



# PY2021

## WORKFORCE INNOVATION AND

## OPPORTUNITY ACT

Annual Report Narrative



---

**Mailing Address:** P.O. Box 9970 • Tamuning, Guam 96931

**Phone:** (671) 475-7000/1 • **Fax:** (671) 475-6811

**Websites:** [dol.guam.gov](http://dol.guam.gov) • [hireguam.com](http://hireguam.com)

## EXECUTIVE SUMMARY

The onset of the COVID-19 pandemic in March 2020, brought the Guam economy to a screeching halt, it was an immense experience for the island of Guam. People lost their jobs, for the last two years and counting, and still in recovery phase. It was an enormous event of sorts, from businesses being shuttered, people left unemployed (some are still jobless, not looking for a job, gave up) and still the economy is on a recovery mode. In April 2020, the Guam Department of Labor (GDOL) began preparations to implement the Pandemic Unemployment Assistance (PUA) Program that was to assist thousands of individuals whose jobs had been impacted by the COVID-19 pandemic. During that time, the Governor signed the agreement with the U.S. Department of Labor (USDOL) as mandated by the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020.

The assistance relief from all the federal dollars poured into Guam was a tremendous help, so those most in need were able to get federal funding while the pandemic subsided. The COVID-19 pandemic was relentless, it brought about closed business establishments, crumbling infrastructure and abandoned buildings. Guam's economy was fragmented from this event that changed the perspective of the lives of a lot of people. And while the plans are to revive and rebuild for workforce development and economic recovery, there is that hope with momentum to be gained for some normalcy in having businesses open up again. Wednesday, Oct. 6, 2021 was the last day for filing claims under the Guam Department of Labor's Pandemic Unemployment Assistance (PUA) program. And GDOL Director David Dell'Isola said Oct. 27, 2021 was the last day to accept the weekly filing of claims online with the closing out of the PUA program.

The COVID-19 pandemic was a life-changer. The focus of the last two years has been how the pandemic affected Guam's economy and various industries such as tourism, food services and the most vulnerable one, the healthcare industry. Both government and private sector leaders put together numerous programs and job packages to let individuals know that there are potential jobs available in the healthcare industry and other industries, to look at new opportunities offered to those willing to learn new skills and be placed at jobs where their skillsets were needed to fill vacancies. The pandemic impacted the economy especially where most employees from the private sector lost their jobs and needed financial assistance to continue supporting their families while looking for jobs. Some of the greatest impacts have been in the industries of tourism/visitor industry, one of Guam's main revenue engine; the healthcare system, education, public safety, hospitality/hotels, restaurants, human resources, and other businesses and non-profit organizations (NGOs). Thus, the Pandemic Unemployment Assistance (PUA) was made available to jobseekers who were dislocated workers, unemployed or underemployed since the private sector was hit the hardest during the pandemic period.

As reported by the Bureau of Labor Statistics at the GDOL, the [June 2022 preliminary statistics](#) show the total number of jobs increased by 190 in the latest quarter and are up 2,130 over the prior June. Private sector employment was up by 850 in the latest quarter and increased 1,880 over the year.

The [Unemployment Rate in Guam for June 2022](#) was 4.8 percent, a decrease of 0.3 percentage points from the March 2021 figure of 5.1 percent, and a reduction of 6.6 percentage points from the June 2021 figure one year earlier of 11.4 percent.

Unemployment Rate	Jun 2021	Sep 2021	Dec 2021	Mar 2022	Jun 2022	Percentage Point Change (One Year)
	11.4%	8.1%	7.2%	5.1%	4.8%	-6.6

Post pandemic recovery efforts were also made by the Guam Department of Labor (GDOL) and workforce partners to inform those looking for gainful employment to learn new skills and acquire renewed capabilities so that employers will hire those who meet qualifications for jobs and positions announced that needed to be filled. Jobseekers getting new skills and credentials coupled with prior experience from certain industries are given sound opportunities for them to apply for jobs that will become available to help them find more than entry level jobs and employment. The GDOL along with eligible training providers, in partnership with the Guam Community College (GCC) has worked tirelessly engaging with employers to inspire all workforce partners to get involved in boot camps being offered at GCC to help job seekers acquire credentials and develop new skills, and change careers. These boot camps offered vary from bus driver training, construction, medical-related jobs such as medical billing and coders, ship repair, etc.

The American Job Center (AJC) with the GDOL offers a continuum of services to jobseekers throughout the cycle of recruiting, reskilling, upskilling, retraining, and transitioning dislocated workers. The AJC workforce services continuously provide staff-assisted career services and business services. They are welcome to apply at the AJC where they will be guided on how to go about getting much needed assistance to be employed again. Post pandemic, it's a new beginning, to help those looking for jobs to be able to survive from the pandemic turmoil. Job fairs were held for unemployed or underemployed individuals needing to restart their lives again, to support their families, to have hope for prosperity and feel good about finding jobs with new skills from the different numerous training and boot camps offered.

The COVID-19 pandemic is reshaping Guam and workforce development. The focus must be on revival to a greater economic level, to rebuild Guam to a future economy matching real world economy. The GDOL is here to help our people get training, learn new skills and find meaningful employment. Our recovery starts now, and everyone is encouraged to take advantage of our programs and our assistance. The GDOL Director, Deputy and staff worked tirelessly and continuously to bring much needed jobs and services to the people of Guam during the pandemic and they are to be commended for that. They have done an outstanding job. All are working for the good of Guam and its people. We need to take this opportunity to upskill workers and prepare for the job market as we all work to rebuild Guam.

At the American Job Center this is what we aim to do: to develop workers with potential for success in the workforce from input with sector partnerships to help those unemployed be reemployed again.

## CUSTOMER SATISFACTION

At the American Job Center (AJC), the customer satisfaction surveys are administered through HireGuam, the Virtual One-Stop (VOS) system, an online case management system used by customers when they come into the AJC and these surveys provide outcomes of services given at the AJC for both jobseekers and businesses. The customer satisfaction assessment provides what works with customers and how to retain them and the VOS has been very effective in improving service delivery to provide jobseekers with access to opportunities for employment, training and other services available at the AJC.

WIOA became effective July 22, 2014 and the provisions of Title I and Title III programs and services were made available through the HireGuam, the Virtual One Stop (VOS) case management system used by the Guam American Job Center (AJC), the new service delivery system. There is no sequence of services where this system connects all participants and businesses to provide the 3 levels of career services, which are basic, individualized and follow-up services to all customers to include co-enrollment with partner programs and Eligible Training Providers.

The Guam Workforce Development Board (GWDB) works directly with partners such as Guam Community College (GCC) and other eligible training providers to offer training for jobs and in-demand occupations. When the participants that enroll in these training programs receive their credentials, they are matched with employers and find unsubsidized employment. The HireGuam system allows for more flexibility to identify and process customers at the AJC who utilize VOS to seek employment. The service delivery that is provided for all employment and training services have standards that are established provided by AJC staff. Participants are provided with career services where all case managers have the ability to provide access to training needs based on the Individual Employment Plan (IEP) that is prepared for customers who come to the AJC. Business services are also available from the Business Services Unit who engage with employers. With regards to continuous improvement processes, the Timely Data Entry Policy for electronic case files ensures that the HireGuam system eliminates the need for paper applications for participant registration and ensures that all programs are using identical criteria to determine participant eligibility. Customers will receive the same high-quality, efficient service regardless of the program in which they enroll.

In order to provide case management to participants, the American Job Center (AJC) must use HireGuam to:

- Create participant applications
- Document assessments, employment plans and employment goals
- Record provided services
- Upload supporting documentation to verify eligibility and supplemental information on outcomes collected during follow up
- Provide case notes regarding interactions with participants that include information that address 'who', 'what', 'where', 'when', 'why', and 'how' of service delivery.

Over time, the HireGuam VOS system has been improved to provide data that shows the numbers of individuals served at the AJC has increased through the PIRL reports generated by the IST Administrator that is submitted to US DOL ETA. HireGuam has been continuously developed and refined to provide innovative and effective outcomes of data from customers who use our Guam system.

## PY2021 PERFORMANCE DATA ON CORE AND CUSTOMER SATISFACTION MEASURES

Staff Efficiency and Tracking Reports/Survey/Customer Feedback Data collected from VOS

Which type of user best describes you?		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Youth (18 years old or less)</a>	4	4.6%
<a href="#">Jobseeker</a>	57	65.5%
<a href="#">Employer</a>	5	5.7%
<a href="#">Labor Market Analyst/Researcher</a>	2	2.3%
<a href="#">Other</a>	19	21.8%
Total: 87		
Indicate the primary purpose for which you will be using this information		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Job Search</a>	34	39.1%
<a href="#">Filing for Unemployment</a>	43	49.4%
<a href="#">Career planning/Occupational Research</a>	3	3.4%
<a href="#">Locate education or training providers</a>	1	1.1%
<a href="#">Other</a>	6	6.9%
Total: 87		
It was easy to find information		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	14	16.1%
<a href="#">Agree</a>	29	33.3%
<a href="#">Neither Agree or Disagree</a>	35	40.2%
<a href="#">Disagree</a>	8	9.2%
<a href="#">Strongly Disagree</a>	1	1.1%
Total: 87		
The data was easy to understand		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	13	14.9%
<a href="#">Agree</a>	32	36.8%
<a href="#">Neither Agree or Disagree</a>	37	42.5%
<a href="#">Disagree</a>	5	5.7%
Total: 87		
The data met my needs		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	15	17.2%
<a href="#">Agree</a>	31	35.6%
<a href="#">Neither Agree or Disagree</a>	35	40.2%
<a href="#">Disagree</a>	5	5.7%
<a href="#">Strongly Disagree</a>	1	1.1%
Total: 87		

Overall, how would you rate your visit with this website?		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Excellent</a>	31	35.6%
<a href="#">Good</a>	24	27.6%
<a href="#">Fair</a>	17	19.5%
<a href="#">Poor</a>	3	3.4%
<a href="#">No Opinion</a>	12	13.8%
<b>Total: 87</b>		

## RESEARCH AND EVALUATION

The Guam Department of Labor (GDOL) is working towards conducting an evaluation and assessment project on activities under the Workforce Innovation and Opportunity Act (WIOA) core programs. For Program Year 2021, the department was unable to conduct any research and evaluation study for the WIOA core programs as Guam continued to recoup from the COVID-19 Pandemic. The WIOA work plan includes collaborating with the University of Guam (UoG) in conjunction with the Guam Workforce Development Board (GWDB) standing committees on planning and monitoring to determine that the American Job Center (AJC) services for WIOA Core Programs are efficient. Funding available under the Governor's set aside funds will be utilized for this activity.

