

Government of Puerto Rico

**Puerto Rico's WIOA Annual Statewide Performance Report
Narrative PY 2024**

December 1, 2025

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Introduction to Puerto Rico’s Workforce Innovation and Opportunity Act (WIOA) 2024 Annual report Narrative – Title IB and Title III

On behalf of the Governor of Puerto Rico, the Honorable Jenniffer A. González-Colón, the two agencies leading Workforce Innovation and Opportunity Act (WIOA) implementation—the Puerto Rico Department of Economic Development and Commerce (PRDEDC), the Puerto Rico Department of Labor and Human Resources (PRDOLHR)—and the Puerto Rico Workforce Development Board, we are pleased to present Puerto Rico’s WIOA Annual Narrative Report for Program Year (PY) 2024. This report is structured in alignment with Training and Employment Guidance Letter (TEGL) 05-18, Change 1.

WIOA funding continues to serve as a foundational driver of Puerto Rico’s workforce development system, enabling an integrated network of career services, occupational training, work-based learning experiences, and educational pathways. These coordinated efforts support adults, dislocated workers, youth, and individuals with barriers to employment by equipping them with the skills, credentials, and competencies needed to secure sustainable, high-quality employment. Through these investments, Puerto Rico strengthens its talent pipeline and supports economic mobility for residents, while also ensuring that employers gain access to a skilled workforce capable of meeting current and emerging labor market demands.

During PY2024, WIOA resources played a central role in advancing state and regional workforce priorities across the island. Local Workforce Development Boards (LWDBs), American Job Centers (AJCs), community-based organizations, educational institutions, employers, and government agencies worked collaboratively to deliver high-impact workforce services. These partnerships helped expand Registered Apprenticeship Programs (RAPs), strengthen sector partnerships, enhance access to in-demand training opportunities, and support business engagement strategies that directly address the needs of Puerto Rico’s evolving economy. The State’s ongoing work to modernize systems—most notably through the development of PRIS 2.0—and its continued focus on data integrity, performance accountability, and customer-centered service delivery further strengthened the workforce system’s operational capacity.

This Annual Narrative also reflects Puerto Rico’s commitment to continuous improvement. By documenting achievements, challenges, promising practices, and lessons learned, the report serves not only as a federally required compliance document but also as a strategic planning tool for

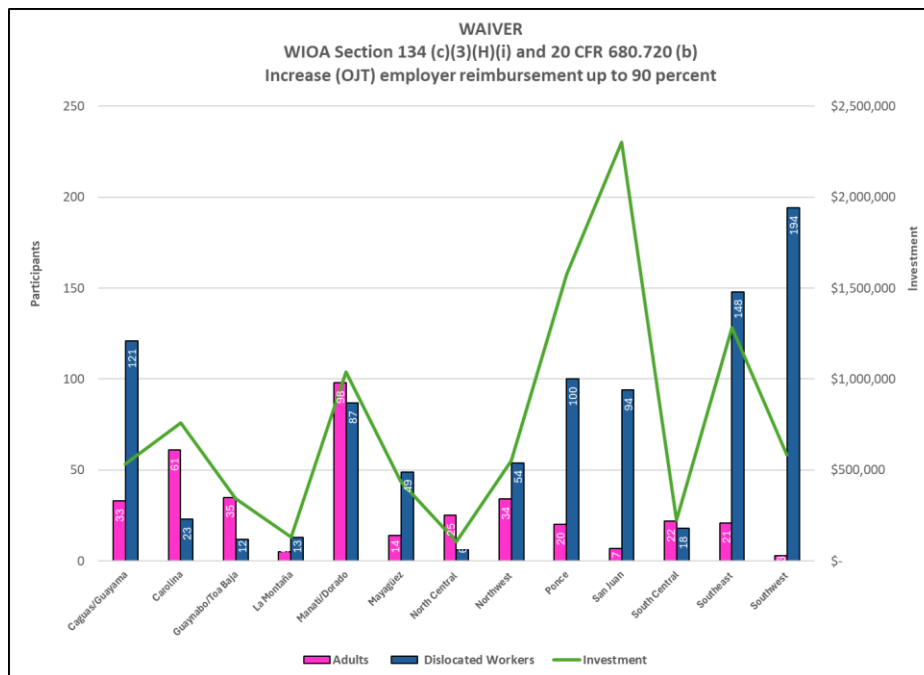
future workforce investments. The insights contained herein help guide decision-making at the state and local levels, inform policy development, and support alignment with key economic development priorities such as advanced manufacturing, healthcare, information technology, construction, renewable energy, and tourism.

As Puerto Rico continues to navigate economic shifts, demographic changes, and opportunities for industry growth, WIOA funding remains essential to building a resilient and future-ready workforce. The collaboration demonstrated throughout PY2024 reflects a shared commitment to improving employment outcomes, supporting employers, and ensuring that residents across all Puerto Rico have equitable access to the skills, training, and support services needed to succeed. Puerto Rico respectfully submits this PY2024 WIOA Annual Statewide Performance Report Narrative.

State Waivers

1. Waiver of WIOA Section 134(C)(3)(H)(I) and 20 CFR 680.720 (B) to Increase On-the-Job Training (OJT) Employer Reimbursement Up to 90%

This waiver remains in effect through June 30, 2026, and has proven to be a valuable tool in supporting Local Workforce Development Boards in attracting new employers and expanding workforce opportunities.



During Program Year (PY) 2024, thirteen (13) local boards utilized the waiver, resulting in services provided to 176 employers and 1,297 employees. Of the participants served, 29% were adults and 71% were dislocated workers. The total investment in workforce was \$9,865,855.

The waiver has significantly contributed to increased participation from both employers and employees, yielding highly satisfactory outcomes. To ensure compliance, the State Workforce Development Program implemented a public policy on Work-Based Training (WBT) activities, which prioritizes the Registered Apprenticeship Program (RAP) as a preferred training model.

This flexibility has enabled Puerto Rico's businesses to better adapt to technological advancements and evolving market demands by offering affordable, customized on-the-job training (OJT) solutions aligned with their specific workforce development goals. The reduced employer match requirement, particularly beneficial for start-ups and small to mid-sized enterprises, served as a compelling financial incentive, encouraging broader adoption of the OJT model for hiring and training new talent.

