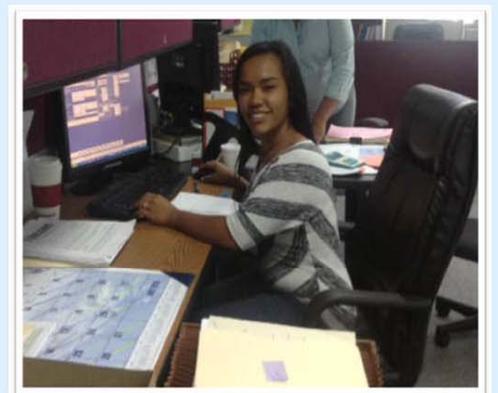




# PY2014

## WORKFORCE INVESTMENT ACT - TITLE IB Annual Report Narrative



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## Attachments

- A. Client Survey Results - Leveraging Assistance Toward TANF Engagement (L.A.T.T.E.)
- B. Summary of PY2014 Activities as of June 30, 2015
- C. PY2014 Job Fair Statistics
- D. Hawaii Job Corps Graduates Listing

## EXECUTIVE SUMMARY

Leadership transition appointment was necessitated for the Guam Department of Labor (GDOL) based upon receipt of the US DOL ETA correspondence dated December 23, 2014 outlining Guam's failing to meet performance measures for WIA and Wagner-Peyser Grant-related performance and spending issues.

Due to much needed change in the management of the US DOL ETA WIA/W-P Programs, Governor Eddie Calvo issued Executive Order 2015-01 placing the Agency for Human Resources Development under the Guam Department of Labor to continue to administer workforce development programs. Upon completion of the transition of the WIA programs and personnel, this was effectuated and effective January 2015.

Pursuant to the Guam Governor's Circular 2015-01, a new Director was appointed for the Guam Department of Labor (GDOL) in an Acting capacity effective January 12, 2015. This individual was the Director of GDOL in the prior administration and her expertise and qualifications in working with Federal programs was well recognized. Shortly thereafter, she was confirmed as the new GDOL Director through Legislative oversight hearing. In line with this appointment, Executive Order 2011-08, was also rescinded thereby placing the Agency for Human Resources Development (AHRD) under the administrative supervision of GDOL through the passage of P.L. 33-61.

A Corrective Action Plan (CAP) was submitted on February 6, 2015 to US DOL ETA to address concerns that were mentioned in the December 23, 2014 letter and listed actionable strategies to address the four (4) areas of noted performance gaps.

Guam is on the verge of a shift in economic growth through the recent signing of the Record of Decision with the Department of Defense, Department of the Navy, which signifies the beginning of the long-anticipated military buildup, the relocation of Marine units from Okinawa, Japan to Guam. This will bring many job opportunities in the construction industry, and opening up more contracting opportunities for local businesses. This will also provide more access for apprenticeship programs and other training opportunities.

These opportunities, with the commitment of our Governor, GDOL Director and Deputy Director, along with the new Guam Workforce Development Board (GWDB) will help develop a strong, adequately trained, and competitive workforce and how best to address Guam's workforce needs.

**PERFORMANCE DATA ON CORE AND CUSTOMER SATISFACTION MEASURES**

For Program Year 2014, the Guam Department of Labor’s customer satisfaction surveys were administered through the new Virtual One-Stop (VOS) System, an online service for participants, job seekers, businesses, agency staff, and the American Job Center (AJC) partners. When customers accessed the VOS, the department queried to find out if the system was helpful and what was their overall satisfaction of the website. Customers utilizing the VOS are surveyed. The following is a breakdown of the data collected via the VOS:

User Type	Total	Percentage
Youth	4	1.84%
Jobseeker	197	90.78%
Employer	5	2.30%
Labor Market Analyst/Researcher	1	0.46%
Other	10	4.61%
Primary Purpose	Total	Percentage
Job Search	193	88.94%
Career Planning/Occupational Research	9	4.15%
Locate Education/Training Providers	5	2.30%
Find Employer Contact Info	2	0.92%
Research/Reports	1	0.46%
Browsing	4	1.84%
Employer looking for candidates	1	0.46%
Other	2	0.92%
Rate Overall VOS Experience	Total	Percentage
Excellent	55	25.35%
Good	79	36.41%
Fair	43	19.82%
Poor	10	4.61%
No Opinion	30	13.82%

Guam believes that these customer satisfaction surveys are a primary indicator of service quality for its local operations. With the implementation of the Workforce Innovation and Opportunity Act (WIOA), the new VOS improves service delivery and will help job seekers and individuals find jobs, and help employers find workers with marketable skills. Populations served include particularly those with barriers to employment, providing them access to and opportunities for what they need such as employment, education, training and other services available.

## EVALUATION ACTIVITIES

**Governor’s Employee Recognition Program** – In Program Year 2014, the Guam Workforce Investment Board in conjunction with the Governor’s Office, administered the Governor’s Employee Recognition Program in an effort to receive direct feedback from the private sector. The Governor’s Employee Recognition Program, known as the MagPRO Awards, provides an opportunity to honor outstanding employees, projects and programs that have demonstrated quality performance and successful partnership, innovation, collaboration and superior performance outcomes. It is recognized that achieving commendable outcomes requires much more than statutory or regulatory compliance. High levels of success should be recognized and through this recognition process, it will facilitate the replication of promising practices throughout the workforce investment system.

Since 2011, over **550** executives from the private and federal sector, representing various industries on Guam served as judges for the program. Employer evaluations are conducted by the Guam Department of Labor during every annual MagPRO event where immediate feedback is received from all the judges. Results from the evaluations are used to develop strategies for Guam’s Workforce Integrated Plan and identify areas of improvement on services delivered through the American Job Center. The following are a few examples of the survey questions asked during the evaluation:

- How familiar are you with the American Job Center, Guam formerly known as the One-Stop Career Center services?
- Has your business experienced a lay-off or downsizing during the past 12 months?
- Have you used the services of the American Job Center to help you with an anticipated lay-off, closing or expansion in the last 3 years?
- Do you anticipate significant changes (i.e. 10% or more) in the size of your workforce in the next 12 months? If yes, please specify the change.
- Please provide the top 3 industries and occupations your organization anticipates to grow in the next 10 years.
- Would you be willing to use the services offered through the American Job Center to help you respond to changes in your workforce?

**Leveraging Assistance Toward TANF Engagement (L.A.T.T.E.)** – Monthly L.A.T.T.E. orientations are held to bring in clients of new and re-opened TANF (Temporary Assistance for Needy Families) cases. Clients are given a survey prior to the orientation to collect demographics and to measure their general knowledge of the JOBS (JOB Opportunities and Basic Skills) program. After the orientation, they are given a post-survey to compare if they learned more about the program. The post-survey also asks clients to comment if there is a need to improve the orientation or the services provided by the American Job Center. A sample of the results is provided as attachments.

## **GDOL Bureau of Labor Statistics (BLS) Reports on Unemployment and Employment on Guam**

### **The Unemployment Situation in Guam: March 2015**

The Unemployment rate in Guam for March 2015 was 6.9 percent, a 0.8 percentage point reduction from the December 2014 figure of 7.7 percent. In a comparison to one year ago, in March 2014, the unemployment rate declined by 0.5 percentage points from 7.4 percent. An increase in the number of jobs and persons employed over the year contributed to the decline in the unemployment rate.

The total number of persons unemployed in March 2015 was 4,840. In comparison to the prior year's figure of March 2014, there was a moderate increase in the Not in the Labor Force category. This group represents both discouraged workers who are available for work but did not look and those who are not available for work but would like to work if child care, school attendance and family responsibilities did not restrict their availability for work. The Not in the Labor Force category is primarily composed of retirees, homemakers and students.

### **Employment Highlights**

The June 2015 preliminary statistics show the total number of private sector jobs have increased by 670 in the latest quarter and by 1,270, or 2.7 percent, from the comparable period of one year ago. By sector, employment gains were realized in the latest year in tourism related industries including transportation and hotels, as well as in the other services category which includes medical services.

Construction employment was up by 320 jobs this quarter but down 620 over the year. Hotel employment increased by 280 jobs this quarter and a total 670 jobs for the year. All other services were up 130 jobs for the quarter and up 840 for the year. In comparison to one year ago, private average hourly earnings increased by 4.7 percent from \$12.95 to \$13.56 per hour, although they were down 1.0 percent in the latest quarter due to a dip in retail sales earnings. Average weekly hours paid in June 2015 were 36.5, a slight decline from the 36.7 figure of one year ago. Over the year, Government of Guam average hourly earnings increased by 3.2 percent.

## COST OF WORKFORCE INVESTMENT ACTIVITIES

### WIOA Cost Per Participant

Program	Reported Expenditures (07/01/14 – 6/30/15)	Reported Number of Participants Served	Average Annual Cost Per Participant
<b>Adult</b>	\$1,061,111	1,405	\$755
<b>Dislocated Worker</b>	\$1,829,878	142	\$12,886
<b>Youth (14-21)</b>	\$725,648	561	\$1,293
<b>Total</b>	\$3,616,637	2,108	\$1,716

### Wagner-Peyser Cost Per Participant (PY2014)

Program	Reported Expenditures (07/01/14 – 6/30/15)	Reported Number of Participants Served ETA 9002A	Average Annual Cost Per Participant
<b>Total Participants</b>		6,658	\$63
<b>Participants Receiving Staff Assisted Services</b>		2,761	\$152
<b>Participants Receiving Career Guidance</b>	\$419,563	1,130	\$371
<b>Participants Referred to Employment</b>		715	\$587

## ASSURANCE THAT ALL REQUIRED ELEMENTS ARE REPORTED UNIFORMLY

Despite Guam’s EDMR response to USDOL ETA, both entities continued to address the programming issues and to provide satisfactory answers to resolve the audit concerns. Issues brought up covered areas such as Board Governance, Program alignment as well as Youth Program responsibilities, financial cost accounting and the American Job Center (AJC) operations.

The Corrective Action Plan (CAP) Report proposes to fulfill the known gaps in the existing performance measures based on four core issue priorities and the associated CAP action themes. The following priorities and accompanying CAP remediation activities will address the noted performance gaps:

- Priority 1. (P1): Case Management and performance reporting training
- Priority 2. (P2): Guam American Job Center and Virtual One-Stop (VOS) outreach
- Priority 3. (P3): Eligible training provider increased programming
- Priority 4. (P4): Fund utilization prioritization and increased monitoring, evaluation

Next steps include:

- Further address concerns from US DOL ETA to meet negotiated performance measures with the Common Measures for the WIA Programs and Wagner-Peyser respectively and to include Employment Retention outcomes in the required performance reports;
- Further resolve the governance of the American Job Center (AJC) to include designation of a consortium of mandated partners as the AJC Operator;
- Ensure full implementation of the Virtual One-Stop (VOS) System, the case management workforce system and the efforts to address the EDMR concerns for monitoring and reporting performance outcomes;
- Continuous efforts to align with Guam’s Integrated Workforce Plan, including ongoing completion of a new MOU and RSA with all respective AJC partners, to address cost allocation for the Resource Sharing Agreement; and
- Address performance reporting issues by prioritization and investing on strategies and action plans that lead to strengthening and revisiting departmental policies for the WIA/WP formula grants are not limited to data collection methods, reporting, service delivery and performance accountability

**EXPECTED RESULTS:**

1. Efficient functioning of VOS and increased cooperation and collaboration within the core WP and AJC programs.
2. Agency core staff trained and competent in managing the VOS system.
  - Staff for the VOS in WIA/WP realigned and gaps in VOS support addressed
  - All WIA/WP and AJC authorities (Administrators, POCs) are familiar and trained in all VOS and programming aspects related to the performance measures
3. Increased participation from private sector cooperators using the VOS and AJC services and programs.
4. Increased outreach and program information exchange with VOS and AJC outreach partners and cooperators.
5. Increased training programs via Eligible Training Provider List (ETPL).
6. Increased fund utilization aligned to AJC programs and service priorities.

## **Fund Utilization Plan to Expend**

As of December 30, 2014, there are currently 121 active participants enrolled in the Adult program. These participants have received intensive services and are enrolled in training services which is expected to continue through the end of PY2015.

*Adult Program Funds estimated for training services for active case load: \$544,500*

*Adult Program Funds estimated for supportive services for active case load: \$242,000*

As of December 30, 2014, there are currently 236 active participants enrolled in the Dislocated Worker (DW) program. These participants have received intensive services and are enrolled in training services which is expected to continue through the end of PY2015.

*DW Program Funds estimated for training services for active case load: \$1,062,000*

*DW Program Funds estimated for supportive services for active case load: \$472,000*

- 
- Guam Workforce Investment Board Policy Number GWIB-13-002 sets the limits on the dollar amount and/or duration for ITAs [20 CFR Part 652. 663.420 (a) and (b)]. The maximum limit (cap) established for ITAs is \$4,500 covering costs of the training per program year.
  - Guam Workforce Investment Board Policy Number SOP-003, as amended on December 11, 2012, sets a limit on the dollar amount on supportive services. The maximum limit established for supportive services is \$2,000 covering the costs per program year.

## INFORMATION ON PARTICIPANTS ON THE WORKFORCE INVESTMENT SYSTEM

### PY 2014 Statewide Performance WIOA – PY2014 – 9091 Annual Report

#### Adults

Performance Measure	Negotiated Level	Results	Rating
Entered Employment Rate	30%	66.7%	Exceeds
Employment Retention Rate	70%	75.0%	Unable to report using wage records
Average Earnings	\$8,000	\$0	Unable to report using wage records

#### Dislocated Worker

Performance Measure	Negotiated Level	Results	Rating
Entered Employment Rate	35%	50%	Exceeds
Employment Retention Rate	75%	0%	Unable to report using wage records
Average Earnings	\$8,000	\$0	Unable to report using wage records

#### Youth

Performance Measure	Negotiated Level	Results	Rating
Placement in Employment/Education	30%	0%	Did Not Meet
Attainment of Degree/Certificate	56%	100%	Exceeds
Literacy/Numeracy Gains	40%	0%	Did Not Meet

#### Wagner-Peyser – ETA 9002C (Quarter Ending June 30, 2015)

Performance Measure	Negotiated Level	Results	Rating
Entered Employment Rate	53%	53%	Met
Employment Retention Rate	76%	99%	Unable to report using wage records
Average Earnings	\$8,000	\$0	Unable to report using wage records

Employment Retention data went unreported because there were no protocols in place for capturing information. To meet this requirement, the department is designating dedicated resources to manually obtain this information and entering into the VOS.

Immediate action items the department is taking:

- Completion of back data entry on active and exiters for Quarter ending December 31, 2014 to meet electronic upload of data for February 13, 2015 reporting timeline.
  - ✓ Extracting exiter data and begin capturing retention data for 3rd and 4th quarter reporting.
- Compiling of program exiter (client) records for periods covering PY2014 3rd and 4th quarters
  - ✓ Extracting information in client files on employers;
  - ✓ Making individual contact with client or employer on current employment status; and
  - ✓ If still employed, obtain documentation to validate employment retention status at 9 and 12 months after entering employment.

Expected Results:

- ✓ Quarterly report for period ending March 31, 2015 will include one quarter of retention data; Quarterly report for period ending June 30, 2015 will include four quarters of retention data and reflect Employment Retention Data for PY2014.

Average Earnings data went unreported because there were no protocols in place for capturing information. The department is in the process of negotiating provisions with the Guam Department of Revenue and Taxation to obtain this information. To meet this requirement, the department is designating dedicated resources to manually obtaining this information and entering into the VOS.

Immediate action items the department is taking:

- Completion of back data entry on active and exiters for Quarter ending December 31, 2014 to meet electronic upload of data for February 13, 2015 reporting timeline.
  - ✓ Extracting exiter data and begin capturing earnings data for 3rd and 4th quarter reporting.
- Compiling of program exiter (client) records for periods covering PY2014 3rd and 4th quarters
  - ✓ Extracting information in client files on employers;
  - ✓ Making individual client follow-up or employer follow-up to record earnings data and obtain data validation documents for reporting this measure.

**Expected Results:**

- ✓ Quarterly report for period ending March 31, 2015 will include one quarter of retention data; Quarterly report for period ending June 30, 2015 will include four quarters of retention data and reflect Employment Retention Data for PY2014.