Key components of our evaluation for Program Year 2022 will be focused on the following areas:

- Investments in Training;
- Case Management – best practices and identify alternative types of approaches for case managers when delivering this service;
- Integrated Service Delivery – is Guam AJC closely integrated across programs that generate efficiencies and reducing challenges for our customers.

While Guam is a single state, we believe this would be advantageous for us as coordination for this study will be mandated through our Governor's directive. The program action team (PAT) will include members of the GWDB standing committees and representatives from the GDOL programs to conduct a workforce research and evaluation project on activities under WIOA core programs. As part of Guam's continued efforts toward the research and evaluation of programs, we will work continuously with the WIOA partners for Title II and Title IV, the Guam Community College (GCC) education and Vocational Rehabilitation partners, in addition to our core programs at the GDOL American Job Center (AJC).

Now that we are in the post COVID-19 pandemic stage, we are striving to conduct evaluations and assessments for ongoing workforce training and boot camps with GCC for the WIOA Adult and Dislocated Worker programs to provide services for workforce development to reintegrate into gainful employment.

We plan to carry out the research and evaluation project during the PY2022 period which has started July 1<sup>st</sup> of this year. The findings of the evaluation will be based on results that will show that:

- The GCC training and boot camps held are actually working to have employers hire participants who completed the trainings with credentials and qualifications;
- That training is cost-effective and is available to everyone and not just a select few;

- The evaluation will prove that these training programs are placing trainees into actual jobs that help them earn more than minimum income, above entry level jobs and help them earn higher wages.

The evaluation will also show that not everyone signs up for the training. Still, it gives us information to help us improve how we serve all job seekers, especially those with barriers to employment, such as the disabled population. The evaluation will be used as a guide to gathering evidence-based information to make better workforce development policy decision-making.

Although the Negotiated Performance Measures have increased substantially, we continue to align performance measures to document program elements showing both slippages and program areas for improvement to meet these new percentages. The AJC workforce system pursues continuous improvement through data-driven metrics and indicators by evaluating participants and our data-driven policies. The data validation process through VOS will show that reports submitted to US DOL ETA on program activities and performance outcomes are accurate, including individual data elements. GDOL utilizes the VOS with our local AJC policies on data validation and timely data entry.

Providing effective career services for all individuals at the AJC requires forward-moving AJC partnerships with the Department of Integrated Services for Individuals with Disabilities (DISID). The Division of Vocational Rehabilitation (DVR) continues to realign and support VOS working relationships and how to best serve and provide case management and recordkeeping services to individuals with disabilities. Other support measures include follow-up and referral assistance between DVR and AJC related to career services at the American Job Center.

Data was also collected from the July 1, 2022 islandwide job fair and will be summarized and provided for PY2022. There have been numerous job fairs held with business entities in the private sector which is a sign of the economy becoming vibrant again. Electronic delivery made possible through HireGuam, the Virtual One Stop (VOS) case management system must not replace access to such services at the comprehensive AJC. The system is in compliance with the equal opportunity provisions of WIOA. Basic career services are universally available to everyone accessing the American Job Center.

## **EFFECTIVENESS IN SERVING EMPLOYERS (ESE)**

The Territory of Guam submitted its pilot phase report for the Effectiveness in Serving Employers (ESE) Performance Indicator Approaches for the WIOA Core Programs last program year 2020. Of the three proposed approaches, we reported on having the HireGuam Virtual One-Stop (VOS) case management system aligned to the ESE indicator requirement, which is how we are gauging and assessing the two approaches we chose:

1. Employer Penetration Rate
2. Repeat Business Customers Rate

The ESE indicator we use with the WIOA programs located at the American Job Center (AJC) with the Guam Department of Labor (GDOL) shows that the data captured for the elements of employer

penetration rate is showing a 12.5% outcome and the repeat business customers rate is showing a 37.5% in the HireGuam VOS system.

The employer services provided to employers at the AJC include:

- Employer Information and Support Services
- Workforce Recruitment Assistance
- Engaged in Strategic Planning/Economic Development
- Accessing Untapped Labor Pools
- Training Services
- Incumbent Worker Training Services
- Rapid Response/Business Downsizing Assistance
- Planning Layoff Response

The total number of employer information and support services for PY2021 is 336 while the workforce recruitment assistance came to 2,581. Training services captured was 51. The two measures the Territory of Guam initially selected for the pilot phase were the retention with the same employer but was changed to show employer penetration rate instead with repeat business customers as this best suited our needs to capture data on these two approaches.

For PY2021, the Business Services Unit (BSU) at the American Job Center (AJC) made contacts with and supported employers in various notable ways during and after the COVID-19 pandemic. The Business Services Unit (BSU) with the AJC is focused on building network partnerships with companies to help make employment connections and placements, as well as building work experience, On-the-Job (OJT) training, apprenticeship or other relevant work-based learning opportunities for program participants. The BSU continues to work with industry groups to help identify employer workforce needs. This includes skill levels and related training required to achieve the workforce levels required for both business and employment placement.

#### Untapped Labor Pools

The BSU was able to start identifying untapped labor pools by communicating with village mayors, attending high school college fairs, and participating in the Passport to Services program, one that presents services to Guam's homeless residents.

#### Training Services

The unit supported some training services that benefitted the employers directly. They included training in worksite safety (OSHA) and effective hiring processes. The unit was also involved in letting employers know about training services that helped to increase the pool of qualified employees for the employers. Significant efforts to effectuate Work Experience placements were carried out by the unit to inform employers of the opportunities, processed the completion of contracts for the WE opportunities, and worked to bring together case managers and employers to finalize the placement of participants in WE positions. Over 150 employers worked with the BSU staff to learn about this training experience. The BSU also supported 57 employers' knowledge and understanding of the Apprenticeship Program that provides pre-employment training for prospective employees in designated fields.



### Workforce Recruitment Assistance

A critical employer service is in providing workforce recruitment assistance. Using the HireGuam system, the BSU assisted employers in registering on HireGuam, posting available job opportunities, and using the HireGuam system to identify prospective employees. Over 35 employers took advantage of the support of the staff to avail themselves of the uses of HireGuam. BSU staff also supported job fair activities. The job fairs included a fair at the University of Guam. The assistance provided to employers included the processing of applicants for an off-island company seeking employees who were willing to relocate and supporting employers from the hospitality industry to identify and employ new staff members.

### Employer Information and Support Services

Providing employer information and support services to employers helped them learn about the work of the American Job Center and how the AJC can support their recruitment efforts. Approximately 50 employers received information about the AJC and other Department of Labor services. While there were few opportunities to engage in Strategic Planning and Economic Development, the BSU engaged in post-COVID-19 retraining for a local Human Resources company and responded to two employers that sought and received assistance for their employees when the companies discontinued their business operations during the program year.

## **UPDATED AMERICAN JOB CENTER POLICIES**

The Guam Workforce Development Board (GWDB) held a Special meeting on November 17, 2021 at the GCIC Conference Room in Hagatna, Guam where they approved the American Job Center (AJC) **updated** policies and governance which was then submitted to the U.S. DOL ETA (Employment and Training Administration). It is noteworthy to mention that the HireGuam Virtual One-Stop (VOS) case management system is included in some of the new policies specific to the improvement and efforts to provide data for the workforce development programs at the AJC.

Also approved at this meeting was the updated Eligible Training Providers List (ETPL), GWDB Resolution 2021-001 relative to the listing and certification of eligible training providers list and certification for Guam's Workforce System. This resolution is subject to renewal on July 1, 2023.

## **COMMON EXIT POLICY**

**The Common Exit Policy AJC-012, became effective November 17, 2021** and was established to implement a common exit policy for DOL-administered programs that will promote service delivery that focuses on customer needs, where specific programs serve to fund required services. The purpose of this policy is to provide staff with guidance on the Common Exit policy and related processes.

### Definitions

A Common Exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled to which the common exit policy applies, for at least 90 days, and no future services are planned. A Common exit will occur when no participatory services from any programs included in common exit policy are received within 90 days and no other services are keyed that prevent a system soft exit. A Common Exit Process is when a participant enrolled in multiple DOL-administered programs is exited only when all exit criteria are met for all programs included in the common exit policy.

### Policy Statement

The Guam Workforce Development Board (GWDB) shall ensure that the staff implements the common exit process at the American Job Center (AJC).

HireGuam Data Entry Notice consists of the following:

- AJC staff must enter Exit Date and Exit Reason and close the program or programs in HireGuam.com when no further services are planned for a participant.
- AJC staff shall not enter gap in services unless the participant is scheduled to return for specific services on a specific date.
- The AJC Employment Program Administrator (EPA) must ensure that staff members do not manually close participant period of participation in HireGuam.com. The exit will automatically be applied to participants in following the 90 consecutive days without a participatory service.

Participatory services identified in HireGuam include training services, individualized career services, staff-assisted basic career services and the 14 youth program elements.

The common exit process applies to all WIOA Title I and III core programs in which a participant is concurrently enrolled and are included in HireGuam. Other DOL-administered programs are also found in the VOS system such as the Senior Community Service Employment Program (SCSEP), Jobs for Veterans State Grant (JVSG), Registered Apprenticeship and the National Dislocated Worker Grant (NDWG). Non-DOL-Administered programs whose clients are also given services at the AJC include the Department of Public Health and Social Services (DPHSS) programs such as the Temporary Assistance for Needy Families (TANF) funded program and the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program.

## **DATA VALIDATION**

**The Data Validation Policy and Procedures, AJC-011 became effective November 17, 2021** and outlines the American Job Center (AJC) instructions for the Workforce Innovation and Opportunity Act (WIOA) to establish performance accountability measures for data validation that apply across the core programs to assess the effectiveness in achieving positive outcomes for individuals served by these programs. This policy was issued July 1, 2021 to become effective with Program Year 2021.

### Background

TEGL 7-18, Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA) released on December 19, 2018, provides federal guidance about how states must establish procedures to ensure the information contained in the reports is valid and reliable.

