGANIZATION SECTOR

NAME	POSITION/ BUSINESS	TELEPHONE
<i>18. Julia Milagros García</i>	First President Hogares Crea, Inc. PO Box 547, Saint Just Station Trujillo Alto, Puerto Rico 00978	(787) 760-1150 (787) 748-5488 Fax

LABOR ORGANIZATION REPRESENTATIVE

NAME	POSITION/ BUSINESS	TELEPHONE
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HOUSE OF REPRESENTATIVE CHAMBER

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SENATE CHAMBER

<i>NAME</i>	<i>POSITION/ BUSINESS</i>	<i>TELEPHONE</i>
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<i>24. Hon. José A. Ortiz Daliot</i>	Senator Senate of Puerto Rico The Capitol Building PO Box 9023431 San Juan, Puerto Rico 00902-3431	<i>(787) 725-8007</i> <i>(787) 724-7345 Fax</i>

REPRESENTATIVE EDUCATIONAL SECTOR

<i>NAME</i>	<i>POSITION/ BUSINESS</i>	<i>TELEPHONE</i>
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ECONOMIC DEVELOPMENT SECTOR

<i>NAME</i>	<i>POSITION/ BUSINESS</i>	<i>TELEPHONE</i>
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REQUIRED/OPTIONAL PARTNERS

NAME	POSITION/ BUSINESS	TELEPHONE
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<i>29. María Rosa Iturregui</i>	Administrator Vocational Rehabilitation Development Office Box 191118 San Juan, Puerto Rico 00919-1118	<i>(787) 728-6550</i> <i>(787) 728-8070 Fax</i>
<i>30. Hon. Ileana Echegoyen</i>	Secretary Housing and Urban Development Department of Housing PO Box 21365 San Juan, Puerto Rico 00928-1365	<i>(787) 274-2006, 2006</i> <i>(787) 758-9263,</i> <i>274-2026 Fax)</i>
<i>31. Hon. César A. Rey</i>	Secretary Department of Education PO Box 190759 San Juan, Puerto Rico 00919-0759	<i>(787) 763-2171-766-2911</i> <i>(787) 250-0275 Fax</i>
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REQUIRED/OPTIONAL PARTNERS

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ATTACHMENT 3

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	68%	84%	500	18,828	686	73%
Employers	66%	78%	500	881	881	57%

* Note : The Human Resources and Occupational Development Council contracted a Research Firm to perform the Customer Satisfaction Survey in July 2001. We follow the methodological aspects of the survey process in the TEGL 6-00 including administering the interviews questions as soon as possible after the receipt of service (participants after the day of the date of an exit and no later than 60 days after the date of an exit...). For that reason we included only the participants who have exit date after January 2001.

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	45%	39%	2,177
			5,653
Employment Retention Rate	60%	65%	1,405
			2,157
Earning Change in Six Months	\$674	\$2,686	2,173,350
			809
Employment And Credential Rate	35%	29%	450
			1,576

Table C – Outcomes for Adult Special Population

Reported Information	Public Assistance Recipients Receiving Intensive or Training		Veterans		Individuals With disabilities		Older Individuals	
Entered Employment Rate	34%	184	31%	4	40%	17	30%	179
		547		13		43		605
Employment Retention Rate	62%	114	80%	4	50%	9	56%	100
		184		5		18		179
Earning Change in Six Months	1,938	19376	-2,078	-4,156	-1,137	-1137	\$715	8575
		10		2		1		12
Employment And Credential Rate	37%	40	100%	3	50%	1	34%	31
		107		3		2		90

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who received only Core and Intensive services	
Entered Employment Rate	39%	2,177	0	
		5,653		
Employment Retention Rate	65%	1,405	0	
		2,157		
Earning Change in Six Months	\$2,686	2,173,350	0	
		809		

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	61%	22%	795
			3,692
Employment Retention Rate	59%	64%	521
			815
Earnings Replacement in Six Months	86%	86%	322,381
			373,352
Employment And Credential Rate	49%	46%	242
			526

Note : The instructions for calculation entered employed ask to consider only those participants unemployed at registration. However, the instructions for calculating Retention do not include this restriction. Therefore, the numerator of the second measure can be larger than that of the first measure.

