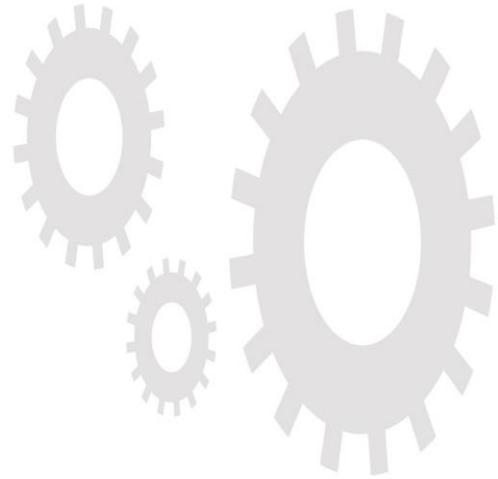
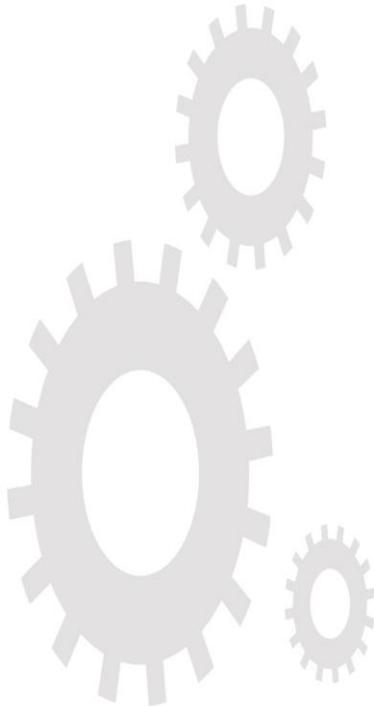




ESTADO LIBRE ASOCIADO DE
PUERTO RICO
ADMINISTRACIÓN DE
DESARROLLO LABORAL



**COMMONWEALTH OF PUERTO RICO
WIA AND WAGNER-PEYSER ANNUAL REPORT
PROGRAM YEAR 2012-13**



ADMINISTRACIÓN DESARROLLO
LABORAL
DEPARTAMENTO DEL TRABAJO
Y RECURSOS HUMANOS
ESTADO LIBRE ASOCIADO
DE PUERTO RICO



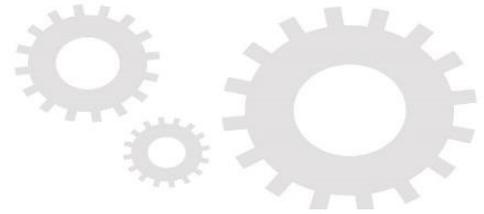
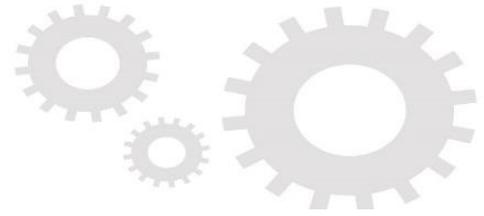


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Message from the Puerto Rico Secretary of Labor
Hon. Vance Thomas Rider

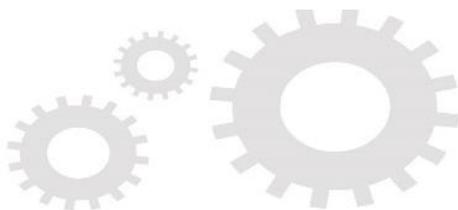
The Workforce Investment Act (WIA) is a fundamental component in the transformation of the Puerto Rico workforce and our economic development initiatives. A capable workforce, in conjunction with delineated strategies will continue to sustain the actual participation of our economy in the global market. Puerto Rico continues developing strategies and alternatives to strengthen our human resources skills and capabilities to ensure a strong industry development and the best quality of life for our citizens. The Puerto Rico Department of Labor and Human Resources will keep promoting the creation of new jobs through training activities responsive to the market needs in high growth and high demand occupations. This will be possible by implementing strong alliances of the WIA System with employers, municipalities, labor unions, community and professional organizations and all the participating entities making possible the achievement of our goals.

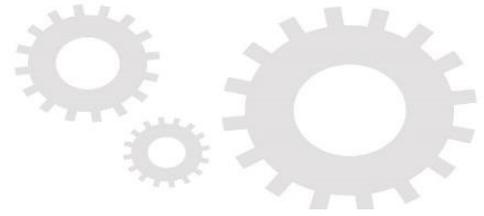
This is our commitment, the WIA System, together with the government, private sector entrepreneurs and the educational system, will continue to work together to achieve performance goals, leading Puerto Rico to a superior position in the global economy.

Cordially,



Vance Thomas Rider





Message from the Puerto Rico Workforce Investment Board Chairman

The Puerto Rico State Workforce Investment Board is very pleased to submit the Puerto Rico WIA & Wagner Peyser Annual Report for Program Year 2012-2013. Through this year, and aware of the intense changes in the world economics, we have devoted our best efforts to develop strategies and mechanisms to keep our labor force at the most competitive levels in order to maintain Puerto Rico in the mainstream of this changes.

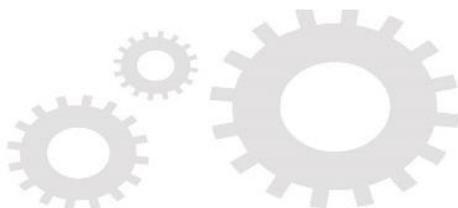
The Mission of the State Workforce Board is the integration of the private, public and academic sectors, through carefully developed strategies, to increase its participation in the workforce system. Our goal is to empower the labor force with transferable skills responsive to the production and technological changes of the international markets.

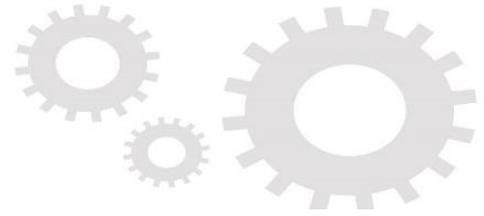
The State Workforce Board represents a key partner from the entrepreneurial sector in the identification of the training needs for a more competitive labor force responsive to the demands of the global market. In the Planning cycle of 2012-16, we will focus our effort to promoted the best practice approach, the research of the workforce system components and programs to have the tools and information needed to develop public policies, strategies, practices and monitoring process that help the State Board mission to foster the Island economy in collaboration with the Locals Boards and the economic development sector.

The State Board compromise is to endorse and support initiatives and activities aimed to fostering a robust skilled workforce and the creation of the job slots necessary to employ these workers.

Cordially,

Raúl Rodríguez Font
State Board Chairman





Message from the Administrator Labor Development Administration (ADL)

On behalf of the employees of the Labor Development Administration, receive our gratitude for the ETA support and effort to help the Puerto Rico Workforce Investment System continue achieving the necessary pathway to improve our service to youth, adult and dislocated workers of our Island. The Workforce Investment Act (WIA) and Wagner-Peyser 2012-13 Annual Report includes important information about the activities developed during the past year on behalf of our workforce. Included in this report are the Performance Levels from the 15 Local Areas, as well as a summary of funding allocations and costs incurred in training and employment programs for youth, adults and dislocated workers.

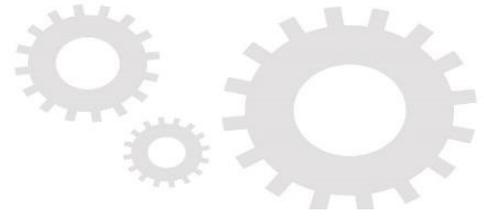
In conclusion, we feel very satisfied and with a great sense of accomplishment that although Puerto Rico's WIA System has faced great challenges during the last two years due to the continuous reduction in funds allocation, we continue committed to improve the performance measures and delivery of services to propel the workforce development system recognition and economic goals of the Governor of Puerto Rico.

We continue working hard in order to achieve the socio-economic progress desired by all.

Cordially,

Sally López Martínez
Administrator





INTRODUCTION

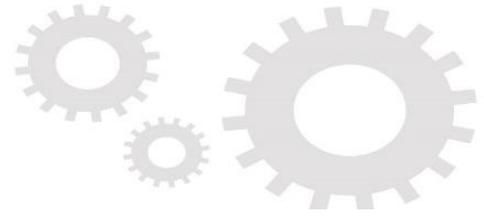
The economic situation facing the United States and Puerto Rico requires aggressive strategies to support the Island's economy and at the same time provide better jobs and more trained workers to face present challenges. In this time of a tight economy, WIA funding is recognized for its importance and capacity to tend the needs of employers, dislocated workers, adults and incumbent workers.

Puerto Rico is facing the crucial challenge of putting into effect new labor and economic strategies that will highlight our people's talent, creativity and determination to be at the forefront of the surge of globalization. The Workforce Investment Act (WIA) has created opportunities in the workforce throughout the island that will enable us to remain competitive in the world economy. WIA is a fundamental component in the transformation of our present labor and economic development climate. A capable workforce together with carefully delineated strategies will ensure the insertion of our economy in the global market.

TEGL No. 6-13 of October 18, 2013, entitled Workforce Investment Act (WIA) Program Year (PY) 2012 Annual Report Narrative, provide the guidance to the states regarding the content of the WIA Annual Report Narrative for PY 2012-13. This Annual Report contains the required performance and analysis data for Adult, Dislocated Worker, and Youth Programs and costs of workforce investment activities. It provides a list of the waivers granted and how the activities carried out under the waivers have directly or indirectly affected state and local area performance outcomes.

The Annual Report also highlights activities and accomplishments of different services such as, Rapid Response, Job Fairs, Local Areas Strategies and Achievements and Success Stories from





different Local Areas. Also, included the Local Areas Strategies to Engage Businesses and Employers, TAA, Monitoring Local Areas and Special Projects.

The Commonwealth of Puerto Rico's WIA fund allocation was once more reduced for Program Year (PY) 2012 and with the need to provide more direct services to our youth, adult and dislocated workers population the new State WIB will initiated the process to delivery policies that will provide guidelines to maximize resources and training services under Title I of WIA. This process began with the Validation and Statistic Unit of the ADL visiting each of the 15 local workforce investment areas with their local WIB and CEO and showing them a comparison of overarching performance measures and delivery of services data aimed to improve the accountability of the WIA system. It was a challenging process but the result of this Annual Report is the best reward for all the key players in the workforce system once we understanding the need to focus on delivering service approach more effective to the client. Ahead we present the outcomes and highlight of Puerto Rico WIA and Wagner Peyser allocation of fund during PY 2012-13.

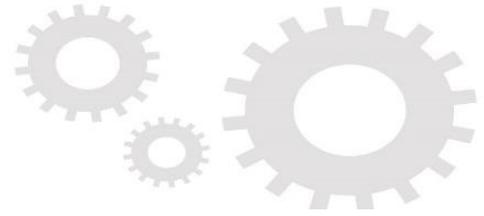
WORKFORCE INVESTMENT SYSTEM OF PUERTO RICO

State Workforce Investment Board

According to Title I, Section 111(d) of the Workforce Investment Act of 1998, Public Law 105-220 the State Workforce Investment Board (SWIB) assists the Governor, in developing a State Workforce Development Plan, among other duties and responsibilities.

The State Board has among its members, representatives from the private sector, academia and the mayor government agencies related to economic and workforce development, such as Labor,



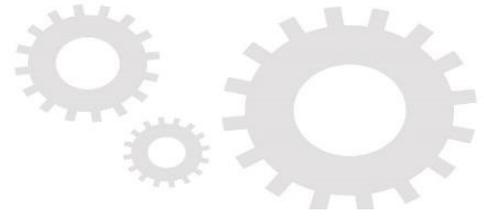


Economic Development, Youth Affairs, Vocational Rehabilitation, and Housing. It also has representatives from the Legislative Branch and of local chief elected officials. The State Board's composition includes a wide variety of well know entrepreneurs, economists and other representatives of the economic sectors in PR.

Local Structure

The Local Areas are made up of fifteen consortia of municipalities. The Local Areas composition includes chief elected officials, local investment boards and one stop operators. Each Local Area provides direct employment and training services under the Adult, Dislocated Workers and Youth Programs.





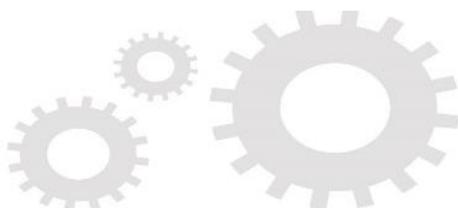
REQUIRED REPORTING

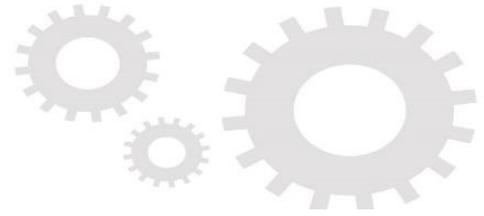
According to WIA Sections 136(d) (1) and (2) and 185 (d), requirements regarding *Performance Analysis and Data*, the following charts constitutes the performance data reported for the PY 2012-13 for Adult, Dislocated Worker and Youth Programs. The WIA Annual Report is based in the Workforce Investment Act Standardized Record Data (WIASRD) files, and covers participants who received financially assisted services by formula and statewide reserve funds.

The Youth, Adults and Displaced Workers Programs served 34,002 participants in Program Year (PY) 2012. A total of 28,044 exited from the programs during the program year. The Adult Program served 17,062 participants and 13,204 exited, while the Dislocated Workers program served 4,009 and 3,005 exited the program. The Older Youth Program served 3,487 participants and the Younger Youth Program represented the highest amount with 9,056.

During PY 2012, the Commonwealth of Puerto Rico met or exceeded with all of the 17 Performance Measures negotiated with the USDOL. In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures.

For the Adult Program a 68% performance was attained for the Entered Employment Rate measure, while the Dislocated Worker Program, for the same measure, was 58.3%. The Employment Retention Rate achieved 82% for Adults Program and 82% for the Dislocated Workers Program. Earnings Change in Six Months measure for the Adult Program was \$9,578 while for Dislocated Workers Program was \$7,488.





The Youth Program presents performance levels were as followed: for the Entered Employment Rate of the Older Youth Program 56% was the actual performance and over the negotiated level, for the Employment Retention Rate 80% was achieved from the established 83%. The Earnings Change in Six Months was set at \$1,800 and \$2,301 was accomplished. The Employment and Credential Rate was negotiated at 55% and 54% was the final performance for the measure.

The Younger Youth Program finished with the Skill Attainment Rate of 96%, 76% for the Diploma or Equivalent Attainment Rate and 55% for the Retention Rate for Younger Youth.

The results for the Workforce Investment Act Customer Satisfaction Rate indicate the participants and employers of the system in Puerto Rico are very satisfied with the services provided by the Local Areas. The satisfaction rates in PY 2012 were 93% for participants and 86% for employers.



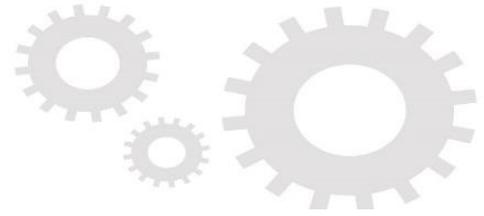


Table A – Workforce Investment Act Customer Satisfaction Results						
Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Participants	80	93	512	8,479	620	82.6
Employers	86	86	504	691	600	84

Table B – Adult Program Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63	67.7	3,186
			4,708
Employment Retention Rate	83	81.6	4,295
			5,266
Earnings Change in Six Months	8,100	9,578	22,555,468
			2,355
Employment And Credential Rate	55	57.9	1,082
			1,868



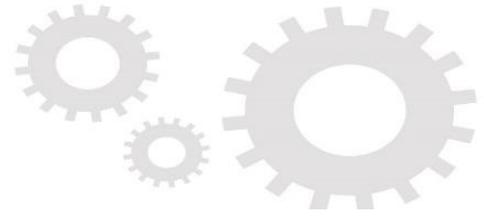


Table C – Outcomes for Adults Special Population

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	62.6	1,999 3,194	64.3	9 14	44.4	8 18	58.4
Employment Retention Rate	81.9	1,472 1,797	72.7	8 11	68.8	44 64	72.7	112 154
Earnings Change in Six Months	7,466	5,009,849 671	11,225	56,123 5	5,595	173,437 31	13,209	700,086 53
Employment and Credential Rate	59.8	882 1,474	75.0	3 4	62.5	5 8	76.5	13 17

Table D – Other Outcomes Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
	Entered Employment Rate	67.7	1,133 1,673	67.6
Employment Retention Rate	78.6	1,746 2,222	83.7	2,549 3,044
Earnings Change in Six Months	8,715	7,817,536 897	10,108	14,737,932 1,458



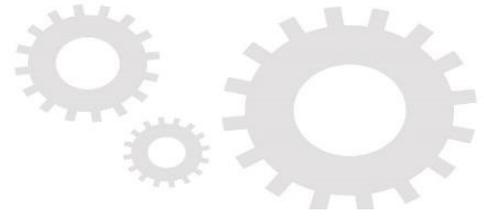


Table E – Dislocated Workers Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63	58.3	1,533
			2,630
Employment Retention Rate	85	82.2	2,092
			2,545
Earnings Replacement in Six Months	7,623	7,488	8,468,805
			1,131
Employment And Credential Rate	57	63.6	417
			656

Table F- Outcomes for Dislocated Workers Special Population

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	63.6	7	55.6	5	50.5	55	58.3	1,533
		11		9		109		2,630
Employment Retention Rate	83.3	5	80	12	83.8	88	82.2	2,092
		6		15		105		2,545
Earnings Replacement Rate	8,216	16,432	7,927	63,413	6,537	215,705	7,488	8,468,805
		2		8		33		1,131
Employment and Credential Rate	50	3	50	1	88.2	15	63.6	417
		6		2		17		656



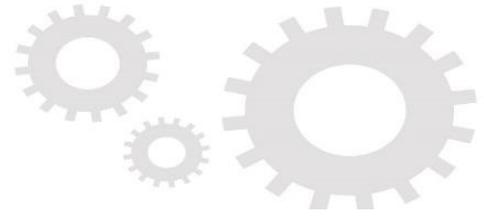
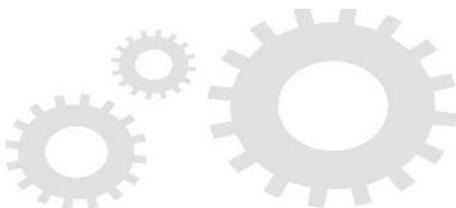


Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81.3	520	50.9	1,013
		640		1,990
Employment Retention Rate	85.1	719	80.8	1,373
		845		1,700
Earnings Replacement Rate	7,658	2,932,915	7,401	5,535,890
		383		748

Table H.1 – Older Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	NA	41.8	4,043
			9,675
Attainment of Degree or Certificate	NA	25.9	1,869
			7,228
Literacy and Numeracy Gains	NA	10.1	437
			4,330



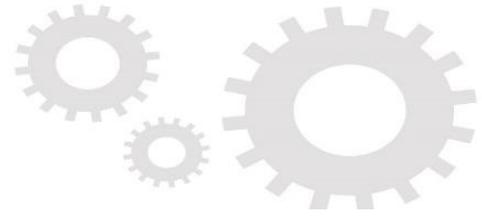


Table H.2 – Older Youth Results

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	55	55.9	795
			1,421
Employment Retention Rate	83	80.3	387
			482
Earnings Change in Six Months	1,800	2,301	568,383
			247
Employment and Credential Rate	55	53.8	1,275
			2,369

Table I – Outcomes for Older Youth Special Population

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Rate	Count	Count	Count	Rate	Count	Rate	Count
Entered Employment Rate	56	795	0	0	27.5	11	57.3	750
		1,419		1		40		1,310
Employment Retention Rate	80.2	385	0	0	42.9	3	82.2	375
		480		1		7		456
Earnings Change in Six Months	2,301	568,383	0	0	1,716	12,009	2,355	541,560
		247		1		7		230
Credential Rate	53.9	1,275	0	0	30.4	14	54.7	1,207
		2,367		1		46		2,208



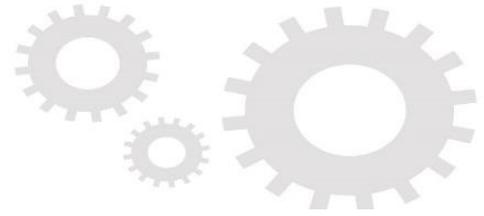


Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	98	96.1	9,982
			10,388
Diploma or Equivalent Attainment Rate	63	75.6	2,177
			2,880
Retention Rate	66	55.1	2,417
			4,388

Table K – Outcomes for Younger Youth Special Population

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	96.1	9,982	93.7	134	90.4	1,558
		10,388		143		1,724
Diploma or Equivalent Attainment Rate	75.6	2,177	71.4	20	58.8	245
		2,880		28		417
Retention Rate	55.1	2,413	66.7	20	60.4	1,146
		4,381		30		1,896



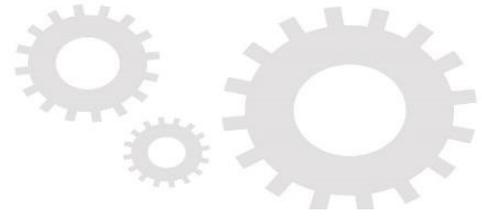


Table L –Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	64.3	2,886	3,878	10,905,864	100	3,186	2,333	4,007,329	58.5	192
		4,485		2,812		3,186		1,718		329
Dislocated Workers	67.5	1,437	193.2	7,365,709	100	1,533	2,700	2,732,435	49.7	86
		2,128		3,813,292		1,533		1,012		173
Older Youth	52.8	219	2,202	475,641	100	795	1,599	545,358		
		415		216		795		341		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Total Adults Customers	21,459	16,128
Total Adults (self-service only)	9,307	7,321
WIA Adults	17,602	13,204
WIA Dislocated Workers	4,009	3,005
Total Youth (14-21)	12,543	11,916
Younger Youth (14-18)	9,056	9,227
Older Youth (19-21)	3,487	2,689
Out-of-School Youth	5,504	4,126
In-School Youth	7,039	7,790



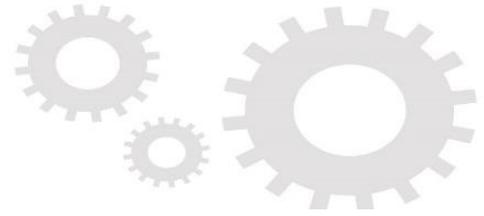


Table N- Cost of Program Activities			
Program Activity		Total Federal Spending	
Local Adults		\$21,632,518	
Local Dislocated Workers		\$8,776,620	
Local Youth		\$19,268,823	
Rapid Response 134(a)(2)(A)		\$3,013,513	
Statewide Required Activities 134(a)(2)(B)		\$2,313,051	
Statewide Allowable Activities 134(a)(3)	Program Activities Description	Local Areas	118,807
		Municipalities	145,112
		State Administration	3,374,604
		AEE	421,173
		NEG Grants	9,501,897
		Others	379,702
Total		\$68,945,820	



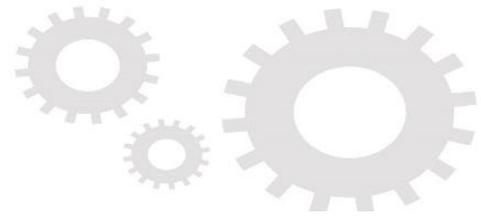
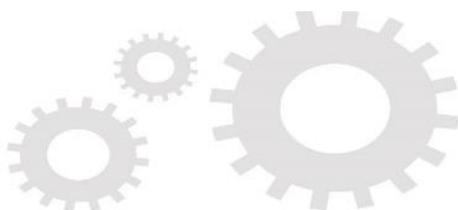
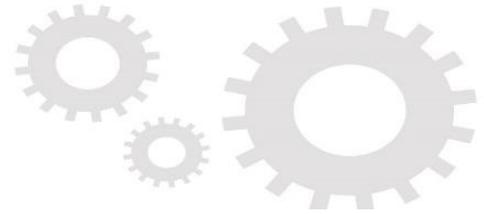


