



COMMONWEALTH OF PUERTO RICO  
DEPARTMENT OF LABOR AND HUMAN RESOURCES

Hon. Román M. Velasco González  
Secretary

July 1, 2005

Mr. Douglas F. Small  
Regional Administrator  
U. S. Department of Labor  
Region I  
John F. Kennedy Federal Bldg.  
Room E-350  
Boston, MS 02203

**WORKFORCE INFORMATION CORE PRODUCTS AND SERVICES GRANT  
APPLICATION PY 2005-06**

Dear. Mr. Small:

As requested in **TEGL No. 33-04**, dated May 17, 2005, the undersigned respectfully submit to you Puerto Rico's grant application for the above-mentioned Labor Market Information (LMI) grant program, for Program Year 2005-2006.

Within the grant application package you will find the following:

1. Application for Federal Assistance (**SF -424**)
2. Budget Plan (**SF-424A, Section D** only)
3. Annual Plan Narrative
4. Attachment 1 – Organizational Chart

The three of us are in agreement towards executing the enclosed Grant Plan and work together for the benefit of Puerto Rico's workforce.

Prudencio Rivera Martínez Bldg. 505 Muñoz Rivera Avenue San Juan, Puerto Rico 00918

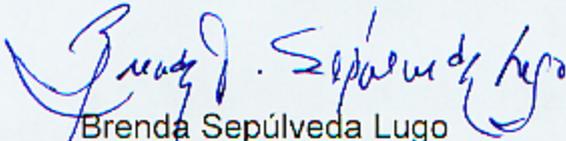
In order to show our mutual agreement, we sign this transmittal letter and jointly submit to you our request for funding.

Should you have any questions regarding this application, please contact Mrs. Clarisa E. Muñiz Muñiz, State Bureau of Labor Statistics (BLS) Director at [munizc@bls.gov](mailto:munizc@bls.gov) or at 787-754-5340 or 787-754-5710.

Yours truly,



Román M. Velasco González  
Secretary of Labor



Brenda Sepúlveda Lugo  
SWA Administrador



Alfonso L. Dávila Silva  
President – State WIB

Enclosures

cc José O. Rolón Miranda  
Deputy Secretary of Labor

Clarisa E. Muñiz Muñiz  
State BLS/LMI Director

**APPLICATION FOR FEDERAL ASSISTANCE**

Version 7/03

<b>1. TYPE OF SUBMISSION:</b> Application		<b>2. DATE SUBMITTED</b>	Applicant Identifier	
<input type="checkbox"/> Construction	<input type="checkbox"/> Construction	<b>3. DATE RECEIVED BY STATE</b>	State Application Identifier	
<input checked="" type="checkbox"/> Non-Construction	<input type="checkbox"/> Non-Construction	<b>4. DATE RECEIVED BY FEDERAL AGENCY</b>	Federal Identifier	
<b>5. APPLICANT INFORMATION</b>				
Legal Name: Puerto Rico Department of Labor & Human Resources		Organizational Unit: Department: Bureau of Employment Security		
Organizational DUNS: 14-656-8746		Division: Unemployment Insurance		
<b>Address:</b>		<b>Name and telephone number of person to be contacted on matters involving this application (give area code)</b>		
Street: 505 Muñoz Rivera Ave. Prudencio Rivera Martínez Building - 21st Floor		Prefix: Mrs.	First Name: Clarissa	
City: San Juan		Middle Name		
County:		Last Name Muñiz		
State: Puerto Rico	Zip Code 00908	Suffix:		
Country: USA		Email: muñizc@bls.gov		
<b>6. EMPLOYER IDENTIFICATION NUMBER (EIN):</b> 66-0436882		Phone Number (give area code) (787) 754-5340	Fax Number (give area code) (787) 759-6452	
<b>8. TYPE OF APPLICATION:</b> <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision If Revision, enter appropriate letter(s) in box(es) (See back of form for description of letters.)		<b>7. TYPE OF APPLICANT:</b> (See back of form for Application Types) A Other (specify)		
Other (specify) Supplemental Budget Request (SBR)		<b>9. NAME OF FEDERAL AGENCY:</b> U.S. Department of Labor		
<b>10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER:</b> TITLE (Name of Program): One Stop/Labor Market Information 17-005		<b>11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:</b> Puerto Rico Workforce Information Core Products and Services PY 2005-2006		
<b>12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.):</b> Commonwealth of Puerto Rico		<b>14. CONGRESSIONAL DISTRICTS OF:</b> Puerto Rico a. Applicant b. Project		
<b>13. PROPOSED PROJECT</b> Start Date: July 1, 2005 Ending Date: June 30, 2006		<b>16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?</b> a. Yes. <input type="checkbox"/> THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON DATE: b. No. <input checked="" type="checkbox"/> PROGRAM IS NOT COVERED BY E. O. 12372 <input type="checkbox"/> OR PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW		
<b>15. ESTIMATED FUNDING:</b>		<b>17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?</b> <input type="checkbox"/> Yes If "Yes" attach an explanation. <input type="checkbox"/> No		
a. Federal	\$ 486,678 <sup>00</sup>			
b. Applicant	\$ <sup>00</sup>			
c. State	\$ <sup>00</sup>			
d. Local	\$ <sup>00</sup>			
e. Other	\$ <sup>00</sup>			
f. Program Income	\$ <sup>00</sup>			
g. TOTAL	\$ 486,678 <sup>00</sup>			
<b>18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.</b>				
a. Authorized Representative				
Prefix Mr.	First Name Román	Middle Name M.		
Last Name Velasco-González		Suffix		
b. Title Secretary of Labor and Human Resources		c. Telephone Number (give area code) (787) 754-2110		
d. Signature of Authorized Representative <i>Roy Velasco</i>		e. Date Signed July 1, 2005		