## **Actions taken:**

- ✓ On January 23, 2015, a meeting with the Guam Workforce Investment Board (GWIB) Executive Committee was held to discuss outstanding items and priorities. The full board meeting will be held on February 26, 2015 and the Director of Labor will request the board to develop a joint initiative to align mandatory federal programs. This initiative should include program oversight, consolidate redundancy and conflicting regulations and establish levels of responsibility and accountability.
- ✓ On January 29, 2015, a meeting with the Chief of Staff was held to discuss priorities for the department and the challenges that contribute to the department not being able to perform at maximum levels.
- ✓ On February 3, 2015, a meeting with the President of the Guam Community College was held to discuss leveraging resources and partnering in areas that the department is challenged in satisfying grant requirements. In addition, this will be placed as a “new business” item for discussion at the GWIB Planning Committee meeting scheduled for February 10, 2015. Workgroup to meet no later than 90 days.
- ✓ Numeracy and Literacy Gains: The Guam Community College (GCC) currently conducts testing utilizing the CASAS tool for individuals seeking to enroll in the College’s GED Program and Adult High School. In addition, the College also provides this testing at the secondary level in the Guam Public Schools. GCC has agreed to partner with the Department to provide proctor services to test for WIA participants.
  - o Credentialing/Certification: GCC is the designated Test Center for the ACT’s National Career Readiness Certificate (NCRC) and has agreed to partner with the Department to provide proctor services for WIA participants.

## **STAFF CAPACITY BUILDING AND PERFORMANCE ACCOUNTABILITY:**

Maintain sufficient staffing levels to adequately serve target populations; staff competencies should be consistent with minimum knowledge, abilities, and skills outlined in position descriptions for employment development worker series.

- Development of specialized case management services for targeted populations; obtain Certified Workforce Development Credentials for case managers; and obtain specialized credential for staff who works with targeted populations (i.e. offenders, individuals with disabilities, etc.)
- Improve customer service (clients, participants, work sponsors, training providers, etc.); implement periodic customer satisfaction surveys to track outcomes.

- Develop portfolios of success stories.
- Improve relationships with business community on programs available to employees who become displaced.

**Actions taken or to be taken:**

- On January 26, 2015, a meeting was held with the department’s management team to discuss performance standards and annual evaluations. Notice was given to all Managers that an update to all performance standards and evaluations will be conducted to ensure that standards are in line with grant requirements.
- A request was made to all Managers to review and submit their current division standards and evaluations for submission at the next Managers meeting scheduled for February 16, 2015.
- No later than February 16, 2015, a memorandum will be sent to the government of Guam’s Human Resource Office to work with Managers to update all performance standards and evaluations.
- On February 6, 2015 at 11:00 a.m., a meeting was held with the WIA Employment Program Administrator to address the need for additional staffing. As a result of the meeting, reassignments in line with the department’s personnel rules and regulations will go into effect on Monday, February 9, 2015.
- On February 6, 2015 at 10:00 a.m., a meeting was held with the WP Employment Program Administrator to address the need for additional staffing. As a result of that meeting, two Wagner-Peyser funded staff will physically report to the AJC effective Monday, February 9, 2015.

**DATA PROJECT FOR COLLECTING WAGE RECORDS FOR COMMON MEASURES**

In 2010, the Guam Department of Labor (GDOL) was informed by US DOL ETA that Guam will be required to start reporting on performance measures for PY2012. This was established by the Workforce Investment Act (WIA) and the Federal government enforced the collection of data used for common measures from available resources in Guam for entered employment, employment retention and average wage earnings. This is used to assess the effectiveness of achieving continuous improvement of workforce investment activities funded under Title I.

Historically, this project has been an ongoing effort to collect wage records. The Department of Revenue and Taxation (DRT) assisted in this regard and on June 8, 2015, the GDOL was able to achieve this by entering into a Memorandum of Understanding (MOU) with DRT.

Several meetings were held regarding the compilation of wage data. At the first meeting, the GDOL Systems and Programming Administrator met with Department of Public Health & Social Services (DPHSS). The outcome from this meeting:

- Initiated an assessment to examine how wage information was being collected for certain federal programs such as Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance (SNAP);
- Determined that in order to gather wage information, it was retrieved through an existing Memorandum of Understanding (MOU) between DPHSS and Department of Revenue and Taxation (DRT).

The GDOL Director and other key staff members also met with the Deputy Director of DRT. The Director discussed the importance of the department's mission and why it was necessary for us to collect wage information so that mandates for state and local programs within the jurisdiction of the U.S. DOL ETA are met. A copy of the MOU between DRT and DPHSS was provided to GDOL and this was used as a template to draft the MOU between GDOL and DRT.

The MOU was written to reflect and address the GDOL requirements:

- Specifically, Title I of the Workforce Investment Act
- Section 403(a)(5) of the Social Security Act (42 USC 603(a)(5))
- Chapter 2 of Title II of the Trade Act of 1974 (19 USC 2271 et seq.)
- Wagner-Peyser Act programs, and
- Chapter 41 of Title 38 of the United States Code; in conjunction with satisfying the requirements of 26 U.S. Code Section 6103 (b)(3), (1)(7), and (p)(4) of the Internal Revenue Code (IRC) as it applies to Guam pursuant to the Organic Act specifically Section 31, and Code of Federal Regulations (CFR) Title 7, Section 272.8(a)(4).

The draft MOU was completed and another meeting took place between GDOL and DRT. The GDOL Deputy Director met with the DRT Deputy Director to discuss what was needed for GDOL to move forward in obtaining the necessary wage data information. Also discussed was a trial run between the two agencies so that GDOL could see if the wage information being requested is within our reporting periods. Other key GDOL staff were also present at the meeting, including the DRT Income Tax Processing Supervisor, who described how wage data information is being collected and how they're filed electronically, if any.

The regulatory process with the DRT required employers to file electronic wage earnings for those businesses with 250 employees or more. Smaller businesses were not required to submit such data for wage earners.

The GDOL Systems and Programming Administrator met with DRT's Income Tax Processing Supervisor to execute a trial run which produced results showing wage information was recorded electronically only up to the year 2012 and partially for 2013. This was a huge setback because GDOL would have to find another way to retrieve wage information.

This led to the recommendation to meet with the U.S. Social Security Administration (SSA). The GDOL Director held a meeting with the administrator of this office here in Guam. GDOL is still pursuing this project to obtain wage records to satisfy the US DOL ETA requirement with the programs performance measures.

### **Weekly Briefing “Fighting Poverty” Report**

**Period Covering: August 24 – 30, 2014**

Description	Target Populations	Number of Customers Served Updates
<b>One-Stop Services – Intake</b>		
<u>Core A - Self Help Services</u> <ul style="list-style-type: none"> <li>▪ Computer Assisted resume Writing</li> <li>▪ Job Search</li> <li>▪ Internet Access</li> <li>▪ Informational Brochures</li> <li>▪ Photocopying/Facsimile</li> <li>▪ Financial Aide (Education) Forms</li> <li>▪ Labor Market Information</li> </ul>	Customers seeking employment information and access to resources for job search.	101 - total customers utilized self-help services
<u>Core B – Staff Assisted Services</u> <ul style="list-style-type: none"> <li>▪ Initial Assessment of Skills and Needs</li> <li>▪ Referral to Partner Programs and Services</li> <li>▪ Job Search/Placement Assistance</li> <li>▪ Program Information</li> <li>▪ Eligibility Determination for Programs and Services</li> </ul>	Customers seeking assistance in obtaining employment and training programs.	46 - individuals received “Core B Services” Staff Assistance
<u>Assessment Center</u> <ul style="list-style-type: none"> <li>▪ Key Training               <ul style="list-style-type: none"> <li>○ Initial Assessment</li> <li>○ Continued Training</li> <li>○ Follow on Assessments</li> </ul> </li> </ul>	Provides customers information on their skill levels and career interests.	7 - completed KeyTrain Pretest
<ul style="list-style-type: none"> <li>▪ <u>Work Keys</u> <ul style="list-style-type: none"> <li>○ <u>Initial Assessment</u></li> <li>○ <u>Work Readiness Certificates</u></li> </ul> </li> <li>▪ <u>Interest Profiler</u> <ul style="list-style-type: none"> <li>○ <u>Initial Assessment</u></li> </ul> </li> </ul> <u>Follow on Assessment</u>		5 - tested below Level 3  7 - completed Interest Profiler to assist with choosing a career
<u>Learning Lab</u> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ Labor Market Information</li> <li>▪ Occupational Information</li> </ul>	Customers are given access to online resources for job seekers.	35 - Individuals utilized the resource center for employment.

Description	Target Populations	Number of Customers Served Updates
<p><u>Outreach and Presentations</u> Orientation to the information and other services available through the one-stop delivery system; its partner agencies and linkages to community based organizations.</p>	<p>Targeted groups who would benefit from obtaining employment information.</p>	<p>Read below - AHRD/AJC activities and outreach events for this period.</p>
<p><u>Partner Program Referrals</u> OSCC Primary Partners</p> <ul style="list-style-type: none"> <li>▪ Department of Labor</li> <li>▪ Employment &amp; Training Services</li> <li>▪ Senior Community Services Employment Program</li> <li>▪ Department of Public Health and Social Services</li> <li>▪ Guam Housing &amp; Urban Renewal Authority</li> <li>▪ Department of Vocational Rehabilitation</li> <li>▪ Guam Community College</li> <li>▪ Guam Public School System; and</li> <li>▪ Network of Community Based organizations.</li> </ul>	<p>Individuals with significant barriers to employment and require assistance of partners to overcome barriers.</p> <p>*See Last Page For Acronym Definitions.</p>	<p>Referrals</p> <p>CBP - Employer/Provider – 1 GED/AHSD - 1 HJC - 5 DPHSS – 0 SCSEP - 5 VETS – 7 WIA - 14 WP - 2 WP Apps - 5 WP On Line Apps – 27 WP Employer - 6 Other - 4</p>
	<p>Customers who are unemployed, have received at least one core service and are unable to obtain employment through core service, and have been determined to be in need of more intensive services; and, who are employed, have received at least one core service, and are determined to be in need to obtain, or retain employment that leads to self-sufficiency.</p>	<p>Participants who received Intensive Services / Case Management during this week are:</p> <p>Adults - 7</p> <p>Dislocated Worker- 5</p> <p>Youth - 33</p> <p>New Clients: Adult - 1 Youth - 3</p>
<p><u>Job Development</u> To maintain an effective and comprehensive labor exchange system which recruits, assesses, guides, and matches clients with local employers based on workforce needs and clients occupational goals.</p>	<p>Work Sponsor for</p> <ul style="list-style-type: none"> <li>▪ Work Experience</li> <li>▪ On-the-Job Training</li> <li>▪ Limited Internship</li> <li>▪ Unsubsidized Employment</li> </ul>	<p>Work Sponsors currently participating with WIA programs:</p> <p>Public - 48 Private - 61</p>

Description	Target Populations	Number of Customers Served Updates
<p><u>Training Programs</u></p> <ul style="list-style-type: none"> <li>▪ occupational skills training, including training for nontraditional employment (CRT);</li> <li>▪ work experience (WE);</li> <li>▪ on-the-job training;</li> <li>▪ programs that combine workplace training with classroom related instruction, which may include cooperative education programs;</li> <li>▪ training programs operated by the private sector;</li> <li>▪ skill upgrading and retraining;</li> <li>▪ entrepreneurial training;</li> <li>▪ job readiness training;</li> <li>▪ adult education and literacy activities provided in combination with services; and</li> <li>▪ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.</li> </ul> <p>In the event that funds allocated for adult employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services. The appropriate GWIB and the Governor shall direct OSCC with regard to making determinations related to such priority.</p>	<p>Customers who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through intensive services;</p> <p>Customers who after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;</p> <p>Customers who select programs of training services that are directly linked to the employment opportunities; and</p> <p>Customers who are determined to be eligible in accordance with the priority system.</p>	<p>Participants who referrals WIA programs are:</p> <p>Class-Room Training: Youth - 2</p> <p>Completed Program: Youth - 14</p>

Total Services rendered in the Week: 191

- received AJC services
- received Case Management services

\*count does not include telephonic or email services.

## LISTING OF APPROVED GUAM WAIVERS

Guam has four (4) waivers approved as follows:

1. Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams.  
This waiver provides maximum flexibility in the transfer of funds and will help to ensure that services to both adults and dislocated workers would be maintained at levels sufficient to meet the needs of each group. This flexibility would also help support local service plans that must integrate the cultural, educational, and employment-related needs unique to Guam's workforce community.
2. Waiver of WIA Section 123 that requires that providers of Youth program elements be selected on a competitive basis.  
This waiver allows Guam's One Stop Career (OSCC) Center and Partner agencies to directly provide all ten (10) youth program elements.
3. Waiver of the required 50 percent employer contribution for customized training at WIA Section 101(8)(C).  
This waiver allows Guam to change the required 50 percent employer match for customized training delineated in the Workforce Investment Act (WIA) 101(8)(C) to a match based on a sliding scale, ranging from 10 percent to 50 percent for the employer match.
4. Waiver to permit the Territory to replace the performance measures at WIA Section 136(b) with the common measures.

This waiver allows Guam to simplify and streamline the statewide performance accountability system, which is crucial to the seamless delivery of services. It also allows the state to adopt the common measures developed by USDOL which has improved case management and coordination across multiple programs.

### **American Job Center**

Effective February 10, 2014, the American Job Center (AJC) relocated to its new location, 710 West Marine Corps Drive, Suite 301, Bell Tower Plaza, Hagåtña, Guam. To meet compliance with findings from the Enhanced-Desk Monitoring Review (EDMR) Audit and to improve services at the AJC system, WIA-funded programs, Wagner-Peyser (W-P), Disabled Veterans Outreach Program (DVOP), and Senior Community Service Employment Program (SCSEP) are now all located at the AJC where staff perform core services such as intake and registration, comprehensive assessment, and job search assistance.

The Guam AJC continues to work closely with others partners such as the Guam Community College, the Department of Public Health and Social Services, as we refocus the new workforce investment system in our service delivery, which brings together numerous training, education and employment programs into a single, customer-friendly system in our community.

The AJC identifies priority of service as providing service “To those that can benefit from and most in need of such opportunities”. Guam serves those individuals with barriers to employment, and individuals that are more at risk of not connecting to the labor market, including those that are homeless, veterans who served in the active military, naval, or air service and who were discharged under conditions other than dishonorable; and eligible spouses of those veterans who have total service-connected disabilities or who died as a result of service-connected disabilities who meet all the eligibility requirements for a program or service to receive access to that program or service either earlier in time or instead of persons who are not eligible for priority of service and those who have been incarcerated, individuals with disabilities and the out-of-school youth.

Customers to be served include individuals with disabilities, and out-of-school youth. Also identified are veterans to be included in priority of service for all employment and training programs funded in whole or in part by the US DOL ETA.

The Guam AJC serves individuals with barriers to employment, and individuals that are more at risk of not connecting to the labor market, including those that are homeless, veterans, and youth. Services are also provided to persons with disabilities and veterans. Other target groups populations served are the economically disadvantaged, elderly and ex-offenders.

Whether one is looking for a job, facing a career transition, seeking new skills, or just wants a new start, ***the AJC offers the following additional services:***

- Focus on helping working-age youth and low-income, low-skilled populations obtain jobs and develop their skills to become economically self-sufficient.
- Align in-demand training with the expectation that the AJC will develop the skills in Guam to meet industry needs and replace its aging workforce with fewer H-2 Alien Workers.
- Provide a more effective, consistent, and efficient approach to delivering employer and job-seeker services.
- Serve customers jointly through the integration of services delivered by the Virtual One-Stop System and Guam Workforce System, and other AJC partners.
- Training to provide individuals who will make them more valuable to current and future employers. As more employers are able to access customized and OJT training, it will impact the provision of training services to more adults and dislocated workers eligible for services under WIA. In particular, WIA eligible individuals with multiple barriers to employment, low basic skills, and low English language proficiency often benefit the most from customized and OJT training opportunities that can be designed to meet unique business and worker needs.
- Provide industry-recognized training and certification in high-wage, high-demand occupations for, leading to an increased number of eligible youth entering employment, receiving a credential, and being retained in employment.

- Rapid Response Services for Employers laying off workers and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.
- Strive to provide employers with a skilled labor force.

The AJC has an Assessment Center to assist job seekers to gauge their skill levels and career interests. Key Train is an interactive training system for career readiness skills based on the Work Keys assessment system. Key Train, a computer-based online interactive tool is used as a pretest and remedial tool to pass the Work Keys, helps customers increase and gain skills to achieve their desired level in Work Keys. Key Train and Work Keys make up the National Career Readiness Certificate (NCRC) that proves an individual is work-ready.