Table O – Local Performance			
Local Area Name San Juan	Total Participants Served	Adults	860
		Dislocated Workers	93
		Older Youth	209
		Younger Youth	445
ETA Assigned # 72005	Total Exiters	Adults	786
		Dislocated Workers	41
		Older Youth	111
		Younger Youth	276
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	76
	Employers	86	82
Entered Employment Rate	Adults	63	65
	Dislocated Workers	63	69
	Older Youth	55	55
Retention Rate	Adults	83	88
	Dislocated Workers	85	88
	Older Youth	83	84
	Younger Youth	66	71
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,855
	Dislocated Workers	7,623	8,550
	Older Youth	1,800	2,539
Credential/Diploma Rate	Adults	55.0	59.0
	Dislocated Workers	57	69
	Older Youth	55	15
	Younger Youth	63	60
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	12





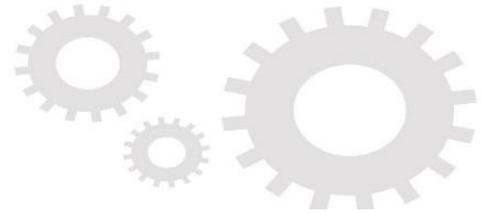
Local Area Name	Total Participants Served	Adults	502
		Dislocated Workers	231
<u>Bayamón/Comerío</u>		Older Youth	63
		Younger Youth	483
ETA Assigned # 72065	Total Exiters	Adults	321
		Dislocated Workers	192
		Older Youth	170
		Younger Youth	1046
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	94
	Employers	86	86
Entered Employment Rate	Adults	63	86
	Dislocated Workers	63	93
	Older Youth	55	29
Retention Rate	Adults	83	89
	Dislocated Workers	85	89
	Older Youth	83	47
	Younger Youth	66	72
Earnings Change/Earnings Replacement in six months	Adults	8,100	4,417
	Dislocated Workers	7,623	6,013
	Older Youth	1,800	1,108
Credential/Diploma Rate	Adults	55.0	62
	Dislocated Workers	57	63
	Older Youth	55	32
	Younger Youth	63	64
Skill Attainment Rate	Younger Youth	98	100
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11





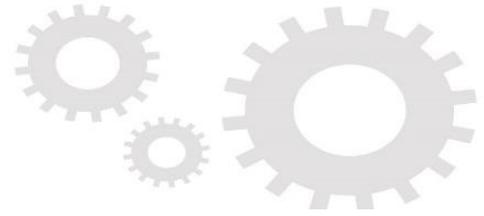
Local Area Name	Total Participants Served	Adults	210
		Ponce Municipality	
		Older Youth	198
		Younger Youth	877
ETA Assigned # 72055	Total Exitters	Adults	196
		Dislocated Workers	60
		Older Youth	172
		Younger Youth	928
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	96
	Employers	86	82
Entered Employment Rate	Adults	63	67
	Dislocated Workers	63	53
	Older Youth	55	53
Retention Rate	Adults	83	94
	Dislocated Workers	85	95
	Older Youth	83	78
	Younger Youth	66	54
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,540
	Dislocated Workers	7,623	8,303
	Older Youth	1,800	3,680
Credential/Diploma Rate	Adults	55.0	72
	Dislocated Workers	57	60
	Older Youth	55	2
	Younger Youth	63	63
Skill Attainment Rate	Younger Youth	98	100
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	7	9





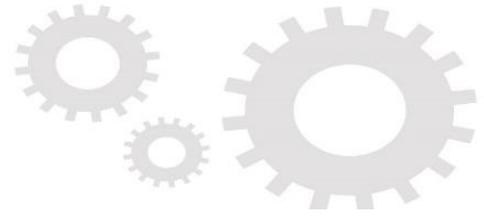
Local Area Name	Total Participants Served	Adults	3,894
		Caguas/Guayama	Dislocated Workers
		Older Youth	213
		Younger Youth	883
ETA Assigned #	Total Exiters	Adults	2,571
		Dislocated Workers	237
		Older Youth	86
		Younger Youth	600
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	86
	Employers	86	88
Entered Employment Rate	Adults	63	72
	Dislocated Workers	63	70
	Older Youth	55	27
Retention Rate	Adults	83	86
	Dislocated Workers	85	80
	Older Youth	83	95
	Younger Youth	66	70
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,788
	Dislocated Workers	7,623	7,709
	Older Youth	1,800	2,387
Credential/Diploma Rate	Adults	55.0	29
	Dislocated Workers	57	22
	Older Youth	55	20
	Younger Youth	63	95
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11





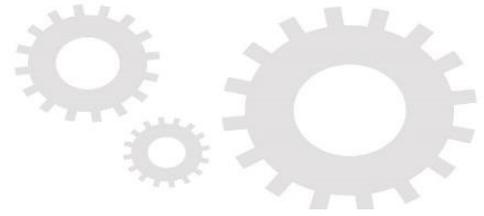
Local Area Name	Total Participants Served	Adults	736
		Carolina Municipality	
		Older Youth	173
		Younger Youth	313
ETA Assigned # 72045	Total Exiters	Adults	320
		Dislocated Workers	72
		Older Youth	171
		Younger Youth	205
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	97
	Employers	86	89
Entered Employment Rate	Adults	63	77
	Dislocated Workers	63	86
	Older Youth	55	84
Retention Rate	Adults	83	98
	Dislocated Workers	85	99
	Older Youth	83	95
	Younger Youth	66	97
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,213
	Dislocated Workers	7,623	10,572
	Older Youth	1,800	1,630
Credential/Diploma Rate	Adults	55.0	89
	Dislocated Workers	57	75
	Older Youth	55	90
	Younger Youth	63	90
Skill Attainment Rate	Younger Youth	98	97
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15





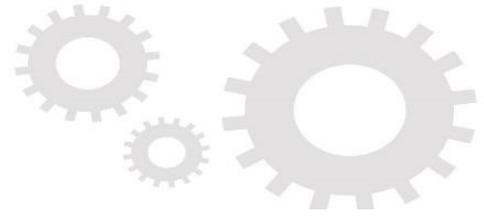
Local Area Name	Total Participants Served	Adults	1,595
		Northwest	
		Older Youth	176
		Younger Youth	439
ETA Assigned #	Total Exiters	Adults	1,383
		Dislocated Workers	182
		Older Youth	82
		Younger Youth	453
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	94
	Employers	86	89
Entered Employment Rate	Adults	63	61
	Dislocated Workers	63	75
	Older Youth	55	34
Retention Rate	Adults	83	78
	Dislocated Workers	85	78
	Older Youth	83	76
	Younger Youth	66	53
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,145
	Dislocated Workers	7,623	6,678
	Older Youth	1,800	2,958
Credential/Diploma Rate	Adults	55.0	72
	Dislocated Workers	57	81
	Older Youth	55	18
	Younger Youth	63	56
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	7	7





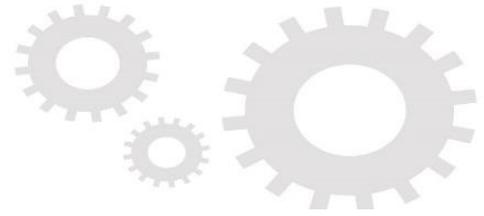
Local Area Name	Total Participants Served	Adults	4,446
		<u>North Central Arecibo</u>	
Older Youth	312		
Younger Youth	857		
ETA Assigned #	Total Exitters		
72075		Dislocated Workers	403
		Older Youth	229
		Younger Youth	749
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	85
	Employers	86	85
Entered Employment Rate	Adults	63	63
	Dislocated Workers	63	58
	Older Youth	55	44
Retention Rate	Adults	83	76
	Dislocated Workers	85	72
	Older Youth	83	73
	Younger Youth	66	59
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,072
	Dislocated Workers	7,623	6,992
	Older Youth	1,800	3,585
Credential/Diploma Rate	Adults	55.0	59
	Dislocated Workers	57	57
	Older Youth	55	56
	Younger Youth	63	82
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
		9	8





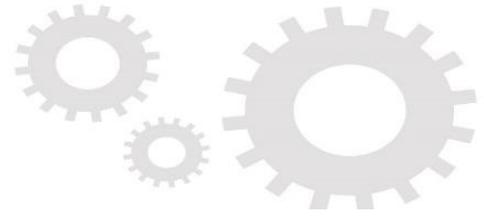
Local Area Name	Total Participants Served	Adults	475
		<u>Manatí/Dorado</u>	
Older Youth	120		
Younger Youth	266		
ETA Assigned #			
72070		Adults	455
		Dislocated Workers	23
		Older Youth	107
		Younger Youth	342
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	96
	Employers	86	87
Entered Employment Rate	Adults	63	60
	Dislocated Workers	63	77
	Older Youth	55	38
Retention Rate	Adults	83	78
	Dislocated Workers	85	87
	Older Youth	83	85
	Younger Youth	66	47
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,746
	Dislocated Workers	7,623	7,766
	Older Youth	1,800	3,537
Credential/Diploma Rate	Adults	55.0	58
	Dislocated Workers	57	64
	Older Youth	55	16
	Younger Youth	63	90
Skill Attainment Rate	Younger Youth	98	100
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	3	11





Local Area Name	Total Participants Served	Adults	816
		Northeast	
Older Youth	333		
Younger Youth	1,762		
ETA Assigned #	Total Exitters		
72105		Dislocated Workers	182
		Older Youth	162
		Younger Youth	854
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	97
	Employers	86	86
Entered Employment Rate	Adults	63	82
	Dislocated Workers	63	100
	Older Youth	55	97
Retention Rate	Adults	83	93
	Dislocated Workers	85	89
	Older Youth	83	97
	Younger Youth	66	73
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,986
	Dislocated Workers	7,623	8,391
	Older Youth	1,800	4,558
Credential/Diploma Rate	Adults	55.0	72
	Dislocated Workers	57	100
	Older Youth	55	60
	Younger Youth	63	63
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
		1	16





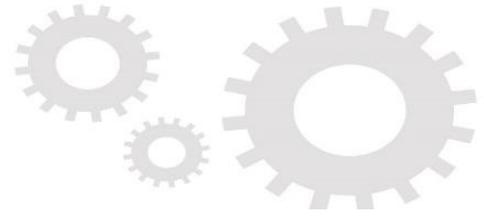
Local Area Name	Total Participants Served	Adults	1,000		
		Southeast		Dislocated Workers	525
				Older Youth	556
				Younger Youth	771
ETA Assigned #	72100				
	Total Exitters	Adults	283		
		Dislocated Workers	243		
		Older Youth	218		
		Younger Youth	293		
		Negotiated Performance Level	Actual Performance Level		
Customer Satisfaction	Program Participants	80	97		
	Employers	86	86		
Entered Employment Rate	Adults	63	67		
	Dislocated Workers	63	72		
	Older Youth	55	59		
Retention Rate	Adults	83	92		
	Dislocated Workers	85	91		
	Older Youth	83	96		
	Younger Youth	66	81		
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,112		
	Dislocated Workers	7,623	7,341		
	Older Youth	1,800	3,671		
Credential/Diploma Rate	Adults	55.0	65		
	Dislocated Workers	57	63		
	Older Youth	55	61		
	Younger Youth	63	69		
Skill Attainment Rate	Younger Youth	98	99		
Overall Status of Local Performance	Not Met	Met	Exceeded		
		2	15		





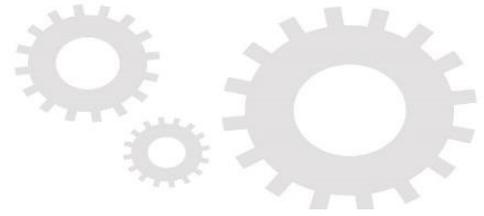
Local Area Name	Total Participants Served	Adults	459
		Southcentral	
		Older Youth	251
		Younger Youth	619
ETA Assigned #	Total Exiters	Adults	460
		Dislocated Workers	124
		Older Youth	207
		Younger Youth	653
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	91
	Employers	86	86
Entered Employment Rate	Adults	63	71
	Dislocated Workers	63	71
	Older Youth	55	75
Retention Rate	Adults	83	90
	Dislocated Workers	85	88
	Older Youth	83	88
	Younger Youth	66	78
Earnings Change/Earnings Replacement in six months	Adults	8,100	5,975
	Dislocated Workers	7,623	7,027
	Older Youth	1,800	2,651
Credential/Diploma Rate	Adults	55.0	60
	Dislocated Workers	57	74
	Older Youth	55	80
	Younger Youth	63	59
Skill Attainment Rate	Younger Youth	98	99
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14





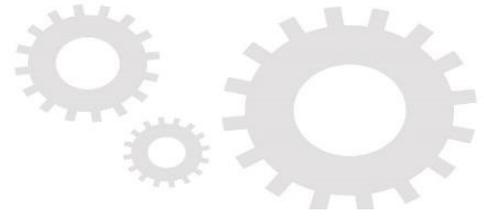
Local Area Name	Total Participants Served	Adults	737
		Southwest	
Older Youth	663		
Younger Youth	331		
ETA Assigned #	Total Exitters		
72090		Dislocated Workers	181
		Older Youth	643
		Younger Youth	487
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	97
	Employers	86	87
Entered Employment Rate	Adults	63	79
	Dislocated Workers	63	89
	Older Youth	55	71
Retention Rate	Adults	83	95
	Dislocated Workers	85	92
	Older Youth	83	98
	Younger Youth	66	80
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,857
	Dislocated Workers	7,623	6,717
	Older Youth	1,800	3,320
Credential/Diploma Rate	Adults	55.0	74
	Dislocated Workers	57	96
	Older Youth	55	82
	Younger Youth	63	85
Skill Attainment Rate	Younger Youth	98	100
Overall Status of Local Performance	Not Met	Met	Exceeded
		2	15





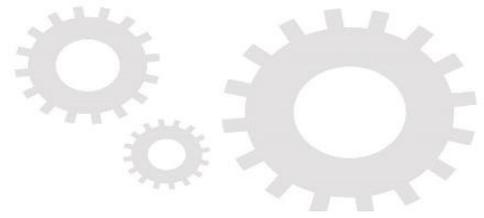
Local Area Name	Total Participants Served	Adults	218
		Mayagüez/Las Marías	
		Older Youth	135
		Younger Youth	296
ETA Assigned # 72085	Total Exiters	Adults	49
		Dislocated Workers	35
		Older Youth	62
		Younger Youth	228
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	100
	Employers	86	83
Entered Employment Rate	Adults	63	77
	Dislocated Workers	63	77
	Older Youth	55	68
Retention Rate	Adults	83	92
	Dislocated Workers	85	91
	Older Youth	83	90
	Younger Youth	66	69
Earnings Change/Earnings Replacement in six months	Adults	8,100	6,647
	Dislocated Workers	7,623	6,914
	Older Youth	1,800	2,746
Credential/Diploma Rate	Adults	55.0	58
	Dislocated Workers	57	71
	Older Youth	55	73
	Younger Youth	63	69
Skill Attainment Rate	Younger Youth	98	98
Overall Status of Local Performance	Not Met	Met	Exceeded
		3	14





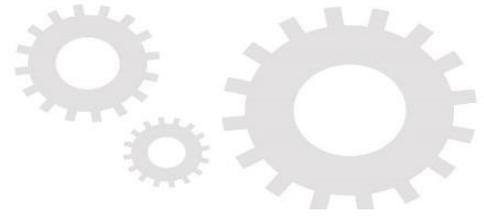
Local Area Name	Total Participants Served	Adults	281
		Guaynabo/Toa Baja	
		Older Youth	129
		Younger Youth	430
ETA Assigned # 72110	Total Exiters	Adults	162
		Dislocated Workers	121
		Older Youth	102
		Younger Youth	624
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	97
	Employers	86	81
Entered Employment Rate	Adults	63	64
	Dislocated Workers	63	71
	Older Youth	55	34
Retention Rate	Adults	83	88
	Dislocated Workers	85	86
	Older Youth	83	100
	Younger Youth	66	67
Earnings Change/Earnings Replacement in six months	Adults	8,100	7,614
	Dislocated Workers	7,623	8,950
	Older Youth	1,800	5,077
Credential/Diploma Rate	Adults	55.0	73
	Dislocated Workers	57	100
	Older Youth	55	24
	Younger Youth	63	67
Skill Attainment Rate	Younger Youth	98	100
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	2	13





Local Area Name	Total Participants Served	Adults	906
		La Montaña	
Older Youth	147		
ETA Assigned # 72115		Younger Youth	620
		Total Exitters	819
Customer Satisfaction		Adults	738
		Dislocated Workers	99
		Older Youth	159
		Younger Youth	1,039
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate		Program Participants	80
		Employers	86
Retention Rate		Adults	63
		Dislocated Workers	63
		Older Youth	55
Earnings Change/Earnings Replacement in six months		Older Youth	72
		Adults	83
		Dislocated Workers	85
		Younger Youth	66
Credential/Diploma Rate		Adults	88
		Dislocated Workers	89
		Older Youth	83
Skill Attainment Rate		Younger Youth	91
		Adults	66
		Dislocated Workers	83
		Older Youth	66
Overall Status of Local Performance		Adults	8,100
		Dislocated Workers	7,315
		Older Youth	7,623
		Younger Youth	7,606
Overall Status of Local Performance		Adults	1,800
		Dislocated Workers	3,930
		Older Youth	55.0
		Younger Youth	58
Overall Status of Local Performance		Dislocated Workers	15
		Older Youth	45
Overall Status of Local Performance		Younger Youth	67
		Younger Youth	98
Overall Status of Local Performance		Younger Youth	99
		Not Met	Met
Overall Status of Local Performance		1	2
		1	2





WAIVERS APPROVED BY ETA FOR PY 2012-13

The waiver request followed the format identified in WIA §189(i) (4) (B) and WIA Regulations at 20 CFR §661.420(c) and applied to WIA formula funds. Requested and approved waivers were:

Youth Services

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

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

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

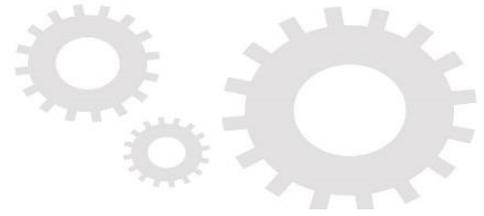
Waiver of statutory and regulatory requirements under WIA required that the ten program elements for youths be provided through a competitive procurement process. The waiver allows One Stop Centers and partner agencies the direct provision of services related to Supportive Services, Follow-up Services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

Fund flexibility

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

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





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

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

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

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

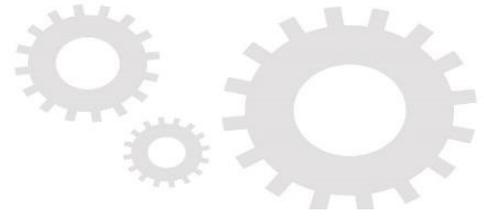
5. **Waiver to permit the use of 10% of Local Area formula funds to provide Incumbent Worker Training**

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

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

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





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

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

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

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

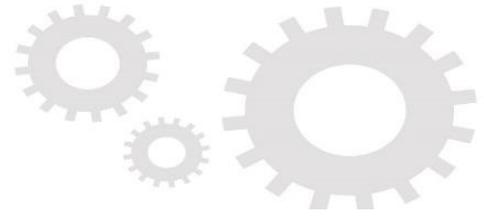
9. **Waiver of regulations at 20 CFR 666.100 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers**

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

Waivers Outcomes

The Employment and Training Administration (ETA) granted Puerto Rico approval of nine waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to States and Local Workforce Areas. The federal agency approved the waiver plan submitted as part of the Puerto Rico's State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act 2012-16. ETA granted these waivers of statutory and





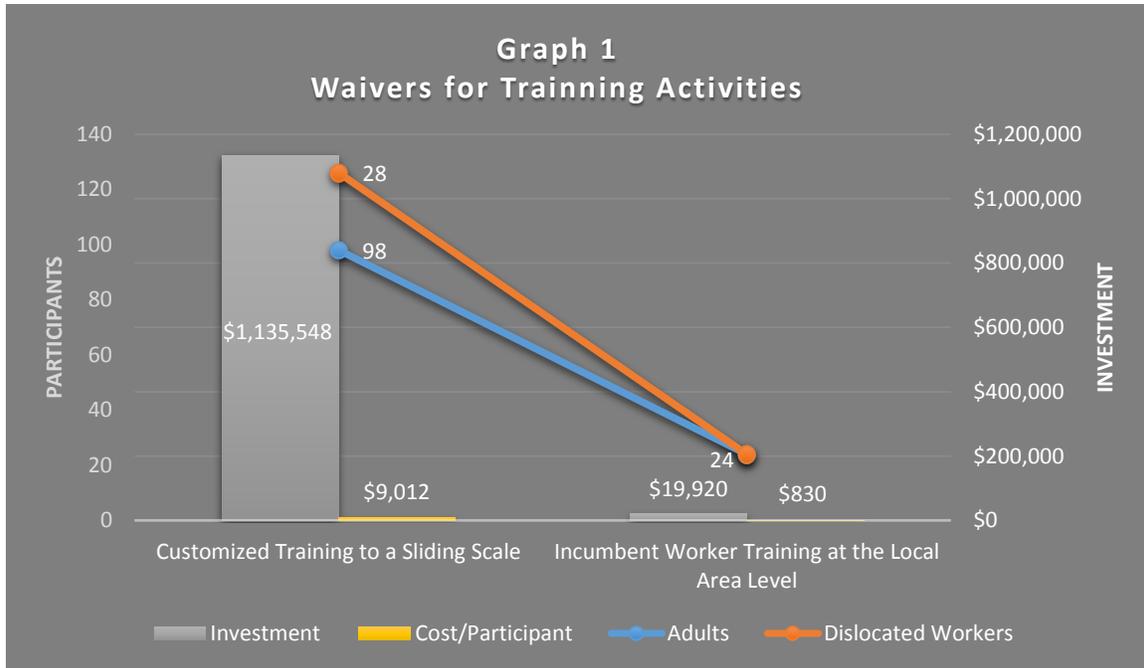
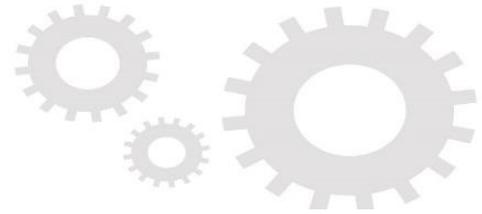
regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to State and Local Workforce Areas.

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

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

The following graphs present the information about the use of the approved waivers during PY 2012. Graph 1 shows the outcomes of three waivers related to training activities like (1) Customized Training, Incumbent Worker Training at Local Area and Incumbent Workers at state with Rapid Response set aside funds. Incumbent worker training at state level was not used during PY 2012, due the continuous reduction in state set aside funds. However this waiver still as excellent tool as layoff aversion strategy due to the loss of competitiveness of lack of skill that will face any incumbent worker. Customized training was the most useful training waiver with a total investment of \$1.13 million and 126 participant with an average cost of \$9,012 per participant. Incumbent workers training at Local Area level was used by two WIB with an investment of \$19,920 for 24 incumbent workers.

