



american**job**center
GUAM

PY2018

WORKFORCE INNOVATION

AND

OPPORTUNITY ACT

Annual Report Narrative

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EXECUTIVE SUMMARY

The Workforce Innovation and Opportunity Act (WIOA) is coming of age. It has been five (5) years into its implementation since July 22, 2014 and this Federal mandate requires WIOA funded states and local areas to assist both job seekers and businesses harness workforce development with skilled employees, sector partnerships, career pathways and industry clusters, to include apprenticeships. A skilled workforce nationwide is fast becoming more achievable through research and transformation in education, training and demand-driven industries. WIOA makes the system more job-driven, it is a catalyst for change.

Here in Guam, at the American Job Center (AJC) with the Guam Department of Labor (GDOL), we believe in investing in our people to become skilled workers and today, the most consistent approach to address the challenges and meet the needs of businesses and job seekers is sector strategies, public-private partnerships that bring the government, employment, education and economic development together. Sector strategies have been around for over a decade, and more than ever, is fast becoming the partnerships of employers to work together with the government of Guam to better align workforce training programs, education and services to address the needs of employers and help workers with employment opportunities to increase their earnings on the job.

The Guam Workforce Development Board (GWDB) remains the policy and planning body for workforce development activities in Guam pursuant to Public Law 113-128 (WIOA). The GWDB plans to remain 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. The board is private sector driven and has always supported the priority of partnering for training and developing skilled workers for skilled jobs for a skilled workforce.

When partnerships expand, workers can develop the skills needed to compete and prosper as well as obtain market relevant credentials, and acquire industry-approved credentials known as “stackable” credentials with apprenticeship programs and our training and education partners. Skills development is a serious business. Sector partnerships connect career pathways established with employers and the public workforce system in Guam for training, education and employment services that have been in place at the AJC. These partnerships are with entities such as the Guam Hotel and Restaurant Association (GHRA), the Guam Contractors’ Association (GCA) Trades Academy, the University of Guam (UoG) and the Guam Community College (GCC). The GCC boot camp construction programs and other partners have been involved with GDOL to develop the construction workforce and also use apprenticeship as a proven employment and training strategy. At the American Job Center this is what we aim to do: to develop workers with potential for success in the workforce from input with sector partnerships.

The Guam Department of Labor Director has been working with AJC programs and outreach staff to establish relations with local businesses to develop talent, to inform employers and job seekers alike to come to us at the American Job Center so we can help them find gainful employment and for employers to find skilled workers to fill vacancies. We have a wide array of programs and services that are available to them all they need to do is register with HireGuam.com, our Virtual One-Stop case management delivery system, where AJC staff are ready and willing to assist customers who enter the AJC located at the Bell Tower building in Hagatna.

WAIVERS

No new waivers were in place for PY2018.

EFFECTIVENESS IN SERVING EMPLOYERS

In order to meet the needs of businesses in Guam, the Business Services Unit (BSU) is still diligently working to provide employers with skilled workers along with AJC education and training program partners with the public workforce system. Through the American Job Center (AJC) network, the BSU continues to inform employers and job seekers about services and training available. With new technologies and skills, such as social media Facebook, Instagram and LinkedIn, these tools are also used by the BSU to serve businesses and workers with programs and resources although HireGuam.com website is the more relied upon system for outreach with employers and workers to learn about programs and services at the AJC.

The Business Services Unit (BSU) with the AJC is focused on building network partnerships with companies to help make employment connections and placements as well as building work experience, On-the-Job (OJT) training, apprenticeship and other work-based learning opportunities for program participants. The BSU continues to work with industry groups such as the Guam Contractors' Association, the business members of the Guam Chamber of Commerce, and other business entities to help identify employer workforce needs. This includes improving workers skill levels and related training to achieve both business and employment placement.

