



WIA and WP Annual Report

PY 2014-15

PR THE SHINNING STAR

Through our countless stars, Puerto Rico shine more than any other country in the area with comparable population density. You will not take much time you realize why Puerto Rico is a stellar destination for tourism, investment and business.

Commonwealth of Puerto Rico
Department of Economic Development and
Commerce
Puerto Rico Department of Labor



CONTENTS

INTRODUCTION	1
REQUIRED REPORTING	3
CUSTOMER SATISFACTION MEASURES	28
WAIVERS FLEXIBILITY FOR DELIVERY OF SERVICE	33
COST OF PROGRAM ACTIVITIES	43
EFFICIENCY MEASURES	45
STATE REQUIRED AND ALLOWABLE ACTIVITIES	47
LOCAL AREAS SERVICE DELIVERY APPROACH'S.....	51
LOCAL AREAS SUCESS HISTORIES	62
PROGRAMS INITIATIVES AND STRATEGIES TO SERVING VETERANS.....	70
CURRENT PERFORMANCE MEASURES FOR THE JVSG PROGRAM	71
GOLD CARD INITIATIVE	81



INTRODUCTION

Puerto Rico's Department of Economic Development and Commerce and the Department of Labor of Puerto Rico, are pleased to submit the Workforce Investment Act (WIA) and the Wagner Peysers Annual Report Narrative for Program Year 2014-15. Aware of the intense changes taking place in the world's economies, we have devoted our best efforts to develop strategies and mechanisms to keep our labor force at the most competitive levels, in order to maintain Puerto Rico in the mainstream of these changes and give a boost to the economic development of the island. Our goal is to empower the labor force with transferable skills that respond effectively and competitively to the international markets' production and technological changes.

As stated by law number 171, October 2, 2014, the Workforce Development Administration (ADL, by its Spanish acronym) became part of Puerto Rico's Department of Economic Development and Commerce (DEDC) administrative structure, transformed as the Workforce Development Program (PDL, by its Spanish acronym). The DEDC became the governmental agency responsible for managing the funds allocated by formula to Puerto Rico by the Workforce Investment Act (WIA) and the Employment and Training Administration of the Department of Labor of the United States (DOL/ETA).

WIA was a fundamental component in the transformation of our present labor and economic development reality. We trust that under WIOA statute we will launch more services to participants and employers, aligned with the economic development strategies we are promoting, such as providing incentives to the aeronautical, pharmaceutical, biotechnological, sciences and technological economic sectors. We are working to create a well prepared and diverse labor force, capable of inserting our economy in the global market. We are counting on Puerto Rico's youth, adults and displaced workers population. Our compromise is to endorse and support a skilled



workforce and the creation of the necessary job slots to employ these workers. With the appropriate tools to work that WIOA provides, we will build a better socio-economic future and an inclusive quality of life in Puerto Rico.

On July 22, 2014, the President of the United States, Barack Obama, signed the Workforce Innovation and Opportunity Act (WIOA), which establishes changes, a new vision and a new approach to training and employment services delivery. WIOA would allow employment programs to respond with greater agility to a coherent policy of job creation, focusing on priority sectors of high growth and demand, as most of the training and employment programs runs in the United States.

The DDEC is integrating resources, objectives and stakeholders to maximize the economic development plan in important and diverse areas, such as the revitalization of the youth population, providing opportunities for innovation, entrepreneurship and job creation.



REQUIRED REPORTING

According to WIA Sections 136(d) (1) and (2) and 185 (d), requirements regarding *Performance Analysis and Data*, the following charts constitutes the performance data reported for the PY 2014-15 for Adult, Dislocated Worker and Youth Programs. The WIA Annual Report is based in the Workforce Investment Act Standardized Record Data (WIASRD) files, and covers participants who received financially assisted services by formula and statewide reserve funds.

The Youth, Adults and Dislocated Workers Programs served 23,949 participants in Program Year (PY) 2014, as shows Table M. A total of 17,068 exited from the programs during the program year. The Adult Program served 12,676 participants and 8,698 exited, while the Dislocated Workers program served 2,476 and 1,449 exited the program. The Out of School Youth Program served 3,681 participants and the Younger Youth Program represented the highest amount with 5,116 participants.

In summary, Puerto Rico met the 17 performance measure for program year 2014, with seven performance measure met the required standard and ten surpass the negotiated levels.



Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	94	82.7	500	6,759	618	80.9
Employers	87	83.6	377	437	437	83.6

Table B: Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0 %	75.1 %	3,587
			4,778
Employment Retention Rate	83.0 %	88.3 %	3,369
			3,814
Six Months Average Earnings	\$7,300	\$6,251	\$9,682,761
			1,549
Employment and Credential Rate	59.0 %	61.1 %	773
			1,265

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	57.1 %	109	57.1%	8	72.7%	16	65.5%	131
		191		14		22		200
Employment Retention Rate	90.7 %	107	80.0%	8	88.2%	15	88.8%	119
		118		10		17		134
Six Months Average Earnings	\$5,016	\$210,672	\$5,599	\$22,398	\$4,691	\$28,145	\$5,847	\$239,746
		42		4		6		41
Employment And Credential Rate	66.7 %	52	50.0%	1	75.0%	3	36.4%	8
		78		2		4		22



Table D - Outcome Information by Service Level for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	76.8%	1,488 1,937	70.8 %	1,074 1,518	79.9 %
Employment Retention Rate	85.2%	1,490 1,749	91.2 %	908 996	90.6 %	836 923
Six-Months Average Earnings	\$6,231	\$5,234,394 840	\$ 6,161	\$ 1,848,358 300	\$ 6,408	\$ 2,371,038 370

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	59.0 %
Employment Retention Rate	83.0 %	90.2 %	1,006 1,115
Six Months Average Earnings	\$ 7,638	\$ 6,605	\$ 3,024,938 458
Employment and Credential Rate	65.0 %	63.4 %	287 453

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	66.7%	2 3	50.0%	2 4	69.9%	72 103	52.0%
Employment Retention Rate	66.7%	2 3	83.3%	5 6	89.5%	51 57	84.0%	28 33
Six-Months Average Earnings	\$8,992	\$17,985 2	\$6,412	\$32,060 5	\$5,377	\$69,906 13	\$7,004	\$63,034 9
Employment and Credential Rate	0.0 %	0 0	0.0 %	0 1	85.7 %	12 14	46.2 %	12 26



**Table G - Outcome Information by Service Level
 for the Dislocated Worker Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	71.4 %	262	72.6 %	529	83.2 %	376
		367		729		452
Employment Retention Rate	87.5 %	259	91.8 %	392	91.2 %	330
		296		427		362
Six Months Average Earnings	\$ 6,439	\$ 933,656	\$ 7,140	\$ 999,589	\$ 6,365	\$1,043,901
		145		140		164

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education Rate	0.0	38.9	2,532
			6,505
Attainment of Degree or Certificate Rate	0.0	30.0	1,245
			4,148
Literacy and Numeracy Gains	0.0	21.8	493
			2,267

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Placement in Employment or Education Rate	24.2%	132	0.0%	0	41.0%	32	57.2%	1,310
		545		0		78		2,291
Attainment of Degree or Certificate Rate	17.5%	84	0.0%	0	26.0%	13	33.7%	137
		479		0		50		406
Literacy and Numeracy Gains	63.4%	102	0.0%	0	33.3%	4	21.8%	493
		161		0		12		2,267



Table H.2 - Older Youth Results (19-21)			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	57.0 %	61.4 %	670
			1,091
Employment Retention Rate	55.0 %	90.8 %	580
			639
Six Months Average Earnings	\$ 3,153	\$ 2,905	\$ 726,165
			250
Employment and Credential Rate	81.0 %	45.5 %	679
			1,493

Table I - Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	46.5 %	33	0.0 %	0	19.1 %	4	60.6 %	590
		71		0		21		973
Employment Retention Rate	88.4 %	38	0.0 %	0	81.8 %	9	90.6 %	483
		43		0		11		533
Six-Months Average Earnings	\$2,100	\$37,793	\$ 0	\$ 0	\$2,238	\$4,476	\$ 2,937	\$552,109
		18		0		2		188
Employment and Credential Rate	42.3 %	41	0.0 %	0	20.8 %	5	46.7 %	574
		97		0		24		1,228

Table J - Younger Youth Results (14-18)			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	97.0 %	95.3 %	6,358
			6,669
Diploma or Equivalent Attainment Rate	77.0 %	83.4 %	1,187
			1,424
Retention Rate	56.0 %	73.9 %	1,826
			2,470



Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	93.9 %	596 635	97.4 %	76 78	89.3 %
Diploma or Equivalent Attainment Rate	74.5 %	38 51	89.5 %	17 19	68.5 %	250 365
Retention Rate	61.3 %	65 106	87.0 %	20 23	58.7 %	682 1,162

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	66.5 %	1,881 2,830	\$ 2,641	\$ 3,739,923 1,416	0.1 %	2 3,587	\$ 2,620	\$ 5,443,747 2,078	22.9 %
Dislocated Workers	73.2 %	615 840	\$ 138	\$ 2,387,706 1,727,375	0.2 %	2 1,178	\$ 2,919	\$ 1,935,182 663	29.8 %	112 376
Older Youth	61.4 %	332 541	\$ 2,953	\$614,230 208	0.0 %	0 670	\$ 1,578	\$ 394,550 250		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adults	12,676	8,698
Total Adults (self)	3,518	3,149
WIA Adults	10,224	7,264
WIA Dislocated Workers	2,476	1,449
Total Youth (14-21)	8,797	6,921
Younger Youth (14-18)	6,574	5,491
Older Youth (19-21)	2,223	1,430
Out-of-School Youth	3,681	2,364
In-school Youth	5,116	4,557



Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 16,979,222
Local Dislocated Workers		\$ 9,163,680
Local Youth		\$ 15,138,025
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$ 2,531,754
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$ 3,570,657
Statewide Allowable Activities WIA Section 134(a)(3)	\$ 598,241	\$ 598,241
	Southwest Local Area	\$ 100,000
	Carolina Local Area	\$ 150,000
	Southeast Local Area	\$ 50,000
	La Montaña Local Area	\$ 67,500
	South Central	\$ 30,000
	Mayagüez Local Area	\$ 38,393
	Puerto Rico Industries for the Blind	\$ 3,356
	Fundación Sila Calderón	\$ 85,090
	Waffler Avenue	\$ 11,270
	Ciudad Deportiva Roberto Clemente	\$ 62,632
Total of All Federal Spending Listed Above		\$ 47,981,579



Table O
 Local Board ETA CODE 72145
 ALDL Bayamón/Comerío

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Bayamón/Comerío	Total Participants Served	Adults	321
		Dislocated Workers	62
		Older Youth (19 - 21)	70
		Younger Youth (14 - 18)	152
ETA Assigned Number	Total Exiters	Adults	361
		Dislocated Workers	73
		Older Youth (19 -21)	78
		Younger Youth (14 - 18)	214
Customer Satisfaction	Program Participants	94	89
	Employers	87	78
Entered Employment Rates	Adults	68	83
	Dislocated Workers	59	77
	Older Youth	57	53
Retention Rates	Adults	83	82
	Dislocated Workers	83	80
	Older Youth	81	83
	Younger Youth	56	57
Six-Months Average Earnings	Adults	5,840	4,895
	Dislocated Workers	6,978	5,615
Six Months Earnings Increase	Older Youth	2,522	3,034
Credential/Diploma Rates	Adults	59	25
	Dislocated Workers	52	59
	Older Youth	55	12
	Younger Youth	77	96
Skill Attainment Rate	Younger Youth	97	97
Placement in Employment or Education	Youth (14 - 21)	0	73
Attainment of Degree or Certificate	Youth (14 - 21)	0	54
Literacy or Numeracy Gains	Youth (14 - 21)	0	62
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72150
 ALDL Caguas/Guayama

Local Area Name ALDL Caguas/Guayama	Total Participants Served	Adults	3,772
		Dislocated Workers	475
		Older Youth (19 - 21)	212
		Younger Youth (14 - 18)	851
ETA Assigned Number	Total Exiters	Adults	2,264
		Dislocated Workers	229
		Older Youth (19 -21)	75
		Younger Youth (14 - 18)	365
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	85	75
	Employers	87	84
Entered Employment Rates	Adults	68	92
	Dislocated Workers	59	85
	Older Youth	57	93
Retention Rates	Adults	83	95
	Dislocated Workers	83	96
	Older Youth	81	80
	Younger Youth	56	86
Six-Months Average Earnings	Adults	6,061	6,777
	Dislocated Workers	6,790	7,399
Six Months Earnings Increase	Older Youth	2,522	2,538
Credential/Diploma Rates	Adults	59	10
	Dislocated Workers	65	0
	Older Youth	44	39
	Younger Youth	77	92
Skill Attainment Rate	Younger Youth	97	96
Placement in Employment or Education	Youth (14 - 21)	0	63
Attainment of Degree or Certificate	Youth (14 - 21)	0	85
Literacy or Numeracy Gains	Youth (14 - 21)	0	4
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met
		<input type="radio"/> Exceeded	



Table O Local Board ETA CODE 72125 ALDL Carolina			
Local Area Name ALDL Carolina	Total Participants Served	Adults	577
		Dislocated Workers	100
		Older Youth (19 - 21)	113
		Younger Youth (14 - 18)	162
ETA Assigned Number	Total Exiters	Adults	522
		Dislocated Workers	72
		Older Youth (19 -21)	108
		Younger Youth (14 - 18)	188
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	94	82
	Employers	87	88
Entered Employment Rates	Adults	68	70
	Dislocated Workers	59	80
	Older Youth	57	80
Retention Rates	Adults	83	94
	Dislocated Workers	83	94
	Older Youth	81	97
	Younger Youth	56	91
Six-Months Average Earnings	Adults	7,300	6,785
	Dislocated Workers	7,638	8,010
Six Months Earnings Increase	Older Youth	3,153	2,821
Credential/Diploma Rates	Adults	59	94
	Dislocated Workers	65	100
	Older Youth	55	50
	Younger Youth	77	78
Skill Attainment Rate	Younger Youth	97	86
Placement in Employment or Education	Youth (14 - 21)	0	83
Attainment of Degree or Certificate	Youth (14 - 21)	0	39
Literacy or Numeracy Gains	Youth (14 - 21)	0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72110
 ALDL Guaynabo/Toa Baja

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Guaynabo/Toa Baja	Total Participants Served	Adults	307
		Dislocated Workers	76
		Older Youth (19 - 21)	145
		Younger Youth (14 - 18)	358
ETA Assigned Number	Total Exiters	Adults	229
		Dislocated Workers	46
		Older Youth (19 -21)	96
		Younger Youth (14 - 18)	380
Customer Satisfaction	Program Participants	94	89
	Employers	87	73
Entered Employment Rates	Adults	68	69
	Dislocated Workers	59	72
	Older Youth	57	68
Retention Rates	Adults	83	92
	Dislocated Workers	83	89
	Older Youth	81	92
	Younger Youth	56	58
Six-Months Average Earnings	Adults	7,300	5,934
	Dislocated Workers	7,638	5,872
Six Months Earnings Increase	Older Youth	3,153	3,175
Credential/Diploma Rates	Adults	59	67
	Dislocated Workers	65	86
	Older Youth	55	55
	Younger Youth	77	78
Skill Attainment Rate	Younger Youth	97	94
Placement in Employment or Education	Youth (14 - 21)	0	27
Attainment of Degree or Certificate	Youth (14 - 21)	0	14
Literacy or Numeracy Gains	Youth (14 - 21)	0	5
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met
		<input type="radio"/> Exceeded	