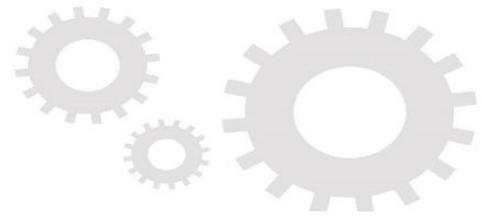




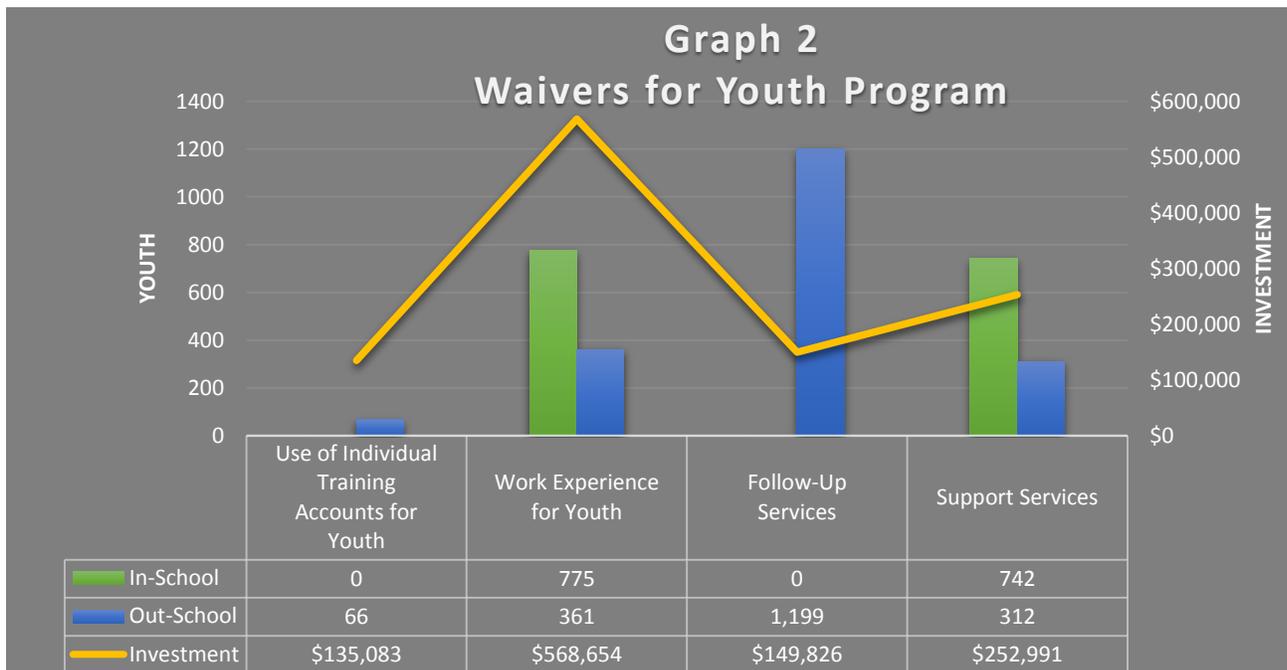
Puerto Rico received since PY 2009 the approval of the **waiver from the provision of WIA Section 123** (Identification of Eligible Providers of Youth Activities) requirement, to competitively select providers of the following three (3) of the ten (10) Youth Program Elements: Supportive Services; Follow-up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

During PY 2012, 6 of the 15 local areas used the waiver approved to Puerto Rico to offer flexibility to the youth program. Graph 2 shows statistic of delivery of services and investment for youth in these three elements. Related to the Youth Program element of Work Experience, a total of 1,136 youth received work experience service through this approach. The funds allocated for





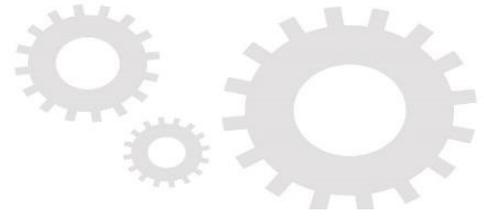
this work experience were of \$568,654. The average cost per youth for the each work experience was of \$500.



In the support services, the 6 Local Areas which used waiver delivered support services to 1,054 youths, with an investment of \$252,991. The average cost was of \$240 per youth. With the waiver for follow-up services were delivered to 1,199 youths, with an investment of \$149,826. The average cost was of \$124 per youth. This waiver has been very helpful to the local area due to the fact that is more cost effective.

Related to the waiver for the **Use of Individuals Training Account (ITA's) for youth**, during program year 2012-13, four (4) of the fifteen local areas delivered Individual Training Account (ITA's) for youth. A total of 66 older youth were impacted by this waiver, as show Graph 2. The Local Areas of Bayamón/Comerio and Southeast were which more ITA's granted, with 34 and 23 ITA's, respectively, and represent both an 86% of the total of the delivered ITA's. The funds



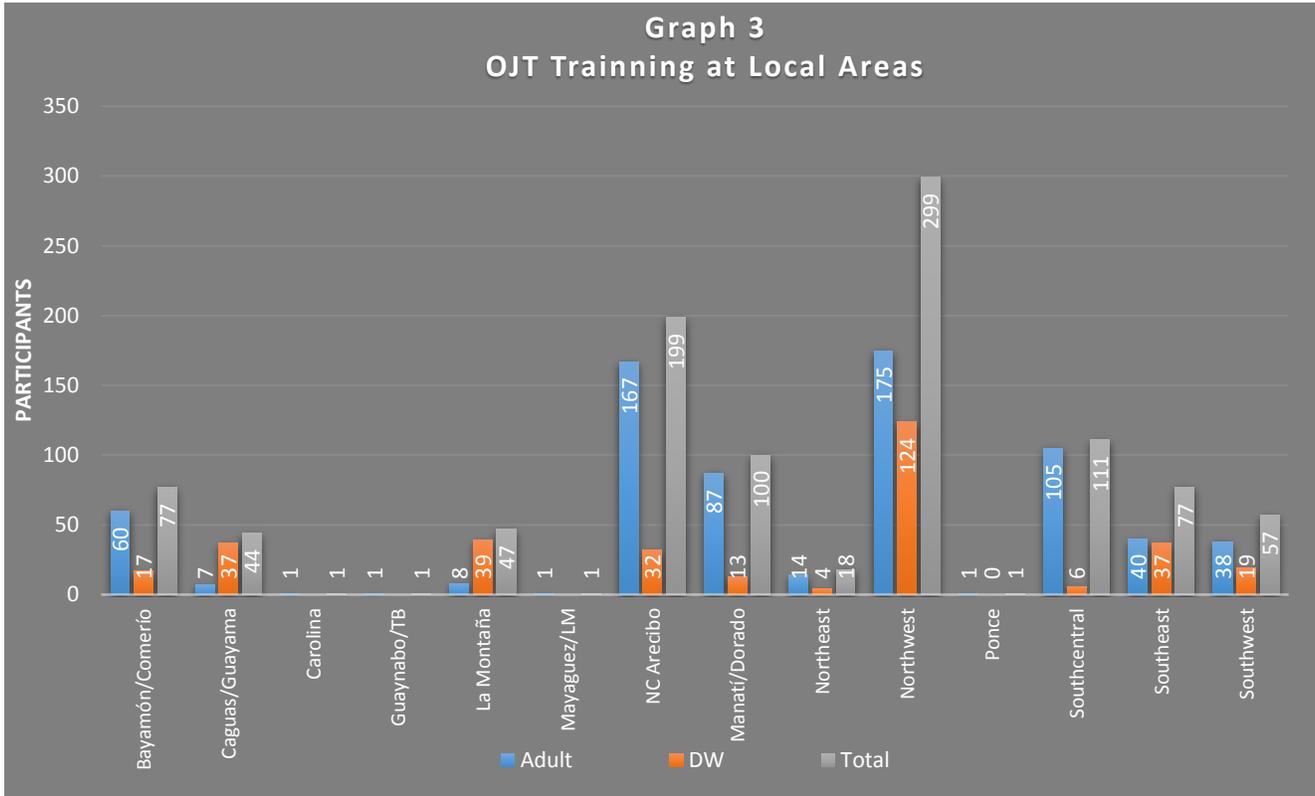
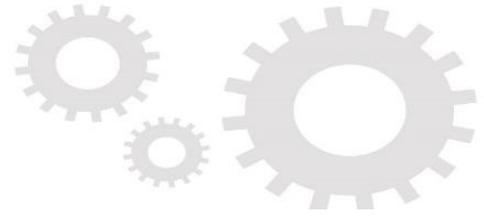


allocated for these 66 youth were of approximately of \$135,083 with an average cost of \$2,046 by youth. Through this waiver Local Areas had enough flexibility to deliver services based on the individual needs of participants as intended under WIA.

Regarding to the **Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs**, this waiver increase the efficiency and introduce more flexibility and creativity into design and implementation of employment and training activities for all Adult and Dislocated Worker clients. But during PY 2012-13, was not used by any Local Area so that no transfer of funds was made in the program year. The ADL also encourage Local Areas to increase the delivery of service to dislocated workers, due to the finding of ETA Region I of Boston, concerning the decrease trend showed in the last three year in the total dislocated workers participants delivered and the continuous reduction in the allocation of funds. Some Local Area was intended to make a transfer request from dislocated workers to adult program but were aimed to refocus their service strategies to increase dislocated workers outreach.

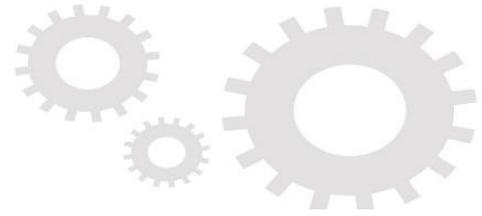
Related to **waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations**, on previous years, some of Puerto Rico's local areas had recorded WIB-specific certificates of completion as official credential. In order to resolve this situation Puerto Rico provided a training on January 2011 to all local staff regarding the utilization of recognized certificates and credentials, as defined in TEGL 17-05, for performance measure purposes. TEGL 17-05 indicates that "credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalent, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all state education agency recognized credentials."





During PY 2012, local areas had the opportunity to apply for a waiver to exempt them from including credential attainment outcomes in the performance standards for participants enrolled in the WIA On-the Job Training (OJT) program. Graph 3 shows the statistic retrieved from WIASRD of participant's that received OJT activities during PY 2012. Northwest and North Central Arecibo were the two WIB with more OJT activities as show the chart previously described. This waiver helped the state to comply with the performance measure related to credential attainment due that simplify the gathering of data required to support the OJT activity. Delivery of service were offered to 1,033 participants, split in 705 adults and 328 dislocated workers. This waiver provided the opportunity to those local areas that are still struggling with





the recording of appropriate credentials to continue with the provision of trainings without a negative impact on the credential rate performance measure.

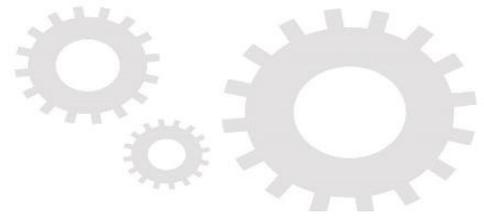
Related to Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider, WIA Section 122(c)(5), state that the Governor must require training providers to submit performance information and meet performance levels annually in order to remain eligible providers.

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

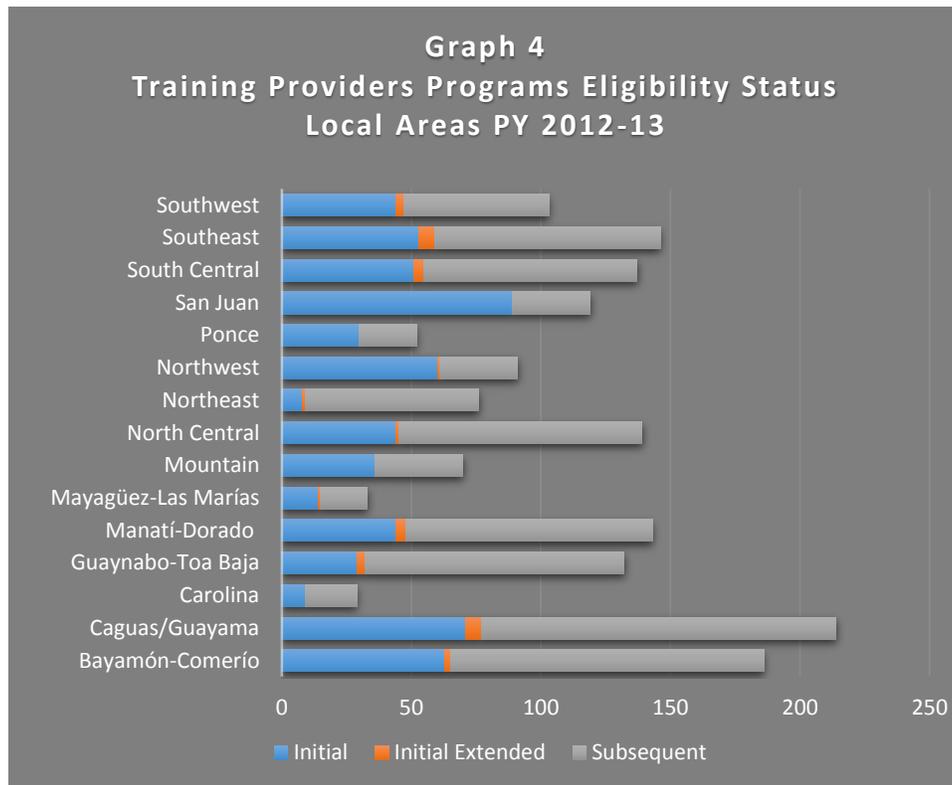
In order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA, the ADL designed a web system called *Sistema de Elegibilidad Lista Estatal de Proveedores* (SELEP, for its acronym in Spanish). Through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

Graph 4 shows the statistic of the ETPL services providers retrieved from the SELEP system. Puerto Rico workforce investment system had registered 1,670 training service providers to adult and dislocated workers clientele. Initial eligibility category had 645 service providers, meanwhile extended had 32 service providers and subsequent eligibility had 993 service providers. The application of this waiver will the notice once the 645 service providers with initial eligibility,



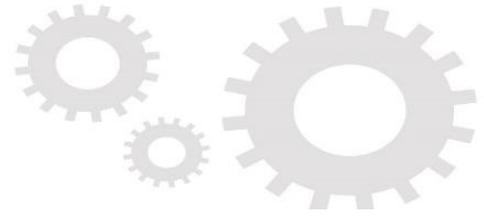


submit their subsequent eligibility to still as WIA Title I service providers. However, the state provide continuous follow-up and oversight to the Local WIB service provider in order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA.



States may require that these performance requirements be met one year from the date that initial eligibility was determined, or may require all eligible providers to submit performance information by the same date each year. The effect of this requirement is that no training provider may have a period of initial eligibility that exceeds eighteen months. In the limited circumstance when insufficient data is available, initial eligibility may be extended for a period of up to six additional months, if the Governor's procedures provide for such an extension.





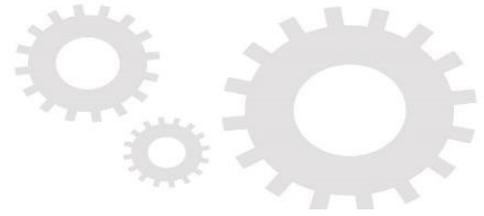
The indirect impact of this waiver application are the reduction of staff resources required to implementing the subsequent eligibility process, increase the customer choice and the number of eligible training providers, decreasing the data collection requirement upon the list and streamline the information for customers.

In relation to the Waiver of regulations at 20 CFR 666 and 667.300(a) to allow states to discontinue collection of seven (7) WIASRD data elements for incumbent workers, the Graph 1, previously presented in this report, incumbent worker training at state level was not used during PY 2012, due the continuous reduction in state set aside funds and at Local Level only 24 Incumbent workers received training under this flexibility waiver with a total investment of \$19,000. The Southeast WIB was the only that delivered services under this approach. However this waiver still as excellent tool as layoff aversion strategy due to the loss of competitiveness of lack of skill that will face any incumbent worker fore ahead. The state will encourage the Local WIB to assess the use of this waiver and encourage to use it as additional tool to identify workers with loss of competitiveness and as a strategy of layoff aversion.

TRADE ADJUSTMENT ASSISTANCE ACT (TAA)

The main goal of the TAA program in Puerto Rico is to assist workers who have lost or may lose their jobs as a result of foreign trade. The TAA program offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage subsidy to workers 50 years of age and older. This program seeks to provide skills, credentials, resources and support necessary to displaced workers, to encourage them to an early return to the labor force. The program has approximately 300 active participants.

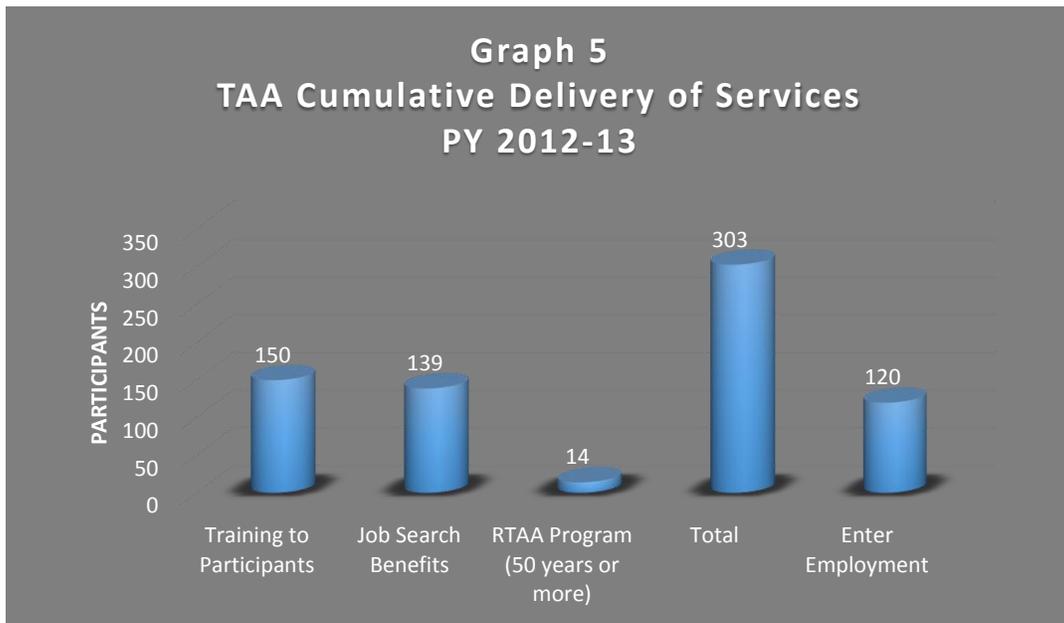


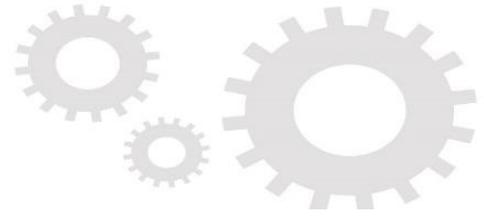


During PY 2012-13, Puerto Rico received the allocation of \$2,741,009 in TAA funds to offer a variety of benefits and services. The program had a cost expenditure of \$729,238.94 in delivery of services activities and \$229,936.80 in administrative costs, for a total expenditure of \$959,175.74.

The services delivered this year was: job search, occupational training, customized training, remedial training and RTAA (a wage subsidy to workers 50 years of age and older). In PY 2012-13 Puerto Rico had two industries certified as eligible to TAA funds allocation. Delivery of services included the devolvement of a Job Fair to Checkpoint participants and two job search workshops.

Among the active participants, Graph 5 shows the cumulative delivery of service to TAA participant according to the program activities.



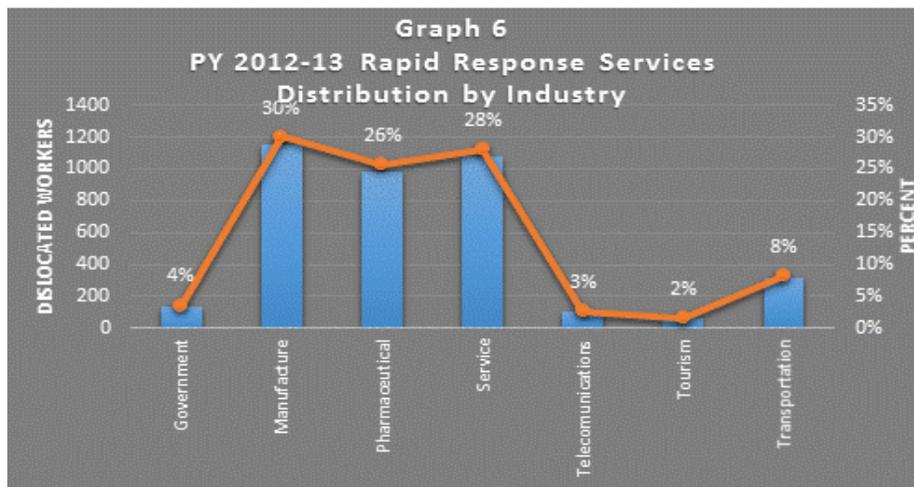


STATE FUNDS ALLOCATION ACTIVITIES

Rapid Response Services

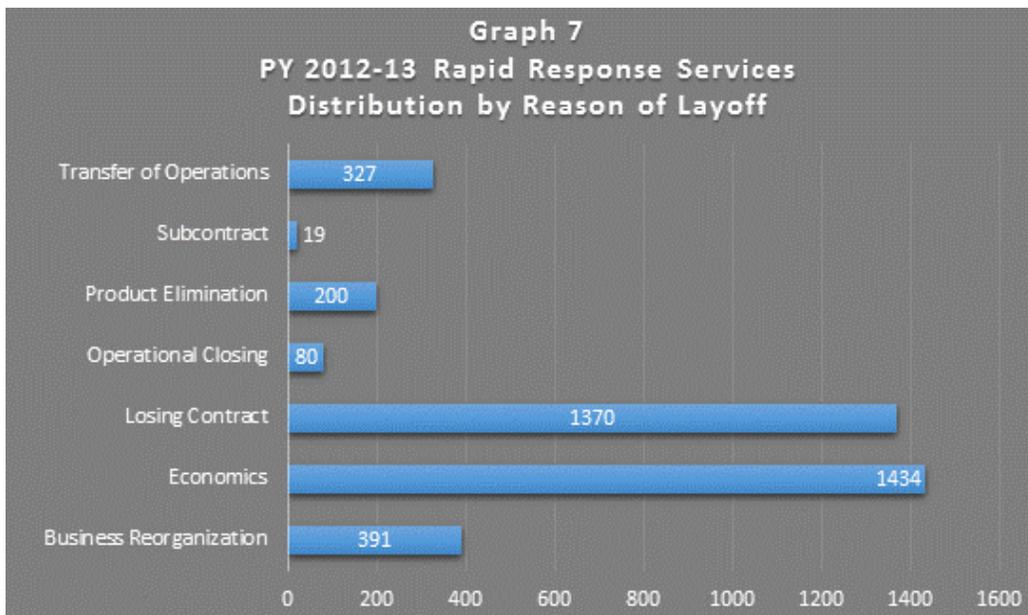
The Rapid Response Office of the Workforce Development Administration (WDA) were established to comply with the dislocated workers program requirements as established in 20 CFR, part 652, Subpart B-Allowable and Required Activities of the Workforce (A) and (3) of the Workforce Investment Act (WIA), Subpart C-Rapid Response Activities and Section 134(a) (1) (2). Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:

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



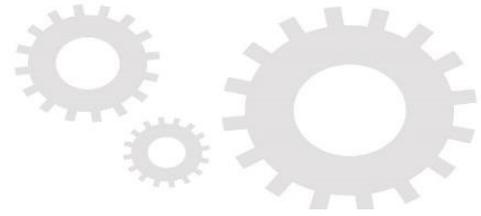


In PY 2012-13, Rapid Response delivered services to 3,821 dislocated workers in 31 employers including industries, government, business and professional organizations. According to the industrial composition, the manufacturing, the pharmaceutical industries and services still like previous years have been the most affected sectors. Manufacturing industries continued losing employment with 30% of total dislocated workers, followed by the service industry with 28% and pharmaceutical industry with 26% of dislocated workers. Manufacturing and pharmaceutical industrial sectors have lost more than 68,000 jobs in the last five years. Among these two industries and services industry reflected 84% of total dislocated workers in PY 2012-13, meanwhile the other occupational sectors like communication, transportation, tourism and government reflect the remaining 14% of total dislocated workers, as shown in Graph 6.



