



**2025 VI State Workforce
Development Board Annual
Statewide Performance Report**

**For the Period of
July 1, 2024
to
June 30, 2025**

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About the VI State Workforce Development Board

The Virgin Islands State Workforce Development Board (VIWDB) serves as the cornerstone of workforce development policy and strategy for the US Virgin Islands. Its mission is to drive the Territory's workforce ecosystem forward by aligning efforts with educational institutions, economic development initiatives, and a diverse array of public and private sector partners.

Core Functions and Goals:

1. **Policy and Strategic Oversight:** The VIWDB is the primary policy-making body that ensure the Territory's workforce initiatives align with both local and federal Workforce Innovation and Opportunity Act (WIOA) mandates.
2. **Employer Engagement:** The Board plays a pivotal role in engaging employers to address labor market needs, ensuring training programs are tailored to high-demand career sectors.
3. **Program Oversight:** It oversees WIOA-funded programs for adults, dislocated workers and youth, ensuring these initiatives meet the evolving demands of the Virgin Islands' economy.
4. **Eligible Training Provider List (ETPL):** Maintaining and expanding the ETPL, the Board currently has several approved training providers offering programs aligned with in-demand skills, ensuring accountability, transparency, and responsiveness to labor market trends.

Workforce Ecosystem Leadership:

Through collaboration with its core partners—the Virgin Islands Department of Labor (VIDOL), the Department of Education, the Department of Human Services, and other key stakeholders—the VIWDB facilitates a coordinated approach to workforce development. This includes:

- Promoting sector partnerships and strategies to address labor market challenges.
- Expanding training opportunities through innovative methods such as online learning, and apprenticeship programs.
- Supporting job seekers with barriers to employment through a unified outreach strategy and co-enrollment initiatives.

Commitment to the Territory's Workforce Future:

With a focus on resilience and adaptability, the VIWDB aims to equip Virgin Islanders with the skills and training necessary for success in a global economy. Its ongoing initiatives, including promoting green energy and blue economy sectors, reflect its dedication to fostering economic growth and workforce readiness across the Territory.

The Governor's 2024 Workforce Development Summit Sun, Sand, and Success: Strategies for Work Excellence in the US Virgin Islands was a significant event, gathering various stakeholders, including businesses, educators, and government agencies, to address workforce challenges and devise innovative solutions. The summit aimed to empower job seekers and businesses, sharing resources and best practices to create a skilled, well-prepared workforce. The attendees varied widely, including job seekers, veterans, educators, business leaders, and key stakeholders, focusing on creating a results-based workforce system and reaching vulnerable community members.



Compliance Monitoring

The Planning Research & Monitoring Unit of the Virgin Islands Department of Labor (VIDOL) conducted a review of several approved Eligible Training Providers. The monitoring report consisted of monitoring overview, eligibility checklist, classroom training, ADA Pre-Award Survey, ADA checklist, findings, corrective actions, areas of concern and on-site photos. All findings have been resolved.

Waivers

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 percent for businesses with 50 or fewer employees.

Summary of Performance Measures:

To ensure accountability, the VIWDB tracks performance metrics aligned with WIOA requirements, including employment rates, median earnings, credential attainment rates, and measurable skill gains. These metrics guide the Board’s continuous improvement efforts, helping to fine-tune workforce strategies and maximize their impact.

Measure	NPG	FINAL RUN	<i>Numerator</i> <i>Denominator</i>
PY 2025 Q1 - Rolling 4 Quarters			
Adult Entered Employment (2nd Qtr)	58.0%	59.9%	112 187
Adult Entered Employment (4th Qtr)	61.0%	54.4%	62 114
Adult Median Earnings	\$5,200.00	\$7,420.00	
Adult Credential Attainment	63.0%	55.4%	41 74
Adult Measurable Skill Gains	63.0%	78.9%	90 114
DW Entered Employment (2nd Qtr)	63.5%	57.1%	8 14
DW Entered Employment (4th Qtr)	63.0%	44.4%	4 9
DW Median Earnings	\$6,300.00	\$10,210.00	
DW Credential Attainment	71.0%	50.0%	3 6
DW Measurable Skill Gains	61.5%	80.0%	4 5