**Innovative Service Delivery Strategies & Programs for Servicing Employers/Participants**  
**Virtual One-Stop System (HireGuam) – Continuous Improvements for Programs**

The Case Management Workforce Development System known as the Virtual One-Stop (VOS) System, has been utilized by the GDOL for the past year and a half. Training was conducted for staff in March, 2014 and consisted of the Virtual One-Stop (VOS) System introduction, System navigation overview, registration, with features such as resume builder, job search and virtual recruiter, and other job seeker options. Other training activities covered were job orders, resume search, managing labor exchange and W-P case management, WIA case management for Adult/Dislocated Worker and Youth programs, and managing program requirements for WIA Adult/Dislocated Worker program participation.



For PY2014, the GDOL has processed 3130 client records already within the VOS. More clients and employers are accessing the VOS (HireGuam) website is made known to all job seekers and the general public, that such a system is available at the AJC.

The following actionable strategies were taken to ensure program alignment with WIA/W-P service design and delivery to be strategically aligned to integrate and leverage WIA and W-P funded programs at the AJC:

- The staff funded by WIA and W-P funds was identified to be assigned to the AJC to perform Core Services for participants/customers who seek assistance.
- The GDOL Director and the Deputy Director met to discuss staff assignments, roles and responsibilities between WIA and W-P staff.
- The Director of Department of Labor issued a Memorandum to the Administrators whom oversee the W-P, Disabled Veteran’s Outreach Program (DVOP) and the SCSEP Programs identified staff to be assigned to the AJC.

- The AJC intake and programmatic staff of WIA Youth, Adult, Dislocated Workers, W-P Employment Service, W-P Core Products, SCSEP and the DVOP were provided training of the newly acquired “Virtual One-Stop” software by Geographic Solutions. The Virtual One-stop is designed to provide an integrated case management workforce system that will include on-line services for participants, job seekers, employers, and AJC Partners. This system will provide case management features such as job matching and tracking including services for user login tracking. This will also provide a complete recording and reporting service for keeping track of the participants and employers served by the following programs: WIA Title IB, W-P, Veterans’ Employment and Training Services (VETS, DVOP). This system will also provide SCSEP a mechanism in recording core services provided to participants prior to enrollment into the program. This software will assist Guam in meeting Strategic Goal 2 of Guam’s existing Workforce Integrated Plan.

PY2014 was a year of major changes for the WIA Case Management staff, first with the move to the new Bell Tower location and the second major change was the transition from the Guam Workforce System (GWS) to the Guam Virtual One Stop (VOS) System. The case management staff, along with the AJC staff, utilized the training provided for the Virtual One Stop (VOS) system and embarked on a project to input the back data information into the VOS system from the old Guam Workforce System (GWS) as migration from one system to the other was difficult. Staff keyed in data needed for the Federal reports using both participants files and electronic files. In addition, the case managers were also updating their respective case files on their current participants. This transition occurred in 2014 and spanned the majority of PY 2014 timeframe, constantly working on the electronic integration of participants files from GWS to VOS. The case management team spent hundreds of hours inputting the back data into VOS.

Although the AJC staff input hundreds of data into the VOS, the ETA WIOA 9091 Annual Summary report painted a very dismal picture of the progress made by the case management staff during for PY2014. While the percentages for both the Adult and Dislocated Worker programs met and/or exceeded the performance targets, the numbers associated with the percentages were very low. The Youth program also did not bode well.

There is a serious disconnect when the case managers exit their participants in VOS as the numbers above were not reflected in the annual summary report. The case managers are working diligently with the MIS to clear the VOS Errors and Warnings which are results of the back data project and to identify where the disconnect is occurring when they are populating the case management files for their respective participants.

## Youth Programs

### **Placement in Employment/Education, Attainment of Degree/Certificate and Literacy/Numeracy Gains**

The GDOL anticipates overall improvement of youth program performance as a result of improved data infrastructure that adequately tracks all services provided allowing for qualified and accurate reporting.

On February 3, 2015, a meeting with the GDOL Director and the President of the Guam Community College (GCC) was held to discuss leveraging resources and partnering in areas that the department is challenged in satisfying grant requirements. In addition, this will be placed as "new business" item on the Board's Planning Committee meeting scheduled for February 10, 2015.

- ✓ Numeracy and Literacy Gains: The Guam Community College (GCC) currently conducts testing utilizing the CASAS tool for individuals seeking to enroll in the College's GED Program and Adult High School. In addition, the College also provides this testing at the secondary level in the Guam Public Schools. GCC has agreed to partner with the Department to provide proctor services to test for WIA participants.
- ✓ Credentialing/Certification: GCC is the designated Test Center for the ACT's National Career Readiness Certificate (NCRC) and has agreed to partner with the Department to provide proctor services for WIA participants.

While the 9091 Report showed that only four youth participants had attained a high school diploma or its equivalent, in actuality, a combination of sixty (60) Classroom-to-Careers (CTC) and Adult High School participants had attained their high school diplomas during PY 2014.

The Out-of-School Youth Programs cater to those youths provided with intensive services through an assigned case manager to enhance youth education, encourage school completion through alternative educational programs, and provide exposure to the world of work through career exploration and skill development. Other services include assessments and career planning, postsecondary educational opportunities, development of a Career Strategy Plan (CSP) through occupational and educational goal setting.

The In-School Youth Program provides a year-round work experience activity during intersession, in partnership with the Guam Department of Education and a public/private sector work sponsor, for a short or part-time such as the CTC program that provides youth with occupational skills training in the summer, winter, and spring intersessions. The Work Experience activity will expose youth to the world of work, through hands-on training in

learning work readiness skills while experiencing the day-to-day demands of the work environment. Year round participation shall not exceed 288 hours per participant.

The following are Youth Programs administered in collaboration with our partners:

### **Classroom-to-Careers Program**

In line with the U.S. DOL ETA’s vision for serving youth, the CTC Program continues to promote collaboration between the public workforce system, education, human services, juvenile justice, and others to better serve youth that are most in need and have significant barriers to employment, and to connect youth to education and training opportunities that lead to successful employment.

The CTC program provides in-school youth with year-round work experience activity during the summer, winter, and spring intersessions. The Work Experience activity exposes youth to the world of work, through hands-on training and learning work readiness skills while experiencing the day-to-day demands of the work environment. The GDOL conducts mass processing each school year to determine eligibility and develop individual career plans for economically disadvantaged in-school youth between the ages of 15-21, and who is a sophomore, junior, or senior enrolled in-school with the Guam Department of Education.

<b>CLASSROOM-TO-CAREERS PROGRAM</b>			
<b>School Year</b>	<b>Participants</b>	<b>Total Expenditures</b>	<b>Total Wages Earned</b>
SY2012-2013	223	\$338,723	\$1,856
SY2013-2014	236	\$489,119	\$2,088
SY2014-2015	195	\$302,972	\$2,088
<b>Total:</b>	<b>654</b>	<b>\$1,130,814</b>	

### **Youth Program Success Stories**

Kevin Mendiola was enrolled in the Classroom to Careers program during SY2013-2014 where he was placed at University of Guam as a General Office Clerk Trainee participating during the summer, winter and spring school breaks. In June 2014, Kevin graduated from Southern High School completing the Classroom to Careers program. Kevin was able to obtain employment immediately after graduating at the Leo Palace as a Cook Helper.

Jelen Cordero was enrolled in the Classroom to Careers program during SY2011-2012, 2012-2013, and 2013-2014 where she was assigned to the Guam Airport Authority as a General Office Clerk Trainee participating during the summer, winter and spring school breaks. In Fall 2014, Jelen entered post-secondary at GCC and in November 1, 2014 entered employment at Code 1 Law Enforcement Supply as a Sales Representative.

## **Game Change! System of Care and Young Adults of Transition Age**

In September 2014, GUAM DEPARTMENT OF LABOR's Youth Program staff participated in seminars and training focused on bringing all youth program providers together to collectively make a change in the way Guam serves transitioning youth. The seminars brought up issues such as barriers this segment encounters, ways to better coach them, current policies which hinder progress, and other facets of service. Guam Department of Labor has been effectively involved in helping many of our young people transition successfully into adulthood through employment opportunities. This became evident in staff's participation in the break-out work-groups on Workforce Development. The two work-groups; Workforce Development and Partnership between Education and Employment are very similar so it was decided to combine them as one, calling it the Work-group on "Partners in Workforce Development." The System of Care (SOC) committee has requested GDOL's youth program staff to chair this committee and be joined by other organizations who attended the training. Follow-up meetings on this initiative will be held by Project I'Famagu'on-ta.

## **Adult Programs**

The Adult Services encompass workforce investment programs and initiatives that provide adult workers with workforce preparation and career development services, and also assist those employers find the skilled workers they need. Training programs address the needs of individuals in need of training, re-training, and skill upgrades. Additionally, investments in adult services are targeted to move workers into post-secondary educational pipelines and career pathways to prepare more workers to enter into and advance in jobs in the high growth and emerging occupations in the local economy.

Access to Adult Services are provided for eligible individuals through referral by the AJC for those adults in need of intensive services administered through an assigned case manager with links to employment and training services to assist eligible adults in finding and qualifying for meaningful employment and to help employers find the skilled workers they need to compete and succeed in business.

The Adult Program actually saw a total of nine adult participants graduated from the Guam Community College's Adult High School Program. Three participants had completed their training program with the Guam Trades Academy and are gainfully employed; four participants completed their training program with the Guam Marianas Training Center with three employed, the fourth participant received a completion certificate and relocated off-island. A total of five participants completed their work experience during this period and were retained by their employers. These are actual adults that came into the AJC requesting for assistance to learn how to go about completing the process of getting their high school diploma.

## Adult Program Success Stories



An Adult Program participant, Richard Flores, was under the Work Experience Training Program. Before being placed under the Work Experience training, he attended a one week Work Readiness training that emphasized on customer service, work ethics, team building, and stress management. The training was helpful in providing him with the knowledge, guidance, and skills that is needed to manage situations that may arise in the workplace.

For the Work Experience training, he was placed with the Government of Guam's Department of Administration (DOA), General Services Agency (GSA) Division as a General Office Clerk. The training that he received through the program has helped him learn how to strive in the workplace and has given him the opportunity to learn hands on skills that he was lacking to become employed. He was retained after the Work Experience training with the DOA GSA Division and currently under a Limited Term Appointment.

Having gone through the program really helped him secure the position. The program has helped him gain skills and knowledge, something that is needed to succeed in the workplace. Richard expressed that one would need to make the effort and dedication to keep one's position and show the employer that the individual really wants to keep their job. Richard stated that the program is beneficial and could help other individuals in the same way it has helped him.



Kate Yusi was a recipient of the OJT Training Program, trained in bookkeeping. Being under the program has assisted her tremendously by allowing her the opportunity to gain the knowledge and skills related to her career field.

She is currently attending college to pursue a degree in Accounting. Also, speaking as a Filipino immigrant and new to Guam, given this opportunity made her feel so welcome. This program not only gave her proper training, it also helped her build her confidence and her ability to socialize well with other people.

She hopes this program continues, to help those who like her, who are at a disadvantage due to their limited resources, but who desire to be better. She said she may sound dramatic, but for her, she defined her life as "living paycheck-to-paycheck", couldn't afford to buy a car, and had an unmanageable work schedule. Now having her own car and being able to shuffle work and school together without worrying about an unpredictable schedule, she is basically having a better life and is really thankful for this program.

She is still currently employed with the employer that provided the OJT training and grateful for the opportunity.

## GDOL Offender Programs and Services

### **Offender Employment Outreach Program**

In 2012, one of the case managers with the WIA funded programs at GDOL, was assigned to handle the Offender Program, and for the period covering June 2014 to July 2015, she provided intensive services to individuals who are currently on parole or under the Work Release program with Department of Corrections, and worked closely with the Federal and Local Courts. Provided guidance, training, information, and working with the GDOL's approved training providers to provide training in an occupation to gain employability skills that will lead to employment and self-sufficiency.

The following is the Train the Trainer Agenda used to conduct the training in June, 2015 with the Judiciary of Guam:

Judiciary of Guam

Train-the-Trainer Activity – June 4 and 5, 2015

### Agenda

- I. 8:30am to 8:45am Program Overview
- II. 8:45am to 9:45am Hire Guam Website
  1. Introduction
  2. Using HireGuam
    - Registration
    - Partner Program Access
    - Tools for gaining immediate employment
      - Resume building
      - Posting for Employment Opportunities
- III. 10:00am to 11:20am “Will-To-Work” Reintegration Program
  - Program Components
    1. Career Planning and Assessment
    2. Resume Basics
    3. Creating an effective resume
    4. Employment Application
    5. Life Skills for Personal Development
    6. Stress Management
    7. Team Building
    8. Job Development
    9. Interviewing Skills dressing for success

### Program Supports

1. Using Interest Profiler and Work Keys assessments
2. Human Resource Professionals explain Interviewing process from a Business/Employer's Perspective

### Testimonials

#### IV. 11:20 to 11:30am Linkage to Workforce Development Programs

1. Workforce Development Programs
2. Occupational Training Providers (using American Job Center's Eligible Training Providers) and Work Sponsor Programs

#### V. 11:30am to 11:40am Wrap-up of training

### **Will to Work Employment Outreach Program**

In February 2014, the GDOL conducted a "Will to Work" training with the Judiciary of Guam for 11 individuals currently on probation and processed 4 individuals in WIA programs to assist in gaining skills in an occupation that may lead to self-sufficiency. GDOL worked closely with clients to develop a career strategy plan, gain the confidence to conduct job search and learn techniques that will help them with job interviews. Training also included creating a professional resume and profile that will assist with their job search.

For the month of May, 2014, a partner meeting took place with the U.S. Attorney General's office. The following is the summary of the discussion:

#### Topic of discussion

##### Dept. of Justice Mission

- Enforcement
- Prevention
- Re-Entry

##### Civil Rights:

- Human Trafficking
  - Labor Trafficking, hate crimes, race, color, religion
- Crime Prevention
- Community Outreach
  - More community involvement needed
  - Form Groups to assist with outreach
- Media Engagement
  - Get media involved
- Law Enforcement and Community Collaboration
- Immigration related issues

Reentry:

- Drug Offender Re-Entry Programs
- Workforce Development Programs
  - Bringing OWDS training to Guam

Providing a transitional housing – Jay Merrill, Center for Micronesian Empowerment

A Workforce Development Training was held, including being on the Panel, with District Court of Guam speaking on the collaboration that the department has with them on offender programs. The Focus was on training topics to be conducted during outreach sessions.

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P.O. Box 500377  
Horiguchi Building, Third Floor  
Saipan, MP 96950  
TEL: (670) 236-2980  
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Below is a letter from the U.S. Attorney’s Office regarding collaboration for the Workforce Development Training:

RE: SAVE THE DATE: “WORKFORCE DEVELOPMENT TRAINING” - JUNE 15-17, 2015

Dear Community Stakeholders,

The U.S. Attorney’s Office for the District of Guam, in collaboration with our Diverse Community Outreach Coalition (“Coalition”) comprised of our nonprofit and civic organizations, faith-based community, Consular Corps, private sector, government agencies and military counterparts, are organizing a “Workforce Development Training” focused on crime prevention, strengthening protections for vulnerable populations, and reentry, to be held on June 15-17, 2015, from 8:00 a.m. to 5:00 p.m. The training venue will be announced shortly. This training is in response to the U.S. Attorney General’s “Smart on Crime” Initiative announced in 2013 which called for a comprehensive review of the criminal justice system by the Department of Justice in order to identify reforms that would ensure federal laws are enforced more fairly and efficiently, and is consistent with the goals of the “Smart on Crime” Initiative, including bolstering prevention and reentry efforts to deter crime and reduce recidivism, and strengthening protections for vulnerable populations.

The Coalition recognizes that the goals of crime prevention, strengthening protections for vulnerable populations, and reentry require that there be community ownership and a true community response that addresses the critical and fundamental issues affecting the day to day lives of our children and families, including public safety, education, employment, housing, healthcare, and family sustainability, with all sectors (government, nonprofit and private) collaborating so as to provide an effective comprehensive response to the needs of our community.

Training will be provided by the Department of Justice, Office of Justice Programs and the National Institute of Corrections - Community Relations Division, U.S. Department of Labor, U.S. Equal Employment Opportunity Commission, Government of Guam Department of Labor, and other federal and local agencies, and service providers. Topics to be discussed include the state of the economy and labor force; job training resources including education, apprenticeships and community based resources; working with persons with disabilities; working with veterans and service members; the role of the court system and court personnel in reentry; improving offender employment; engaging families in reentry and supporting children of incarcerated parents; employment and labor laws; immigration laws and process; and grants and funding resources for government agencies, nonprofits and service providers.