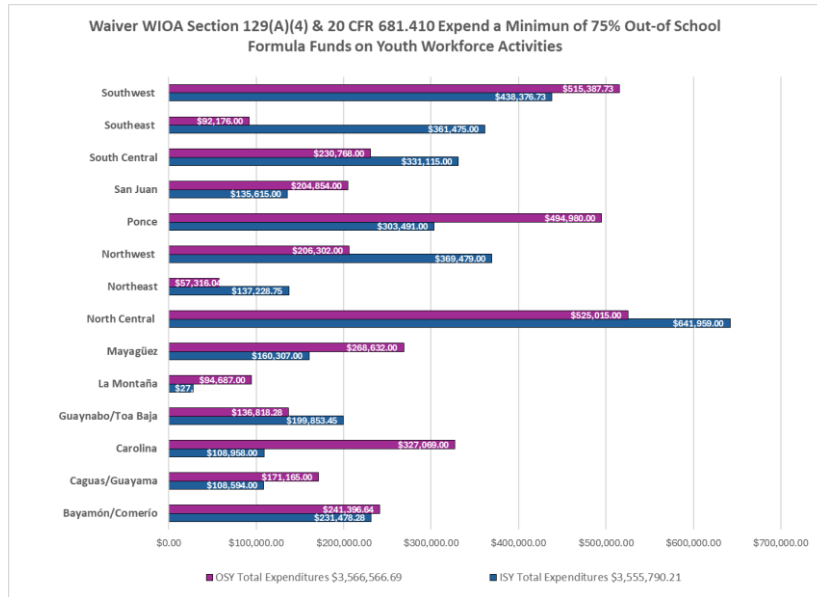
From an economic development perspective, the waiver has played a key role in enhancing the quality and availability of the labor force, thereby strengthening the competitiveness of Puerto Rico's economy.

Given the positive outcomes observed, the waiver has also supported job creation, skills development, and business sustainability across multiple economic regions. As a result, for PY 2025, an increase is anticipated in:

- Employer participation
- Engagement of adults, dislocated workers, and youth
- Overall investment in workforce development funds

2. Waiver of the requirement Under WIOA 129(A)(4), and Consistent with 20 CFR681.410 that States and local Areas Must expend a Minimum of 75 Percent Out Of-School-Formula Funds on Youth Workforce Activities for Out-of-School Youth (OSY)

During PY 2024, Puerto Rico operated under a waiver that allowed the reduction of the Out-of-School Youth (OSY) expenditure requirement to 50% for both the Governor's Reserve Youth Funds and Local Youth Funds. This waiver is effective until June 30, 2026, unless otherwise amended or extended.



The waiver has had a notable impact on increasing youth program participation across the island. In PY 2024, thirteen (13) Local Workforce Development Areas utilized the waiver, collectively reporting expenditures totaling \$7,122,356.90. The expenditure on funds was balanced with 50.07% to OSY and 49.93% to (ISY).

Puerto Rico remains committed to delivering comprehensive employment and education services to in and out-of-school youth. Recognizing that new generations face evolving challenges, the Commonwealth is focused on promoting economic self-sufficiency through innovative and holistic approaches. These efforts aim to equip young people with the skills needed to overcome barriers to employment and ensure equitable access to education and workforce opportunities for both in-school and out-of-school youth.

3. Waiver to allow flexibility in the use of funds reserved by the Governor to provide statewide rapid response activities under WIOA Section 134(a)(2)(A) to also provide statewide employment and training activities under WIOA Section 134(a)(2)(B) and WIOA Section 134(a)(3), including disaster-relief employment to affected areas.

a. Emergency Response Initiative – Support for Older Adults, Caregiving Training and Temporary Employment

Waiver was granted due to Hurricane Fiona—and in recognition of Puerto Rico’s continued susceptibility to hurricanes and natural disasters— funds were authorized for: disaster relief

employment, and other employment and training activities at the state level, in accordance with Section 170(d) of WIOA. This waiver is effective until June 30, 2028, unless otherwise amended or extended. **Total investment was \$28,248,970.31.**

In response to three major natural disasters and the COVID-19 pandemic, the Government of Puerto Rico declared a state of emergency. During this period, the elderly population was identified as the most severely affected demographic. Many older adults were found to be living in inadequate housing conditions and lacked access to caregivers or support networks, significantly increasing their vulnerability during and after such events.

To address these challenges, approval was granted to allocate funds to local areas for the creation of temporary positions for Home Care Aides. These positions included training that led to a Certificate in Basic Competencies in the Service and Care of Older Adults, accredited by the Puerto Rico Department of Family Affairs. This initiative aims to both support the elderly population and provide meaningful employment opportunities in the caregiving sector.

Emergency Response Initiative – Dengue Vectors Control Temporary Employment Waiver in accordance with Section 170(d) of WIOA. On March 25, 2024, the Puerto Rico Department of Health issued the Administrative Order 2024-589, declaring a public health emergency due to a rise in dengue cases across the island. In response, the government intensified efforts to promote prevention and protection measures for citizens, particularly in vulnerable communities. As part of this response, additional funds were allocated to the Local Workforce Development Areas (LWDAs) and their respective municipalities to support the creation of temporary jobs in the occupation of Refuse and Recyclable Material Collectors. This initiative had a dual purpose: to eliminate mosquito breeding grounds and other dengue vectors through waste and recyclable material collection and to provide participants with valuable work experience that facilitates their reintegration into the labor market. A total of 56 municipalities took part in the initiative.

On May 1, 2025, the Governor of Puerto Rico issued Executive Order No. 2025-022, declaring a state of emergency in municipalities significantly impacted by flash flooding resulting from heavy rainfall events. To support the recovery efforts, the Government of Puerto Rico funded temporary employment opportunities in the occupation of Waste Handling Technician, intended at assisting with debris management, environmental cleanup, and public health protection in the affected areas. This initiative aligns with broader WIOA-state collaboration goals to promote rapid recovery and workforce engagement.

Emergency Response Initiative – Flood Recovery Temporary Employment. Waiver in accordance with Section 170(d) of WIOA. This waiver is effective until June 30, 2028, unless otherwise amended or extended. On May 1, 2025, the Governor of Puerto Rico issued Executive Order No. 2025-022, declaring a state of emergency in municipalities significantly impacted by flash flooding resulting from heavy rainfall events. To support the recovery efforts, the Government of Puerto Rico funded temporary employment opportunities in the occupation of Waste Handling Technician, intended at assisting with debris management, environmental cleanup, and public health protection in the affected areas. This initiative aligns with broader WIOA-state collaboration goals to promote rapid recovery and workforce engagement. The total investment was \$155,542.17

Effectiveness in Serving Employers

The PRDEDC has adopted Retention with the Same Employer in the 2nd and 4th quarters after exit as the performance indicator measure since PY 2023. During PY 2024 a 27% employment retention with the same employer was achieved.

EFFECTIVENESS IN SERVING EMPLOYERS INDICATOR			
Combined Results Across All WIOA Core Programs	Numerator	Denominator	Rate
Number and Percent of Participants Employed with the Same Employer in the 2nd and 4th Quarters After Exit	7,225	26,842	26.9%

Evaluation and Research Projects

(a) Current or planned evaluation and related research projects, including methodologies used

The report *WIOA services in Puerto Rico: A look from the ground up, 2025*¹ examines how the Workforce Innovation and Opportunity Act (WIOA) is implemented at the local level, focusing on how frontline staff and community organizations interpret and apply its policies. It aims to understand how federal workforce policy translates into real-world services for job seekers. In addition, the report offers insights into programs, practices, and operations, giving an overview of service delivery by examining how WIOA initiatives are carried out in Puerto Rico, along with emerging challenges and promising approaches by both staff and participants, points of view.