To better support employers and industry sectors most effectively, the Guam AJC staff:

- Have a clear understanding of industry skill needs;
- Identify appropriate strategies for assisting employers, and coordinate “business services” activities across AJC partner programs, as appropriate; and
- Incorporate an integrated and aligned “business services” strategy among AJC partners to present a unified voice for the AJC in communications with employers.

At the American Job Center (AJC) in Guam, the types of business services that are provided and intended to promote, market, connect and provide access to initiatives are available such as:

- ✓ Rapid Response
- ✓ On-the-Job (OJT) training programs
- ✓ Customized training programs
- ✓ Industry and sector strategies
- ✓ Career pathways initiatives
- ✓ Apprenticeship programs including Registered Apprenticeship
- ✓ Incumbent worker training programs such as Work Opportunity Tax Credit (WOTC)
- ✓ Worker Adjustment Retraining Notice (WARN)

The Business Services Unit (BSU) with the GDOL American Job Center continues to be in compliance with services that are available as direct access to employers. The BSU have coordinated with local associations, agencies, and partners to evaluate current labor market needs, identified market growth potential, and assisted new businesses establish a solid foundation on Guam. Key information gathered from these associations helped steer local trade schools to offer classes on much needed skilled labor industries.

Support companies have opened doors to take advantage of the influx of moneys being invested on Guam. Numerous bids have been awarded to major construction companies which is the genesis of the increase in employer participation.

The Business Services Unit (BSU) 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 and 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.

LABOR CLINICS

The Guam Department of Labor (GDOL) continues to conduct labor clinics that address businesses and employers needs with workforce development. The labor clinics are intended to bring businesses a wide range 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. Presenters are subject matter experts who provide valuable information to attendees about workforce solutions and resources for success.

In PY2018, 538 individuals attended forty-five (45) labor clinics presented for both businesses and job seekers and some of the clinics held covered subjects and discussions such as Reducing Risk Using OSHA Consultation, Disability Law in the Workplace, Registered Apprenticeship Programs and Incentives, Fair Employment Practices/EEO, Guam's Wage and Hour Provisions, and Harassment in the Workplace. Some Speaker Series like the U.S. Veterans' Employment & Training Services, to Fair Chances Hiring Process Act were also presented. Labor clinics rose to almost double the amount of clinics being held at the American Job Center.

Updates to labor laws and relevant workforce development collaboration are disseminated to the local workforce area for both public and private sector establishments to ensure that employers and job seekers are kept informed of what is needed to succeed in the labor market, to help employees gain technical skills and advance to higher paying jobs.

NEW EMPLOYERS

The number of registered employers with the American Job Center (AJC) has expanded tremendously and employers are eager to register with the AJC as a willingness and recognition to work with staff in matching skilled workers they can hire that are referred from the AJC for their businesses through the one stop system for employment and training. A total of 140 new employers have registered with the AJC for PY2018. There are currently 818 employers registered with HireGuam at the AJC.

RE-ENGAGING EMPLOYERS

Re-engaging with employers is a function that is performed by AJC Business Services Unit (BSU) staff to review and ensure that employer data and recruitment strategies are in place and accurately in the system to ensure tracking is performed for contacts and services provided. Vetting is part of the process done regularly for registration and BSU addresses other related work sponsor issues to resolve and complete

sponsor reviews and reclassifications if necessary.

Guam Employment Services with Wagner-Peyser is the general provider for job posting of petition job orders including those with the Alien Labor Processing and Certification Division (ALPCD). Businesses have adjusted to best practices to accommodate changes in the local workforce shortage with regard to the US buildup proceedings. Tourism continues to be a large employer on Guam however this may be affected in the near future by the arrival of temporary foreign workers, skilled laborers, and the military units transitioning to Guam. For employers that continue to utilize AJC services, there is a retention rate of 12.9% while there is a 17.1% penetration rate for employers using our services.

For PY2018, the GDOL successfully launched the HireGuam mobile application and clients and employers are accessing the VOS (HireGuam) website as it becomes more publicly known to all job seekers and employers to seek help at the AJC with employment needs.

