



american**job**center
GUAM

PY2017

WORKFORCE INNOVATION

AND

OPPORTUNITY ACT

Annual Report Narrative

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EXECUTIVE SUMMARY

A key premise behind the Workforce Innovation and Opportunity Act (WIOA) involves a quality one-stop center system folding the interests of the power of e3 (employment, education, and economic development) tied to in-demand job). Through the American Job Center (AJC), the service delivery system supports the interest of the job seeker, workers and businesses related to career services, education and training and supportive services.

The AJC is located within the capital of Guam. All programs are working to offer more collaborative services or be co-located at the AJC. Program participants, stakeholders, employers, partners and collaborators are able to access customer centered services at the AJC, thereby offering improved coordination and integration of services among partner agencies and universal access provided for services to adults, youth and dislocated workers. There is also the use of Individual Training Accounts (ITAs) for training services, increased opportunities and flexibility in training strategies and systemic approach for accountability and performance measurements.

The goal of the new Federal law, the Workforce Innovation and Opportunity Act (WIOA), is college and careers, and the GDOL continuously assists job seekers with employment, education, training and support services at the American Job Center (AJC) and has been instrumental in providing these services with AJC partners. Although it was challenging, the implementation of WIOA employment and training services for Youth, Adult and Dislocated Workers, along with Wagner-Peyser and other federally funded programs, are readily available at the AJC, the Guam public workforce development center.

The new required prominence with the public workforce system created by the WIOA is the Business Services Unit (BSU) wherein, through the American Job Center (AJC), “business services” are provided to support the local workforce development system that meets the needs of businesses in Guam. The Business Services Unit will be the direct liaison with businesses within Guam and the region, where employers can request employees of a specific skillset, customized training, and other support services. Also through the AJC, one-stop partners develop, offer and deliver quality business services that have been assisting businesses and industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the local and regional economy as well. WIOA supports innovative strategies to keep pace with changing economic times and seeks to support employment services, job training, adult education and literacy, and vocational rehabilitation activities.

The Guam Workforce Development Board (GWDB) remains engaged in workforce development for both employers and job seekers, to ensure that those who come through the American Job Center (AJC) have a better chance at improving their quality of life and standard of living. With today’s technology and a knowledge-based economy, implementing WIOA and a job-driven one-stop delivery system is a high priority to assist job seekers access employment opportunities and help employers find qualified workers, to remain a leader in today’s global competitive economy. The board created a more integrated, effective job-driven workforce investment system with the one-stop delivery system involving its partners, the power of HireGuam.com, the Virtual One Stop (VOS) case management system, aligned with key elements of job-driven employment and training programs.

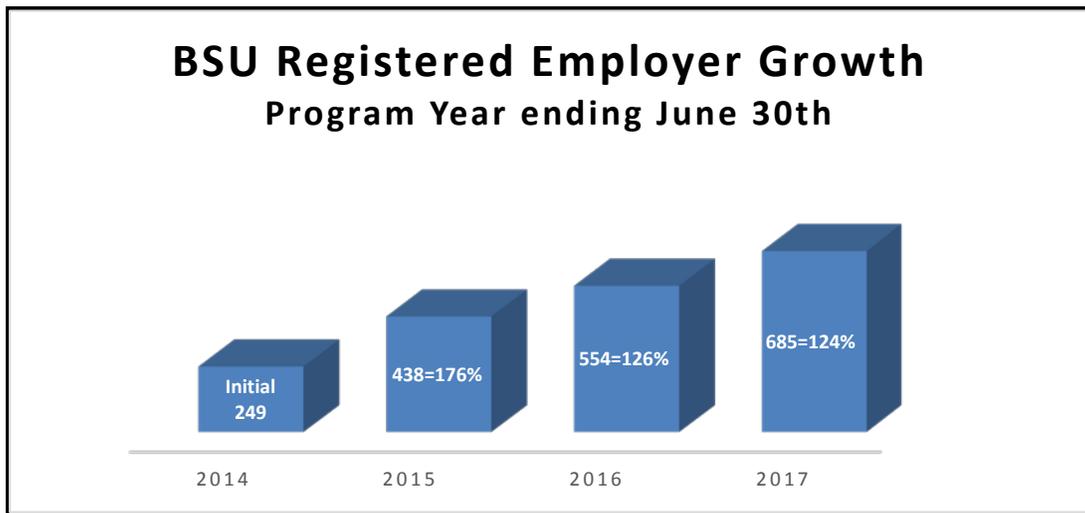
WAIVERS

No new waivers were proposed for PY2017.