¹ Enchautegui Román, M.E., Aguirre-Mercado, V.N., García Sánchez, C. (2025). WIOA Services in Puerto Rico: A look ground up. Instituto del Desarrollo de la Juventud, Puerto Rico. https://www.juventud.org/publicaciones/679d03e562513255ec5b6156_FINAL-woia_2025_ed-20250130.pdf

The study draws on interviews, fieldwork, and policy analysis across eight local workforce areas chosen to achieve geographical representation in Puerto Rico. The interviews were conducted in each local area's administrative offices where two (2) case managers and three (3) participants, by local area, were interviewed.

Among the case managers group the workforce was predominantly female, with 14 out of 16 them identifying as women with an average tenure among them of 20 years. Notably, seven of the staff members interviewed reported between 24 and 36 years of experience, while six had fewer than 10 years of service.

Among the 23 WIOA client/participants, 78% identified as female. Participant ages ranged from 19 to 64 years, with an average age of 38. In terms of educational attainment, the majority (52%) held a high school diploma as their highest level of education. Additionally, 35% had completed an associate or technical degree, and 13% held a bachelor's degree.

Feedback gathered through interviews and observations revealed several key findings:

- Training opportunities for participants are perceived as limited and outdated, particularly among younger individuals.
- The general public lacks awareness of the services provided by local workforce areas.
- Puerto Rico is experiencing notable demographic shifts that impact workforce needs.
- Workshops and short courses often have long wait times or are filled with participants who may not be genuinely interested, simply to meet enrollment quotas.
- There is a clear need for targeted training for frontline staff to improve service delivery, enhance case management practices, and standardize eligibility criteria evaluation across all local areas.

(b) Efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards

Puerto Rico's workforce system continues to evolve by embracing strategies that expand access, strengthen collaboration, and elevate the quality of services for youth and adults across the Island. The following promising practices highlight opportunities identified and illustrate how Puerto Rico can tailor each one to local realities—leveraging community strengths, addressing geographic and socioeconomic barriers, and enhancing the capacity of AJC staff and partners. Together, these approaches help build a more inclusive, responsive, and youth-centered workforce ecosystem.

1. Flexible Eligibility Interpretation

- Opportunity: Train case managers to interpret WIOA guidelines in ways that include more youth—especially those without formal documentation or stable housing.
- Local Fit: Ongoing Technical assistance webinars and training.

2. Integrated Service Delivery

- Opportunity: Build stronger bridges between workforce centers and services like mental health, housing, and education.
- Local Fit: Strengthen alliances and MOU with other State agencies and community-based organizations

3. Community-Based Outreach

- Opportunity: Use mobile units and pop-up events in barrios and rural areas to reach disconnected youth.
- Local Fit: Many young people in Puerto Rico live far from formal workforce centers. To conduct outreach events and services fairs outside metropolitan areas in conjunction with local workforce areas.

4. Staff Empowerment and Training

- Opportunity: Invest in professional development for frontline staff, emphasizing cultural competence and trauma-informed care.
- Local Fit: To provide up to date technical assistance, conferences, webinars and workshops for service providers.

5. Employer Engagement

- Opportunity: Partner with local industries—like tourism, healthcare, and renewable energy—to co-design training programs.
- Local Fit: Ongoing

6. Youth-Centered Design

- Opportunity: Involve youth in program planning and feedback loops to ensure services reflect their realities.
- Local Fit: To design a survey and include youth to ensure proper feedback.

(c) State efforts to provide data, survey responses, and timely site visits for federal evaluations

During PY 2024 continuous data entry into PRIS was conducted. The State Workforce Development Program performed troubleshooting, format, type, range and consistence checking in addition to providing technical assistance to all users. Weekly meetings were held with the external database specialist to identify data inconsistencies, limitations, business requirements and proposing technical solutions. No federal site visits were conducted during PY 2024.

(d) Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated

During PY 2024, the primary focus was on finalizing the Local and Regional Plans. While no formal studies were commissioned, the State's Workforce Development Program management facilitated a needs assessment in collaboration with local areas. Several key topics emerged during this process, some of which were further explored through SMART training sessions and formal technical assistance. In addition to the detailed activities enumerated below, a total of thirty (30) technical assistances were provided during site visits and meetings covering topics such as WIOA Youth Program, performance, outreach activities, WIOA onboarding for new employees at Local Areas, co-enrollment, shared services at the AJCs, among others.

Customer Satisfaction

Customer satisfaction feedback has been gathered through informal ways, however, there is a policy under development to establish a simple methodology which will include questions/opinions, frequency and tabulation procedures.

State Strategies – State's Unified or Combined State Plan and Progress

Puerto Rico's workforce development vision emphasizes a system that is the service of choice for employers, job seekers, and individuals facing barriers to employment, while ensuring equitable access to education, training, and employment opportunities. Throughout PY 2024, the PRDEDC, PRDOLHR, local boards, and core partners collectively advanced this vision by implementing innovative and multisector strategies that strengthened the island's workforce ecosystem. These efforts aligned with Puerto Rico's broader economic development strategy and responded to demographic shifts, labor market needs, and post-disaster economic realities.

Below is a summary of progress achieved in PY 2024 across the four overarching state goals.

GOAL 1: Human Capital and Workforce Development – Develop talent based on the economic development needs of Puerto Rico through professional development and training aligned to global and local market demands.

Progress in PY 2024:

Puerto Rico expanded access to skill-building opportunities and work-based learning aligned with high-growth sectors such as manufacturing, renewable energy, healthcare, IT, construction, and logistics, among others. Key achievements include:

- 1,483 apprentices enrolled across 45 newly registered apprenticeship programs, demonstrating significant expansion in skill pathways for both youth and adults.
- 274 apprentices received nationally recognized credentials, strengthening Puerto Rico’s qualified labor pool.
- Through the 90% OJT employer reimbursement waiver, 1,297 participants, 71% dislocated workers and 29% adults—received customized work-based training across 176 employers.
- Governor’s Reserve investments supported additional training opportunities for over 230 apprentices.
- Local boards expanded work experience opportunities, transitional jobs, and alternative education, supporting both OSY and ISY under the youth services waiver.
- Local AJCs delivered pre-vocational workshops, soft skills development, entrepreneurship training, and career exploration to hundreds of participants.

These investments increased access to career pathways, credential attainment, and job placement, building a more adaptable and competitive workforce aligned with Puerto Rico’s economic imperatives.