SECTION C - NON-FEDERAL RESOURCES					
(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS	
8.	\$	\$	\$	\$	0.00
9.					0.00
10.					0.00
11.					0.00
12. TOTAL (sum of lines 8-11)	\$	0.00 \$	0.00 \$	0.00 \$	0.00

SECTION D - FORECASTED CASH NEEDS					
	Total for 1st Year	FUTURE FUNDING PERIODS (Years)			
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$ 486,678.00	\$ 127,673.25	\$ 115,668.25	\$ 127,668.25	\$ 115,668.25
14. Non-Federal					
15. TOTAL (sum of lines 13 and 14)	\$ 486,678.00	\$ 127,673.25	\$ 115,668.25	\$ 127,668.25	\$ 115,668.25

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT					
(a) Grant Program	FUTURE FUNDING PERIODS (Years)				
	(b) First	(c) Second	(d) Third	(e) Fourth	
16.	\$	\$	\$	\$	
17.					
18.					
19.					
20. TOTAL (sum of lines 16-19)	\$	0.00 \$	0.00 \$	0.00 \$	0.00

SECTION F - OTHER BUDGET INFORMATION		
21. Direct Charges:	433,423.00	22. Indirect Charges: 18.04% of salaries \$53,255.00
23. Remarks:		

**COMMONWEALTH OF PUERTO RICO**  
**DEPARTMENT OF LABOR & HUMAN RESOURCES**  
Bureau of Labor Statistics (BLS)  
Labor Market Information (LMI)

**ANNUAL PLAN NARRATIVE for PY 2005-2006**

***(a) Statewide Employment Statistics System***

Puerto Rico's Bureau of Labor Statistics (PRBLS), ascribed to the state's Department of Labor and Human Resources (PRDOL), consists of various programmatic divisions. Please refer to the enclosed Organizational Chart, **Attachment I**.

The Bureau also has a number of additional office divisions responsible for providing support services to the above-mentioned program divisions. These offices are the Office of Administrative Services, and the eleven (11) local field offices servicing the entire Island.

The programmatic divisions that work directly with the United States Department of Labor are:

OES	Occupational Employment Service
CES	Current Employment Statistics
ES 202	Employment Security
LAUS	Local Area Unemployment Survey
MLS	Mass Lay-off Survey
OSH	Occupational Safety and Health

State-interest surveys, whether of an island wide or of a local community level, are coordinated with the local Workforce Investment Boards (WIBs), or any other customer that has expressed a specific need or certain data. Several of the currently in process surveys are:

Labor Force Survey  
Cost of Living, within the Consumer Price Index Survey  
Labor Market Analysis (island wide)

The Bureau has just finished a very successful statewide survey (C.E.D.O.E.) that due to its excellent information gathering and analysis data has now been modified and turned into the agency's new statistical study. [The old survey was

fully explained in the PY 2004 grant application.] The study will be known as "**DIDO**", for its Spanish name: *Division de Investigacion y Destrezas Ocupacionales*. A literal English translation of the name would make it the state's Occupational Skills Research Survey.

The local State WIA Board funds D.I.D.O., with the state's assigned WIA funds. Management of these funds is performed by the "Consejo de Desarrollo Ocupacional y Recursos Humanos" (CDORH), the state WIA administrative entity.

Puerto Rico's BLS actively supports the SWIB (State Workforce Investment Board) as well as the local boards, while executing 5-Year WIA/Wagner Peyser Strategic Plan.

With careful account for detail and confidentiality, clients are provided with the statistical analysis and data requested by them, whether by phone, in person or by means of an answer to the periodically executed Customer Satisfaction Survey.

The broad strategic approach for workforce information delivery to the system's three (3) principal customer groups (the business community, individuals and the State's workforce development system) is a combination of:

- a. Using the State's BLS web page service: [www.net-empleopr.org](http://www.net-empleopr.org);
- b. Maintaining close ties and performing local ground work with effective outreach activities done at the local WIBs under the direct supervision of the CDORH, the state's WIA funds administrating agency; and
- c. Keeping up with daily, in-coming phone calls and walk-in requests for any and all workforce information data gathering or service publication.