HireGuam Data: PY2018 – July 1, 2018 to June 30, 2019

Category	Total
Active Cases	1,397
Closed Cases	717
Exited Cases	446
Self Service Entry	1,682
Self-Entered Registration	442
AJC Foot Traffic	5,350
AJC Orientation	801
New Employer Registration	173
Total Employers Served	818
Total Job Orders	1,366

CUSTOMER SATISFACTION

At the American Job Center (AJC), the customer satisfaction surveys are administered through the Virtual One-Stop (VOS) System, where information is generated from the use of VOS with customers. These customer satisfaction surveys reflect the outcomes of services rendered at the AJC for both job seekers and businesses alike, and the VOS case management system has proven extremely effective in achieving the purpose of finding skilled workers for businesses in education and economic growth to align with WIOA.

The following chart shows a breakdown of the data collected from the VOS for PY2018:

USER TYPE	TOTAL	PERCENTAGE
Youth (18 yrs. Or less)	12	9%
Jobseeker	115	86.5%
Employer	1	0.8%
Labor Market Analyst/Researcher	1	0.8%
Other	4	3%

PRIMARY PURPOSE	TOTAL	PERCENTAGE
Job Search	116	87.2%
Career Planning/Occupational Research	8	6%
Locate Education or Training Providers	2	1.5%
Find Employer Contact Information	2	1.5%
Just Looking Around	1	0.8%
Employer looking for candidates	1	0.8%
Other	3	2.3%
THE DATA WAS EASY TO UNDERSTAND		
Strongly Agree	30	22.6%
Agree	56	42.1%
Neither Agree or Disagree	44	33.1%
Disagree	2	1.5%
Strongly Disagree	1	0.8%
RATE OVERALL VOS EXPERIENCE		
Excellent	45	33.8%
Good	53	39.8%
Fair	15	11.3%
Poor	2	1.5%
No Opinion	18	13.5%

ACHIEVING STATE'S STRATEGIC GOALS

The Guam Department of Labor has commenced preparations to begin the draft write-up for the new State Plan. Guam's current Combined State Plan has required elements for both Strategic and Operational Planning Elements and it speaks to the Territory's current economic conditions and vision for a workforce development system. These elements apply to core and partner programs for a comprehensive American Job Center delivery system that is job-driven for employers and job seekers.

The implementation of the Workforce Innovation and Opportunity Act (WIOA) initiatives, include continuous robust employer engagement, aggressive work-based training with such programs as apprenticeship, encouraging career pathways and priority of service.

WORK SPONSORSHIPS

For PY2018, program incentives for work sponsorship show a total of **57** employers with **7** new sponsorship packages 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.

OUTREACH ACTIVITIES and EVENTS

Outreach activities and events 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.

April 10, 2019: J.P. Torres Success Academy Career Day

The Guam Department of Labor along with JP Torres Success Academy held a job fair to help students build professional relationships and jump-start their careers. Attendees heard from island leaders, met with prospective employers and learned more about opportunities through the GDOL and the American Job Center. Students heard from island leaders including Lt. Governor Joshua Tenorio, GDOE Superintendent and the department's Deputy Director. Companies that participated included: Carolina Conduit Systems; International Dining Concepts, which runs CPK Guam, Little Pika's and Beachin' Shrimp Guam; Cruz Benefits Consultants; Fiesta Resort Guam; Pacific Star Hotel; GFS, which runs Kings, Ruby Tuesdays and Chuck E. Cheese's; Guam Memorial Hospital; Dewitt; Hensel-Phelps; and Premium Art Photo.

The school is Guam's only alternative high school within the Guam Department of Education and focuses on credit recovery. The mission of the school is to ensure student success and provide them with opportunities to succeed.