The WARN notification was activated by twenty five (25) employers representing 81% of the affected industries. This notification assist to provide the Rapid Response services in advance of a layoff event. Through the WARN notification and other sources, employers presented a projection number of employees that were going to be dislocated. The main reason for layoffs





was for losing contract with 56% of the dislocated workers, followed by reorganization process with 16% and transfer of operations with 13% of total layoff, as shown on Graph 7. Other reasons were due to contracts lost with 5% of the total dislocated workers.

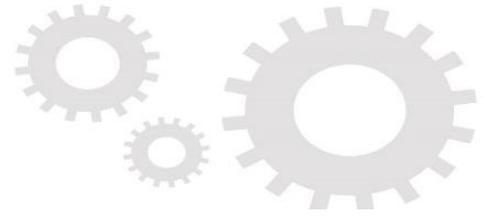
ADL Job Fairs Island Wide

A strategy implemented by the Commonwealth of Puerto Rico to employ dislocated workers was to hold Job Fairs throughout the Island. ADL in coordination with Local Areas, Rapid Response Service and the Puerto Rico Department of Labor, has participated in 17 jobs fairs island wide, as shown in Table 1. Services were provided to 1,284 workers with 429 job referrals, 288 resume were prepared. These job fairs were developed in coordination with Local Areas, federal, local and state government, universities, public housing administration and industries. The ADL Mobile Unit facilitated the delivery of service on-site, according to the participants needs. This Unit has the technological resources necessary for the preparation of resumes, photocopies, computer, employer’s interviews room, among other services. The website and job vacancy data base became a useful tool to integrate rapid response and local area service to delivery services to adults and dislocated workers. Job seekers had access to job vacancies and employers had a workforce source that addressed their needs. The State Dislocated Workers and Employers Unit (UETDP, by its Spanish acronym) continues to provide follow-up services to the participants of these fairs and to lay off workers in order to place them in well paid jobs.

Table 1
Job Fairs Developed by ADL Rapid Response Services

Job Fairs	Fairs	Participants	Drafted Resumes	Refer to Employment
Vocational Rehabilitation administration	3	217	17	0
Community Colleges	10	777	271	370
Industries	4	290	0	59
TOTAL	17	1,284	288	429





Job Fair in Vocational Rehabilitation

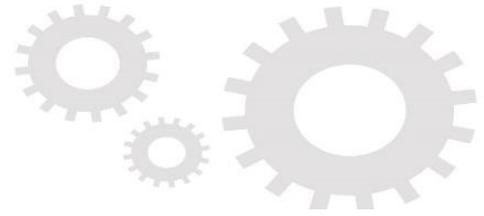


Job Fair in Vocational Rehabilitation



*Job Fair with Cámara de Mercadeo, Industria y
Distribución de Alimentos de Puerto Rico
(MIDA by its Spanish acronym)*





Jobs Fairs in Collaboration with Puerto Rico Economic Development Department

The UETDP of the Labor Development Administration (ADL), participated in various outreach and dissemination activities to employers along with the Trade and Export Company of Puerto Rico (CEC by its Spanish acronym) of the Puerto Rico Economic Development Department, in order to give orientation of the WIA Title I services available to employers still competitive and avoid layoff. The ADL signed a cooperative agreement aimed to achieve an interagency effort targeting outreach and guide on the services and benefits of different government agency. The ADL through WIA Title I services provide its resources to disseminate information to support the employers to achieve increased the workforce in the Island.

The CCE is a public corporation under the Department of Economic Development and Trade of the Government of Puerto Rico. This public corporation help new and settled entrepreneurs to the different phases to make business in Puerto Rico, since the preparation of the business plan to the strategies to export products and services, the CCE takes the industry step by step through the process of establishing and / or expanding business. Its provide guidance, technical assistance and advice on finding sources of funding, state and federal laws applicable to make business, export orientation plans, business education, among other incentives. Its vision is to promote an approach of entrepreneurship and products export culture for local goods and services, as the strategy to transform Puerto Rico into the trade center of the Caribbean, Latin America and the Hispanic niches in USA.



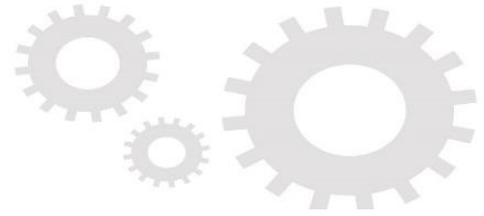


Table 2			
Outreach and Dissemination Activities with the CCE			
Activity	Date	Municipality	Employers Oriented
WIA Orientation to Employers with CCE	May 1, 2013	San Juan	140
WIA Orientation to Employers with CCE	May 2, 2013	Ponce	60
WIA Orientation to Employers with CCE	May 7, 2013	Mayagüez	130
WIA Orientation to Employers with CCE	May 9, 2013	Guayama	60
WIA Orientation to Employers with CCE	May 14, 2013	Canóvanas	85
WIA Orientation to Employers with CCE	May 16, 2013	Arecibo	95
WIA Orientation to Employers with CCE	May 23, 2013	Humacao	100
WIA Orientation to Employers with CCE	May 28, 2013	Guaynabo	85
WIA Orientation to Employers with CCE	June 19, 2013	Aguadilla	23
Total			778

Workforce Development Administration participated in the industrial guidance to Puerto Rico entrepreneur's and businessmen of WIA Title I services to employers as well as the laws and benefits they can get to develop their businesses and achieve job creation.





*PRDOL Secretary with Industrials and
ADL Administrator*



Outreach with CCE in Mayagüez



Outreach with CCE in SJ



Outreach with CCE in Arecibo

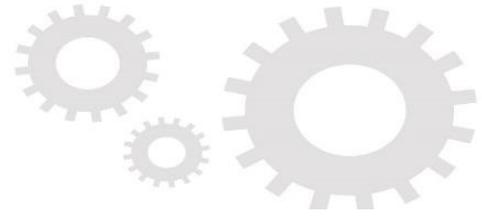


Outreach with CCE in Ponce



Outreach with CCE in Humacao





ADL Jobs Fairs with Local Areas

Also the ADL participated in job fairs in coordination with Local Areas. The Workforce Investment System mission and goal is to provide the tools necessary to make to the most job seekers population can return to the workforce. The ADL and Local Areas joined their effort to provide support to impact dislocated workers, older youth and adult participants to achieve their integration into the workforce. Jobs fair with Local Areas were an effective strategy to delivery of services and layoff aversion. Among these jobs fair we would highlight the fair developed to EA Industries dislocated workers to prove rapid response service and job placement.

Job Fair	Place	Participants	Jobs Offers	Employers	Referred to Interview	Resume Preparation	Enter Employment
EA Industries April 17, 2013	San Lorenzo	674	484	15	113	109	38
Other Services:	Dissemination workshops, criminal record certificates, copiers and internet service.						

Table 3 shows statistic of the Jobs fairs developed in a joint effort with Local Areas to delivery service to Jobs seekers and population. Also, Graph 8 shows these statistic in a chart template to help understand the reach and outcomes of this strategy of services. Is important to highlight that people that were delivered services still as part of the Local Areas and Rapid Response data base to offer follow-service, job search and placement. The participants that are display in the chart as enter employment were those that were hired immediately in the fairs.



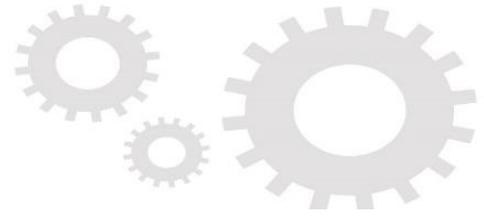
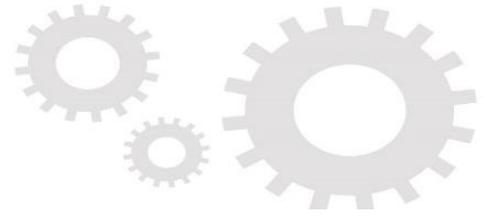


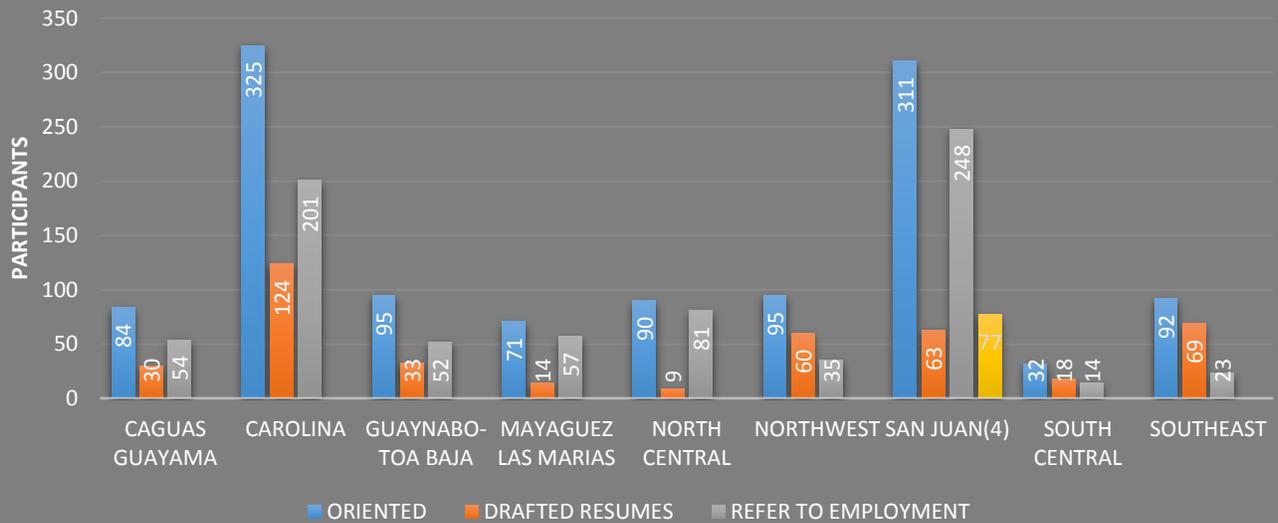
Table 3
ADL Jobs Fair Developed with Local Areas
PY 2012-13

LOCAL AREA	DATE	PARTICIPANTS	RESUMES PREPARATION	REFER TO EMPLOYMENT
GUAYNABO- TOA BAJA	Jan- 30, 2013	95	33	52
SAN JUAN	Feb-22, 2013	64	8	56
SAN JUAN	Mar-14, 2013	137	40	97
SOUTH CENTRAL	Mar-16, 2013	32	18	14
CAROLINA	May-21,2013	325	124	201
MAYAGUEZ/LAS MARIAS	May-28,2013	71	14	57
SAN JUAN	May-30, 2013	29	11	18
CAGUAS/GUAYAMA	Jun-14, 2013	84	30	54
SAN JUAN	Jun-19, 2013	81	4	77
NORTH CENTRAL	Jun-20, 2013	90	9	81
SOUTHEAST	Jun-25, 2013	92	69	23
NORTHWEST	Jun-27, 2013	95	60	35
TOTAL		1,195	420	765





Graph 8
ADL Jobs Fairs in Conjunction with Local Areas
PY 2012-13



LOCAL AREAS SERVICE DELIVERY APPROACH'S

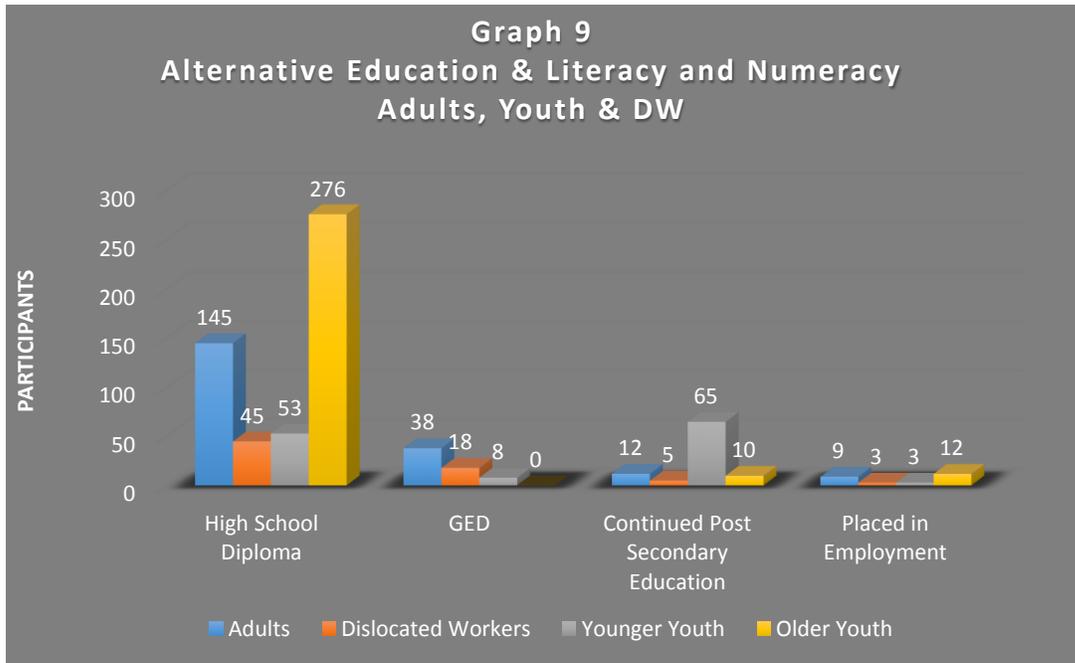
Literacy and Numeracy and Alternative Education Activities

Adults and dislocated workers seeking jobs with less than high school education, face great difficulty to return to the workforce due to the intense competition that represents persons with college or university degrees. Data from the US Census 2010 showed that in Puerto Rico there are 746,820 individuals with an educational level less than high school, distributed in 484,138 with less than 9th grade and another 262,682 with grade level of 9th to 12th grade, with no diploma.



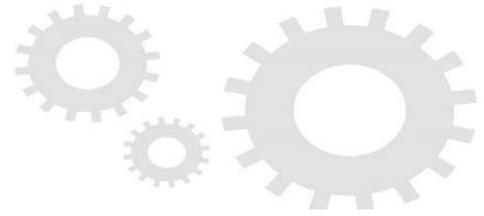


This data analysis will show that most of these people are low skilled workers, working in industries like manufacturing, construction, agriculture, leading to the production of goods. In Puerto Rico these industries have faced job reductions, with manufacturing being the most affected by the job loss.



For this reason, the most requested services at the One Stop Center is Literacy and Numeracy for Adults and Dislocated Workers and Alternative Education for Youth, in order to acquire basic skills in English, Mathematics and Spanish, necessary to complete high school or obtain the GED. Graph 9 shows the participants that received these services among the One Stop Center. Complete secondary education is the primary key to enter employment or continue post secondary education. We want to highlights these services due of their importance as the primary step to update skill and achieve competitiveness in the labor force.





My Pathway to Employment in Caguas/Guayama

My Pathway to Employment, is an initiative to help citizens of the Local Area of Caguas / Guayama to achieve personal and professional development with the purpose of achieve self-sufficiency and self-management. The program consists of 10 simple steps, which will trace a path in a structured and organized way, helping to identify self-limitations and strengths, where the participant decide their route to success: to continue post-secondary education, training in a occupation or identify employment opportunities.

Getting employment is not easy, employee have to work to get a job and Local Area must educate their citizens because actually get a job is a shared task. This program find a match between suitable job seekers with employers and improve the social and economic life through education and employment. The ten step are the following:

1. Searching my Pathway
2. My Employment Toolbox
3. My Reality Where I Am?
4. My Prescription-Defining my Pathway
5. My Commitment to Work
6. My Success How am I going to achieve?
7. In Search of my Future
8. ¡I succeeded!
9. Compete to Win
10. I'm Owner of my Success





traza tu propia ruta en 10 pasos sencillos



que te llevarán a tu desarrollo personal y profesional



paso 1: buscando mi ruta

Visita nuestro Centro de Gestión Única Cayey-Aibonito. Regístrate y comienza el proceso de buscar empleo lo planificado y estructurado posible.



paso 2: mi caja de herramientas

Evaluaremos tu perfil y te ofreceremos técnicas y estrategias para que conozca tus fortalezas y debilidades para acceder al mercado laboral.



paso 3: mi realidad ¿donde estoy?

Identificaras las oportunidades y amenazas del mercado laboral. Descubrirás si tienes la formación adecuada, te ayudaremos a mejorarla y aprenderás a organizarte para aprovechar al máximo el tiempo para Buscar Empleo.



paso 4: mi receta - definición de mi ruta

Definirás La Receta para estar en Ruta a mi Empleo. Conocerás aspectos importantes de tu perfil que te ayudaran a moverte al próximo paso.



paso 5: mi compromiso ¡a trabajar!

Una vez tienes en cuenta que HAY QUE TRABAJAR PARA CONSEGUIR TRABAJO. Te comprometerás a lograr la definición de tu Ruta.



paso 6: mi éxito ¿cómo lo voy a lograr?

Realizarás estructuralmente un Plan de Acción, con todo lo necesario para continuar la Ruta a tu Empleo.



paso 7: a la búsqueda de mi futuro

Contarás con todo lo necesario tanto personal como profesional para lograr competir en el mercado laboral.



paso 8: ¡lo logré!

HABRÁS COMPLETADO LA PRIMERA PARTE DE LA RUTA A MI EMPLEO



paso 9: competir para ganar

Entrarás en el proceso de asistir a entrevistas de empleo, completar solicitudes, localizar aquellas ofertas que sean compatibles con la DEFINICIÓN DE TU RUTA.



paso 10: soy el dueño de mi éxito

Estarás completamente En ruta a mi Empleo, en este Último paso serás dueño de tu Éxito. Habrás logrado tu desarrollo personal y profesional para la autosuficiencia y autogestión.

Calle José De Diego #151 Este, Cayey, PR
Tel. (787) 263-4747 / (787) 263-4744 - Fax (787) 738-7570 - enrutamiempleo@amsi.gov.pr



tu ruta al éxito comienza aquí

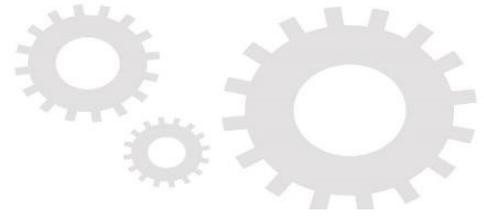
¿No consigues empleo? ¿Quieres ser dueño de tu propio éxito y no sabes por donde empezar? **en Ruta a mi Empleo** te podemos ayudar...

Te ayudamos a identificar tus fortalezas, tus debilidades y tus metas para que traces tu propia ruta en 10 pasos sencillos que te llevarán a tu desarrollo personal y profesional

¡visítanos!

Calle José De Diego #151 Este, Cayey, PR
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enrutamiempleo@amsi.gov.pr





SUCCESS STORIES PEOPLE TRANSFORMED BY WIA SERVICES

Dislocated Worker Complete High School Credential in South Central

The Local Area of South Central tells us about the overcoming of a dislocated worker of 43 years of age, low income and dropout since 1985 (with a ninth grade education). She visited the One Stop Center in order to get a job. The objective assessment demonstrated her need to complete the high school grade to expand her employment opportunities. The Case Manager's assessed and referred her to the activity of Literacy and Numeracy. Since the beginning of the courses she



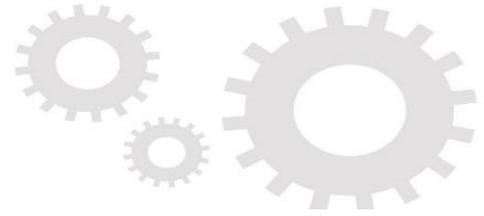
Sra. Maritza Rivera, participante desplazada y desertora escolar desde el año 1985.

had an excellent performance. She was awarded medals in different subjects, including Mayor Medal awarded by the Municipality of Naranjito, which is awarded to outstanding students complete their achievement and continuing the process in the local area aimed at achieving unsubsidized employment.

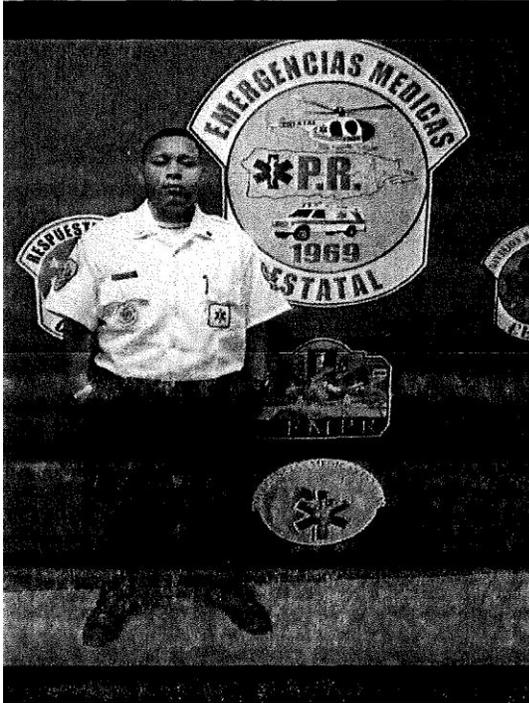
Handicap Man Complete High School and Continue Occupational Training in South Central

South Central Local Area also helped an adult with disability and dropout to complete his occupational goals. This man is special because he only has one arm, but this disability didn't limit him to obtain his goals. He completed the Literacy and Numeracy training and completed the high school credential with high grades. This special man, not only achieve his goal with high academic grades, but he is already enrolled to begin occupational training in automobile bodywork and paint through an Individual Training Account.





South Central Outstanding Youth

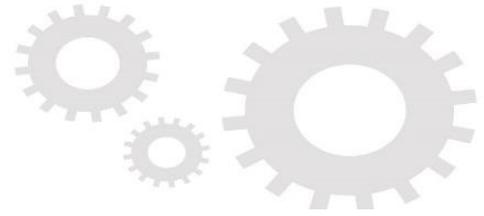


In the South Central Local Area a young student who was taking an occupational training as Emergency Medical Technician at the Institute of Banking and Commerce, he never imagined how the knowledge acquired in his training would serve to meet the challenges of his life. The first thing to outstanding about this youth is that he maintained an excellent GPA. He shared with us the experience he had when his nephew of three years old choked with an object that was miss in his mouth. Using the knowledge acquired in the training and that he had taken first aid curses, this WIA youth participants would intervene with the situation saving the life of his nephew.