Youth Entered Employment (2nd Qtr)	67.5%	69.5%	57 82
Youth Entered Employment (4th Qtr)	61.5%	57.5%	42 73
Youth Median Earnings	\$5,000.00	\$4,875.00	
Youth Credential Attainment	50.5%	51.5%	17 33
Youth Measurable Skill Gains	58.0%	71.7%	33 46
WP Entered Employment (2nd Qtr)	58.2%	43.4%	369 851
WP Entered Employment (4th Qtr)	55.1%	40.4%	327 810
WP Median Earnings	\$7,750.00	\$7,237.00	
JVSG Individualized Services Provision	90.0%	94.4%	17 18
JVSG Entered Employment (2nd Qtr)	33.0%	39.1%	9 23
JVSG Entered Employment (4th Qtr)	25.0%	39.1%	9 23
JVSG Median Earnings	\$6,500.00	\$9,360.00	

Legend	
50.00%	Met or exceeded our Goal
50.00%	Did not meet goal but within 90%
50.00%	Did not meet goal

During PY 2025 Quarter 1, the U.S. Virgin Islands Workforce Development System continued advancing its commitment to high-quality, data-driven workforce services across all WIOA core programs. The final certified results for this quarter reflect meaningful progress in employment, earnings, and skill development outcomes, alongside ongoing challenges that remain a focus for continuous improvement.

Across programs, **Measurable Skill Gains and Median Earnings demonstrated consistently strong performance**, indicating that participants are successfully engaging in training, earning industry-recognized credentials, and accessing higher-wage opportunities. Several indicators

exceeded National Performance Goals (NPGs), including Adult Entered Employment (2nd Quarter), Youth Entered Employment (2nd Quarter), and JVSG Entered Employment (2nd Quarter), as well as multiple earnings measures.

The **Adult Program** exceeded its goals in 2nd Quarter employment, median earnings, and skill gains. While progress was made, the program continues to work toward improving 4th Quarter employment and credential attainment outcomes through targeted employer engagement and post-placement support.

The **Dislocated Worker Program** showed strong gains in earnings and skill gains but remained below targets for both 2nd and 4th Quarter employment and credential attainment. Systemwide re-employment strategies, including sector partnerships and customized job placement assistance, will support improvement in the upcoming quarters.

The **Youth Program** exceeded goals in 2nd Quarter employment, credential attainment, and skill gains. Opportunities remain to strengthen long-term employment outcomes and median earnings through additional supportive services, follow-up activities, and expanded work-based learning.

The **Wagner-Peyser Program** experienced modest improvements but remained below its employment goals. Efforts are underway to enhance labor exchange matching, modernize service delivery, and expand employer-facing services to increase placement efficiency.

The **JVSG Program** delivered some of the strongest results of the quarter, surpassing goals in individualized service provision, 2nd Quarter employment, and median earnings. These achievements reflect improved case management, coordinated service delivery, and deeper employer collaboration.

Overall, PY 2025 Q1 illustrates a system that is making steady progress while remaining focused on strengthening long-term employment outcomes. The VIWDB continues to prioritize quality assurance, data integrity, performance-driven technical assistance, and sector-aligned training strategies. These efforts—combined with expanded employer partnerships and improved follow-up services—position the U.S. Virgin Islands workforce system for continued gains in the remaining quarters of the program year.

Customer Satisfaction Surveys

Surveys were conducted to assess customer satisfaction for businesses and job seekers. A total of 1175 job seekers and 370 employers were sent emails with a link to complete the customer satisfaction survey. Responses were provided by choosing from a list of choices.