EFFECTIVENESS IN SERVING EMPLOYERS

The Business Services Unit and follow-up services implemented by the Guam Department of Labor continues to improve engagement with employers and workers, increasing the number of businesses utilizing AJC services. Outreach strategies have been designed to build awareness of the Guam AJC's services, focused on both businesses and job seekers. New outreach materials have been produced, creating a new level of professionalism and uniformity. Social media outreach was recently launched, including Facebook, Twitter and Linked-In.

BSU transferred to GDOL's Compliance Offices in March 2017, for direct access to employers and to co-locate with Executive Offices. Despite Guam experiencing an economic stabilization (awaiting employment activity of military buildup), BSU was able to meet initial performance standards by increasing the number of registered employers each program year as reflected in the chart below:



The BSU team re-engaged activities with other employers through an array of business services such as recruitment planning, labor clinics, rapid response for right-sizing and closures, referrals to compliance and consulting from the Guam Department of Labor (GDOL) divisions and labor market services. The Guam Workforce Development Board (GWDB) Business Outreach Subcommittee Chair will be engaging new board members to update committee bylaws and set new goals that are responsive to the needs of businesses.

LABOR CLINICS

The Guam Department of Labor (GDOL) has been conducting labor clinics since 2009 and continues to offer these sessions at no-cost to attendees. The labor clinics are intended to bring businesses a menu of topics aimed at providing private sector employers, managers and supervisors solutions to workforce/labor needs, making available information on labor market conditions, workforce development opportunities, updates on labor rules and regulations, and an array of other labor-related topics. The

department also conducts on-site clinics as requested by businesses.

In PY2017, a total of twenty-five (25) labor clinics were presented for both businesses and job seekers and the topics varied from Disability Law in the Workplace, Registered Apprenticeship Programs, Fair Employment Practices/EEO, Navigating HireGuam and the GDOL website, ADA & Reasonable Accommodations, Wage and Hour Provisions, Disability Law in the Workplace, to Small Business Opportunities. Labor clinics conducted were offered to businesses and job seekers alike from both the public and private sectors. Four hundred twelve (412) attendees were present for all these labor clinics held. Actual labor clinics presentations rose to an overall total of a 9% increase from PY2016.

Meeting critical planning timelines is important to implement labor clinics at the start of each program year. With every labor clinic, data is collected from surveys taken at each session to identify topics of interest for businesses. Additional topics are included when there are significant changes in labor laws and when the opportunities for subject matter experts arrive on island, becoming available to conduct presentation of subjects of interest.

NEW EMPLOYERS

Improved growth rate has been over 25% for each program year for new employers. The BSU team has been updating its promotional packets and disseminates to GDOL staff and partner programs for initiating contact with employers. This packet is essential to providing businesses with information on resources available and often changes the perception of GDOL from being a compliance entity to a supportive resource.

RE-ENGAGING EMPLOYERS

BSU applies efforts for re-engaging inactive employers and this is due partly to employers who generally seek services when recruitment is needed or when workforce challenges arise. There is increase in activity with ALPCD employers who are re-engaging by utilizing online services for meeting mandated recruitment requirements. Guam Employment Services with Wagner-Peyser is the general provider for job posting of petition job orders.

There is a reporting format used for "Employer/List/Inactive" for data. The following recommendations were made when re-engaging with employers:

- establishing schedule reviews for inactive employer data;
- connect with those identified and offer services if needed;
- track data on these contacts and services if provided.

For newly registered employers, the policy on vetting is in place and templates are used to standardize communication for validating registration. BSU will need to address any "Pending Verification of registered employers, set timeline to resolve, recommend completing review and reclassification by December 31, 2018.

Businesses in general are pleased with access to free online services, for their recruitment needs, independent of government staffing, but have consistently requested the need to simplify dashboard minimizing appearance of information to make it more user-friendly. A recommendation was made to

work with Information Systems and Technology (IST) staff on changing dashboard icons to simplify screen view.

Employers view resumes and enter data on job seekers that are selected for employment. This aspect helps AJC staff in capturing data on job seeker placement to achieve program performance requirements.

