



**Commonwealth of Puerto Rico
Department of Labor and Human Resources**

Hon. Román M. Velasco González
Secretary

December 5, 2005

Mr. Gene Tichenor
Office of Workforce Investment
Room S-4231
200 Constitution Avenue
N.W. Washington D.C. 20210

Dear Mr. Tichenor:

Enclosed you will find the Program Narrative Performance Report for the Puerto Rico Reemployment Service Program. We submit the report in the Employment and Training Administration (ETA) Form 9100.

If you should need any further information, do not hesitate to contact Mrs. Ana M. Vilá Suro, Auxiliary Administrator of the Bureau of Employment Security, at (787) 765-7383.

Cordially,

Román M. Velasco González
Secretary of Labor and Human Resources

Attachment b.
OMB No. 1205-0424
ETA 9100

STATE: PUERTO RICO

DATE: SEPTEMBER 30, 2005

ETA- 9100 NARRATIVE REPORT

The Employment Service Program of the Commonwealth of Puerto Rico has been performing the Reemployment Program activities in coordination with the Unemployment Insurance Program since 1999. The UI System, SABEN, provides the listing of UI Claimants with the required characteristics for the Profiling System, through the *Interempleo* System. Intensive core services are offered to the claimants that attend the Local Offices appointments.

Puerto Rico has not been able to transmit ETA Reports 9048 and 9049 due to problems with the *Interempleo* System, which will be replaced in early 2006, as stated in the 2005 UI State Quality Plan/Corrective Action Plan.

This report describes the activities performed since PY 2002 to improve the reemployment services and provide better opportunities to find training and finally a job to this group of participants. The Two Year Plan states that Puerto Rico will use the funds to continue offering quality services to hard to place UI claimants in an integrated plan with WIA One Stop Centers by means of the Memoranda of Understanding. Our goals are to increase the number of claimants referred to Job Search Services, Counseling and Training.

- I. **PY 2002-03 Reemployment Services Program** funds were utilized to hire twenty five (25) temporary employees to contribute to improve Reemployment Services in terms of quantity and quality.

Responsibilities:

1. Provide initial orientation of RES services.
2. Complete or update the Employment Service Application
3. Conduct the Assessments Interview of the clients needs:
 - Labor Market Information
 - Training
 - Counseling
 - Testing
 - Job Search
 - Job Development
 - Job Referral

4. Complete the Individual Plan of Reemployment Services.
5. Complete the referral form for the services needed.
6. Perform the follow-up activities to obtain the results of the referral to the different services, offered in our agency or other agency.
7. Communicate as often as necessary with employment of the One Stop Partners inside and outside our agency by telephone fax or visits.
8. Collect and report the data pertaining

Temporary Employees continued their responsibilities in the Reemployment Program until the end of their contract on June 30, 2003.

II. PY 2003-04 Reemployment Services Program funds were utilized for Job Search Workshops

Activities performed:

1. Riquel Group, Inc. Personnel conducted five (5) Job Search Sessions in 15 Local Offices, from January to February 2003.
2. On March 6, 2003 Temporary and Regular Employees participated in one-day training about conducting Job Search Sessions presented by Riquel Group, Inc. The Facilitator's Manual and diskettes with visual presentation was given to each participant.
3. During March 2003, the Job Search Sessions continued to be scheduled every Friday for a minimum of 2 hours in 14 Local Offices and 2 sub-offices and conducted by RES Temporary and Regular Employees and also by Occupational Counselors. The assignment of Facilitators to the sessions will work on a rotary basis.
4. Periodical meetings were held with Local Offices Managers and staff to discuss the out-comes and ways to improve the services.

The RES participants and ES Specialists evaluated the Job Search Workshops conducted by ES Local Offices staff with results of Excellent and Good.

- III. **PY 2004-05 Reemployment Services Program** funds were utilized to offer short courses in English and Introduction to Computers for the participants.

The Department of Labor contracted the Workforce Employment & Training Center (WOTEC) to provide 1,300 opportunities for English and Computer courses, coordinated and supervised by the Reemployment Staff at the Central Level.

RESULTS

Activities	Fiscal Year 2002-2003	Fiscal Year 2003-2004	Fiscal Year 2004-2005
Total RES Client	35,360	29,894	31,468
Directly Hired	7,503	7,476	7,099
Referral	11,307	11,210	11,574
Counseling	4,867	7,038	6,277
Job Search	10,186	11,202	11,439