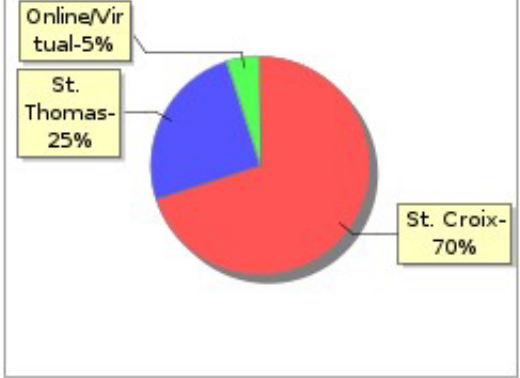
The results of the survey are as follows:

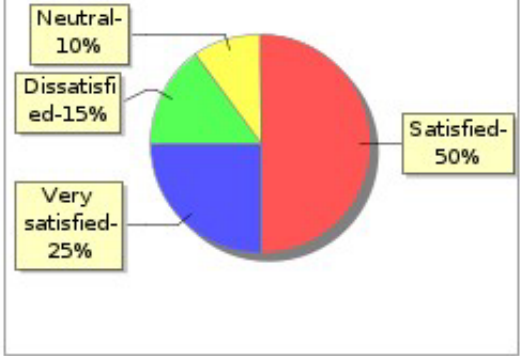
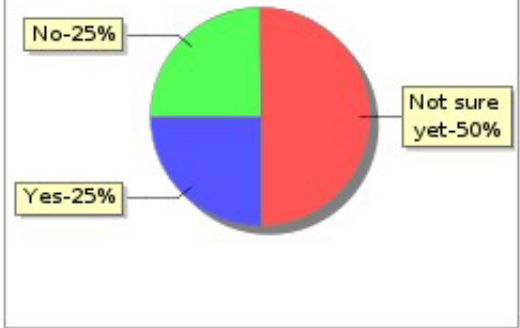
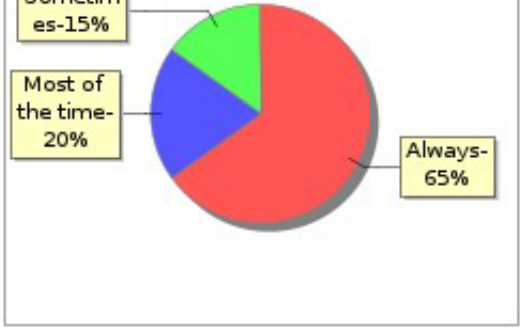
American Job Center Customer Satisfaction Survey


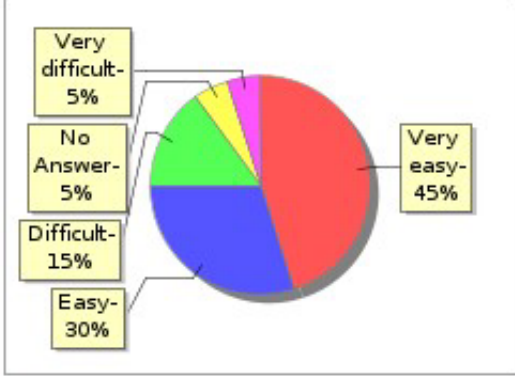
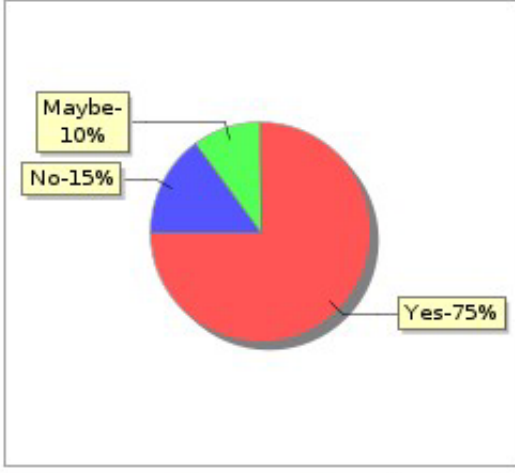
SuperQuiz-Results by Question