### Policy

Applicability for the following programs is subject to the data validation procedures established by the AJC:

WIOA Title I Adult

WIOA Title I Dislocated Worker

WIOA Title I Youth  
National Dislocated Worker Grants  
WIOA Title III Wagner-Peyser Employment Services  
Senior Community Service Employment Program (SCSEP)  
Jobs for Veterans State Grant (JVSG) for the Disabled Veterans Outreach Program (DVOP)

### Procedures

The American Job Center (AJC) under the Guam Department of Labor (GDOL) is primarily responsible for executing the Title I and III data validation procedures. The AJC will review source documents against the data entered into the HireGuam Virtual One Stop (VOS) System for all ETA-funded grants and programs in accordance with the data elements outlined in accordance with the data elements in TEGL 7-18, Attachment I. The Information, Systems and Technology (IST) Administrator will conduct technical reviews of the Participant Individual Report Layout (PIRL) entries for Title I and Title III PIRL to ensure data transformation procedures are valid and reliable for report validation.

The Guam AJC may:

- Maintain supporting documentation for program-specific data elements not included in TEGL 7-18;
- Conduct additional source document validation on more data elements; and
- Require additional source documentation in the procedures.

### Types of Source Documentation

For most data elements, the validation guidelines provide multiple forms of acceptable source documentation. The most objective source should be used to determine if the data element is valid and accurate. These source documentation types include:

1. Self-Attestation: Self-attestation (also referred to as a participant statement) occurs when a participant states his or her status for a particular data element, such as pregnant or parenting youth, and then signs and dates a form acknowledging this status. The key elements for self-attestation are:
  - (a) The participant identifying his or her status for permitted elements, and
  - (b) Signing and dating a form attesting to this self-identification. The form and signature can be on paper or in the VOS, with an electronic signature. There must be an attestation statement included.
2. Case Notes: Case notes refer to either paper or electronic statements by the case manager that identify, at a minimum, the following:
  - (a) A participant's status for a specific data element
  - (b) The date on which the information was obtained, and
  - (c) The case manager who obtained the information.
3. Other Records: Other records may include electronic records that are participant records created, stored or transferred in a form that only a computer can process and maintained in the VOS. Records can be numeric, graphic, or text. They can also include program intake documents, such as eligibility determination documentation or program enrollment forms, or magnetic storage media such as tapes or disks.

The sample selected for review must include a mixture of cases at various stages of the service delivery model for the three (3) key services offered at the AJC: Career Services, Business Services and Follow-up Services. The sample must include:

- Participants in Education or Training during the previous quarter;
- Active participants in the previous quarter;
- Participant exits in the previous quarter (1 quarter lag);
- Participant exits in the previous 4 quarters (2-4 quarter lag);
- Participants with a credential (active or up to 7 quarter lag); and
- Participants with a measurable skill gain (active within last quarter).

The department will conduct data validation activities quarterly and data integrity checks during quarterly desk reviews. IST will conduct a technical review of the PIRL prior to submitting the PIRL each quarter for the report validation.

A random sample size of 50 active participants and exiters or 25% of active participant and exited records will be drawn per program year. The random sample will be drawn using stratified random sampling by dividing the population by program then a random sample taken from each group.

#### Responsibilities

The following entities have responsibilities in the administration of Title I and III data validation efforts. AJC IST Administrator:

- Provides overall guidance and technical assistance for data validation standards in accordance with federal guidance;
- Oversee technical review of the PIRL and VOS to ensure federal reports are properly completed;
- Lead technical assistance, training development, and training delivery efforts for data validation standards at the AJC Guam.

#### Administration Monitoring and Oversight Staff

- Develop internal controls and timely data entry procedures to ensure data reported into VOS is valid and reliable in accordance with this policy. Internal controls may include conducting routine case reviews, reviewing reports from the HireGuam case management system or any other activity that identifies incorrect data and implements corrections;
- Ensure appropriate staff receive data validation and source documentation training annually;
- Calculate error rates for data elements;
- Provide feedback to AJC staff on data elements that have higher error rates;
- Incorporate findings from the data validation review in follow up training to AJC staff;
- Ensure that AJC staff make corrections to data or collect correct source documentation within 30/60/90 days of being notified after a data validation review;
- Maintain copies of all errors identified and freeze records, keeping the materials and documents from the data validation review for the federal records retention time mandated. Guam will follow the federal records retention policy at 29 CFR §97.42;
- Instruct AJC staff to correct identified data entry errors during quarterly data integrity reviews of accurate data entry; and
- Ensure that state monitoring staff has access to source documents for review upon notification.

### Reporting and Frequency

The AJC staff and management will conduct the initial monitoring review for all new participants processed after the first thirty (30) days with Case Managers. The AJC staff and management will conduct the data validation report quarterly during the on-site monitoring every Program Year (PY) before the federal report is due in order to document the results in the Monitoring Report. During the PY period of the participant, all participant activities must be recorded. Any documented deficiencies will be recorded with a date required to rectify to be consistent with the current monitoring correction timelines.

The GWDB Monitoring and Oversight Committee will provide official results of the reviews to the local workforce board and GDOL Director. Reports will indicate required corrective actions and will determine the required completion date within the Program Year (PY) for corrections consistent with the impacted data's utility in performance indicators.

### Training

IST will offer annual data validation training each program year for the local GWDB and AJC staff. Training initiatives may include providing further clarifications in TEGL 7-18, Attachment I, Source Documentation for WIOA Core Programs.

### Compliance

Failure to comply with identified corrective actions by the identified completion date may cause:

- For the Annual Performance Report Period:
  - Corrections are to be made no later than October 1<sup>st</sup> or the date the annual report is certified when PIRL revisions are made by IST staff; and
  - Mandatory on-site facilitated training on the required reporting for data elements.
- Two years of high or repeated error rates:
  - Issue of a monitoring "Finding";
  - Notification for possible administrative actions; and
  - Formal notification to the GWDB Chair/Chief Elected Officer (CEO) of failure to comply.

## **TIMELY DATA ENTRY POLICY**

**The Timely Data Entry Policy for Electronic Case Files, AJC 015 became effective April 13, 2022.**

Given that the Data Validation Policy was approved for the WIOA and other related programs at the American Job Center (AJC), this necessitated the folding in of the Timely Data Entry Policy for Electronic Case Files as it provides guidance for uniform, paperless documentation of participant files and includes instruction for the collection, dissemination, storage, and protection of information contained within HireGuam. Furthermore, this document addresses the timely entry of participant information into HireGuam, to include enrollment, registration in programs, and timely entry into follow up for participants finishing services from programs. Standardized collection of participant information expedites participant eligibility determinations, ensures accurate and timely Federal reporting, and allows case managers to focus on managing participant case files.

## Background

This guidance originates from multiple regulations related to government agencies' transition from paper to digital files. Among these are: the E-Government Act of 2002, Government Paperwork Elimination Act of 1998, Paperwork Reduction Act of 1995. Workforce Innovation and Opportunity Act (WIOA) Section 185 requires recipients of Title I funds to keep records that are sufficient to prepare reports and permit the tracing of expenditures to adequately ensure that funds have not been spent unlawfully.

This guidance applies to electronic file storage and documentation imaging standards in the administration of the following Federal programs: Title I WIOA Adult, Dislocated Worker, and Youth Programs, Title III Wagner-Peyser (WP), Senior Community Service Employment Program (SCSEP), SNAP Employment & Training (SNAP E&T), and related assistance programs. The Guam Workforce Development Board (GWDB)—along with numerous other state agencies—has transitioned to paperless record keeping by using an electronic document imaging and storage system known as HireGuam.

## The Use of Electronic Records

- Eliminates the need for storage areas and storage costs associated with paper files
- Saves supply costs and decreases paper waste
- Provides for an easily accessible, single-point of access for file review
- Reduces staff time accessing hard copy documentation
- Ensures more secure storage of sensitive information
- Eliminates lost or misfiled paper documents
- Increases the consistency of file documentation
- Ensures complete verification for program eligibility

The electronic information will be made available to any U.S. Department of Labor or auditor, or monitor who needs access in order to carry out their official duties. Information will be made available by granting full access to the HireGuam system or in paper format if requested.

## Fiscal-Related Documentation

If the program maintains records of participant related payments, it is not required to upload invoicing documentation into the HIREGUAM system. All participant-related payments must be linked to their corresponding payments in the fiscal accounting system by notating the invoice number or other specific identifier within the voucher payment in the HIREGUAM. This allows for ease of reference during monitoring and review.

## Timeliness and Accuracy of Reporting - Timely Data Entry into HireGuam

All applicants must be processed immediately upon a customer receiving services. However, there are allowable exceptions, such as Rapid Response, disasters, etc. In such instances, the maximum allowable time to enter information into HireGuam is three (3) business days. Furthermore, all eligibility intake information and services documentation must be entered into HireGuam upon receipt. This also applies to the following up with participants once they have all program goals met and are no longer receiving services. The Primary Indicators of Performance are based on the exit outcomes of these individuals. It is imperative that accurate supplemental information is collected during follow up and entered into the database management system in a timely manner in order to generate timely reports for required Federal reporting; therefore, this information needs to be input promptly (including documentation to

support credentials, skill gains, earnings or employment, when applicable). Once participants have finished program services, follow-up procedures and documentation concerning these individuals must be entered into HireGuam in a timely manner. HireGuam will not make any exceptions to this mandate.

Completeness of Data Entry into HireGuam - Case Managers are expected to enter all verification documents, upon receipt, into HireGuam for all active and former participants.

#### Measurable Skills Gain

1. Pretest and post-test- CASAS tests:  
The actual tests need to be uploaded into HireGuam. Documented attainment of a secondary school diploma or its recognized equivalent:  
The diploma or certificate need to be uploaded into HireGuam.
2. Secondary or postsecondary transcript or report card: For a sufficient number of credit hours that shows a participant is meeting the academic standards, upload transcript or report card.
  - Record the most recent date of the participant's transcript or report card for post-secondary education who complete a minimum of twelve (12) hours per semester; or
  - For part time students a total of at least twelve (12) credit hours over the course of two completed consecutive semesters during the program year that shows a participant are meeting the academic standards.

