



american**job**center
GUAM

PY2022

WORKFORCE INNOVATION AND

OPPORTUNITY ACT

Annual Report Narrative

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EXECUTIVE SUMMARY

Guam prepared to return to economic stability from the COVID-19 pandemic in 2020 and trying to recover from the pandemic disruption which lingered till 2022, when the island of Guam was once again dealt a hard blow by Typhoon Mawar on May 24, 2023. The island had catastrophic damages throughout and Guam's infrastructure was compromised. Still, the Guam Department of Labor (GDOL) worked to immediately set up workforce programs for assistance to the unemployed and dislocated workers. The NDWG and the DUA programs were also started to help job seekers with their employment needs. The typhoon scenario was no different but dampened efforts to revive the Guam economy since the pandemic. Regardless of the challenge, the Guam Department of Labor continued its due diligence to help those looking for jobs find meaningful employment again.

There was islandwide devastation from the typhoon. The work for the government of Guam has just begun with recovery efforts; the Homeland Security/Joint Information Center (JIC) had recovery announcements made available to the public to keep them informed. There was debris everywhere from typhoon-ravaged homes, to fallen and uprooted trees; there was no power and water, a boil water notice from Guam Waterworks Authority (GWA) was also issued, and Guam Power Authority (GPA) was doing its best to reconnect power to the homes of the people. A lot of people with tin roofs lost their homes to the typhoon; people were even forming gas lines for their vehicles, and some waited for hours to be able to gas their cars, which was seen for the following weeks from the typhoon. United Airlines also cancelled all flights until further notice due to the typhoon. All telecommunications and radio stations and businesses were also offline/off-air to relate information to the public; all systems were down.

Recovery efforts, as a result of Super Typhoon Mawar, continues, according to the Office of Civil Defense/Homeland Security, Joint Information Center. As of 5 p.m. May 26, 2023 Governor Lou Leon Guerrero placed the island in Condition of Readiness 4. All essential and critical Government of Guam employees are to report to the worksite to assess for damages. All others are to report to their supervisors.

GDOL BUREAU OF LABOR STATISTICS (BLS) QUARTERLY REPORT ON UNEMPLOYMENT RATE IN GUAM Unemployment Rate Remains Steady at 4%

Guam's unemployment rate remained at a steady 4.0% in June 2023, unchanged from the December 2022 figure of 4.0%. This unemployment rate also saw a reduction of 0.8% from the June 2022 figure of 4.8%. The June 2023 Current Employment Report shows the number of jobs dipped by 1,450 compared to the previous quarter but was still up by 2,420 year-over-year. Private sector employment decreased by 830 in the latest quarter but remained up by 1,990 over the year.

"The unemployment numbers show the resiliency in our economy despite the global pandemic and the devastation from Typhoon Mawar. As we continue the work to restore tourism to pre-pandemic levels, we will continue our efforts to expand and prepare our workforce to meet the needs of our island," said Acting Governor Joshua Tenorio.

The June, 2023 Current Employment Report notes that the decline in jobs can be attributed to several factors including summer employment in educational institutions that support them. Still, this number is expected to rebound in September. This survey was also conducted three weeks after Typhoon Mawar, when employment was temporarily depressed in tourism-related and other industries.

Guam's population covered by the survey, 16 years of age and over for the quarters taken are comprised of those in the labor force and those not in the labor force.

There are still some concerns and issues from the pandemic that need to be addressed but the focus is on the recovery and revival of Guam's economy, especially working with unemployment, and providing assistance to job seekers through the American Job Center located at the GCIC Building in Hagåtña, Guam.

People are returning to the job market and earning more than entry-level incomes. The September 2022 Current Employment Report, indicates further recovery in the job market. The average number of private sector weekly hours paid increased from 35.1 in September 2021 to 36.8 in September 2022, while weekly earnings increased by \$50.81, from \$571.17 to \$621.98 year-over-year.

Federal employment was virtually unchanged over the latest quarter and prior year. Government of Guam Executive branch employment was also virtually unchanged over the year, autonomous and other agencies employment increased slightly. Employment, average weekly hours paid and average weekly earnings have continued their recovery from the pandemic lows. Employment numbers began a moderate rebound in December 2020, with the recovery continuing through 2022. In comparison to the previous year in December 2021, private nonsupervisory average hourly earnings increased from \$16.35 to \$16.93, average weekly hours paid increased from 36.0 to 37.0 and average weekly earnings increased from \$588.17 to \$627.06.

PY2022 WIOA ISLANDWIDE JOB FAIR AND WORKFORCE DEVELOPMENT ACTIVITIES

Prior to the typhoon devastating Guam, the current administration with the Guam Department of Labor hosted an islandwide job fair on Friday July 1, 2022, the start of Program Year 2022. It was held at one of the hotel resorts for all individuals to apply for jobs readily available from hundreds of employers eager to hire qualified and eligible applicants with businesses to restore economic wealth with renewed workforce development. The job fair was held to accommodate all sorts of job seekers to find jobs readily available with employers from different industries all gathered and collaborated at the job fair.

More than 2,000 residents seeking work attended the Islandwide Job Fair hosted by the Guam Department of Labor (GDOL) in collaboration with the Office of the Governor on Friday, July 1, 2022 at the RIHGA Royal Laguna Resort, from 9 a.m. to 5 p.m. This is the most inclusive job fair since 2007 with abundant job opportunities available with employers on-site. Hundreds of people filled the hotel ballroom and outer corridors, busy completing applications for the more than 500 job opportunities available from 90 employers across industries such as construction, food and beverage services, military, retail, finance, hotel and lodging, telecommunications and more. The job fair was an opportunity to help families become more secure and gives recent high school and college graduates a way to enter the workforce.