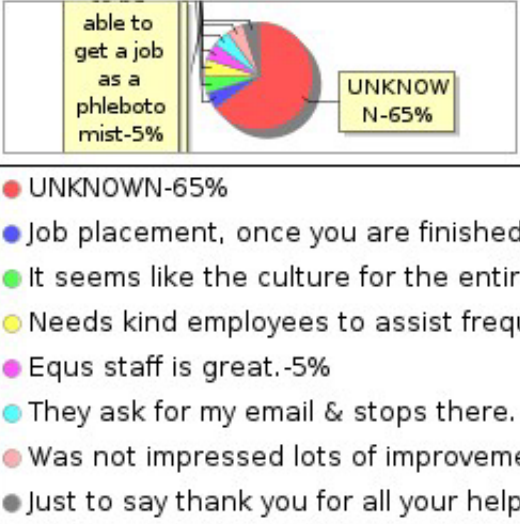
From: June 5, 2025 To: December 1, 2025

2025 AJC Job Seeker Satisfaction Survey

Question	Type	Statistics	Chart
Which AJC location did you visit?	MultipleChoice	14 answered St. Croix 5 answered St. Thomas 1 answered Online/Virtual Total responses:20	 <p>● St. Croix-70% ● St. Thomas-25% ● Online/Virtual-5%</p>
What services did you use? (Check all that apply)		11 answered Job search assistance 6 answered Other 5 answered WIOA Training Program 2 answered Resume or interview help 1 answered Apprenticeship Total responses:25	 <p>● Job search assistance-44% ● Other-24% ● WIOA Training Program-20% ● Resume or interview help-8% ● Apprenticeship-4%</p>
How would you rate your overall experience with the AJC?	MultipleChoice	8 answered Excellent 8 answered Good 2 answered Poor 2 answered Fair Total responses:20	 <p>● Excellent-40% ● Good-40% ● Poor-10% ● Fair-10%</p>

<p>How satisfied are you with the services provided?</p>	<p>MultipleChoice</p>	<p>10 answered Satisfied 5 answered Very satisfied 3 answered Dissatisfied 2 answered Neutral Total responses:20</p>	 <p>● Satisfied-50% ● Very satisfied-25% ● Dissatisfied-15% ● Neutral-10%</p>
<p>Did the services help you move closer to your career or employment goals?</p>	<p>MultipleChoice</p>	<p>10 answered Not sure yet 5 answered Yes 5 answered No Total responses:20</p>	 <p>● Not sure yet-50% ● Yes-25% ● No-25%</p>
<p>Were the staff professional, respectful, and helpful?</p>	<p>MultipleChoice</p>	<p>13 answered Always 4 answered Most of the time 3 answered Sometimes Total responses:20</p>	 <p>● Always-65% ● Most of the time-20% ● Sometimes-15%</p>

<p>How would you rate the usefulness of the training or program you participated in?</p>	<p>MultipleChoice</p>	<p>9 answered Very useful 5 answered Somewhat useful 3 answered N/A - Did not participate 3 answered Not useful Total responses:20</p>	 <p>● Very useful-45% ● Somewhat useful-25% ● N/A - Did not participate-15% ● Not useful-15%</p>
<p>How easy was it to access and enroll in AJC services or programs?</p>	<p>MultipleChoice</p>	<p>9 answered Very easy 6 answered Easy 3 answered Difficult 1 answered No Answer 1 answered Very difficult Total responses:20</p>	 <p>● Very easy-45% ● Easy-30% ● Difficult-15% ● No Answer-5% ● Very difficult-5%</p>
<p>Would you recommend AJC services to others?</p>	<p>MultipleChoice</p>	<p>15 answered Yes 3 answered No 2 answered Maybe Total responses:20</p>	 <p>● Yes-75% ● No-15% ● Maybe-10%</p>