For PY2017, the GDOL is pleased to announce that more clients and employers are accessing the VOS (HireGuam) website as it becomes more publicly made known to all job seekers and employers to seek help at the AJC with employment needs.

HireGuam Data – PY2017 – July 1, 2017 to June 30, 2018

Category	Total
Active Cases	2,382
Closed Cases	748
Exited Cases	1,769
Self Service Entry	1,617
Staff Entered Registration	345
AJC Foot Traffic	5,948
AJC Orientation	906
New Employer Registration	149
Employers Served	269
Job Orders	1,213

CUSTOMER SATISFACTION

For Program Year 2017, the Guam Department of Labor’s customer satisfaction surveys were administered through the Virtual One-Stop (VOS) System, an online service for participants, job seekers, businesses, agency staff, and the American Job Center (AJC) partners. When customers access the VOS, the department queried to find out if the system was helpful and what was their overall satisfaction of the website.

Customers utilizing the VOS are surveyed. The following is a breakdown of the data collected via the VOS for PY2017:

User Type	Total	Percentage
Youth	6	3.6%
Jobseeker	157	94.0%
Employer	1	0.6%
Other	3	1.8%
Primary Purpose	Total	Percentage
Job Search	147	88.0%
Career Planning/Occupational Research	11	6.6%
Locate Education/Training Providers	2	1.2%
Find Employer Contact Information	2	1.2%
Just looking around	1	0.6%
Employer looking for candidates	3	1.8%
Other	1	0.6%
Rate Overall VOS Experience	Total	Percentage
Excellent	65	38.9%
Good	62	37.1%
Fair	22	13.2%
Poor	3	1.8%
No Opinion	15	9.0%

These customer satisfaction surveys are a primary indicator of service quality for operations. With the implementation of the Workforce Innovation and Opportunity Act (WIOA), the VOS improves service delivery and will help job seekers and individuals find employment, and help employers find workers with marketable skills.

ACHIEVING STATE'S STRATEGIC GOALS

Guam's Combined State Plan includes a Strategic Planning Elements section that presents an analysis of the Territory's current economic environment and identifies its' overall vision for a workforce development system. The required elements in this section allow Guam to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs.

Guam's strategy with the Guam Department of Labor (GDOL) entails the collaborative effort made among the core programs and partner programs to implement the Workforce Investment Opportunity Act (WIOA) initiatives. It aims to improve the flow of workforce development efforts by streamlining planning and delivery services from multiple programs into a single delivery system that is customer center designed to meet WIOA implementation. Initiatives of a job-driven vision include the following key elements:

1. Employer engagement
2. Leveraging of resources
3. Data-informed decision-making
4. Work-based training opportunities
5. Career pathways
6. Outcomes measures
7. Programs improvement
8. Elimination of barriers to employment

Cross training among partners are ensuring a more efficient and effective approach to serving shared customers needing workforce development assistance and employment placement services. Committee and ad-hoc meetings by the GWDB continue on a periodic basis to achieve goals and objectives of respective programs and the combined state plan.

WORK SPONSORSHIPS

Employers are attracted to work sponsorship program incentives. For PY2017, there were **57** employers participating in the work experience program: private sector consisted of **26** employers with **62** total positions requested; and public sector consisted of **31** agencies with **67** total positions requested. This is a cross sector of industries and full range of occupations available to job seekers who seek work-based training to gain direct employment. Additional employer engagement continues as there are approximately fifteen (15) work experience agreements undergoing the renewal process and about five (5) processing pre-awards and awaiting new agreements.

OUTREACH ACTIVITIES

Outreach activities give the BSU team the opportunity to network with other employers, introduce services available, remedy any concerns from past experiences, and connect businesses to an array of workforce solutions. The following are annual activities that BSU attends:

Job Fairs:

Guam Department of Education
Division of Vocational Rehabilitation
University of Guam
Guam Community College
Department of Corrections RSAT Commencement
Cloverdale Foods from North Dakota
Best Sunshine and Kensington Hotels from Saipan
Other employers engaging in mass recruitment

Industry Forums:

Guam Contractor's Association
Guam Hotel & Restaurant Association
P.H.A.R. Guam Safety Conference
Guam Apprenticeship Industry Forum

Business Networks:

Guam Chamber of Commerce
Guam Women's Chamber of Commerce
Society for Human Resource Management

Mass Recruitment: This is a coordinated service provided for specific employers who may be opening a new business, starting a big construction project, etc. An employer will seek assistance from GDOL and the level of service could include using GDOL/AJC conference rooms, posting job announcements in HireGuam/AJC Center and networking with untapped labor pools, industry liaisons, educational institutions, etc. to disseminate information. Coordinated services are administered as needed and as agreed by employer. Level of services is subject to the availability of resources from BSU.