Table O
 Local Board ETA CODE 72135
 ALDL La Montaña

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL La Montaña	Total Participants Served	Adults	1,207
		Dislocated Workers	72
		Older Youth (19 - 21)	106
		Younger Youth (14 - 18)	486
ETA Assigned Number	Total Exiters	Adults	1,216
		Dislocated Workers	81
		Older Youth (19 -21)	70
		Younger Youth (14 - 18)	359
Customer Satisfaction	Program Participants	94	79
	Employers	87	85
Entered Employment Rates	Adults	54	56
	Dislocated Workers	59	63
	Older Youth	46	47
Retention Rates	Adults	83	85
	Dislocated Workers	83	98
	Older Youth	81	91
	Younger Youth	56	62
Six-Months Average Earnings	Adults	6,128	8,577
	Dislocated Workers	6,110	7,357
Six Months Earnings Increase	Older Youth	3,153	3,269
Credential/Diploma Rates	Adults	47	59
	Dislocated Workers	52	54
	Older Youth	44	35
	Younger Youth	70	72
Skill Attainment Rate	Younger Youth	97	94
Placement in Employment or Education	Youth (14 - 21)	0	62
Attainment of Degree or Certificate	Youth (14 - 21)	0	85
Literacy or Numeracy Gains	Youth (14 - 21)	0	61
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met
		<input type="radio"/> Exceeded	



Table O
 Local Board ETA CODE 72130
 ALDL Manatí/Dorado

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Manatí/Dorado	Total Participants Served	Adults	562
		Dislocated Workers	56
		Older Youth (19 - 21)	106
		Younger Youth (14 - 18)	256
ETA Assigned Number	Total Exiters	Adults	444
		Dislocated Workers	47
		Older Youth (19 -21)	69
		Younger Youth (14 - 18)	185
Customer Satisfaction	Program Participants	94	82
	Employers	87	86
Entered Employment Rates	Adults	68	71
	Dislocated Workers	59	68
	Older Youth	57	62
Retention Rates	Adults	83	92
	Dislocated Workers	83	95
	Older Youth	81	95
	Younger Youth	56	73
Six-Months Average Earnings	Adults	7,300	8,122
	Dislocated Workers	7,638	6,212
Six Months Earnings Increase	Older Youth	3,153	5,411
Credential/Diploma Rates	Adults	59	60
	Dislocated Workers	65	69
	Older Youth	55	58
	Younger Youth	77	95
Skill Attainment Rate	Younger Youth	97	83
Placement in Employment or Education	Youth (14 - 21)	0	64
Attainment of Degree or Certificate	Youth (14 - 21)	0	100
Literacy or Numeracy Gains	Youth (14 - 21)	0	
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72085
 ALDL Mayagüez/Las Marías

Local Area Name ALDL Manatí/Dorado	Total Participants Served	Adults	233
		Dislocated Workers	165
		Older Youth (19 - 21)	137
		Younger Youth (14 - 18)	283
ETA Assigned Number	Total Exiters	Adults	72
		Dislocated Workers	69
		Older Youth (19 -21)	60
		Younger Youth (14 - 18)	205

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	94	79
	Employers	87	76
Entered Employment Rates	Adults	68	77
	Dislocated Workers	59	78
	Older Youth	52	84
Retention Rates	Adults	83	90
	Dislocated Workers	83	90
	Older Youth	81	86
	Younger Youth	56	87
Six-Months Average Earnings	Adults	7,000	5,585
	Dislocated Workers	7,638	6,659
Six Months Earnings Increase	Older Youth	3,153	2,809
Credential/Diploma Rates	Adults	59	70
	Dislocated Workers	60	75
	Older Youth	44	47
	Younger Youth	77	88
Skill Attainment Rate	Younger Youth	97	90
Placement in Employment or Education	Youth (14 - 21)	0	31
Attainment of Degree or Certificate	Youth (14 - 21)	0	29
Literacy or Numeracy Gains	Youth (14 - 21)	0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0

Overall Status of Local Performance	<input type="radio"/> Not Met <input type="radio"/> Met <input type="radio"/> Exceeded
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Table O
 Local Board ETA CODE 72130
 ALDL Northeast

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Northeast	Total Participants Served	Adults	437
		Dislocated Workers	160
		Older Youth (19 - 21)	83
		Younger Youth (14 - 18)	261
ETA Assigned Number	Total Exiters	Adults	161
		Dislocated Workers	77
		Older Youth (19 -21)	285
		Younger Youth (14 - 18)	1151
Customer Satisfaction	Program Participants	94	79
	Employers	87	76
Entered Employment Rates	Adults	68	78
	Dislocated Workers	59	64
	Older Youth	52	61
Retention Rates	Adults	83	94
	Dislocated Workers	83	88
	Older Youth	81	90
	Younger Youth	56	63
Six-Months Average Earnings	Adults	7,000	7,077
	Dislocated Workers	7,638	6,577
Six Months Earnings Increase	Older Youth	3,153	2,542
Credential/Diploma Rates	Adults	59	91
	Dislocated Workers	60	100
	Older Youth	44	61
	Younger Youth	77	78
Skill Attainment Rate	Younger Youth	97	98
Placement in Employment or Education	Youth (14 - 21)	0	18
Attainment of Degree or Certificate	Youth (14 - 21)	0	0
Literacy or Numeracy Gains	Youth (14 - 21)	0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72080
 ALDL North Central
 Arecibo

Local Area Name ALDL North Central Arecibo	Total Participants Served	Adults	634
		Dislocated Workers	303
		Older Youth (19 - 21)	185
		Younger Youth (14 - 18)	439
ETA Assigned Number	Total Exiters	Adults	851
		Dislocated Workers	222
		Older Youth (19 -21)	96
		Younger Youth (14 - 18)	199

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	94	83
	Employers	87	88
Entered Employment Rates	Adults	68	68
	Dislocated Workers	59	67
	Older Youth	57	51
Retention Rates	Adults	83	76
	Dislocated Workers	83	83
	Older Youth	81	86
	Younger Youth	56	80
Six-Months Average Earnings	Adults	7,300	5,853
	Dislocated Workers	7,638	6,521
Six Months Earnings Increase	Older Youth	3,153	3,017
Credential/Diploma Rates	Adults	59	70
	Dislocated Workers	65	69
	Older Youth	55	55
	Younger Youth	77	69
Skill Attainment Rate	Younger Youth	97	98
Placement in Employment or Education	Youth (14 - 21)	0	57
Attainment of Degree or Certificate	Youth (14 - 21)	0	46
Literacy or Numeracy Gains	Youth (14 - 21)	0	6
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0

Overall Status of Local Performance	<input type="radio"/> Not Met <input type="radio"/> Met <input type="radio"/> Exceeded
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Table O
 Local Board ETA CODE 72080
 ALDL Northwest

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Northwest	Total Participants Served	Adults	418
		Dislocated Workers	165
		Older Youth (19 - 21)	204
		Younger Youth (14 - 18)	458
ETA Assigned Number	Total Exiters	Adults	265
		Dislocated Workers	84
		Older Youth (19 -21)	49
		Younger Youth (14 - 18)	619
Customer Satisfaction	Program Participants	94	82
	Employers	87	90
Entered Employment Rates	Adults	54	50
	Dislocated Workers	59	65
	Older Youth	46	40
Retention Rates	Adults	83	86
	Dislocated Workers	83	91
	Older Youth	81	84
	Younger Youth	56	54
Six-Months Average Earnings	Adults	6,249	6,693
	Dislocated Workers	7,638	6,255
Six Months Earnings Increase	Older Youth	2,554	2,057
Credential/Diploma Rates	Adults	55	65
	Dislocated Workers	65	78
	Older Youth	44	36
	Younger Youth	74	65
Skill Attainment Rate	Younger Youth	97	94
Placement in Employment or Education	Youth (14 - 21)	0	20
Attainment of Degree or Certificate	Youth (14 - 21)	0	14
Literacy or Numeracy Gains	Youth (14 - 21)	0	85
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72055
 ALDL Ponce

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Ponce	Total Participants Served	Adults	166
		Dislocated Workers	121
		Older Youth (19 - 21)	142
		Younger Youth (14 - 18)	824
ETA Assigned Number	Total Exiters	Adults	83
		Dislocated Workers	61
		Older Youth (19 -21)	151
		Younger Youth (14 - 18)	481
Customer Satisfaction	Program Participants	94	86
	Employers	87	86
Entered Employment Rates	Adults	57	70
	Dislocated Workers	51	75
	Older Youth	46	39
Retention Rates	Adults	78	77
	Dislocated Workers	83	89
	Older Youth	81	91
	Younger Youth	56	71
Six-Months Average Earnings	Adults	7,100	7,484
	Dislocated Workers	7,623	7,169
Six Months Earnings Increase	Older Youth	2,522	2,365
Credential/Diploma Rates	Adults	59	83
	Dislocated Workers	60	65
	Older Youth	44	8
	Younger Youth	63	67
Skill Attainment Rate	Younger Youth	97	99
Placement in Employment or Education	Youth (14 - 21)	0	25
Attainment of Degree or Certificate	Youth (14 - 21)	0	3
Literacy or Numeracy Gains	Youth (14 - 21)	0	3
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72005
 ALDL San Juan

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL San Juan	Total Participants Served	Adults	369
		Dislocated Workers	175
		Older Youth (19 - 21)	202
		Younger Youth (14 - 18)	684
ETA Assigned Number	Total Exiters	Adults	111
		Dislocated Workers	56
		Older Youth (19 -21)	16
		Younger Youth (14 - 18)	276
Customer Satisfaction	Program Participants	94	80
	Employers	87	76
Entered Employment Rates	Adults	68	85
	Dislocated Workers	59	84
	Older Youth	57	73
Retention Rates	Adults	83	87
	Dislocated Workers	83	95
	Older Youth	81	92
	Younger Youth	56	77
Six-Months Average Earnings	Adults	7,000	6,031
	Dislocated Workers	7,500	6,413
Six Months Earnings Increase	Older Youth	3,022	2,530
Credential/Diploma Rates	Adults	59	66
	Dislocated Workers	65	85
	Older Youth	44	50
	Younger Youth	77	100
Skill Attainment Rate	Younger Youth	97	99
Placement in Employment or Education	Youth (14 - 21)	0	16
Attainment of Degree or Certificate	Youth (14 - 21)	0	1
Literacy or Numeracy Gains	Youth (14 - 21)	0	12
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72155
 ALDL South Central

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL South Central	Total Participants Served	Adults	274
		Dislocated Workers	77
		Older Youth (19 - 21)	137
		Younger Youth (14 - 18)	487
ETA Assigned Number	Total Exiters	Adults	166
		Dislocated Workers	44
		Older Youth (19 -21)	100
		Younger Youth (14 - 18)	256
Customer Satisfaction	Program Participants	94	75
	Employers	87	87
Entered Employment Rates	Adults	54	69
	Dislocated Workers	59	80
	Older Youth	57	76
Retention Rates	Adults	83	79
	Dislocated Workers	83	89
	Older Youth	81	88
	Younger Youth	56	76
Six-Months Average Earnings	Adults	7,300	5,935
	Dislocated Workers	6,500	5,646
Six Months Earnings Increase	Older Youth	3,153	1,526
Credential/Diploma Rates	Adults	59	63
	Dislocated Workers	65	70
	Older Youth	47	38
	Younger Youth	77	85
Skill Attainment Rate	Younger Youth	97	95
Placement in Employment or Education	Youth (14 - 21)	0	65
Attainment of Degree or Certificate	Youth (14 - 21)	0	51
Literacy or Numeracy Gains	Youth (14 - 21)	0	65
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met <input type="radio"/> Exceeded



Table O
 Local Board ETA CODE 72100
 ALDL Southeast

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Southeast	Total Participants Served	Adults	556
		Dislocated Workers	257
		Older Youth (19 - 21)	293
		Younger Youth (14 - 18)	553
ETA Assigned Number	Total Exiters	Adults	148
		Dislocated Workers	112
		Older Youth (19 -21)	84
		Younger Youth (14 - 18)	358
Customer Satisfaction	Program Participants	94	86
	Employers	87	91
Entered Employment Rates	Adults	58	90
	Dislocated Workers	59	94
	Older Youth	57	88
Retention Rates	Adults	83	87
	Dislocated Workers	83	92
	Older Youth	81	89
	Younger Youth	56	78
Six-Months Average Earnings	Adults	6,596	6,011
	Dislocated Workers	7,500	6,834
Six Months Earnings Increase	Older Youth	3,153	4,398
Credential/Diploma Rates	Adults	50	70
	Dislocated Workers	60	65
	Older Youth	55	54
	Younger Youth	70	79
Skill Attainment Rate	Younger Youth	97	90
Placement in Employment or Education	Youth (14 - 21)	0	60
Attainment of Degree or Certificate	Youth (14 - 21)	0	55
Literacy or Numeracy Gains	Youth (14 - 21)	0	6
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met
		<input type="radio"/> Exceeded	



Table O
 Local Board ETA CODE 72090
 ALDL Southwest

Reported Information		Negotiated Performance Level	Actual Performance Level
Local Area Name ALDL Southwest	Total Participants Served	Adults	364
		Dislocated Workers	192
		Older Youth (19 - 21)	88
		Younger Youth (14 - 18)	319
ETA Assigned Number	Total Exiters	Adults	321
		Dislocated Workers	168
		Older Youth (19 -21)	93
		Younger Youth (14 - 18)	252
Customer Satisfaction	Program Participants	94	87
	Employers	87	96
Entered Employment Rates	Adults	68	78
	Dislocated Workers	59	81
	Older Youth	57	54
Retention Rates	Adults	83	94
	Dislocated Workers	83	96
	Older Youth	81	95
	Younger Youth	56	76
Six-Months Average Earnings	Adults	7,300	5,192
	Dislocated Workers	7,638	6,185
Six Months Earnings Increase	Older Youth	3,153	2,548
Credential/Diploma Rates	Adults	59	64
	Dislocated Workers	65	61
	Older Youth	55	62
	Younger Youth	77	88
Skill Attainment Rate	Younger Youth	97	96
Placement in Employment or Education	Youth (14 - 21)	0	30
Attainment of Degree or Certificate	Youth (14 - 21)	0	34
Literacy or Numeracy Gains	Youth (14 - 21)	0	21
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))			
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Description of Other State Indicators of Performance (WIA Section 136 (d)(1))		0	0
Overall Status of Local Performance		<input type="radio"/> Not Met	<input type="radio"/> Met
		<input type="radio"/> Exceeded	



Table P - Veteran Priority of Service

Reported Information	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	11	
Covered Entrants Who Received a Service During the Entry Period	11	100.0 %
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	4	36.4 %

Table Q - Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
	50.0 %	4 8	100.0 %	2 2	100.0 %	1 1
Entered Employment Rate	50.0 %	4 8	100.0 %	2 2	100.0 %	1 1
Employment Retention Rate	80.0 %	4 5	100.0 %	2 2	0.0 %	0 0
Six Months Average Earnings	\$ 6,203	\$ 18,609 3	\$ 7,933	\$ 7,933 1	\$ 0	\$ 0 0

During PY 2014, the Commonwealth of Puerto Rico met or exceeded the 17 Performance Measures negotiated with the United States Department of Labor (USDOL). In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures. For the Adult Program a 75 % performance was attained for the Entered Employment Rate measure, while the Dislocated Worker Program, had the same measure 75%. The Employment Retention Rate achieved 88% for Adults Program and 90% for the Dislocated Workers Program. Earnings Change in Six Months measure for the Adult Program was \$6,251 while for Dislocated Workers Program was \$6,605. Finally, Employment and Credential Rate met 61% in adults program and 63% for dislocated workers. In these eight performance rates for adults and dislocated workers only the six months average earnings were not reached the negotiated measure.