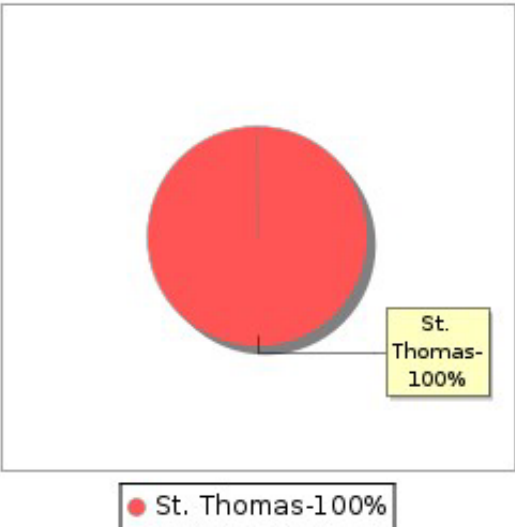

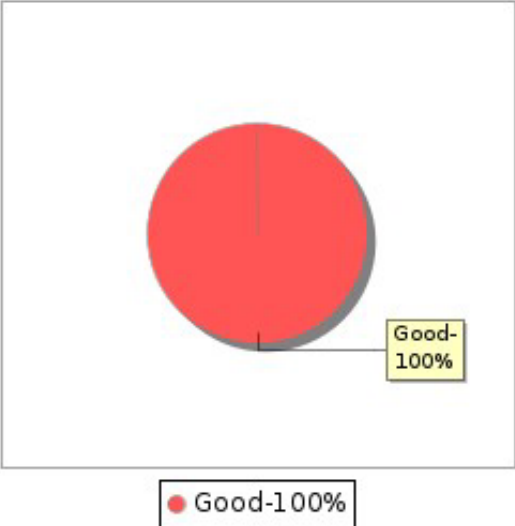
<p>Any suggestions or comments to help us improve?</p>	<p>Paragraph</p>	<p>13 answered 1 answered Job placement, once you are finished with any Vocational program ex: phlebotomist / EKG. When you are complete with your training, you should be able to get assistance to find work.I have yet to be able to get a job as a phlebotomist 1 answered It seems like the culture for the entire USVI needs to Change from wanting donations and subsidies to more free market and less socialism. AJC should be leading the way, instead they are falling for the same traps of taking handouts instead of incentivizing real progress. 1 answered Needs kind employees to assist frequently on helping people get a job, also needs more paid programs with no limit for people from ages 18-35 to help them gain more experience and skills. 1 answered Equis staff is great. 1 answered They ask for my email & stops there! 1 answered Was not impressed lots of improvements needed. Communication is lacking. 1 answered Just to say thank you for all your help. Total responses:20</p>	 <p>able to get a job as a phlebotomist-5%</p> <p>UNKNOWN N-65%</p> <ul style="list-style-type: none"> ● UNKNOWN-65% ● Job placement, once you are finished ● It seems like the culture for the entire USVI needs to Change from wanting donations and subsidies to more free market and less socialism. AJC should be leading the way, instead they are falling for the same traps of taking handouts instead of incentivizing real progress. ● Needs kind employees to assist frequently on helping people get a job, also needs more paid programs with no limit for people from ages 18-35 to help them gain more experience and skills. ● Equis staff is great.-5% ● They ask for my email & stops there. ● Was not impressed lots of improvements needed. Communication is lacking. ● Just to say thank you for all your help.
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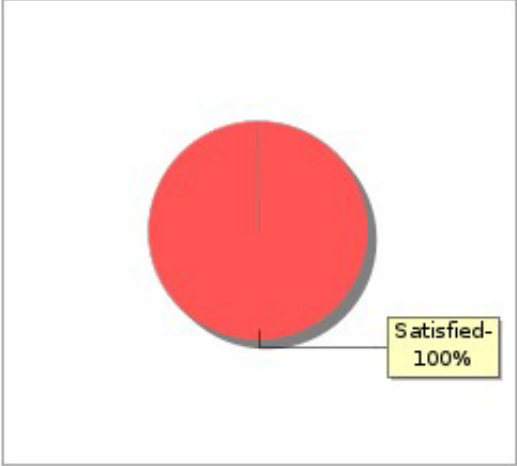
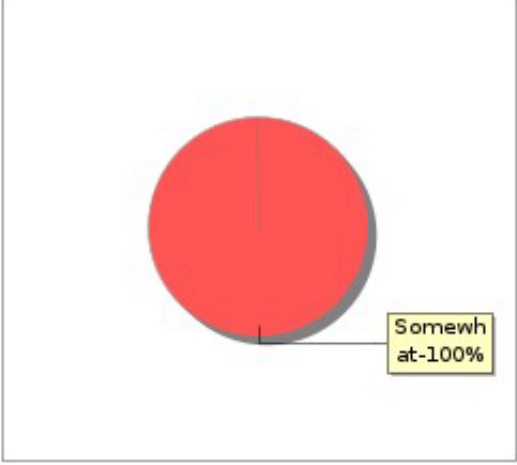
American Job Center Employer Satisfaction Survey