#### Satisfactory (or Better) Progress Report

Established milestones, such as completion of On-the-Job Training (OJT) for adults and dislocated workers, or completion of one year of an apprenticeship program, progress reports of participants in worksite training components used as measurable skills gained, or similar milestones, documented from an employer or training provider who is providing onsite professional training.

#### Successful Passage of an Exam

Documents required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade- related benchmarks, such as knowledge-based exam results, occupational competency-based assessments, and other tests necessary for completion.

#### Credential Documents

- Secondary school diploma or recognized equivalent
- Associate's Degree
- Bachelor's Degree
- Occupational Licensure
- Occupational Certificate, to include Registered Apprenticeship and Career and Technical Education certificates
- Occupational Certification
- Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment

#### Outcomes

- Exclusionary support documentation
- Supplemental wage and employment information

- Credentials up to 12 months after exit
- Employment related to training
- Occupational code of employment after exit (O\*NET code)
- School status
- WIOA status forms
- An internal communication via HireGuam will be sent to individual indicating the attempts to contact client
- Training attendance records
- Review of service records identifying complete recording of all services each quarter and ensuring all future scheduled services are accurately dated

#### Supportive Services and Follow-Up

- Any documentation needed to validate any support services given to a program participant during program participation.
- Any documentation needed to validate any support services given to a Youth program participant after exit. Case notes are sufficient for an Adult or Dislocated Worker program participant in regards to follow up. Fundable services are only allowed for Youth after exit.
- Any documentation needed to validate any follow-up services given to a program participant after exit.

#### Medical Records Confidentiality

Records containing identifiable health information—also known as protected health information (PHI) under the HIPAA Act of 1996—such as health status, provision of health care, or payment for health care must be maintained in a secure area and in paper format.

#### Data Validation

This is the process to review participant files for accuracy and compliance. Eligibility and verification documentation is reviewed during this process. Data validation is an annual review of a sample of participants from the federal report. GWDB staff will validate that the information recorded in the system on each participant is correct by verifying that the data in HIREGUAM matches supporting source documentation, is accurate and is present within a participant's case file. This procedure eliminates the need for paper files to be provided by staff in the field, which allows the GWDB to virtually validate supporting documentation. As of the effective date of this guidance, all documents must be uploaded into participant files as they are received by the case manager.

#### Confidentiality of Data or Information and Required Release Forms

Data or information acquired by an agency under a confidentiality agreement, to be used exclusively for statistical purposes, shall not be disclosed by an agency in identifiable form for any use other than an exclusively statistical purpose. Use of this information is prohibited except with the informed consent of the respondent.

#### Required Release Forms

All AJC staff must have an Employment Verification Release Form (EVRF) signed and dated by the participant and the case manager. This form must state that the participant's information may be used for reporting purposes as a result of federal regulations associated with the benefit of federal funds, and that the participant's personal information will remain confidential. This may be used as a stand-alone



form, or may be incorporated into other release forms used by the AJC. The release form must be uploaded into the participant file in HireGuam to validate that the participant agrees to the release of information for reporting purposes no later than 3 business days after the initial enrolment participation date.

Participants who attend training through WIOA-funded programs must sign and date a form authorizing the release of educational records in order to obtain information or copies of certifications or diplomas from educational institutions for data validation and reporting purposes.

#### Legal Status of Electronic Documents

Electronic records submitted or maintained in accordance with procedures developed under this title, or electronic signatures or other forms of electronic authentication used in accordance with such procedures, shall not be denied legal effect, validity, or enforceability because such records are in electronic form.

### **OUT-OF-SCHOOL YOUTH (OSY) WAIVER**

The Territory of Guam originally submitted an Out-of-School (OSY) WIOA Waiver request for Guam back in December 29, 2020, during the height of the COVID-19 pandemic. The U.S. DOL ETA gave approval on December 31, 2020 for PY2020 and PY2021 although this particular waiver request was not implemented. Guam was impacted by the Covid-19 pandemic in 2020, and requested for this waiver to lower funds on out-of-school youth (OSY) from 75% to 50% of the total funds received. The waiver will allow the Guam Department of Labor (GDOL) to provide services and support to our eligible youth to assist them with workforce training and work experience with our youth programs.

Career services are provided at the American Job Center (AJC) and the goal is to recruit both in-school and out-of-school youth and help them find successful careers and employment, inclusive of Career and Technical Education (CTE) programs with education partners like Guam Community College (GCC) and the University of Guam (UoG). Post recovery from the pandemic, the OSY Waiver will be used to meet performance outcomes with the youth summer employment opportunities for paid and unpaid work experience with employers and eligible training providers as a year-round strategy for youth development.

# WE ARE LOOKING FOR **NEW** PARTICIPANTS FOR THE OUT OF SCHOOL YOUTH PROGRAM!

THIS PROGRAM IS PART OF THE WORKFORCE  
INNOVATION AND OPPORTUNITY ACT (WIOA)

***Are you between the ages of 16 and 24  
years old and interested in the following:***

- Obtaining a high school diploma while also receiving skills and job training?
- Developing the skills required to enter the work force and attend college?
- Continuing your education beyond high school and attending college?
- Pre-Apprenticeship Opportunities?



## **SERVICES PROVIDED**

Paid and unpaid work experience, which may include the following types of work experiences:

- Summer employment opportunities and other employment opportunities throughout the year
- Pre-apprenticeship programs
- Internships and job shadowing
- On-the-job training opportunities
- Alternative secondary school services, or dropout recovery services
- Occupational skill training that leads to recognized post-secondary credentials aligned with in-demand industry sectors or occupations in the local area.

**PARTICIPANTS MUST MEET ELIGIBILITY REQUIREMENTS  
PLEASE CONTACT THE AMERICAN JOB CENTER AT  
(671) 475-7000/7001 OR [AJC.TRAINING@DOL.GUAM.GOV](mailto:AJC.TRAINING@DOL.GUAM.GOV)  
FOR MORE INFORMATION**

This project is funded 100% with Workforce Innovation and Opportunity Act grant funds from USDOL. The total Federal funding for this project is \$1,614,404.00

american**job**center  
GUAM



Current negotiated performance targets for the Title I and Title III Core Programs for PY2021 are:

Program(s) Negotiated Performance Levels	PY2021
<b>WIOA Adult</b>	
Employment 2 <sup>nd</sup> quarter after exit	53.0%
Employment 4 <sup>th</sup> quarter after exit	51.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$5,300
Credential attainment rate	61.0%
Measurable Skill Gains	50.0%
<b>WIOA Dislocated Worker</b>	
Employment 2 <sup>nd</sup> quarter after exit	53.0%
Employment 4 <sup>th</sup> quarter after exit	51.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$5,500
Credential attainment rate	57.0%
Measurable Skill Gains	50.0%
<b>WIOA Youth</b>	
Education, training, or employment 2 <sup>nd</sup> quarter after exit	50.0%
Education, training, or employment 4 <sup>th</sup> quarter after exit	50.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$4,600
Credential attainment rate	50.0%
Measurable Skill Gains	50.0%
<b>Wagner-Peyser Employment Service</b>	
Employment 2 <sup>nd</sup> quarter after exit	54.0%
Employment 4 <sup>th</sup> quarter after exit	51.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$5,200

**HIREGUAM TOTAL PROGRAMS SUMMARY REPORT  
FOR WIOA AND WAGNER-PEYSER PROGRAMS  
State Region 1 – Guam - PY2021**


Category	Total
<b>WIOA</b>	
Total Participants	332
Active Cases	157
Exited Cases	175
Cases in FollowUp Services	245
Entered Employment Cases	121
Training Related Employment	41
<b>Wagner-Peyser</b>	

Total Participants	2,169
Active Cases	385
Exited Cases	1,784
Cases in FollowUp Services	2,628
Entered Employment Cases	1,313
Total Employers Served	316
<b>OTHER</b>	
Staff EnteredRegistration	549
Staff Service Entry	1,170
AJC Foot Traffic	2,893
AJC Orientation	906
New Employers Registration	97
Total Job Orders	2,179

## PERFORMANCE ACCOUNTABILITY SYSTEM COLLABORATION WITH WIOA PARTNERS JOB WORKSHOPS & JOB FAIRS/OUTREACH

### GDOL HOSTS JOB WORKSHOPS – JUNE 21, 2022 AND JUNE 28, 2022

**NEED HELP WITH YOUR RESUME?**






**JOB READINESS  
WORKSHOP**

**Tuesday, June 21, 2022 & Tuesday, June 28, 2022 | 9AM - 12PM**

Join us at the American Job Center  
3rd Floor Training Room, GCIC Building, Hagåtña.

Practice your interview skills and learn how to write a resume  
from professionals who have helped job seekers get hired!  
(Seats are limited to 35 per day)

For more information and to reserve your seat, contact the  
American Job Center at (671) 475-7000/7001

This ad is supported by Employment and Training  
Program funds from the U.S. Department of Labor as  
part of an award totaling \$4,473,862.00 with 0%  
financed by non-governmental resources.

## **JOB READINESS WORKSHOPS**

The Guam Department of Labor (GDOL) scheduled 2 Job Readiness workshops for Tuesday June 21 and the following Tuesday June 28, 2022 from 900am to 12 noon. Seats were limited to 35 participants. Residents were urged to register or get more information by calling 671-475-7000 at the American Job Center. These 2 workshops are to help job seekers learn and develop skills that are needed to find employment.

As more businesses reopen after COVID-19-caused closures, there were more job opportunities and the Guam Department of Labor offered free employment training sessions to help job seekers find a potential job and get hired.

Two (2) workshops were held at the American Job Center (AJC). GDOL officials said participants will be trained to write effective resumes and get some practice with interviews. Participants will also learn how to dress professionally to impress a potential employer.

The three-hour workshops were held by professionals who know what job interviewers are looking for and will help boost the marketability of the job seekers in order to bring steady economic growth back to the island. Training was provided for the unemployed and underemployed to improve their work skills.

The workshops were hosted by the AJC in partnership with the Society for Human Resource Management (SHRM) Guam Chapter.

## **YOUTH EMPLOYMENT EXPANDED, ADULT JOB TRAINING OFFERED – JUNE 16, 2022**

Summer youth employment with various government agencies, at 30 hours a week, were being offered to the island's youth between the ages of 14 to 17. They were assisted with their application process for the Governor's Summer Youth Employment Program. This was made possible with partnership through the Department of Youth Affairs (DYA). Job training for adults to be conducted were also offered for the Job Readiness Workshops with the Guam Department of Labor (GDOL).