The Youth Program presents performance levels were as followed: for the Entered Employment Rate of the Older Youth Program 61% was the actual performance and over the 57% negotiated level, for the Employment Retention Rate 89% was achieved over the negotiated 81% rate. The Earnings Change in Six Months was set at \$3,153 and \$2,893 was accomplished. The Employment and Credential Rate was negotiated at 55% and 45% was the final performance for the measure. The Younger Youth Program finished with the Skill Attainment Rate of 99%, 84% for the Diploma or Equivalent Attainment Rate and 74% for the Retention Rate for Younger Youth. In those three performance measures for youth, the Skill Attainment Rate and Credential Rate didn't met the negotiated levels.

The results for the Workforce Investment Act Customer Satisfaction Rate indicate the participants and employers of the system in Puerto Rico are very satisfied with the services provided by the Local Areas with a high rates but the employer satisfaction didn't met the negotiated performance level. Customer satisfaction rate negotiated for participants was of 94% and the results reflect 83% of performance level. Meanwhile the negotiated satisfaction rates for employers was of 87% and the actual performance level using the American Customer Satisfaction Index was 83% and didn't met the required measure.



Performance Indicators	Program year 2014 Goal	Program year 2014 Performance	Percent of Negotiated Goal
Adult Entered Employment Rate	68%	75%	110
Adult Retention Rate	83%	88%	106
Adult Average Earnings	\$7,300	\$6,251	86
Adult Employment and Credential/Certificate Rate	59%	61%	104
Dislocated Worker Entered Employment Rate	59%	75%	128
Dislocated Worker Retention Rate	83%	90%	109
Dislocated Worker Average Earnings	\$7,638	\$6,605	86
Dislocated Worker Employment and Credential/Certificate Rate	65%	63%	97
Older Youth Entered Employment Rate	57%	61%	107
Older Youth Retention Rate at Six Months	81%	89%	110
Older Youth Earnings Change in Six Months	\$3,153	\$2,893	92
Older Youth Credential/Certificate Rate	55%	45%	82
Younger Youth Skill Attainment Rate	97%	99%	102
Younger Youth Diploma or Equivalent Attainment	77%	84%	109
Younger Youth Retention Rate	56%	74%	133
Participant Satisfaction Score	94%	83%	88
Employer Satisfaction Score	87%	84%	96
Not meet	0		
Meet	7		
Surpass	10		



CUSTOMER SATISFACTION MEASURES

The public workforce system established under WIA serves a dual-customer base consisting of job seekers and employers. Recognizing the importance of measuring service quality, WIA Section 136(b)(2)(B) requires states to measure customer satisfaction for employers and participants of state and local agencies that provide employment and training services.

The Commonwealth of Puerto Rico selects its own approach to capturing customer satisfaction information based on the ACSI methodology. Each year the process of capturing the data is performed by a competitive selected contractor. Customer satisfaction results are based on exiters from the calendar year. The Commonwealth of Puerto Rico used an ACSI based methodology where a single sampling rate is used throughout the State, the Local Board ACSI results on a customer satisfaction measure are aggregated to obtain State level results. Each Local Board's score are weighted before aggregating the outcomes to obtain results that are representative of the State overall. The information to compute these weighted scores are the sample frames for each Local Board in the State and each Local Board's score.

- The surveys are administered by telephone.
- Respondents are contacted within the window of opportunity outlined for participants and employers, and at least 500 surveys are completed statewide for each group -- participants and employers
- The surveys comply with the methodology spelled out in the ETA guidance, and the Local Board results are weighted to account for sampling differences, if appropriate, and aggregated to obtain state level outcomes.

The weighted average of participant ratings on each of the three Spanish translated questions regarding overall satisfaction is reported on a 0-100 point scale. The score is a weighted average,



not a percentage. Following the guidance, WIA Title I-B participants with a last expected service date are eligible to be chosen for inclusion in the random sample. WIA Title I-B participants include individuals who are either adults, dislocated workers, older youth (ages 19-21), and younger youth (ages 14-18). Puerto Rico Customer Satisfaction Contractor randomly sample individuals to obtain the desired number of completed surveys, determine the appropriate sample sizes and sampling percentages using the required response rates and the required number of interviews. Five hundred (500) completed participant surveys obtained each year for calculation of the measures. Participants are contacted as soon as possible on or after the last expected service date and no later than 60 days after the closure date.

Those eligible for surveying include employers who received a substantial service where the service has been completed or, if it is an ongoing service, when a full segment of service has been provided. All employers who received a substantial service involving personal contact with WIA staff are eligible to be chosen for inclusion in the random sample. Examples of substantial services include staff facilitated job orders, customized job training, customized labor market information requests, and on-the-job training activities following the established criteria:

- Employer customer satisfaction responses must be collected by way of telephone interviews. In-person interviews and mail questionnaires may be used only in situations where the individual does not have a telephone;
- Employers are contacted as soon as possible after the completion of the service and no later than 60 days after the completion of the service. For employers who listed a job order where no referrals were made, contact should occur 30 to 60 days after a job order was listed;
- Completion of a minimum of 500 employer surveys during the program year to accurately assess performance on the ACSI based methodology;
- The sampling methodology used to select potential respondents for the surveys are consistent random selection of a sample of employers eligible for the surveys.



- The minimum response rate for the employer survey is 70 percent. The response rate is calculated as the number of respondents with complete customer satisfaction information divided by the total number in the sampling frame. A survey is considered complete where valid answers are provided by respondents for each of the core questions outlined by ETA;

An introductory statement and core Spanish translated questions are read to the respondent at the beginning of the interview. The introductory script sets the context for the interview by focusing the interview on the service experience, date(s) of service, and the firm(s) or organization(s) delivering the service(s). In addition to contact information, the survey administrators will need to know the service(s) provided to each customer, the date(s) of service, and the firm(s) providing the service(s) in order to complete the interviews. The service(s) should be worded in terms recognizable to the customer.

CUSTOMER SATISFACTION RESULTS

SATISFACTION (PARTICIPANTS AND EMPLOYERS)

Customer satisfaction results were gathered in Table-A, untitled Workforce Investment Act Customer Satisfaction Results shows in the Required Reporting Section of this Annual Report. Table A description and data are showed in the following points and in Charts 1 & 2:

Negotiated Performance Levels - The level of performance negotiated between the Commonwealth of Puerto Rico and USDOL were 94 for the participant measure and 87 for the employer measure.

Actual Performance Levels - The actual performance levels on the Customer Satisfaction Index were 82.7 for the participant measure and 83.6 for the employer measure.

Number of Surveys Completed - The number of surveys with answers to each of the three required questions were required 500 for



participant’s measure and 377 surveys for employer’s measure.

Number of Customers Eligible for the Survey - The number of participants/employers in the group (sample frame) from which the customer sample was drawn were 6,759 for the participant measure and 437 for the employer measure.

Number of Customers Included in the Sample - The representative subset of participants/employers eligible for the surveys that were selected for interviews were 618 for the participant measure and 437 for the employer measure.

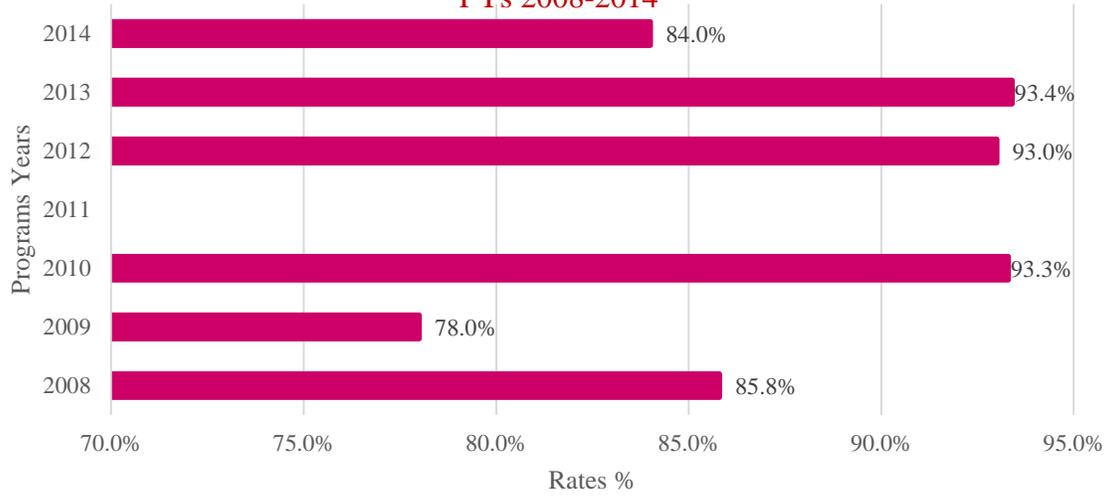
Response Rates - The response rate by dividing the number of completed surveys by the number included in the sample were 80.9 for the participant measure and 83.6 for the employer measure.

Chart 1
Customer Satisfaction Index for Employers
 PYs 2008-2014





Chart 2
Customer Satisfaction Index for Participants
PYs 2008-2014





WAIVERS FLEXIBILITY FOR DELIVERY OF SERVICE

The Employment and Training Administration (ETA) granted Puerto Rico approval of nine waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to States and Local Workforce Areas. The federal agency approved the waiver plan submitted as part of the Puerto Rico's State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act, submitted for the period of 2012-16. ETA granted these waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to State and Local Workforce Areas, until June 30, 2017. The waiver request followed the format identified in WIA §189(i) (4) (B) and WIA Regulations at 20 CFR §661.420(c) an applied to WIA formula funds. Requested and approved waivers were:

Youth Services

1. **Waiver to permit the use of Individual Training Accounts(ITA) for older youth and out- of school youth program participants**

Waiver of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations at 20 CFR 664.510 on the use of ITA for older and out of school youth program participants.

2. **Waiver of the requirement at WIA Section 123 that providers of youth program elements is selected on a competitive basis.**

Waiver of statutory and regulatory requirements under WIA required that the ten program elements for youths be provided through a competitive procurement process. The waiver allows One Stop Centers and partner agencies the direct provision of services related to Supportive Services, Follow-up Services and paid and unpaid Work Experience.



Fund flexibility

3. Waiver to permit the use of State set-aside Rapid Response funds to support Incumbent Worker Training

Waiver of the language that limits authority to provide the activities identified in WIA Section 134(a)(3) to statewide reserve funds will allow the use of up to 25% of the funds reserved for rapid response activities under Section 133(a)(2) to provide statewide activities, including incumbent worker training , but excluding administration.

4. Waiver of the required 50% percent employer match for Customized Training to permit a match based on a sliding scale.

This waiver allows the use of a sliding scale for the employer match, for customized training for the employer match, based on the size of the business. Under this waiver the following sliding scale is permitted;

- No less than 10 % match for employers with 50 or fewer employees;
- No less than 25% match for employers with 51 to 100 employees.
- 50% for employers with more than 100 employees (current statutory requirement.)

This waiver is expected to increase flexibility and allow areas to serve business and industry based on their specific needs.

5. Waiver to permit the use of 10% of Local Area formula funds to provide Incumbent Worker Training

Waiver of the language that limits the authority to provide the activities identified in WIA Sections 134(a)(3), to permit local areas to request as per evaluation and reasonable justification, to use up to 10 % of Local Area formula funds for adults and dislocated workers to provide statewide employment and training activities identified at WIA Section 134 including Incumbent Worker Training programs, excluding administration.



6. **Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider.**

Waiver of regulations at 20 CFR 663.530 of the time limit on the period of initial eligibility for training providers. Under this waiver the state is allowable to postpone the determination of subsequent eligibility of training providers.

7. **Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs**

Waiver of WIA Section 133(b)(4) to increase up to 50% the funds transfer limit between the Adult and Dislocated Worker programs.

8. **Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations.**

Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations. Regulation state that all participants served and outcomes should be reported in the WIASRD.

9. **Waiver of regulations at 20 CFR 666.100 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers**

Waiver of regulations at 20 CFR 666.100 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers: single parent; unemployment compensation eligible status at participation; TANF; other public assistance; homeless individual and/or runaway and offender.



WAIVERS OUTCOMES

Of the nine approved waivers, six are applicable directly to the Local Areas delivery of services, two waivers (waiver eight and nine described previously related to state performance data) are applicable indirectly to the Local Areas because they apply to their compilation of support data to their incumbent worker and OJT participants; and the remaining waiver is applicable to State level.

Waiver results for presentation in this report are divided in the following manner:

1. Group of waivers for training
2. Waiver for youth programs
3. Waiver of transfer between adults and dislocated workers
4. Waivers of state application level

The following charts present the information about the use of the approved waivers during PY 2014-15. Related to training activities like Incumbent Worker Training at Local Area and Incumbent Workers at state with Rapid Response set aside funds, those two waivers were not used during PY 2014-15. Although, these two waiver were of limit use, they still as excellent tool as layoff aversion strategy due to the loss of competitiveness of lack of skill that will face any incumbent worker. In the WIOA Sections 134(d)(4)(A)(i) and 134(3)(A)(i) are included the incumbent workers training as a regular service in the workforce system.