SuperQuiz-Results by Question

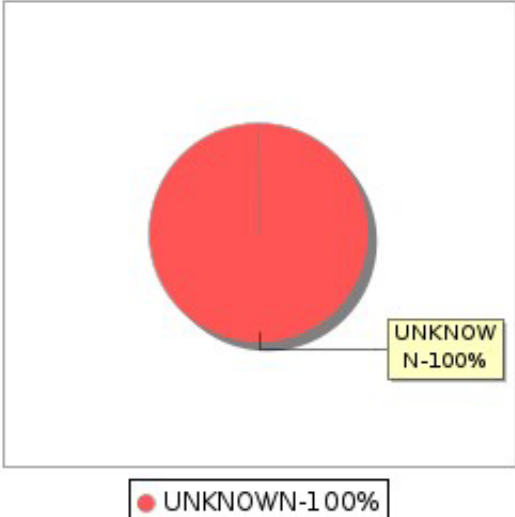
From: November 11, 2025 To:December 11, 2025

2025 AJC Employer Satisfaction Survey

Question	Type	Statistics	Chart
Which AJC location or team assisted your business?		1 answered St. Thomas Total responses:1	 <p>A pie chart with a single red slice representing 100% of the responses. A label 'St. Thomas-100%' is connected to the slice by a line. A legend below the chart shows a red dot next to 'St. Thomas-100%'.</p>
What services did you use? (Check all that apply)		1 answered Job postings/recruitment 1 answered Job fairs Total responses:2	 <p>A pie chart divided into two equal halves: a red half and a blue half. Labels 'Job postings/recruitment-50%' and 'Job fairs-50%' are connected to their respective slices. A legend below the chart shows a red dot for 'Job postings/recruitment-50%' and a blue dot for 'Job fairs-50%'.</p>
How would you rate your overall experience with the AJC?	MultipleChoice	1 answered Good Total responses:1	 <p>A pie chart with a single red slice representing 100% of the responses. A label 'Good-100%' is connected to the slice by a line. A legend below the chart shows a red dot next to 'Good-100%'.</p>

<p>How satisfied are you with the communication and follow-up from AJC staff?</p>	<p>MultipleChoice</p>	<p>1 answered Satisfied Total responses:1</p>	 <p>A 3D pie chart where the entire circle is colored red. A label 'Satisfied-100%' is connected to the red area by a thin line. Below the chart, a legend shows a red dot followed by 'Satisfied-100%'.</p>
<p>How would you rate the quality of candidates referred to your business?</p>	<p>MultipleChoice</p>	<p>1 answered Good Total responses:1</p>	 <p>A 3D pie chart where the entire circle is colored red. A label 'Good-100%' is connected to the red area by a thin line. Below the chart, a legend shows a red dot followed by 'Good-100%'.</p>
<p>Were your workforce or hiring needs met effectively?</p>	<p>MultipleChoice</p>	<p>1 answered Somewhat Total responses:1</p>	 <p>A 3D pie chart where the entire circle is colored red. A label 'Somewhat-100%' is connected to the red area by a thin line. Below the chart, a legend shows a red dot followed by 'Somewhat-100%'.</p>