Dropout Out School Youth in La Montaña

Among the group of participants of the La Montaña Local Area was a youth school dropout who visited the One Stop Center with the need of taking a training of Alternative School. This youth grew up in a dysfunctional home suffering physical abuse from his father to him, his mother and his brothers. During his adolescence he began committing crimes of theft and experiment with drugs. As a result of their actions faced trouble with the law. Although he was in the process of rehabilitation when he attended the Local Area looking to complete his high school, he had to participate in the course being on parole. But with his great perseverance achieving successful completion of the high school degree. This youth now has 21-year-old, completed his sentence





and is now working as manager of a gas station. He became an independent man and financially support his home. Also, soon he will be father for the first time. Thanks to his recovery and commitment he will offer to his child a stable home different than he had to live.

Younger Youth in Mayagüez/Las Marías

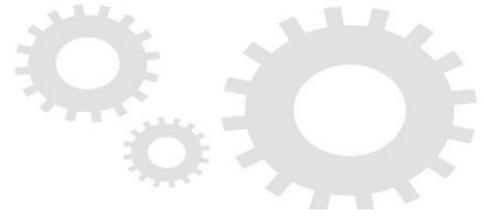
In the Local Area Mayagüez/Las Marias a younger youth began receiving services from the WIA youth program in 2008, while he was in the ninth grade. He lived with his mother in a low income special community. Despite being poor family, was proposed still studying and never left the school. At age of 15 he began his participation in a Work Experience. During the years 2008 to 2013 continued to participate to develop their skills and help financially his mother. He completed his High School with a vocational credential in Refrigeration and Air Conditioner Repair. Later continued postsecondary education in Computer Repair, which he completed satisfactory and currently is awaiting certification from the Institute of Banking and Commerce.

Homeless Youth with an ITA in Southeast



In the Southeast Local Area a young couple faced several personal situations which led them to sleep in a park, in a church and then in a car. The Southeast Case Managers realized the situation of both and delivered the One Stop Center services to help them overcome their homeless status. They were given counseling service and they showed desire to overcome that situation they were experiencing. She was assigned an Individual Training Accounts to study an Associate Degree in Nursing. The groom meanwhile began studies with the goal to become a doctor. Currently, she is studying nursing, near to complete her training with the benefit of the ITA's, while he continues his studies in medicine.





Adult with Literacy Deficiencies in Mayaguez/Las Marías

The Local Area of Mayaguez/Las Marías highlights between their success stories about an adult participant of 18 years old, graduated from high school, with deficiencies speaking English and without a significant work experience. Dependent on public assistance and the only income she received was from the Nutritional Assistance Program. She visited the One Stop Center with the interest to begin post-secondary studies in the area of nursing in order to become self-sufficient and acquire a career to help her family. After receiving Core and Intensive services and try to get a job without results, the Case Manager referred her to receive Training Services. The participant was oriented about all the institutions that were offering health training. Finally, she formally began training as Practice Nurse and finalized it with an average of 3.38. Currently she is standby to take the professional practice tests (reválida), and then begin to make arrangements for employment. The Local Area is taking follow-up services to refer to a job once she approve the test.

Sickness Young Lady Completed her High School in Caguas

The Local Area of Caguas/Guayama tells this story of overcoming of young low-income lady from public housing complex in the City of Caguas, who was looking to complete her last academic year of high school, but was limited by having a health condition that kept confined in the hospital, unable to attend school. With high sacrifice due to her health condition, this student would graduate and received her degree successfully.





Hotel Entrepreneurs in Northwest

A lady from Añasco Municipality went to the Northwest One Stop Center for orientation about WIA services. A Case Manager evaluated her and develops the Individual Employment Plan, in conjunction with the participant. Her main goal was to establish her own business. She received an occupational skills training, in particular, an entrepreneurship training. The client successfully completed her participation and moved to Texas, where arises an opportunity to establish her own business in the area of hotels maintenance services, form a company and was hired by a hotel of the area. The hotel was satisfied with the services and decided to extend the contract. The business expanded to other hotels, and her company is currently financially solid and recruiting more employees.

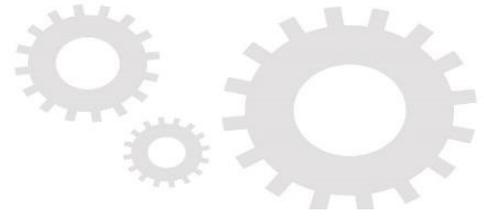
Heavy Truck Driver in Northwest

Adult participant of 29-year-old visited the Northwest Local Area with the main goal to training to become a professional heavy driver with the intention to move to the United States. Based on his goal and after core and intensive services is referred to training services through an Individual Training Account (ITA's), as a student of truck driver. Once he completed the training he found a job in mainland and achieving his goal. He is currently a professional truck driver in the state of Arizona working in interstate transportation.

Single Mom Achieving a Credential with ITA's

A young mother who was classified as a displaced homemaker, because she had never worked or studied and had just divorced taking charge of her four children. In the evaluation process was offered the opportunity to take an Individual Training Account (ITA), meanwhile she identified her interests in the area of occupational health, integrating in the training of Peripheral





Cardiovascular Technician at EDIC College. She complete their credential with outstanding grades and currently is practicing her profession. We must take into consideration that this is her first experience of employment because while she was married his income came from her husband. This achievement will be consider in two phases personal and professional.

Bayamon/Comerio Youth Participant from the Diable Youth Immersion in Labor Market Project

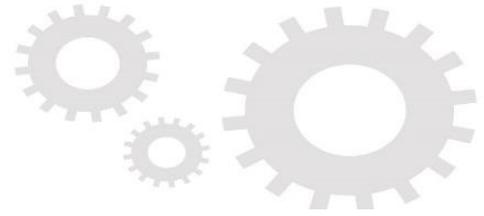


Bayamon/Comerio highlighted the story of an older youth with a Mental Retardation condition that finish the program and was prepared to enter into the labor market. At present he is working in an On the Job Training of 25 weekly hours at Church Fried Chicken as General worker. In the beginning it was a process to get the confidence of the employer that the participant can succeed if he has the opportunity.

Two Ex-Offenders Hired by El Nuevo Día Newspaper

Among, their participants Bayamon/Comerio Local Area had two former inmates, one an adult of 37 years old, long term unemployed an ex offender with 12 convictions, with limited possibility to obtain a job without subsidized employment. He successfully finished an OJT Training in the Nuevo Dia Newspaper and is currently employed fulltime. The another one was an adult dropout, ex offender, long term unemployed and also homeless that enter into the El Nuevo Dia OJT project that successfully finish the program and is currently employed fulltime.





Dropout Youth in Southwest

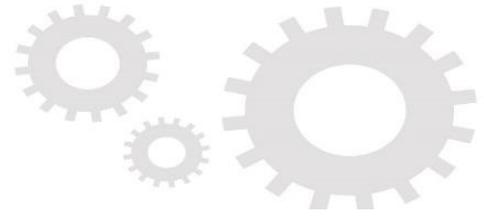
In Southwest Local Area a youth school dropout who came to the One Stop Center seeking services to complete the high school diploma. He knew that he had low opportunities to get employment without his diploma and academic preparation. After the assessment, he received the service of Alternative School aimed to complete his high school, which ends with an excellent average. Then, he was interested in an Individual Training Account/ITA and began studying *Funeral Management and Embalming*. Currently, he is carrying out the practice and already close to graduating and the Local Areas is delivery follow-up services to place in a job once he complete this training.

LOCAL AREAS DELIVERY OF SERVICES STRATEGIES

Internship for Youth in Ponce

Ponce Local Area has been known for supporting youth to develop their occupational and academics needs. The most requested services among youth are the Work Experience, Alternative Secondary Education and Internship. These activities were delivered as an occupational practice for students of the Vocational Schools of Ponce. The objective of this activity is to enable vocational youth to complete the hours of practice required by the Puerto Rico Department of Education to get the high school diploma, while developing job skills that will help them to obtain an unsubsidized job. Among the youth who took advantage of this project was a young woman who highlights academically and professionally. During the Internship she made her practice on Ponce Firehouse Museum as a tour guide. He has been in several social organizations and was member of the Association of Marketing Students (DECA by Spanish acronym). At the last convention of DECA, she showed her strong leadership skills, for which she won the first place in Puerto Rico as DECA distinguished student. She had the task of leading all





the youth of the Association in Puerto Rico performance a great job. This youth continue university studies in communications in the Sacred Heart University, in addition to obtaining a college scholarship for his academic average.

Dislocated Workers ITA's in Ponce



In Ponce Local Area among the most requested activities by adult and dislocated workers is the occupational training in Security Technical Operations, Intelligence, Investigation and Loss Prevention. Among those who took this training outstand a dislocated worker with Honor Degree and an adult woman with Medals of Honor. After several personal situations both were able to complete the training obtain a credential as Security Guard and been hired as soon they graduate. Currently these two person are performing as security guards.

School to Career in Vocational School in Caguas

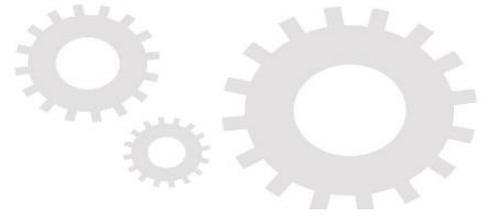


This project was developed for 25 in-school youth in the public education system. It offered tools to improve their academic achievement in the basic subjects of Spanish, English and Mathematics. The goal was to strengthened their educational skills and help them face the transition from school to the workforce. This



activity included workshops in study habits, technology, music, theatre and dance, among others, so that participants would develop the necessary skills to successfully complete high school.





Craftsmen Pre-Vocational Training in Caguas

This project is coordinated with the Municipality of Caguas and delivered services to 20 art craftsmen to strengthen their skills in conversational english, basic computer, marketing and computerized accounting. The skills are reinforced with an element of business coaching in order to impact the reinforcing of local development corporations established in the City of Caguas. Craftsmanship is one of the lines to promote tourism on the Island and artisans were greatly benefited with these pre-vocational training.



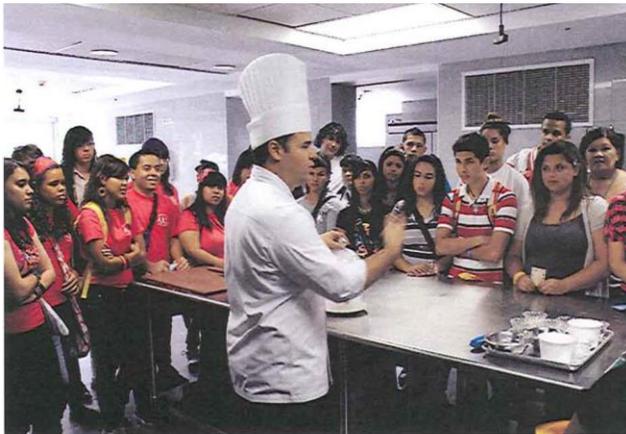
Southwest Educational Fair for Youth with Colleges Collaboration

The Southwest Workforce Development Local Board for second year in a joint effort with Puerto East University at the Cabo Rojo campus, developed the education fair named Thinking Your Future, targeting more than 397 in-school youth with vocational and postsecondary opportunities available from colleges in the region. The following colleges and universities participated in this fair: Inter-American University of Puerto Rico; Puerto Rico University of the East, RCJ Technical College, Northern Research Institute, Strong Institute, University of Puerto Rico, Ponce campus, POPAC Institute, AAFET, Institute of Banking and Commerce, Mech Tech Institute; Vocational Institute for Educational Development, Carlos Albizu University of San Juan, and Croupier Institute, among others. The youth received vocational and educational orientation





aimed to continue vocational or educational careers on occupations in demand. Also they received motivational workshops, information from college exhibitors, brochures, applications, and financial aid information, among other data.

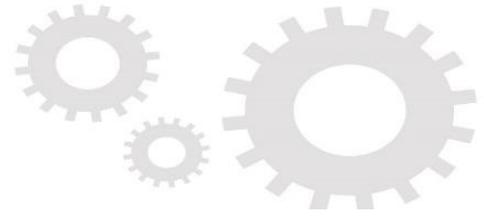


Southeast Youth Club

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

The members of this club became resources to their communities by connecting the needs of their neighborhood with the local area services and promoting the increase of Local Area customer.

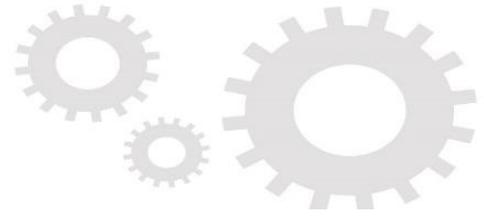




Some of the activities in which the Youth Club participated in PY 2012 were:

- Youth participants worked as volunteers in the International Day of Persons with Disabilities carried out on November 26, 2012, sponsored by the Office of Persons with Disabilities Ombudsman.
- The Club participated in the Relay for Life sponsored by the American Cancer Society to raise awareness about this disease. Youth participants worked at the registration table filling the form from cancer survivors, as ushers, and in the talent show.
- The Club participated on May 3, 2013 in an environmental fair in the municipality of Humacao. This is a family activity to guide and promote the conservation of the environment, with educational workshops in themes such as preparation of a home garden, hydroponics and how to make compost.
- On May 25, 2013, the Office of Environmental Affairs of the Municipality of Humacao held the green activity of cleaning the Rio Humacao and the Youth Club was there making volunteer work. This activity aims to make a difference in their peers and raise awareness of environmental conservation and that youth know the impact of deforestation and the conservation of water resources.





Job Club in Southeast Local Area



The Southeast Job Club is an initiative developed in the One Stop Center that began in October, 2012 and it delivered services around one hundred and twenty (120) adults and dislocated Workers participants of this Local Area. The project's goal is to train participants on writing

Resumes, assist them in the Job Search, guide them to be successful their job interviews and create a resource bank to an effective and innovative employment placement. Also, that they share support in their job search, share ideas, opportunities and experiences in the labor market.

Mathematic Pre-Vocational Training in Southeast

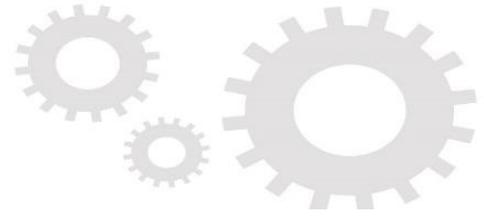
Taller de Matemáticas



The activity was delivered to 7 Dislocated Workers and 67 Adults. The goals of this pre vocational training was the participants gained skills in problem solving and arithmetic formula's that will be transfer to their workforce environment and while learned some computer programs skills. It aimed to improve skills in handling equipment such

as scientific calculator, computer and electronic cash registers. They learned to prepare electronic worksheet and mathematical calculations, create mathematic formulas and handling another everyday business tasks such as bank reconciliations, managing the family budget, applications of mathematics in business, financial management of Microbusiness, computerized





accounting and saving among others. This activity was aimed to participants with deficiencies in arithmetic skills to improve their employability.

Technicians in Photovoltaic Plates in Southeast

Southeast Local Area graduated a group of 14 adults and five Dislocated Worker that completed a credential as Technicians in Photovoltaic Plates of the Municipalities of Humacao and Juncos. Participants completed 38 credits as in the training of Technical Plate Photovoltaic and Renewable Energy. They obtained a credential that prepared with the knowledge in the fields of

Técnicos de Placas Fotovoltaicas

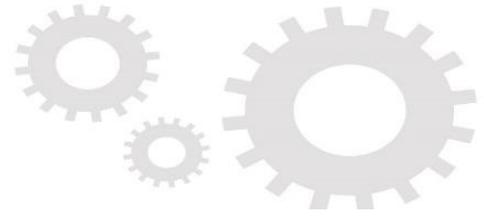


Installing Solar Panels, Photoelectric Effect, Blue Energy, Wind, Geometric, Hydraulic, Tidal, Solar and Undimotriz, in addition to writing a business plan with a practice of 90 hours. The Local Area is offering monitoring services for green job placement for those who decide to start their own businesses seek financial alternatives to achieve this.

Bayamón/Comerío OJT for Ex-Offenders with the Newspaper El Nuevo Día

This project involved the training of 12 adult ex-offenders, in the occupation of Hand Packagers to work with el Nuevo Dia, that beside being the biggest newspaper in Puerto Rico is one of the best employers as evidence with lots of recognitions received as employer of the year. The participants were individuals with minimum or no experience in the labor market and that with the barrier of being an offender would have no opportunity to compete for the positions,





otherwise. They had the support of case managers along the process and are currently working with El Nuevo Dia. The total investment for this project were \$14,572.

Bayamón/Comerío Job Clubs for Youth

A total of 67 participants were served in Basic Skills training for youth during 2012 Summer Youth activities. These participants were oriented to participate in a Job Club component. This strategy was an alternative participation for those who can benefit so as unemployed youth or those interested in learning about the labor market trends and employment outlook, 37 participants were included in the Job Club. It was scheduled to begin on October 5 to December 14 in the activities include:

- Initial orientation an selection of directive group
- Job Search Training
- Labor Market Orientation and employment outlook



Labor Market and Employment Outlook

The experience was very intensive and productive for the participants.





Innovative Project for Youth of Mayagüez/Las Marias Local Areas

This proposal was presented to the Local Area by the Techno Economic Corridor of Puerto Rico (PRTECH) to Develop Personal Skills Program in Technological Innovation and Occupational Development for 25 youth between 14-18 years. In this innovative project, developed with the PRTECH, the regional economic development initiative of the west of the Island, was offered to participants the opportunity to experience a direct participation in the world of business and technology. This activity exposed them to post-secondary education, workshops and employment practice, and exploring opportunities for self-employment and entrepreneurship.

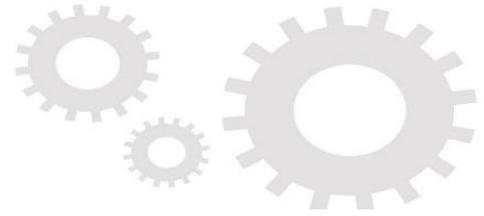
Green Job to Older Youth in Mayaguez/Las Marias Local Area

The Local Area Mayagüez/Las Marias provided an opportunity for a group of older youth to obtain a credential in a green job of Landscaping and Garden Design offered by the training provider Institute of Vocational Education. In this training 25 participants between the ages of 18-21 years developed the skills necessary to be certified in landscaping, construction and maintenance of green areas and how to apply their knowledge to the development of a commercial enterprise. Green jobs, especially Landscaping and Gardening is one of the most demanding jobs on the island, due to urban growth that has occurred in recent years.

Pre Vocational Accounting Training in Southeast

This activity was targeted to Adults and Dislocated Workers interested in acquiring basic knowledge and skills to obtain a credential as Accounting Assistants. This activity was delivered to 16 participants (12 adults and 4 dislocated). This is a pre-vocational program that develops and promotes in students the numeracy abilities and skills in accounting key subjects like basic

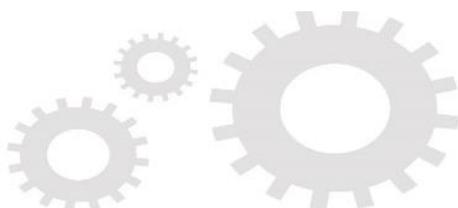


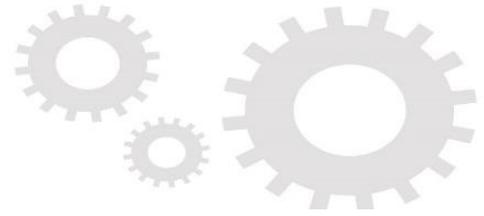


accounting, intermediate and advanced accounting, cost accounting, finance, marketing and other practices and materials that outline the student as a trained to work in any company. They would develop the skills to be employed in private companies, small or large businesses, shops, offices, corporations and among other employers. The training was of 675 hours and they completed 39 credits and earning a credential Accounting Assistants.

Mayaguez/Las Marías Entrepreneurship Training for Adults and DW

This project was developed by the service provider CDE Development, Inc. For the second consecutive year the Local Area of Mayaguez / Las Marias continued its participation in this initiative of entrepreneurship training of the Municipality of Mayagüez. The participant's received 40 hours workshops of establish up a business and management skills. Among the business services ideas provided by these entrepreneurs are: thin pastry, home remodeling, light mechanics, residential and commercial painting, child care, coordinating activities, commercial, industrial and automotive refrigeration, and many others. Were selected 22 participants and would complete the training and as a result 75% were succeeded in establishing a business.

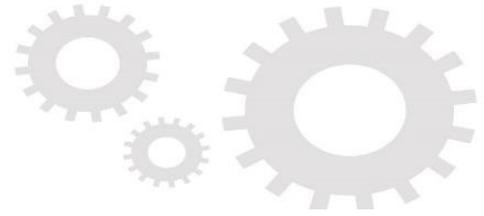




South Central Health Promoters

The stressfully lifestyles that have been spreading in our society are increasing the health problems, specially the morbid obesity, this due to poor diet habits and a sedentary lifestyle. In this situation, the Central South Local Area developed a training for in-school youth in eleventh and twelfth grades as "Health Promoters". Once they completed this curses, these youth provided guidance in the community on how to improve good eating habits and adopt healthier lifestyles as a way to prevent chronic diseases. In addition of increase their health knowledge, they developed leadership skills, social interaction, effective communication and community work, which will be essential for their postsecondary education. They took nutritional workshop to summer camps, what motivated them to continue their education in the field of health and allied health.

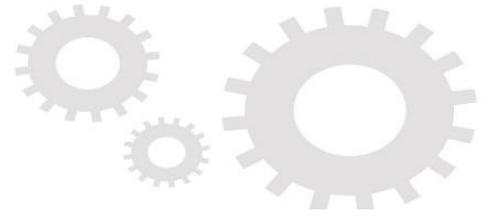




Electrician Assistant Pre Vocational Training in Southwest

In Southwest Local Areas fifteen (15) participants (10 adults and 5 dislocated workers) were offered a basic Electrician Assistant prevocational training in the Municipality of Peñuelas. The duration of the course was 400 hours. This curriculum gave to participants the opportunity to acquire the theoretical, technical and practical knowledge required in the electricity industry, which will be able to start their own business in the installation of counters, voltages and installation state regulations. Participants learned about lighting systems, transformers, lumens formulas, installation, and repair of lamps, among others of basic electricity.



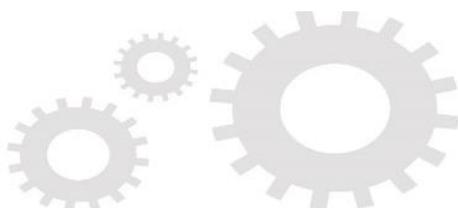


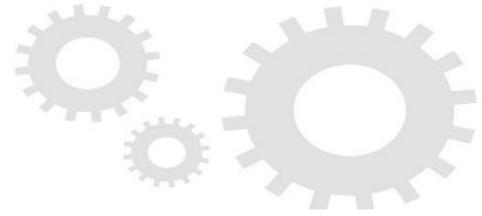
LOCAL AREAS STRATEGIES TO ENGAGE BUSINESSES AND EMPLOYERS

Integration with Economic Regional Initiatives

The Mayagüez/Las Marias Local Area is located in the western area of Puerto Rico. This area has been identified as highly developed opportunities in the Regional Competitiveness report in Puerto Rico. The Local Areas as part of the effort to increase employment and region competitiveness participate in the different economic initiatives aimed to a join effort to rise the economy of the west region. Among the economic initiatives in which the Local Area are integrated are:

1. ***Impulso Desarrollo Económico del Oeste (IDEO)*** – This is a corporation that is organized to integrate the different economic sectors: hotel and inns owners of the West Zone, trade and business, banking, colleges, the manufacturing, the tourism industry and the mayors of the Region.
2. ***Porta Del Sol*** – This the trade brand for tourist destination in Puerto Rico west region. It covers seventeen (17) municipalities including Mayagüez and Las Marias. This important sector is a source of job creation and capital to the development of the area.
3. ***Desarrollo de Puerto de Mayagüez*** – The Port of Mayagüez is an important economic asset not only for the City of Mayagüez but for all the West region. The arrival of cruise ships and cargo is a new source of direct and indirect employment for the area.
4. ***Movimiento de Mayagüez para el Desarrollo del Oeste*** – Nonprofit organization whose purpose is to achieve economic and infrastructure development in the western area. Its





mission is to advance the development of the City of Mayagüez and the western region of Puerto Rico, fostering a climate of economic, technological and social environment favorable to the development of public and private enterprise.