We welcome and look forward to your participation at the Workforce Development Training. Because space is limited, please confirm your attendance before or by June 8, 2015 with Ms. Carmelleta (Connie) San Nicolas (email: [carmelleta.sannicolas@usdoj.gov](mailto:carmelleta.sannicolas@usdoj.gov); telephone: 479-4142) and Ms. Salome (Mae) Blas (email: [salome.blas@usdoj.gov](mailto:salome.blas@usdoj.gov); telephone: 479-4144). To ensure our office receives your confirmation or any inquiries you may have, please copy both Ms. San Nicolas and Ms. Blas to your emails.

Sincerely,

ALICIA A.G. LIMTIACO  
United States Attorney General

Here is the Training Agenda that is used for outreach:

### GDOL Reintegration Outreach Program

#### Program Overview

##### Career Planning and Assessment

- Finding your interest
- Goal Setting
- Skills and strengths Assessment
- Types of Training needed

##### Resume Basics

- Types of resume
- Resume Components: Content and Design
- Cover Letter

##### Creating an effective resume

- Work History
- Volunteer work
- Certificates obtained

## Employment Application

- Reviewing Job Applications
- Effective Job Application Tips
- Completing a Job Application

## Life Skills for Personal Development

### 1. Communication – Are you a Visual Aid?

What is your Listening Quotient?

- Three Types of Communication
  - a. Passive
  - b. Assertive
  - c. Aggressive

### 2. Problem Solving and Decision Making

- Decision Making Method
- Planning Method
- Exercise

## Stress Management

- Your Stress – Anxiety (S.A.T.) Factor
- Your Change Indicator
- Symptoms of Stress
- Learn to Cope
- Twenty Proven Stress Reducers

## Team Building

- Ten Commandments of how to get along with people
- Creating a good impression
- Job Retention
- Effective Communication skills

## Job Development

- Sources of Employment
- Contact Journal
- Tools and Resources

## Interviewing Skills dressing for success

- What Employers look for
- Preparing for the interview
- Job Search and Interview Attire
- Commonly Asked Questions
- Questions to ask the Interviewer
- Guest Speakers
- Tools and Resources

## Employment and Training

- a. Work Site Readiness
  1. What Employers Look For
  2. Left Brain/Right Brain Orientation
- b. Team Building
  1. Ten Commandments of How to Get Along with People
  2. Creating a Good Impression
- c. Job Retention
- d. Why People Get Fired

## Other meetings and events where GDOL attended were:

Unified Courts of Guam - Judiciary  
Tue, September 23, 2014, 10am – 11am  
Location: Superior Court of Guam

Guam USAG Diverse Community Outreach Initiative meeting  
Mon, November 10, 2014, 2:30pm – 3:30pm  
Location: U.S. Attorney's main conference room (sixth floor), Sirena Plaza Building at 108 Hernan Cortez Avenue in Hagåtña

Reentry Program and Workforce Development Act programs  
Tue, April 7, 2015, 1:30pm – 2:30pm  
Location: U.S. Attorney's Office, Sirena Plaza, Suite 500, 108 Hernan Cortez

Guam Parole Board, Services Division  
Fri, May 1, 2015, 8am – Tue, May 5, 2015, 5pm  
Location: DepCor RSAT Training Room

Unified Courts of Guam, Juvenile Justice Review  
Mon, August 31, 2015, 3pm – 5pm  
Location: 3rd Floor Supreme Court Courtroom

US Attorney working group  
Fri, October 9, 2015 8:30am – 9:30am

Guam USAG Diverse Community Outreach Initiative meeting  
Mon, November 10, 2014, 2:30pm – 3:30pm  
Location: U.S. Attorney's main conference room (sixth floor), Sirena Plaza Building at 108 Hernan Cortez Avenue in Hagåtña

Reentry Program and Workforce Development Act programs  
Tue, April 7, 2015, 1:30pm – 2:30pm  
Location: U.S. Attorney's Office, Sirena Plaza, Suite 500, 108 Hernan Cortez

Guam Parole Board, Services Division  
Fri, May 1, 2015, 8am – Tue, May 5, 2015, 5pm  
Location: DepCor RSAT Training Room

Meeting w/District Court of Guam  
Wed, June 3, 2015, 2pm – 3pm  
Location: GDOL, Suite 301, Bell Tower Plaza, 710 Marine Corps Drive, Hagåtña, 96910, Guam

Justice Corps Training on GDOL Will to Work program and HireGuam tutorial  
Thu, June 4, 2015, 8am – Fri, June 5, 2015, 12pm  
Location: Judiciary of Guam MIS Computer Training Room

### **Guam Homeless Coalition**

GDOL continues to participate in the Guam Homeless Coalition and collaborates with various other organizations for the sake of collecting data on the homeless population.

### **Report on Challenges and Goals**

#### **BACKGROUND:**

The Bureau of Women’s Affairs (BWA) established by PL 21-23 in 1991, and placed under the Guam Department of Labor in year 2009, serves as a resource for every woman and child, dedicated to providing assistance to the countless women who are under poverty for employment, training and continuing education. The Bureau and its Guam Resource Partners have dedicated their efforts in making a difference in removing barriers that impedes every woman and families progress towards better life.

#### **CHALLENGES:**

- A. Jobs that require high entry level qualifications has no chance for any applicant without a diploma, or have little to no work experience.
- B. Applicants with no financial resources to pay for employers’ requirements for police and court clearance in submitting job applications delays referral or hiring.
- C. Without accessible and reliable mass transit, applicants without means of transportation would have difficulty in employment retention.
- D. Lack of facilities for homeless person to gear-up for a job interview.

#### **GOALS:**

- A. To continue dialogue with employers regarding entry level openings, giving those without diploma or work experience opportunity under OJT.
- B. Negotiate with employers not to first require police and court clearance until hiring is considered.
- C. Advocate for the government to impose recruitment of less experienced applicants on those company receiving tax benefits.
- D. Increase participation with NGO’s and Society for Human Resource for assistance in referrals and work flexibility.

#### METHODS TO ACHIEVE GOALS:

As ambitious as it has been, the Bureau continues to concentrate on community outreach to include:

- A. Collaborating with Employers' Associations and Employers' Human Resource Directors for employment and training opportunities.
- B. Social networking, offering assistance to employment and training information.
- C. Assisting those long term unemployed who have been trying to find employment.
- D. Assisting those under poverty with employment, housing, childcare and transportation.
  1. Advocating advancement of women in the workplace through education and training.
  2. Addressing the issue of violence against women and children.
  3. Promoting healthy women and children.

The Bureau of Women's Affairs plays a role in facilitating contacts with various public and private agencies by becoming an active member, giving voice to the multiple issues affecting the lives of women and their families. Among those agencies, would include the Guam Homeless Coalition, a group of government agencies which includes community based organizations and the private sector that provide supportive services to homeless individuals.

The Guam Homeless Coalition sponsors 2 annual outreach activities that the Bureau actively is involved.

1. The national POINT-IN-TIME (PIT) Count held on the last Friday of the month of January to determine the number of homeless individuals, and also serves as resource information on reasons for becoming homeless, and barriers to obtaining employment. 2015 count taken in January, was at 1,280 persons. According to Count Report Chamorro and Chuukese populations continue to hold the highest reported homeless populations.
2. The annual Passport-To-Services event is held in April when key partners will join together to provide direct services on available programs, such as immunizations, information and referrals to housing ,medical and mental health and jobs and training programs. In DOL's case, staff from the American Job Center conducts program briefing and registration. 2015 Passport-to-Services provided services to a total of 368 persons. To entice this community to attend the event, a care package containing personal hygiene products, T-Shirts, soap, canned goods and other available products for personal use are issued.

From the 2015 PIT Count, the following provides the barriers to employment:

30% on Transportation problem  
18% on Health issues  
10% on Child Care  
10% on cannot afford gas/bus fare  
7% on education/skill  
6% on lack of jobs in profession  
5% no form of identification  
5% court/police clearance fees  
2% on criminal record

The Bureau of Women’s Affairs is also involved with the Early Learning Council as a member of the Early Learning Council Professional Development Subcommittee who reviews and validates Day Care Centers’ employees level of early childhood training, education and experience, a requirement to be eligible for Childcare Licensing by the Department of Public Health and Social Services (PL 32-73) The Subcommittee meets monthly on the 3<sup>rd</sup> Thursday. For this period, a total of 209 applicants were validated.

**Other GDOL Events and Accomplishments**

The following are the statistics for the GDOL Labor Clinics. There were no clinics scheduled in 2014, however, here are the clinics during the reporting period in 2015:

<b>CLINIC</b>	<b>DATE</b>	<b># OF ATTENDEES</b>
Fair Labor Standards Act	2/10/2015	19
Fair Employment Practice	2/24/2015	13
Workers Compensation	3/10/2015	27
Fair Labor Standards Act (onsite - Guam Plaza)	3/17/2015	30
OSHA - onsite Guam Plaza	3/17/2015	25
Workers Compensation (onsite - Guam Plaza)	3/17/2015	25
Guam Registered Apprenticeship Program	3/24/2015	5
OSHA	4/14/2015	15
OSHA Worker Memorial & Recognition	5/1/2015	22
Fair Labor Standards Act	5/12/2015	23
Fair Employment Practice	5/26/2015	20
Protecting your Workplace Rights/Filing Employment Discrimination Complaints	6/11/2015	13
<b>TOTAL</b>		<b>237</b>

**Dislocated Worker Programs**

The Dislocated Worker program provides quality re-employment and re-training services to assist eligible adults in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business. Core services under this program are provided through the AJC system, as well as intensive and training services for program participants and unemployed workers who are unable to obtain employment through the core services, and to employed workers who are determined to need additional assistance to obtain employment. Training services may be provided to individuals who met the eligibility requirements for intensive services but have been unable to obtain or retain employment through such services.

**Guam Army National Guard (GARNG)**

The Guam Army National Guard (GARNG) entered into a collaborative partnership with the GDOL, the Guam Community College (GCC) and other community partners to launch a new initiative aimed at helping the largest deployment of National Guard members, with their impending return, to transition back into civilian life. Approximately 245 GARNG members participated in the program with a total of 165 processed by the case managers. A total of 86 participants were employed.

### **Disabled Veterans Outreach Program**

Past performance for priority of service for veterans and spouses were serviced by the AJC W-P staff, who performed Intake process and referred clients to WIA staff for case management services. There was also lack of knowledge and procedures pertaining to priority of service to veterans with significant barriers to employment. This included low integration due to partners not following through with collaboration for partner services. The lack of formal training across programs with AJC was also encountered due to the classification of several of the positions that certain staff had.

There were several improvements made to Veterans served are listed below by Intake Staff:

1. To work with Disabled Veterans Outreach Program (DVOP) Specialist implementing roles and responsibilities after May 30th training.
2. Training was provided to AJC staff and management on May 30, 2014, concerning Roles and Responsibilities when serving veterans with significant barriers to employment.
3. Open communication with Ann M. Greenlee, State Director, Hawaii & Guam Veterans' Employment & Training Service from here on regarding DVOP and Veterans service.
4. Amendment to position description for the DVOP specialist (on-going process).

GDOL has the current 5-year state plan covering the Disabled Veterans Outreach Program (DVOP) outlining the delivery of services during the FY2015-2019 to support the Jobs for Veterans State Grant (JVSG) Program. The 5-year state plan defined GDOL's role in administering DVOP services.

In addition, a memorandum was executed between the U.S. Department of Labor and GDOL in September and went into effect October 2014.

GDOL continues to provide services at the AJC serving as the universal access point for employment opportunities for transitioning service members, veterans, eligible spouses, and their families; also through a consortium of partner program resources that are co-located within the AJC.

These programs include Wagner-Peyser Employment Services, Jobs for Veterans State Grant Programs, Workforce Investment Act, and local employment and training programs. Guam's two Disabled Veterans Outreach Program (DVOP) specialists are functioning and navigating eligible veterans and spouses who have significant barriers to employment and are most in need of intensive services when seeking employment.

# **ATTACHMENT A**

## **Client Survey Results Leveraging Assistance Toward TANF Engagement (L.A.T.T.E)**

GENDER		Overall %
Males	180	32%
Females	380	68%
560		

Age Group		Overall %
15-20	37	7%
21-25	146	26%
26-30	149	27%
31-35	92	16%
36-40	61	11%
41-45	45	8%
46-50	16	3%
51-55	12	2%
56-60	2	0%
61+		0%
560		

VILLAGE		Overall %
Agana Heights	8	1%
A'atafu	42	8%
Asan/Maina	12	2%
Bargada	32	6%
Dededo	169	30%
Harmon	6	1%
Inarua	6	1%
Mangilao	63	11%
Menze	12	2%
Moloa'oa	3	1%
MTM	31	6%
Ordoval/Chalan Paoa	31	6%
Pitt	7	1%
Santa Rita	15	3%
Sina'ana	15	3%
Talfofo	9	2%
Tamuning	22	4%
Tumon		0%
Umatac	7	1%
Yigo	36	6%
Yona	32	6%
BLANK	1	0%
560		

Receives TANF?		Overall %
YES	535	96%
NO	20	4%
BLANK	5	1%
560		

Receives SNAP?		Overall %
YES	536	96%
NO	21	4%
BLANK	3	1%
560		

Registered with OSCC?		Overall %
YES	265	47%
NO	285	51%
BLANK	10	2%
560		

ETHNICITY		Overall %
African American	2	0%
Carolinian	11	2%
Caucasian	10	2%
Chamorro	423	76%
Chamorro/Other	22	4%
Chuukese	24	
Filipino	38	7%
Filipino/other	3	1%
FSM	1	0%
Hawaiian	6	1%
Korean	2	0%
Pacific Islander	2	0%
Palauan	12	2%
Pohnepian		0%
Yapese		0%
BLANK	2	0%
560		

HS Diploma or GED?		Overall %
YES	307	55%
NO	250	45%
BLANK	3	1%
560		

Q1. I know why I am attending this orientation.		
		Overall%
YES	505	90%
NO	52	9%
BLANK	3	1%
560		

Q2. I know what my responsibilities are as a TANF/SNAP recipient.		
		Overall%
YES	545	97%
NO	12	2%
BLANK	3	1%
560		

Q3. I know the consequences if I do not meet program requirements.		
		Overall%
YES	522	93%
NO	31	6%
BLANK	7	1%
560		

Q4. I know what programs DPHSS-Work Program Section administers.		
		Overall%
YES	419	75%
NO	135	24%
BLANK	6	1%
560		

Q5. I know how to get in contact with my program social worker.		
		Overall%
YES	420	75%
NO	134	24%
BLANK	6	1%
560		

Q6. I have/or am received/receiving services from the OSCC.		
		Overall%
YES	148	26%
NO	401	72%
BLANK	11	2%
560		

Q7. I understand the importance of completing my education.		
		Overall%
<8th grade	1	0%
8	6	1%
9	19	3%
10	67	12%
11	150	27%
12 (HSD)	244	44%
12JGED	26	5%
College	35	6%
Blank	12	2%
560		

Q11. Which school did you last attend?		
		Overall%
Asmuyao	2	0%
Blank	13	2%
George Washington High School	103	18%
Guam Community College	43	8%
John F. Kennedy High School	79	14%
Okkodo High School	9	2%
Simon A. Sanchez High School	41	7%
Southern High School	113	20%
University of Guam	10	2%
Middle School	5	1%
Off Island Middle School	2	0%
Off- island High School	118	21%
Off-Island	16	3%
Off-Island University	6	1%
560		

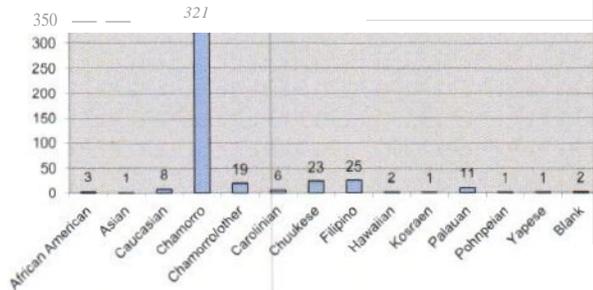
How long have you been unemployed or out of work since you last Job'?		
		Overall%
Never worked before	78	14%
Less than 1 month	7	1%
2-5 months	90	16%
6-11 months	48	9%
1 year	59	11%
More than 1 year	258	46%
Blank	20	4%
560		

### GENDER

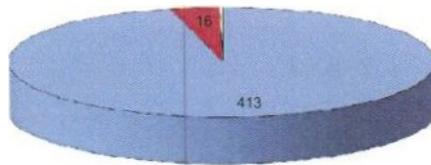


■ Males ■ Females

### Ethnicity

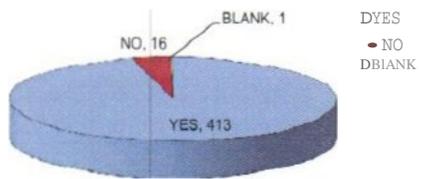


### Do you receive SNAP?



■ YES ■ NO ■ BLANK

### Do you receive TANF?



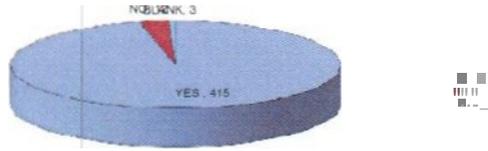
### High School or GED?