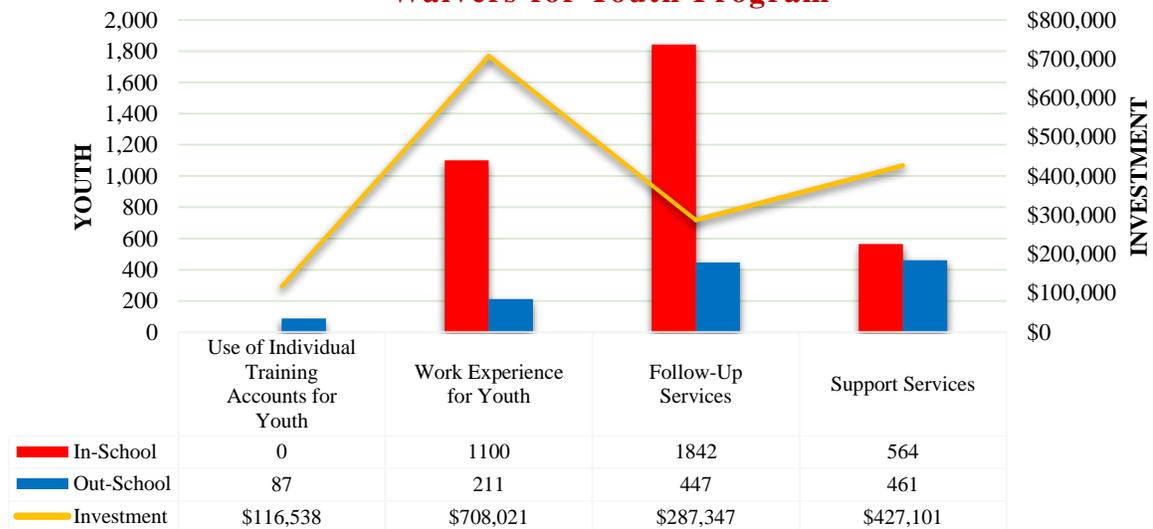
Puerto Rico received since PY 2009 the approval of the **waiver from the provision of WIA Section 123** (Identification of Eligible Providers of Youth Activities) requirement, to competitively select providers of the following three (3) of the ten (10) Youth Program Elements: Supportive Services; Follow-up Services and Paid and Unpaid Work Experiences including Internships. These waivers allowed Local Areas to provide these three services in-house, resulting in a more timely delivery of services and achieving stronger ties with in school and out



of school youths. Also, these waivers Local Areas had cost savings and efficiencies that allowed the Local Workforce System to increase the number of youth served.

During PY 2014-15, 8 of the 15 local areas used the waiver approved to Puerto Rico to offer flexibility to the youth program. Chart 3 shows statistic of delivery of services and investment for youth in these three elements. Related to the Youth Program element of Work Experience, a total of 1,311 youth received work experience service through this approach. The funds allocated for this work experience were of \$708,021. The average cost per youth for the each work experience was of \$540.

**Chart 3
 Waivers for Youth Program**



In the support services, the 8 Local Areas which used waiver delivered support services to 1,025 youths, with an investment of \$427,101. The average cost was of \$217 per youth. With the waiver for follow-up services were delivered to 2,289 youths, with an investment of \$287,347. The average cost was of \$126 per youth. This waiver has been very helpful to the local area due to the fact that is more cost effective.

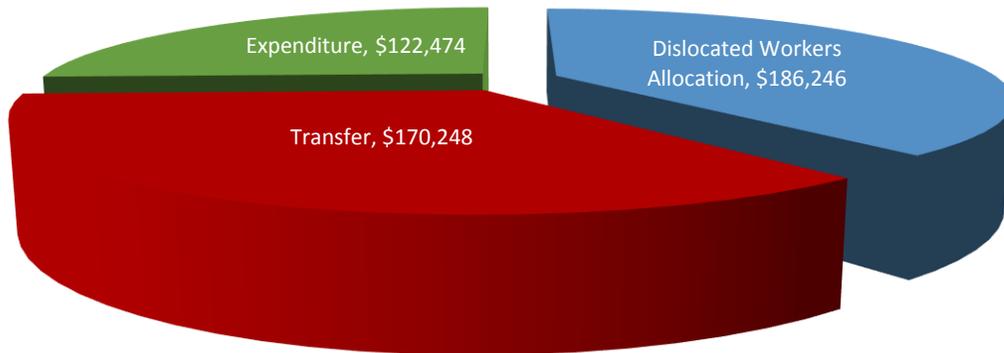


Related to the waiver for the **Use of Individuals Training Account (ITA's) for youth**, during program year 2014-15, seven (7) of the fifteen local areas delivered Individual Training Account (ITA's) for youth. A total of 87 older youth were impacted by this waiver, as show Chart 3. The Local Areas of Bayamón/Comerio and Mayagüez/Las Marías were which more ITA's granted, with 29 and 27 ITA's, respectively, and represent both an 64% of the total of the delivered ITA's. The funds allocated for these 87 youth were of approximately of \$116,538 with an average cost of \$1,340 per youth. Through this waiver Local Areas had enough flexibility to deliver services based on the individual needs of participants as intended under WIA.

Regarding to the **Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs**, this waiver increase the efficiency and introduce more flexibility and creativity into design and implementation of employment and training activities for all Adult and Dislocated Worker clients. But during PY 2014-15, only the Carolina Local Area made transfer of funds of \$186,246 from Dislocated Workers Program to Adult Program, as shows in Chart 4. That funds transfer represented 90% of the dislocated workers allocation for 2014-15 with a total expenditure of \$122,474, representing a 65% of the funds transferred. In the last two program years the PDL (as known before the agency consolidation) also encourage Local Areas to increase the delivery of service to dislocated workers, due to the decrease trend showed in the last three year in the total dislocated workers participants delivered and the continuous reduction in the allocation of funds. Although, some Local Area was intended to make a transfer request from dislocated workers to adult program, they were aimed to refocus their service strategies to increase dislocated workers outreach.



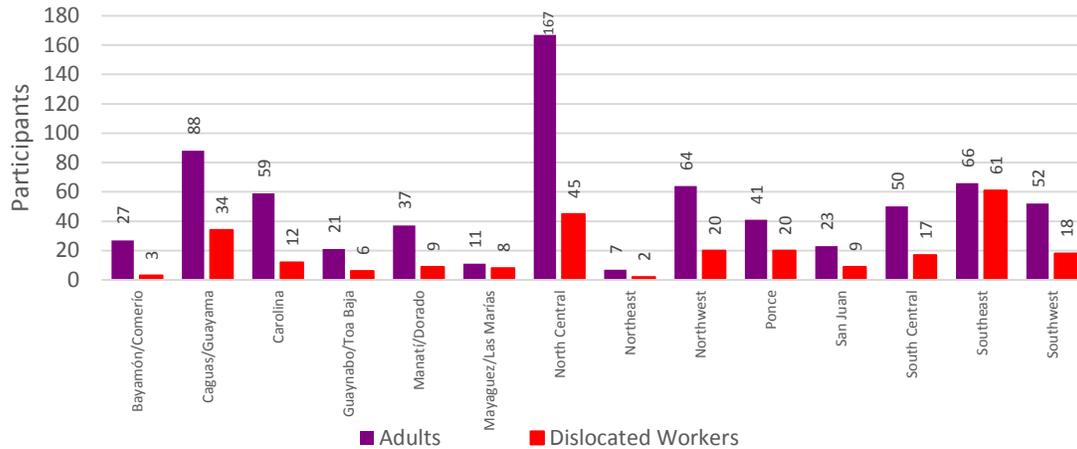
Chart 4
Carolina Local Area
Funds Transfer
Adult and Dislocated Worker Programs



Related to waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations, Local Areas are used for OJT's recognized certificates and credentials, as defined in TEGL 17-05, for performance measure purposes. TEGL 17-05 indicates that "credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all state education agency recognized credentials."



Chart 5
On the Job Training (OJT's) at Local Areas
PY 2014-15



During PY 2014-15, local areas had the opportunity to apply for a waiver to exempt them from including credential attainment outcomes in the performance standards for participants enrolled in the WIA On-the-Job Training (OJT) program. Chart 5 shows the statistic retrieved from WIASRD of participant's that received OJT activities during PY 2014-15. Fourteen Local Areas delivered OJT services to 977 participants, which 713 were adults and another 264 were dislocated workers. North Central Arecibo and Caguas/Guayama were the two WIB with more OJT activities as show the chart previously described. This waiver helped the state to comply with the performance measure related to credential attainment due that simplify the gathering of data required to support the OJT activity. This waiver provided the opportunity to those local areas that are still struggling with the recording of appropriate credentials to continue with the provision of trainings without a negative impact on the credential rate performance measure.

Related to Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider, WIA Section 122(c)(5), state that the Governor must require



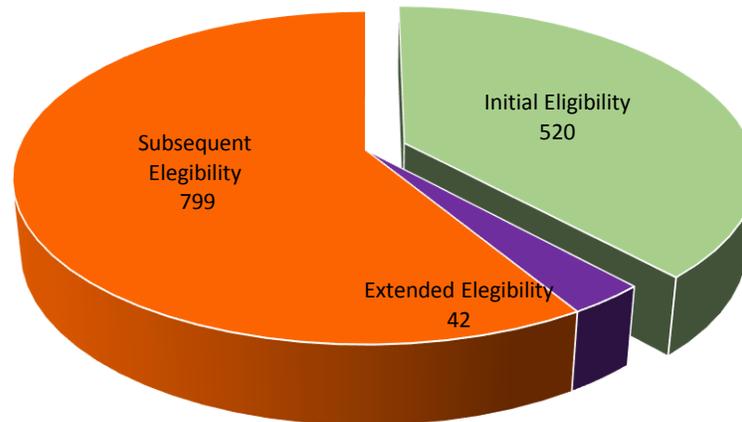
training providers to submit performance information and meet performance levels annually in order to remain eligible providers. The DDEC has a structured process for registration and certification of eligible training providers, emitted on October 24, 2005 , entitled *Procedimiento para la Determinación de Elegibilidad Inicial y Subsiguiente para Proveedores de Servicios de Adiestramiento*. Under this procedure, annually, the DDEC are updated the data of training programs and training providers that are included in the state Eligible Training Providers List (ETPL).

In order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA, the DDEC designed a web system called *Sistema de Elegibilidad Lista Estatal de Proveedores* (SELEP, for its acronym in Spanish). Through that system the service providers can submit their training programs to Local Areas and after being validated by the Local Boards and later by the DDEC, the ETPL lists is delivered to Local Areas, which can access it's through the following address: <http://selep.wiapr.org>. In addition, the DDEC website has links to this web address. ETPL is available at each One-Stop Center and is used in the case management and counseling services for those participants who will be referred to a training activity.

Chart 6 shows the statistic of the ETPL services providers retrieved from the SELEP system. Puerto Rico workforce investment system had registered 1,362 training service providers to adult and dislocated workers clientele. Initial eligibility category had 520 service providers, meanwhile extended had 42 service providers and subsequent eligibility had 799 service providers. The application of this waiver will the notice once the 520 service providers with initial eligibility, submit their subsequent eligibility to still as WIA Title I service providers. However, the state provide continuous follow-up and oversight to the Local WIB service provider in order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA.



Chart 6
Training Services Providers Eligibility Status
PY 2013-14



States may require that these performance requirements be met one year from the date that initial eligibility was determined, or may require all eligible providers to submit performance information by the same date each year. The effect of this requirement is that no training provider may have a period of initial eligibility that exceeds eighteen months. In the limited circumstance when insufficient data is available, initial eligibility may be extended for a period of up to six additional months, if the Governor's procedures provide for such an extension. The indirect impact of this waiver application are the reduction of staff resources required to implementing the subsequent eligibility process, increase the customer choice and the number of eligible training providers, decreasing the data collection requirement upon the list and streamline the information for customers.

In relation to the Waiver of regulations at 20 CFR 666 and 667.300(a) to allow states to discontinue collection of seven (7) WIASRD data elements for incumbent workers, incumbent worker training at state level and at Local Level didn't were used in PY 2014. However this waiver still as



excellent tool as layoff aversion strategy due to the loss of competitiveness of lack of skill that will face any incumbent worker fore ahead.

COST OF PROGRAM ACTIVITIES

In the last four years, WIA program had a significant reduction in funds allocation to Puerto Rico Workforce Investment System due to the different economic situation facing nationwide. Since program year 2010, the allocation reflect a 36% reduction in funds versus the PY 2014 allotment, as show in the next table. For program year 2014, Puerto Rico received an allotment of WIA fund of \$50,354,071, as shown in Table 1, with \$42,262,089 distributed by formula to Local Areas, and \$8,091,982 were allocated for state required and allowable activities.

Table 1 Puerto Rico WIA Fund Allocation PY 2010-2013					
<i>Category</i>	Allotment				
	2010	2011	2012	2013	2014
Local Areas	62,297,490	56,366,453	51,765,398	45,379,583	42,262,089
State Activities	16,009,807	6,565,358	6,354,107	5,982,554	8,091,982
Administration	3,915,363	3,146,586	2,905,975	2,568,107	2,517,704
Governor's Reserve Funds	7,830,732	-	-		1,888,278
Rapid Response	4,263,712	3,418,772	3,448,132	3,414,447	3,686,000
Total Allotment	\$78,307,297	\$62,931,811	\$58,119,505	\$51,362,137	\$50,354,071

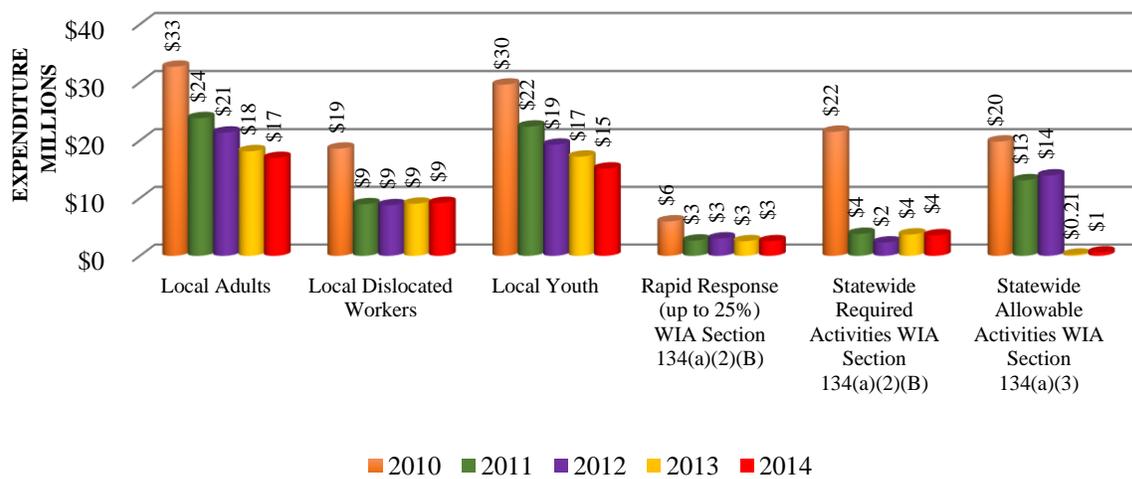
The state level cost of program activities include Rapid Response activities; statewide required activities pursuant WIA Section 134 (a)(2)(B); and statewide allowable activities pursuant WIA Section 134(a)(3). The Local Areas cost of program activities includes Adults, Dislocated Workers and Youth Programs expenditures. Table N, presented previously in the Required Reporting Section, and summarized in the next table, shows that total expenditures for Puerto Rico Workforce Investment System for Program Year 2014 were of \$47,981,579. This expenditure represents a 6% reduction in comparison with PY 2013 expenditure that was of \$50,832,738.