GOAL 2: Inter-Agency Collaboration and System Modernization – Modernize information management systems to improve transparency, compliance, and operational agility across the workforce system.

Progress in PY 2024:

WIOA core partners made substantial advancements in modernizing Puerto Rico’s workforce infrastructure and strengthening interagency coordination:

- Continuous improvements to PRIS, including data validation enhancements, and automated quality checks.

- Weekly coordination with external system developers helped resolve wage data inconsistencies and improve system reliability.
- Joint technical assistance sessions between partners strengthened program integration.
- Initial implementation planning for the Common Exit Policy—to be fully activated with PRIS 3.0 in PY2025—demonstrated progress toward unified customer experience and improved performance accuracy.
- Cross-agency data-sharing for disaster recovery, UI claims, RESEA/WPRS referrals, and credential tracking expanded system efficiency.
- Collaborative development of Local and Regional Plans strengthened alignment between workforce and economic development agencies.

These actions laid a critical foundation for a transparent, integrated, and technologically modern workforce system capable of meeting federal and local requirements.

GOAL 3: Agile and Competitive Labor Market – Foster the expansion of robust apprenticeship and work-based learning programs to enhance productivity and competitiveness across sectors.

Progress in PY 2024:

Puerto Rico continued to scale Registered Apprenticeships (RAPs) and employer-driven training initiatives as core strategies to meet sector needs:

- Significant growth in RAP sponsorship, including expansion into emerging fields such as renewable energy, software development, digital marketing, industrial manufacturing, and education.
- Investments exceeding \$6.5 million in apprenticeship sponsors through Governor’s Reserve funds accelerated program growth in advanced manufacturing, information technology and digital marketing, among others.
- Fourteen local boards implemented 22 apprenticeship-aligned OJT programs, leveraging over \$28.6 million in WIOA investments.
- Employers such as CooperVision, Lufthansa Technik Puerto Rico, and Boys & Girls Clubs partnered closely with the workforce system to upskill existing workers and onboard new talent.

Collectively, these efforts strengthened Puerto Rico’s talent competitiveness and directly responded to employer demand for skilled workers.

GOAL 4: Strategic and Multisector Alliances – Develop a diverse and self-sustaining workforce ecosystem through new economic and labor development opportunities.

Progress in PY 2024:

Puerto Rico leveraged partnerships across industries, government agencies, municipalities, and community-based organizations to expand opportunities and serve priority populations:

- Collaborations with local industry associations, chambers of commerce, and employer consortiums increased employer participation in talent development activities.
- Through community outreach—including job fairs, AJC recruitment events, and social media campaigns—workforce services were expanded across Puerto Rico.
- Partnerships with schools, nonprofits, and youth-serving organizations supported hundreds of young people through work experience, alternative education, leadership development, and occupational training.
- Disaster-related multisector collaborations supported dengue vector control, elder care, flood recovery, and public health efforts across 56 municipalities, providing temporary jobs and community relief.
- Interagency coordination for apprenticeship expansion included partnerships with the Department of Education, industry groups, higher education institutions, and employers seeking nationally portable credentials.
- Local Boards strengthened engagement with community stakeholders to integrate wraparound services (housing, nutrition assistance, behavioral health) for participants with significant barriers.

These partnerships made the workforce system more resilient and responsive—supporting long-term sustainability and regional development.

Performance Accountability System

(a) Any specific performance measures or goals and progress towards meeting them

During PY24, Puerto Rico complied with the fifteen (15) Performance Measures negotiated with the USDOL. The PRIS database has allowed PR to comply with the programmatic reports required in the WIOA regulations and beyond reporting quarterly and annual reports according to the

schedule established by USDOL. In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures.

Puerto Rico Annual Performance Report PY 2024										
WIOA PERFORMANCE INDICATORS	Negotiated Target	Numerator	Denominator	Performance	Score	Difference (Negative Cases)	Cases to Achieve 100% of Target	Cases to Achieve 70% of Target	Surpass, Pass, Fail?	Cohort Date
ADULTS PROGRAM										
Employment Rate 2nd Quarter	55.0%	1929	2860	67.4%	123	931	N/A	N/A	Surpass	Cohort Period: 7/1/2023-6/30/2024
Employment Rate 4th Quarter	50.6%	2329	3485	66.8%	132	1156	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Median Earnings 2nd Quarter	\$2,900	\$4,008		\$4,008	138				Surpass	Cohort Period: 7/1/2023-6/30/2024
Credential Attainment Rate	53.0%	371	533	69.6%	131	162	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Measurable Skill Gains Rate	54.5%	387	504	76.8%	141	117	N/A	N/A	Surpass	Cohort Period: 7/1/2024-6/30/2025
Effectiveness in Serving Employers	Pre-established									
DISLOCATED WORKERS PROGRAM										
Employment Rate 2nd Quarter	59.0%	1945	3094	62.9%	107	1149	N/A	N/A	Surpass	Cohort Period: 7/1/2023-6/30/2024
Employment Rate 4th Quarter	59.0%	1,878	2797	67.1%	114	919	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Median Earnings 2nd Quarter	\$3,000	\$4,180		\$4,180	139				Surpass	Cohort Period: 7/1/2023-6/30/2024
Credential Attainment Rate	60.0%	357	453	78.8%	131	96	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Measurable Skill Gains Rate	44.0%	416	552	75.4%	171	136	N/A	N/A	Surpass	Cohort Period: 7/1/2024-6/30/2025
Effectiveness in Serving Employers	Pre-established									
YOUTH PROGRAM										
Employment/Education Rate 2nd Quarter	51.0%	2662	4484	59.4%	116	1822	N/A	N/A	Surpass	Cohort Period: 7/1/2023-6/30/2024
Employment/Education Rate 4th Quarter	51.2%	2713	4626	58.6%	114	1913	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Median Earnings 2nd Quarter	\$2,300	\$2,776		\$2,776	121				Surpass	Cohort Period: 7/1/2023-6/30/2024
Credential Attainment Rate	25.0%	870	2347	37.1%	148	1477	N/A	N/A	Surpass	Cohort Period: 1/1/2023-12/31/2023
Measurable Skill Gains Rate	38.0%	908	1092	83.2%	219	184	N/A	N/A	Surpass	Cohort Period: 7/1/2024-6/30/2025
Effectiveness in Serving Employers	Pre-established									
Performance Items Surpassing Target (Scoring 100 or more)			15	*Records with exit dates on/or after the start date plus participants without an entered exit date.						
Performance Items Passing Target (Scoring between 90 & 99)			0							
Performance Items Failing Target (Scoring less than 90)			0							
Performance Items with No Data			0							

For the Employment Rate Second Quarter After Exit, the Adult Program reached a 123% performance rate. The Dislocated Worker Program reached a 107% performance rate and the youth program rose to a 116% performance rate. The three programs achieved a rate above 100% of the negotiated measure. In the measure of Employment Rate Fourth Quarter After Exit in the Adult program reach a rate of 66.8%, equivalent to 132% of the negotiated level of 49.0%, meanwhile in the Dislocated Workers Programs and Youth complied with negotiated measure with 67.1%, and 58.6%, respectively, equivalent to 114%, also with a rate above the negotiated rate.