The Department stands ready to meet the expectations of the future economy. The data collected from the 2022 job fair is summarized below:

Governor's 2022 Islandwide Guam Department of Labor Job Fair Survey

ATTENDANCE REASON	Totals	GOVERNMENT ASSISTANCE	Totals
Unemployed	414	SNAP	157
Need more hours	111	Guam ERA	18
Career change	63	Medicare	25
Underemployed	19	Medicaid	134
Curious	67	HAF	2
DNI (Did Not Indicate)	28	Section 8	23
Total	702	MIP	3
EMPLOYMENT STATUS		Pell Grant	5
Employed	232	TANF	0
Unemployed 3-6mos	100	WIC	3
Unemployed 6mos-1yr	45	Other:	11
Unemployed 1-5yrs	119	DNI	441
Unemployed, DNI	167	Total	822
Other	7	NUMBER OF JOBS APPLIED FOR	
Total	670	1-10	459
AGE		10-50	21
16-24	286	50-75	2
25-55	319	DNI	185
55 & Over	52	Total	667
DNI	12	JOB INTERVIEWS	
Total	669	Yes	172
EDUCATION		No	450
Some high school	88	DNI	46
High School Diploma	406	Total	668
GED	12	HIRED	
College degree	111	Yes	55
DNI	50	No	507
Total	667	DNI	104
SATISFACTION WITH JOB SELECTION		Total	666
Satisfied	460		
Somewhat satisfied	148		
Dissatisfied	15		
DNI	44		
Total	667		
HOW DID YOU HEAR ABOUT US	Totals	RATE OVERALL JOB FAIR	Totals
Facebook Post	263	Excellent	326
Hireguam/DOL Website	49	Very good	202
Newspaper Ad (PDN/ POST)	108	Fairly good	111
Instagram Post	82	Mildly good	15
Friend	204	Not good	2
Flyer/Poster	37	DNI	13
News Article	36	Total	669
Other	44	OVERALL TOTAL	1340
DNI	5		
Total	828		

The Guam Department of Labor (GDOL) wants to set the direction for new workforce guidance and economic development priorities with post-pandemic renewed standards to better align with labor market dynamics and to also look at strengthening business partnerships with the private sector and are sponsors for our apprenticeship programs. The American Job Center (AJC) aims to help program participants find jobs and increase their earnings.

At this point, the focus is now on providing much-needed job training, technical and career services and support for all job seekers looking to improve their lives with workforce-improved programs. At the AJC, the Department continues to enhance its data and case management system, HireGuam to achieve strategic goals outlined in the state plan with our WIOA programs.

We remain resilient at the rate so many economic activities affect the revival of Guam's economy. In partnership with the Guam Department of Labor (GDOL), this administration sees that workforce development is paramount to the success of those seeking better jobs to develop their skill sets with the tools to succeed in promising careers and training programs made available. This ensures that as more businesses hire, support is given to those returning to work, to provide support for their families, and contributing to the economy's growth.

We are working to create a stronger future for Guam's families by empowering people to join the workforce through a range of opportunities to help with finding good-paying jobs. At the job fair, Individuals and job seekers networked with local employers and explored job opportunities made available to them.



Crowne Plaza Resort Guam employers speak with applicants during the Governor's 2022 Islandwide Job Fair at the RIHGA Royal Laguna Guam Resort in Tamuning on July 1, 2022.

CUSTOMER SATISFACTION ASSESSMENT

The Guam Department of Labor (GDOL) continues to assist job seekers and employers alike with the integrated workforce system of WIOA core programs and services made available at the American Job Center (AJC).

At the July 1, 2022 job fair hosted by the Department, the exit survey taken with several measures showed the same responses for both the Satisfaction with job selection section and the Number of jobs applied for. The outcomes are shown below:

Satisfaction with Job Selection and Number of Jobs Applied For	
Satisfied	460
Somewhat satisfied	148
Dissatisfied	15
DNI	44
Total	667

Recovery from the COVID pandemic was slow yet another economic disaster, Typhoon Mawar, hit Guam in May, 2023. No sooner were we reviving WIOA programs and other AJC programs at the AJC, when factors contributed to set back with slow starts and reconvening. The GDOL is working towards continuous improvement with participants and what types of occupations and wages they are looking for when these customer service assessments are provided. Skills needs for occupation and types of industries will also be considered.

**PY2022 PERFORMANCE DATA ON CORE AND CUSTOMER SATISFACTION MEASURES
Staff Efficiency and Tracking Reports – Survey – Customer Feedback**

Which type of user best describes you?		
Answer	Number of Times Answered	Percent of Times Answered
Youth (18 years old or less)	12	27.9%
Jobseeker	28	65.1%
Employer	1	2.3%
Other	2	4.7%
Total: 43		
Indicate the primary purpose for which you will be using this information		
Answer	Number of Times Answered	Percent of Times Answered
Job Search	27	62.8%
Filing for Unemployment	6	14.0%
Career planning/Occupational Research	4	9.3%
Just looking around	1	2.3%
Other	5	11.6%
Total: 43		
It was easy to find information		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	5	11.6%
Agree	12	27.9%
Neither Agree or Disagree	25	58.1%
Disagree	1	2.3%
Total: 43		
The data was easy to understand		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	6	14.0%
Agree	15	34.9%
Neither Agree or Disagree	20	46.5%
Disagree	2	4.7%
Total: 43		

The data met my needs		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	4	9.3%
Agree	15	34.9%
Neither Agree or Disagree	24	55.8%
		Total: 43
Overall, how would you rate your visit with this website?		
Answer	Number of Times Answered	Percent of Times Answered
Excellent	10	23.3%
Good	11	25.6%
Fair	10	23.3%
Poor	2	4.7%
No ORinion	10	23.3%
		Total: 43

RESEARCH AND EVALUATION

The Guam Department of Labor (GDOL) has yet to complete the survey evaluation project that was prepared in 2022 but continues assessing and evaluating WIOA programs and partner programs for requirements with programs at the American Job Center (AJC) to meet performance goals. Although Guam has suffered from economic disasters, the pandemic, and most recently, a typhoon that devastated the island on May 24, 2023, the Department remains committed to working diligently with the WIOA partners for Title II and Title IV, the Guam Community College (GCC) and DISID Vocational Rehabilitation (DVR).