Connecting with Untapped Labor Pools: Involves networking with untapped labor pools, industry liaisons, educational institutions, community organizations and partner programs to identify groups of individuals who are seeking employment opportunities. Sometimes this service is done in response to "mass recruitment" efforts, or as a community outreach, for other reasons. It does entail a coordinated services approach with Career Services staff.

REGISTERED APPRENTICESHIP PROGRAM

On November 4, 2011, the Guam State Apprenticeship Agency (Guam SAA) was granted recognition as the Registration Agency (RA), for Federal purposes, in Guam for apprenticeship programs and agreements. On December 30, 2014, Public Law 32-320 designated the Guam Department of Labor as the entity that will perform the duties of the Guam SAA and RA

During Program Year 2017, the island of Guam saw an increase of skilled journey workers in the workforce as one hundred twenty-two (122) apprentices, from the public and private sectors, completed their apprenticeships earning a U.S. Department of Labor Certificate of Completion of Apprenticeship in ten (10) occupations.

The following is a list of employers, occupations and the number of graduate apprentices.

EMPLOYER	OCCUPATION	GRADUATES
Core Tech International	Office Manager/Admin Services	1
Department of Corrections	Correction Officer	70
Department of Youth Affairs	Correction Officer	4
Docomo Pacific	Telecommunications Technician	2
Guam Contractors Association	Construction Craft Laborer	6
	Electrician	8
	Electronic Systems Technician	2
	Heating & Air Conditioner Installer/Service	2
Guam Housing & Urban Renewal Authority	Maintenance Repairer, Building	1
Guam Power Authority	Load Dispatcher	2
	Powerhouse Mechanic	6
Guam Waterworks Authority	Instrument Technician	6
	Pump Servicer	2
Hawaiian Rock Products	Construction Equipment Mechanic	4
	Electrician	2
TLC Day Care	Child Care Development Specialist	4
Total		122

J.P. TORRES SUCCESS ACADEMY

The Guam American Job Center, Guam Department of Education and the Guam Trades Academy have partnered to improve Career and Technical Education (CTE) delivery at J.P. Torres Success Academy. The academy serves at-risk students and the CTE industry of focus was in the construction trades. Graduates earn their national certification from the National Center for Construction Education and Research.

EARN & LEARN CONSTRUCTION ACADEMY

In response to the crisis of workforce shortage in the construction industry, Governor Eddie Calvo called for an innovative “construction boot camp” training project. This new program, the Earn and Learn Construction Academy, began in July 2017 and is a collaboration between the GDOL American Job Center and training provider, GCA Trades Academy. The purpose of the Academy is to provide learning and earning opportunity for those unemployed and underemployed. The focus is on job seekers interested in the construction trade, specifically as entry level Construction Craft Laborers. This innovative program is designed to fill the need by our local construction industry, in consultation with the Guam Contractor’s Association. Supported by AJC programs, the training leads to a national certification and gainful employment.

Negotiated performance levels for local areas for titles I and III core programs for program years 2016-2017:

Program(s) Negotiated Performance Levels	PY2016	PY2017
WIOA Adult		
Employment 2 nd quarter after exit	30.0%	33.0%
Employment 4 th quarter after exit	60.0%	63.0%
Median earnings in the 2 nd quarter after exit	\$4,000	\$4,300
Credential attainment rate	56.0%	59.0%
WIOA Dislocated Worker		
Employment 2 nd quarter after exit	35.0%	38.0%
Employment 4 th quarter after exit	60.0%	63.0%
Median earnings in the 2 nd quarter after exit	\$4,000	\$4,300
Credential attainment rate	56.0%	59.0%
WIOA Youth		
Education or training activities or employment in the 2 nd quarter after exit	40.0%	43.0%
Education or training activities or employment in the 4 th quarter after exit	60.0%	63.0%
Credential attainment rate	56.0%	59.0%
Wagner-Peyser		
Employment 2 nd quarter after exit	53.0%	56.0%
Employment 4 th quarter after exit	63.0%	66.0%
Median earnings in the 2 nd quarter after exit	\$4,000	\$4,300

COLLECTION OF WAGE RECORDS FOR PERFORMANCE MEASURES

The Federal government enforced the collection of data used for performance measures from available resources in Guam for entered employment, employment retention and average wage earnings. GDOL must acquire authorization to meet the Internal Revenue Code and other Federal statutes as it applies to Guam.