By exercising an established, quick process of channeling a labor market statistics request, the Bureau is able to either search for continuing trends on the matter, or creates a means with which to gather the specific data. What cannot be answered with current data must then be programmed for eventual study and analysis with newly designed methodology, all in accord with the data requested. Soliciting customers play a key role in the design and analysis delivery, when a product is tailored made to fit the specific need.

These particular requests for tailor-made data surveys and analysis increase the need for a continuance of the availability of the funds provided by the USDOL, the state WIA funds administrator, local WIBs, and any formula or competitive grant application opportunity. The accessibility to these funding sources ensures creativity in product design, planning and implementation. The results are very

gratifying, knowing that due to certain data, economic or social progress has been made possible in even the smallest local area of the Island.

Through effective analysis of the varied array of data information products and services, job seekers and employers will be able to predict tomorrow's market trends:

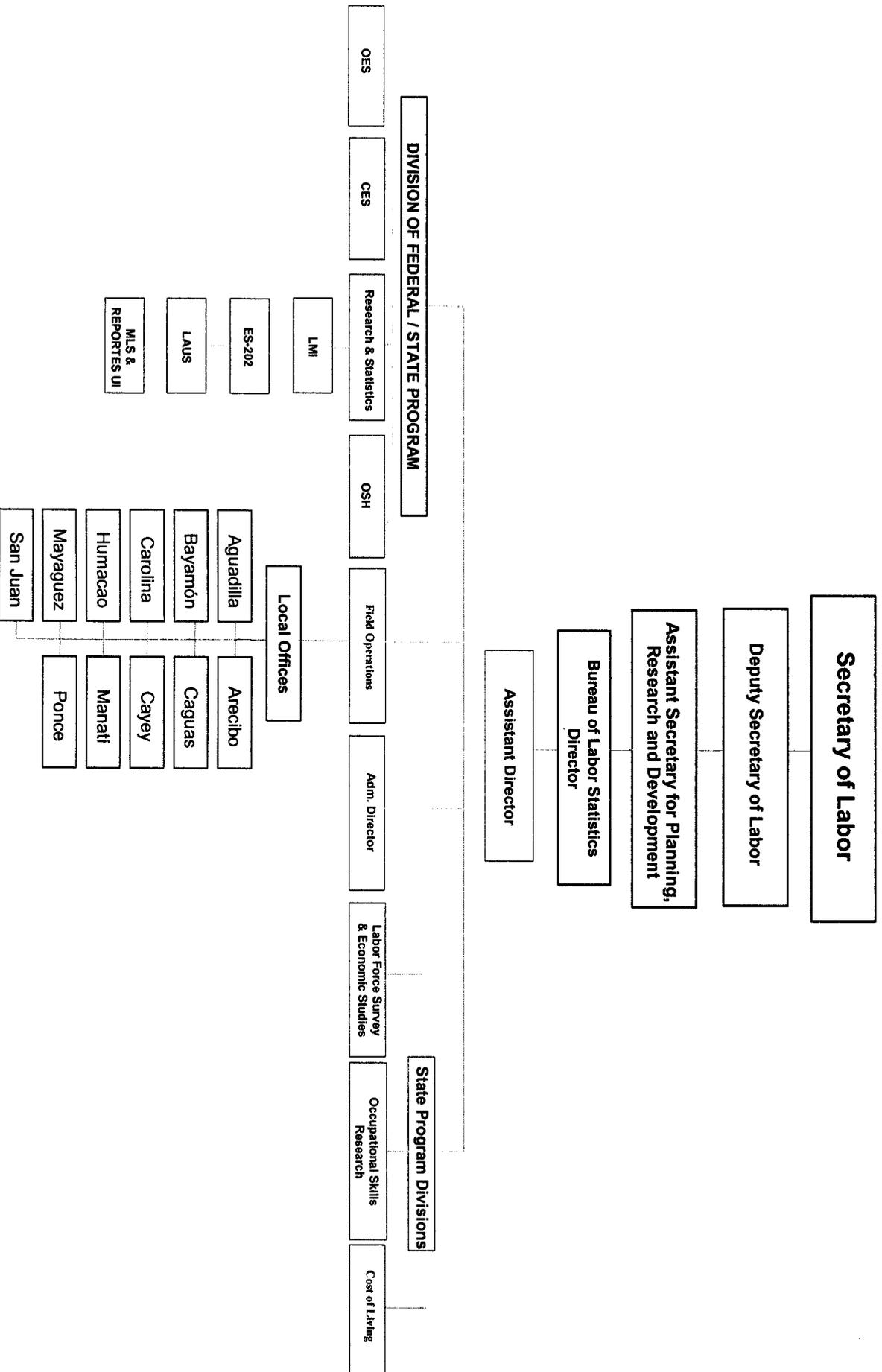
- a. Puerto Rico's One Stop Service System is expanding its outreach daily, by means of advertising the varied scope of services a client may receive in any locally specific area;
- b. At the One Stops, self-help areas, Department of Labor Staff members, WIB partners and periodically assisting staff members, employers and even local service providers perform regular visits or keep close phone or PC ties with the servicing areas; and
- c. Although there are 17 LWIBs, there are also 14 Department of Labor local offices at the touch of a finger or within short, walking distance from each other that are able to handle any information request and offer service any constituent is entitled to.