Table N Summary- Cost of Program Activities	
Program Activity	Total Federal Spending
Local Adults	\$16,979,222
Local Dislocated Workers	\$9,163,680
Local Youth	\$15,138,025
Rapid Response (up to 25%)	\$2,531,754
Statewide Required Activities (up to 15%)	\$3,570,657
Statewide Allowable Activities WIA	\$598,241
Total	\$47,981,579

The Local Areas PY 2014 expenditures were \$41,280,927, equivalent to 86% of total costs, meanwhile the state level expended \$6,700,652 or 14% of total costs, as shown in Chart 7. The cost of programmatic activities in Local Areas shows the distribution between the three programs, with 41% of total cost in the adult program, 22% in the dislocated program, and 37% in the youth program, as shown in Chart 7. Compared with PY 2013 expenditure, the costs reflect a 21% increase meanwhile compared with PY 2011 the expenditure reflect a decrease of 24 percent.

Chart 7
Puerto Rico WIA Cost of Program Activities
Program Year 2010-14





The state level cost of program activities shows that the statewide required activities was 7% of total expenditure, Rapid Response services represent 5% of expenditure and the statewide allowable activities under WIA Section 134(a)(3) has a 12% expenditure rate. Allowable activities include fund invested in innovative projects and additional allocation to local areas.

EFFICIENCY MEASURES

TEGL No. 7-15 of November 4, 2015, entitled *Workforce Investment Act (WIA) Program Year (PY) 2014 Annual Report Narrative*, provide the guidance to the states regarding the content of the WIA Annual Report Narrative for PY 2014-15. The required portions of the Annual Report Narrative include the information required by WIA sections 136(d) (1) through (2) and 185(d). Among the narrative section are included Information of the cost of workforce investment activities relative to the effect of the activities on the performance of participants. TEGL 7-15 included the Attachment-A, Overview of Potential Alternative Efficiency Measures for Consideration, examples of costs in relation to participant services and outcomes, including ten approach or formulas that will be used to calculate the efficiency of delivery of services the cost of WIA Title I activities.

Among the most common cost calculations reported by the states is the “cost per participant” indicator and Costs per Exitters. Cost per Participant is calculated by taking the total program costs in terms of expenditures and dividing by the number of participants served during the year by the particular program. In the other side, Cost per Exiter is calculated by taking total program costs in terms of expenditures and dividing among the served participants.

These two approach has the advantage that are applicable to most programs, the data is readily available through the WIASRD and ETA 9090 reporting, are two formulas easy to understand and can be immediately generated each year. Also, both are measures that can be compared among all the Local Areas and state by state to compare the costs of WIA Title I activities. Another



advantage of using these method is that both consider the universe of participants that receive service among the One Stop Center versus the other approach that consider only participants that complete their outcomes.

For calculate these two cost, we can used the tables included as part of the Tables A-O of the Required Reporting Section. Table N present a breakdown of total federal funds expenditure by the three program, youth, adults and dislocated workers, as well as required and allowable activities for the state set aside allocation. In Table M, Participation Level are streamlined the total participants that received services in the three program and the total participants with programmatic exits during PY 2014-15. Using the total participants in the categories of WIA Adults, WIA Dislocated Workers and Total Youth (14-21) in Table M and dividing these among of participants with the total expenditure in Table N in youth, adult and dislocated workers programs we found the cost per participants for the PY 2014 Annual Report at the local level.

Chart 8
Cost/Participants
Youth, Adults and DW at Local Areas
PY 2014-15

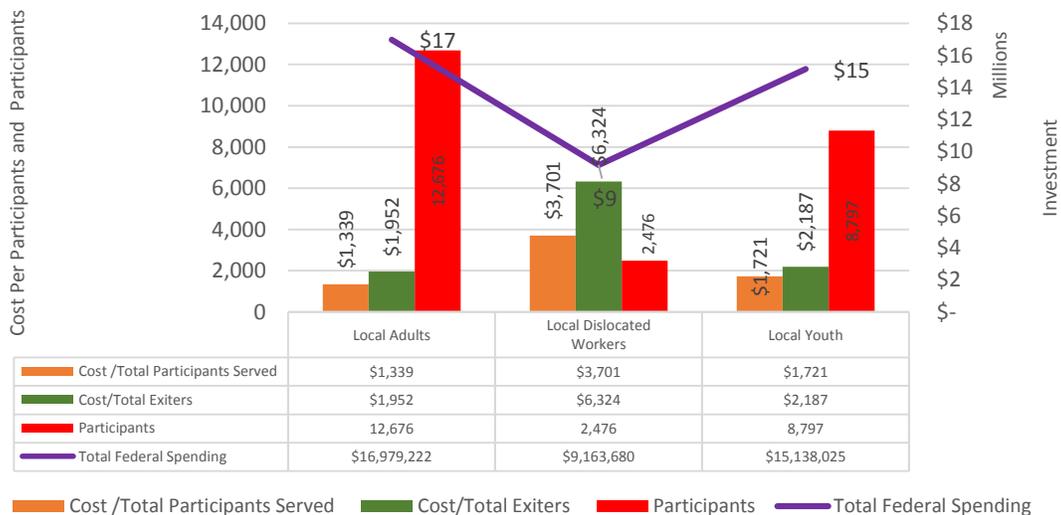




Chart 8 shows the distribution of cost per participant in both categories at Local Areas Level. First, are described the cost per participants using the category of total participant served. The Adults program had an investment of \$18,142,700 and delivered service for a total of 17,551 individuals, with an average cost of \$1,034 per participants. In other hand, the investment in the Dislocated Workers Program was of \$9,037,345 to delivery service to 2,727 individual, with an average cost per participant of \$3,314. Finally, in the youth program were delivered service to a total of 12,019 youth with an investment of \$17,203,985 to an average cost of \$1,431 per youth.

The other approach to calculate the efficiency of the delivery of service in the PR Workforce Investment System was the total amount of participant with programmatic exits during PY 2014. The Adults program had an investment of \$18,142,700 with 14,623 participants receiving their programmatic exit, with an average cost of \$1,241 per participants. The Dislocated Workers program had an investment of WIA funds of \$9,037,345 with 1,815 participants receiving their programmatic exit, with an average cost of \$4,979 per participants. Youth program had 7,876 youth with a programmatic exit to an investment of \$17,203,985, an average cost of \$2,184 per youth.

STATE REQUIRED AND ALLOWABLE ACTIVITIES

RAPID RESPONSE SERVICES

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

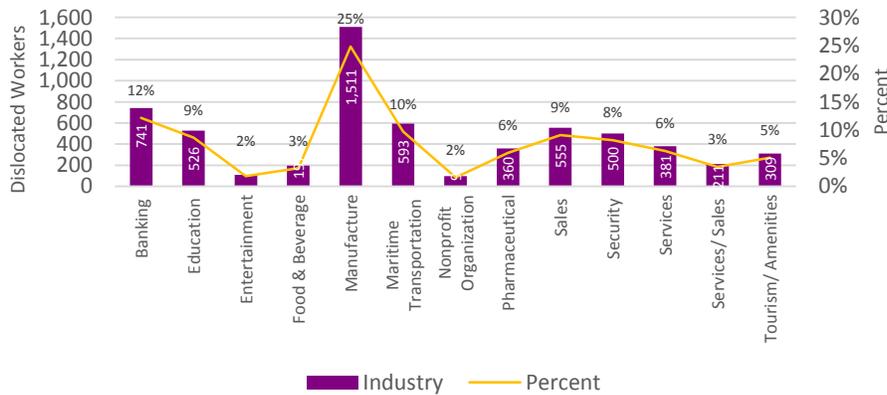
The Rapid Response Office of the Labor Development Administration (LDA) was established to comply with the dislocated workers program requirements as established in 20 CFR, part 652,



Subpart B-Allowable and Required Activities of the Workforce (A) and (3) of the Workforce Investment Act (WIA), Subpart C-Rapid Response Activities and Section 134(a) (1) (2). Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:

- a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;
- b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- c. Immediate referrals to WIA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.

Chart 9
PY 2014-15 Rapid Response Services
Distribution by Industry



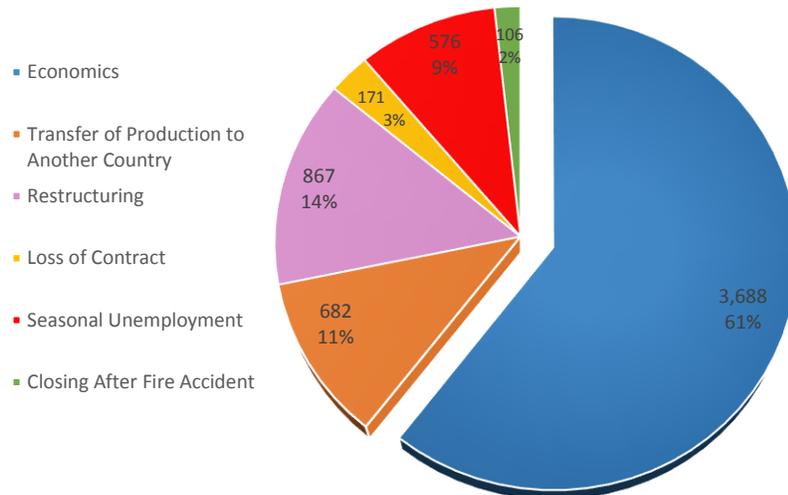
In PY 2014-15, Rapid Response delivered services to 6,090 dislocated workers including manufacturing and pharmaceutical and manufacture industries, services and tourism, among others. According to the industrial composition, the manufacturing, the pharmaceutical industries and services still like previous years have been the most affected sectors. The service industry with 67% of total dislocated workers, became the most affected employment sector by the layoff, this sector include retail, professional, security, among other occupations in that industry



classification. Manufacturing industries continued losing employment with 25% of total dislocated workers, followed by the banking with 12% and sales with 9% of dislocated workers. Manufacturing industrial sectors had lost more than 70,000 jobs in the last five years.

The main reason for layoffs was economic reasons with 61% of the dislocated workers, followed by restructuring process with 14%, transfer of operations with 11%, seasonal with 9% and loss of contract with 3% of total layoff, as shown on *Chart 9*

Chart 9
PY 2014-15 Rapid Response Services
Distribution by Reason of Layoff



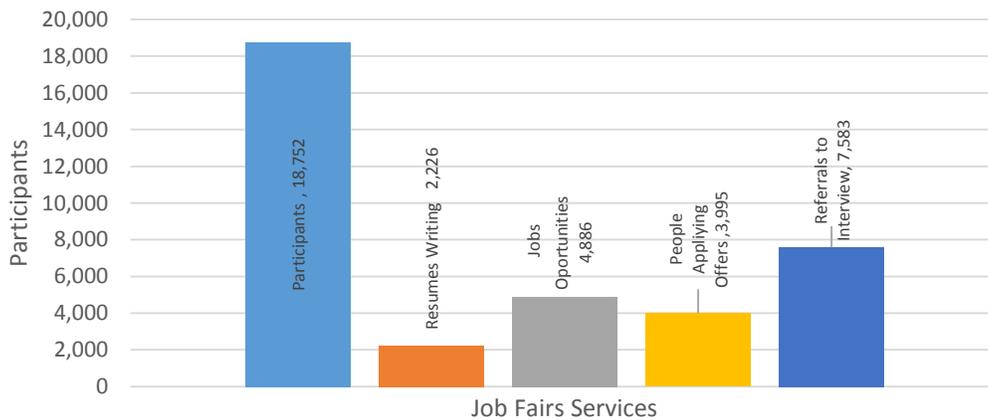
DDEC JOB FAIRS ISLAND WIDE

A strategy implemented by the Commonwealth of Puerto Rico to employ dislocated workers was to carry out Job Fairs throughout the Island. DDEC in coordination with Local Areas, Rapid Response Service and the Puerto Rico Department of Labor, had participated in 96 jobs fairs island wide. *Chart 10* shows that services were provided to 18,752 workers with 4,886 jobs offers available and 7,583 individuals were referred to interview with the different employers. These job



fairs were developed in coordination with Local Areas, local and state government, universities and community base organization. The DDEC Mobile Unit facilitated the delivery of service on-site, according to the participants needs. This Unit has the technological resources necessary for the preparation of resumes, photocopies, computer, employer’s interviews room, among other services. The website and job vacancy data base became a useful tool to integrate rapid response and local area service to delivery services to adults and dislocated workers. Job seekers had access to job vacancies and employers had a workforce source that addressed their needs. The State Dislocated Workers and Employers Unit (UETDP, by its Spanish acronym) continues to provide follow-up services to the participants of these fairs and to lay off workers in order to place them in well paid jobs.

Chart 10
Workforce Development System Job Fairs



As a link between the workforce and employers, we are providing around the island development opportunities to as many as possible, youth, adults and dislocated worker. As part of the services we have the collaboration of the 15 Local Workforce Development Areas to offer information about their services and also guidance from various government agencies including the required partners. In addition, participants received writing services of resumes, referrals to employment opportunities, informative talks about the trends of the labor market and the skills necessary to obtain the jobs, among other services.



It is important to mention that the number of re-employed participants corresponds to which was able to contact during the process of tracking and voluntarily offered information. While it was not possible to contact all participants we understand that total of re-employed should be greater than that reported.

LOCAL AREAS SERVICE DELIVERY APPROACH'S

AGREEMENT WITH INDUSTRIES AND UNIVERSITIES IN THE NORTHWEST LOCAL AREA

The ALDL of Northwest strategies to engage and involve employers in the workforce investment system, includes the collaboration in the identification of credential required by the industry. In PY 2014, the Local Board staff participated in few meetings with technology and computer science industries representatives, which are the fastest growing and demand on the Island, between these Infosys, Commsence and Avengers PR, among others, where these three industries presented a list of skills and credentials that require employees to have, when they are hiring. Also, were integrated the universities and colleges of the area, like the Metropolitan University, University of Puerto Rico and the Interamerican University. As a result, the universities adapted their curricula and educational offerings to the needs of these high-tech industries. Local Area has a list of training services providers with the ability to fill the needs of these high growth, high demand industries. The One Stop Center was used as a hiring center for companies needing to recruit employees to work in the region and in the United States. In the One Stop Center were provided meeting rooms to employer individual interviews and group orientation. As outcomes of these interviews were hired 33 participants in direct employment.



BAYAMON COMERIO ECONOMIC DEVELOPMENT AGREEMENT

The Bayamon-Comerío Local Area has a cooperative agreement with the Bayamón Municipal Economic Development Division and with the Collections Center of Municipal Taxes (CRIM by its Spanish acronym), in charge of gathering the local tax to business and industries, to share information on local new developments, new business that would settled, and their needs for hire new employees, so that the Local Area will deliver the recruitment services by the One Stop Center (OSC). We have worked during Program Year into promoting our OSC, not only for recruiting the new employees, to all employers in our towns, but also as a tool to coordinate any necessity to accelerate the initiation of the operation in the area. In this effort we did the coordination with our surrounding local areas and their One Stop Centers.