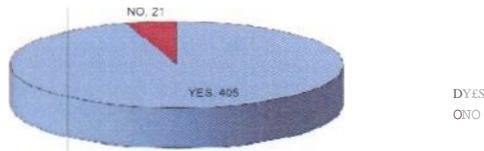
### Q1. I know why I am here



Q2. I know my responsibility



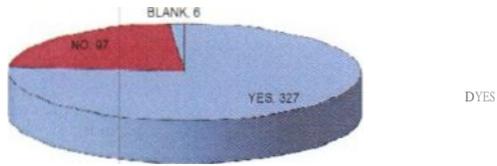
Q3. I know the consequences



Q4. I know what DPHSS has to offer



**Q5. I know how to get in contact  
with my SW**

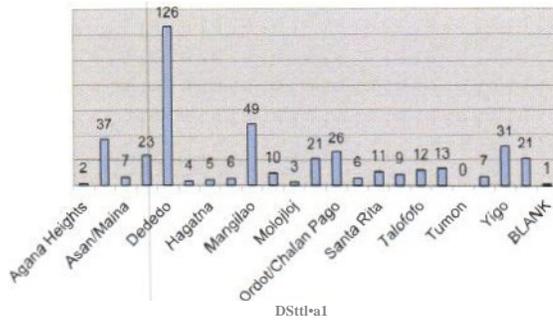


**Q6. Services from OSCC**

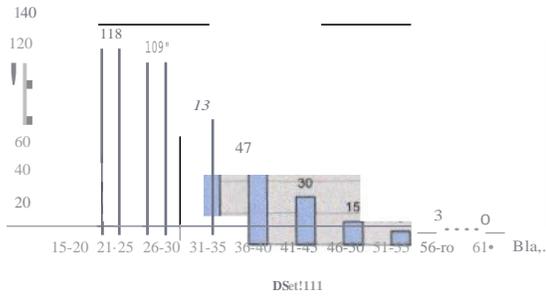


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### VILLAGE

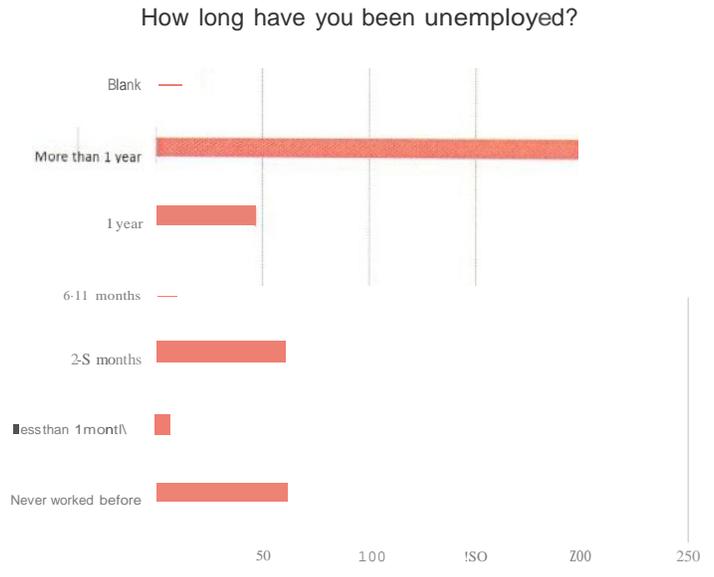


### AGE



### Registered with AJC?





GENDER		Overall %
Males	180	32%
Females	380	68%
560		

VILLAGE		Overall %
Agana Heights	8	1%
A at	42	8%
Asan/Maina	12	2%
Barngada	32	6%
Dededo	169	30%
Harmon	6	1%
Inara-an	6	1%
Mangilao	63	11%
Menze	12	2%
Molo-lo-	3	1%
MTM	31	6%
OrdoVChalan Pa o	31	6%
Pitt	7	1%
Santa Rita	15	3%
Sina-ana	15	3%
Talofofa	9	2%
Tamuning	22	4%
Tumon		0%
Umatac	7	1%
Yigo	36	6%
Yona	32	6%
BLANK	1	0%
560		

Age Group	Count	Overall %
15-20	37	7%
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560		

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ETHNICITY	Count	Overall %
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Carolinian	11	2%
Caucasian	10	2%
Chamorro	423	76%
Chamorro/Other	22	4%
Chuukese	24	
Filipino	38	7%
Filipino/other	3	1%
FSM	1	0%
Hawaiian	6	1%
Korean	2	0%
Pacific Islander	2	0%
Palauan	12	2%
Pohnepian		0%
Yapese		0%
BLANK	2	0%
560		

HS Diploma or GED?	Count	Overall %
YES	307	55%
NO	250	45%
BLANK	3	1%
560		

Q1. I know why I am attending this orientation.			Overall%
YES	505		90%
NO	52		9%
BLANK	3		1%
560			

Q2. I know what my responsibilities are as a TANF/SNAP recipient.			Overall%
YES	541		97%
NO	12		2%
BLANK	3		1%
560			

Q3. I know the consequences if I do not meet program requirements.			Overall%
YES	522		93%
NO	31		6%
BLANK	7		1%
560			

Q4. I know what programs DPHSS-Work Program Section administers.			Overall%
YES	419		75%
NO	135		24%
BLANK	6		1%
560			

Q5. I know how to get in contact with my program socialworker.			Overall%
YES	420		75%
NO	134		24%
BLANK	6		1%
560			

Q6. I have/or am received/receiving services from the OSCC.			Overall%
YES	148		26%
NO	401		72%
BLANK	11		2%
560			

Q10. What grade did you last complete?		Overall %
<8th grade	1	0%
8	6	1%
9	19	3%
10	67	12%
11	150	27%
12 (HSD)	244	44%
12JGED	26	5%
College	35	6%
Blank	12	2%
560		

Q11. Which school did you last attend?		Overall%
Asmuyao	2	0%
Blank	13	2%
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Southern High School	113	20%
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Middle School	5	1%
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Off-Island	16	3%
Off-island University	6	1%
560		

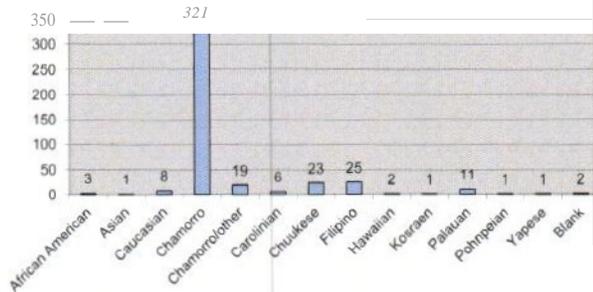
How long have you been unemployed or out of work since you last Job?		Overall
Never worked before	78	14%
Less than 1 month	7	1%
2-5 months	90	16%
6-11 months	48	9%
1 year	59	11%
More than 1 year	258	46%
Blank	20	4%
560		

### GENDER

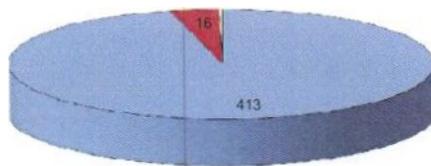


■ Males ■ Females

### Ethnicity

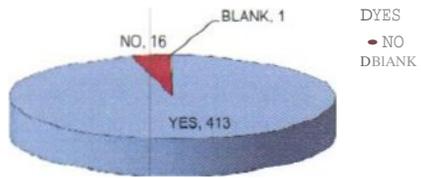


### Do you receive SNAP?



■ YES ■ NO ■ BLANK

### Do you receive TANF?



### High School or GED?



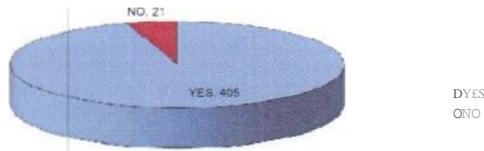
### Q1. I know why I am here



Q2. I know my responsibility



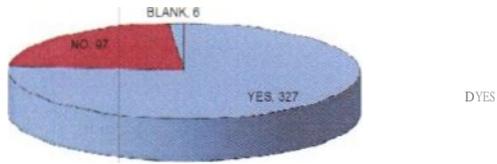
Q3. I know the consequences



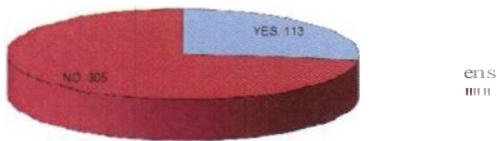
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with my SW**

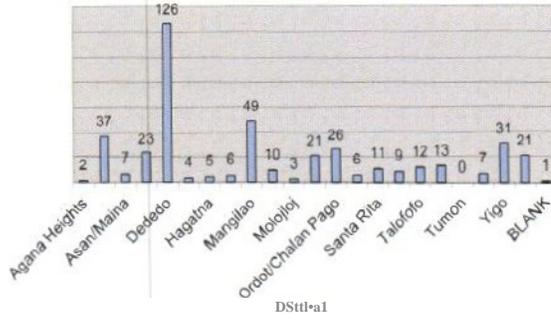


**Q6. Services from OSCC**

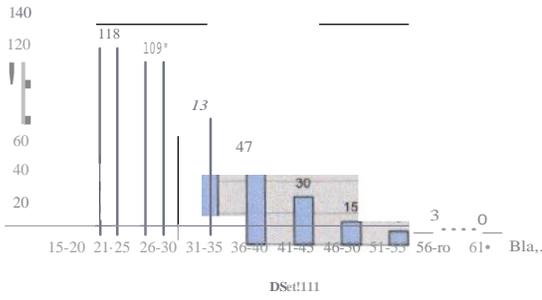


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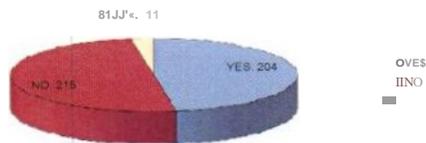
### VILLAGE



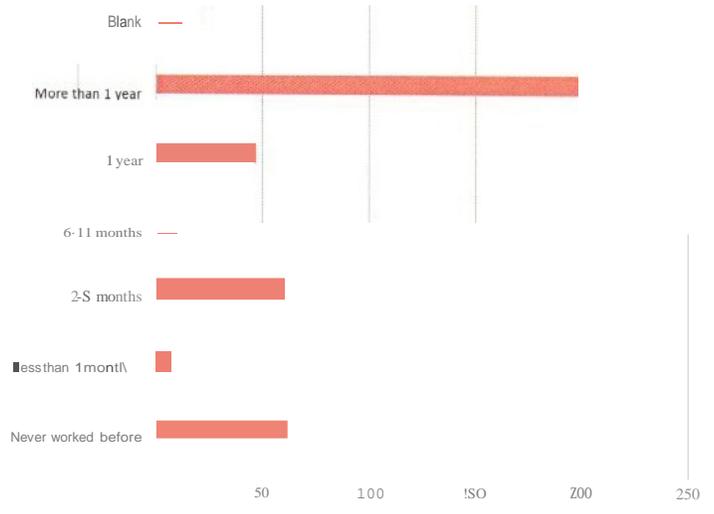
### AGE



### Registered with AJC?



### How long have you been unemployed?



Q1. I know why I am attending this orientation.		Overall%
YES	549	98%
NO	7	1%
BLANK	4	1%
560		

Q6. The orientation provided useful information.		Overall%
YES	550	98%
NO	4	1%
BLANK	6	1%
560		

Q2. I know what my responsibilities are as a TANF/SNAP recipient		Overall%
YES	555	99%
NO	2	0%
BLANK	3	1%
560		

Q7. I will use the information I gained from this orientation.		Overall %
YES	541	97%
NO	6	1%
BLANK	13	2%
560		

Q3. I know the consequences if I do not meet program requirements.		Overall %
YES	551	98%
NO	6	1%
BLANK	3	1%
560		

Q8. The facilitator welcomed comments and answered questions.		Overall %
YES	541	97%
NO	6	1%
BLANK	13	2%
560		

Q4. I know what programs DPHSS-WPS administers.		Overall%
YES	517	92%
NO	37	7%
BLANK	6	1%
560		

Q9. How satisfied are you with the overall quality of this orientation?		Overall %
SATISFIED	535	96%
NOT SATISFIED	4	1%
BLANK	21	4%
560		

Q5. I know how to get in contact with my program SW.		Overall %
YES	514	92%
NO	39	7%
BLANK	7	1%
560		

How can American Job Center be improved?
I have yet to try it out.
be more helpful
by helping us get a job
call when they have job openings
can think of anything at the moment will provide my input on a later basis
consistant updates with clients/case workers
Don't know anything about it yet
enforce job searches
ensuring that clients are benefiting from program
expedite time processing
give some confidence that they can do or be anything if is really wanted
Good opportunities
great job for finding a job for me
help me get a job and skillsto my success
help me learn more about having a job
I am not sure
I haven't seen their new services yet
I just hope that they can help us more in jobs and our education.
I wouldn't know I haven't joined
If it can get us a job as soon as they can
if there was one way AJC can improved in anyway is keep up the good job!
its improved so much
-ust don't have ways to contact them and update my applications
more job searches for the unemployment people and job training for those who need more skills
more jobs
more programs
more updates with clients
more work relation
Motivation and pressure to pursue a career.
never tried it before
nothing they are doing a great job
nothing to add
online services
put a very big sign outside your building
schooling
text jobs you interested in or the phone when they become available
they helped people for transportation and to reimburse back their paper.
To find a job
to improve to push me that I can do a better job and to find a job
try to motivate them, by giving them a part to build motivation in the work enviorment
well it is my first time here but it is okay I hope it improves me getting a job

Q1. I know why I am attending this orientation.		Overall%
YES	549	98%
NO	7	1%
BLANK	4	1%
560		

Q6. The orientation provided useful information.		Overall%
YES	550	98%
NO	4	1%
BLANK	6	1%
560		

Q2. I know what my responsibilities are as a TANF/SNAP recipient		Overall%
YES	555	99%
NO	2	0%
BLANK	3	1%
560		

Q7. I will use the information I gained from this orientation.		Overall %
YES	541	97%
NO	6	1%
BLANK	13	2%
560		

Q3. I know the consequences if I do not meet program requirements.		Overall %
YES	551	98%
NO	6	1%
BLANK	3	1%
560		

Q8. The facilitator welcomed comments and answered questions.		Overall %
YES	541	97%
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560		

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its improved so much
-ust don't have ways to contact them and update my applications
more job searches for the unemployment people and job training for those who need more skills
more jobs
more programs
more updates with clients
more work relation
Motivation and pressure to pursue a career.
never tried it before
nothing they are doing a great job
nothing to add
online services
put a very big sign outside your building
schooling
text jobs you interested in or the phone when they become available
they helped people for transportation and to reimburse back their paper.
To find a job
to improve to push me that I can do a better job and to find a job
try to motivate them, by giving them a part to build motivation in the work enviorment
well it is my first time here but it is okay I hope it improves me getting a job