The AJC staff have proven their efforts to meet these new percentages with the core WIOA programs. The GDOL through the AJC strives to provide the best assistance to all job seekers and employers including individuals with barriers to employment and individuals with disabilities. Ongoing improvement of services and programs are pursued with the AJC workforce system of services and programs by evaluating participants with our data-driven policies.

As a single state, Guam conducts the evaluation and research project on activities under WIOA core programs with the GDOL and such an ongoing project will be coordinated with and designed in conjunction with the Guam Workforce Development Board (GWDB). The Department will be responsible for administrating all respective core programs under WIOA. GDOL will continue to work with required program partners for Title II with GCC and Title IV with DISID/DVR.

We are pleased to announce that Guam performed exceedingly well in meeting the negotiated performance measures for PY2022.

The following table show the **Actual** outcomes accomplished for these percentages **for the PY2022 WIOA Title I and Wagner-Peyser Title III programs:**

WIOA Title I Adult/Dislocated Worker/Youth	Employment Rate – 2 nd Qtr after Exit	Employment Rate – 4 th Qtr after Exit	Median Earnings	Credential Attainment Rate	Measurable Skills Gain
Adult – Negotiated Targets	56.0%	51.0%	\$6,152	\$70.0%	73.0%
Adult - Actual	67.0%	61.3%	\$5,828	69.2%	79.8%
Dislocated Worker – Negotiated Targets	71.0%	60.0%	\$8,000	70.0%	70.0%
Dislocated Worker – Actual	81.8%	81.8%	\$6,630	83.3%	70.0%
Youth – Negotiated Targets	65.0%	60.0%	\$5,200	65.0%	65.0%
Youth – Actual	62.5%	100.0%	\$4,810	-	80.6%
Wagner-Peyser	Employment Rate – 2 nd Qtr after Exit	Employment Rate – 4 th Qtr after Exit	Median Earnings		
Negotiated Targets	67.0%	64.0%	\$7,400	-	-
Actual	80.1%	87.2%	\$8,050	-	-

The Youth Credential Attainment Rate performance measure was not applied in PY2022. The collection of data for this will be shown for PY2023. Wage earners on Guam are those employed mostly in minimum wage jobs and kept to a minimum compared to our counterparts in the United States. Wage earners get compensated accordingly when it comes to skills and performance on the job leading to above entry-level positions. The minimum wage on Guam is \$9.25 per hour and became effective September 1, 2021.

Guam was devastated by super typhoon Mawar on May 24, 2023 towards the end of Program Year 2022. One of the revenue engines for the island’s economy, tourism, was in recovery mode from the Covid pandemic in 2020. A survey taken in June 2022 showed that 50,670 working-age individuals on Guam “did not want a job”.

Other performance related matters were the need for follow up to address referrals to and from DVR and AJC. For program opportunities, the DISID/DVR also wanted a better understanding of career services and how individuals with disabilities are ensured that they too are served with all job seekers and are provided career services at the American Job Center(AJC).

The data collected from the July 1, 2022 islandwide job fair is shown in this year’s PY2022 annual report narrative under the PY2022 WIOA Islandwide Job Fair and Related Workforce Development Activities. The Department’s deliverables of WIOA programs and services ensures that through our data validation policy and procedures, the process and reports submitted cover both accuracy on program activities and performance outcomes.

EFFECTIVENESS IN SERVING EMPLOYERS (ESE)

For PY2022, the Territory of Guam is still reporting on the same two Performance Indicator Approaches for the WIOA Core Programs. These two rate components, Employer Penetration Rate and Repeat Business Customers Rate with the HireGuam Virtual One Stop (VOS) case management system, are aligned to the Effectiveness in Serving Employers (ESE) performance indicator requirement, which is how we gauged and assessed the two approaches we continue to work with in this program year.

The ESE performance indicator used with the WIOA programs located at the American Job Center (AJC) within the Guam Department of Labor (GDOL) showed the data captured for the Employer Penetration Rate at 0% outcome, and the Repeat Business Customers Rate at 33.10 % in the VOS system.

State Region 1 – Guam – PY2022

Employer Services Type	Establishment Count
Employer Information and Support Services	39
Workforce Recruitment Assistance	356
Strategic Planning/Economic Development Activities	0
Untapped Labor Pools Activities	0
Training Services	0
Incumbent Worker Training Services	1
Rapid Responses/Business Downsizing Assistance	0
Planning Layoff Response	0

Performance Results	Numerator	Rate
	Denominator	
Retention with the same employer in the 2 nd and 4 th Quarters after the Exit quarter		0.00%
Employer Penetration Rate	368	0.00%
	N/A	
Repeat Business Customer Rate	248	33.10%
	749	

The total of employer information and support services provided for PY2022 was 39, while the workforce recruitment assistance provided was 356. No training services were captured although for PY2022, the Business Services Unit (BSU) continued to provide services to employers even after the catastrophic aftermath of Typhoon Mawar which hit Guam on May 24, 2023.