August 9, 2019: The Guam Department of Labor participated in the annual Society for Human Resources Management (SHRM) Conference held at the Dusit Thani Guam Resort. The department set up a booth to highlight all of the different programs at the American Job Center that help build the local workforce. Lt. Governor Joshua Tenorio spoke on the Fair Chances Hiring Process Act and the Judiciary's Guam Adult Reentry Court Program, initiatives to assist those with criminal records and the formerly incarcerated obtain gainful employment.

The following PY2018 **OUTREACH** activities were attended by BSU staff from the American Job Center:

Job Fairs:

Guam Department of Education (GDOE) – Simon Sanchez High School Career Day – March 1, 2019

University of Guam (UoG) Fanuchanan (Fall Semester) Job Fair – Oct. 18, 2018 and Nov. 15, 2018

University of Guam (UoG) Fanomnakan (Spring Semester) Job Fair – April 24, 2018

NDEAM Community Resource – Oct. 24, 2018

Guam Community College (GCC) Job Fair – Feb. 27, 2019

Cloverdale Foods from North Dakota – (Off-island recruiter) Feb. 18-23, 2019

2019 GDOE George Washington Career Day & Expo – May 3, 2019

Agana Shopping Center's 3rd Job & Summer Activities Fair – May 19, 2019

Guam Air National Guard Hiring Event – June 29, 2019

Industry Forums:

Veterans Healthcare Conference – Aug. 31, 2018

Guam Hotel and Restaurant Assn (GHRA) HR Committee Apprenticeship Outreach – Sept. 19, 2018

Other Related Events:

Guam National Guard (GUNG) Award Ceremony & Briefings – July 7, 2018
Guam National Guard Family Symposium – Sept. 22, 2018
Veterans Affairs Benefits Workshop – Sept. 26, 2018
NDEAM Employer’s Conference & Resource Fair – Oct. 27, 2018
Typhoon Mangkhut Shelter Outreach – Sept. 20 & 25, 2018
2019 Guam Homeless Coalition (GHC) Point in Time Count Training – Jan. 15 and 25, 2019
2019 Martin Luther King, Jr. National Day of Service (Serve Guam) – Jan. 21, 2019
Guam National Guard Pre-Deployment Yellow Ribbon Event – March 16 & 17, 2019
Guam National Guard Citizen Soldier for Life Ceremony – April 13, 2019
Guam National Guard Military Spouse Appreciation Event – May 18, 2019

Business Networks: Ongoing partnership with these organizations and members

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

Mass Recruitment

In PY2018, mass recruitment practices included the participation of AJC/GDOL staff at numerous job fairs and employer events. We also assisted employers by coordinating the use of the AJC conference room for job hiring events and interview processing. Companies we’ve assisted are Hensel-Phelps Construction, Navy Exchange Guam, Guam Shipyard, Cabras Marine, and Guam Telephone Authority to name a few. Mass recruitment include Outreach events such as the UOG Job Fair, JP Torres Job Fair, multiple Guam National Guard Employment events, Guam Contractors Association, Black Construction, Guam Trades Academy, Guam Community College, and Guam Department of Education. This is a coordinated service provided for new businesses, new construction projects, etc. Coordinated services are administered as needed and as agreed upon by employers. Services are available dependent upon resources from BSU.

Efforts are also made to tap into labor pools that have not utilized AJC services and the BSU team networks with in-demand industries, educational institutions, NGO community organizations and partner programs to identify groups seeking employment opportunities.

REGISTERED APPRENTICESHIP PROGRAM

Guam is recognized as the State Apprenticeship Agency (SAA) for apprenticeship programs and agreements. The Guam Department of Labor is the designated entity to carry out the functions of the SAA as well as Registered Apprenticeship programs.

For PY2018, the following table shows the list of employers, occupations and the number of graduate apprentices who have earned a U.S. Department of Labor Certificate of Completion of Apprenticeship.