# **ATTACHMENT B**

## **Summary of PY2014 Activities as of June 30, 2015**

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DATE	PROGRAM	DESCRIPTION
10/01/2014	Adult	<p><b>Fence Masters</b> A meeting was held with Donald &amp; Mary Weakley to introduce WIA work programs that engage Fence Masters in partnering with GDOL as a private sector work sponsor dealing with Fencing. Our meeting resulted in Fence Masters agreeing to become a work sponsor for Work Experience Adult program. We discussed the various programs offered under the GDOL WIA Funding. A pre-award agreement was prepared for participation to commence November 2014. The Company agreed to provide training for 1 Fence / Laborer Trainee, however, we are awaiting the final trainee request from the employer to submit package.</p>
10/01/2014	Adult	<p><b>Micronesia Guam, Inc.</b> A meeting was held with Micronesia Guam, Inc. to introduce WIA work programs that engage Micronesia Guam, Inc. in partnering with GDOL as a private sector work sponsor dealing with wholesale distribution. Our meeting resulted in Micronesia Guam, Inc. agreeing to become a work sponsor for Work Experience Adult program. We discussed the various programs offered under the GDOL WIA Funding. A pre-award agreement was prepared for participation to commence November 2014. The Company agreed to provide training for 1 Warehouse Worker Trainee. However, we are awaiting the final trainee request from the employer to submit package.</p>
05/11/15	Veterans	<p><b>DVOP Outreach at DOC</b> Provided briefing on services available to veterans, identified veterans in attendance and conducted preliminary assessment to an individual veteran who was on parole and long-term unemployed. Referred veteran to AJC for additional services and provided information on availability of partner programs that assist veterans with reconnecting to employment, housing, and support services.</p>
05/04-05/2015	Adult	<p><b>Guam Parole Board Reintegration Outreach</b> Provided outreach briefing to 148 individuals who are currently on parole with employment opportunity that lead to self-sufficiency. Data shows that 60% of the parolees remain unemployed, of that 66% are without a high school diploma. Significantly enough shift these individual to gainful employment through education and training will contribute to improve Guam's ability to be responsive to workforce demand from an untapped labor pool.</p> <p>Participants received information on employment and training opportunities provided by the American Job Center, Guam; with access to partner programs and services. Employment services were made available through HireGuam providing participants with immediate access to labor exchange and employment opportunities.</p> <p>Program referral was available to individuals who require intensive services. Program participation included assessing career objectives, completing all education and occupation goals, resolving any barriers to</p>

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		employment and entry into employment. Participants engaged with employment and training opportunities provided by the American Job Center, Guam; with access to partner programs and services.
09/2014 – 06/2015	Adult	<b>Judiciary of Guam Adult Reentry Taskforce: Second Chance Grant</b> WIA program administrator participated in numerous working sessions to develop grant application that was awarded in June 2015. During these working session information was disseminated on best
01/22/2015	Youth	<b>Judiciary of Guam Juvenile Justice: Kennedy Foundation Review of System</b> During the Chief Justice’s State of the Judiciary Address on May 1, 2014, he announced plans for the Judiciary of Guam to spearhead a Juvenile Justice Reform movement for Guam. Since then, there were four subcommittees, a steering committee and a resource group to guide efforts. In addition, the services of consultants were obtained from the Robert F. Kennedy Children’s Action Corps who completed their first site visit in October 2014. The purpose of the meeting was for off-island consultants to meet with various stakeholders to discuss action items and next steps. WIA Employment Program Administrator attended the meeting on behalf of the GDOL Director. A follow up meeting on August 13, 2015 with Robert F. Kennedy National Resource Center review of Judiciary of Guam juvenile justice system presentation of findings and recommendations by the Chief Justice.
6/4-5/2015	AJC	<b>Judiciary of Guam Will-to-Work Justice Corps: Train-the-Trainer Sessions</b> Providing letter of support to the Chief Justice on Program application for Serve Guam Funding. Justice Corps Program proposal supports efforts of the Guam Workforce Investment Board in responding to the island’s workforce needs now and in the near future. The plan also supports Guam’s State Plan to maximize the potential for our local workforce and minimize the longstanding need to recruit from off-island, especially in emerging industries, such as sustainable energy.  Upon receipt of grant award in May 2015, AJC Program staff provided Train-the-Trainer to Judiciary of Guam staff using HireGuam.com and conducted orientation on American Job Center, Guam (AJC) services and partner programs. AJC also provided guidance for addressing workplace standards, and helping to secure work-based learning opportunities for the probationers, delivering valuable employment and training services to Justice Corps Members who will in turn facilitate that same training to probationers within the justice system. Both sessions resulted in training approximated 20 program facilitators.  Additionally, AJC continues to support Justice Corps Program by building on its foundation to tailor training to probationers who volunteer to participate in the program. Probationers are provided the opportunity to enroll in workforce development programs to improve their employability, which we hope results in the reduction of the recidivism

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		rate among adults and juveniles.
01/28/2015		<p><b>H-2B Employer Training – Supervisory Staff of Watts Constructors</b>            GDOL Alien Labor Processing and Certification Division (ALPCD) routinely conducts training of H-2B employer staff to ensure that key staff within the employer’s organization have proficiency in the regulations governing the employment of H-2B workers in Guam. It is the policy of the Department that enforcing compliance consist of multiple efforts foremost of which is proper education/awareness of program rules along with corrective consultations and issuance of civil penalties. Toward this end, ALPCD has several labor clinics with focus on different facets of the program (i.e. Office Staff training, Supervisory Training, labor certification intensive and compliance intensive trainings).</p> <p>ALPCD conducted two-hour training for twenty-two (22) supervisory staff from Watts Constructors LLC. Watts has not employed H-2B workers in the past and took the suggestion from ALPCD management to have their staff undergo training. Training Certificates were issued to memorialize the training.</p>
01/27/2015		<p><b>National Association of State and Territorial Apprenticeship Directors Conference Call</b>            The National Association of State and Territorial Apprenticeship Directors (NASTAD) was originally established to promote and achieve an effective national apprenticeship system. The association accomplishes this by providing a forum for states and territories who each have their own state apprenticeship law with which to govern Registered Apprenticeship training programs within their respective jurisdictions. Since its inception, NASTAD has served its goal well in providing information, sharing ideas and providing support in problem solving to its members. As an association which represents the majority of Registered Apprenticeship in the United States, it has willingly accepted its rightful place close to the pulse of apprenticeship nationwide and has sought to serve well its member states and territories in providing the support and assistance necessary in the execution of successful state managed apprenticeship.</p> <p>The following were discussed:  <i>WOW (Wider Opportunities for Women)</i>. Director, National Center for Women’s Employment</p> <p>Equity (NCWEE) had sent an information sheet on the availability of this organization as a prospective partner in the American Apprenticeship Initiative Grant. States interested can contact the NCWEE for additional information.</p> <p><i>Conference Call Request from US DOL ETA OA.</i>            The conference call is scheduled for Thursday, February 5th, from 3 p.m. to 4:30 p.m., EST (Friday, February 6th, 6a.m. to 7:30 a.m.) The following</p>

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		<p>topics are to be discussed:</p> <ul style="list-style-type: none"> <li>• President’ State of the Union and Boise Announcements</li> <li>• Launch of Apprenticeship USA and LEADERS – new outreach and employer engagement efforts</li> <li>• FY 2016 Budget Proposals</li> </ul> <p><i>Summer Conference Dates and Location.</i> The annual NASTAD Summer Conference is scheduled for August 17-21, 2015, at the Kona Kai Resort &amp; Spa, Point Loma, San Diego, California.</p> <p><i>Solicitation for Grant Award.</i> The U.S. Department of Labor announced that \$100 million in grants are available to expand registered apprenticeship programs in high-skilled, high-growth industries like healthcare, biotechnology, information technology and advanced manufacturing. The purpose of the call was to bring together the NASTAD members to discuss their concerns regarding the call. A list of questions that were raised during the call will be compiled and sent to the grantor agency for clarification. Proceedings of the conference call will be compiled and forwarded to all the NASTAD members.</p>
01/27/2015		<p><b>Courtesy Visit – Philippine Consul General</b> The Consul General visited Guam DOL to pay a courtesy visit to the new Director of GDOL.</p> <p>Topics discussed were:</p> <ol style="list-style-type: none"> <li>1. RP government plans to deploy a Labor Attaché. No immediate concrete plans to deploy another Attaché after losing the CNMI attaché several years ago.</li> <li>2. Follow up discussion on H-2B worker employment contract issues resulting from labor laws &amp; regulations in Philippines and Guam being out of sync in certain areas. These issues pit employers between two governments why trying to be in compliance with regulations from the two countries. ConGen’s efforts to dialog with POEA have been unsuccessful. We agreed to do a letter detailing our concerns so that they can send inquiries through Philippine government channels.</li> <li>3. ConGen expressed his desire to have a Guam delegation visit the Philippines.</li> </ol> <p>Present at the meeting were:</p> <ul style="list-style-type: none"> <li>• GDOL Director</li> <li>• GDOL Alien Labor Processing &amp; Certification Division</li> <li>• Philippine Consulate General (2 representatives)</li> </ul>
01/23/2015	Veterans	<p><b>Response sent to U.S. Department of Labor, Veterans’ Employment and Training Service (VETS):</b> During the period of September 24-26, 2014, the USDOL VETS conducted an audit of Guam's Jobs for Veterans State Grant (JVSG). The purpose of the review was to: evaluate whether</p>

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		<p>Guam properly utilizes JVSG staff and ensures they conduct their statutory duties in accordance with proprietary regulations; evaluate service to non-veterans by JVSG staff; identify areas of noncompliance; and assess technical assistance needs to assist the state in achieving and maintaining compliance with the JVSG. As a result of the audit, the department was issued multiple findings that required a formal response and corrective action plans to be submitted to USDOL VETS by January 5, 2015.</p> <p>The department submitted its formal response and corrective action plan to the USDOL VETS State Director for Hawaii and Guam. The response and corrective action plan was acknowledged and accepted. The department is required to submit an Audit CAP update with each quarterly report until all findings are complete.</p>
01/31/2015		<p><b>GCA Trades Academy Board of Trustees Meeting:</b> The GCA Trades Academy offers a wide variety of training programs in fields ranging from carpentry and automotive technology to project management and safety. With classes open to all abilities and levels, the GCA Trades Academy strives to improve skills and empower the region's workforce. The GCA Trades Academy was established to provide a nationally recognized industry skills training center, support U.S. Department of Labor recognized apprenticeship training programs, and to support the skilled labor needs of construction contractors and related industries doing business on Guam. The GCA Trades Academy is closely associated with the Guam Contractors Association. The Guam Contractors Association was founded in 1959 and is a non-profit association whose membership is comprised of more than 525 construction industry and associate member organizations.</p> <p>The GDOL Director was invited to attend the GCA Trades Academy Board of Trustees Meeting. In addition, the Center for Micronesian Empowerment was also invited to present on the organization's activities.</p>
01/21/2015		<p><b>Meeting with U.S. Department of Labor Office of Federal Contract Compliance Programs, Guam-based Office:</b> The purpose of the Office of Federal Contract Compliance Programs (OFCCP) is to enforce, for the benefit of job seekers and wage earners, the contractual promise of affirmative action and equal employment opportunity required of those who do business with the Federal government.</p> <p>GDOL Director met with OFCCP to discuss efforts to continue aligning and strengthening relationship with OFCCP.</p>
01/19/2015		<p><b>Interim response sent to USDOL ETA re: Guam's WIA and Wagner-Peyser Grant-related Performance and Spending Issues</b> An interim response was sent to USDOL ETA acknowledging receipt of their letter dated December 23, 2014 regarding Guam's WIA and</p>

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		Wagner-Peyser Grant-related Performance and Spending Issues. A copy of Executive Order 2015-01 and Governor’s Circular 2015-001 was provided to the Regional Office.
01/19/2015		<p><b>Proclamation in honor of Dr. Martin Luther King, Jr. Day</b> Governor proclaimed January 19, 2015 as Dr. Martin Luther King Jr. Day, in honor of the nation’s great civil rights leader. He joined the Serve Guam Commission, the Guam AmeriCorps Alums, AmeriCorps, the Guam Department of Education, Department of Public Health and Social Services, Guam Department of Labor and other government agencies and community groups at a ceremony held at the Agana Shopping Center. The celebration, spearheaded by the Serve Guam Commission and AmeriCorps, started with a public awareness “wave” at the intersection of Route 4 and O’Brien Drive followed by a fair at the Agana Shopping Center. Serve Guam Commission, AmeriCorps programs and other community organizations invited public and private school students to participate in service learning projects, focusing on education, environmental stewardship, economic opportunity, disaster preparedness, healthy futures, military families and veterans and capacity building on volunteerism. Information about partners of the Serve Guam Commission and AmeriCorps programs was displayed. High School students earned up to five service learning hours if they completed service project assignments that were provided.</p>
01/19/2015		<p><b>Meeting with Guam Industry Liaison Group:</b> The Guam Industry Liaison Group (ILG) is a non-profit organization with the primary purpose to promote compliance obligations on equal employment opportunity and provide leadership in developing and administering affirmative action programs. GDOL Director met with members of the ILG to discuss efforts to continue aligning and strengthening relationship with the ILG.</p>
01/15/2015		<p><b>Technical Assistance at Pacific Unlimited Guam dba: Fleet Services, Inc.</b> Fleet Services, Inc. was established in 2000 in Mangilao, Guam. Fleet Services is a division of Pacific Unlimited, Inc., which is a family owned holding company owned and operated by the Limtiaco family. The management of Fleet Services has successfully grown the company at a comfortable pace over the past years and has established the company in the truck, bus and heavy equipment sales, parts, rental, service and repair industry. Fleet Services, Inc. has been in logistics, transportation equipment sales &amp; parts, rentals, and repair services for a combined 45 years.</p> <p><b>Discussion:</b> The purpose of the meeting with the Pacific Unlimited Guam staff was to provide technical assistance on the utilization of the Registered Apprenticeship Partners Information Data System (RAPIDS) which is a U.S. DOL ETA OA database system which tracks apprentices. GDOL Apprenticeship Coordinator provided TA on how to access RAPIDS, update employer profile, register, cancel and complete apprentices. In addition, TA on Registered Apprenticeship was also provided as the staff</p>

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		was not familiar with the program itself.
01/14/2015		<b>Meeting with Senator Frank Blas, 33rd Guam Legislature</b> GDOL Director was invited by Senator Frank Blas to meet for a discussion on the consolidation of the Guam Department of Labor and the Agency for Human Resources Development.
01/09/2015		<b>Governor's Executive Order 2015-01</b> Governor Calvo issued Executive Order 2015-01, placing the Agency for Human Resources Development, administrative entity for Workforce Investment Act funds under the direct supervision of the Guam Department of Labor. Further, Executive Order 2011-08 is rescinded and AHRD is restored to its status as it existed under Executive Order 2003-16 and prior to the issuance of Executive Order No. 2011-08.
04/07/2015	Adult	Reentry Program and Workforce development
6/15-17/2015	Adult	<p>The U.S. Attorney's Office for the District of Guam, in collaboration with our Diverse Community Outreach Coalition ("Coalition") comprised of our nonprofit and civic organizations, faith-based community, Consular Corps, private sector, government agencies and military counterparts, are organized a 3-day training conference entitled "<b>One Community Guam: Engaging Our Community in Crime Prevention, Strengthening Protections for Vulnerable Populations, and Reentry Efforts through Workforce Development Strategies,</b>" held on June 15-17, 2015, from 8:00 a.m. to 5:30 p.m., at the Pacific Star Resort and Spa, Tumon. This training was in response to the U.S. Attorney General's "Smart on Crime" Initiative announced in 2013 which called for a comprehensive review of the criminal justice system by the Department of Justice in order to identify reforms that would ensure federal laws are enforced more fairly and efficiently, and is consistent with the goals of the "Smart on Crime" Initiative, including bolstering prevention and reentry efforts to deter crime and reduce recidivism, and strengthening protections for vulnerable populations.</p> <p>The outcome of this training resulted in Business engagement with committees that will lead employment reforms for Guam's most venerable populations.</p>
03/06/15	AJC	AJC Internal Partners skill development in preparation of WIOA Implementation for frontline staff career services
10/02/14	AJC	AJC Policy Committee Meeting with Division Administrator on amendments
03/30/15	AJC	GDOL Director provided briefing on Sector Strategy Recruitment to AJC Administrators
03/04/15	AJC	DVR CEDDERS Advisory Council meeting
02/28/15	AJC	DVR Outreach "Choosing Your Path"
03/03/15	AJC	DVR Program Orientation
03/09/15	AJC	DVR SRC 2015 Sponsor Transition Forum: Guam State Rehabilitation Counsel together with the Division of Vocational Rehabilitation
09/10/14	AJC	EEOC Training