More than 1,300 applications were received by DYA and additional funding was to be provided in collaboration with the Guam State Clearinghouse and the Department of Administration. The Governor's Summer Youth Employment Program is federally funded by the Education Stabilization Fund and will cost \$2.4 million. The program will run from June 20 to July 29, 2022 and students will work 30 hours per week at almost 80 different government offices islandwide.

Participants will gain real-world government entry-level work experience, get a chance to improve their interpersonal communication skills, obtain career choice advice and educational guidance, make connections for future career opportunities, be mentored by positive adult role models, build a resume for future jobs or college applications, and earn a paycheck.

## **YOUTH PROGRAM OFFERS ON-THE-JOB TRAINING, INTERNSHIPS – MARCH 14, 2022**

The Guam Department of Labor (GDOL) offered youths and young adults ages 16 to 24 who are interested in getting their high school diploma while training on the job and getting skills to apply for a GDOL program. The program, part of the Workforce Innovation and Opportunity Act (WIOA), offers paid and unpaid work experiences including :

- Job opportunities in the summer and throughout the year

- Pre-apprenticeship programs
- Internships and job shadowing
- On-the-job training
- Alternative secondary school and dropout recovery services
- Occupational skill training leading to post-secondary credentials in high-demand industries

Guidelines provided to Youth applicants informed them that they must be a U.S. citizen or registered alien; qualify as low income if in school or a high school graduate; meet Selective Service Registration requirements; and experience one or more of defined barriers to employment or education. The youth will learn about developing skills required to enter the workforce and continuing their education beyond high school. Those enrolled in the out-of-school youth program will receive services such as summer employment opportunities, as well as other employment opportunities throughout the rest of the year. They'll be able to do some job shadowing, internships, pre-apprenticeship opportunities, on the job training, as well as alternative secondary school services.

#### **JOB FAIR HELD WITH DPHSS – OCTOBER 30, 2021**

The Department of Public Health and Social Services (DPHSS), in partnership with the Guam Department of Labor (GDOL), hosted a job fair on Saturday, October 30, 2021, from 9 a.m. to 4 p.m. at the American Job Center (AJC), Bell Tower, in Anigua.

DPHSS was recruiting individuals to fill some 70+ positions for its COVID-19 response efforts. These positions will assist the department in community outreach, processing of laboratory specimens, case investigation, health disparities, administrative duties, nursing, and other functions.

DPHSS encouraged those looking for employment to take a look at the positions available and thanked the GDOL Director and the AJC staff for their assistance with this effort to onboard qualified individuals with the department of public health. This event was conducted to bring together job seekers and the employer.

During the COVID-19 pandemic, the DPHSS listed the following positions for recruitment from the October 30, 2021 job fair held in partnership with the Guam Department of Labor as shown below:

<b>Management</b>		<b>Information Technology</b>	
Program Coordinator I	7	Computer Systems Analyst I	1
Program Coordinator III	2	Computer Systems Analyst II	1
Program Coordinator IV	4	Systems Programmer	3
Special Projects Coordinator (Digital Specialist)	1	Research and Statistical Analyst I	1
Quality and Safety Manager	1		
<b>Administrative &amp; Logistics Support</b>		<b>Clinical Services</b>	
Administrative Assistant	3	Nurse Aide I	4
Community Program Aide I	5	Nurse Aide II	1
Community Program Aide II	13	Licensed Practical Nurse I	5
Clerk III	1	Community Health Nurse II	3
Buyer I	2		
Word Processing Secretary I	1	<b>Laboratory</b>	



Mobile Driver	1	Microbiologist II	1
Store Keeper I	3	Laboratory Technician II	1
CDC Coordinator	2	Medical Lab Technician II	2
CDC Investigator	3		
Social Worker III	1		
Total	50	Total	23

### LIST OF BOOT CAMPS HELD DURING PY2021

Numerous ongoing Boot Camps with our education partner, Guam Community College (GCC) and GDOL continued to be held to assist job seekers with training and certifications.

### SHIP REPAIR BOOT CAMP V - COMPLETION CEREMONY - JANUARY 14, 2022



The Guam Community College (GCC) held its Ship Repair Transportation Boot Camp V graduation ceremony for the 21 graduates who attended the twelve (12) weeks pre-apprenticeship training program. Twenty-one (21) individuals received their certificates of completion from the training they received which ran from November 10, 2021 to January 12, 2022. Emphasis was for those who were unemployed or underemployed. Courses taken included Heartsavers, CT197A Shielded Metal Arc Welding I, CT165A Electrical, CT153 Intro to Carpentry, Work Ethics, Career Readiness/WorkKeys and OSHA10.

Note: There were other Ship Repair Boot Camps offered also, and done in Sessions.

## **BUS DRIVER WORK-READY BOOT CAMP GRADUATION – JUNE 11, 2022**



The Guam Department of Labor (GDOL) announced a partnership with the Department of Public Works (DPW), and the Guam Community College (GCC) a Bus Driver Training Program. A total of 15 individuals graduated from the GCC Bus Driver Work-Ready Boot Camp. They were hired for employment with the Guam Department of Labor (GDOL) and Kloppenburg Enterprises Inc. Some of them will be hired as school bus drivers with the Department of Public Works. The Boot Camp began in February 2022. There was a shortage of bus drivers to transport the thousands of Guam Department of Education (GDOE) students to and from schools so this boot camp training was timely.

GCC held a graduation ceremony on June 11, 2022 for the 15 students that completed the program. All 15 graduates took the exam for their Class "D" license and passed their tests, according to GCC's press release. The Class "D" License is a chauffeur license with the "D" endorsement allowing for the operation of 15- to 90-passenger vehicles, including school buses and tour buses.

After successful completion of this boot camp, the graduates were hired by DPW and KEI. Those hired by DPW are already earning a paycheck through the GDOL and will eventually transition to limited-term employees. The KEI participants are also employed as bus drivers and dispatchers," the release said.

## **UNIVERSITY OF GUAM CERTIFIED NURSING ASSISTANTS GRADUATION – AUGUST 26, 2021**

A group of 18 new certified nursing assistants joined the island's health community. They'll be apprentices at Guam Regional Medical City, Health Services of the Pacific, and, for the first time in the program, the Guam Memorial Hospital Authority (GMHA). The program was initially launched in February, 2019 and the Nursing Assistant Education Program was created specifically for workforce development.



The Dean of UoG's School of Health, Dr. Margaret Hattori-Uchima, commented that this is the first time a government agency has had CNA apprentices. A lot of effort was made in Guam to recruit nurses when the COVID-19 pandemic hit, but that recruiting paid off with the UoG School of Health which has trained 41 CNAs since the start of the pandemic and 81 CNAs since the program's inception. The CNAs who completed the previous apprenticeship programs are working for GRMC, Health Services of the Pacific, GMHA, and Catholic Social Service. A total of 3 cohorts have completed the Nursing Assistant Education Program through the University of Guam School of Health, the UOG Global Learning and Engagement Department, and the Guam Department of Labor.

CNAs must undergo a set number of classroom and clinical training hours and then pass both a written and skills exam. The three-month program begins with pre-apprenticeship training for mental health, first aid, communication, confidentiality, and other skills necessary for employment.

Students then complete 120 hours of theory, skills lab, and clinical training and a paid apprenticeship at one of the program's participating employers, where they are then guaranteed employment upon passing the CNA exam and becoming officially certified.

The cost of the students' tuition, uniforms, books, clearances, and physical exams is covered through the Guam Department of Labor via the State Apprenticeship Expansion grant, a \$1.7 million grant to increase registered apprentices in Guam within allied health, telecommunications, construction, and hospitality.

**ATTACHMENT I**  
**PY2021**  
**GUAM**  
**REGISTERED**  
**APPRENTICESHIP**  
**PROGRAM**

## GUAM REGISTERED APPRENTICESHIP PROGRAM

Guam was granted recognized as a State Apprenticeship Agency/Registration Agency by the U.S. Department of Labor, Employment and Training Administration, Office of Apprenticeship, on June 28, 2013. Guam Public Law 32-230, officially designated the Guam Department of Labor as the local entity to perform the duties of the Guam State Apprenticeship Agency/Registration Agency. The following tables show the number of graduates, new registered apprenticeship sponsors and new apprentices during Program Year 2021.

REGISTERED APPRENTICESHIP SPONSOR	OCCUPATION	TOTAL GRADUATES
Cabras Marine Corporation	Pipefitter (Ship & Boat)	1
Guam Contractors Association	Electrician	1
	Heating & Air-Conditioner Installer/Service	2
	Accounting Technician	1
Docomo Pacific	Computer Systems Analyst	1
	Customer Service Representative	1
Guam Hotel & Restaurant Association	Maintenance Repairer, Build	1
Guam Police Department	Police Officer	14

### New Registered Apprenticeship Sponsors

Sponsors	Registration Date
Cancer Center of Guam	7/2/2021
Duty Free Shoppers Group – MidPac Div.	7/13/2021
Guam Memorial Hospital	7/28/2021
Guam Customs and Quarantine Agency	3/9/2022
DeWitt Guam	4/11/2022
Goodwind Development Corporation	6/20/2022

### New Apprentices

OCCUPATION	#	GENDER	
		Male	Female
Accounting Technician	7	1	6
Automobile Mechanic	1	1	0
Carpenter	5	5	0
Computer Programmer	1	0	1
Computer Support Specialist	1	1	0
Computer Systems Analyst	1	0	1
Construction Craft Laborer	2	2	0

Correction Officer	16	15	1
Customer Service Representative	70	12	58
Drafter	1	1	0
Electrician (Interior)	8	8	0
Electrician (Ship & Boat)	16	15	1
Electronics Systems Technician	5	5	0
Finance Management	3	1	2
Graphic Designer	1	0	1
Heating & Air-Conditioner Installer/Repairer	24	24	0
Internet Working Technician	7	6	1
Line Installer Repairer	6	5	1
Machinist, Marine Engine	3	2	1
Machinist, Outside	6	6	0
Maintenance Repairer, Build	1	1	0
Manager, Retail Store	4	1	3
Medical Assistant	1	0	1
Nursing Assistant, Certified	11	2	9
Office Manager	1	0	1
Operating Engineer	11	11	0
Painter, Shipyard	2	2	0
Pipefitter (Ship & Boat)	4	4	0
Plumber	1	1	0
Police Officer	6	4	2
Refrigeration Mechanic	1	1	0
Rigger (Ship & Boat Bldg)	5	5	0
Shipwright	4	4	0
Telecommunications Technician	4	3	1
Truck Driver, Heavy	5	5	0
Welder, Arc	4	3	1
Welder, Combination	3	3	0
TOTALS	252	160	91

## REGISTERED APPRENTICESHIP LABOR CLINICS

Date	Employer
8/13/2021	Hilton Guam Resort & Spa/Guam Hotel & Restaurant Association HR Staff
9/16/2021	Multiple Employers
4/13/2022	Guam AutoSpot
6/20/2022	Title Guam Guaranty

### Press Release Event

The GDOL Apprenticeship Coordinator was at this talk show, The Brightside. This was a radio interview, on Tuesday, November 16, 2021, with the Host on Guam K-57 Radio Station. During this interview, the Apprenticeship Coordinator spoke with the host on the registered apprenticeship program on Guam.