The Median Earnings Second Quarter After Exit was achieved in the Adult, Dislocated Workers, and Youth programs, with over 100% of the respective negotiated level. The three programs reflected a significant increase compared to the PY 2023. Related with the Credential Attainment Rate the three (3) programs reached over 100% of the rates required to comply with the negotiated measure, with rates of 69.6% in adults, 78.8% in dislocated workers and 37.1% in the youth program. The Measurable Skill Gains were reached with over 100 per cent required to meet the indicator.

(b) Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance

The delay in local areas to enter data in a timely and accurate manner limits the reliability and the up-to-date queries and data extraction which are indispensable for decision making and reporting. Emphasis will be placed on data reporting and data quality.

Puerto Rico was able to meet its negotiated performance targets in the Statewide Performance Report. On the Local Area Report, various areas had deficiencies in achieving the Median Earnings 2nd Quarter indicator in PY 2024. A factor which impacted the performance of this indicator was faulty Non-SWIS UI Wage Data from DTRH. DDEC and DTRH are collaborating to fix this issue. Another factor was that the negotiated targets for this indicator were likely too high for various local areas, particularly for the Youth program. It’s likely that the S.A.M. requires revision, adjustments, and fine tuning. Other than that, the Credential Attainment Rate also presented some deficiencies, particularly for the Youth program, which requires further investigation.

(c) The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy

The Puerto Rico common Exit Policy is in its final draft, and it is expected to be approved and implemented by PY 2025. It will be executed through the PRIS 3.0 database. This policy requires that an individual participating in any program covered by the common exit policy will not be exited (and thus no counted in performance metrics) until the individual is no longer being served by any program to which the policy applies.

(d) Negotiated performance levels for Title I-B Core Programs for PY 2024

WIOA PERFORMANCE LEVEL PY 2024		
	Adult	Dislocated Worker
Second Quarter Employment Rate	55.0%	59.0%
Fourth Quarter Employment Rate	50.6%	59.0%
Median Earnings	\$2,900	\$3,000
Credentials Achievements Rate	53.0%	60.0%
Measurable Skills Gain	54.5%	44.0%
WIOA PERFORMANCE LEVEL PY 2024		
	Youth	
Second Quarter Education and Employment Rate	50.0%	
Fourth Quarter Education and Employment Rate	51.2%	

Median Earnings	\$2,300
Credentials Achievements Rate	25.0%
Measurable Skills Gain	38.0%

(e) The state’s approach to data validation and ensuring data integrity, including a description of the methodology or any validation activities that occurred

The Puerto Rico Data Validation Policy – DDEC-WIOA 05-2021 includes written procedures, regular training, monitoring protocols, review of program data, documentation, and regular assessment. During PY 2024 the State Workforce Development Program performed some common types of validation such as format, type, range and consistence checking in addition to providing technical assistance to all users.

Activities Provided by State Funds/Funds Reserved by the Governor

Activities Conducted in Puerto Rico under the Special Projects Unit with Governor’s Reserve Funds (July 1, 2024 – June 30, 2025)

As a proactive measure to prevent layoffs or workforce reductions, the State Workforce Development Program has extended the Registered Apprenticeship Program to employers seeking to retrain their staff in response to the adoption of new technologies, processes, or skill requirements. This approach has proven effective in enhancing workforce retention.

The following fund delegation contracts were signed to carry out On-the-Job Training (OJT), customized training, and/or training under the Registered Apprenticeship Program (RAP) in Puerto Rico:

1. **Cooper Vision Manufacturing Puerto Rico** – This company specializes in the design and manufacturing of soft contact lenses and spherical, toric contacts, and multifocal vision products, as well as the sterilization and secondary packaging of disposable soft contact lenses. The company located in the municipality of Juana Díaz has been registered under the laws of the Government of Puerto Rico since 1984. Currently it employs 1,783 people. The company requested from the State Workforce Development Program (PDL) the amount of \$5,733,520.00 to provide On-the-Job Training under the Registered Apprenticeship Program for 130 incumbent workers and 100 new employees. Upon completion, the apprentices will receive a National Certification in the following occupations: Industrial Manufacturing Technician and Machine Set-Up Operator.

2. **Abartys Health, LLC** – Located in San Juan since 2015, Abartys is a health information technology business with a staff of 13 employees. It provides interoperability services for health data and systems among clinical laboratories, patients, and physicians. The company has developed a cloud-based platform using Amazon Web Services (AWS) that enhances the portability of medical records and the universal identification of patients.

Abartys Health requested from the State Workforce Development Program the amount of \$529,200.00 to provide On-the-Job Training under the Registered Apprenticeship Program for 3 incumbent workers and 3 new employees. Upon completion, the apprentices will receive a National Certification in the following occupations: Data Scientist, Full Stack Software Engineer (Application Developer), and System Administration (Database Technician).

This project is being reimbursed under a federal waiver benefit that allows employer reimbursement for OJT participants to increase up to 90%.

3. **Boys & Girls Club of Puerto Rico** – Is a nonprofit organization incorporated under the laws of the Commonwealth of Puerto Rico. It provides educational services for teenagers and young adults to obtain a high school diploma. In addition, it provides participants with job training, case management and support services. Boys & Girls Club signed an agreement with the State Workforce Program to receive a delegation of \$492,900.26 to serve 42 young participants under the Youth Build Program.

4. **EV Media** – A company specializing in sales, marketing, and promotional strategies for the renewable energy sector established in 2022. EV Media requested \$240,114.42 for a Registered Apprenticeship and a Related Instruction for ten (10) new employees as digital marketers. Training consisted of 2,000 hours of On the Job Learning and 144 hours of related instruction.

The implementation of these training programs has led to the creation of 113 new jobs, while 133 incumbent workers received nationally recognized credentials through the Registered Apprenticeship Program.