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11/21/14	AJC	ESGR Employer Meeting
July 2014	AJC	<p><b>Department of Public Health &amp; Social Services (DPHSS) TANF (Temporary Assistance for Needy Families)</b></p> <p>The Temporary Assistance for Needy Families (TANF) program provides temporary financial assistance for pregnant women and families with one or more dependent children to help pay for food, shelter, utilities, and expenses other than medical. In partnership with DPHSS, transitional service orientation is provided to help families become independent, such as GED preparation, vocational training, postsecondary education, job readiness skills, information regarding help with child care, work stipends, job retention services, etc. Orientation on AJC services that would assist this population with entering employment leading to self-sufficiency.</p> <p>Orientations were going through-out the year to groups of 10-30 individuals.</p>
07/16/14	AJC	<p><b>New Training Employer Provider List (ETPL) Orientation Training</b></p> <p>A new provider orientation was conducted. The Tax Shelter, New Horizons and Pacific Human Resource Services (PHRS) introduced themselves, their Company and presented the types of training being offered. The purpose of the Employer Training Provider List is to provide staff-focused employment training and information. Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIA Title I-B funds are listed on GDOL's ETPL provider lists for individuals who are interested and qualify for WIA training.</p>
October 2014 to April 2015	AJC	<p><b>Family Self-Sufficiency HUD Working Group</b> (members include Guam Community College, PHSS Work Programs, TANF, SNAP, GDOL, UOG Small Business Administration, and Community-based NPO).</p> <p>Members participated in several working sessions on the development of common intake form across partner programs, developed directory of services, and finalized draft of MOU for integrated service delivery.</p> <p>HUD Family Self-sufficiency PCC Meeting working session on multi-agency MOU and universal referral system for common clients, NPO, GCC, PHSS, SBDC SCORE, CME. Self-Reliance Group, Project Pro and TRIO, AJCHUD Family Self-sufficiency PCC Meeting working session on multi-agency MOU and universal referral system for common clients, NPO, GCC, PHSS, SBDC SCORE, CME. Self-Reliance Group, Project Pro and TRIO, AJC</p>
03/13/15	AJC	<p><b>GCC Adult Basic Education Advisory Committee</b> meeting, foundation building review of annual report and strategic plan for next program year. Included student input and integration of WIOA implementation across workforce development programs.</p>
		<p><b>Guam Housing Corporation (GHC) Ribbon Cutting &amp; Dedication Ceremony</b></p> <p>A Ribbon Cutting ceremony was held for the accomplished and finalized</p>

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		renovations of five (5) homes in Lada Gardens, Dededo. These homes were renovated by the Guam Housing Corporation staff who worked with GDOL. GHC used WIOA Adult program participants under work sponsorship to perform renovation work. Note that in addition to the five (5) affordable homes, there were, also, five (5) emergency homeless shelter units renovated.
03/20/15	AJC	Governor visits AJC seeks information on how services will improve for Guam's community.
03/07/15	AJC	GSAT Annual community outreach at Micronesia Mall
03/27/15	AJC	GSAT-DVR Conference
January 14 & 16, 2015	AJC	Guam WIA and Wagner-Peyser Grant related performance and spending issues, ETA visit
08/12/14	AJC	HireGuam.com pilot TANF on-site visit
05/05/15	AJC	HireGuam.com work group meeting on documenting user procedures
04/22/15	AJC	HireGuam.com working sessions
11/25/14	AJC	HUD Family Self-Sufficiency Partner Meeting working session
02/24/15	AJC	HUD Section 8 HCV Family Self Sufficiency
06/4-5/2015	AJC	Judiciary of Guam, Train the trainer working session using AJC services, navigating HireGuam.com,
03/07/15	AJC	KTKB Radio outreach on Career and Business services
04/29/15	AJC	Meeting with GCC Adult Education on brochures and referral procedures
02/17/15	AJC	Meeting with Guam Chamber of Commerce
02/18/15	AJC	Meeting with Inland Builders on workforce development and compliance with GovGuam contracting mandates
03/18/15	AJC	Meeting with non-profit organization on providing GED course study to disadvantaged individuals.
07/11/14	AJC	Meeting with Program Staff for HireGuam.com program setup
05/29/15	AJC	Meeting with Governor's Office regarding Imagine Guam initiative
12/29/14	AJC	Meeting with NGO NP Self-Reliance Program regarding services for completing secondary education requirements (faith-based entity)
06/25/15	AJC	Participation at the 11 <sup>th</sup> Annual Small Business Expo & Outreach
02/25/15	AJC	Preparation Meeting for US DOL ETA On-site review of program performance
08/12/2014	AJC	<p><b>VOS Trial-Run with TANF on-site visit</b></p> <p>This practice was to prepare our staff for an on-site with Tracy Donavan, TANF Representative from California in using the American Job Center's new system, Virtual One-Stop System (VOS) for jobseekers and employers, demonstrating how to connect employers with potential employees and how job seekers will be able to access the site as it is now readily available.</p> <p>As we continue to use VOS, the system will serve as another means of information access for program staff, partners and customers. This practice was to prepare our staff for an on-site with TANF Representative from California in using the American Job Center's new</p>

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		system, Virtual One-Stop System (VOS) for jobseekers and employers.
8/13-14/2014	AJC	<b>Guam Grantsmanship &amp; Project Management Training</b> The Guam State Clearinghouse's 2nd Annual Government of Guam Grantsmanship & Project Management Training at the Holiday Resort Guam. This training included training materials. Training covered various grant-writing and federal grants management topics over two days, the Logic Model and a special 2-hour session on Good Customer Service. The staff present from GDOL were the Program Administrator and ASO.
09/30/2014	AJC	<b>Island-wide Job Fair</b> , Sheraton Hotel Stats sheet attached
10/25/2015	AJC	<b>Guam Head Start Program - Annual Parent Conference</b> This year's Head Start was held on Saturday, October 25, 2014, at the Pacific Star Resort & Spa with the introduction and welcoming remarks presented by the Head Start Program Director. Head Start promotes the school readiness of young children from low-income families through agencies in their local community. Head Start and Early Head Start programs support the mental, social, and emotional development of children from birth to age 5. In addition to education services, programs provide children and their families with health, nutrition, social, and other services. Head Start services are responsive to each child and family's ethnic, cultural, and linguistic heritage. Today's event focused on "Career Readiness", "Financial Budgeting", and "What to do When our Child is Sick".
09/11/14	AJC	Region 6 Quarterly Performance Conference Call
12/11/14	AJC	Region 6 Quarterly Performance Meeting
04/15/15	AJC	Site Visit by NPO Japan Representative
12/03/14	AJC	Updates from Advocates on Guam's Disability, announcement of GDOL services meeting the needs of individuals with disability, published in annual report.
11/10/14	AJC	US AG Diverse Community Outreach Committee Meeting
02/10/15	AJC	US AG Diverse Community Outreach conference planning meeting
03/9-12/2015	AJC	US DOL ETA Regional Office Site visit
10/29/14	AJC	US DOL Training on Directive 306 complying with non-discrimination provisions criminal record restrictions
07/24/14	AJC	WIOA Overview with Labor Secretary Perez via conference call
09/16/14	AJC	WIOA Readiness Consultation Conference Call
08/23/2014	AJC	<b>2014 Guam Volunteer Conference</b> The subject of this event on volunteering and service "in collaboration with the NCO Consortium and the Department of Public Health and Social Services was to engage with the various agencies on our Island both Governmental and Private to discuss the promoting of volunteering and civic responsibilities in addressing the needs for the people of Guam.
08/24/2014	AJC	<b>AJC Pledge of Service</b> The American Job Center Guam continues on a daily basis to provide a positive environment in which job seekers, new and those we are currently working with, from different ethnicities and background can

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		receive help in finding appropriate employment that meets their experience, education and skills. Free services offered cover all processes of the job search, from finding suitable vacancies and submitting applications to interviewing and assistance in securing employment, including training for those who meet the eligible guidelines. Our services are available through the Internet or in-person. AJC staff committee to quality customer service through AJC Pledge of Service.
09/03/2014	AJC	<p><b>American Job Center Partner Meeting</b></p> <p>Attendees:  DISID/DVR  DPHSS  GDOL</p> <p>Subject of Discussion:</p> <ul style="list-style-type: none"> <li>• Continuous discussion on resource and cost agreement sharing with AJC Partners, MOU and confirming dates for Virtual One-Stop (VOS) presentations for SCSEP and DPHSS. Virtual One-Stop is the most advanced and comprehensive workforce development software available. The system provides integrated services via the Internet for individuals, employers, training providers, workforce staff, and one-stop partners. From its initial deployment in 1998, Virtual One-Stop has been the benchmark for workforce development systems. Virtual One-Stop dramatically improves customer satisfaction, staff efficiency, and overall performance. In addition to the core and intensive services delivered by Virtual One-Stop, the system offers easy access to key reporting features to provide management with valuable information for improved service delivery and enhanced performance.</li> <li>• Letter that was provided to Directors during last GWIB meeting regarding quarterly reports (copies to be provided).</li> <li>• Status of Matrix – concerning duplication of services within the partner agencies (copies and assistance to be provided)</li> <li>• Guam Regional Transportation to provide date of next meeting.</li> <li>• Announcement of our Island Wide Job Fair, Friday, September 19, 2014, 9:00 a.m. to 3:00 p.m.</li> <li>• Discussion on the importance of all AJC Partners attending our meetings every other Wednesday in which our next meeting is scheduled for Wednesday, September 17, 2014, at 9:30 a.m. at the GDOL Conference room (Bell Tower Plaza, Anigua).</li> </ul>
09/16/2014	AJC	<p><b>WIOA Readiness Consultation Conference Call</b></p> <p>Conference call was to discuss the Assessment of state and local WIBs' understanding of the scope of change involved with the new legislation to Identify planning and preparation activities already underway in states and local areas; Discover existing strategies and practices in states and local WIBs that can be replicated or enhanced to facilitate national WIOA implementation; Track potential barriers or challenges to state</p>

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		<p>and local WIOA implementation and Inform ETA of TA and training needed by states and workforce system partners to successfully implement WIOA.</p> <p>The plan is to use a range of strategies, including site visits, group consultations during other ETA technical assistance sessions, and video conference calls to gather information from a good portion of Region 6. We've drafted a specific plan to achieve these consultations between now and the end of September. Forthcoming is a formal letter from our Assistant Secretary of Labor that introduces the process summarized above is making its way to state workforce commissioners.</p>
09/8-9/2014	AJC	<p><b>SAMHSA Conference-Workforce Development (Substance Abuse &amp; Mental Health Services Administration)</b>  AJC Administrator participated in national SAMSHA conference as a partner of GBHWC serving hardest-to-serve individuals with labor exchange. The subject of this conference was meeting the behavioral health needs of service members, veterans, and their families through workforce development and the importance of states and territories to provide support through the provision of technical assistance and the promotion of ongoing interagency collaboration. The subject of this conference was meeting the behavioral health needs of service members, veterans, and their families through workforce development and the importance of states and territories to provide support through the provision of technical assistance and the promotion of ongoing interagency collaboration.</p>
10/29/2015	AJC	<p><b>Directive 306 Complying with Non-Discrimination Provisions Criminal Record Restrictions</b>  US DOL Provided training to AJC case managers on providing employment services to individual with criminal records, clarifying requirements to obtaining police and court clearance when apply for a job. An individual must be determined eligible for position prior to criminal screening, this helps avoid barriers to applying for general positions.</p>
11/5/2014	AJC	<p><b>Advancing Equal Pay Enforcement Training</b>  US DOL Training - Directive 306 - Advancing Equal Pay Enforcement Training was provided to Case Management Staff.</p>
03/28/15	AJC	<p>Work keys orientation from GCC</p>
07/08/14	Dislocated Worker	<p><b>Completion Ceremony for Keep Your Guard Up Soldiers</b>  152 Guam Army National Guard veterans attended a completion ceremony after having earned employable skills through the Keep Your Guard Up program sponsored by GCC, the Governor's Office, ESGR, the Guam Chamber of Commerce, and GDOL.</p> <p>A 90-day industry certification program in eight areas are: automotive general service technician; A+ computer networking; electrical;</p>

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		<p>emergency medical technician; heating, ventilation and air conditioning (HVAC), supervision and management, heavy equipment/truck driving and welding. This training was supported by the AJC's Adult and Dislocated Worker program.</p> <p>152 soldiers in the program earned enrichment certificates for having gained employable skills, and depending on their program of study, some also earned completion certificates, National Career Readiness Certificates and valuable industry certifications.</p>																										
07/18/2015	Veterans	<p><b>Inaugural Veterans Health Conference - WestCare Pacific Islands</b> The purpose of this event was to bring awareness and provide information to our local veterans and their families regarding the different approaches to improve and maintain their health including information on career exploration, education and training. The key co-sponsors and committee members were the Guam Department of Public Health and Social Services, the Guam Office of Minority Health, the Guam State Office on Veterans Affairs, the Guam Women Veterans Association, the Guam Legislature and Payuta, Inc.</p>																										
08/12/14	Veterans	DVOP Meeting																										
09/19/14	Veterans	ESGR Job Fair for veterans																										
02/05/15	Veterans	GHURA Veterans Homeless Meeting																										
09/24/14	Veterans	JVSG Audit of DVOP and its performance																										
06/23-25/2015	Veterans	JVSG Audit																										
08/04/14	Veterans	<p><b>On-Site Visit from Federal Project Officer for JVSG Program</b> The on-site visit was to ensure and assist Guam in submitting a viable grant for Jobs for Veterans State Grant (JVSG) Program. FPO worked with GDOL staff. The final draft was submitted on August 6<sup>th</sup> for approval.</p>																										
08/15/2014	Veterans	<p><b>UCX Claimants Registered at National Guard Readiness Center Track 1&amp;2</b></p> <table border="1"> <tr> <td>Registered 1/16/2014</td> <td>131</td> </tr> <tr> <td>Registered 1/16/2014</td> <td>99</td> </tr> <tr> <td><b>Total Registered:</b></td> <td><b>230</b></td> </tr> <tr> <td>Claims Filed on Guam 20 – Claims not approved by US DOL</td> <td></td> </tr> <tr> <td>Total Active Claims Keyed by MDES:</td> <td>183</td> </tr> <tr> <td>Additional Claim Approved</td> <td>1</td> </tr> <tr> <td>Total</td> <td>184</td> </tr> <tr> <td>Claimants Currently Receiving UI Benefits: (Weekly Benefit: \$235.00 or \$211.00 after taxes)</td> <td></td> </tr> <tr> <td><b>Total Claimants Currently Receiving UI Benefits:</b></td> <td><b>116</b></td> </tr> <tr> <td colspan="2"><b>Enter Employment</b></td> </tr> <tr> <td>Entered Employment – Full Time</td> <td>49</td> </tr> <tr> <td>Entered Employment – Part Time</td> <td>12</td> </tr> <tr> <td><b>Total Entered Employment:</b></td> <td><b>61</b></td> </tr> </table>	Registered 1/16/2014	131	Registered 1/16/2014	99	<b>Total Registered:</b>	<b>230</b>	Claims Filed on Guam 20 – Claims not approved by US DOL		Total Active Claims Keyed by MDES:	183	Additional Claim Approved	1	Total	184	Claimants Currently Receiving UI Benefits: (Weekly Benefit: \$235.00 or \$211.00 after taxes)		<b>Total Claimants Currently Receiving UI Benefits:</b>	<b>116</b>	<b>Enter Employment</b>		Entered Employment – Full Time	49	Entered Employment – Part Time	12	<b>Total Entered Employment:</b>	<b>61</b>
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9/24/2014	Veterans	<p><b>On-Site Meeting with State Director, Hawaii &amp; Guam</b> Veterans' Employment &amp; Training Service</p>																										

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		The purpose of the visit to Guam was to determine compliance of the statutory roles and responsibilities of the Jobs for Veterans State Grant (JVSG) staff in Guam, including audit services to non-veterans.
05/07/15	Veterans	SSVR Employment & Training CMTE 2 <sup>nd</sup> Cohort
02/06/15	Veterans	US Department of Veterans Affairs Healthcare for Homeless Veterans Programs meeting and site visit from region federal project officers
05/14/15	Veterans	USN TAP Briefing US naval base Guam
06/10/15	Veterans	WestCare outreach activity providing one-to-one interviews and assessment for employment and training program eligibility.
02/05/15	Veterans	Westcare Partnership meeting
05/27/15	Veterans	Westcare Veteran Program
03/26/15	Veterans	Westcare, homeless veteran outreach
06/19/15	Youth	1 <sup>st</sup> annual family and youth led conference. Topic: Agency Collaboration for service Guam's most at-risk youth
04/17 & 23/2015	Youth	AmeriCorps Outreach, meeting with older youth who were being release from program, no longer eligible for resources to support post-secondary education enrollment. Program enrollment and referrals to employment were provided.
07/01/14	Youth	<b>Classroom-To-Careers SY2014-2015</b> In-School youth program providing year-round work experience, pre-employment training, and develops work readiness skills for youth at risk of not completing secondary education. Updates and registration of 200 CTC participants were completed this week. The registration list was finalized and telephone calls were made for the upcoming training. Work readiness training will commence on Monday, June 23, 2014 at 8:00 a.m. at the University of Guam Field House. CTC Training will be provided daily thru Thursday, June 26, 2014. Work Training Vouchers (WTV) are currently being processed and will be given to all 200 participants by Friday, June 27, 2014. Participants will proceed to their work site for a formal introduction/interview, WTV will have been acknowledged and signed and returned to AHRD with acceptance verification from the employer. The official CTC Summer Session will begin on Monday, June 30, 2014.
06/25/2014	Youth	<b>Classroom-To-Careers SY2014-2015 Work Sponsor Orientation</b> An orientation was conducted for the Work Sponsors (Employers). 40 of our 58 work sponsors participated in the orientation. A description of the program, administrative provisions, briefing on readiness training provided to participants, Youth Rules, and information on the processing of timesheets for payroll and evaluations were provided to the Work Sponsors.
09/12/2014	Youth	<b>Meeting with I'Famagu'on-ta</b> I'Famagu'on-ta shared the goals of their Expansion State Plan for servicing youth in transition and were introduced to two Youth Peer Support Specialists. There was much discussion on how our programs can help youth ready to transition into the workforce and how other youth serving entities can participate holistically in serving targeted