Table F – Outcomes for Dislocated Worker Special Population

Reported Information	Displaced Homemaker		Veterans		Individuals With disabilities		Older Individuals	
Entered Employment Rate	20%	12	56%	5	33%	4	11%	9
		60		9		12		79
Employment Retention Rate	92%	11	100%	5	75%	3	56%	5
		12		5		4		9
Earning Change in Six Months	212%	4680	90%	9445	na	0	Na	0
		2210		10464		0		0
Employment And Credential Rate	14%	5	na	0	100%	2	33%	1
		37		0		2		3

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who received only Core and Intensive services	
Entered Employment Rate	22%	795	0	
		3,692		
Employment Retention Rate	64%	521	0	
		815		
Earnings Replacement Rate	86%	322,381	0	
		373,352		

Note : The instructions for calculation entered employed ask to consider only those participants unemployed at registration. However, the instructions for calculating Retention do not include this restriction. Therefore, the numerator of the second measure can be larger than that of the first measure.

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	50%	28%	452
			1,612
Employment Retention Rate	59%	60%	276
			461
Earnings Change in Six Months	\$517	\$1,189	241,267
			203
Employment And Credential Rate	35%	53%	824
			1,565

Note : Need of clarification. We revise the calculation process. We cannot see from the instructions for calculating outcomes that the conditions for employment and credential measure are a subset of the conditions for entered employment.

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training		Veterans		Individuals With disabilities		Out-of-School Youth	
	Entered Employment Rate	22%	76 339	Na	0 0	29%	2 7	19%
Employment Retention Rate	53%	40 76	Na	0 0	0%	0 2	49%	22 45
Earning Change in Six Months	\$482	5297 11	Na	0 0	Na	0 0	\$295	\$885 3
Employment And Credential Rate	17%	75 440	Na	0 0	14%	3 21	11%	52 456

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	60%	96%	16,159
			17,278
Diploma or Equivalent Attainment Rate	55%	19%	279
			1,469
Retention Rate	54%	40%	190
			476

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training		Individuals With disabilities		Out-of-School Youth	
	Skill Attainment Rate	98%	720 732	100%	142 142	98%
Diploma or Equivalent Attainment Rate	100%	17 17	100%	6 6	100%	58 58
Retention Rate	63%	5 8	100%	2 2	95%	21 22

Table L – Other Reported Information

	12 Month Employment	12 Mo. Earnings change (Adults)	Placements for Participants in	Wages At Entry Into Employment	Entry Into Unsubsidized
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	Retention Rate ***		and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers) ***	Non Traditional Employment	For Those Individuals Who Entered Unsubsidized Employment		Employment Related To the Training Received of Those Who Completed Training Services		
Adults				3%	43 1697	\$1,913	2112581 1104	80%	510 636
Dislocated Workers				7%	34 501	\$1,993	612016 307	82%	141 173
Older Youth				1%	5 441	\$1,224	370939 303		

*** Following the special instructions for the annual report submitted for PY2000 only.

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adult	13,168	4,203
Dislocated Workers	9,282	2,916
Older Youth	4,745	1,591
Younger Youth	38,400	10,118

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$38,682,331
Local Dislocated Workers		36,852,379
Local Youth		37,146,397
Rapid Response		856,854
Statewide Required Activities (Up to 15%) Sec 134 (a)(2)(B)		3,128,651
Statewide Allowable Activities Sec. 134 (a)(3)	1. Completion of Services for JTPA	
	Grandfathered participants	1,496,398
	2. Assistance to local areas for	
	Authorized activities capacity	92,223
	3. Building and technical assistance	
	to Local Areas	380,640
	4. Department of Labor (State)	2,180,361
Total of All Federal Spending Listed Above		\$120,816,234

Cost per participant

At-a-Glance	Expenditure	Participants	Cost per participant
Youth Program	\$ 40,929,885	43,142	\$949
Adult Program	\$42,969,233	13,168	\$3,263
Displaced Worker Program	\$ 42,875,716	9,255	\$4,633

Youth Program	Expenditure	Participants	Cost per participant
San Juan	2,916,541	1,266	2,304