MAYAGUEZ/LAS MARIÁS INTEGRATION WITH PRTEC AND THE ACADEMIC SECTOR TO COMPETE FOR H1B FUNDS

The Mayaguez - Las Marias Local Area is part of a consortium coordinated by the Puerto Rico Techno Economical Corridor (PRTEC) in order to submit a proposal to compete for H-1B federal funds. This partnership also includes several employers in the local area (such as Lockheed Martin), educational institutions (Mayagüez Campus of the University of Puerto Rico, Interamerican University) and the Northwest Local Area. The proposal was the only one awarded to Puerto Rico and the project is currently operating under the name “Ready to Work”. PRTEC also offers One Stop Center participants training in the technology field.

MAYAGUEZ/LAS MARIÁS LOCAL AREA’S STRATEGIES TO COMMIT AND ENGAGE EMPLOYERS IN THE WORKFORCE INVESTMENT SYSTEM

The Local Area and its employers work together to provide participants with training and employment opportunities. Some of the ways in which the Local Area integrates and commits their employers in the provision of services are: Visiting employers to offer information on the services provided by the Local Area and sound their staffing needs; promoting employers’ available positions among our customers and referring candidates for their consideration; participating in



Job and Services Fairs, Conventions, Forums and other activities where we have access to the public and potential employers in order to promote our services and do networking; design and preparation of brochures and flyers to publicize the services offered by the local area; coordinating with employers the use of our facilities for job interviews; providing information and services to employers referred by other government agencies, such as Workforce Development Program, Municipality of Mayagüez, Puerto Rico Trade Company, among others.

HYPOTHERAPY A TOOL TO DEVELOPMENT OF LEADERSHIP IN CAGUAS/GUAYAMA

The community-based organization Equus Institute of Puerto Rico, developed this program of 101 hours of multiphase workshops and delivered services to 8 out of school youth, while were studying their alternate secondary school, simultaneously participating in this opportunity of leadership development. These out of school youth were exposure to careers in the equestrian occupations and related areas. Also they were faced different workshops for development of positive skills for facing life challenges that would help these youth in their decisions making process that positively will be useful in their future. The group had the opportunity to receive training in horse iron shoes installation, professional horse training, hypotherapy (use of horse in therapy), horse teeth care, basic veterinary treatment, horse care and grooming, agro-business among others.





INNOVATIVE APPROACH ELEVA FOR IN SCHOOL YOUTH IN CAGUAS/GUAYAMA



The innovative project for in school youth ELEVA (by its Spanish Acronym for *Experiencia Laboral Experiencia de Vida y Apoyo*) was target to 20 at-risk out of school youth of the public school system of Caguas, with the sponsor of the Caguas

Juvenile Justice and Prevention of the Crime under the Office of the Commissioner of Municipal Affairs. The programmatic mission of this project is to positively impact those youth with innovative services, human contact and a significant employment experience, so their behavior shows positive changes that can be evidenced.

ELEVA was developed in two groups of 10 participants each one. The activity is develops contemplating an individual assessment, the meetings to measure progress and assessment with parents, teachers and classmates. Some workshops were delivered to upgrade their knowledge and skills of labor market, the strength of their emotional features and finding an integral development. Those group of youth would participate in a 174 hours' work experience activity in local businesses to reinforce the skills of community engagement within a community impact project. The project aims to that each participant shoes academic progress and improve its social behavior in their daily performance. The first ten participants began his work experience in the following local employers in Caguas;





CAGUAS/GUAYAMA IN EXPO FORCE PYME INITIATIVE

The Representatives Chamber of the Legislature of Puerto Rico, through the *EXPO Force PYME* initiative convened hundreds of entrepreneurs and employers from different regions of the country to introduce multiple alternatives and programs available for the development of their small and medium-sized business. The Caguas / Guayama Local Area, was invited to participate in the cycle of EXPO Force PYMEs held in Guayama, Cayey, Cabo Rojo, Rio Grande, Humacao, San Juan and Peñuelas. At each event, the One Stop Center staff oriented the employers about the different services of recruitment, employment and training offered by the Local Area and throughout WIA services.



CAGUAS/GUAYAMA SHARE INFORMATION WITH INDUSTRIES AND BUSINESS ORGANIZATIONS

During the PY 2014-2015, the Caguas/Guayama Local Area participated in various events of business organizations, such as the Puerto Rico Manufacturers Association and the Puerto Rico Chamber of Commerce. The active participation of the Local Area in this kind of event, allows the interaction with the industries members of these organizations allowed that employers could access information on WIA programs and services available at the One Stop Center in the regions center east, metropolitan and south of Puerto Rico.



BUSINESS AND COMMUNITY LEADERSHIP SKILLS THROUGH TOURISM IN MAYAGUEZ/LAS MARIAS

The proposal was aimed at developing the knowledge and skills of young people in the tourism industry to address the transition to employment. Each participant was given a CD with tourist attractions of the city of Mayaguez. They also had the opportunity to interact with entrepreneurs in the tourism industry and government officials to improve their skills. The proposal goals were to encourage business development in youth through tourism, the creation of tourism services microenterprises, the development of leadership in their communities and promoting self-employment by means of the service industry.



MLM - TECHNO YOUTH – PROPOSAL FOR THE DEVELOPMENT OF PERSONAL COMPETENCES, INNOVATION, TECHNOLOGY AND OCCUPATIONAL DEVELOPMENT (PUERTO RICO TECHNO ECONOMIC CORRIDOR – PRTEC)

The program offered participants the opportunity to try out the business and technology world in a direct and experiential way. The service model was created to offer technical courses and interactive workshops on entrepreneurship, vocational guidance and life skills.



Conferences focused on potential growth areas in the Western Region such as: Computers and Aerospace, Biosciences, Environmental and Renewable Energy, Tourism, Personal Finance, Project Management, among others.

The participants visited successful industries and companies in the region and received information on growing industries and sectors with development potential.

OJT FOR EX- OFFENDERS WITH NEWSPAPER EL NUEVO DÍA IN BAYAMÓN/COMERIO LOCAL AREA

This project delivered OJT training for eleven adults and dislocated workers, ex-offenders in the occupation of hand packagers to work in the island-wide newspaper “El Nuevo Día”, the biggest newspaper in Puerto Rico and recipient of the recognition Employer of the Year. These participants were individuals with minimum or no work experience in the labor market and with the barrier of being an ex-offender would have a disadvantage in competing for these positions. They received the One Stop Case Managers support along the process and presently they are still working in “El Nuevo Día” newspaper.



TEEN PREGNANCY PREVENTION IN MAYAGUEZ/LAS MARÍAS



Community project aimed at incorporating the services permitted by WIA, especially work experience, in developing community projects in order to prevent teen pregnancy. This goal is based on the principle that perceiving a direct relation between studies and work gives youth of both sex hopes and reasons to stay in school and avoid pregnancy.

MLM - PUERTO RICO INDUSTRIES OF THE BLIND (OJT PROJECT)



Puerto Rico Industries for the Blind (PRIFB) is a nonprofit corporation created to offer employment to totally blind or legally blind people. Through an On the Job Training project, sixteen (16) participants from the Adult and Dislocated Workers Programs were trained as Production Supervisor and Mechanical and Industrial Sewing Operators. One hundred percent (100%) of sewing operators were blind or legally blind. Participants were also trained in the use and operation of machinery specially designed to be operated by blind people. They also received training in safety rules. Upon completion of the training 15 participants remained placed as regular employees at the factory.

WORKFORCE NEWSPAPER “SOUTHEAST INFORM”

The Southeast Local Area publishes a monthly internal newspaper which presents all the workforce activities carried out, available job offers and future projects in the Local Area municipalities. The purpose of this newspaper is to publish updated information for the Staff, Board of Mayors and Local Board members so they can know what is going on at the One Stop Center. During the PY 2014 editions were published 10 editions of this newspaper:



SOUTHEAST YOUTH CLUB

The Southeast Local Area organized the Southeast Youth Club as a structured organization in order to propel the academic and personal development of local area youth. The organization has given emphasis on social service and highlighted their contribution to environmental protection. Through their recurring participation in workshops, seminars and orientations, its members are trained to be leaders that stimulate in peers academic performance and personal success which subsequently means occupational and professional success. The members of this club became resources to their communities by connecting the needs of their neighborhood with the local area services and promoting the increase of Local Area customer.

ENGLISH PRO SUCCESS IN SOUTHEAST

English Pro Success (168 hrs) - this is an innovative project composed of two (2) programs that allow to improve the English language of the student in two-phase; Learn English and Improve your English. There is a third (3) advanced phase with fifteen (15) professions or occupation in which the youth will customized his English with the technical language or literacy of each profession. The program is divided in four level from basic level to expert. As part of this project these youth would finish other activities aimed to strengthening their life values that contribute to their integration into the labor market once they complete the school. In addition, they took a course in Microsoft Office to strengthening their skills in technology. This innovative project was provided to 25 in School and out of school youth.



SOUTHEAST LIAISON FOR THE REGIONAL ECONOMIC DEVELOPMENT

The Southeast Local Area was one of the sponsor of the Humacao Economic Development Forum held on Wednesday, April 29, 2015, in the Centre of Fine Arts Aguedo Mojica Marrero of the municipality of Humacao. This first forum sets a precedent in terms of digital innovation and represents a great economic development initiative, as an effort to insert southeast region in an increasingly global economy. The Local Area was able to attract a series of speakers who, in their presentations, projected the potential of the east region of the Island, presenting a panorama of intellectual development of first class, innovative and targeting an improve in quality of life. Among the workshops were; New Economic Development Projects; Industrial Development; the Development and Rehabilitation of the Urban Centers and the Development of Aerospace Industry. In the event were included students from seven secondary school and several industrial institutions that are located in the city of Humacao, which were invited so that they enrich and contribute with ideas or suggestions. As result of this forum were achieved several partnerships between industry, the local Board and the Government in order to realize the proposals discussed. The Local Area of Southeast has been the link to accomplish this effort and has achieved the continuity of projects by carrying out two working meetings to discuss progress of the proposals of economic development of East.

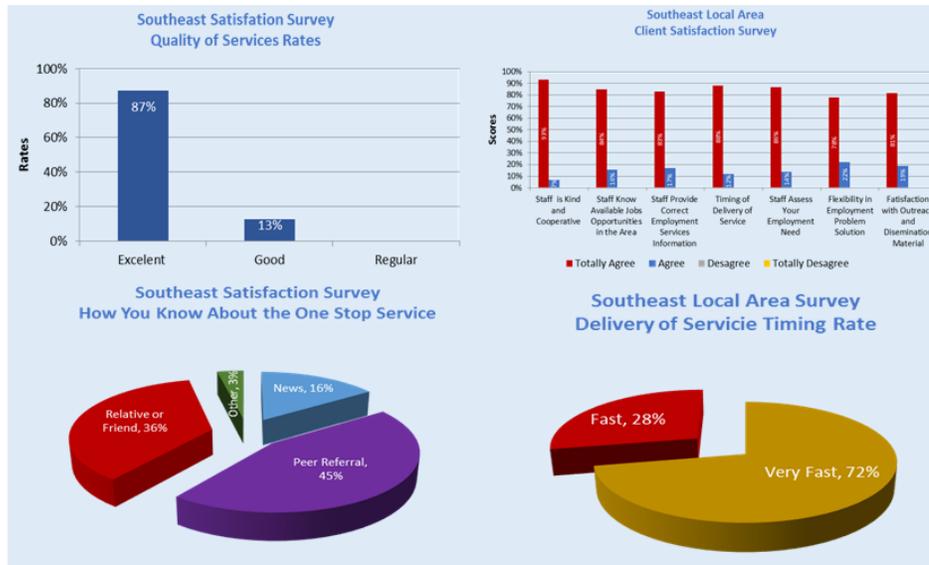
SOUTHEAST LOCAL AREA CLIENT SATISFACTION SURVEY

This is a survey designed by the Southeast Local Area to collect information from participants who receive services in the One Stop Center. This survey helps them to know which of its services are the most requested and measure satisfaction of customers about their services. This information is intended to raise results and use of evaluative parameters to increase the quality of its services.

The method used was through the implementation of a standardized instrument made on site in the One Stop Center. This research is labeled as having an exploratory-descriptive approach. Exploratory, because the results find had an overview on a certain reality. Descriptive, because the purpose is gathering information of certain features, using systematic criteria that reveals a



specific behavior, feeling or point of view of the participants. The survey sample was voluntary and consisted of 59 participants that received services in the One Stop Center. The tool used was a questionnaire consisting of 17 multiple selection questions. The staff helped to collect a simple random sample of the One Stop clients. Analysis of the results reveals the following finding:



JOB CLUB IN SOUTHEAST LOCAL AREA



The Southeast Job Club is an initiative developed in the One Stop Center that began in October, 2012 and it delivered services around one hundred and twenty (140) adults and dislocated Workers participants of this Local Area. The project's goal is to train participants on writing Resumes, assist them in the Job Search, guide them to be successful their job interviews and create a resource bank to an effective and innovative employment placement. Also, that they share support in their job search, share ideas, opportunities and experiences in the labor market. During PY 2014 were delivered services to 11 dislocated workers and 11 adults.



LOCAL AREAS SUCCESS HISTORIES

ADULT EX-INMATE OVERCOME HIS DRUG DEPENDENCE AND COMPLETE A CREDENTIAL

Bayamón/Comerio Local Area outstanding the history of Orlando, a male adult that had a drug abuse behavior for 20 years, also was homeless and ex-inmate. He successfully completed a drug addiction program with Teen Challenge Institution in 2013, once he finished his rehabilitation process, he stilled as a voluntary collaborator for help another's participants of that institution. In May, 2014, he entered into a vocational training in Air Conditions and Refrigeration, through Professional Technical Institute in Bayamón and successfully completed the occupational training, in May, 2015. He is currently working in this occupation and living healthy without the chain of drug abuse.

ODER YOUTH COMPLETED HIS GOAL TO BE A BARBER IN BAYAMON/COMERIO

Roberto was a youth program participant, original from the municipality of Barranquitas, a rural town in the core center of the island, which lost his mother when he was only 10 years. Later as a resident of Comerio, through the Bayamón/Comerío One Stop Center, he was delivered service with the vision of completing his dream since he was a child, to become a professional barber. He successfully completed an occupational training and approved the state barber license with dedication and passion, achieving his goal. He continued his professional upgrade and currently he is actively studying for an advance stylist course, while he works in a barbershop. As a Barber he has participated in the San Juan Beauty Show 2014 and 2015 where he obtained awards. He is part of the Puerto Rico Olympic Beauty Group that will participate in the famous OMC Hair World 2016, to be held in Korea.



HIGH WAGE OUTCOMES FOR OUT SCHOOL YOUTH IN NORTHWEST

The Northwest Local Area highlights the history of a few participants which overcome their low employment skill and achieve their goals through the One Stop Center delivery of service. The first story the Local Area highlight is of Daniel an out of school older youth with problems of shyness and low self-esteem. The objective assessment reflected a schooling of 10th grade. The case manager encouraged him to complete high school, which achieved with excellent grades in the 2013 program year. His case manager explains him the relevance of upgrade his skills and continue postsecondary education through a training account aimed to completing an occupation credential. Daniel accepts the challenge and the Local Area assigned an ITA to initiate training on the service provider's ICPR Junior College in Mayaguez, Puerto Rico. He completed his training on April 29, 2015 and obtained an Associate's Degree in Maintenance and Computer Repair with an average of 3.84 grade.