5. ***Corredor Tecno Económico de Puerto Rico (PRTEC)*** – This organization helps develop regional competitiveness in the West as the Guanajibo Research and Innovation Park, manage the VITEC2 initiative, the first high-tech incubator in Puerto Rico and also manages the Research Center in Cabo Rojo. It has partnerships with universities, organizations and Local Areas. Its Executive Director is a member of the Local Board.

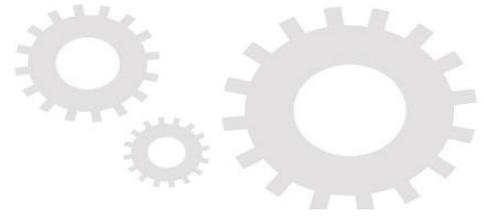
6. ***Cámara de Comercio del Oeste*** – A nonprofit corporation formed by businessmen of Mayaguez and the western area that promotes the economic, social and civic environment, strengthening trade relations between Puerto Rico, United States and foreign countries.

7. ***Asociación de Industriales del Suroeste (SWIA)*** – It is an entity that groups the southwest industrial sectors of Puerto Rico in order to develop manufacturing industries and services. The SWIA relation allows us to meet the needs of training and/or recruitment of employees by company’s members of this association.

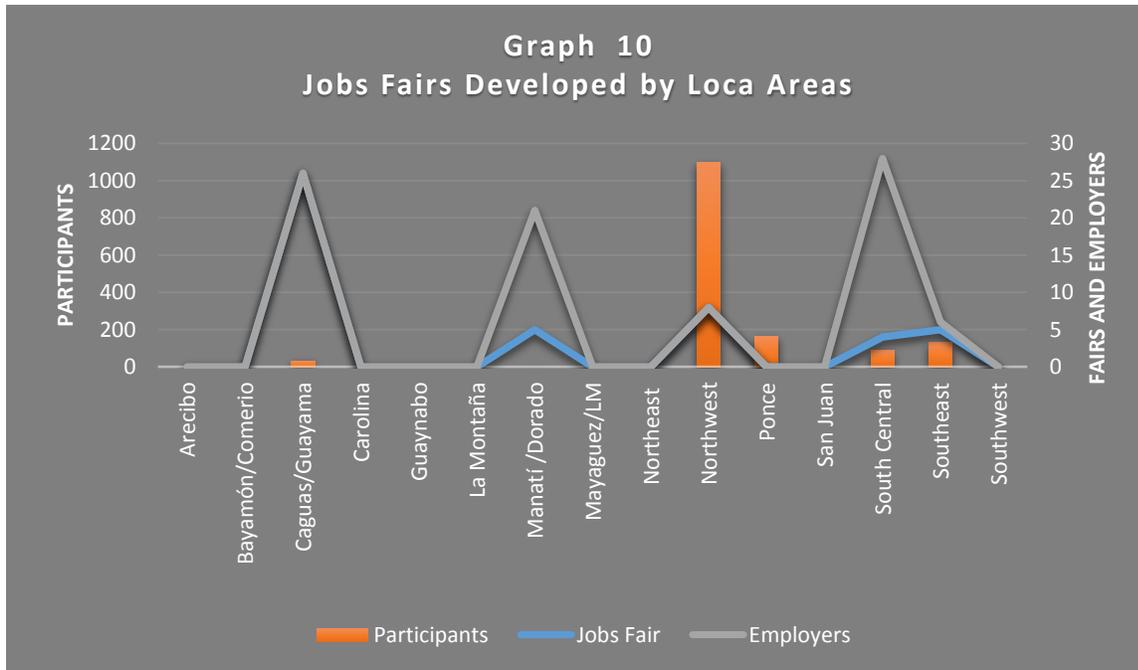
Job Fairs Developed by Local Areas

Job Fairs are a useful strategy to engage employers and deliver One Stop Center services. Local Areas use two jobs fairs approach: One, fairs that take place in a specific location like coliseum, convention center, shopping center, with representation of employers, training institutions, workforce system partners, state agencies, among others. Two: job fairs carried out in different



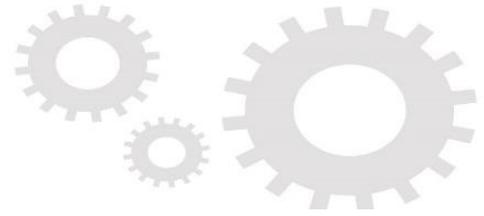


communities of Local Area municipalities where job vacancies and recruitment are done. In the second approach many local areas used their mobile units to deliver services to participants.



These two job fairs approach delivered the following services: employment placement, guidance to start and finance their own business, information from representatives of training services providers, one stop required partners services and representation of the state economic development agencies. Participants had the opportunity to receive services related to the preparation of resumes, internet, request for birth certificates and request for health and negative criminal record certificates required in Puerto Rico by employers. Also, there are available: computers, facsimile and other tools to complete employment efforts, as well as various techniques in preparation for a job interview.





Graph 10 shows the distribution of jobs fairs developed by Local Areas, the number of participating employers and delivery of services for job seekers. Among the fifteen Local Areas 48 job fairs were held, with a participation of 41 employers and the provision of services to 1,515 jobseekers.

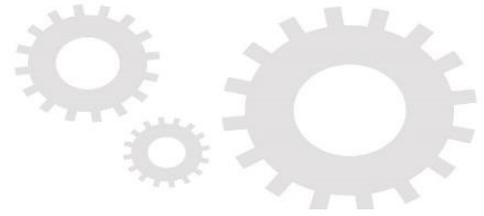
The One Stop Center as Hiring Center

WIA Title I is aimed to ensure a balance between the needs of jobseekers and businesses that need labor force, so that the individual gives his maximum potential and the employer has access to high-quality employees to increase its competitiveness. Employers can benefit of the following One Stop Center services:

- Interviewing job candidates to select skilled and trained personnel who will fill their labor force needs
- Selecting candidates according to their needs
- Participating in the different studies of occupational demand.
- Membership in the Local Board, which in turn allows them state public policy for training and employment in the local area.
- Using the One Stop Center to disseminate job offers
- Providing customers selected by the employer medical laboratories service to obtain the certificate of Health and Drug Testing, and the payment and the Police Negative Antecedent Certificate.
- Using the One Stop Center interview rooms
- Referring customers to their employment interviews

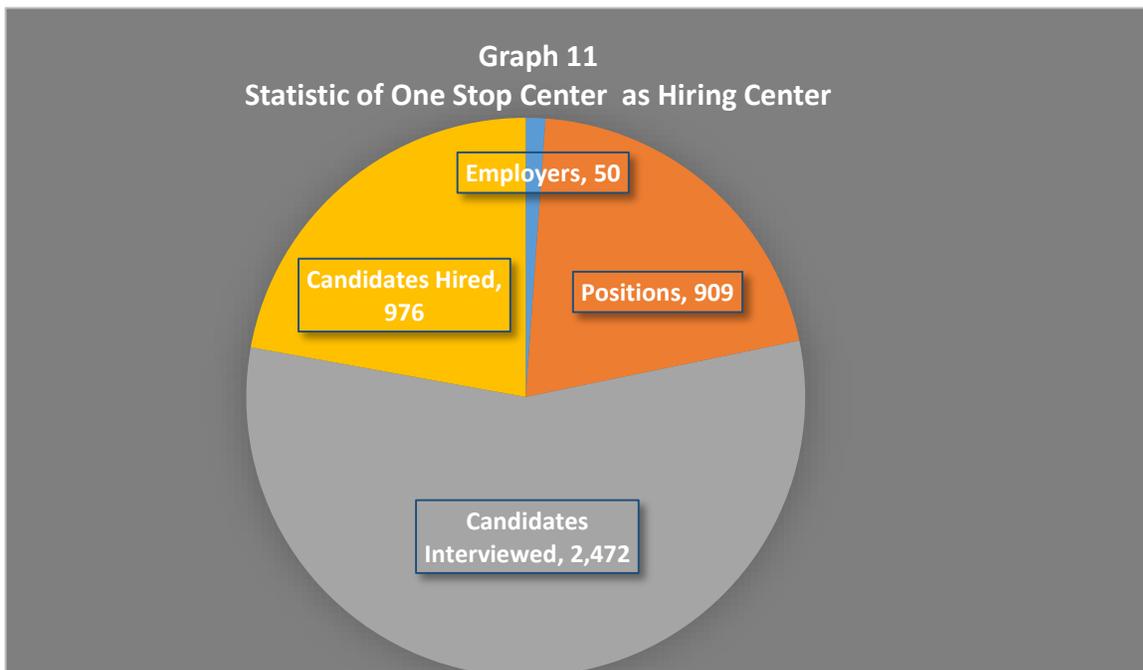
The main strategy used to integrate businesses at the workforce system is the use of the One Stop Center as a recruitment, interview, and hiring Center. The One Stop Center provides the

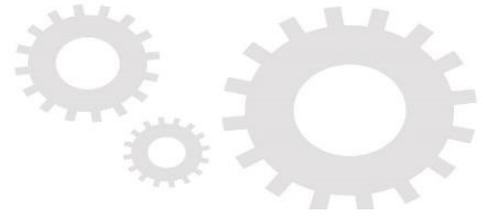




necessary tools for technology services, the staff and WIA core services to assist businesses and industry in the hiring process. Local Areas has Job Promoters who continuously search for any new job vacancies available in the geographic area, the new businesses to settle and the skills requirements for the positions available. Those contacts with the business sector provide local boards with the employment opportunities reflected at the local area.

The statistics of Graph 11 show the efficiency of Local Areas in the use of the One Stop Center as ideal place for employers recruiting employees that need to meet their workforce needs. During PY 2012, a total of 2,472 persons were interviewed for employment by 50 employers, making the recruitment of 976 job seekers equivalent to 56% of the respondents. The recruitment was carried out for 425 occupations.





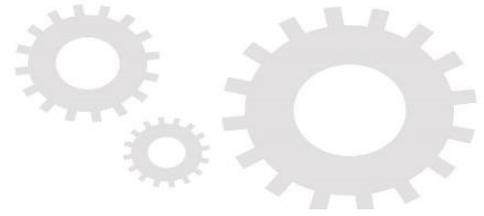
COST OF PROGRAM ACTIVITIES

In the last three years, WIA program had a significant reduction in funds allocation to Puerto Rico Workforce Investment System due to the different economic situation facing nationwide. Since program year 2010, the allocation reflect a 25% reduction in funds versus the PY 2012 allotment, as show Table 4. For program year 2012, Puerto Rico received an allotment of WIA fund of \$58,119,505, as shown in the table below, with \$51,765,398 distributed by formula to Local Areas, and \$6,354,107 were allocated for state required and allowable activities.

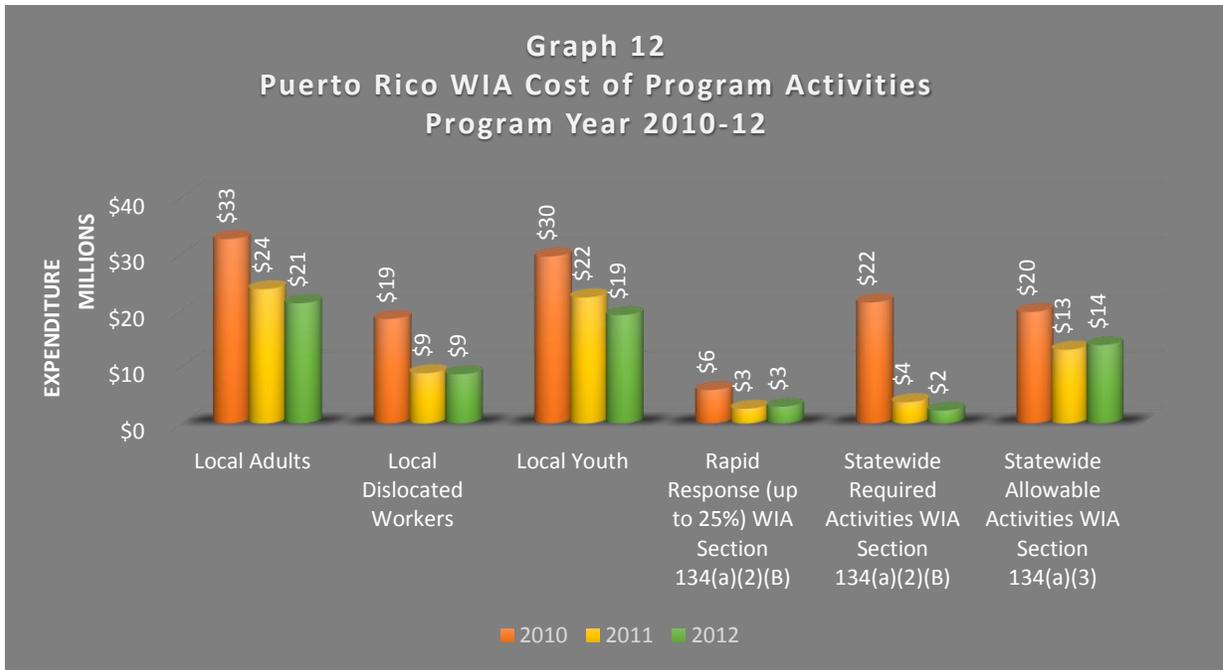
Table 4			
Puerto Rico WIA Fund Allocation			
PY 2010-2012			
Category	Allotment		
	2010	2011	2012
Local Areas	62,297,490	56,366,453	51,765,398
State Activities	16,009,807	6,565,358	6,354,107
Administration	3,915,363	3,146,586	2,905,975
Governor's Reserve Funds	7,830,732	-	-
Rapid Response	4,263,712	3,418,772	3,448,132
Total Allotment	\$ 78,307,297	\$ 62,931,811	\$ 58,119,505

The state level cost of program activities include Rapid Response activities; statewide required activities pursuant WIA Section 134 (a)(2)(B); and statewide allowable activities pursuant WIA Section 134(a)(3). The Local Areas cost of program activities includes Adults, Dislocated Workers and Youth Programs expenditures. Table N in page 16, presented previously in the Required Reporting Section shows that total expenditures for Puerto Rico Workforce Investment System





for Program Year 2012 were of \$68,675,821. This expenditure represents an 8% reduction in comparison with PY 2011 expenditure that was of \$74,748,981.



The Local Areas PY 2012 expenditures were \$49,407,961, equivalent to 72% of total costs, meanwhile the state level expended \$19,267,860 or 28% of total costs, as shown in Graph 12. The cost of programmatic activities in Local Areas shows the distribution between the three programs, with 43% of total cost in the adult program, 18% in the dislocated program, and 39% in the youth program, as shown in Graph 12. Compared with PY 2011 expenditure, the costs reflect a 08% reduction meanwhile compared with PY 2010 the expenditure reflect a decrease of 46 percent.

The state level cost of program activities shows that the statewide required activities was 16 % of total expenditure, Rapid Response services represent 12% of expenditure and the statewide allowable activities under WIA Section 134(a)(3) has a 72% expenditure rate. Allowable activities





include fund invested in innovative projects and funds allocated by the National Emergency Grant (NEG) in the state application for NEG-05 Bumble Bee, NEG-06 Multi-Company and NEG-07 Checkpoint. NEG expenditure was of \$9,501,897 equivalent to 92% of allowable activities expenditure.

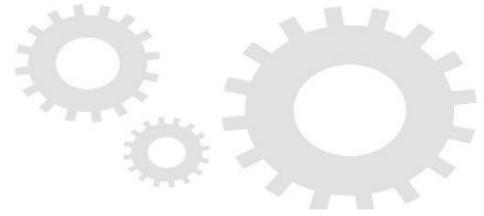
The allowable activities have a 20% of total costs, including development of innovative projects developed with set aside funds. As shown Table N, Local areas received an allocation of \$118,807 additional of formula funds for the development of innovative projects, NEG funds was \$9.5 million, special project had \$800,875 expenditure, municipalities received an allocation of \$145,112 and \$3.3 million were used for state administration costs.

EFFICIENCY MEASURES USING COST PER PARTICIPANTS

TEGL No. 6-13 of October 18, 2013, entitled Workforce Investment Act (WIA) Program Year (PY) 2012 Annual Report Narrative, provide the guidance to the states regarding the content of the WIA Annual Report Narrative for PY 2012-13. The required portions of the Annual Report Narrative include the information required by WIA sections 136(d) (1) through (2) and 185(d). Among the narrative section are included Information of the cost of workforce investment activities relative to the effect of the activities on the performance of participants. TEGL 6-13 included the Attachment-A, Overview of Potential Alternative Efficiency Measures for Consideration, examples of costs in relation to participant services and outcomes, including ten approach or formulas that will be used to calculate the efficiency of delivery of services the cost of WIA Title I activities.

Among the most common cost calculations reported by the states is the “cost per participant” indicator and Costs per Exiters. Cost per Participant is calculated by taking the total program



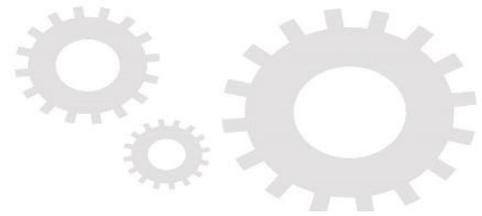


costs in terms of expenditures and dividing by the number of participants served during the year by the particular program. In the other side, Cost per Exiter is calculated by taking total program costs in terms of expenditures and dividing among the served participants.

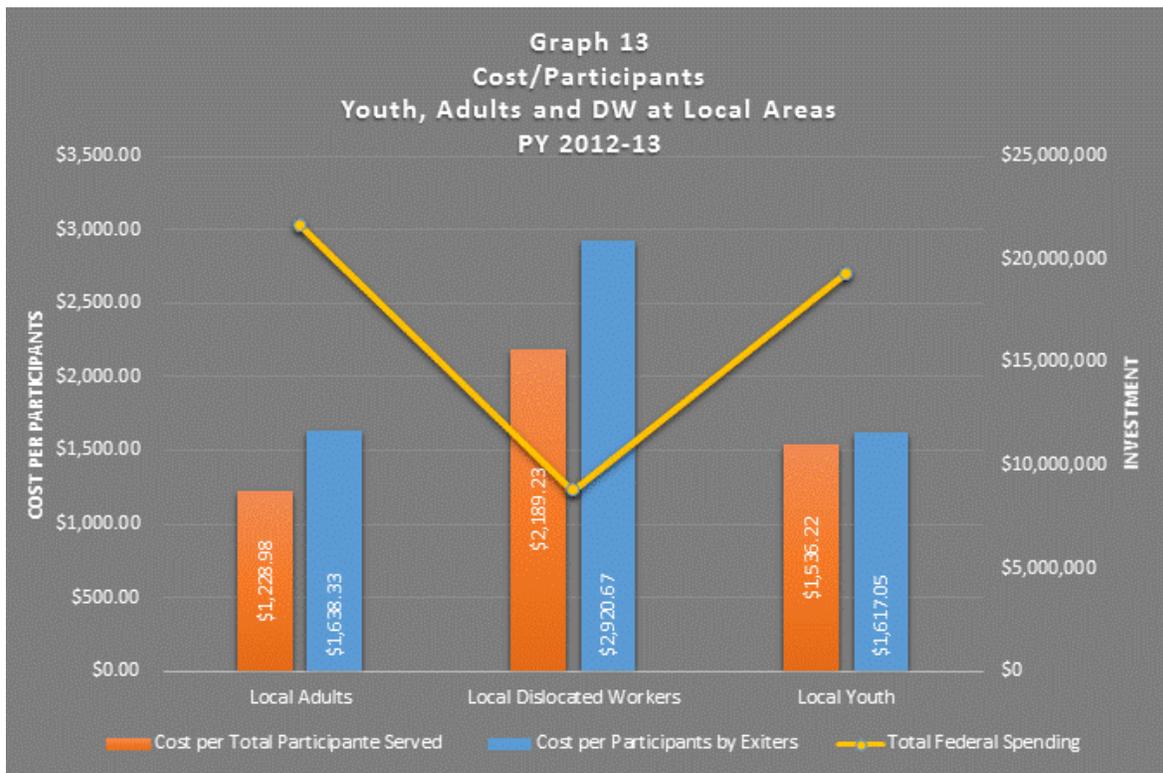
These two approach has the advantage that are applicable to most programs, the data is readily available through the WIASRD and ETA 9090 reporting, are two formulas easy to understand and can be immediately generated each year. Also, both are measures that can be compared among all the Local Areas and state by state to compare the costs of WIA Title I activities. Another advantage of using these method is that both consider the universe of participants that receive service among the One Stop Center versus the other approach that consider only participants that complete their outcomes.

For calculate these two cost, we can used the tables included as part of the tables A-O of the Required Reporting Section. Table N present a breakdown of total federal funds expenditure by the three program, youth, adults and dislocated workers, as well as required and allowable activities for the state set aside allocation. In Table M on page 15, Participation Level are streamlined the total participants that received services in the three program and the total participants with programmatic exits during PY 2012-13. Using the total participants in the categories of WIA Adults, WIA Dislocated Workers and Total Youth (14-21) in Table M and dividing these among of participants with the total expenditure in Table N in youth, adult and dislocated workers programs we found the cost per participants for the PY 2012 Annual Report at the local level.





Graph 13 shows the distribution of cost per participant in both categories at Local Areas Level. In first time are described the cost per participants using the category of total participant served. The Adults program had and investment of \$21,632, 518 and delivered service for a total of 17,602 individuals, with an average cost of \$1,229 per participants. In other hand in the Dislocated Workers Program the investment of WIA funds was of \$8,776,620 to delivery service to 4,009 individual, with an average cost per participant of \$2,189. Finally in the youth program were delivered service to a total of 12,543 youth with an investment of \$19,268,823 to an average cost of \$1,536 per youth.



The other approach to calculate the efficiency of the delivery of service in the PR Workforce Investment System was the total amount of participant with programmatic exits during PY 2012. The Adults program had and investment of \$21,632,518 with 13,204 participants receiving their





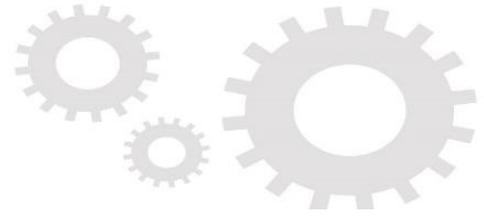
programmatic exit, with an average cost of \$1,638 per participants. The Dislocated Workers program had an investment of WIA funds of \$8,776,620 with 3,005 participants receiving their programmatic exit, with an average cost of \$2,921 per participants. Youth program had 9,227 youth with a programmatic exit to an investment of \$19,268,823 to an average cost of \$1,617 per youth.

PROGRAMS, INITIATIVES, STRATEGIES FOR SERVING VETERANS AT STATE AND LOCAL LEVEL

Puerto Rico's workforce system is a state system with one comprehensive American Job Center located in San Juan Puerto Rico empowered to locally manage all workforce services provided to veterans in a customer-focused, performance-driven One-Stop Career Center delivery system. The system also has thirteen (13) standalone Job Service local offices and fourteen standalone WIA Workforce Centers. The standalone Job Service local offices operate separately from the WIA Workforce Centers with little or no integration of W-P services into the Workforce Centers.