The GDOL has made an ongoing effort to collect wage records to satisfy the criteria for performance measures. The GDOL Director and other key staff members have had discussions with DRT about the purpose and urgency of the GDOL’s mission to acquire wage records and why it was necessary for us to collect wage information so that mandates for state and local programs within the jurisdiction of the U.S. DOL ETA are met.

Although DRT is unable to disclose any tax information without authorization from the individual taxpayer/client as defined under the Guam Territorial Income Tax Code, they had provided another option to allow for the disclosure of necessary data to help meet WIOA requirements. This includes the utilization of a form signed by the client (taxpayer) and submitted to DRT for processing.

ACTIVITIES PROVIDED BY STATE FUNDS:

EARN & LEARN NURSING ACADEMY

The purpose of the Earn and Learn Nursing Academy is to help fill the high demand for qualified skilled nurses for local hospitals. The project is supported by Title I of the Workforce Innovation and Opportunity Act (WIOA), supporting training and employment services for demand industries or sectors, in particularly, the Allied Health industry in Guam.

The challenge to recruit and retain qualified and experienced Registered Nurses (RNs) has resulted in the critical shortage for Guam’s public and private hospitals, as well as for other island agencies and health care providers. Helping to develop existing degreed nurses to achieve the certification required of a RN will help immediately address this gap. There is a critical nurse shortage on Guam.

This innovative program, which combines both a clinical refresher that also ties to the NCLEX exam prep will assist in preparing qualified staff (i.e. safe, competent Registered Nurses) much needed by the hospitals. By providing 180 hours of clinical and skills practice, the participating nurses will improve their professional and practical knowledge to succeed in the workforce.

Once employed in a Registered Nurse (RN) capacity, the new RNs will undergo a complete New Employee Orientation to further build their competency level with the hospital team.

The recruitment and retention of experienced nurses has created a critical shortage for both acute care facilities, as well as for other agencies and health care providers on Guam. Due to the lack of safe nurse to patient ratios (i.e. shortage of RNs), there has been a serious limited bed capacity at the Guam Memorial Hospital (GMH, Guam’s public hospital) and Guam Regional Medical City (GRMC, a private hospital). Community partners include the Guam Department of Labor (GDOL) American Job Center (AJC), the University of Guam (UOG), the Guam Memorial Hospital Authority (GMHA) and the Guam Regional Medical Center (GRMC).

Project Timeline

May 25, 2018	NCLEX Pre-Examination
June 11, 2018	Deadline to submit required documents for GDOL VOS registration
July 2-13, 2018	NCLEX Theory Course (10 days @ UOG)
July 18-20, 24, 25	On-Site Clinical Skills Refresher Training
July 26, 2018	GMHA & GRMC Clinical Mentoring
September 2018	Completion of Refresher Course Training & Clinical Hours
October 2018	Direct Placement into Employment

Performance Measures and Outcomes

This initiative will focus on WIOA’s Adult Performance Outcome Measures – Percentage of participants who obtain Registered Nurse (RN) licensure. Those who successfully pass the NCLEX-RN examination will be employed by either GMHA or GRMC less than one (1) year after exit in order to count as a success in the measure.