BSU services provided to employers

Type	Total	Type	Total
Job Fair Services	9	On-Site Visits	10
Work Experience	19	Job Order Follow-ups/Assistance	5
Follow-ups with Employers on New Hires	3	Youth Employment Opportunities	2
Follow-ups with Employers on Employer Services	1	Other Employer Services – Support Services	13

From November 2022 to June 2023, the Business Service Unit (BSU) contacted and coordinated local businesses and village mayors to assist with implementing the 2023 In-School Youth (ISY) summer employment program. The program commenced on June 19, 2023 with the high school students enrolled in the program where the first group of students engaged in employment experience with private sector employers while the 2nd group of youth participants attended a 4-day Employment Workshop conducted by one of the Eligible Training Providers, the Pacific Human Resource Services (PHRS). Over 70 local businesses responded to provide the youth with workplace readiness training, occupational skills training and summer employment experience. They employed approximately 75 youths in an employment training capacity. The program covered 6 weeks of gainful employment for the youth participants.

At the end of the program, nearly all participating employers expressed an interest in participating in the program in the summer of 2024 and/or similar programs that may occur throughout the next program year. Village mayors and community organizations were instrumental in identifying youths in their area to apply for and participate in the program and because of the success of the summer youth program, BSU anticipates an increased interest from youths and employers alike for the next program.

Training Services

For the Youth Program, the PHRS provided “soft skills” training to participants. This training was designed to prepare participants with entry into the job market. Topics included punctuality, proper attire, etiquette and other skills deemed pertinent to preparation for the real world of work.

Workforce Recruitment Assistance

The BSU provided logistical support to off-island companies who came to Guam and held job fairs looking for job seekers willing to relocate to the U.S. for positions in the hospitality, fisheries, construction, and commercial aviation industries. The BSU also facilitated job fairs for local employers seeking to fill various skilled labor positions, mainly in the construction and medical fields. Employers were provided with a venue for job fairs, audio/visual equipment and certain amenities to support their activities.

Employer Information and Support Services

Informational briefings were conducted for more than 50 local employers, providing information and guidance on how the AJC can support recruitment efforts. After Typhoon Mawar in May, 2023, coordination began with several local and federal contractors involved in recovery efforts willing to offer employment to both skilled and unskilled laborers through the National Dislocated Workers Grant (NDWG) program. It is anticipated that coordination with these contractors and other employers will extend well into PY2024.

PY2022 CURRENT NEGOTIATED PERFORMANCE TARGETS FOR THE TITLE I AND TILE III CORE PROGRAMS

Program(s) Negotiated Performance Levels	PY2022
WIOA Title I - Adult	
Employment 2nd Quarter after Exit	56.0 %
Employment 4th Quarter after Exit	51.0 %
Median earnings 2nd Quarter after Exit	\$6,152
Credential Attainment Rate	70.0%
Measurable Skills Gain	73.0%

Program(s) Negotiated Performance Levels	PY2022
WIOA Title I - Dislocated Worker	
Employment 2nd quarter after exit	71.0%
Employment 4th quarter exit	60.0%
Median earnings 2nd quarter after exit	\$8,000
Credential attainment rate	70.0%
Measurable Skills Gain	70.0%
WIOA Title I - Youth	
Education, training, or employment 2nd quarter after exit	65.0%
Education, training, or employment 4th quarter after exit	60.0%
Median Earnings 2nd Quarter after Exit	\$5,200
Credential attainment rate	65.0%
Measurable Skill Gains	65.0%
WIOA Title III- Wagner-Peyser Employment Services	
Employment 2nd quarter after exit	67.0%
Employment 4th quarter after exit	64.0%
Median earnings 2nd quarter after exit	\$7,400

**HIREGUAM TOTAL PROGRAMS SUMMARY REPORT
FOR WIOA AND WAGNER-PEYSER PROGRAMS
State Region 1 – Guam – PY2022**

Category	Total
WP – Total Participations	856
WP – Total Active Cases	260
WP – Total Exited Cases	596
WP – Total Cases in Follow Up Services	2,284
WP – Total Cases with Entered Employment	79
WIOA – Total Participations	352
WIOA – Total Active Cases	188
WIOA – Total Exited Cases	164
WIOA – Total Cases in Follow Up Services	306
WIOA – Total Cases with Entered Employment	50
WIOA – Total Cases with Training Related Employment	25
Total Employers Served	316

OTHER CATEGORIES

Staff Entered Registration	88
Staff Service Entry	965

AJC Foot Traffic	2,908
AJC Orientation	460
New Employers Registration	121
Total Job Orders	2,225

COMMON EXIT

The Guam Workforce Development Board (GWDB) approved updated American Job Center (AJC) policies including the Common Exit policy AJC-012. This is applied to the WIOA programs for service delivery with customer needs for job seekers assisted at the AJC. The AJC staff use this policy for guidance when working with participants of the WIOA programs.

In the Common Exit policy, AJC staff rendered Participatory Services which are those services that are closed on HireGuam, the Virtual OneStop (VOS) system and does not impact common exit of participants. These services cover training, individualized career and youth services with the 14 youth program elements applied accordingly. The exit information is used to show that a participant has completed an individual program but actual exit is based on the last participatory services provided to participants.

The WIOA Title I and Title III core programs utilize the HireGuam common exit process. These programs are the Adult/Dislocated Worker/Youth and Wagner-Peyser employment service. There is a period of time when AJC staff would conduct review data and verify and make corrections where needed. Guam has proven itself to have met the percentages negotiated with U.S. DOL ETA.

For instance, for PY2022 for the WIOA Adult program, in the Employment Rate 2nd Quarter after Exit, 4th Qtr. Reporting, the percentages of both the current quarter at 60.7% and previous quarter at 77.3% show that we were over the negotiated level of 56.0%, we exceeded the negotiated levels.