The USDOL is the primary funding source for on-going and newly devised labor market studies. The state's Department of the Treasury covers the costs for the current data-gathering tasks dealing with the local unemployment rate and the cost of living studies.

In conclusion, Puerto Rico's Bureau of Labor Statistics receives funds from two divisions of the USDOL, the Bureau of Labor Statistics and the Employment and Training Administration (ETA). Other than that, Puerto Rico's Department of the Treasury [Departamento de Hacienda} covers the unemployment rate and cost of living studies, with the state's WIA funding management agency, the CDORH helping out with the job skills research study, now known as the DIDO survey.

Again, please refer to **Attachment I** – Organizational Chart, to graphically see the functional layout of the Bureau.

**Commonwealth of Puerto Rico  
DEPARTMENT OF LABOR AND HUMAN RESOURCES  
Bureau of Labor Statistics**



***(b) Products and Services: GRANT PLAN (revised July 20, 2005)***

All of the products and services support the main objectives of this grant application, reflect consultation with principal stakeholders, and coincide with the goals established in the 5-Year WIA/Wagner-Peyser Strategic Plan.

**Core Product No. 1: Continue to populate the ALMIS Database**

DESCRIPTION: ALMIS (America's Labor Market Information System) is an ETA joint effort between the U. S. Department of Labor and the Commonwealth of Puerto Rico to conduct research, develop products and deliver information to job seekers, employers, economic developers, planners and other users.

CUSTOMER SUPPORT: This product has not been able to take off the ground due to technical difficulties in the past. These difficulties are being overcome at a fast pace, with the transition from the SIC data coding to the NAICS system being the last milestone to be covered within the next few, short months. Otherwise, the local ALMIS database has proven to be a complete success, being disseminated via the Internet at the address: [www.net-empleopr.org](http://www.net-empleopr.org).

SUPPORT TO THE 5-YEAR PLAN: The local ALMIS database completely supports the 5-year Strategic Plan by showing updated statistics and labor market information whether in a numerical display or in analytical narratives where graphics are used in order to further explain the complexity of the data in much simpler terms.

PRINCIPAL CUSTOMERS: The principal users of this data are computer-oriented analysts, grant applicants, employers, history professors and all sorts of researchers whether in institutions of higher learning or data-gathering entities wanting to be the recipients of government agency attention, while on the other hand they design community service activities promoting the creation of new jobs, or further expansion of current ones.

OUTCOME: As far as populating the nationwide ALMIS database, it should occur within the very near future, once all the technical hurdles are overcome and the system is in place. An even further wide array of customers is expected to access this data, whether in the metro or the urban area, the educational fields or in research studies, whether of historical proportions or socio-economic nature.

PLANNED MILESTONES: Once technical difficulties in the coding areas of the data, and the SIC codings have been converted into NAICS, there should be

hardly any other hurdle to overcome, and a steady flow of data should be injected into the ALMIS information reservoir.

**TOTAL ESTIMATED COST:** Certain licenses must be updated in order to effectively continue to provide all products and services within or without this grant. An estimated cost of **little over \$28,000.00** is calculated as being able to provide accessibility to the software and hardware features of this particular core product for the next twelve (12) months.

The following is a disclosure of the estimated software/hardware needs for the next program year:

<b>Product</b>	<b>Number of Licenses</b>	<b>Estimated Cost</b>	<b>Comments</b>
EA Server Advanced CPU	2 x \$1,500.00	\$3,000.00	Web page data management
Power Builder Enterprise	4 x \$1,258.00	\$5,032.00	Programming program and system
Macromedia Studio MX with Flash Professional	2 x \$999.00	\$1,998.00	Page design
Adobe Creative Suite Premium for Windows	2 x \$1,229.00	\$4,916.00	Publications
Server Power Edge 4600 Dell		\$13,379.00	Due to client increase, a larger server is hended.

## **Core Product No. 2: Produce and disseminate industry and occupational employment projections**

DESCRIPTION: This product involves a continuous production and dissemination of state and sub-state industry and occupational employment projections, using the methodology, software tools, and guidelines developed by the Projections Workgroup and the Projections Managing partnership. Puerto Rico is in the process of refining the sub-state historical North American Industry Classification System (NAICS) industry database to be used in the projections process.