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		<p>populations. She will be sending us her approved grants so that we can collectively come to the table with policies to effectuate change.</p> <p>Additionally, ICareGuam System of Care in partnership with I'Famagu'on-ta are hosting a conference next week targeted at bringing together an array of providers and policy makers to streamline access to services for at-risk youth. They provided GDOL with invitations that are forwarded as follows:</p> <ul style="list-style-type: none"> <li>• September 23, 2014 12:00pm to 4:30pm; attendee should be in a position of authority to develop policy and describe best practices for serving this population, one seat is reserved for GDOL attendee, may be able to accommodate one more if highly recommended. The attendee will participate in dialogue for September 24 &amp; 25; and become a part of the coalition.</li> <li>• September 24 (8am - 4:30pm) and September 25 (8am - 1pm), 2014 there are two seats reserved for attendee who will work with teams in the community to better serve this population.</li> </ul>
11/6/2014	Youth	<p><b>I Fama'guon-ta Game Changer Meeting</b></p> <p>A meeting was held with all partners involved in the Game Change Conference in September 2014. The purpose of this meeting is to combine organizations within the government and consolidate resources and expertise to assist transitional youth into being adults. Partners include Department of Integrated Services for Individuals with Disabilities/ Division of Vocational Rehabilitation (DISID/ DVR), Guam Department of Education (GDOE), Guam Police Department (GPD), GDOL Guam Behavioral Health and Welfare Center (GBHWC) and the Guam Community College (GCC). The highlight of this meeting was raising awareness of the resources they have. This discussion allowed the group to open up new and interesting ideas. Topics from the initial meeting was concerning needs assessment, career exploration, training in the high schools, identifying work sponsors/ mentors, coaching, and work experience placement. Next meeting will be on December 11, 2014 at 11:00am</p>
12/22/14	Youth	CTC Winter Session begins 2 weeks of work experience for in-school youth
03/12/15	Youth	DVR Guam Advisory Panel for Students with Disabilities, GDOE-SPED Training Room, Chief Brodie Training Room
01/21/15	Youth	Game Change, appointment as co-chair to Partners in Workforce Development
04/02/15	Youth	Game Changer
09/23/14	Youth	Game Changer follow up Conference on Making Policy Changes
03/05/15	Youth	Game Changer Monthly Meeting
12/11/14	Youth	GDOE meeting on Transitional Student in educational system
06/10/15	Youth	GDOE Service Learning Meeting at JFK regarding policy changes and NPo engagement with supporting participation and capturing of data through webbased application hosted by Island Girl Power.

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

09/12/14	Youth	l'Famagu'on-ta meeting Game Changer development of MOU and State Policy changes in servicing at risk youth
11/06/14	Youth	l'Famagu'on-ta Game Changer working session
01/22/15	Youth	Juvenile Justice Reform Meeting with Kennedy Foundation
01/27/15	Youth	Meeting with GDOL and Secondary education school counselors regarding WIOA changes
06/26/15	Youth	Passport to Services for Homeless, outreach by AJC for information dissemination.
11/10/2014	Adult	<p><b>Guam USAG Diverse Community Outreach Initiative Meeting</b></p> <p>Community Outreaches: Discussion was on discrimination and improving community relationships amongst diverse cultures in the community. Discussion on ways of improving and engaging in the community and how "Positive Faces" in the community may be a way to raise positive issues happening in the community, and raising positive awareness.</p> <p>Seeking "Positive Faces" in the community: Seeking individuals, groups, clubs, students etc. to reflect on the positive issues that takes place in the community. Provide him with names on who should be featured as a positive face in the community.</p> <p>Crime Prevention - Increase and improve communication and collaboration between the community and law enforcement to be able to work together to improve the community.</p> <p>Re-entry Programs including Workforce Development Programs - Primary goal is to take a look into the workforce reintegration. Individuals that have committed crimes are seeking programs to assist them in reentering society.</p> <p>The Attorney General's office made contact with the National Institute of Correction regarding materials and training that can assist individuals who have been incarcerated or have criminal record. The Attorney General's office made contact with the individual who handles the training and they are willing to come to Guam and provide training needed free of charge, but the type of actual training has not been discussed. GDOL recommended the Offender Workforce Development Specialist Training (OWDS) be brought to Guam. By obtaining OWDS certification, it would help those who assist with offenders be familiar and working as a community with trained individuals would beneficial.</p> <p>The Attorney General (AG) would like to have others who deal with this population be a part of the training and present what they can offer as far as training goes. The AG will look into involving the private sector to raise awareness and educate them on the issue.</p>

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		The Attorney General's office has a new website "Marianas Regional Fusion Center" that individuals can access to report crimes, see crimes that has been reported, and become a member.
11/19/2014	Youth	<p><b>GDOE and AJC Partner Meeting on CTC Updates for Participants</b> Meeting was help with GDOE Counselors to discuss upcoming Winter Session. Advised Counselors that letters will be sent to all CTC Participants and a copy forwarded to them. Letter will advise of what is needed from each participant for Winter Updates that will be held at GDOL from December 1 thru December 19<sup>th</sup>. Advised Counselors that we will need Grad Stats on each participant and our Winter Session will commence December 22, 2014 and conclude on January 2, 2015. Breakout meetings were held by participating school between school counselor and WIA case manager to discuss the individual progress of each youth enrolled. Outcomes were documented in participant file under case notes.</p> <p>Next meeting is scheduled for Tuesday, January 27' 2015 at 1:00pm.</p>
1/27/15	Youth	<p><b>GDOE and AJC Partner Meeting on CTC Updates for Participants</b> Meeting was help with GDOE Counselors to discuss upcoming Spring Session. Advised Counselors that letters will be sent to all CTC Participants and a copy forwarded to them. Letter will advise of what is needed from each participant for Spring updates. Advised Counselors on changes from WIA to WIOA that will changes use of funding from In-School to Out-of-School youth. GDOL will work on retaining current participants but will not be able to pick up new CTC program participants. WIOA implementation effective July 1, 2015. Counselors agreed to work aggressively with current population ready for graduation.</p> <p>Breakout meetings were held by participating school between school counselor and WIA case manager to discuss the individual progress of each youth enrolled. Both identified youth who need to enroll in alternative education provider (Asmuyao Community School) to assist with credit deficiencies. Priority placement would be given to those who were 18 or older lacking more than 1 year of credits to graduate. Monthly meetings with Participants, School Counselors and Case Managers would occur to ensure eligible youth graduate this program year. Activity and outcomes were documented in participant file under case notes.</p>
11/24/2014	AJC	<p><b>GHURA (HUD) Family Self Sufficiency PCC Meeting</b> Meeting was held to discuss upcoming events to include GCC College Access &amp; Community Resources Fair, GDOE Family Fair, etc. Old business discuss was the draft of the MOU and further discussed the 1-15 PCC Meeting schedule. Minutes of the meeting with be forthcoming along with a calendar for 2015.</p>
11/21/2014	AJC	<b>Employer Support of the Guard &amp; Reserve (ESGR) Luncheon Meeting</b>

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		<p>The State Director for ESGR provided update on USERRA law on how it affects employment, reemployment and retention in employment, when employees serve in the uniformed services when they are called to duty either voluntary or involuntary. ESGR informs and educates service members and civilian employers regarding their rights and responsibilities governed by USERRA (Uniformed Services Employment &amp; Reemployment Rights Act). His presentation also indicated that 17% of service members are unemployed. ESGR members are aware of AJC services that can be provided to the service members in this category. Several members have also expressed that they will be coordinating an upcoming meeting to address the unemployed veterans and will be inviting AJC staff to attend.</p>
12/3/2014	AJC	<p><b>Update from Advocates on Guam's Disability Agenda</b> Guam CEDDERS facilitated presentation of Self-advocates and advocates presenting their stories, testimonies and recommendations as part of the culminating message to summarize the input received during the "Updating the Guam Territorial Agenda on Disabilities Forum" held on May 2014 involving individuals with disabilities and their families. These results were published in a booklet, the contents showcased GDOL program being effective in bridging employment gaps for individuals with disabilities and was effective in obtaining employment.</p>
12/5/2015	AJC	<p><b>University of Guam College &amp; Career Fair</b> American Job Center staff participated at the College &amp; Career fair hosted by the University of Guam Career Development office. American Job Center staff showcased the Virtual One Stop HireGuam site. Brochures about AJC services were provided to 46 students who showed interest in our website. A total of 215 students and Alumni attended the fair.</p>
December 10, 2014	AJC	<p><b>Virtual One Stop (HireGuam) Presentation</b> A presentation was made to the University of Guam (UOG) School of Business &amp; Public Administration Marketing students. AJC presented employer and individual user navigation to 25 students, who have concentration in Entrepreneurship.</p>
December 11, 2014	Youth	<p><b>JFK High School Transitional Students</b> Site visit from six (6) JFK High School Transitional Students. Briefed</p>

**Guam Department of Labor  
Summary of PY2014 Activities as of June 30, 2015**

		students on understanding the job search and tools for obtaining employment. Introduced them to our on line system (VOS).
December 12, 2014	Dislocated Workers	<p><b>Health Care of the Pacific</b> A meeting was held with Health Care of the Pacific Management to discuss WIA partnership work programs with GDOL as a private sector community based service work sponsor. The meeting resulted in them agreeing to partner as a work sponsor for the Work Experience program and OJT Training program - WIA Adult program. We discussed various programs offered under the GDOL WIA Funding. They will contact us to schedule the Pre-award for next week. Contract was awarded in February 2015 and referrals of TANF participants occurred March 2015 with commitment for direct hire.</p>
December 17, 2014		<p><b>Meeting with Guam Community College (GCC)</b> A meeting was held with GCC to assess the need for more Youth programs. Discussed re-engaging with the disconnected youth population. Further discussed ways to strengthen the partnership with GCC and GDOL. Will continue dialogue towards working on improving the services, etc. Also discussed was strategy development to improve access/enrollment for Adult Education program, GED to HiSet etc.</p>

# ATTACHMENT C

## PY2014 Job Fair Statistics

J O B F A I R

ETHNICITY BREAK DOWN

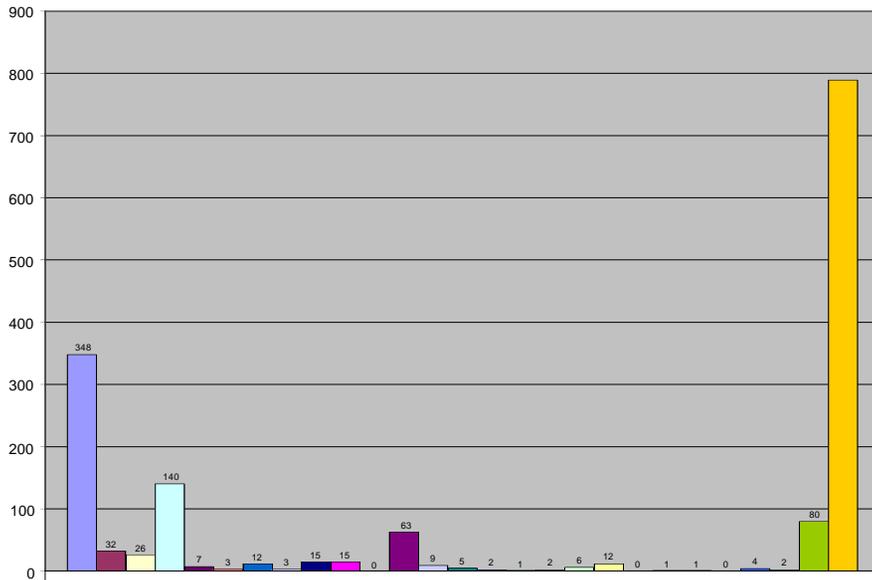
CHAMORRO	Guamanian	White	Filipino	African American	MARSHALLESE	YAPPESE	English	PALAUAN	PONAPIEAN	CAROLINIAN	Chukchee	Korean	JAPANESE	CHINESE	KORAEAN	HISPANIC	Rider/Tristan	Mexican/Jan	INDONESIAN	INDIAN	LatIn	VIETNAMESE	Balinese	Thai	OTHER (MIX)	TOTAL JOB SEEKERS
348	32	26	140	7	3	12	3	15	15	0	63	9	5	2	1	2	6	12	0	1	1	0	4	2	80	789

Sponsors:

Department of Labor/American Job Center  
 Employer Support to the Guard & Reserve  
 Guam Hotel & Restaurant Association  
 Guam Chamber of Commerce

<b>789 Job Seekers Attended</b>
<b>29 Employers/Venders</b>
<b>87 Veterans</b>
<b>35 Military Spouse; 16 Dependent</b>
<b>28 Disabled</b>
<b>154 Employed</b>
<b>526 Unemployed</b>
<b>191 Age 18-21</b>
<b>451 Age 22-49</b>
<b>147 Age 50+</b>
<b>354 Males</b>
<b>435 Females</b>

JOB SEEKERS



CHAMORRO	348
FILIPINO	32
CAUCASIAN	26
AFRO-AMERICAN	140
CHUKKESE	7
MARSHALLESE	3
YAPESE	12
CNMI	3
PALAUAN	15
PONAPIEAN	15
CAROLINIAN	0
SAMOAN	63
KOKOSRAEN	9
JAPANESE	5
CHINESE	2
KOREAN	1
HISPANIC	2
HUNGARIAN	6
GERMAN	12
HAWAIIAN	0
INDIAN	1
ITALIAN	1
VIETNAMESE	0
AUSTRALIAN	4
POLYNESIAN	2
OTHERS (MIX)	80
TOTAL JOB SEEKERS	789

# **ATTACHMENT D**

## **Hawaii Job Corps Graduates Listing**

**GUAM DEPARTMENT OF LABOR**  
**Guam Employment Service**

***Report: Hawaii Job Corps Graduates Employed***

January 27, 2015

<b>YEAR</b>	<b>NAME</b>	<b>TRADE</b>	<b>EMPLOYMENT</b>
2010	Charlene Rama	Culinary Art	Office Asst. (Las Vegas
2011	Manny Bermudes	Landscaping	Fort Jackson, Korea
	Alvin Gargog	Facilities Maintenance	Virginia
	Kevin Iekar	Cook	Hard Rock Café
	Clarence Kintun	Cook	Hilton Hawaii
	Brian San Nicolas	Cook	Guam Hilton
	Gregoria Choo	Nurse Aide	Maui Hospital
	Rosalyn Cruz	Landscaper	LMS Landscaping
	Bryanna L.Guerero	Culinary	Hawaii
	Belquita Reyes	Finance & Business	South Carolina
	Melody Santos	Business Technology	Galaide Group, GU
2012	Paulla Cobb	Phlebotomy Tech	Naval Hospital, GU
	De-Anna Taijeron	Medical Support	Maui, Hospital
	Ramona Sn Nicolas	Culinary	California
	Joylyn Masao *	Business Technology	Wailea Hotel, HI
	Estelita Lesaugbeg	Kitchen Aide	Pizza Hut, GU
	Lisa Roponei	School Aide	Department of Education, GU
	Perdita Taitano	Kitchen Helper	PROA, GU
	Richard Dela Cruz	Maintenance	Guam Construction
	Larry Lagman	Maintenance	Guam Construction
	Pedro Ytelug	Cook	Leo Palace Resort
	Jacob Rivera	Office Staff	Tumon Restaurant
2013	Christopher Merrill **	Staff Aide	HJC Cafeteria

\* Valedictorian

\*\* President, Maui Student Council