While Daniel was studying, one of his professors identifies his qualities and skills to become an excellent employee, so Daniel was referred for interview by his professor to Computer Express Network Services Company, located in the Municipality of Moca, Puerto Rico. Daniel was hired by this company in a full time job and currently he is earning a wage of \$20.00 per hour. In addition, in its personal goal he could marry and achieve the economic stability through the One Stop Center services.

SINGLE MOM TO BECOME A NURSE IN NORTHWEST

Diana is an adult program participant of 32-year-old, single mother in charge of three underage children. She arrives at the One Stop Center in the Northeast looking for upgrade her secondary education because he had only a 9th grade, which limited their opportunities to get a good job. The Case Manager identified her need of complete the high school diploma. After the One Stop Center delivery of services, she began an alternative school at the service provider Atlantic Bilingual



School, in which she graduated with academic excellence award, an average of 4.00 grade, in the year 2014 program. As part of her follow-up services, she received a job search workshop, when she identified her need of upgrade her high school diploma to improve their employability, and in coordination with her case manager, she establishes the goal of pursuing post-secondary education. The Local Area assigned her an Individual Training Account to complete an associate's degree in nursing and she began his training in a community college on September 2, 2014. He is currently completing his university career with excellence ratings and with great responsibility, because she is very clear that complete this occupational goal will launch her to be successful in the job market.

SUCCESSFUL AQUICULTURE ENTREPRENEUR IN SOUTHEAST

Grisel is a single mother with three children, whose father, a retired farmer, taught her everything related to the occupation of commercial fishing and aquaculture production. With the knowledge gained from her father, she was established as a goal developing a business in her courtyard that would provide a steady income, and so would allow her to share and continue with her children care. She began her participation in the Southeast Local Area in the program year 2013, searching for entrepreneurship program to acquire the business skills, necessary to manage and expand her own business. During the objective assessment, the case manager applied the necessary standardized evaluations in order to make sure her skills as an entrepreneur, identifying their occupational goals and identify another skills to increase her potential as an entrepreneur. Standardized interviews were satisfactory and the results were agreed with her biggest dream; her own business. This single mother was referred to micro-enterprises program and received training in entrepreneurship, where she received assistance to complete the permits process required by the State; and searching sources for financing the project. After complete the entrepreneur training and with her perseverance and willingness, she would built an aquiculture business and later expand its business. Her business is called GUAYANES SHRIMP FARM, a company that specializes in the aquaculture of shrimps, red tilapia, gourami's (freshwater aquarium fish), food production for pool's fish and p oduction of algae. Grisel future plans, include organizing a cooperative with other potential entrepreneur of the Guayanés Bay.



FUTURE CINEMATOGRAPHER IN SOUTHEAST

Oscar is a younger youth participant, who completed his high school at the Manuel Mediavilla Negrón High School of Humacao. He had a work experience as part of the Commercial and Vocational Program, where he made his practice, complying with the requirements for high school graduation. Case managers outstanding that he has clear and defined goals although disoriented of how can work to achieve them. In order to help this youth to been involve in a work environments, learn how to engage in the labor area, reinforce his self-esteem and leadership and obtain employment skills was delivered the work experience service.

Oscar was admitted to the Virginia College University to study cinematography. Since the beginning of his high school, he was searching available scholarships to cover the costs of her college, which in the first year alone rise to \$40,000. Also, he took part in various competitions for student scholarships, including one that consisted writing an essay on the theme, "Why the Veterans Have Been Important Now and in History". The contest required an essay of 700 words, be written in English, that had to be recorded to measure the intonation, diction and the passion when speech it. This year 50 thousand students applied for this scholarship and only were chosen 54, and Oscar was one of those students. During this process, Oscar was participating in the youth program services in the Southeast One Stop Center, which have contributed to his academic preparation and success.

FAMILY ACHIEVES THEIR GOALS THROUGH SOUTHEAST ONE STOP CENTER

Richard a younger youth began his delivery of service in the Southeast One Stop Center, on February 25, 2013, looking for the alternative school services to complete the high school diploma. When he was a younger youth, he took wrong decisions in his life that led him to a juvenile institution at age 15 and then at Hogar Crea, a community-based rehabilitation center for drug users. Prior to being imprisoned, he was oriented about the services of the youth program available



in the One Stop Center. While he was at the juvenile home, he kept in touch with his case manager, told her the desire to complete the high school diploma.

As soon he fulfilled his sentence, Richard returned to the Southeast One Stop Center accompanied by his mother. The mother to support the effort of his son, also decided to complete her high school diploma. Both were assessed by the case manager and accepted in the youth and adults program respectively. This youth was able to successfully complete the activity of alternating school and decided to continue post-secondary education. An occupational interest tests was applied to determine his interests and employment goals. He started his training in Culinary Arts in the service provider Instituto de Banca y Comercio de Humacao, graduating as Professional Chef in 2014. In addition, his mother participated in the workshops of strategies needed to be competitive in a job. As part of her programmatic goals, het was referred to a few job interviews organized by the Local Area and was hired by an employer. Then, his brother Felix, looking at the initiative of her mother and brother, decided to start their post-secondary education with an Individual Training Account. He was admitted to the Centro Estudios Multidisciplinarios for studying paramedic and currently continues his college career. The three members of this family still receiving the services of the One Stop Center so they can complete their occupational goals.

DISLOCATED WORKER ENTREPRENEUR IN CAGUAS /GUAYAMA LOCAL AREA



Caguas/Guayama Local Area highlights the history of a dislocated workers that was delivered the Pre-Vocational Services, in the occupation of Green Areas and Landscaping Technician at the University of Puerto Rico in Cayey Campus. During his involvement he had perfect attendance and acquired occupational skills in maintenance of green areas and landscaping. He completed 60 hours of training at that agricultural school in Cayey. After completing his pre vocational training, this dislocated worker would establish his own landscaping business. Currently, it



remains self-employed, because through the Local Area he would acquire the tool and equipment to start his own business. This participant attained his goals because he always kept a good attitude and perseverance to complete his training.

HIGH-RISK PREGNANT COMPLETED HER HIGH SCHOOL DIPLOMA

Mayaguez/Las Marias Local Area highlights the overcome history of Samantha. Her profile shows that she is 19-year-old out of school youth, limited in English language and lack of work experience, living under economic disadvantage, sharing her life with her husband and son. She had previously participated in different WIA activities (Youth Summer Program, Digital Portfolio course) but her goal was to obtain her High School diploma. She was interested in completing her High School through the alternative school service. After presenting the documents needed to determine eligibility and completing a Universal Application, Samantha was determined eligible and the Case Manager proceeded to register her as a participant and performed an objective assessment. The evaluation confirmed that her interest was to finish high school. She attended classes for about two months, but after being diagnosed with a high-risk pregnancy, the doctor recommended rest. The participant then decided to finish the course modules at home, without receiving support services from the Local Area. She managed to graduate with her classmates, achieving her goal.

ADULT BECAME CHEF IN MAYAGUEZ/LAS MARIAS

Another history of Mayaguez/Las Marias Local Area told the case of Angel, a special education dropout who had faced many difficulties in education. He began receiving the One Stop Center services at age 19 under the Youth Program where he participated in a mentoring program to obtain his high school diploma. During follow-up activities, at age 22, he was offered a concurrent participation under the Adult Program, where he took the Catering and Buffet training, which he successfully completed. In addition, he received the Safe Food Handling Certification. Further participations included a Job Search Assistance project where he received training in how to increase his occupational and employability skills, and other workshops offered by WIA, such as



Self Analysis, Motivation, Job Interview and Personal Marketing Plan. In his quest to achieve his goal of getting a job, Angel began post-secondary studies in the San Juan Hotel School of Mayagüez, earning a Certificate in Baking and Pastry. Taking in consideration his preparation, increased skills and abilities, the participant was referred to an interview with South American Restaurant Corp. (Church's Chicken). He passed the interview process and was recruited for an OJT. Today, at 27 years old, Angel achieved his goal of having a job.

DISLOCATED WORKERS ESTABLISHED HER BEAUTY SALON IN MAYAGUEZ/LAS MARÍAS



In the Mayaguez/Las Marías Dislocated Workers Program was Yaritza, a single mother of two children, who lives in a public housing project. She was a high school graduate with academic training in Cosmetology. After presenting the documents needed to determine eligibility and completing an application, Yaritza was determined eligible to participate in the Dislocated Workers Program and the Case Manager proceeded to register her. After receiving basic services and getting no positive results in finding a job, the Case Manager proceeded to provide intensive services, perform an objective assessment and develop an individual employability plan, which confirmed the participant's goal was to establish her own business. Consistent with this result, the participant was then referred to participate in the Microenterprise Development Project.

After completing her participation, Yaritza was able to establish her own business, *Yo Beautiful Hair and Makeup Salon*, located at La Candelaria Street, Suite 101, in Mayagüez. The beauty salon has been so successful that its owner has already hired an additional employee, due to the increase in the clientele.



DISLOCATED WORKERS TRANSFORMED IN JOURNALIST IN MAYAGUEZ/LAS MARIAS



Other history in Mayaguez/Las Marias was Gilberto, a dislocated worker of 33 years, with previous experience in the food business. He always had a special interest for the proper care and protection of animals. After presenting the documents needed to determine eligibility and completing an application, Gilberto was determined eligible to participate in the Dislocated Workers Program and the Case Manager proceeded to register him. After receiving basic services and getting no positive results in finding a job, the Case Manager proceeded to provide intensive services, perform an objective assessment and develop an individual employability plan, which confirmed the participant's goal was to establish a business that was directly related to his love for animals. Consistent with this result, the participant was then referred to participate in the Microenterprise Development Project. After participating in the project, Gilberto created the *PR + Cotas Magazine*, which has not only been a success in sales and distribution; it is an effective tool for disseminating and educating people about the pet's needs.



PROGRAMS INITIATIVES AND STRATEGIES TO SERVING VETERANS

Puerto Rico is committed to serve transitioning service members, veterans, and their families by providing resources to assist and prepare them to obtain meaningful careers and maximize their employment opportunities. DOL's commitment is an important part of fulfilling our national obligation to the men and women who have served our country.

We are also committed to serve transitioning service members, veterans, and their families through the USDOL current programs, such as the Workforce Investment Act (WIA), Employment Service (WP), and the Jobs for Veterans State Grant (JVSG) programs as well as through new initiatives, such as the Gold Card Initiative and online national electronic tools, such as My Next Move for Veterans and the Career One-Stop Veterans Reemployment Portal.

Puerto Rico recognizes and is aware that changes in the workforce programs' service delivery strategies to veterans are needed to respond to the forecast increase in veterans, including men and women transitioning from the wars in Iraq and Afghanistan, to the civilian labor force. We have responded to this increase while continuing to serve existing veterans and other non-veteran job seekers. A workshop has been developed to ensure workforce programs are aligned with the roles and functions established in their authorizing legislation in order to implement the refocus of the JVSG Program in the workforce system. The workshop addressed an integration of the JVSG within WIA to ensure eligible veterans and eligible spouses receive the best combination of services, according to their needs.

To accomplish this refocusing, Disable Veterans' Outreach Program Specialist (DVOP) will serve only those veterans and eligible spouses most in need of intensive services. This will impact the AJC Programs, including WP and WIA. The Puerto Rico Department of Labor, JVSG Grantee, has issued guidelines and procedures to address refocusing and reforming of the JVSG Program



according to the VPL 03-14. These guidelines and procedures also addressed the role of WP and WIA funded staff in continuing to ensure priority services are provided to veterans.

CURRENT PERFORMANCE MEASURES FOR THE JVSG PROGRAM

Negotiations for Performance Targets for Jobs for Veterans State Grant-Funded Staff (Grant Based Measures) and for Statewide American Job Center (AJC) Labor Exchange Reporting System (LERS) defined Services for veterans were completed on August 11, 2014. The outcome targets in Table 4 were submitted for approval and inclusion in the approved JVSG Services to Veterans State Plan:

Table 4 Performance Targets for Jobs for Veterans State Grant Funded Services DVOP Specialist (Sources VETS-200A)	
Intensive Services Provided to Individuals by DVOP Specialist/Total Veterans and Eligible Person Served by DVOP Specialist in the State	45%
Veterans' Entered Employment Rate (VEER) <i>Weighted</i>	28%
Veterans' Employment Retention Rate (VERR)	60%
Veterans' Average Earnings (VAE) (Six Months)	\$9,500
Disabled Veterans' EER (DVEER)	25%
Disabled Veterans' ERR (DVERR)	42%
Disabled Veterans' AE (DVAE) (Six Months)	\$9,500
<i>Performance Targets for Labor Exchange Services for Veterans (Source: ETA 9002D)</i>	
Veterans' Entered Employment Rate (VEER)	30%
Veterans' Employment Retention Rate (VERR)	61%
Veterans' Average Earnings (VAE) (Six Months)	\$9,500
Disabled Veterans' EER (DVEER)	25%
Disabled Veterans' ERR (DVERR)	48%
Disabled Veterans' AE (DVAE) (Six Months)	\$14,500



Table 5 Statewide Labor Exchange Measures <i>(Source: ETA-9002D)</i>				
Measure	Goal	Actual	Met? Y/N	Variance +/-
Veterans Entered Employment Rate (VEER)	30%	44%	Y	+14
Veterans Entered Retention Rate (VERR)	61%	52%	N	-9
Veterans Average Earnings (VAE)	\$9,500	\$7,131	N	-2,369
Disabled Veterans Entered Employment Rate (DVEER)	25%	34%	Y	+9
Disabled Veterans Entered Retention Rate (DVERR)	48%	59%	Y	+11
Disabled Veterans Average Earnings (DVAE)	\$14,500	\$5,800	N	-\$8,700
Jobs for Veterans Grant (JVSG) - Based Measures - DVOP only (Source: VETS 200A)				
Intensive Services Rate	45%	37%	N	-8
Veterans Entered Employment Rate (VEER) (Weighted)	28%	45%	Y	+17
Veterans Entered Retention Rate (VERR)	60%	56%	N	-4
Veterans Average Earnings (VAE)	\$9,500	\$6,387	N	-\$3,113
Disabled Veterans Entered Employment Rate	25%	39%	Y	+14
Disabled Veterans Entered Retention Rate (DVERR)	42%	70%	Y	+28
Disabled Veterans Average Earnings (DVAE)	\$9,500	\$6,215	N	-\$3,285

Analysis of Table 5 - Non-Veteran Staff/Agency Services to Veterans Indicator

The ETA-9002 and the VETS-200 was used in conjunction to evaluate services of non-veterans and other eligible applicants served by veteran staff. Determining if non-veteran staff assists veterans effectively is the role of every employee in the One-Stop. The following table shows the performance of measure, of the veteran's population served by partners versus veteran population served by DVOPs/LVERs.