CUSTOMER SUPPORT: Although the projections have not been disseminated through the ALMIS system, at state level, the collaborating OES staff members have produced several hard copy manuals dealing with these types of projections for the years 2005, 2010 and are now just finishing 2012. Customers have raved about the completeness, expertise, and well written (both in English and Spanish) of each manual. Once technical difficulties are overcome, the data comprising these projections will be disseminated through the ALMIS system.

SUPPORT TO THE 5-YEAR PLAN: The statistical projections herein presented are the main source for executing the 5-Year WIA Plan for the Commonwealth of Puerto Rico. Close relationships have been established with the State WIA Board (SWIB) as well as the local boards (LWIBs), in order to identify their needs and goals. With this in mind, the methodology and process of data research is planned and executed, to ensure functionally realistic projections.

PRINCIPAL CUSTOMERS: The principal customers are research agents, university professors, WIBs, employment agencies, educational entities, vocational schools, etc. etc. This is one of the most popular products produced by LMI, and one that is in constant reproduction by the bulk. Again, the customer lists should become quite longer once these projections are inserted into the ALMIS system.

OUTCOME: The final outcome is to be able to disseminate the 2004 to 2014 and 2005 to 2007 projection periods through the ALMIS system, something that should be happening within the next few months. Staff members are working hard on switching from the 2-digit system into the 3-digit category. Therefore, having finished the 2002-2012 projections, once the conversion into NAICS is finished, the 2014 long term as well as the short terms should be well on their way through ALMIS.

PLANNED MILESTONES: ALMIS dissemination is priority one. Once several technical hurdles have been overcome, and the NAICS system is being used, the next set of projections should be forthcoming in a much, much faster and

continuous manner. Nonetheless, hard copies of long and short-term projections in both English and Spanish will be printed and distributed among recurring and newly established customers.

TOTAL ESTIMATED COSTS: It is estimated that about \$100,000.00 dollars should be enough to produce the next set of projections because of the following reasons:

1. OES staff members perform these tasks on a part-time basis, and therefore are not a steady pay-roll burden on the budget.
2. When the Projections Workgroup and/or the Projections managing Partnership is sponsoring training, 2 staff members will attend, bringing materials and acquired knowledge for the benefit of the rest of the staff.
3. Region I staff members have helped projections staffers in a step-by-step manner in order to accomplish the SIC to NAICs conversion.
4. Hard copied materials for distribution are not all that expensive to run since a very good color copier was purchased with previous LMI grant funds. Only if huge amounts of any periodical should be requested would professional printers be involved.
5. Experienced OES staff members are those involved in carrying out the projection requirements of this grant, making it all the quicker to learn changes and implement them into the conversion process as well as into the analytical expression of findings.

### **Core Product No. 3: Provide occupational and career information products for public use**

DESCRIPTION: Funds here are used to produce and disseminate occupational and career information products, incorporating related information such as occupational projections; demand occupations and supply indicators by geographic area; wages and benefits by occupation; career ladder information, and skills and education requirements.

CUSTOMER SUPPORT: As this would be considered the total array of products and services prepared by LMI staff members, customer support will be discussed

in part ( c) of this application. Needless to say, it is overwhelming, the demand on these products on a day-by-day basis.

SUPPORT TO THE 5-YEAR PLAN: Each LMI product is supportive of the 5-Year Plan and vice versa. The needs of the customers shape the goals of the research, and in turn are the consequence of future planning for a better quality of life for all. WIA planners work hand in hand with LMI produced statistics. Coming up with realistic projections and statistical measures is the ultimate source of supplying support for the 5-Year Plan for WIA management.

PRINCIPAL CUSTOMERS: Customers from all walks of life, from high school counselors to university professors and onward to research firms in private enterprise, tourism, etc. participate of all the disseminated materials.

OUTCOME: Regarding workshops and seminars, the LMI staff is in full charge of preparing computer originated presentations (in English and Spanish), workshops, orientations regarding statistical analysis and interpretation, and a Question and Answer Period after each presentation. Staff members must continue to visit each regional office of the Employment Service Bureau as well as the LWIBs, where most of LMI's information is disseminated at all levels

PLANNED MILESTONES: . For the coming year, new conferences and workshops are planned wherein the LMI services are explained in full, and portable laptops will display the state's LMI sponsored web page: [www.net-empleopr.org](http://www.net-empleopr.org)

Several publications have come to be standard products, and due to their success, are due to be continued. They are:

1. *Boletín del Mercado Laboral* – includes the summary of the most important indicators produced in the BLS during each quarter. It will be translated into English.
2. *LMI Newsletters* – provide 3 months' worth overview of labor market conditions in the area. Primarily, it shows an analysis of labor force, employment and unemployment conditions covering an 18-month period.
3. *Mercado de Empleo: Tendencias y Perspectivas* – includes information on occupations in demand; active file, employment outlook islandwide and career information analysis.

Planned activities have duplicated when it comes to receiving requests for workshops and seminars.