## OTHER LABOR CLINICS

The Fair Employment Practice Office (FEPO) conducted the following labor clinics for PY2021. The clinics were for Fair Chances Hiring Process Act (FCHPA) and Equal Employment Opportunity (EEO; includes Harassment/Sex). Outreach activities were also held for the same presentations.

### *Labor Clinics*

PY 2021				
#	Date	Topic	# of Participants	Total Employees Benefitted
1	9/1/2021	FCHPA	14	340
2	4/21/2022	FCHPA	8	239
3	6/9/2022	Harassment	<u>12</u>	<u>447</u>
Total			34	1,026

### *Outreach Activities*

PY 2021				
#	Date	Topic	# of Participants	Total Employees Benefitted
1	7/1/2021	FCHPA	14	NA
2	7/29/2021	EEO/Harassment/Sex	12	NA
3	9/22/2021	Harassment	19	NA
4	10/7/2021	FCHPA	25	NA
5	10/8/2021	Harassment/Sex	23	128
6	10/22/2021	Harassment	5	62
7	11/10/2021	EEO/FCHPA	9	54
8	11/17/2021	EEO	7	55
9	11/23/2021	FCHPA	9	22
10	2/10/2022	EEO	6	NA
11	4/14/2022	FCHPA	<u>22</u>	
Total			151	321

**ATTACHMENT II  
PY2021 SENIOR  
COMMUNITY  
SERVICE  
EMPLOYMENT  
PROGRAM**

## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM – SCSEP

The funding for PY2021 for the SCSEP program was \$908,723 and the total number of participants served was 94. The program provides several community activities and work-based training for older workers.

The amended Older Americans Act has significant changes for Title V that authorizes the Senior Community Service Employment Program (SCSEP) and its operations. The OAA Amendments became effective upon enactment, on September 1, 2010. The amended Title V retains the structure of the program to receive money to operate SCSEP projects. It retains the current funding allocation that distributes 22% to State grantees such as the Territory of Guam. There are performance accountability requirements that must be met for the SCSEP program to attain certain levels of performance and core performance measures.

The Guam SCSEP Administrator continues to work on performance improvements for the program. For recruitment and outreach purposes, she has participated in outreach activities to promote the SCSEP program on island, has attended radio talk shows and job fairs to promote the SCSEP goals and objectives so senior citizens are informed that they are welcome to come to the American Job Center (AJC) and inquiry about employment with the program. For efficiency in running the SCSEP program, she has also attended training on the Virtual One-Stop (VOS) HireGuam case management system utilized at the AJC with AJC partners. The SCSEP Administrator also monitors the achievement of recruitment and has made efforts to ensure that at no time should there be vacancies existing in the program and that training part-time is available to provide training opportunities for older workers.

All members of the community are recruited and these efforts made include outreach to minorities, those living in poverty or are homeless and unemployed. All are given an opportunity to participate in the program provided they are eligible and meet the criteria for employment with SCSEP. The criteria to be met are age, income, barrier to employment, residency and unemployment to qualify for the SCSEP program. The SCSEP program runs on a maximum of 48 months, equivalent to 4 years of part-time paid training and not to exceed 1,300 hours per year.

Priority is given to the following individuals:

- (a) Veterans (or, in some cases, spouses of veterans) as established in the Jobs for Veterans Act, 38 U.S.C 4215 (a) and the Senior Community Service Employment Program; Final Rule §641.520 (b)
- (b) Those 65 years of age or older
- (c) Have a disability
- (d) Have limited English proficiency or low literacy
- (e) Reside in a rural area;
- (f) Have low employment prospects;
- (g) Have failed to find employment after using services provided through the One-Stop delivery system; or
- (h) Are homeless or at risk for homelessness

The One-Stop delivery system is used in recruitment and selection of eligible individuals. Collaborative relationships are established with host agencies to provide services to these elders to help in ensuring that they are employed under the SCSEP program. The program is promoted by placing posters and brochures in public places for those interested in applying with the SCSEP program and may inquire at the AJC to find employment as senior citizens still willing to work and qualify for SCSEP. The SCSEP program is also aligned with the WIOA programs at the AJC.

**ATTACHMENT III**

**PY2021**

**GDOL AND AJC  
CONSOLIDATION  
and OTHER  
RELATED  
ARTICLE**



## **CONSOLIDATION OF GDOL AND AJC**

The relocation and consolidation of the American Job Center (AJC) with the Guam Department of Labor (GDOL) to the GCIC building began the week of February 14, 2022 and AJC operations was back in full swing in a week, Monday, February 21, 2022. The AJC at the Bell Tower building joined the GDOL at the GCIC building. The five-year lease at the Bell Tower ended in 2021. Numerous GDOL sections and divisions are located at the GCIC building. The AJC will be located on the 3<sup>rd</sup> floor. GDOL occupies several floors at the GCIC building; enforcement units, such as the Wage and Hour Division, will be on the fourth floor; and administrative services, accounting and the director's office will be on the eighth floor.

Last year while still situated at the Bell Tower, the AJC staff encountered a mechanical issue with the HireGuam Virtual One-Stop (VOS) system. The EPA Administrator in collaboration with the IST Administrator discussed the technical problem with the system. In performing data entry quality control, this involved a project that covered the period from June 10 to August 11, 2021. What followed was the finding of backed-up data in VOS which were for the National Dislocated Worker Grant (NDWG) and this required a "Clean Up" of the HireGuam system where all the data was found to be in the back portion of the system. The vendor was contacted to address this dilemma and a solution was found to have the information released to show percentage increases in the performance measures for dislocated workers. The following tasks and functions were performed by AJC staff to correct the issue:

- Plan, organize, execute, and document the clean-up project for over 150 NDWG cases.
- Worked closely with the case managers to audit and correct their NDWG client case files.
- Ensured that the AJC & NDWG orientation activities were logged in their WIOA applications.
- Void the incorrect 219 activity code and replace it with the correct 227 activity code on HireGuam.
- Corrected the worksite information within the enrollment activity in WIOA.

**ATTACHMENT IV**

**PY2021**

**SUCCESS**

**STORIES**



# ***SUCCESS*** **STORIES**

Name of Customer:

Laylani Ferrer

Email Address:

laylaniferrer@gmail.com

Phone Number:

671-685-4026

Employer:

Dededo Mayor's Office

Address:

Dededo, Guam

Supervisor:

Melissa Savares

Phone Number:

671-632-5203

Case Manager: Maria Baumgartner

414 West Soledad Av. Ste 300, GCIC

Building Hagatna, Gu. 96910

Date Started Program: 06/25/2020

Date of Entered Employment: 08/03/2021

Date of Advancement while Employed:

09/1/2022, in house promotion



Brief narrative on how customer obtains success:

Laylani Ferrer was laid off from her job due to the pandemic. She had applied for the National Dislocated Workers Grant Program and was placed under the Dededo Mayor's Office. Laylani had the opportunity to take the next step of her career. Through progress and monitoring, the outstanding work and commitment she had shown, made her stand out and resulting in a job offer. Laylani had entered into unsubsidized employment as a Recreational Leader. In September 2022, she was transitioned into Municipal Clerk a step up from Laylani's initial employment.



# ***SUCCESS*** STORIES

Name of Customer: Jazmin Poll

Email Address:

[Jazminjanny05@gmail.com](mailto:Jazminjanny05@gmail.com)

671-686-0433

Employer: Department of Public  
Health & Social Services-ELC Division  
155 Hesler Place, Hagatna, Gu. 96910

Supervisor: Estelle A. Ada

Email Address:

[Estelle.ada@dphss.guam.gov](mailto:Estelle.ada@dphss.guam.gov)

671-300-5874

Case Manager: Maria Baumgartner

414 West Soledad Av. Ste 300, GCIC

Building Hagatna, Gu. 96910

Date Started Program: 10/26/2020

Date of Entered Employment: 09/02/2021

Date of Advancement while Employed: 09/2021



Brief narrative on how customer obtains success:

"I started out as a Community Program Aide I working at DPHSS under the National Displaced Workers. I was doing Contact Tracing and Case Investigation at DPHSS in the Covid – 19 Containment Branch. I excelled in my position mainly because my work ethics and how I interact with my coworkers and most importantly, with my patients. I speak Fluent Pohnpeian, Chuukese, Kosraen and this really is a big asset in my field of work. I was able to communicate to people in the community who have language barriers. I was able to build bridges for them to get the resources and help that they need. Through this, I was also hired as a Temporary Appointment staff and then recently hired as a Limited Term appointment. I found a passion working with people, through the program; I am now attending school at Guam Community College majoring in Human Services. I want to give back to the community and help educate people in the community." –J.Poll



americanjobcenter  
GUAM

# SUCCESS STORY



Name of Client:	Carmen A. Borja	VOS User ID:	17880
Mailing Address:	535 Chalan Pale Ramon Haya Suite 116 Yigo, GU. 96929	Case Manager:	Vanessa Rivera
Email Address:	carmen.borja@dphss.guam.gov	Contact#:	671-777-0066
Program:	Senior Community Service Employment Program	Program Start Date:	09/12/2019
Employer:	Department of Public Health & Social Services	Date of Hire:	03/14/2022
<p><i>Brief narrative on how your client achieved success. Please include a worksite photo if you can, selfies are fine.</i></p> <p>Carmen first came into the American Job Center on March 1, 2016. She was needing assistance with finding a job. Her goal was to obtain full time employment to become self-sufficient. Some of the barriers that Carmen had were she was long term unemployed (since May 1993) and outdated job skills.</p> <p>Carmen was determined to find a job at the beginning. Basic Career Services such as resume revisions and job referrals were provided. After numerous attempts she was not able to obtain employment.</p> <p>She was referred to the Senior Community Service Employment Program. She was deemed eligible for the program and enrolled on Sept. 12, 2019.</p> <p>She was placed at the Department of Administration, Human Resource Department as Admin Assistant. During the time she was training, she had access to the job opportunities for the Government of Guam and I would encourage her to continue to apply for jobs.</p> <p>On March 11, 2022, I received a call from Carmen that she needed assistance with preparing a letter of resignation to submit to the SCSEP program, because she was interviewed and offered a job at Department Public Health &amp; Social Services as a Clerk II which she accepted.</p> <p><i>On March 14, 2022, Carmen was gainfully employed and self-sufficient.</i></p>			
Date Submitted to EDS / EPA: _____ <input type="checkbox"/> via email <input type="checkbox"/> via hard copy			