The Administration for Employment Development (ADL by his Spanish acronym) serves as the administrator of the Puerto Rico's workforce development system which provides WIA policy direction and guidance to the LWIBs. The Puerto Rico Department of Labor and Human Resources, Job Service Division (DSE) provides Veterans Program policy direction and guidance to all the Job Service local offices and the San Juan AJC. DSE Veterans' Program involves the provision of priority workforce services to veteran customers in the San Juan AJC and through the State. These services include, but are not limited to, job referrals, job development, referrals to training and supportive services, case management, labor market information, resume assistance, employability skills workshops, etc.





LVER staff serves as veterans' advocates in the San Juan AJC and the Job Service local offices. They are also primarily responsible for the functional oversight of the local Veterans' Program, ensuring that mandated priority services for veterans are provided by all staff in the San Juan AJC and in the local Job Service offices. DVOP Specialists are primarily responsible for providing intensive workforce services to veterans with barriers to employment, i.e. disabled veterans, homeless veterans, etc., and for conducting outreach to veterans.

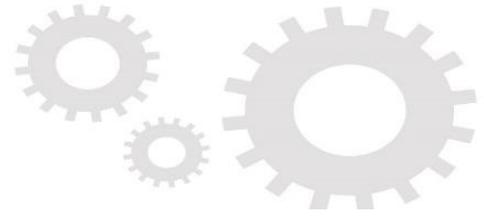
LVER and DVOP staff are also considered part of the one-stop career center team and are also utilized to promote all one-stop services, including services in the employer marketing arena, i.e. employer visits, out-reach, job fairs, etc., on behalf of veteran customers. ADL and DSE is working together to oversee that Veterans' Program services be fully integrated into the one-stop system with services to veterans considered a total one-stop responsibility and not only the domain of the DVOP and LVER staff. All one-stop associates will be trained to identify veterans, especially disabled veterans and veterans with barriers to employment, and ensure that the necessary positive workforce services are provided.

Program Description

Disabled Veterans' Outreach Program (DVOP) Specialist

Full-time DVOP staff are assigned to the San Juan AJC and some local Job Service offices to provide workforce intensive services to veterans, especially veterans with barriers to employment, as defined in Title 38, USC, Section 4104, as amended by JVA (PL 107-288), and Veterans Program Letter (VPL) 07-10, Roles and Responsibilities for DVOP/LVER staff; and DSE PRSE 1-13, *Rol y Responsabilidades* del DVOP/LVER. DVOP staff focuses on providing intensive services to veterans with priority to Special Disabled, Disabled veterans and other eligible veterans in accordance with applicable guidance.





In the selection of DVOP staff, preference reflects the following order of priority:

- Qualified service-connected disabled veterans;
- Qualified eligible veterans, or
- Qualified eligible persons as defined in Title 38, USC, Section 4101 (5).

Duties

The duties of the DVOP Specialist are reflected in the Roles and Responsibilities for DVOPs and LVERs; reference Title 38, USC, Chapter 41, Section 4103(c), 20 CFR, VPL 07-10 and the Special Grant Provisions to the Jobs for Veterans Grant. DVOP staff provides a wide range of workforce services to veterans and eligible persons with their primary focus on identifying veterans requiring intensive services. DVOP staff facilitates services through the case management approach to veterans with barriers to employment and with special workforce needs. Additional DVOP activities and services include, but are not limited to, the following services:

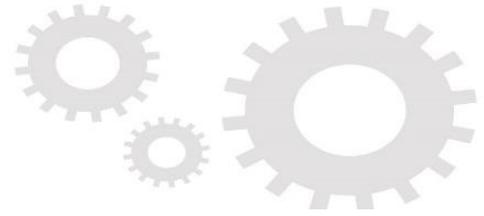
- Assessment;
- Creating and maintaining a documented plan of service;
- Counseling/Group Counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Referral of veterans to job-focused and outcome-driven training, certification, etc.;
- Job development services;
- Development of VA funded Special Employer Incentive and On-The-Job training slots for VR&E participants;
- Referral of veterans, disabled veterans, etc., to employment opportunities;
- Maintenance of an up-to-date Network Guide for veteran customers and One-Stop associates;
- Other duties benefiting veterans as determined by the One-Stop Career Center Director.

Outreach:

DVOP staff conducts outreach to locate veterans with special needs at the following:

- Vet Centers, VA Medical Centers and Outpatient Clinics;





- VR&E Centers and satellite offices;
- HVRP Projects and Homeless Shelters;
- Community based and civic organizations;
- Veterans' Service Organizations;
- Puerto Rico Vocational Rehabilitation Offices;
- Workforce Partners and Service Providers;
- Veterans' Affairs Coordinators at Colleges/Community Colleges to promote services to veterans and solicit VA Work-Study Assistants;
- TAP sites;
- Faith-Based Organizations;
- Reserve and National Guard units;
- Military Base Family Service/Support Centers.

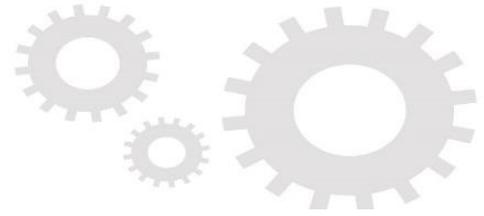
Local Veterans' Employment Representative (LVER)

Full-time LVER staff are assigned to the San Juan AJC and various Job Service local offices to provide workforce services to veterans, as defined in Title 38, USC, Section 4100 as amended by JVA (PL 107-288); see VPL 07-10, Roles and Responsibilities for DVOP/LVER staff.

A State Veterans' Program Coordinator (SVPC) is assigned to DSE State Office to provide oversight of the Veterans' Program as well as to provide related training and technical assistance. The SVPC serves as the DSE liaison with the ADL, LWIBs and the DVET on Veterans' Program matters.

The SVPC, in coordination and consultation with USDOL VETS and ADL, will also be responsible for monitoring the provisions in the State Approved Plan of Services to Veterans utilizing a VETS approved assessment report. The LWIBs, Job Service local offices, the San Juan AJC and the DVOP and LVER staff will also be responsible for conducting and providing Self-Assessment Reports. These reports will be submitted to DSE and VETS. A percentage of these reports will be validated to ensure compliance with the state plan and Federal law. LVER staff will also be responsible for reporting any non-compliance or non-performance issues in the *Manager's Report on Services to*





Veterans; reference Title 38, USC, Chapter 41, Section 4104(b), 20 Code of Federal Regulations (CFR), VPL 09-03 and the Special Provisions to the JVA Grant.

In the assignment of LVER staff preference shall reflect the following order of priority:

- Qualified service-connected disabled veterans;
- Qualified eligible veterans; and
- Qualified eligible persons as defined in Title 38, USC, Section 4104 (c).

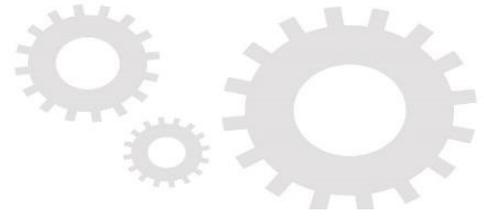
Each LVER is administratively responsible to the local Job Service Manager or designee and shall provide reports, not less frequently than quarterly, to the local Job Service Manager, the San Juan AJC Director and the SVPC regarding compliance with Federal law and regulations with respect to special services and priorities for eligible veterans.

LVER staff also ensures that veterans are provided the complete menu of one-stop career center services necessary to meet their workforce needs. LVER staff should also serve as an advocate for employment and training opportunities with business, industry and community-based organizations.

Duties:

The duties of the LVER are reflected in the implemented Roles and Responsibilities for DVOPs and LVERs; reference Title 38, USC, Chapter 41, Section 4104(b), 20 CFR, and VPL 07-10 and DSE PSE 1-13. The LVER will ensure that veterans are provided the full range of priority workforce services in the One-Stop Career Center, providing functional oversight over the Veteran's Program and the service delivery strategies and services targeting veterans. The LVER is also responsible for ensuring compliance with all Veterans' Program Performance Measurements in the One-Stop Career Center is accomplished. They will also provide directly or facilitate a full





range of workforce services for veterans, including newly separated veterans. Additional LVER activities and services include, but are not limited to the following services for veterans:

- Conduct Job Search Workshops;
- Provide job development and job referrals;
- Provide career and vocational guidance;
- Provide Labor Market Information;
- Refer veterans to supportive or remedial services;
- Provide intensive services to newly/recently separated veterans;
- Refer to job-focused and outcome-driven training, certification, etc.;
- Conduct Veterans' Program training for all One-Stop Associates;
- Develop and maintain updated (quarterly) Federal Contractor List.

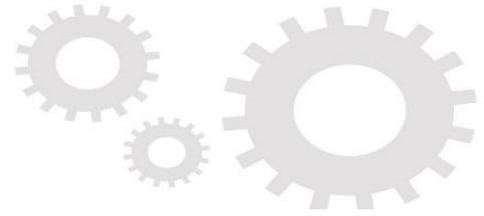
Advocacy Role for Veterans:

- Plan, conduct and participate in Job Fairs for veterans;
- Support Job Fair activities where Veterans may be served;
- Contact Labor Unions, Apprenticeship Programs, Chambers of Commerce, Economic; Development Units, etc. to promote employment opportunities for veterans;
- Contact employers to develop employment opportunities for veterans;
- Coordinate with and participate in Business Services section within the One-Stop Career Center;
- Facilitate and participate in employer mass recruitments for new and expanding firms;
- Facilitate and maintain Employer Recruiting Agreements;
- Conduct presentations on the Veterans' Program and services to veterans at the RWB board meetings;
- Contact Military Base Family Service/Support Centers;
- Contact Reserve and National Guard Units.

DVOP/LVER Roles and Responsibilities Guidance

The DVOP/LVER roles and responsibilities provide the local Job Service Managers and AJC Directors with a framework that includes two key elements: 1) required core roles for DVOP and LVER staff, and 2) listings of examples of responsibilities that are appropriate for each of the





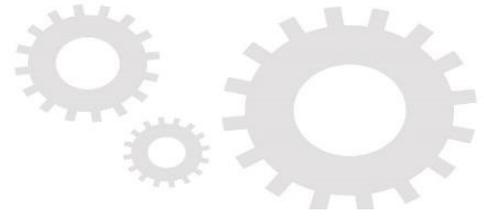
required roles. AJC Directors in coordination with the Local Job Service Managers have the flexibility to use any or all of the suggested responsibilities, and/or add other appropriate responsibilities. This dual structure is intended to provide local management with the opportunity to tailor DVOP and LVER performance responsibilities to reflect their service-delivery environment. One significant restriction is that the roles and responsibilities assigned to DVOP and LVER staff must be within the parameters given for the particular program in Title 38 U.S.C.; see DVOP/LVER Roles and Responsibilities.

ELIGIBILITY FOR VETERANS PRIORITY OF SERVICE

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, AJC Directors and local Job Service Managers are required to use the Final Rule broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term “veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters).

“Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:





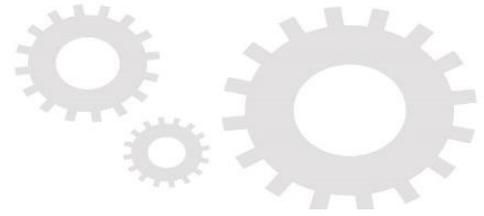
- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action;
 - ii. Captured in line of duty by a hostile force; or
 - iii. Forcibly detained or interned in line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member. The priority of service regulations refer to those veterans and spouses who are eligible for priority of service as “covered persons” and refer to those not eligible for priority of service as “non-covered persons.” In the interest of specificity, this guidance refers to those eligible as “veterans and eligible spouses.” However, in interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as “non-covered persons.”

Implementation of Priority of Service to Veterans

Provisions taken to ensure veterans and covered persons are provided employment and training services within the integrated employment service and one-stop delivery system. DSE PRSE 2-13, Implementing Priority of Service was published on August 12, 2013 by establishing policies and procedure guidance for the implementation of Priority of Service at the San Juan AJC and all Job Service local offices.



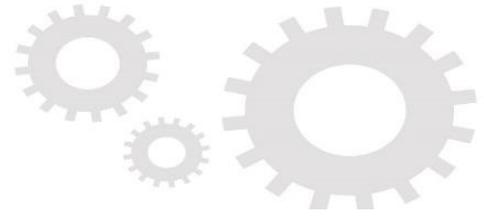


To ensure priority of service is observed, eligible veterans and covered persons are identified at the point of entry and are notified of programs and/or services available as stated in 20 CFR Part 1010.

Point of entry includes physical locations, such as One-Stop Career Centers, as well as web sites and other virtual service delivery resources. The One-Stop staff and veterans staff will use a needs-based approach to identify veterans with special needs, i.e. disabled veterans, recently separated veterans, etc., and they will be subsequently referred for the appropriate services. All veterans and covered persons who are pursuing employment will be registered in the SIAC System and refer for the appropriate services. Veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive case management services.

The U.S. Department of Labor's Veterans Employment and Training Service (USDOL/VETS) awards grants to Puerto Rico to provide employment and training services to eligible residents and workers. As a condition to receiving those funds, priority of service will be given to qualified veterans and covered persons when referring individuals to job openings, to all USDOL funded training programs and related services in accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act" (JVA), as amended by Public Law 107-288, 20 CFR, part 1010, Veterans' Benefits, Health Care, and Information Technology Act of 2006 (Pub. Law 109-461). Additional information and assistance will be provided by One-Stop Center staff regarding available employment programs, training opportunities and services, eligibility requirements and veteran's priority.





Eligible veterans and covered persons identified at the point of entry shall be notified of programs and/or services available. The San Juan AJC and all Job Service local offices will ensure their strategic plan provides clear strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies shall be implemented to ensure that eligible veterans and eligible spouses are aware of:

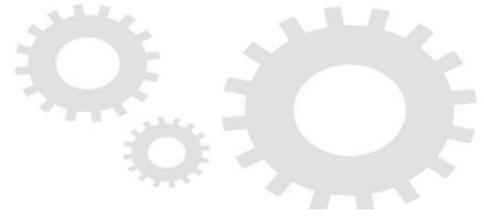
- Their entitlement to priority of service;
- The full array of programs and services available to them, and;
- Any applicable eligibility requirements for those programs and/or services.

Priority of service means the right of eligible veterans and covered persons to take precedence over eligible non-covered persons for the receipt of employment, training and placement services provided under new or existing qualified job training programs. The eligible veterans or covered persons will receive access to the service or resources earlier in time than the non-covered person and the service or resource is limited, the veteran or covered persons receives access to the service or resource instead of or before the non-covered person. Services can range from basic functions of the One-Stop System, such as assistance with job search and identification of needed skills, to more customized initiatives such as creating career pathways with corresponding competency assessments and training opportunities.

Verifying Status

Unless the individual self-identifies as a veteran or eligible spouse and is: a) to immediately undergo eligibility determination and be registered or enrolled in a program; and b) the applicable federal program rules require verification of veteran or eligible spouse status at that time, it is neither necessary nor appropriate for program operators to require verification of the status of a veteran or eligible spouse at the point of entry.





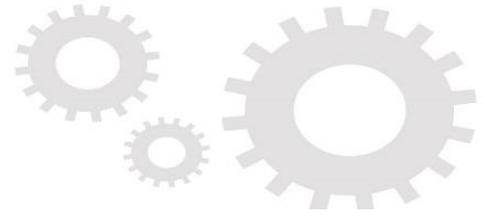
In those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse. For programs or services that cannot rely on self-attestation (e.g., classroom training), verification may occur at the point at which a decision is made to commit outside resources to one individual over another. In contrast, the commitment of program staff effort does not require verification of status by a veteran or eligible spouse. For example, if a veteran or eligible spouse self-identifies, program staff should be permitted to deliver any appropriate intensive services while permitting the veteran or eligible spouse to follow-up subsequently with verification of his or her status.

Applying Priority of Service

The application of priority of service varies by program depending on the eligibility requirements of the particular program. Qualified job training programs fall into two basic categories: universal access programs and programs that require prospective participants to meet specified eligibility criteria. The first two subsections below describe how priority of service applies to these two basic types of programs.

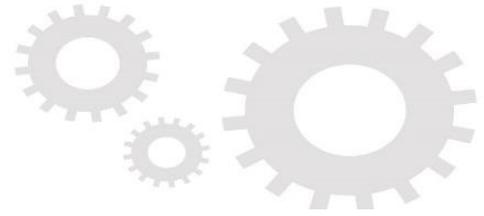
- a. **Universal access programs:** For workforce programs that operate or deliver services to the public as a whole without targeting specific groups, veterans and eligible spouses must receive priority of service over all other program participants. For example, the primary universal access services are the “core” services delivered through the One-Stop system under the Wagner-Peyser and WIA programs. Veterans and eligible spouses receive the first level of priority in universal access programs.





- b. **Programs with Eligibility Criteria:** Eligibility criteria identify basic conditions that each and every participant in a specific program is required to meet. For example, for the Senior Community Service Employment Program (SCSEP) every participant is required to meet four criteria: a) age 55 or over; b) low income; c) resident of a designated area; and, d) not job-ready. It is important to note that a veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services. In addition to the eligibility criteria that all participants are required to meet, some programs also have priorities that establish a rank order to be observed in enrolling or serving participants. These priorities can be of two types: a) statutory; or, b) discretionary.
- c. **Programs with Statutory Priorities:** Some programs are required by law to provide a priority or preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group of persons. An example of this type of priority is the priority for low income individuals and for recipients of public assistance for the WIA adult formula programs. For programs with this type of mandatory priority, program operators determine the status of each individual veteran or eligible spouse and apply priority of service as described below:
- i. Veterans and eligible spouses who meet the mandatory priorities, spending requirement or limitation must receive the highest level of priority for the program or service;
 - ii. Non-covered persons who meet the program's mandatory priority, spending requirement or limitation then receive the second level of priority for the program or service
 - iii. Veterans and eligible spouses outside the program-specific mandatory priority, spending requirement or limitation then receive the third level of priority for the program or service





- iv. Non-covered persons outside the program-specific mandatory priority, spending requirement or limitation then receive the fourth level of priority for the program or service.

Monitoring Priority of Service

Pursue to the final guide, DOL will monitor the priority of service implementation to ensure that all veterans and their eligible spouses be informed and have access to priority of service. The monitoring will be done by the Veterans Employment and Training Services (VETS) through the DVET and the Puerto Rico Department of Labor Job Service Division. The State Veterans Program Coordinator will be responsible for the monitoring of priority of service at the State level.

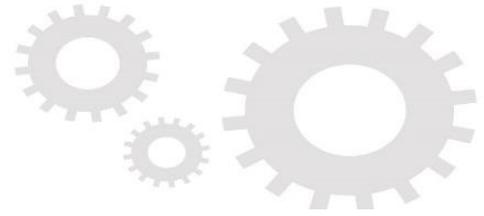
At the local level, priority of service implementation will be a responsibility of local management to ensure it is implemented in all Department of Labor funded programs.

Implementation Principles

1. For all programs, veterans must first meet the program's eligibility provisions.
2. The exact manner in which veteran's priority will be applied will vary considerably depending upon the services offered.
3. Section 1001.120 of 20 CFR, Section (a), requires that every One-Stop Career Center using all of its associates shall provide services to veterans in the following order of priority:
 - Special Disabled Veterans
 - Other Disabled Veterans
 - Other Eligible Veterans
 - Certain Spouses and Other Eligible Persons

The Job Service Division, the Puerto Rico Department of Labor and the local WIBs are aware of the responsibilities under the Veterans' Program Law, Title 38, USC, Chapter 41, WIA, Section 112 and 20 CFR (April 1, 1988); all One-Stop Career Centers will provide mandated Veterans' priority of services to all veteran applicant customers.





Upon the veteran customer's initial contact with the One-Stop career center, the individual should be fully registered with a complete application/registration and provided a positive service. All employer job orders (including Federal Contractor job orders) received by the One-Stop Career Center are subject to Veterans' priority of services.

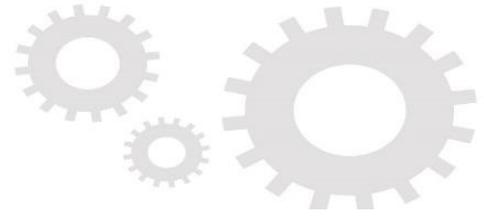
Registration of Veterans

All veteran job-seeker customers are fully registered in SIAC reflecting their work history, knowledge, skills, abilities, licenses, etc. The registration also includes all of the veteran's previous employers that match their occupational objectives, with correlating months of experience for each, unless the veteran is pursuing only one occupation. In that case only the previous employer that matches the veterans' occupational objective is listed.

The registry in SIAC also contains information that is essential in marketing the veteran with potential employers. This would include an occupational goal and any special program eligibility, such as eligibility for the Veterans Administration's Vocational Rehabilitation Chapter 31, Workforce Investment Act (WIA), Wagner-Peyser program, Work Opportunity Tax Credit (WOTC), etc. Other registration information includes special licenses or certifications and/or possession of tools or equipment such as a certified automobile mechanic with their own tools, certified public accountant (CPA), Registered Nurse, etc.

There is important information that cannot be documented on the summary section, such as: dates of military service, military branch, occupational specialty and disability information to include disability rating percentage and work restrictions. Commonly used and understood abbreviations and acronyms can also be used.





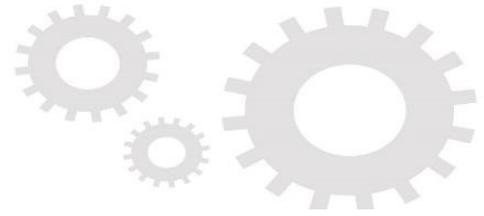
Placement of the above information on the veteran customer's application and registration expedites the veteran job order file search process and enhances placement potential. It also presents a good profile of the veteran's knowledge, skills and abilities for file searches, job development activities and serves other purposes.

Goldcard Initiative

On August 5, 2011, President Obama announced a comprehensive plan to lower veteran's unemployment and ensures that service members leave the military career-ready. The announcement included several initiatives including the creation of a suite of Gold Card services for veterans. The Gold Card provides unemployed post 9/11 era veterans with intensive and follow-up services they need to succeed in today's job market. ETA and VETS have developed a suite of enhanced intensive services, including follow-up designed to address the barriers to employment faced by post 9/11 era veterans. The San Juan AJC integration project calls for the collaboration between the VETS-funded programs and the San Juan AJC to provide these services under the veterans priority of service to overcome barriers to employment and return post 9/11 era veterans to the workforce.

Due to the persistent high unemployment in Puerto Rico, Gold Card services will be offered to assist post 9/11 veterans in getting the help they need to get them back into the labor market as quickly as possible. Post 9/11 veterans will be directed to <http://www.dol.gov/vets/goldcard.html> for them be able to print a Gold Card and get information on how to access available services. Gold Card services are offered at the San Juan AJC and at the local job service offices.