Bayamón/Comerío	1,945,767	741	2,626
Ponce	2,292,561	3,953	580
Caguas/Guayama	3,235,960	1,204	2,688
Carolina/Trujillo Alto	2,113,972	1,633	1,295
Guaynabo/Toa Baja	1,763,131	1,535	1,149
Cidra/Villalba	1,721,819	1,549	1,112
North West	3,963,097	2,620	1,513
NC Arecibo	3,600,003	6,470	556
NC Manatí	2,764,604	1,249	2,213
North East	3,074,020	5,057	608
South East	3,188,768	3,358	950
South Central	2,635,977	3,797	694
South West	3,827,163	6,281	609
Mayagüez/Las Marías	1,886,501	2,429	777
Total	\$ 40,929,885	43,142	\$949

Adults Program	Expenditure	Participants	Cost per participant
San Juan	3,373,037	453	7,446
Bayamón/Comerío	2,433,931	671	3,627
Ponce	2,672,044	889	3,006
Caguas/Guayama	3,059,485	846	3,616
Carolina/Trujillo Alto	2,585,872	997	2,594
Guaynabo/Toa Baja	1,713,661	509	3,367
Cidra/Villalba	1,160,465	96	12,088
North West	5,574,254	1,322	4,217
NC Arecibo	1,871,062	418	4,476
NC Manatí	3,990,273	1,214	3,287
North East	4,134,560	1,052	3,930
South East	2,222,856	1,489	1,493
South Central	2,404,111	950	2,531
South West	4,418,914	1,690	2,615
Mayagüez/Las Marías	1,354,707	572	2,368
Total	\$42,969,233	13,168	\$3,263

Displaced Workers Program	Expenditure	Participants	Cost per participant
San Juan	1,417,272	11	128,843
Bayamón/Comerío	1,864,660	335	5,566
Ponce	3,190,466	714	4,468
Caguas/Guayama	3,205,079	852	3,762
Carolina/Trujillo Alto	1,569,254	236	6,649
Guaynabo/Toa Baja	1,434,736	268	5,353
Cidra/Villalba	1,132,587	25	45,303
North West	7,623,970	1,129	6,753
NC Arecibo	1,974,633	348	5,674
NC Manatí	1,076,955	46	23,412
North East	4,422,140	1,240	3,566
South East	3,930,231	1,975	1,990
South Central	1,911,279	174	10,984
South West	5,078,007	1,217	4,173
Mayagüez/Las Marías	3,044,448	685	4,444
Total	\$ 42,875,716	9,255	\$4,633

Table O – Local Performance

San Juan 72005		
Total Participants Served	Adults	453
	Dislocated Workers	11
	Older Youth	123
	Younger Youth	1,146
Total Exiters	Adults	47
	Dislocated Workers	3
	Older Youth	7
	Younger Youth	65
Adults	Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	45% 56%
	Retention Rate	60% 60%
	Earnings Change	674 3,190
	Credential rate	34% 81%
Displaced Workers		
	Entered Employment Rate	61% 83%
	Retention Rate	59% 37%
	Replacement rate	86% no data
	Credential rate	49% 100%
Older Youth (19-21)		
	Entered Employment Rate	50% 0%
	Retention Rate	59% 0%
	Earnings Change	517 no data
	Credential rate	35% 50%
Younger Youth (18-21)		
	Skill attainment rate	60% 89%
	Diploma Completion Rate	55% no data
	Retention rate	54% 0%
Customer Satisfaction		
	Participants Rate	68% 77%
	Employer Rate	66% 72%
Overall Status of Local Performance		Not Met

Bayamón/Comerío 72065			
Total Participants Served	Adults	671	
	Dislocated Workers	335	
	Older Youth	95	
	Younger Youth	646	
Total Exiters	Adults	242	
	Dislocated Workers	121	
	Older Youth	3	
	Younger Youth	3	
Adults	Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	45%	65%
	Retention Rate	60%	no data
	Earnings Change	674	no data
	Credential rate	34%	0%
Displaced Workers			
	Entered Employment Rate	61%	81%
	Retention Rate	59%	no data
	Replacement rate	86%	no data
	Credential rate	49%	100%
Older Youth (19-21)			
	Entered Employment Rate	50%	67%
	Retention Rate	59%	11%
	Earnings Change	517	no data
	Credential rate	35%	0%
Younger Youth (18-21)			
	Skill attainment rate	60%	100%
	Diploma Completion Rate	55%	no data
	Retention rate	54%	17%
Customer Satisfaction			
	Participants Rate	68%	76%
	Employer Rate	66%	70%
Overall Status of Local Performance		Not Met	