Guam State Apprenticeship Agency

REGISTERED APPRENTICESHIP SPONSOR	OCCUPATION	NUMBER OF GRADUATES
Atkins Kroll, Inc.	Automobile Mechanic	1
Cabras Marine	Carpenter	1
	Electrician (Ship & Boat)	2

Docomo Pacific	Customer Service Representative	6
	Electrician, Maintenance	1
	Telecommunications	1
GTA TeleGuam	Field Engineer	1
	Line Installer – Repairer	1
Guam Contractors Association	Carpenter	1
	Construction Craft Laborer	4
	Electrician	2
	Heating & Air-Con Installer/Service	3
Guam Housing & Urban Renewal Auth.	Office Manager/Admin Services	1
Guam Police Department	Police Officer I	9
Guam Technical Institute	Machinist, Outside (Ship)	1
Infant of Prague Nursery	Child Care Development Specialist	1
Judiciary of Guam	Paralegal	1
Kloppenburger Enterprises, Inc.	Customer Service Representative	1
PTI Pacifica Inc. dba IT&E	Customer Service Representative	1

New Registered Apprenticeship Sponsors. The Guam State Apprenticeship Agency registered four new employers as Registered Apprenticeship Sponsors during PY 2018.

- Gourmet Guam
 - Baker
 - Cook, Pastry
- Guam Regional Medical City
 - Certified Nursing Assistant I & II
- Ambyth Shipping & Trading, Inc.
 - Accounting Technician
 - Customer Service Representative
 - Diesel Mechanic
 - Truck Driver
- Catholic Social Services
 - Certified Nursing Assistant I & II

Earn & Learn Construction Program was completed in PY2017 – no report.

Certified Nurse Assistant Registered Apprenticeship program at Guam Regional Medical City (GRMC) – Eight participants were selected from a pool of GRMC employees and American Job Center referrals. Seven completed the academic portion of the apprenticeship program in June 2019 and tested in July for the NCLEX-NA written and skills tests.

Two participants passed both components and received their licensure. Three passed written and two passed skills tests. As result, a retest was taken in September 2019, four participants have attained licensure. Outstanding participant is working with University of Guam CNA related training provider to improve skills testing and will retest December 2019.

Certified Nurse Assistant Registered Apprenticeship program started Cohort II in June 2019, with 20 incumbent workers from Catholic Social Service and Health Services of The Pacific. Academic training component continued into the new program year.

Construction Pre-Apprenticeship – Cohorts with GCA Trades Academy launched in March 2019 with 15 participants. The pre-apprenticeship cohorts continued monthly culminating with a total of 75 participants.

Current negotiated performance targets for the Title I and Title III Core Programs for PY2018 are:

Program(s) Negotiated Performance Levels	PY2018
WIOA Adult	
Employment 2 nd quarter after exit	32.0%
Employment 4 th quarter after exit	30.0%
Median earnings 2 nd quarter after exit	\$4,500
Credential attainment rate	60.0%
WIOA Dislocated Worker	
Employment 2 nd quarter after exit	38.0%
Employment 4 th quarter after exit	36.0%
Median earnings 2 nd quarter after exit	\$4,500
Credential attainment rate	56.0%
WIOA Youth	
Education, training, or employment 2 nd quarter after exit	42.0%
Education, training, or employment 4 th quarter after exit	30.0%
Credential attainment rate	30.0%
Wagner-Peyser Employment Service	
Employment 2 nd quarter after exit	53.0%
Employment 4 th quarter after exit	50.0%
Median earnings 2 nd quarter after exit	\$4,500

COLLECTION OF WAGE RECORDS FOR PERFORMANCE MEASURES

The GDOL continues to work with the Department of Revenue and Taxation (DRT) to collect wage records to satisfy the criteria for performance measures to meet Federal mandates for state and local programs. DRT is unable to disclose any tax information without authorization from the individual taxpayer/client as defined under the Guam Territorial Income Tax Code. Other options are being explored since unemployment insurance does not apply to Guam.