Other program activities funded by the Governor's Reserved Funds during PY 2024:

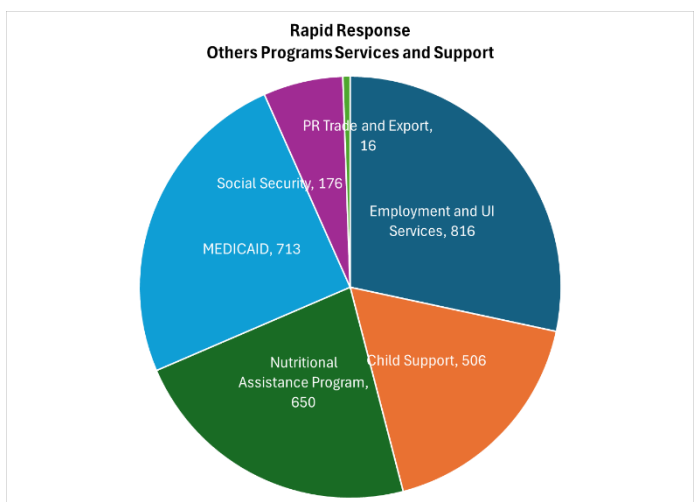
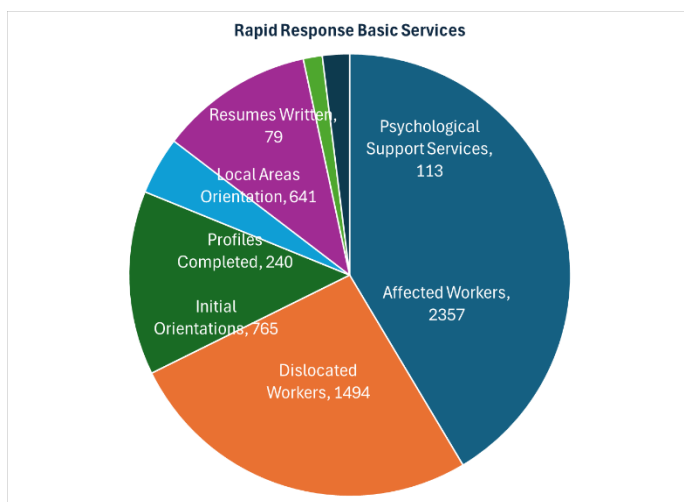
1. La Montaña Local Workforce Development Area-In and Out of School Program Enhancement, with the total investment of \$859,375.00 to increase and enhance services under the Youth Program.

2. Carolina Local Workforce Development Area-In and Out of School Program Enhancement, with a total investment of \$350,000.00 to increase and enhance services under the Youth Program.
3. CONPRMETIDOS, Corp. – In School Youth Initiative with a total investment of \$200,000.00, conducted a one-day event to educate 1,050 high schoolers and 150 counselors about formal education and outcome-driven training programs for in-demand occupations in technology, solar energy, business and construction careers.

Rapid Response

Rapid Response services provide an essential snapshot of Puerto Rico’s economic conditions and support both employers and dislocated workers during periods of transition. These services play a critical role in helping affected workers return to employment quickly through coordinated activities such as:

- Collaboration with company management and organized labor representatives (when applicable);
- Delivering on-site services, including information on available assistance programs such as unemployment insurance, job search support, and retraining opportunities;
- Immediate referrals to WIOA and other public assistance programs that address re-employment and adjustment needs.



Dislocated Worker & Employer Services

During the PY 2024, the State Dislocated Worker and Employer Unit (UETDP, for its Spanish name) received and addressed five WARN Notices and delivered Rapid Response services to 16 companies experiencing layoffs or closures. These events affected a projected total of 2,560 workers, with 2,357 officially dislocated.

Key services included site visits, interagency coordination, informational workshops, résumé support, and tailored job fairs. Major investments totaled \$239,501, distributed as follows:

Services	Service Provider	Investment
Informative Workshop: Job Preparation, Job Search and Job Retention	CDE DEVELOPMENT INC	\$35,970.00
Informative Workshop: Financial Planning	CDE DEVELOPMENT INC	\$35,615.00
Resume Services	MPA CONSULTING INC	\$149,220.00
Sign Language Services	RITA, INC	\$7,050.00
Laboratory Services	Caparra Occupational Medical Services, LCC	\$11,646.00
Total investment		\$239,501.00

Employer Engagement & Layoff Prevention

The Workforce Development Program strengthened employer engagement through:

- Employer orientation sessions
- Participation in employer-focused conventions
- Recruitment support services

These efforts reached more than 490 employers. Layoff prevention strategies included:

1. Recruitment fairs connecting employers with job seekers
2. Expansion training and Registered Apprenticeship Programs
3. Outreach on WIOA services to help prevent closures or workforce reductions

Recruitment Fairs

As part of Rapid Response and layoff-aversion efforts, the UETDP organized and participated in recruitment fairs to accelerate worker reintegration. These one-stop events offered:

- Direct access to employers hiring on-site
- Interview technique orientations
- Resume writing assistance

- Health certificates for participants hired during the fair

In PY 2024:

- 4 recruitment/job fairs were coordinated by the Workforce Development Program; one of these fairs was aimed at youth summer employment while providing youth participants with tools and program elements aimed at assisting them with their long-term employment and professional goals.
- 30+ outreach activities were conducted to promote WIOA programs and services across the island. These events were attended across educational institutions, public housing communities, and areas with individuals with barriers to employment. Additionally, employer-focused events were also attended to guide businesses on WIOA benefits and available workforce services.

Registered Apprenticeship Program

During the program year, the Registered Apprenticeship Program was significantly expanded. As part of this effort, outreach and engagement activities were conducted with employers and local workforce areas. These initiatives aimed to promote the benefits of the program and encourage broader participation.

As a result of these efforts:

- 45 new apprenticeship programs were registered
- 1,483 apprentices were enrolled
- 274 apprentices earned credentials in their trained occupations

The program supported both newly recruited and incumbent workers, helping them enhance their skills to meet evolving employers' needs, particularly in response to the acquisition of new equipment and the integration of new technologies in service and product delivery.

The industries that implemented registered apprenticeship programs include:

- Construction
- Education
- Renewable Energy
- Manufacturing
- Programming and/or Technology

WIOA funding in Investment in Apprenticeship Training

- 14 Local Areas implemented training programs, resulting in a total investment of \$28,609,650.49 in 22 programs for On-the-Job Training (OJT) and related activities.
- The state invested more than \$6.5M in 3 new Registered Apprenticeship sponsors within information technology, advanced manufacturing and digital marketing.

Wagner-Peyser Act Employment Service (complete report is attached)

During Program Year 2024 the Wagner-Peyser Program provided employment and placement services to 19,690 individuals with 14,920 exiters during the cohort period of April 1st, 2024 to March 31st, 2025. A total of 4,079 individuals were categorized as reportable individuals.

The Puerto Rico Wagner-Peyser Program, in collaboration with the local Job Centers, provided the most services to individuals with limited proficiency in English (43%), followed by low-income individuals (24.17%) and older individuals (12.22%). These three (3) groups constitute the largest number of clients and/or participants who approach the American Job Centers in search of employment, placement and/or training services through Wagner-Peyser. Participants in the category of Migrant and Seasonal Farmworkers (MSFW) represent 1.35% when compared to PY23 of .99%, an increase of 36.4% is observed.