When any participants enroll in multiple programs, WIOA Title I and Title III, and no longer receive future services, a common exit occurs and the common exit policy applies, for at least 90 days. At the AJC, the case managers monitor their participation and close services on VOS HireGuam for these individuals, but does not affect common exit.

The Common Exit policy also applies to the WIOA programs and encompasses the other non-core programs and partner programs at the AJC:

- ✓ GDOL - Registered Apprenticeship
- ✓ GDOL - Jobs for Veterans State Grant (JVSG) for the Disabled Veterans Outreach Program (DVOP)
- ✓ GDOL - Senior Community Service Employment Program (SCSEP)
- ✓ GDOL - National Dislocated Worker Grant (NDWG)
- ✓ DPHSS – Temporary Assistance for Needy Families (TANF)
- ✓ DPHSS – Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) – per the MOU with public health for cost allocation and resource sharing, an in-house employee is also located at the AJC.

Policy References

- TEGL 14-18 – Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs administered by the U.S. Department of Labor published March 25, 2019
- TEGL 10-16, Change 1 – Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs published August 23, 2017
- TEGL 19-16 – Attachment 2, Participation Level Services Chart WIOA Title I Adult, Dislocated Worker and Title III Employment Service Programs published March 1, 2017

DATA VALIDATION

In Guam at the American Job Center (AJC), data validation is utilized to ensure more consistent service delivery strategies so customers can access the Virtual One Stop (VOS) HireGuam navigation system that the AJC staff use to perform constant reviews and accurate data validation in service delivery.

The IST Administrator prepares and submits the WIOA Performance reporting done at the end of each quarter for data from the programs submitted by the Guam Department of Labor (GDOL) and these reports use the Workforce Integrated Performance System (WIPS). Technical assistance and training is also provided by the IST Administrator where needed for a successful strategic review with the VOS implementation for the Title I and Title III WIOA programs as well as other programs located at the AJC such as:

- ✓ GDOL - Registered Apprenticeship
- ✓ GDOL - Jobs for Veterans State Grant (JVSG) for the Disabled Veterans Outreach Program (DVOP)
- ✓ GDOL - Senior Community Service Employment Program (SCSEP)
- ✓ GDOL - National Dislocated Worker Grant (NDWG)

PERFORMANCE ACCOUNTABILITY SYSTEM COLLABORATION WITH WIOA PARTNERS/OUTREACH EVENTS

08/13/2022	Guam Army National Guard Yellow Ribbon/Family Program Office - Static Display of AJC services for SECFOR IV Post Deployment for service members and their families
10/15/2022	Guam Army National Guard: Retention Symposium. To promote job opportunities to service members
1/9/23	MLK Day of Service Outreach in collaboration with Serve Guam Commission to promote AJC programs & services
2/21/23	Simon Sanchez High School Presentation to promote AJC Youth programs to students to recruit youth participants
4/21/23	2023 Passport to Services- Chamorro Village Festpac Pavilions- Promote AJC services to the homeless population
4/28/23	UOG Fanomnakan 2023- Promote AJC programs & services to alumnae & graduating seniors

4/29/23	Guam Army National Guard Yellow Ribbon Event promote AJC programs & services to service members
5/6/23	Guam Army National Guard Outreach to promote AJC programs & services to service members
5/12/23	Guam Department of Education, Okkodo High School : Job Fair for Graduating Seniors: Let's Get Employed! Promoting AJC programs & services
06/27/23	Mini Passport to Services - iLearn - Post Typhoon Mawar outreach to promote AJC programs & Services
06/29/23	Mini Passport to Services - Astumbo Gym- Post Typhoon Mawar outreach to promote AJC programs & services

During program year PY2022, the American Job Center (AJC) was able to re-engage in outreach services post pandemic. The AJC participated in community events, Guam Department of Education (GDOE) career fairs, military pre/post deployment and job fairs to promote AJC programs and services.

[WORKFORCE EVENTS & ACTIVITIES/BOOT CAMPS/PARTNER PROGRAMS](#)

SEVENTEEN GRADUATES COMPLETE GCC SHIP REPAIR BOOT CAMP

The Guam Community College (GCC) held a graduation ceremony on August 29, 2022 for 17 individuals who received certificates under the Ship Repair Boot Camp training. These graduates were provided with education and training opportunities with workforce partners like the Guam Department of Labor (GDOL). The collaboration between GCC and GDOL continues for those job seekers who are unemployed or underemployed to begin their careers as entry-level employees. These graduates will be offered jobs with the ship repair facility, the Guam Shipyard, who is an active Guam registered apprenticeship sponsor.

The graduates were given training in work ethics, welding, plumbing, pipe fitting, CPR, first aid, OSHA-10 and Work Keys for the duration of the 13-week training program. Work ethics was explained as working with essentials such as attitude, work attendance, appearance, ambition, and accountability and how these are very important for employment and career goals. The boot camp at GCC was developed in partnership with the Guam Department of Labor, Guam Shipyard and Seafix.

GCC was a former vocational technical high school that started with education for trades training and programs and has since expanded into career and technical education and has become Guam's leader in workforce development as a community college.

AMERICAN JOB CENTER OPEN TO EMPLOYERS: GUAM DEPARTMENT OF LABOR OFFERS FACILITIES AND RESOURCES TO BUSINESSES FOR TRAINING, JOB FAIRS

On October 17, 2022, the Guam Department of Labor (GDOL) announced it has opened its doors with the American Job Center (AJC) to encourage businesses to utilize the AJC Training Room and its resources for those who would like to hold training sessions or host job fairs. These businesses can avail themselves of the AJC programs and services to fill job vacancies.