<p>How satisfied are you with the WIOA or training partnership services you received?</p>	<p>MultipleChoice</p>	<p>1 answered N/A - Did not participate Total responses:1</p>	 <p>A 3D pie chart where the entire circle is red. A yellow callout box points to the red area with the text "N/A - Did not participate-100%". Below the chart is a legend with a red dot and the text "N/A - Did not participate-100%".</p>
<p>How likely are you to continue working with the AJC in the future?</p>	<p>MultipleChoice</p>	<p>1 answered Likely Total responses:1</p>	 <p>A 3D pie chart where the entire circle is red. A yellow callout box points to the red area with the text "Likely-100%". Below the chart is a legend with a red dot and the text "Likely-100%".</p>
<p>How likely are you to recommend AJC services to other employers?</p>	<p>MultipleChoice</p>	<p>1 answered Likely Total responses:1</p>	 <p>A 3D pie chart where the entire circle is red. A yellow callout box points to the red area with the text "Likely-100%". Below the chart is a legend with a red dot and the text "Likely-100%".</p>

Any suggestions or feedback to improve our employer services?	Paragraph	1 answered Total responses:1	
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WIOA Statewide Implementation

The Local One-Stop Delivery System: Equus Workforce Solutions is the One-Stop Operator for the Territory. Equus is responsible for the management and operation of the One-Stop Center in all districts. Equus’ highlights from July 1, 2024, to June 30, 2025:

American Job Center partners collaborated consistently and effectively to bolster the development of workforce development initiatives in the Virgin Islands. In addition to attending the monthly partner meetings which are held on the last Tuesday of every month, partners joined forces to support their colleagues with activities.

Virgin Islands American Job Center / Equus Workforce Solutions

Annual Report

The One-Stop Operator continued to strengthen cross-agency coordination, expand community outreach, and enhance access to workforce services by deepening partnerships with the Bureau of Corrections, the Virgin Islands Housing Authority, and key community organizations across the Territory.

The items below summarize the major activities and partner engagements completed during this reporting period.

Virgin Islands Bureau of Corrections (BOC)

Program Year 2024–2025 (PY2024) marked the first full program year of formalized collaboration between the Virgin Islands American Job Center (VI-AJC) and the Virgin Islands Bureau of Corrections (BOC). As the One-Stop Operator, Equus Workforce Solutions played a



pivotal role in deepening engagement, coordinating structured partner meetings, and supporting the implementation of workforce reentry services for 36 justice-involved individuals across both districts. All participating individuals received a Soft Skills Assessment, which gave our Training Facilitators more information about the specific soft skill strength of each inmate. They then transitioned to weekly workshop training sessions focused on essential workplace competencies, including Communication, Emotional Intelligence, Teamwork, Critical Thinking, and Conflict Resolution. Job Readiness Workshops soon followed. This includes Résumé Writing, Cover-Letter Development, and Interview Preparation. These sessions ensured that the inmates, upon release, would compete successfully in today’s job market and transition back into the workforce.

The St. Croix VI-AJC team began facilitating workshops at the Bureau of Corrections in December 2024, continuing services through June 2025. Workshop sessions in the St. Thomas district began in June 2025. Initial sessions received strong engagement and have laid out the groundwork for continued reentry programming in the upcoming year.

Community Outreach

Virgin Islands Housing Authority (VIHA)

The VI-AJC expanded services and visibility within VIHA communities across the Territory. Outreach Coordinators

Key accomplishments included:

- Implemented outreach across public housing communities, including Luis Brown Villas, Kirwan Terrace Community Center, and additional VIHA sites.
- Increased onsite engagement through door-to-door visits, VI-AJC-branded materials, and a consistent monthly presence at VIHA communities throughout the territory.
- Delivered bi-weekly workforce workshops on résumé development, digital literacy, and career-training pathways.
- Provided career exploration sessions, WIOA enrollment assistance, and referrals to wraparound services directly within the communities.