TOTAL ESTIMATED COSTS: Costs for this and the rest of the core products and services will be shared off the total amount of the grant, as needed. The Grant Officer will be informed of expenses during the duration of the grant. Major expenditures are not planned, but should they be necessary, the Grant Officer will be contacted. For now, an estimated \$180,000.00 should be a good estimate, since this core product encompasses the total amount of products and services prepared by Puerto Rico's BLS/LMI staff members.

**Core Product No. 4: Ensure that workforce information and support required by state and local workforce investment boards are provided.**

DESCRIPTION: This product reflects how activities are consistent with the strategic vision of the WWIB and the needs of LWIBs, including WIB planning, analysis, policy development and program operations.

CUSTOMER SUPPORT: On a monthly basis, an LMI staff member attends the regular SWIB meetings and recollects comments and suggestions as to their labor force information needs. Also, on a bi-weekly basis, LMI staff members visit each LWIB's office in order to get feedback, commentaries and help identify their local needs. This is reported to the LMI Central Offices in San Juan where it is discussed and acted upon immediately. This provokes a joint venture when it comes to local statistics research.

SUPPORT TO THE 5-YEAR PLAN: This is definitely what defines LWIB's goals and aspirations, regarding their projections toward future labor market changes. By working together, the LWIBs and LMI staff members, individually specific needs are analyzed and programmed for future research, depending upon the urgency of such need. This is direct support to the Plan.

PRINCIPAL CUSTOMERS: The principal customers here are the locals whether at the labor or employment levels. Many high school and vocational school counselors pick up LMI publications and ask for specific statistical information with which to inform their students as to what promises to be a better career choice.

OUTCOME: An increase in local area needs is expected, now that each LWIB has been assigned an LMI staff member for visits and information dissemination. A better-informed local entity will bring about a more focused labor force. LMI staff has already made a 3-months' worth of information brochure for all LWIB customers, with statistical information provided by the BLS and a WIB-specific publication in order to help them with their current annual report.

PLANNED MILESTONES: Staff members plan to visit each LWIB (15) periodically, with intentions of identifying the local need for workforce statistics, analysis and interpretational skills.

ESTIMATED COSTS: All costs are relative to the needs of the SWIB and LWIB, as identified, planned and executed. Final costs will be informed to the Grant Officer as they surge. For now, a good estimate amount would be **\$50,000.00**.

### **Core Product No. 5: Maintain and enhance electronic state workforce information delivery systems**

DESCRIPTION: This product involves providing continued support, improvement, and deployment of publicly accessible state workforce information delivery systems. Grantees are required to provide electronic public access to the information in the state's ALMIS Database through Internet applications.

CUSTOMER SUPPORT: By accessing LMI's exclusive web-page: [www.net-empleopr.org](http://www.net-empleopr.org), the entire gamma of LMI products and services may be seen. Maintenance is provided on a daily basis, as new data is received from LMI/BLS staff members.

SUPPORT TO THE 5-YEAR PLAN: The web-page, exclusively for statistics that reflect Puerto Rico's labor market is precisely what WIA needs in order to project its status in 21<sup>st</sup> century enterprise. The page is a direct support for fast, accurate and necessary information with which to plan the future.

PRINCIPAL CUSTOMERS: The main customers here are those employers and employment seekers, vocational trainers and counselors with Internet capabilities in their place of work. Investment brokers of all major investment firms also speculate with the web-page's information and projections, most of all.

OUTCOME: With daily maintenance and constant LMI staff data input, the web-page promises to be a good source of labor force information whether of actual or of future trends.

PLANNED MILESTONES: A new data management page was designed, called "*Administracion de Datos*", where LMI staff members will be able to send, via the Internet, their files and publications, according to their own particular program survey. Each staff member will access the page by means of a personalized password. This will give us the opportunity to deal with the data in a more effective and faster fashion, eliminating delays, having to deal on a person-to-person basis, and reducing the error factors to a minimum, as any flaw will be able to be corrected in practically no time. Continuous follow-up will be given as

to product design and programming. This will create a quicker search page, that will make it easier for the user to follow and employ whenever information is needed.

TOTAL ESTIMATED COST: This core service product goes hand in hand with Core Product No. 1, the ALMIS dissemination of work force information products. Estimated expenses for the next year may be shared between funding sources or accounts as, for example, license renewals and servers are shared whether for the national ALMIS page or the state, local page access. As need arises, certain equipment and/or software must be renewed, upgraded or discarded. The Grant Officer will be kept informed should any budget changes be necessary. For now, an estimated amount of \$53,000.00 would be very likely.

**Core Product No. 6: Support state workforce information training activities.**

DESCRIPTION: This core product describes the different training activities to be undertaken, in order to increase staff and stakeholders' understanding of workforce information. Funds may be used to support the costs of curricula development, training materials, training delivery, facility rental, tuition, training-related travel expenses, and other associated costs necessary to provide workforce information training.