In a press release, the Department stated that we would like to call other businesses to utilize our resources at the AJC which includes training, video conferencing, and hosting job fairs. The Department also has dedicated staff with experience in planning and executing a successful job fair, which can also be held at the company's place of business. The businesses were informed that if their organization is planning to hire, we can assist them with their needs according to the GDOL Director.

According to the release, the agency recently teamed up with Citadel Pacific, IP&E and IT&E to host a job fair in which the labor agency provided space, internet access, staff assistance and other resources. About 40 job seekers attended the event, with 22 positions offered. A job fair with Citadel was held on Friday Oct. 7, 2022.

GUAM LABOR RANKS 3RD IN U.S. FOR VETERAN EMPLOYMENT for PY2021

The Guam Department of Labor (GDOL) received good news that Guam has been recognized as one of the nation's top three performers in assisting veterans to gain and maintain employment opportunities through the Jobs for Veterans State Grants program, according to a news release issued by the local labor agency.

Measured through the **Uniform National Threshold Entered Employment Rate** (UNTEER) and the Veterans' Entered Employment Rate, Guam ranked third in the country for the number of veterans who entered the program and were employed within the first quarter of exiting. The UNTEER is a national threshold Veterans' Entered Employment Rate (VEER) for veterans and other eligible persons served by the Jobs for Veterans State Grant (JVSG) and the Wagner-Peyser funded Employment Service, and both are programs with the GDOL. This was posted for Program Year 2021 ending June 30, 2022.

According to the GDOL Director, David Dell'Isola, Guam's team at the American Job Center is always finding creative ways to get jobs to our people, especially those who face significant barriers to employment. Veterans regularly face difficulties with employment and adjusting to civilian life. Helping veterans with gainful employment is a top priority for us and the results of the UNTEER demonstrate the dedication of the AJC team to meeting veterans' needs.

The grant program provides state workforce agencies with federal funds to hire dedicated staff who provide individualized career and training services for veterans and eligible persons with disabilities and employment barriers, according to the U.S. Department of Labor's website. The program also works with employers to fill their staffing requirements with qualified veterans seeking job opportunities.

GCC TO START CONSTRUCTION BOOT CAMP IV



In February 2023, a cohort of 20 participants were in training that was “a fast track” in the construction industry through the Guam Community College (GCC) Construction Boot Camp IV. The period for the boot camp was slated at 3 months and upon successful completion, those enrolled were to earn certificates will have them considered for a job in the construction industry. The group in the boot camp construction training were also allowed to earn additional certifications in work ethics, Work Keys, OSHA-10, and Heartsavers/CPR/First Aid training. A local business, Black Construction, offered employment to participants successfully completing the boot camp. The Construction Boot Camp is one of 19 pre-apprenticeship programs now offered.

The Guam Community College (GCC) last held a Construction Boot Camp in February 2022. A total of 9 participants attended and completed the Construction Boot Camp III courses. Training included courses such as Electricity Level 1, Introduction to Carpentry, and Refrigeration and Air Conditioning Level 1. The graduates received certifications for completing the training for Basic First Aid and Cardiopulmonary Resuscitation.

The training program is free and interested applicants are encouraged to fill out the online application at GuamCC.edu/CEWD and meet the following eligibility requirements:

- Underemployed or unemployed.
- Must have a high school diploma or equivalent.
- Must be 18 years of age or older.
- Must be able to work in the United States.
- Must submit police and court clearances.

UNIVERSITY OF GUAM HOLDING JOB FAIR

The University of Guam Career Development Office held a 9 a.m. to 2 p.m. job fair on Friday, April 28, 2023 at the University of Guam (UoG) Calvo Field House. The Guam Department of Labor case managers with the American Job Center (AJC) were present at the job fair with the table set-up to showcase what the AJC does for job seekers. Over 50 employers from different segments of the private sector registered for the job fair. The general public was invited.

GUAM DEPARTMENT OF LABOR (GDOL) STARTS 2023 YOUTH SUMMER PROGRAM



The Guam Department of Labor (GDOL) started implementing the PY2022 In-School Youth (ISY) summer employment program in April, 2023. The program commenced on Monday June 19, 2023 with the high school students enrolled in the program to begin their summer jobs in the private sector. The 1st group engaged in employment experience with private sector employers while the 2nd group of youth participants attended a 4-day Employment Workshop conducted by one of the Department's eligible training providers, Pacific Human Resource Services (PHRS). The program period was for 6 weeks (June 19 to July 28, 2023) and the youth participants were informed they will be working with various employers for work experience.

The first cohort completed the 2023 Workplace and Internship Readiness training in April and the second cohort of Guam's high school students successfully completed the same training in June, 2023 to prepare them for the summer In-School Youth (ISY) Employment Program with the GDOL.

With both groups now trained, the 76 high school juniors and seniors experienced the real world of work for the duration of the summer program with the private sector employers. The objective of the training was for a commitment of working 32-hour work weeks to provide the students with components such as workplace readiness, workplace ethics, dress code, communication skills and developing occupational skills training while employed during the ISY summer employment program. The 2 cohorts of students for PY2022 who met eligibility requirements were prepared for the In-School Youth employment program after completing the required training needed for employment and work skills. Over 120 students applied with 76 chosen as qualified for the summer employment training. Eligible students must be enrolled in the 11th or 12th grade, between the ages of 14 and 21, and meet other criteria.

All 76 high school juniors and seniors began their six weeks of paid employment with employers aligned to their interests in the types of occupations available. The Department's commitment in preparing our youth is to have them be aware of the WIOA youth program available at the American Job Center (AJC) that provides our youth with paid work experience and training on workplace readiness to help them succeed. The students also received training on resume writing. All students completed their training for the PY2022 program.