Ponce 72055		
Total Participants Served	Adults	889
	Dislocated Workers	714
	Older Youth	948
	Younger Youth	3,005
Total Exitors	Adults	207
	Dislocated Workers	87
	Older Youth	716
	Younger Youth	1,641
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	23%
Retention Rate	60%	50%
Earnings Change	674	3,888
Credential rate	34%	No data
Displaced Workers		
Entered Employment Rate	61%	41%
Retention Rate	59%	45%
Replacement rate	86%	138%
Credential rate	49%	no data
Older Youth (19-21)		
Entered Employment Rate	50%	27%
Retention Rate	59%	55%
Earnings Change	517	1,549
Credential rate	35%	80%
Younger Youth (18-21)		
Skill attainment rate	60%	99%
Diploma Completion Rate	55%	no data
Retention rate	54%	9%
Customer Satisfaction		
Participants Rate	68%	84%
Employer Rate	66%	74%
Overall Status of Local Performance		Not Met

Caguas/Guayama 72040		
Total Participants Served	Adults	846
	Dislocated Workers	852
	Older Youth	160
	Younger Youth	1,044
Total Exiters	Adults	443
	Dislocated Workers	226
	Older Youth	87
	Younger Youth	431
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	68%
Retention Rate	60%	97%
Earnings Change	674	3,775
Credential rate	34%	9%
Displaced Workers		
Entered Employment Rate	61%	59%
Retention Rate	59%	95%
Replacement rate	86%	83%
Credential rate	49%	20%
Older Youth (19-21)		
Entered Employment Rate	50%	68%
Retention Rate	59%	95%
Earnings Change	517	2,502
Credential rate	35%	14%
Younger Youth (18-21)		
Skill attainment rate	60%	100%
Diploma Completion Rate	55%	41%
Retention rate	54%	100%
Customer Satisfaction		
Participants Rate	68%	85%
Employer Rate	66%	81%
Overall Status of Local Performance		Not Met

Carolina/Trujillo Alto 72045		
Total Participants Served	Adults	997
	Dislocated Workers	263
	Older Youth	239
	Younger Youth	1,394
Total Exiters	Adults	171
	Dislocated Workers	58
	Older Youth	44
	Younger Youth	686
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	63%
Retention Rate	60%	85%
Earnings Change	674	3,128
Credential rate	34%	40%
Displaced Workers		
Entered Employment Rate	61%	93%
Retention Rate	59%	92%
Replacement rate	86%	83%
Credential rate	49%	25%
Older Youth (19-21)		
Entered Employment Rate	50%	75%
Retention Rate	59%	78%
Earnings Change	517	2,042
Credential rate	35%	42%
Younger Youth (18-21)		
Skill attainment rate	60%	99%
Diploma Completion Rate	55%	0%
Retention rate	54%	100%
Customer Satisfaction		
Participants Rate	68%	86%
Employer Rate	66%	84%
Overall Status of Local Performance		Not Met

Noroeste 72080		
Total Participants Served	Adults	1,322
	Dislocated Workers	1,129
	Older Youth	510
	Younger Youth	2,110
Total Exiters	Adults	576
	Dislocated Workers	456
	Older Youth	80
	Younger Youth	36
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	42%
Retention Rate	60%	57%
Earnings Change	674	2,861
Credential rate	34%	10%
Displaced Workers		
Entered Employment Rate	61%	33%
Retention Rate	59%	61%
Replacement rate	86%	no data
Credential rate	49%	76%
Older Youth (19-21)		
Entered Employment Rate	50%	40%
Retention Rate	59%	69%
Earnings Change	517	2,480
Credential rate	35%	5%
Younger Youth (18-21)		
Skill attainment rate	60%	95%
Diploma Completion Rate	55%	no data
Retention rate	54%	100%
Customer Satisfaction		
Participants Rate	68%	84%
Employer Rate	66%	74%
Overall Status of Local Performance		Not Met