CUSTOMER SUPPORT: Whether it be LMI Staff members, stakeholders, or customers involved in workforce development, all receive training from different sources, according to their individual standing. First, LMI staff receives occasional training from USDOL's sponsored program staffers, NASWA, the ALMI Resource Center, etc. etc., if and when the source of training informs of it and the federal agency sponsors it. Second, customers having a group of people that need labor force information, request workshops and seminars in order to keep their employees updated on labor market trends. These conferences are prepared and given by LMI staff members, with the participation of those staff members involved in their specific area of interest.

SUPPORT TO THE 5-YEAR PLAN: This particular service is the one that most exemplifies WIA's interest in disseminating information that will in turn help prepare a fuller, more capable workforce. It also goes hand-in-hand with planners and entrepreneurs looking for new ways to employment diversity and opportunity for investment. By training staff and customers on information usage and interpretation, all involved in workforce development and training, as well as all those playing an important role in its implementation, are clear as to the common goals and good these facts provide. Consequently, the training offered is needed at a faster pace and more often than ever before. This service

maintains product and service interest once the advantage of its use is clearly portrayed to staff and customer as well.

PRINCIPAL CUSTOMERS: One of the main customers here is the LMI staff member, at any level of data research, analysis and interpretation. Once the staff member is trained, he then gives training to those using his end-product, the statistics on labor force. It may be said that this product/service involves everyone having to do with the statistics reporting and development of labor statistics.

OUTCOME: The main outcome of this product is to have a better informed staff, who will in turn create a better informed and progressive thinking employer, entrepreneur, and future planner of society's economic development.

PLANNED MILESTONES: As for customer-requested training activities, those may be informed to the Grant Officer, inviting him to participate, of course. These cannot be planned, for they surge as fast as on a monthly basis, or at times even weekly. As for LMI staff members, they will continue to attend training required by the USDOL, NASWA, the ALMIS Resource Center, or any other entity that may need to be contacted in order to maintain a highly trained staff with which to carry out these and all grant requirements necessary to promote focus and direction into workforce development.

TOTAL ESTIMATED COST: A good estimate would be to use last year's figures, but with a projected increase in customer training, workshop requests, and increasing costs in locale rentals, it is difficult to come up with an intelligent sum of money to cover these costs. In speculation, one may estimate a total amount of **\$75,00.00**. Staff members will more than likely continue to upgrade their already accustomed area training needs, but the difference here will be in the amount of customer-requested workshops, materials, and costs that will need to be covered. Grant Office will be fully informed and made aware of major events, as well as cordially invited.

**(b) Products and Services: GRANT PLAN (REVISED)**

**Projected Outcomes and Anticipated Product Impact**

- **Core Product No. 1: Continue to populate the ALMIS Database**

**Projected Outcome:** The ALMIS Database central computers will receive the necessary information in order to begin and continue to populate the national database.

**Anticipated Impact:** Everyone with computer access will be able to link to the database and receive Puerto Rico's labor force information, especially regarding long and short-term projections. If any further information is needed, the state's web page may be accessed at: [www.net-empleopr.org](http://www.net-empleopr.org).

- **Core Product No. 2: Produce and disseminate industry and occupational employment projections**

**Projected Outcome:** Long and short-term projections will be established for the 2004 and 2014 calendar periods. All statistical information will be forwarded into the ALMIS database.

**Anticipated Impact:** National and state policy makers will have a clearer picture of Puerto Rico's labor force profiles and market conditions, once projections are fed into the ALMIS database. Should anyone wish to print it out in hard copy, a previously established link in ALMIS' page will guide the user onto the right path to Puerto Rico's numbers as well as the rest of the nation's, providing sufficient data with which to make any sort of comparative analysis desired.

- **Core Product No. 3: Provide occupational and career information products for public use**

**Projected Outcome/ Anticipated Impact**

1. **"Boletín del Mercado Laboral"** : Over 500 bulletins are sent on a quarterly basis to those requesting information necessary for grant applications, to perform economic analyses, with which to prepare conferences and workshops. The bulletin illustrates according to previously established economic indicators. This is a very popular item, with a very large audience. A "brochure" is included where an annual compendium of the labor market conditions is analyzed.