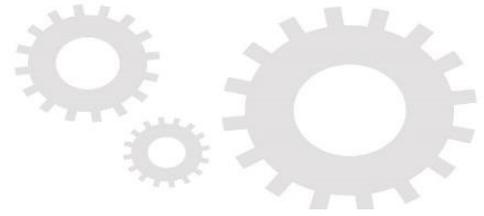


Upon obtaining a Gold Card, an eligible veteran can present the Gold Card at his/her local Job Service office or the San Juan AJC to receive enhanced intensive services including six months of follow-up. Services will include a combination of intensive services, including skills assessment, career coaching, and job search assistance over a six month period to jump-start the veteran's job search process and reconnect them to the civilian labor force in high-demand sectors. The Gold Card services available to eligible veterans includes, but not limited to:

- Job readiness assessment, including interview and testing;
- Development of an Individual Development Plan;
- Career guidance through group or individual counseling that helps veterans in making training and career decision;
- Provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions;
- Referral to job banks, job portals, and job openings;
- Referral to employers and registered apprenticeship sponsors;
- Referral to training by WIA-funded or third party service providers; and
- Monthly follow-up by an assigned DVOP or case manager for six months.

Veterans participating in the Gold Card services initiative will be directed to other enhanced suite of on-line tools for all veterans. On-line services that have been launched by the USDOL include My Next Move for Veterans. This is a simple and quick search engine where veterans enter their prior military experience (branch of service and military occupation code or title) and link the information they need to explore information on civilian careers and related training, including information they can use to write resumes that highlight related civilian skills.





VETERANS' PERFORMANCE MEASURES

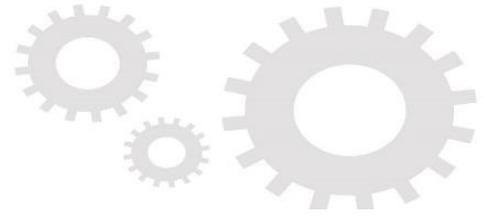
DVOP and LVER Grant-Based Performance Measures and Weighting System

Background: In accordance with Title 38, USC, as amended by JVA (PL 107-288), the Assistant Secretary of Labor for VETS is required to establish and implement a comprehensive accountability system to measure the performance of employment service delivery systems, including the DVOP and LVER programs. The law stipulates that grant-based performance measures be weighted to provide special consideration for the placement of veterans requiring intensive services, as well as for disabled veterans. Under this requirement, VETS has identified performance measures to carry a multiple “weight,” meaning that these measures will have a greater effect on the State’s calculated average outcome measures. These weighted average performance measures will be used to assess the performance of State DVOP and LVER programs, and will be the basis for State-level negotiations of target performance levels. Since measures will continue to be calculated using the currently approved VETS 200 reporting system, further Office of Management and Budget approval is not required.

State Veterans' Program Performance Measures

In accordance with Title 38, Chapter 41 and 20 CFR, performance standards are to be established to assure that all State Agencies “shall provide maximum employment and training opportunities to eligible veterans and eligible persons and are in compliance with Chapters 41 and 42 of Title 38, U.S.C.” In response to this mandate, VETS has developed labor exchange performance measures that apply to all veterans registered with the One-Stop Career Center delivery system. These measures are calculated for two categories of veterans: (1) Veterans and Eligible Persons and (2) Disabled Veterans.





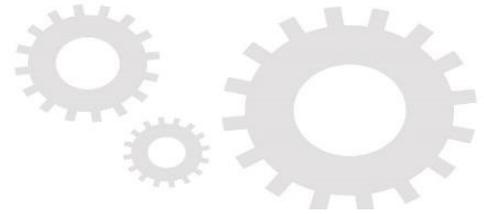
VETS Performance Measures are negotiated on a Program Year (July 1 - June 30) basis. The three veterans' performance measures, which apply to Veterans and Disabled Veterans, are:

- Entered Employment Rate (EER);
- Employment Retention Rate at Six Months (ERR); and
- Entered Employment Rate Following Receipt of Staff-Assisted Services (VERS)

The Job Service Division has implemented performance measures tools provided by NVTI to determine performance for DVOPs and LVERs responsibilities. With these tools we are able to monitor performance in areas such as case management load for DVOP/ LVER, Priority of Service, Staff Assisted Services and non-Veterans assisted by DVOPs/LVERs.

The following performance measures reports are examples of the performance metrics used to measure the effectiveness of services to vets. It also shows current available performance data available to management and federal reviewers.



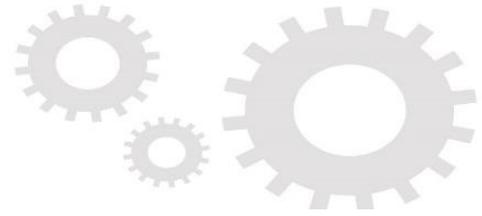


Current Available Performance Data

For the quarter ending on June 30, 2013 Veterans Program performance was as follows:

	Outcome Goal	Actual Outcome	Goal Met? (Y/N)
One-Stop Career Center			
Veteran EER (ETA 9002 D: Line 6/Col A4)	50%	26%	N
Veteran ERR (ETA 9002 D: Line 9/Col A4)	65%	60%	N
Veteran Average Earnings (ETA 9002 D: Line 13/Col A4)	\$14,500.00	\$9,575.00	N
Disabled Veteran EER (ETA 9002 D: Line 6/Col D7)	50%	20%	N
Disabled Veteran ERR (ETA 9002 D: Line 9/Col D7)	65%	42%	N
Disabled Veteran AE (ETA 9002 D: Line 13/D7)	\$14,500.00	8,332.00	N
LVER			
Recently Separated Veteran EER (VETS 200B Line 19/Col G)	50%	21%	N
Recently Separated Veteran ERR (VETS 200B Line 25/Col G)	65%	21%	N
DVOP/LVER Consolidated			
Veteran EER – Weighted	52%	26%	N
Veteran ERR (VETS 200C Line 25/Col C)	65%	58%	N
Veteran AE (VETS 200C Line 26/Col C)	\$15,500.00	\$11,396.00	N





Veterans Priority of Service Report

Veterans Priority of Service Report					
Period of Report: 04/01/2013 – 06/30/2013					
Service or Activity	ETA-9002A All Participants	%	ETA-9002B	%	Veteran Priority (Y/N)
Received Workforce Info Services	132,359	86	980	84	N
Received Staff Assisted Services	72,627	47.2	1,031	88.3	Y
Career Guidance	4,448	2.9	247	21.1	Y
Job Search Activities	20,228	13.1	637	54.5	Y
Referred to Employment	12,622	8.2	255	21.8	Y
Referred to WIA Services	1,548	1.0	64	5.5	Y
Job Development Activities	N/A		N/A		N/A

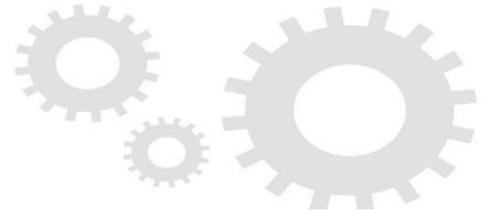
Veterans Priority of Service Report

The VETS 200 report is, in effect, a sub-set of the ETA 9002 report. However, analysis of the VETS 200 reports is important and will allow management to compare services and outcomes of grant staff (DVOPs/LVER5) as compared with other office staff or the state as a whole. The

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

management should review and verify the data from collected Self-Assessments (SDP, DVOP and LVER) to help understand the workload and performance outcomes of veterans served by selected staff.





1. VETS-200C – Line 8, Column A (Total number who received staff-assisted services (Both Veterans and Non-Veterans))	949
2. VETS-200C – Line 8, Column B (Total number of TSMs who received staff assisted services)	8
3. VETS-200C – Line 8, Column C (Total number of veterans and eligible persons who received staff-assisted services)	843
4. Total veterans and other eligible persons and TSMs who received staff-assisted services) (Line 2 + Line 3)	851
5. Total number of non-veterans who received staff-assisted services (Line 4 – Line 1)	98
6. Percent of Veterans (Line 4 divided by Line 1)	89.67%
7. Percent of Non-Veterans (Line 5 divided by Line 1)	10.33%

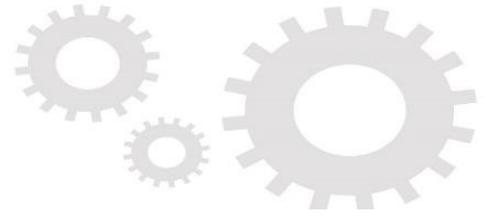
Analysis / Issues (Describe what these percentages tell you)

Percentage of non-veterans served by DVOP is over 5%. This means additional follow-up work is required. It appears by the data that the **DVOP is not being utilized in accordance with the grant agreement.** This same formula could be used for services and entered employment. This will allow making a determination on whether or not non-veterans are receiving the same level as veterans when served by the DVOP.

Wagner Peyser Description of the Job Service Initiatives

The United States and Puerto Rico continue to experience the aftereffects of the recent recession, with an unemployment rate in Puerto Rico of over 13% as of August 2013 and with a participation rate of 40.8%. The reemployment and labor exchange services offered under Wagner-Peyser Act are critical in these challenge times, providing millions of unemployed and





underemployed workers with assistance finding new jobs or accessing training and education to upgrade their skills.

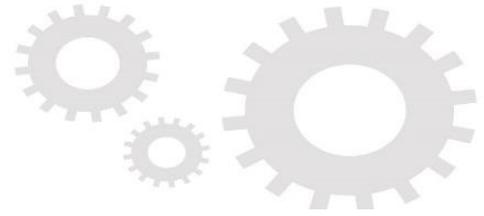
Passed in 1933, the Wagner-Peyser Act established a nationwide system of public employment offices known as the Employment Service (ES). Wagner-Peyser funded services are now part of the San Juan American Job Center established under Title I of WIA, although funding streams, administration, and performance reporting remain separate for WIA and ES programs. The San Juan AJC Integration Project will integrate all Wagner-Peyser funded programs and other USDOL funded programs into the San Juan AJC services stream to provide customers employment-related labor exchange services including but not limited to:

- Job Search Assistance;
- Job Referral;
- Placement Assistance;
- Re-employment Services for Unemployment Insurance (UI) claimants;
- Recruitment Services for Employers.

Within this initiative the Job Service Division and the Local Workforce Development Area of San Juan, are in the process of developing a model of integration between Wagner-Peyser and WIA so that the full range of services available to people seeking employment and in need of basic, intensive and training services be provided under the same physical facilities. This model, once implemented will serve as the role model for the rest of the Workforce Development Areas in Puerto Rico.

Effective July 1, 2013, RES/REA programs were revised for compliance with RES/REA regulations. Policies and procedures were established and now both programs operates in a standardize fashion by following the same policies and procedures and avoiding duplication of documents in both programs.



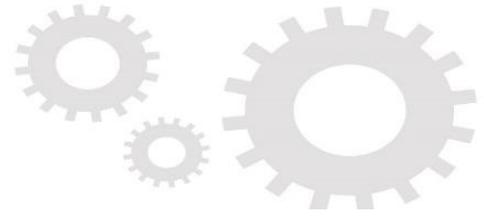


Under RES/REA programs, the San Juan AJC and Job Service local offices are required to provide reemployment services to UI claimants who were referred to such services as a condition to continue receive UI benefits. Both RES/REA are designed to meet the needs of reemployment of claimants and to detect and prevent UI overpayments.

REA is a grant-based program funded annually through a grant from the Department of Labor of the United States. Unlike REA, RES emerges as an amendment to the Social Security Act (SSA), PL 103-152, "Unemployment Compensation Amendments" of November 24, 1993. Both programs are a priority for the Department of Labor (USDOL), the Employment and Training Administration (ETA) and the Department of Labor and Human Resources (DTRH). Studies have shown that when attention is paid to the job search efforts of UI beneficiaries and their re-employment needs, these erroneous payments mean fewer claims and shorter periods. Both RES/REA seek to address both priorities.

The provision of reemployment services to UI claimants acquires even greater importance during periods of recession and periods of high unemployment. As a result, the San Juan AJC and the Job Service local offices have focused its attention and resources on better integration and UI services connection with the services provided through the workforce system under the Workforce Investment Act of 1998 (WIA). The aim is to ensure that UI applicants have access to the full range of employment and training services through the One-Stop system while ensuring that claimants meet the requirements to participate actively in the job search as condition for receiving benefits.





RES/REA programs currently provide at least the following reemployment services to UI claimants:

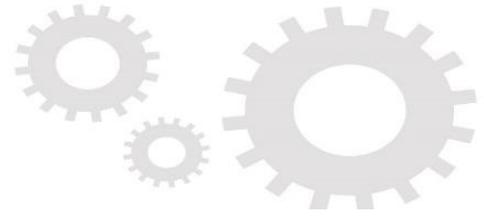
- Guidance;
- Evaluation;
- Individual Plan of Re-employment (PIR);
- Labor Market Information focused on the needs of the claimant;
- Referrals to Job Search Self-Directed;
- Additional services (job search workshops, assistance in finding employment, occupational counseling and referrals to other services);
- Eligibility Review to continue receiving unemployment benefits (UI)

SERVICES TO MIGRANT AND SEASONAL FARMWORKERS

The Wagner Peyser Act, as amended by the Workforce Investment Act of 1998 (WIA), requires that services be provided to Migrant and Seasonal Farm Workers (MSFWs) by the One Stop Delivery System. This system includes the commitment to improve the use of human resources in the agricultural labor market. The goal of the Job Service Division is to function as a source for agricultural and non -agricultural job placement and labor market information. PRDOL is to assist the migrant and seasonal farm workers when looking for quality jobs and to provide employers with an effective source of quality employees.

The Job Service Division will continue to assist MSFWs overcome their problems of transportation, language barrier (English proficiency) and exposure to workplace hazards by addressing their employment and training needs. Wagner-Peyser Act services, such as, job search assistance, counseling, testing and referral services, among others, were provided to this population.





The launch of the SIAC system has been a significant step towards the transition of the major MSFW activities (monitoring, outreach, the complaint system, and services to MSFW and agricultural employers) into the state's One-Stop Delivery system.

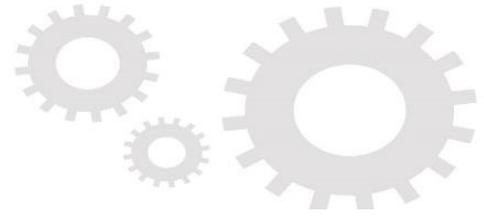
Puerto Rico 2012-2016 State Plan contains the state's strategy in serving MSFWs and agricultural employers and will ensure services to MSFWs and agricultural employers reach to this population.

Last year, training was offered in an effort to prepare Wagner-Peyser staff to offer enhanced services to the MSFWs population. Not only Wagner-Peyser staff benefits from these trainings but also other WIA partners such as PathStone and the local Labor Development Areas of Mayaguez and San Juan.

Through the Employment Service farmworkers receive the full range of services available through the workforce system including but not limited to:

- Assistance in finding employment ;
- Referrals to employment;
- Assistance with job placement ;
- Assessment of suitability and availability for work , including interviews and testing;
- Labor Market Information focused on the needs of the worker;
- Referrals to Job Search Self- Directed ;
- Additional services (job search workshops , assistance in finding employment, occupational counseling and referrals to other services) ;
- Development of an Individual Development Plan (IDP) ;
- Advice on the professions and / or trades through group or individual counseling so that help workers make good decisions regarding trainings, professions and trades ;
- Referral to job banks , job boards and job offers ;
- Referral to patrons and promoters of registered apprenticeship schools ;
- Referrals to trainings offered by WIA borne by suppliers or third party providers





The Employment Service has entered into a Memorandum of Understanding (MOU) with PathStone Corporation in Puerto Rico. PathStone is the Grantee for the National Farmworker Jobs Program under Section 167 of WIA. As a Section 167 grantee, PathStone provides training and employment services to farmworkers and their direct dependents. Through PathStone , farm workers can receive a full range of services which are complemented by the services offered by Wagner- Peyser and Title IB of WIA. Since July 2007, this program assists Puerto Rico farmworkers and their direct dependents in job training and learning new skills that lead them to be self-sufficient. PathStone provides counseling, training in various occupational skills and help in finding employment.

The MOU provides a framework and mandatory cooperation between both partners to ensure that agricultural workers in Puerto Rico can be served in the most efficient manner by providing these throughout the full range of services available through the workforce system. As part of this initiative the following training programs and employment are available to all agricultural workers referred to PathStone through the Employment Service:

TRAINING AND EMPLOYMENT PROGRAMS

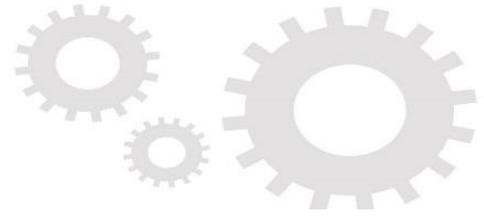
- **National Farmworker Jobs Program (NFJP)**

Since July 2007 , this program assists farmworkers and their direct dependents in job training and learning new skills that lead them to be self-sufficient . PathStone provides counseling, training in various occupational skills and help in finding employment.

- **Self-employment Program (SET)**

This program assists in the creation of small business in PR by assisting in the development of a business plan, creative problem solving, access to loans and assistance to successfully achieve





the stability of their own business. SET is aimed at entrepreneurs interested in owning their own business and people who are owners of existing businesses and expand interest therein. Interested persons must meet the requirements set by the program.

- **Access to Vocational Rehabilitation (RAVF)**

Training and employment program for agricultural workers with disabilities. The program will offer trainings to disable agricultural workers so they can have access to better jobs within or outside agriculture. RAVF operates island wide and works in collaboration with the Vocational Rehabilitation Administration of PR.

- **HUD Rural Innovation Fund (RIF)**

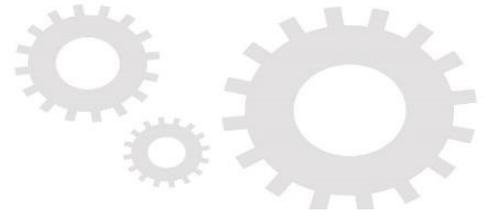
This program is designed to bring together four areas of service: (1) economic development , (2) home ownership, (3) housing development and (4) training and employment . In the specific area of training and employment, the primary focus are five communities that are located along the 123 corridor of Puerto Rico: Adjuntas, Jayuya, Lares, Yauco and Maricao . Resources for eligible agricultural workers will be in coordination with the National Farmworker Jobs Program.

HEALTH AND SAFETY PROGRAMS

Safety practices for agricultural worker (WPS)

Program to train and certify agricultural workers in the use and handling of pesticides on farms in Puerto Rico. The license obtained for the handling and use of pesticides is for 5 years. PathStone trainers offer this license to farms throughout the island. This program operates as an effort between the Agrological Laboratory, EPA and the Puerto Rico Department of Agriculture.





- **HOPE Program**

The purpose of HOPE is to guide agricultural workers and families about the dangers they are exposed on the farm and in the home as a result of pesticide use.

- **Suffocation heat - SOL**

SOL is an orientation program to farm workers about the dangers of sun and heat stroke. The program teaches agricultural workers on what to do in situations of high temperatures and how to protect from the sun.

ORIENTATION PROGRAM

- **Low Income Taxpayer Clinics (LITC)**

Clinic for low-income taxpayers . This program provides educational workshops on tax , assistance with IRS dispute resolution , counseling to small businesses , social security and identity theft . These workshops and educational conferences are sponsored by the Tax Clinic for Low Income Individuals. We serve schools, universities, colleges, churches, community organizations, private companies, government agencies and citizens.

- **Financial Literacy Program for Women (WI \$ EUP)**

Financial Literacy Program for Women , which helps prepare Puerto Rican women for their financial future by managing a savings account and retirement planning .

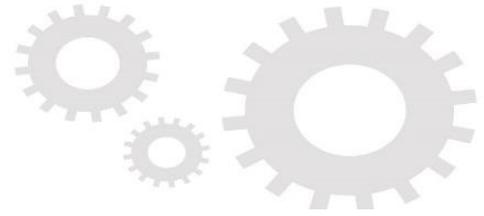
EMERGENCY HOUSING PROGRAM

- **Emergency Farmworker Housing**

Among the services offered by this program include :

- Education for first home buyers;
- Guidance for construction loans and home





buying or loans for housing rehabilitation or emergency assistance program for payment of rent or financial counseling;

- Savings or Club first home buyers;
- Development of projects for rent and sale or construction of housing through mutual aid and self-effort;
- Technical assistance to other community organizations

VOLUNTARY INITIATIVES

• Project volunteer leadership

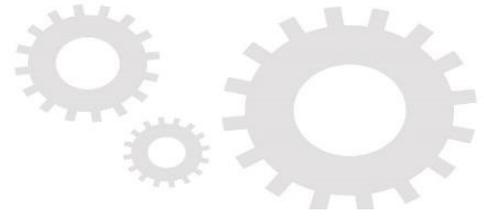
This program provides community advocacy , planning , consulting and implementation of development skills to members of the Advisory Committee on Program to improve the quality of life of individuals and their communities.

SERVICES TO EMPLOYERS

Puerto Rico has emphasized the importance of providing a wide range of One Stop services to small businesses to support their workforce needs as well as their creation, sustainability and growth. Small businesses in the Island are having an uphill battle with the large mega-companies and are in need of guidance and assistance.

Emphasis is given to local LVER staff and Wagner-Peyser staff to visit employers and market the Job Service Division services to employers in order to find jobs for veterans and other job seekers searching for a job.





Job Service Employer's Committees (JSEC)

The Job Service Employers' Committees (JSEC) continue to enhance efforts to increase the relationship of the Department with the private sector.

Job Service Employers' Committee (JSEC) is an organization of employers that donate their time and expertise to expand and improve the operations of Employment Services. The objectives/goals of JSEC is to be a facilitator for the needs of employers in terms of knowledge of labor laws and issues of general

Interest and to create a formal working link between the Employment Service and the business sector.

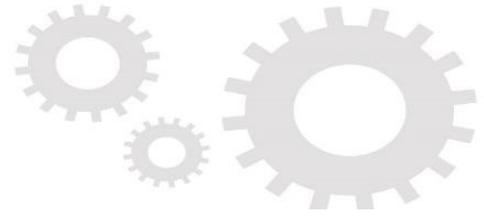
The Job Service Employers' Committee conducted several seminars by each local office. For PY 2011 the JSEC state level and the ES conducted a seminar, on March 29, 2012 that was a success. The conference had 209 participants.

PR.JOBS

Since October 2012, the Department of Labor and Human Resources phased out Puerto Rico Trabaja by replacing it with a new platform use by practically of states in the United States. This new platform is known as the National Labor Exchange (NLX).

The NLX is an unprecedented public-private partnership between Direct Employers Association (DE) and the National Association of State Workforce Agencies (NASWA). The NLX was created in 2007 and leverages private non-profit-owned technology and existing state workforce agency resources. The NLX, through US.jobs, is the prime source of delivery for quality, vetted jobs to state job banks and to our nation's veterans' representatives daily.





The NLX mission is to help create a cost-effective system that improves labor market efficiency and reflects the nation's diverse workforce.

The NLX, through US.jobs, gathers currently available and unduplicated job opportunities from verified employers and pushes that content into state workforce agency sites, as well as multiple .JOBS sites, to reach a maximum number of job seekers. Through US.jobs, the NLX collects and distributes job openings *exclusively* found on over 9,000 corporate career websites and from the state job banks. Since 2007, the NLX has made available over 13 million job openings, from some 150,000 employers of all sizes and industries. NLX continues to increase job openings by adding new, vetted employers daily. The NLX network aims to collect all real job openings in the market, however, this effort is not about creating a single outlet for all jobs. Capitalizing on today's job seeker behavior the NLX places quality job feeds in the hands of trusted partners whose goal is to facilitate the labor exchange. Regardless of where a job seeker discovers an NLX job opening, they will be returned to the point of origination: either the corporate website or the state workforce agency.

By using the NLX, the Job Service Division may offer this service to employers for them to publish their job openings and making them available to job seekers who are seeking a job. At the same time, the Job Service Division may use the NLX as a source for developing an employer database.