ACTIVITIES PROVIDED BY STATE FUNDS:

EARN & LEARN NURSING ACADEMY

Under the Governor’s statewide activities, the Allied Health Cohort National Council Licensure Examination (NCLEX) Review/Refresher Initiative with GDOL, have participants continue to meet and

prepare to apply and register for the NCLEX for Registered Nurses. The goal is to help fill the high demand for qualified skilled nurses to take and pass the NCLEX test to become licensed Registered Nurses (RN) in partnership with GMH, GRMC and other healthcare providers. This incentive is funded by Title I of WIOA, supporting training and employment services for demand industries in particular, the Allied Health industry in Guam.

As reported earlier, Guam's public and private hospitals continue to face challenges to recruit and retain qualified and experienced nurses, thereby creating a shortage of qualified professional Registered Nurses (RN)s.

Community Partners

The Guam Department of Labor (GDOL) American Job Center (AJC)

The University of Guam (UOG)

The Guam Memorial Hospital Authority (GMHA)

The Guam Regional Medical Center (GRMC)

Participants meet at UOG every week for lecture review, discussions, and questions for adult systems. For the past 3 weeks, test taking strategies were covered as well as other areas in review. Review questions are also done after the lecture. Potential participants are advised and required to test before and after the review so they can have their progress evaluated progress by printing their test results for every system. They were also required to turn in a calendar plan of action (weekly review schedules) to be disciplined with their studying. There is progress seen with their test results for every system. Some individuals are serious about completing the review while others declined to continue with this study.

Upon passage of the NCLEX exam, the new employed Registered Nurses (RN) will undergo a complete New Employee Orientation to further build their competency level with the hospital team.

Project Timeline Activities for NCLEX PY2018 include:

- ✓ NCLEX Pre-Examination
- ✓ Required documents to be submitted for GDOL VOS registration
- ✓ NCLEX Theory Course (10 days @ UOG)
- ✓ On-Site Clinical Skills Refresher Training
- ✓ GMHA & GRMC Clinical Mentoring
- ✓ Completion of Refresher Course Training & Clinical Hours
- ✓ Direct Placement into Employment

Performance Measures and Outcomes

This initiative focuses 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 in less than one (1) year after exit in order to count as a success in the measure.

An extension has been granted for this initiative. 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.

Provided below is an update on the status of the Allied Health NCLEX participants:

Originally Enrolled	42
Terminated from program for cause	4
Voluntarily Quit	1
Remaining scholars who followed the program to completion and prepared to test	37

OFFENDER PROGRAMS AND SERVICES

The Guam Department of Labor has just been awarded a grant for the Fidelity Bonding Program and this will be administered by the department. Goals of this program include improving employment outcomes to decrease recidivism in helping ex-offenders to be employed. The Bonds must reimburse employers for losses due to theft, forgery and embezzlement during the time of employment with these individuals. Employers will receive the bonds as an incentive to hire these individuals. This program is to be effective soon with the department and working with the Guam Department of Corrections (DOC) to provide assistance to those who are returning from incarceration to become productive members of society.

RAPID RESPONSE ACTIVITIES

The BSU has a complete Rapid Response team to encompass and implement “Rapid Response Services” at numerous levels and activities necessary to plan for and respond to announcements of a business closure, layoff, or job displacements due to natural disasters, and are ready to deliver services to dislocated workers to assist with transition to new employment as quickly as possible.

The mission of the Rapid Response team at the American Job Center is to provide comprehensive information and technical assistance leading to employment of dislocated workers affected by layoff, closure and/or disaster. Rapid Response activities are provided to employers and workers when a layoff or closure is going to occur, is occurring or has occurred, in compliance with state and federal regulations.

Guam’s Rapid Response program provides a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closures by quickly coordinating services and providing immediate aid to companies and their affected workers. There are a few light manufacturing industries on Guam who contribute to the island’s economic growth. Customized services are provided onsite to the affected workers bringing the unemployment and re-employment resources necessary to transition from laid off to employment as quickly as possible. Industry-related layoffs and plant closures provide additional services to workers. The Rapid Response team ensures that required services are provided to eligible workers by conducting a thorough evaluation of the layoff/closure.