Norte Central Arecibo 72075		
Total Participants Served	Adults	418
	Dislocated Workers	348
	Older Youth	358
	Younger Youth	6,112
Total Exiters	Adults	165
	Dislocated Workers	231
	Older Youth	224
	Younger Youth	2,144
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	43%
Retention Rate	60%	68%
Earnings Change	674	2,410
Credential rate	34%	84%
Displaced Workers		
Entered Employment Rate	61%	37%
Retention Rate	59%	63%
Replacement rate	86%	334%
Credential rate	49%	94%
Older Youth (19-21)		
Entered Employment Rate	50%	21%
Retention Rate	59%	75%
Earnings Change	517	1,055
Credential rate	35%	72%
Younger Youth (18-21)		
Skill attainment rate	60%	94%
Diploma Completion Rate	55%	10%
Retention rate	54%	44%
Customer Satisfaction		
Participants Rate	68%	87%
Employer Rate	66%	78%
Overall Status of Local Performance		Not Met

Norte Central Dorado 72070		
Total Participants Served	Adults	1,214
	Dislocated Workers	46
	Older Youth	205
	Younger Youth	1,044
Total Exiters	Adults	153
	Dislocated Workers	14
	Older Youth	77
	Younger Youth	591
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	54%
Retention Rate	60%	51%
Earnings Change	674	no data
Credential rate	34%	86%
Displaced Workers		
Entered Employment Rate	61%	no data
Retention Rate	59%	no data
Replacement rate	86%	no data
Credential rate	49%	no data
Older Youth (19-21)		
Entered Employment Rate	50%	6%
Retention Rate	59%	33%
Earnings Change	517	no data
Credential rate	35%	100%
Younger Youth (18-21)		
Skill attainment rate	60%	100%
Diploma Completion Rate	55%	37%
Retention rate	54%	100%
Customer Satisfaction		
Participants Rate	68%	0%
Employer Rate	66%	85%
Overall Status of Local Performance		Not Met

Noreste 72105		
Total Participants Served	Adults	1,052
	Dislocated Workers	1,240
	Older Youth	234
	Younger Youth	4,823
Total Exiters	Adults	396
	Dislocated Workers	240
	Older Youth	37
	Younger Youth	93
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	44%
Retention Rate	60%	66%
Earnings Change	674	1,522
Credential rate	34%	18%
Displaced Workers		
Entered Employment Rate	61%	44%
Retention Rate	59%	72%
Replacement rate	86%	246%
Credential rate	49%	100%
Older Youth (19-21)		
Entered Employment Rate	50%	55%
Retention Rate	59%	59%
Earnings Change	517	882
Credential rate	35%	19%
Younger Youth (18-21)		
Skill attainment rate	60%	75%
Diploma Completion Rate	55%	45%
Retention rate	54%	no data
Customer Satisfaction		
Participants Rate	68%	86%
Employer Rate	66%	68%
Overall Status of Local Performance		Not Met

Sureste 72100			
Total Participants Served	Adults	1,489	
	Dislocated Workers	1,975	
	Older Youth	381	
	Younger Youth	2,977	
Total Exiters	Adults	529	
	Dislocated Workers	895	
	Older Youth	26	
	Younger Youth	27	
Adults	Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	45%	8%
	Retention Rate	60%	100%
	Earnings Change	674	2,796
	Credential rate	34%	no data
Displaced Workers			
	Entered Employment Rate	61%	0%
	Retention Rate	59%	no data
	Replacement rate	86%	no data
	Credential rate	49%	no data
Older Youth (19-21)			
	Entered Employment Rate	50%	no data
	Retention Rate	59%	no data
	Earnings Change	517	no data
	Credential rate	35%	0%
Younger Youth (18-21)			
	Skill attainment rate	60%	no data
	Diploma Completion Rate	55%	no data
	Retention rate	54%	no data
Customer Satisfaction			
	Participants Rate	68%	
	Employer Rate	66%	72%
Overall Status of Local Performance		Not Met	

Sur Central 72095		
Total Participants Served	Adults	950
	Dislocated Workers	174
	Older Youth	194
	Younger Youth	3,603
Total Exiters	Adults	439
	Dislocated Workers	60
	Older Youth	41
	Younger Youth	1,305
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	54%
Retention Rate	60%	55%
Earnings Change	674	3,195
Credential rate	34%	60%
Displaced Workers		
Entered Employment Rate	61%	66%
Retention Rate	59%	93%
Replacement rate	86%	no data
Credential rate	49%	78%
Older Youth (19-21)		
Entered Employment Rate	50%	65%
Retention Rate	59%	64%
Earnings Change	517	2,592
Credential rate	35%	35%
Younger Youth (18-21)		
Skill attainment rate	60%	89%
Diploma Completion Rate	55%	97%
Retention rate	54%	100%
Customer Satisfaction		
Participants Rate	68%	82%
Employer Rate	66%	84%
Overall Status of Local Performance		Not Met