2. **"LMI Newsletter"**: This newsletter is published on a quarterly basis, according to the geographical area requested. The geographical areas have been previously established by the Office of Management and Budget at the state level, and are known as "Oficina de Gerencia y Presupuesto (OGP)". Publication of the newsletter will disseminate an immediate picture of employment and unemployment conditions on the Island.
3. **"Tendencias y Perspectivas"**: This small, folded yet colorful loose-leaf publication demonstrates occupations on demand identifies those not in use or dwindling in interest. The information covers specific administrative regions established by the Employment Service and the Unemployment Insurance Program.
4. **"Listado de Adiestramientos"**: Also in loose-leaf format, this two-page publication far more than being colorful, it is illustrative of Puerto Rico's occupational demands and training being offered, sponsored by the local Employment Service Bureau. It is organized in alphabetical order, according to training titles. It uses LMI's current projections, whether long or short-termed, in order to report what training is being offered, as per high-demand occupations on the Island. Vocational schools, public and private secondary schools, junior and community colleges expect this publication, which is sent to them upon request. This data will soon be displayed in LMI's local web-page, Core Product No. 5 of this application. Educational organizations use this listing in order to justify funding requests as prepared by them and submitted to the various federal or state agencies issuing out corresponding Requests for Proposals.
5. Many **"brochures"** are prepared on a wide array of topics: from how to prepare a resume; to how to behave and handle a job interview; and on to how to dress properly at the workplace; and how to look for and retain a job. **Book marks**, loose-leaf inspirational thoughts and famous quotations are printed in colorful and motivational graphic styles. This material is given out as complementary outreach materials, wherein the LMI staff may be reached for further information. They are also available for speakers and vocational counselors handling motivational presentations whether in educational surroundings or in workforce development workshops, conferences, and small office meetings, upon request. The fifteen (15) local WIBs are the most popular clients for these brochures.

- 6. Conferences:** Mayors, government agencies, private enterprise, local WIBs and workforce development organizations request LMI staff members to prepare regional, local and at times are asked to participate in their Island-wide conferences, and give presentations or work information booth centers in their annual or quarterly conventions. The more products are disseminated, a wider variety of an audience and interests will be reached.
- 7. Job Fairs:** Occasional job fairs are prepared whether by the public school system, local WIBs, private schools and colleges, and the LMI staff is invited to bring forth their labor market statistics and projections. More and more of these fairs are projected each year, and LMI will become an even more active participant.

- **Core Product No. 4: Ensure that workforce information and support required by state and local workforce investment boards (LWIBs) are provided.**

**Projected Outcome:** The State and Local WIBs meet quite regularly, and by means of LMI staff members located in the Department's regional offices, they should have access to requesting servicing to meet their own particular statistical needs whether with publications, periodicals, chats, workshops, etc. or any other service or product that will help stimulate economic growth in the particular area.

**Anticipated Impact:** As each area is individually served with LMI staff members gathering data for their workforce development needs, each WIB should be able to design and develop a much richer service potential within the limits of its own geographical region. Each area should also be able to expand those limits to include the rest of the Island, via information exchange and individualized servicing the LMI will begin providing this year. It may be anticipated that should one area receive certain statistical measures that improve their servicing, the other areas will follow. This should give us all a much clearer picture of certain, yet unnoticed needs within our labor force, especially when dealing with an urban versus agricultural or non-metro area labor scenario. The impact should mark new demand-driven necessities and opportunities for LMI servicing. This may be a reason to expand next year's grant application, product/servicing wise.

- **Core Product No. 5: Maintain and enhance electronic state workforce information delivery systems.**

**Projected Outcome:** A new web page is being constructed. It may be reached at: [www.net-empleopr.org](http://www.net-empleopr.org). As new products and services are developed, whether of local or national interest, it will be linked there and may be accessed by the general public.

**Anticipated Impact:** Due to locally designed products, this page will undergo quite a few changes at a much rapid pace than any other product or service produced by the LMI staff. Being a demand-driven service, as the needs change and new products are designed, the web page will need to be upgraded to include public dissemination features in the hope of bringing forth a more complete picture of the labor force and market in Puerto Rico.

- **Core Product No 6: Support state workforce information training activities**

**Projected Outcome:** Stakeholders, whether clients or LMI staff members, everyone should be receiving upgrades in their working skills due to the varied array of training to be supplied by the ALMIS Institute, USDOL's regional technical support staff whether from ETA or BLS, customer support, etc. etc. At all levels, all those involved in the workforce information dissemination system will continue to be an active part of the on-going activities that will prepare them for new ideas, new product designs, and new ideas shared with the other member states in this national initiative.

**Anticipated Impact:** The LMI staff members will be the most professionally trained and knowledgeable group of people on the Island with whom any client will feel comfortable discussing as well as recommending and requesting products and services to fit their individual, professional need. This will make it possible to guide Puerto Rico's workforce in the same direction the labor market is drifting toward.

### ***( c ) Consultation and Customer Satisfaction Assessment***

Consultation with customers about the usefulness of the information disseminated through the statewide labor market information system (workforce information) will be a continuous activity conducted throughout the entire year.

The consultation will be carried out using the following methods:

1. **Annual satisfaction survey** – a mailing survey among all customers
2. **Scheduled visits** by LMI staff members (Analysts/Economists) made to the various stakeholders:
  - a. Local Workforce Investment Boards (LWIBs)
  - b. Employment Service local area offices
3. **Meetings with local area focus groups** representing career guidance, academia, education and workforce professionals.

The last survey was issued out to a sample of 960 customers, selected from different mailing lists from each of the programmatic divisions within the Bureau. The Internet was used, as well as the local postal service, in order to reach the sample.

Being performed on a periodical sense, the more comments will be received and the usefulness level of the system's information products will definitely improve as time goes by.