# ***SUCCESS*** STORIES

Name of Customer: Joseph A. Castro  
Mailing Address: PO Box 7569 Agat, GU. 96928  
Email Address: [sanjosedelacruz7@gmail.com](mailto:sanjosedelacruz7@gmail.com)  
Contact Number: (671)689-2927

Employer: Guam Veterans Affairs  
HR Mgr./Supervisor: Lucia R. Perez  
Mailing Address: 172 Spruance Drive Piti, GU.  
Email Address: [lucia.perez@gvao.guam.gov](mailto:lucia.perez@gvao.guam.gov)  
Contact Number: (671)486-5824

Program: WIOA Adult & NDWG  
Case Manager: Vanessa Rivera  
Date Started Program: May 22, 2017  
Date of Entered Employment: January 06, 2020  
Date of Advancement while Employed: March 01, 2022

Mr. Joseph A. Castro first came to the American Job Center back in May 22, 2017. He was recently released from a 10 year prison sentence. He was seeking assistance in obtaining his Adult High School Diploma and Employment.

We sent him to Asmuyao Community School on June 26, 2017. He needed 9.0 credits to obtain his diploma. With limited transportation he obtained his Adult high school diploma on May 4, 2019. Within the 23 months of attendance in school Joseph would call me to let me know that he wanted to drop out of school, but I continued to encourage him and praised him for his accomplishments.

On January 06, 2020 Joseph obtained employment at Ma Thai Restaurant as a Kitchen Helper. He was doing well at his job and was laid off on March 15, 2020 due to COVID-19. Joseph came back to see me for assistance with employment. He was deemed eligible for the National Dislocated Worker Grant Program (NDWG) and was placed at Guam Veterans Affairs as a Maintenance Worker.

On March 1, 2022, Mr. Joseph Castro was hired as a Building Custodian at Guam Veterans Affairs.







# ***SUCCESS*** STORIES

Name of Customer: **Rosita Gogo**

Mailing Address:

**P.O. Box 4078 Hagatna, Guam 96932**

Email Address: **gogorose19@gmail.com**

Contact Number: **(671)969-8287**

Employer: **Department of Revenue & Taxation**

HR Mgr./Supervisor:

**Alice Sebastian-Cruz**

Mailing Address:

**PO Box 23607 Barrigada, Guam**

Email Address: **alice.cruz@revtax.guam.gov**

Contact Number: **(671) 635-1814**

Program: **National Dislocated Worker Grant (NDWG)**

Case Manager: **Linda Salas**

Date Started Program: **11/16/2020**

Date of Entered Employment: **12/29/2021**

Rosita Gogo had been unemployed since May 2001 as she was a homemaker. She had been actively seeking employment with no success. She was deemed eligible under the National Dislocated Worker Grant assigned to Department of Labor (AJC) as a Customer Service Representative. She gained knowledge on Workforce Development.

She was then re-assigned on September 2021 to Department of Revenue & Taxation where she was exposed to a totally different work environment. She was dealing with a large amount of money under a program called Sallappe (money) due to COVID 19. She was then hired limited term employee on December 29, 2021.



**ATTACHMENT V**  
**NATIONAL**  
**DISLOCATED**  
**WORKER GRANT**  
**(NDWG)**



## **NDWG –National Dislocated Worker Grant**

### **GUAM'S COMMUNITY NEEDS ASSESSMENT - Onset of COVID-19 pandemic March 14, 2020**

Guam was in the midst of both a public health and economic crisis resulting from the coronavirus disease 2019 (COVID-19) pandemic. The immediate impacts of COVID-19 have been felt across all sectors in Guam. Guam is an island in the Pacific, with a land mass of 212 square miles and a population of 159,358. Some of the greatest impacts have been in the areas of health, education, employment, the economy, human services, and community resources.

The Governor of Guam and Lt. Governor of Guam are leading the efforts to contain the pandemic, in coordination with the Guam Homeland Security Agency/Office of Civil Defense.

On March 14, 2020, Guam Governor Lourdes Leon Guerrero signed Executive Order 2020-03 declaring a state of emergency for the island of Guam due to COVID-19, which closed businesses, schools, and non-essential government operations. The order directed the people of Guam to remain at their place of residence unless leaving for limited allowable purposes, as defined in the Executive Order, including performing essential activities and business operations. As of this submission, there are five confirmed deaths from COVID-19, 494 confirmed cases of COVID-19, and 152 individuals in isolation.

Guam's economy relies heavily on tourism. As of March 2020, there were a total of 3,425 employees in the hotel and restaurant industry who have been negatively affected by COVID-19, with their hours reduced, furloughed with no return date, or permanently laid off. As of July 14, 2020, the Guam Department of Labor has received 34,321 employee separation notices from 1,948 employers. Travel restrictions were implemented, requiring all travelers into Guam to be in an 14-day quarantine at one of the three quarantine facilities set up by the Government of Guam in the village of Tamuning. Many flights were cancelled with no tourist making their way to the island, affecting the hotel industry.

In the private sector, there are approximately 50,000 workers. As of April 2020, about 6,300 workers have been laid off or furloughed and 5,100 employees have had their hours reduced. As of June 2020, 22,500 Guamanians have filed initial unemployment claims; that is just a portion of the 31,187 workers that were laid off, furloughed, or whose work hours were reduced as a direct result of the COVID-19 pandemic.

The urgent need throughout our community to allocate our human resources to meet our local challenges as well as administrative burden in different essential agencies in the Government of Guam confirms a significant emerging need in the area of employment providing humanitarian assistance and clean-up activities from COVID-19. Weekly calls with the Civil Defense Administrator will ensure all worksites and resources are provided according to the humanitarian and clean-up activities related to COVID-19.

The Guam Homeland Security/Office of Civil Defense is the lead agency for the logistical organization and direction of resources. Their mission is to coordinate and facilitate all Government of Guam, Military, and Federal Liaison Response Agencies and their resources in mitigating, preparing, responding, and recovering from any and all types of emergencies in order to protect the lives, environment, and property of the island of Guam. All resources, goods and services are procured and received at the GHS/OCD. Since COVID-19 pandemic, GHS/OCD has procured thousands of supplies for the entire Government of Guam.

GHS/OCD also assisted in the distribution of supplies such as PPEs, water, medical equipment, throughout the Government of Guam, Guam's only public hospital, 3 quarantine facilities, homeless shelter, isolation facilities, and non-congregate facilities, including outreach programs related to COVID-19. Due to the increased responsibilities, GHS/OCD benefitted from laborers to assist in receiving, inventory, and distribution of supplies for humanitarian activities related to COVID-19.

On July 20, 2020, the Governor moved our island into Pandemic Condition of Readiness 3, permitting most activities to operate in Guam under moderate restrictions. All Government of Guam agencies were permitted to operate at maximum capacity provided that the operations conform to social distancing, routine surface cleaning and sanitizing, temperature checks, providing contactless payment systems, monitoring the maximum number of customers in the offices, and mandatory mask wearing requirements. During the shutdown, hundreds of people needed to renew their driver's license, business license, file and/or pay for their taxes, renew their vehicles, apply for the Pandemic Unemployment Assistance, apply for SNAP & TANF benefits. In addition to this, the staff in the agencies have added responsibilities to ensure social distancing, sanitizing, surface cleaning, and implementing the mandatory mask requirement, and measures to prevent crowds at certain government of Guam agencies such as Department of Public Health & Social Services, **Department of Labor American Job Center & Pandemic Unemployment Processing Centers**, Department of Administration, 18 municipal offices, Food Commodity sites, Department of Homeland Security, etc. This has taken away from the normal processing time for the government services, adding to an already burdened and long wait. Together, the restrictions imposed and the number of individuals needing government services was overwhelming, with individuals lining up for over 3-4 hours in the humidity, outside government offices to receive government services.

The unprecedented number of layoffs, furloughs, and reduced hours for employees in the private sector signifies that there's a surge of individuals who need help meeting their basic needs, such as food and other essential household items and medical assistance. Individuals in our vulnerable population who have a higher risk of severe complications from COVID-19 would benefit from having food, medicine, and other essential items delivered to their homes to help limit their exposure to the virus.

### **Humanitarian Assistance**

**Food Distribution:** The Guam Department of Education (GDOE) is the distribution/recipient agency for The Emergency Food Assistance Program (TEFAP) under the U.S. Department of Agriculture Food and Nutrition Service, that provides food assistance to needy Americans have access to food during this national emergency, through the USDA commodities. The warehouse does not have the necessary manpower to receive, store, and deliver the commodities to the distribution sites and the mayoral offices. Providing laborers and expeditors at the warehouse will assist in receiving the tons of food commodities by storing, packaging, and delivering the food commodities to each village of mayors' offices. Since this pandemic, GDOE has set up a distribution site that has brought hundreds of individuals, who begin lining up at 4:00 a.m., the morning of distribution and many times, they've had to turn away individuals because the demand is overwhelming. To ease the burden on the sites, GDOE worked with the Mayors' offices to assist in the food commodity distribution in each village. To date, GDOE has distributed 444,000 food commodities throughout our community and will continue the distribution in 18 villages on the island of Guam.