RESEA Program Results PY 2024

Scheduled	Completed	FTR	FTR %	RTW
10,014	7,861	2,382	24%	141

The Puerto Rico Employment Service's policies establish the provision of career services under WIOA, especially as it relates to guidance on how to file an initial or continuing UI claim. The Wagner-Peyser program has a responsibility to provide this information to claimants, including their rights and duties.

Claimants who receive their first payment were selected by the WPRS profiling system to receive reemployment services through the RESEA/WPRS program, offered by Wagner-Peyser staff.

State Best Practices and Needs

Success stories that focus on serving employers, communities and individuals with barriers to employment

Incumbent Worker's Training –

At Peter Built Trucks a total of nine (9) incumbent workers were trained as Specialized Diesel Mechanics to keep their jobs by acquiring new technology skills applied to the transportation/truck industry.

Out of School Youth Program Success Story –

A high school dropout, this young woman faced significant barriers to her personal and professional development. Her life took a positive turn when she visited the AJC. She was referred to an alternative school program where she studied and completed her high school diploma. Currently, she's seeking to increase her skills by participating in an occupational skills training at Modern Hair Styling Institute specializing in Nail Esthetician and business development. She aspires to establish her own beauty business as an entrepreneur in her nail salon.

Out of School Youth Program Success Story –

A young mother of a two-year old toddler, she visited the AJC seeking assistance to find a job to support her daughter and herself. She also brought a dream of becoming a party and events decorator with her own business. She received training related to the transition to post-secondary education, entrepreneurship, financial literacy and leadership skills. This knowledge gave her enough confidence to make informed decisions and to complete her first business. During her work experience at Walgreens, she excelled through her responsibility, performance and positive attitude, gaining her a regular position. In addition, Paloma kept working on her business plan, strengthening her skills and financial structure, designing a business logo and enhancing her social media presence. Currently, she is the founder of *Helios Ballon Art* a party decoration small business with a certificate ballon artist as the owner.

Dislocated Worker Program Success Story –

A dislocated worker visited the AJC with the determination to improve his professional life after a devastating layoff. Through the Dislocated Workers Program, he successfully completed the electrical tech assistant course and keeps learning to earn his license as a board-certified electrician. Currently, he works as a full-time electrical assistant at Lord Electric Comp.

Adult Program Success Story –

From the moment he joined the Adult Program, the individual demonstrated a genuine desire to improve himself, despite facing multiple barriers that limited his personal and professional development. Recognizing his potential, the AJC team conducted an objective assessment and a

skills test, designing an Individual Employment Plan (IEP) that marked the beginning of his path to success. He completed his training in Initiative and Entrepreneurial Skills. Motivated by his progress, he chose to continue his learning experience by completing an Aesthetic Equipment technician course at Esedermic Institute, Inc. Driven by his desire to keep growing, he accessed an Individual Training Account (ITA) at NUC University Technical Division, where he completed studies in Aesthetics and became an Aesthetics Instructor. Today, in that role, he inspires other youth and adults to follow in his footsteps, proving that perseverance and access to education can open doors that once seemed out of reach.

In School Youth Program Success Story –

Diagnosed with a mild learning disability and emotional disorders, an in-school youth spent elementary and secondary school in a self-contained classroom. The AJC began evaluating him to ensure his needs were addressed considering his challenges. The staff identified that transportation was a major barrier, but during the summer work experience provided, he showed strong commitment and arranged rides with friends and neighbors to get to work. After completing the experience, he chose to keep learning and is currently enrolled at Inter American University of Puerto Rico, Barranquitas campus, pursuing technical studies in barbering. His goal is self-employment and, ultimately, full independence, turning barriers into meaningful achievements.

First Work Experience Success Story –

In 2024, the AJC in Vega Baja placed successfully four adults with functional diversity in their first formal jobs at a local movie theater. Participants worked in customer service, maintenance, event support, and administrative tasks. They demonstrated strong commitment, responsibility, and a positive attitude. Key outcomes included gaining work experience, developing essential skills, fostering inclusion in a cultural setting, and building a strong partnership with an equity-driven employer. The initiative highlighted the value and capabilities of individuals with functional diversity.

Hogar Amor y Paz Success Story –

Hogar Amor y Paz, a senior care facility, partnered with the Job Center to recruit and train staff for 13 essential roles. The initiative recruited 11 participants, with 10 completing On-the-Job Training and a 91% retention rate. The project helped 7 dislocated workers and 3 unemployed adults join the workforce, serving as a successful model of community empowerment.

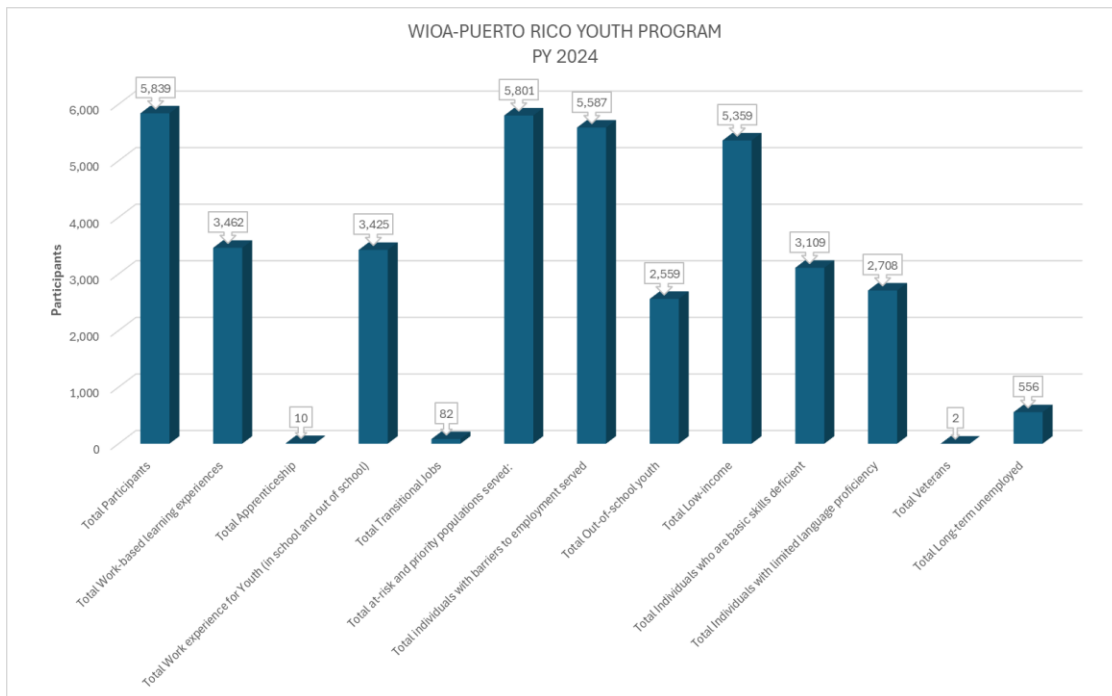
Lufthansa Technik Puerto Rico Success Story –