The student participants were excited to learn about work experience despite minor setbacks to commence summer employment. They maintained a positive outlook and attitude throughout this venture. They showed enthusiasm to learn about the workplace and today's employment environment. At the program's conclusion, the students thanked the department for the work experience they received.

With summer jobs provided to Guam's high school students through the In-School Youth program, they have opportunities to engage in career pathways to decide which occupation and field is best for them upon high school graduation. They will learn about the different employment opportunities which is a start for them to realize that skill sets matter to succeed in life. The WIOA summer youth program supports innovative strategies to keep up with changing economic times and seeks to support employment services, job training and career and technical education as we continue to collaborate with our workforce partners in education and employment to develop the youth in their young adult lives. This is also to help them see what their potential is at improving their standard of living as they go through employment to make the right career choices. After the summer youth program ended, 6 of the senior graduating students secured unsubsidized employment upon completing the program.

Interested students are encouraged to apply by contacting the American Job Center at 671-475-7000/0001 or ajc.training@dol.guam.gov, or visiting the AJC at the GCIC Building, 414 W Soledad Ave, 3rd Floor, in Hagatna.

GUAM REGISTERED APPRENTICESHIP PROGRAM

The U.S. DOL ETA, Office of Apprenticeship granted recognition to Guam as a State Apprenticeship Agency (SAA) on June 28, 2013. The Guam Department of Labor (GDOL) continues to be the designated entity to carry out the duties and functions of the Guam SAA and Apprenticeship Agency.

The following tables show data for existing sponsors, those graduating from the program, new sponsors, new apprentices and labor clinics conducted for PY2022:

REGISTERED APPRENTICESHIP SPONSOR	OCCUPATION	TOTAL GRADUATES
Cabras Marine Corporation	Pipefitter (Ship & Boat)	1
Department of Youth Affairs	Correction Officer	1
Docomo Pacific	Accounting Technician	1
	Computer Systems Analyst	1
	Customer Service Representative	1
GTA TeleGuam	Telecommunications Technician	1
Guam Contractors Association	Electrician	1
	Heating & Air-Conditioner Installer/Service	2
Guam Hotel & Restaurant Association	Maintenance Repairer, Building	1
Guam Housing & Urban Renewal Authority	Office Manager/Admin Services	1
Guam Memorial Hospital	Nurse Assistant Certified	5
Guam Police Department	Police Officer	14
Guam Power Authority	Electrician, Substation	1

NEW REGISTERED APPRENTICESHIP SPONSORS

PROGRAM NUMBER	SPONSOR NAME	REGISTRATION DATE
2022-GU-112115	Dewitt Guam	4/11/2022
2022-GU-112944	Goodwind Development Corporation	6/20/2022
2022-GU-111761	Guam Customs and Quarantine Agency	3/9/2022
2022-GU114135	Title Guaranty of Guam	8/30/2022

NEW APPRENTICES

OCCUPATION	#	GENDER	
		Male	Female
Accounting Technician	9	1	8
Automobile Mechanic	10	10	0
Biomedical Equipment Technician	1	1	0
Boiler Operator	1	1	0
Carpenter	3	3	0
Child Care Development Specialist	1	0	1
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	17	16	1
Customer Service Representative	39	5	34
Drafter	1	1	0
Electrician, Interior	8	8	0
Electrician, Maintenance	1	1	0
Electrician, Ship & Boat	16	15	1
Electronic Systems Technician	7	7	0
Financial Management	2	1	1
Graphic Designer	1	0	1
Heating & Air-Conditioning Installer/Service	26	25	1
Internetworking Technician	2	1	1
IT Generalist	3	3	0
Line Installer-Repairer	4	4	0
Machinist, Marine Engine	2	1	1
Machinist, Outside	8	8	0
Maintenance Repairer, Building	1	1	0
Manager, Retail Store	4	1	3
Nurse Assistant Certified	4	1	3
Office Manager/Admin Services	5	1	4
Operating Engineer	11	11	0
Painter	5	5	0
Pipefitter	5	5	0
Plumber	1	1	0

OCCUPATION	#	GENDER	
		Male	Female
Refrigeration Mechanic	1	1	0
Rigger, Ship & Boat	8	8	0
Shipwright	4	4	0
Telecommunications Technician	10	9	1
Truck Driver, Heavy	3	3	0
Welder, Arc	4	3	1
Welder, Combination	7	7	0
Welder-Fitter	2	2	0
	242	178	64

REGISTERED APPRENTICESHIP LABOR CLINICS

Date	Employer
7/12/2022	Guam Auto Spot
8/10/2023	DZSP 21, Cars Plus Guam
8/25/2023	Guam Pest Control, Pacific Solar Guam
10/25/2022	Guam Energy Solutions, Inc., Guam Marine Services, Inc.
11/14/2022	Guam Department of Agriculture
11/28/2022	GTA TeleGuam
1/8/2023	GDOL BSU, BMA Services, Universal Air Supply, Inc., Trane Heating & Air Conditioning
4/25/2023	GTA TeleGuam
5/9/2023	Goodwind Corporation
6/28/2023	Guam Community College, Apprenticeship Team

On a related note, the Registered Apprenticeship Labor Clinic conducted on April 25, 2023 was with the Guam Telephone Authority (GTA) People Operations Manager and her staff. These individuals oversee the Registered Apprenticeship Program with GTA. Although they have been overseeing the program, the GDOL Apprenticeship Coordinator in charge of the program offered to hold the clinic for them to have a clearer understanding of the program since their training came from their predecessors. The clinic also included a segment on the tax credit program available to employers who pay business privilege taxes.