Performance Measures for Earn & Learn Nursing Academy					
Period of Performance	No. of Individuals who will obtain RN licensure	No. of Individuals participating in the NCLEX RN/PN Live Course	No. of Individuals Participating in Theory	No. of Individuals Clinical Refresher	No. of Individuals Enrolled in Unsubsidized Employment
PY 2016-2017 Target	42	42	42	42	42

OFFENDER PROGRAMS AND SERVICES

The AJC staff continue to collaborate with community partners and entities such as the Department of Corrections (DOC) to provide assistance to those who are returning to become productive members with the community. Employment and training services are provided to those individuals who transition from incarceration and services are offered to help them develop marketable workforce skills to be placed with an employer upon release and approval from the penal institution. The following programs were conducted for PY2017:

DOC Backhoe Certification program (February through June 2018)

OBJECTIVE: Prepare inmates with skills in Backhoe operations through Guam Trades and partner with DPW to provide OJT opportunity. The following is the outcome of the program:

- 6 inmates completed Certification program
- 4 inmates released
- 3 of the released are working
- 1 has health issues and unable to work for now.
- 2 inmates are still in the Halfway House
- 1 in working in Construction and going to school
- 1 is in school and waiting for the DPW program to start.

Residential Substance Abuse Treatment (RSAT) Program

Department of Corrections: Mangilao, Guam

OBJECTIVE: Prepare inmates for the workforce prior to release leading towards employment. Continue to provide services upon release and after obtaining employment or throughout training services to completion. The following services were offered:

- Registration
- Orientation
- Assessments
- Intensive Services
- Resume Building
- Interview Techniques
- Career Development

- Soft Skills
- Character Development
- Work Readiness activities
- Group and Individual Counseling

Other Outcomes leading towards employment: Occupational Training; Education (High School Diploma); and Work Experience (WE) Training

RSAT Cycle XXIII (July 2017 through December 2017) - Summary

17 started program included two females
 2 returned to prison population due to disciplinary issues.
 3 released early due to completion of sentence
 2 returned to prison due to violation
 12 graduated from the program
 6 currently working
 3 Closed Files/Senior retired and Inactive

RSAT Cycle XXIV (February 2018 through August 2018) - Summary

15 male started program
 3 returned to prison population due to disciplinary issues.
 12 graduated from the program
 5 currently working
 1 of the 5 is attending Guam Trades Academy
 1 of the 5 is interested in Apprenticeship program
 2 are unable to continue job search due to health issues

Reentry Court (November 2017 to present)

Ongoing work with Reentry Court case management to provide job readiness activity, training and referrals that leads towards employment.

Restitution Court (On-going)

Receive referrals from the Court and provide services through the AJC Orientation and Case Management services.

Lighthouse Recovery Center (On-going)

Provide Career Development activities twice a month at facility to ensure engagement to the AJC and HireGuam services.

RAPID RESPONSE ACTIVITIES

The Rapid Response service offered by the GDOL at the AJC was not utilized in 2017 since no business entities were shut down in Guam. However, in 2018, BSU received two notices of reduction in workforce and implemented "Rapid Response" services. While this service is not used every year as needed, it plays a critical role to businesses and affected employees who are in need of resources to minimize the impacts of worker layoffs or downsizing.

This service responds to layoffs and closures by quickly coordinating services and providing immediate aid to management while assisting worker with re-employment. Although employers are informed about the program, they may hesitate to contact the department and while inquiry is made regarding Rapid Response service, the AJC lead staff are trained for full engagement with employers. BSU has a complete set of tools and information along with public and community partner contacts for implementing "Rapid Response services" at multiple levels. Communication templates are available to initiate contact with employers.

Providing Rapid Response services to businesses during layoffs will result in:

- Higher productivity, better worker morale and lower absenteeism by reducing stress as workers become re-employed faster when early intervention services are begun prior to the layoff.
- Decreased likelihood of retaliations, theft, or other work disruptions.
- Human Resources staff saves time and resources.
- Formation and utilization of Rapid Response Team to provide career counseling.
- Media and rumor management control. Rapid Response understands the often confidential nature of layoffs, and will work with you to ensure confidentiality at all times.
- Better public relations for an employer. Rapid Response teams can also work with the media to highlight services an employer is providing to its workers during a layoff period, which can assist with maintaining the company's public image.

In April, 2018, the American Job Center (AJC) BSU was contacted by Cape Air Airlines Company requesting for Rapid Response services. The BSU provided the Cape Air team with RR services. Cape Air provided flights between Guam and the Commonwealth of the Northern Marianas (CNMI) for the past 15 years under United Express carrier. Upon expiration of the contract between the two businesses, a total of 70 employees were affected by this layoff and 35 were Guam-based employees. Rapid Response acts as both a provider of direct reemployment services and as a facilitator of additional services and resources. The BSU Rapid Response team worked with Cape Air's representatives to quickly maximize public and private resources to alleviate the disruptions on affected workers and those associated with job loss.