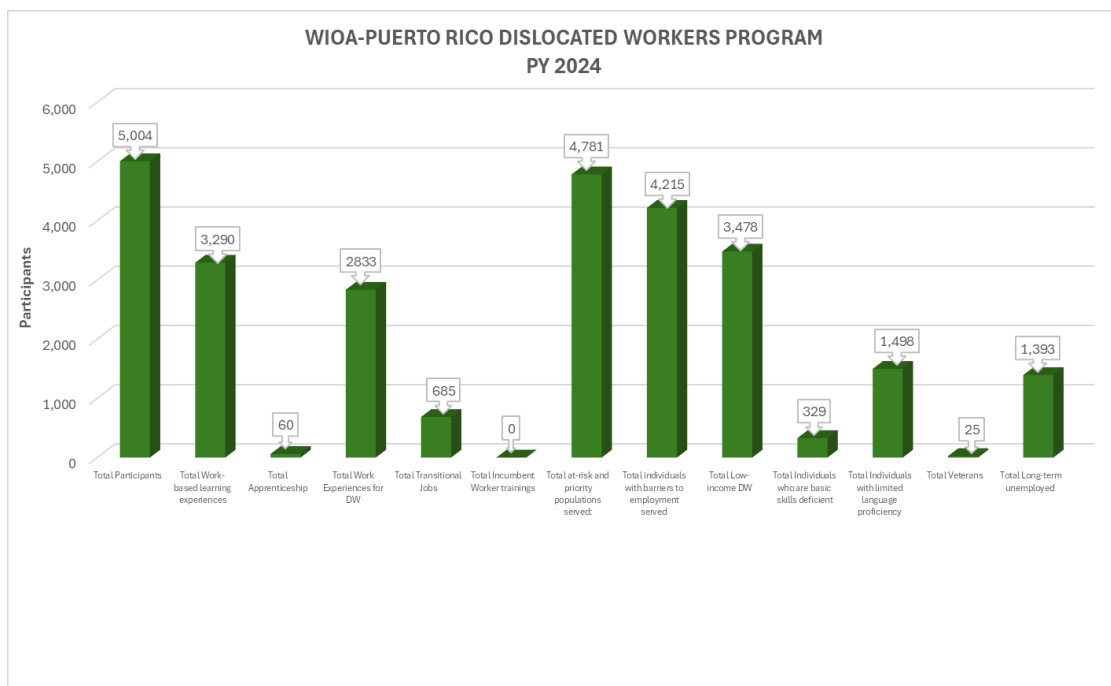
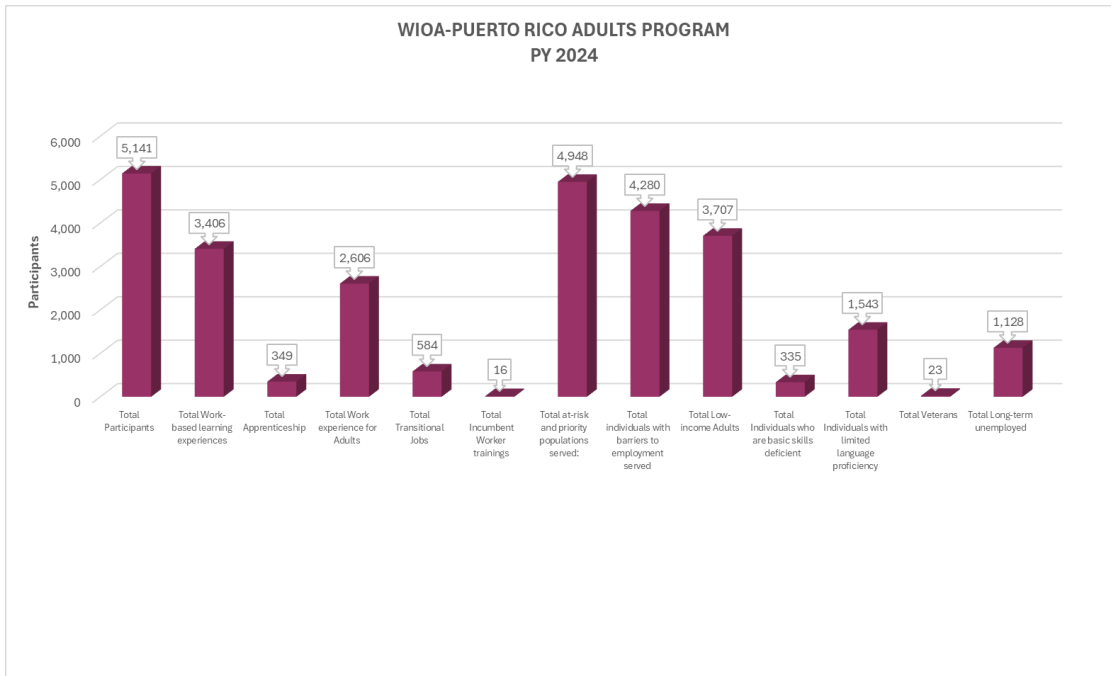
This company specializes in maintenance, repair, and overhaul services—commonly known as MRO—for aircraft. This first-class maintenance facility focuses on the Airbus A320 of short- and medium-range aircraft. Its facilities span 20,000 square meters at the Rafael Hernández Airport in Aguadilla, known for having the longest runway in the Caribbean. In 2024, the Job Center began training 13 people who successfully gained and maintained employment.

Overall Achievements –

The San Juan Adult and Dislocated Worker Program supported a total of 133 participants through pre-vocational workshops. Additionally, 42 participants took part in work experiences and internships, 64 received On-the-Job Training (OJT), and 402 participated in the Registered Apprenticeship Program (RAP). The Youth Program reached 78 young people through work experience, 9 through alternative education, and 11 through training funded by Individual Training Accounts (ITAs). In total, 67 job fairs were held, serving 2,467 individuals. Under the Rapid Response and Dislocated Worker Mitigation component, services were provided to 5 employers and 48 individuals who had been laid off or were at risk of job displacement.

Priority Populations Served





Needs and Challenges

Throughout this report, Puerto Rico’s commitment to strengthening its workforce system has been evident through the implementation of effective public policies, the strategic use of resources, and the promotion of innovative practices. The progress made in performance, program integration,

and the expansion of training opportunities reflects a result-oriented management approach focused on the real needs of employers, workers, and communities.

While significant progress has been achieved, challenges have also been identified that require ongoing attention, reliable and timely data entry, interagency collaboration, and adaptability in the face of a changing economic environment. Continuous evaluation, evidence-based decision-making, and participant feedback will remain fundamental pillars for the ongoing improvement of the system.