For Rapid Response services rendered, there was only one restructuring which took place with an organization on Guam, and that was the private hospital, the Guam Regional Medical City (GRMC). On June 10, 2019, a news media article was published that numerous employees were affected and laid off by the GRMC restructuring which was done to streamline hospital operations. The restructuring of GRMC was made to minimize redundancies and to reduce operational and overhead costs to provide better quality healthcare. Once the news was known, the Rapid Response team with the AJC contacted GRMC to confirm the reported layoff and offer our services to those employees who were laid off. A meeting with GRMC was held to inform them of the services available at the AJC. Upon completion of the scheduled meeting with GRMC, the AJC staff presented the service and function of the Rapid Response efforts to assist the recently laid off employees. Citing AJC guidelines and purpose, the team immediately got to work with the GRMC Sr. Vice-President who provided a list of the names of the thirty-six (36) former employees identified who were affected by the layoff and the list also included their occupations.

Of the total employees laid off, nineteen (19) were interested in participating in the Re-employment process available at the AJC. The Rapid Response team informed the participants that they could be assisted by Case Managers from the AJC with services such as:

1. Review of skills and assessment of work interests;
2. Connect with employers in numerous business organizations and companies who have vacancies; and
3. Provide options on increasing their current skills or new careers through the apprenticeship program.

The laid off GRMC employees were contacted by the AJC and concerted efforts were made to provide very thorough Rapid Response services through email and those without email addresses were contacted via telephone calls made to them. The AJC staff performed tasks to include:

- Having the GRMC laid off employees register on HireGuam, our Virtual One Stop (VOS) case management system
- Identify if basic or individualized services are required
- Upload resumés (if available) into the system
- Identify current job openings with identical or similar career fields
- Schedule AJC Orientation if necessary

The outcome of the Rapid Response services with GRMC resulted in eight (8) laid off employees responded and registered with HireGuam and actively working with AJC staff while five (5) participants have found employment and no longer seek technical assistance, and six (6) participants have not responded to the initial email or telephone calls made to them.

Follow-up services were also provided at the AJC for these participants. Follow-up telephone calls were made with second email notices to the remaining six (6) participants that could not be contacted earlier. The Wagner-Peyser Guam Employment Services Supervisor inquired about the progress of the Rapid Response services provided and also suggested creating an event file in the VOS. This means that whenever there are Rapid Response services given, all activities and participants must be captured that were affected by the layoff for data and to identify the participants affected by the layoff as a group in the VOS for tracking purposes. Eventually, the final six (6) participants were contacted and they responded that they no longer required services and were actively seeking employment.

A courtesy email was sent to the GRMC Human Resources Manager to inform them of the progress made with the participants who were provided with Rapid Response services.

Rapid Response activities are time-sensitive and the staff of the AJC has established protocol to ensure off because of the loss of business, business closure or a crisis event.

The ultimate goal of the Business Services Unit (BSU) is to engage with businesses by providing employers with recruitment services whether through HireGuam, the Work Experience Program, or connecting with untapped labor pools. Additionally, the BSU also distributes information of different local and federal laws in regards to labor regulations, provide training sessions (Labor Clinics), and Rapid Response for employers to help their employees, to minimize the impacts of layoffs and downsizing with businesses that are closing.

OUT-OF-SCHOOL YOUTH

The department continues to work with the Guam Community College (GCC) 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 GED or a need for a high school diploma in order to become gainfully employed.

Youths will be allowed to gain their High School Diploma or GED through the Adult Education and Family Literacy Act programs administered by the Guam Community College. The OSY funds are administered to the youth for training and work experience in career pathways they are interested in. Participants are given an Individual Employment Plan (IEP) prepared in collaboration with AJC Case Managers and GCC counselors working together.