The Rapid Response team provided immediate assistance to employer and employees with services that included:

- Job placement services registration
- Explanation of unemployment benefits
- Help with job loss stress
- Job related counseling and access to occupational skills training
- Community links based on the needs of the individuals affected, assistance with locating other helpful services and resources was provided such as:
 - Business & economic development
 - Legal aid
 - Health Insurance
 - Mental Health
 - Financial assistance
 - Food stamp assistance
 - On Site Services

A visit to the worksite was made to inform workers about available services. The BSU representatives, job training agencies and community service agencies were present. The Rapid Response team and AJC lead staff assisted with organizing fairs and workshops before the layoff, to invite other employers to hire Cape Air employees.

The AJC staff also informed the audience of available other services for employees such as Career Guidance with Job Placement. A worker’s employment qualifications were matched with local jobs listed in HireGuam.com and other recruitment sites.

- Job Search Training: Career Service staff advised workers on how to find a job and learn how to write a resume, complete a job application, take an employment test and how to interview for a job; and Job Training for:
 - Occupational Skills: Workers willing to train for a new occupation were able to receive tuition assistance and books for short-term skills training.
 - Basic Education: Workers can improve their Basic English and math skills or receive a high school General Educational Development (GED) diploma.
 - On-The-Job Training: Workers who want a career change can receive subsidized on-the-job training where an employer can be reimbursed for extraordinary training costs.

The following briefings and meetings were conducted for Cape Air by BSU:

Date	Activity
April 25, 2018	Cape Air visited the AJC regarding assistance during its transition of services
April 27, 2018	BSU reached out to Cape Air to introduce and discuss Rapid Response Services
May 1, 2018	1 st meeting w/Cape Air Executive Managers to review the services available, discuss the level of need and timeline
May 18, 2018	Re-Employment Services Briefing
May 30, 2018	Rapid Response Event

Facilitating transition created by change is a key objective. BSU will work with businesses during the “pre-layoff” period to ensure they have the information and technical assistance they require to take full advantage of the services offered by the AJC. BSU will assist businesses with transferring employees to other AJC business partners and to make sure affected employees are informed and are assisted in taking advantage of case management, re-training and placement services offered by the AJC.

Rapid Response activities are time-sensitive and the Business Service representatives of the AJC have established protocols to ensure contact with affected participants occurs within 48 hours of receiving notice a pending layoff because of the loss of business, business closure or a crisis event.

ON-THE-JOB TRAINING/HIRING OF APPRENTICES

In 2014, Governor of Guam, Eddie Baza Calvo implemented Executive Order (E.O.) 2014-09 to promote On-the-Job training and the hiring of apprentices for Government of Guam construction projects. The E.O. stated that it is the policy of the Government of Guam that all construction projects funded in whole or in part by local or federal funds shall require the contractor to employ at least hire one (1) apprentice for every ten (10) workers for the duration of each project, and not less than one (1) apprentice per project.

This requirement may only be waived if the contractor certifies that no apprentice is available. Therefore, since the start of FY2017, the Business Services Unit has taken up the responsibility of connecting and following up with contractors who have not satisfied the terms of the E.O. and has been actively carrying out suggested solutions for the contractors. It is also important to note that since implementation of the Business Service Unit (BSU), employer registration on HireGuam has increased from 249 employers to 685. There were 118 newly registered employers for PY2017.

OUT-OF-SCHOOL YOUTH

The Guam Workforce Development Board (GWDB) is engaged with the Guam Community College to serve the Out-of-School youth population. This strategy allows for maximum resources to be utilized for out-of-school youth who have dropped out of high school and have demonstrated interest in obtaining a need for a high school diploma in order to become gainfully employed. This agreement will allow for youth who are seeking to gain their High School Diploma through the Adult Education and Family Literacy Act programs administered by the Guam Community College. The OSY funds will be used to provide the youth with training and work experience in the career path they have identified an interest in while enrolled in the an adult education class to obtain their high school diploma. The WIOA partners, Guam AJC and GCC, will work together to achieve participants' Individual Employment Plan (IEP). This requires collaboration between counselors at GCC and case managers at the AJC.