The Guam Department of Education (DOE) also provides nutrition for school-aged children previously accessing free/reduced break, lunch, and snacks. This program has been impacted by the school closures due to the COVID-19 pandemic, as many of our school-aged children are removed from the daily food source. With the approval from the U.S. Department of Agriculture and funding from the Governor of Guam, DOE started a Grab and Go program, which is a school meals program for all school-aged children to receive their daily nutrition. DOE set up three areas on Guam in the Northern, Southern, and Central parts, at 12 school sites, to provide a means for the parents of the school-aged children to pick up their food. There is a steady demand for the school meal program for our students in our community. Since the school closures, DOE has provided 2,887,000 breakfast and lunch meals at no cost to the students.

Furthermore, meal-service operations have upended offering meals via drive-through pick up or the grab-N-go, walk-up services and when schoolchildren begin school in a different environment or climate, instead of eating in the familiar raucous spaces, students can instead look forward to meals in the classrooms, staggered meal times with 6 feet distancing and surrounded by plexiglass in the cafeterias, or take-home meals to replace the conventional food-service programs. The education department has been challenged at distribution sites and at every elementary, middle and high school because of the lack of manpower and staff who have tested positive for the COVID-19 virus; sites have been shut down, sanitized and staff in the affected distribution site have to be tested and quarantined for 14 days. To assist DOE in these humanitarian activities, providing the extra manpower such as laborers at the warehouse, expeditors for delivery of commodities to 19 Mayors' offices, and cooks assistance for the packaging and handling of food for the children, and maintenance workers to assist with the clean-up activities to prevent the further spread of COVID-19.

COVID Testing & Contact Tracing: The Epidemiological Surveillance Branch and the Containment and Infection Control Branch with the Department of Public Health & Social Services (DPHSS) are tasked to conduct the Contact Tracing and Investigations. There are five locations for DPHSS: (1) Epidemiology and Laboratory Capacity (ELC) Program/Guam Public Health Laboratory Offices, Ran Care Building, Tamuning; (2) Northern Region Community Health Center (NRCHC), Dededo; (3) Immunization Program Office, Castle Mall Building (Unit 9), Mangilao; (4) Bureau of Communicable Disease Control Office, Terlaje Building, Hagatna; (5) ITC Building, Tamuning. In 2020, there were 494 confirmed cases of COVID-19, with 152 individuals in two isolation facilities in Central Guam. With the spike in COVID-19 cases in Guam, contact tracing is on a heightened alert tracing level. The current manpower does not align to the increased demand with most staff working 7 days a week, 12-hour shifts. Community testing for COVID-19 is being conducted, in collaboration with key partner agencies in the Government of Guam, federal agencies, the private sector, and the Mayors' Council of Guam. Placing temporary help such as community program aides and data control clerks within the Department to assist in this humanitarian cause by focusing on high-risk contacts and in areas experiencing community-wide transmission. Community program aides assisted program staff with disease surveillance activities, epidemiological investigations of contacts to communicable diseases, program's data-collection, data entry and record-keeping activities, and client intake and screening. Data control clerks assisted with data collection, entry, verification and analytical support for grant-reporting requirements and program evaluation; Maintain and ensure confidentiality of clients' medical records, files and office procedures in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) and CDC Security and Confidentiality Guidelines; provide input toward the development and implementation of process improvements to increase data reliability; track and document all communications with client and program staff; Assist the CDC Coordinator Supervisor to ensure effective program planning, collection of accurate statistical data,

and computerized input of data.

Homelessness: Our homeless population has significantly increased since the pandemic, with a few testing positive. To prevent further spread, the Lt. Governor of Guam Joshua Tenorio has led the movement provide shelter to the homeless, establishing the Interagency Task Force on Homelessness, working together with the Mayor's Council of Guam and the Department of Public Works (DPW), with DPW taking the main role at the shelter to provide clean-up, sanitizing and disinfection including weekly checks of the building ventilation systems, hazard assessments, ensure safety equipment including fire sprinkler systems are properly working and routinely checked, and that all areas are clean and well-maintained.

Sanitizing: The Department of Public Works (DPW) is also another worksite that was selected to assist in the cleanup to prevent the further spread of the COVID-19 virus in all Government of Guam buildings that are accessed by the general public. Positions most suited to provide clean-up and humanitarian activities are Laborers and Maintenance Workers. Duties include conducting weekly spot checks to ensure government buildings are cleaned and sanitized and have the necessary cleaning agents to properly sanitize the work areas; install sneeze guards at all government buildings that have in-person customer services, and weekly checks on the ventilation capacity in all buildings. Humanitarian activities will include the pickup and delivery of food commodities to the Skilled Nursing Unit and Guam's only public hospital, Guam Memorial Hospital.

Due to the spike in COVID-19 positive cases since the initial application submission, many of our government agencies have had to implement different strategies to administer financial help for our residents during this pandemic. Our government agencies that administer different local and federal direct cash and benefits relief such as SNAP benefits, Programan Salappe, Federal Stimulus payments, pandemic unemployment assistance, are overwhelmed and understaffed. This proposed project will address this need by providing temporary help in the agencies to provide temporary employment and training and placing eligible participants in positions within government agencies that increase access to food and financial services in Guam. Customer Service Representatives assisted in processing humanitarian payments for Programan Salappe ("Money Program"), Federal Stimulus payments, pandemic unemployment payments, SNAP benefits. Worksites are Guam Department of Revenue and Taxation, Guam Department of Administration, and Department of Public Health & Social Services. Maintenance workers were also beneficial to these agencies as there is a high-volume and foot traffic every workday. Maintenance workers helped in preventing the further spread of the virus by providing routine cleaning and disinfecting of frequently touched surfaces and objects, such as counters, chairs, doorknobs, restrooms, using appropriate cleaning and disinfecting. Routine cleaning of offices, desks, conference rooms, etc.; installing and refilling automatic hand-sanitizers; perform crowd control, social distancing, and conduct temperature & symptom checks and maximum capacity were strictly enforced.

There are 18 villages throughout the island of Guam. Each mayoral office provides assistance in the humanitarian and clean-up activities as a result of COVID-19. Each mayoral office had also been inundated with residents visiting their offices on daily to line up to get verification of residency for public assistance programs, as many Humanitarian activities include the delivery of meals to vulnerable populations and distributing food commodities within each village. Clean-up activities such as regularly cleaning and disinfecting all surfaces that are frequently touched by multiple people, such as door handles, desks, light switches, faucets, workstations, keyboards, telephones, handrails, printer/copiers.

The municipal offices are also providing assistance with the community testing for COVID-19. The human capital in each mayoral office is tapped to capacity because of their regular operations and responsibilities. Providing temporary help from the participants in the DWG program, such as municipals clerks and maintenance workers will provide the support to carry out the humanitarian and clean-up activities such as cleaning public buildings, sanitizing after each distribution and COVID-19 testing conducted in their respective village.

Since the initial submission of this application, the Guam DWG program has hired and placed 96 participants throughout the agencies providing the critical help in providing clean-up and humanitarian activities for this public health pandemic. We have also had 4 participants leave the program because they attained unsubsidized employment. Through the weekly collaboration with the Guam Homeland Security Agency, we are able to identify critical needs and monitor any changes in manpower needs throughout our government.

### **Worksite Management**

The identification of disaster-relief work sites is coordinated directly with the local emergency management agency, Guam Homeland Security/Civil Defense, including contact with public entities within the Government of Guam tasked with the response to the COVID-19 pandemic. Worksites are located throughout the island of Guam. Site visits were conducted to observe the service design and delivery in order to determine the activities specific to humanitarian assistance and cleanup efforts to mitigate ongoing efforts towards the COVID-19 pandemic and to help prevent the spread of COVID-19. Furthermore, hazard assessments were conducted to evaluate any risk exposure for the disaster-relief temporary employees, including working conditions that follow the health and safety standards established by local and federal laws.

Priority will be given to those worksites on public property with first line responders in providing humanitarian assistance such as food distribution and personal protective equipment (PPE), and clean-up assistance includes sanitizing schools, senior centers, and quarantine sites.

Worksite management and progress were tracked by the Program Manager through the use of timesheets, monthly evaluations/participant assessment, and coordinated onsite visits, to ensure that participants are achieving their employment goals, along with the ensuring the successful grant-related outcomes. Participants in disaster-relief jobs may be employed for a maximum of 6 months or 1,040 hours, whichever is longer. Participants may not work or be paid overtime (more than 40 hours per week).

### **Monitoring/Oversight Plan for Worksites**

The Guam Department of Labor (GDOL) provided regular oversight and monitoring to ensure compliance with the regulations, including nondiscrimination, disability, and equal opportunity requirements; compliance with the terms and conditions of the grant award; expenditures are appropriately, accurately, and timely reported; and performance goals are on track to be achieved.

The GDOL performed quarterly desk monitoring of project enrollments to evaluate if worksites are on track to meet the goals of the project. GDOL also monitored to ensure that participants served under the project are eligible. Monitoring will use information from HIREGUAM and will take appropriate action to

address any concerns. Compliance reviews of case files and fiscal files will also be performed as part of its routine annual monitoring. After the review, GDOL will issue a written evaluation of the findings and description of any required corrective action. Additional monitoring may be required, as determined by GDOL. GDOL reserves the right to perform monitoring activities at any time.

The monitoring and oversight activities for worksites include, but is not limited to, worksite visits, participant & supervisor interviews, review employee records, for compliance with the terms of the grant award and with local and federal requirements. Monitoring worksites should be performed at least once during the grant period of performance. This monitoring may be performed onsite or through other methods such as phone calls, emails, participant surveys, and/or worksite surveys. At a minimum, GDOL must monitor to ensure (1) protocols for participant safety are being followed; work being performed by participants fall within the scope of work of the COVID-19 Disaster Recovery DWG; and the terms and conditions of the Worksite Agreement are being met.

Worksite employers were required to submit monthly progress reports for all NDWG participants and provide monthly status of COVID-19 related humanitarian and/or clean-up activities.

Case managers were in regular contact with the participants. Participants were contacted at least once every two weeks to monitor that the disaster-relief employment is being administered appropriately. There must be a HIREGUAM case note created each time the participant is contacted. If the participant raises any issues or concerns about the worksite, the case manager must attempt to address the issues or concerns, and if appropriate, involve the DWG Program Manager.