GUAM’S REGISTERED APPRENTICES LEAD NATION IN CO-ENROLLMENT

GUAM ranked first in the nation with the registered apprenticeship program in co-enrolling job seekers into registered apprenticeship programs, the Guam Department of Labor (GDOL) announced in a news release. Of local job seekers enrolled under the Workforce Innovation Opportunity Act (WIOA), a federal law which aims to match employers to employees, 1.42% was also in an apprenticeship program in the four quarters ending March 31, 2022 — about 143 apprenticeship enrollees out of more than 10,000 in the initiative, the Department of Labor said in the release. Only 10 states and territories recorded a co-enrollment rate of more than 0.1%.

The island has several apprenticeship programs that operate year-round. In the last four years, an average of 250 apprentices per year have received their journeyman certificates through Guam Registered Apprenticeship Program, and \$17 million in tax credits have gone to local businesses. This year alone, the program's numbers are projected to double in tax credits and in registered apprentices, the department said in the release.

According to the Guam Department of Labor Director, David Dell'Isola, registered apprenticeship as a whole has seen its success, but it is still underutilized and the Department wants to change that. It is employer/employee and industry-driven, provides tangible benefits to all stakeholders and offers solutions across a wide range of issues. The Department still has more work to do as it continues to evolve and expand apprenticeship programs into new industries. GDOL also wants to focus more on custom-designing programs to fit the needs of clients and help employers recruit more workers. The Department wants to double the number of skilled workers as it supports employers that provide comprehensive training and hands-on experience to apprentices.



HIRE GUAM



SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

The Senior Community Service Employment Program (SESEP) at the Guam Department of Labor (GDOL) Program Year received a total grant amount of \$902,882.00 to enroll 93 qualified participants. The participants learn work-based training while doing community activities to meet outcomes with performance and program requirements.

The island of Guam was devastated by Typhoon Mawar on May 24, 2023 but this economic disruption did not affect the SCSEP program, it continued to be implemented for the PY2022. The American Job Center (AJC) case managers also provide program updates and any changes in meeting objectives of the program.

Grant activities carried out during the PY2022 include the enrollment and training of 58 SCSEP participants to increase the SCSEP participants to build their skill sets in preparation for unsubsidized employment. Job search activities were also done as emphasized in the SCSEP program. A total of 3 SCSEP workers from the program were placed in unsubsidized employment.

Assistance was provided by the SCSEP case managers at the islandwide job fair on July 1, 2022 for resume building, filling out job applications, and AJC orientation. SCSEP participants receive supportive services and for those in the public health program, they are encouraged to continue their enrollment with SNAP Guam Employment and Training Program (GETP), a program with the Department of Public Health and Social Services (DPHSS) one of our AJC partners.

Host agencies expressed their desire to continue to work with the SCSEP enrollees to be assigned and trained under their supervision. Co-enrollment with WIOA programs is also provided in training for placement in gainful employment. Our participant enrollments are now moving at a faster pace with 58 on board and 5 pending applicants. Presentations are currently being conducted at other departments and non-profit organizations to increase our host agency listing for participant placements.

The following Number of participants are assigned to these agencies:

SCSEP Host Agencies and Number of Participants

Host	Total	Host	Total
Agana Hgts. Mayor's office	1	Agat Mayor's office	1
Asan Mayor's office	1	Astumbo Senior Center	2
Barrigada Mayor's office	2	Chalan Pago Mayor's office	2
D.L. Perez Elementary School	2	Dededo Mayor's office	5
Dededo Senior Center	1	DPHSS (Dept. of Public Health)	1
Tamuning Mayor's office	3	Guam Department of Labor	4
GHURA (Guam Housing/Renewal)	2	Guam Behavioral Wellness Center	2
Guam Energy office	1	GEPA (Environmental Protection)	1
Guam Housing Corp.	1	Guam Museum	4
GWA (Guam Waterworks Auth.)	5	Inalahan Mayor's office	5
Mangilao's Mayor's office	2	MTM Mayor's office	1
Guam Dept. of Parks and Rec.	1	Sinajana's Mayor's office	2
Talofofu Mayor's office	4	Umatac Mayor's office	1
Yigo Mayor's office	1	Total	58

OTHER LABOR CLINICS

**Fair Employment Practice Division (FEPD)
Engagement Activities:**

Outreach Presentation:

10/7/2022	Harassment: Goodwind Development Corp - Participants- 16; Benefitted- 200
11/29/2022	EEO- Ideal Ventures - 5; Benefitted-38
12/6/2022	EEO- City Hill (Guam) LTD. - Participants 8 Benefitted - 319
1/31/2023	EEO - Louis Vuitton - 14 Participants; Benefitted - 15
2/10/2023	EEO - Southern High School 27 Participants (student)
2/15/2023	EEO - Guam Community College 11 Participants (students)
2/23/2023	EEO - Goodwind Development Corp 17 Participants; 200 Benefitted
4/6/2023	FCHPA - Taiwanese Business Association 30 Participants; 241 Benefitted
4/11/2023	Harassment - Hotel Nikko & Tsubaki 51 Participants; 593 Benefitted

Labor Clinics:

11/18/2022	FCHPA - Participants - 16 ; Benefitted- 1,085
2/9/2023	FCHPA - Participants - 15 ; Benefitted - 385
3/3/2023	EEO - Participants - 15 ; Benefitted - 2,081
5/3/2023	FCHPA - Participants - 8 ; Benefitted - 776

Total Benefitted = 1,606

Total Benefitted = 4,327

1/9/2023	Active Shooter Awareness Training - GDOL - 20 Participants
1/11/2023	Active Shooter Awareness Training - GDOL - 20 Participants
1/17/2023	Active Shooter Awareness Training - GDOL - 24 Participants
1/19/2023	Active Shooter Awareness Training - GDOL and GCIC - 6 Participants

Total Participants = 70