Suroeste 72090			
Total Participants Served	Adults	1,690	
	Dislocated Workers	1,217	
	Older Youth	749	
	Younger Youth	5,532	
Total Exiters	Adults	782	
	Dislocated Workers	237	
	Older Youth	102	
	Younger Youth	650	
Adults	Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	45%	33%
	Retention Rate	60%	0%
	Earnings Change	674	no data
	Credential rate	34%	34%
Displaced Workers			
	Entered Employment Rate	61%	4%
	Retention Rate	59%	0%
	Replacement rate	86%	no data
	Credential rate	49%	100%
Older Youth (19-21)			
	Entered Employment Rate	50%	90%
	Retention Rate	59%	0%
	Earnings Change	517	no data
	Credential rate	35%	0%
Younger Youth (18-21)			
	Skill attainment rate	60%	98%
	Diploma Completion Rate	55%	no data
	Retention rate	54%	100%
Customer Satisfaction			
	Participants Rate	68%	81%
	Employer Rate	66%	82%
Overall Status of Local Performance		Not Met	

Mayagüez/Las Marías 72085		
Total Participants Served	Adults	572
	Dislocated Workers	685
	Older Youth	246
	Younger Youth	2,183
Total Exiters	Adults	47
	Dislocated Workers	284
	Older Youth	109
	Younger Youth	1,759
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	25%
Retention Rate	60%	68%
Earnings Change	674	6,734
Credential rate	34%	no data
Displaced Workers		
Entered Employment Rate	61%	23%
Retention Rate	59%	15%
Replacement rate	86%	no data
Credential rate	49%	no data
Older Youth (19-21)		
Entered Employment Rate	50%	4%
Retention Rate	59%	0%
Earnings Change	517	no data
Credential rate	35%	3%
Younger Youth (18-21)		
Skill attainment rate	60%	96%
Diploma Completion Rate	55%	no data
Retention rate	54%	40%
Customer Satisfaction		
Participants Rate	68%	
Employer Rate	66%	87%
Overall Status of Local Performance		Not Met

Guaynabo/Toa Baja 72110		
Total Participants Served	Adults	509
	Dislocated Workers	268
	Older Youth	196
	Younger Youth	1,339
Total Exiters	Adults	5
	Dislocated Workers	4
	Older Youth	38
	Younger Youth	687
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	33%
Retention Rate	60%	77%
Earnings Change	674	1,472
Credential rate	34%	0%
Displaced Workers		
Entered Employment Rate	61%	17%
Retention Rate	59%	95%
Replacement rate	86%	74%
Credential rate	49%	1%
Older Youth (19-21)		
Entered Employment Rate	50%	59%
Retention Rate	59%	50%
Earnings Change	517	390
Credential rate	35%	0%
Younger Youth (18-21)		
Skill attainment rate	60%	100%
Diploma Completion Rate	55%	13%
Retention rate	54%	47%
Customer Satisfaction		
Participants Rate	68%	
Employer Rate	66%	68%
Overall Status of Local Performance		Not Met

Cidra/Villalba 72115		
Total Participants Served	Adults	96
	Dislocated Workers	25
	Older Youth	107
	Younger Youth	1,442
Total Exiters	Adults	1
	Dislocated Workers	-
	Older Youth	-
	Younger Youth	-
Adults	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	45%	no data
Retention Rate	60%	no data
Earnings Change	674	no data
Credential rate	34%	no data
Displaced Workers		
Entered Employment Rate	61%	no data
Retention Rate	59%	no data
Replacement rate	86%	no data
Credential rate	49%	no data
Older Youth (19-21)		
Entered Employment Rate	50%	no data
Retention Rate	59%	no data
Earnings Change	517	no data
Credential rate	35%	no data
Younger Youth (18-21)		
Skill attainment rate	60%	no data
Diploma Completion Rate	55%	no data
Retention rate	54%	no data
Customer Satisfaction		
Participants Rate	68%	
Employer Rate	66%	89%
Overall Status of Local Performance		Not Met