Table 6 VETERAN'S POPULATION SERVED BY PARTNERS VERSUS VETERAN POPULATION SERVED BY DVOPs/LVERS	
Served by Veteran's Staff	
1. VETS200C – Total number of veterans and other eligible applicants served by Veterans staff	396
Served by Partners	
2. VETS 9002B – Total number of veterans and other eligible applicants served by partners staff	834
3. Total difference in the numbers served	438
4. Total percentage of veterans served by veterans staff using the above data	47
5. Total percentage of veterans served by partners staff using the above data	53

Analysis of Table 6

Analysis of the percentages for the 4th quarter indicate that partner staff served more veterans than the veteran staff compare with the 3rd quarter were more veterans were served by the veteran staff (65%). In the 3rd quarter only 35% veterans were served by partner staff.

Significance of Data of Table 6

Related to the significance of that data, this indicator provides information on the agency services to the veteran population. The One-Stop Centers delivery system has performance goals for services to veterans and the DVOP and LVER are not to supplant the other staff obligations to serve veterans. Everyone in the agency has a responsibility to veterans. These statistics help to evaluate the agency, or non-veteran staff, services to the veteran

ETA-9002 Analysis - Priority of Service Indicator

As part of the self-assessment process, it is reported that priority of service is being implemented by putting the veteran at the top of the waiting list (first in-line). An analysis of the ETA 9002 report will provide information on parity in the services provided to veterans vs. non-veterans, thus showing whether priority of service is truly being implemented. Priority of service is very broad, but Table 7 data were used as the population all of the services and outcomes:



TABLE 7
IMPLEMENTATIONS OF PRIORITY OF SERVICE FOR VETERANS

1. ETA 9002A 1A - Total Number of Applicants.	124,593
2. ETA 9002B 1A4 - Total Number of Veterans and Other Eligible Applicants	875
3. Total Non-veteran Applicants	123,718
4. ETA 9002A 17A - Total Number of Applicants Referred to Employment	15,708
5. ETA 9002B 12A4 - Total Number of Veterans and Other Eligible Applicants Referred to Employment	214
6. Total Number of Non- Veterans Referred to Employment	15,494
7. Total Applicants Referred	13%
8. Total Veterans Referred	24%
9. Total Non- Veterans Referred	13%

Significance of Table 7 Data

The significance of data of Table 7, shows that 24% percent of veterans received a referral to employment, a higher percent than non-veterans. It would appear that priority of service, especially priority of referral is being observed. By using the same formula above for other services and outcomes, the determination can be made if priority of service is being implemented. This numerical process alone does not necessarily address the qualifications of the veterans' population or the desirability of available jobs relevant to the veteran population. Further assessment of the process should be conducted, for example, compare the openings received on the 9002E with the SOC codes of available veterans to determine the potential for matching veterans' skills with available openings.

VETS-200 Analysis - Services Provided by DVOP and LVER

The VETS 200 report is, in effect, a sub-set of the ETA 9002 report. However, analysis of the VETS 200 reports is important and will allow assessors to compare services and outcomes of grant



staff (DVOPs / LVER5) as compared with other office staff or the state as a whole. The assessor should review and verify the data from collected Self-Assessments (SDP, DVOP and LVER) to help understand the workload and performance outcomes of veterans served by selected staff.

The DVOP and LVER Roles and Responsibilities Indicators helps evidence the roles of Veteran staff within the center. DVOPs are placed to provide intensive services (IS) to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERs should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues.

Ideally, the 200 (A) reports are available locally; in that case the individual SDP 200 (A) report should be used. If SDP VETS 200 reports are not available, the assessor must rely on state roll-up VETS 200 reports in combination with SDP self-assessments and state office reviews. Tables 8 & 9 shows the veterans served by DVOP and LVER in PY 2013-14.

<i>Table 8 Services Provided by DVOP</i>	
1. VETS-200A8A - Total Number who Received Staff Assisted Services	283
2. VETS-200A8B -Total Number of TSMs who Received Staff Assisted Services	11
3. VETS -200A8C - Total Number veterans and eligible persons Received Staff Assisted Services	240
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	251
5. Total Number non- veterans who Received Staff Assisted Services	32
6. Percent of Veterans	89
7. Percent of Non-veterans	11

Analysis of Table 8

Table 8 percentages for the 4th quarter indicate that the DVOPs are providing the vast majority of staff assisted services to the veteran population compare to the non-veterans. Percentages compare to the third quarter decreased by one (1) percent in both percentages reported this quarter.



Significance of Table 8 Data

The significance of data of Table 8, take to the question if the percentage of non-veterans served by the OVOP is one (1) percent, could be it attributed to a data entry error, or other issues? However if the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans. An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans. Again, this data helps evidence the roles of Veteran staff within the center. DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERS should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues. They should build relationships with all one-stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.

<i>Table 9</i> <i>Services Provided by LVER</i>	
1. VETS-200B8A - Total Number who Received Staff Assisted Services	178
2. VETS-200B8B -Total Number of Transitioning Service Members (TSMs) who Received Staff Assisted Services	6
3. VETS -200B8C - Total Number veterans and eligible persons Received Staff Assisted Services	172
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	178
5. Total Number non- veterans who Received Staff Assisted Services	0
6. Percent of Veterans	100
7. Percent of Non-veterans	0



Analysis of data on Table 9, based on VETS-200A outcomes, shows that DVOP specialist was providing services to 100% of all Veterans registered at the entry point. The data above shows no assessment of filter was done by the Wagner-Peyser staff prior to a Veteran being sent to see the DVOP for services. All veterans go directly to the DVOPs office or they asked to be directly referred to the DVOP. According to VETS- 200A, only 295 Veterans, within the targeted population, qualified to receive specialized services from the DVOPs. However, DVOPs provided services to 68 Veterans that may not qualified or are not within the targeted population to received specialized services.

Significance of Table 9 Data

The significance of data of Table 9, take to assess if the percentage of non-veterans served by the OVOP is three (3) percent, can it be attributed to a data entry error, or other issues? However If the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans. An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans. Again, this data helps evidence the roles of Veteran staff within the center. DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-an-one time to assist them into becoming job ready.

LVERS should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues. They should build relationships with all one-stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.



VETS-200 Analysis

<i>Table 10</i> <i>Services/Outcomes Provided by DVOP/LVER Staff</i>	
1. VETS-200C-8A - Total Number who Received Staff Assisted Services	444
2. VETS-200C-8B -Total Number of TSMs who Received Staff Assisted Services	15
3. VETS -200C-8C - Total Number veterans and eligible persons Received Staff Assisted Services	396
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	411
5. Total Number non- veterans who Received Staff Assisted Services	33
6. Percent of Veterans	93%
7. Percent of Non-veterans	7&

Analysis of Table 10 data indicated that staff assisted services have been provide mostly to the veterans by the DVOPs in each Local Office.

Significance of Table 10 Data

Significance of data on Table 10, take to the need of assess if the Percentage of non-veterans served by the DVOP is one (1) percent, could it be attributed to a data entry error, or other issues? However if the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans, An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans, Again, this data helps evidence the roles of Veteran staff within the center, DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERS should be primarily focused on being a capacity builder



and trainer for one-stop centers on veteran issues. They should build relationships with all one-stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.

VETS-200 Analysis DVOP/LVER Roles Distinction Indicator

Distinguishing the differences in the DVOP and LVER role is evidenced in part by the VETS 200 report. If there is a similarity in the numbers between LVER and DVOP or is the LVERs number are higher that the DVOP, there may need to be a distinction of roles and responsibilities within the veteran staff. Table 11 shows the difference among the DVOP and LVER staff responsibilities and roles.

Table 11 DVOP/LVER Staff Delivery of Service	
1. VETS-200A: DVOP -8C - All Veterans and Eligible Persons Received Staff Assisted Services from a DVOP	240
2. VETS-200A: DVOP-11C - All Veterans and Eligible Persons Received Intensive Services from a DVOP	89
3. VETS -200B:LVER - 8C - All Veterans and Eligible Persons Received Staff Assisted Services from a LVER	172
4. VETS -200b:LVER - 11C - All Veterans and Eligible Persons Received Intensive Services from a LVER	0
5. Percent of those Received Staff Assisted Services who Received Intensive Services from a DVOP	37%
6. Percent of those Received Staff Assisted Services who Received Intensive Services from a LVER	0%

Analysis of Table 11

Percentages above indicate that DVOP are the sole providers of intensive services while the LVERs are not providing intensives services at all.



Significance of Table 11

Table 11 data reveal that among the DOPD and LVER Veteran staff had distinct roles that are specialized. PL 107-288 identifies the differentiation and specialization of the roles. If LVER and DVOPs are functioning identical roles there is a lack of role distinction. The DVOPs primary role is providing Intensive Services, meanwhile the LVER should be focus on being a capacity builder/trainer for one-stop on veteran issues.

ETA-9002 ANALYSIS -Priority of Service (POS)

Indicator from Staff Assisted Services (SAS)

Table 12 shows the veterans Staff Assisted Services outcomes:

<i>Table 12</i> <i>Outcomes by Staff Assisted Services (SAS)</i>		
1.	ETA 9002A 1A - Total Number of Applicants.	124,593
2.	ETA 9002B 1A4 - Total Number of Veterans and Other Eligible Applicants	875
3.	Total Non-Veteran Applicants	123,718
4.	ETA 9002A 14A -(total number of applicants Receiving SAS	105,331
5.	ETA 9002B 9A4 -Total Number of Veterans and Other Eligible Applicants Receiving SAS	834
6.	Total Number of Non- Veterans Receiving SAS	104,497
7.	Total Applicants Referred	85%
8.	Total Veterans Referred	95%
9.	Total Non- Veterans Referred	84%

Analysis of Table 12

The percentages above indicate that Priority of Services is rendered to the veteran population.



Significance of Table 12

By using the formula above for SAS analysis, the determination can be made if priority of services is being implemented. The passage of PL 107-188 and Section 4215 changed the scope of POS and effect every program at the workforce agency or one-stop. This numerical process alone does not necessarily address priority of service problems. However, a large disparity between non-veterans receiving SAS at a greater rate than veterans is an indicator regarding the priority of service process and further assessment of the process should be conducted, for example, compare 9002 data with the managers reports and self-assessment results, and possibly a site visit.

GOLD CARD INITIATIVE

On August 5, 2011, President Obama announced a comprehensive plan to lower veterans' unemployment and ensure that service members leave the military career job-ready. As of September 2011 it was noticed that 900,000 veterans were unemployed and the unemployment rate for post 9/11 era veterans was 11.5% nationwide. As a result, President Obama announcement included the creation of a suite of Gold Card enhanced services for post 9/11 veterans that extent for 6 consecutive months at each AJC which primarily purpose is to lower employment rates among post 9/11 veterans and provided them with a meaningful career. It is expected that between 2011 to 2016 over one million of service members leave the military. Puerto Rico recognize this fact and the workforce system is aware that those veterans have valuable experiences acquired in the military service that can be useful and marketable as job competencies into the civilian workforce.

The Gold Card Initiative is a joint effort of VETS and ETA, who has developed a suite of enhanced intensive services, including follow-up to address post 9/11 era veterans barriers to employment and while establishing priority of service it is expected that these veterans overcome the barriers to be integrated into the workforce as quick as possible.



Each AJC is responsible of promoting the Gold Card Initiative among the post 9/11 veterans and instruct them to print their Gold Card Certificate at: <http://www.dol/vets/goldcard.html> However, AJCs have been trained in identifying those post 9/11 veterans at the entry service delivery point and refer them to appropriate enhanced intensive services they are entitled to receive as required by VPL 01-12 titled: *Gold Card Initiative*.

This intensive will include but not limited to:

- Job readiness assessments, including interviews and testings
- Development of an Individual Development Plan (IDP)
- Career Guidance through group or individual counseling
- Provision of labor market, occupational, and skills transferability information
- Referrals to job banks, job portals, and job openings
- Referrals to employers and registered apprenticeship sponsors
- Referral to training by WIA-funded or third party service providers
- Monthly follow-up by an assigned case manager for six months.

Post 9/11 veterans are encouraged at the AJCs to use online national electronic tools, such as My Next Move for Veterans and the Career One-Stop Veterans Reemployment Portal.

The recently issued VPL 03-14 titled: *Jobs for Veterans' State Grants (JVSG) Program Reforms Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans* and VPL 04-14 titled: *Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialists – Veterans Ages 18 to 24* have changed the Gold Card Initiative provision of enhanced intensive services scenario.

In the past, when Gold Card Initiative was first implemented all post 9/11 veterans were entitled to receive from the DVOPs the 6 months of enhanced intensive services regardless they have a disability or not.



Now with the issue of VPL 03-14 and VPL 04-14, the scenario changed having only SBE veterans and 18 to 24 who are post 9/11 veterans entitled to receive those enhanced intensive services from the DVOP while the rest of the post 9/11 veterans that do not meet the criteria required in VPL 03-14 and VPL 04-14 will be served by the AJCs Occupational Counselors. Quality of services is guaranteed and unaffected by these changes proposed by this new policy.

PRIORITY OF SERVICES

Title 38, USC Section 101(2) (38 USC 101 (2)); 38 USC, Chapter 41 and 42; Priority of Services for Covered Persons final Rule, 20 CFR Part 1010, Fed. Reg. 78132 Dec. 19, 2008 requires that Veterans, Covered Persons and Eligible Spouses have entitlement to Priority of Services in the AJCs or Employment Services Offices that are funded in whole or in part by DOL.

Priority of Services means that veterans, covered persons and eligible spouses are given priority over non-covered persons for the reception of employment, training, and placement services provided under a qualified job training program. Priority means that veterans, covered persons and eligible spouses either receive access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receive access to the service instead of or before the non-covered person.

For Priority of service purpose, the veteran definition is broad covering all persons that served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 USC 101(2).

Eligible Spouse as defined at section 2(a) of the JVA (38 USC 4215(a)) means the spouse of any of the following:

- Any veteran who died of a service-connected disability



- Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed for more of 90 days as missing in action, capture in line of duty by hostile force and forcibly detained or interned by foreign government or power.
- Any veteran with a total disability from a service-connected disability evaluated by VA

A spouse whose priority of service is derived from a living veteran or service member lost her priority of service if the veteran loses the status that is the basis for the priority or if she divorce from the veteran.

The workforce system network in Puerto Rico, including Wagner-Peyser, and the general public is aware of the Priority of Service entitlement to veterans, covered persons and eligible spouses through announcements posted in the bulletin boards and near the entry service delivery point. In addition, Wagner-Peyser and AJC Staff are fully trained to identify covered persons at the reception desk and once in a while they ask the public if there is any veteran or spouse among the clients at the AJC.

Verifying Priority of Service Status through the required paperwork is not mandatory unless the covered persons will undergo eligibility determination or if the applicable federal program rules requires the verification in site. Once Priority of Service is determined the covered persons move ahead of the line to receive the appropriate employment, training and placement services over the non-covered persons as required by law and as stated by VPL 07-09. Some Unemployment Insurance Offices have adopted this priority of service model from the Employment Service or the AJC although not mandatory by law.