UVI Career Fair

In April of 2024, the VI-AJC team participated in the University of the Virgin Islands Career Fair, providing tabling, materials distribution, and student engagement to support career readiness for both UVI students and alumni.

Governor’s Workforce Development Summit 2024

The VI-AJC team supported the Summit with registration assistance, onsite logistics, and presenter coordination. The One-Stop Operator facilitated lunchtime partner engagement sessions on both St. Croix and St. Thomas, promoting cross-agency dialogue and collaborative workforce strategies.



Virgin Islands Department of Education

The VI-AJC continued collaboration with the Virgin Islands Department of Education through participation in:

- State Office of Career and Technical Education (CTE) events in both districts
- Adult Education Career Fair – St. Croix

Disability Rights Center of the Virgin Islands (DRCVI)

We continued our collaboration with DRCVI, led by Disability Rights Advocate Shammi Carr, to strengthen accessibility and service delivery across VI-AJC programs and delivered staff development training on workplace accommodations, inclusive service delivery, and ADA compliance. This work was integral to ensure that partners and the Equus team can effectively access DRCVI resources and make appropriate referrals.

Staff tabled at the 2024 ADA Expo on St. Croix: Health, Disaster, and Preparedness, coordinated by Territorial ADA Coordinator Julien Henley, Sr. The event offered presentations and information packets on a wide range of topics, including health, disaster preparedness, assistive devices, financial tips, and employment opportunities. The expo also featured giveaways and was designed to support individuals with disabilities, senior citizens, and their caregivers.



St. John Access Point

In April 2025, the St. Thomas VI-AJC team, in partnership with the University of the Virgin Islands, established weekly office hours at the St. John Community Resource Center location at The Marketplace. This initiative expanded access to workforce services for St Johnians, who previously had to travel by ferry to St Thomas to receive in-person assistance. This was the first sustained VI-AJC presence on St John and it addressed a long-standing service gap. Residents have long reported feeling overlooked and underserved. By bringing services directly into St John, we are expanding services and ensuring that residents can connect to career exploration, job search assistance, and training opportunities.

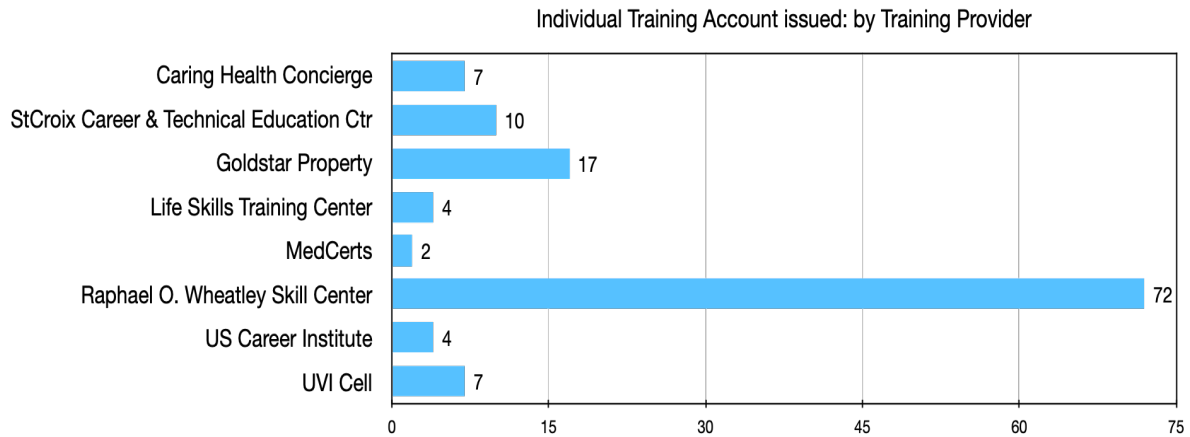


Individual Training Account Demand

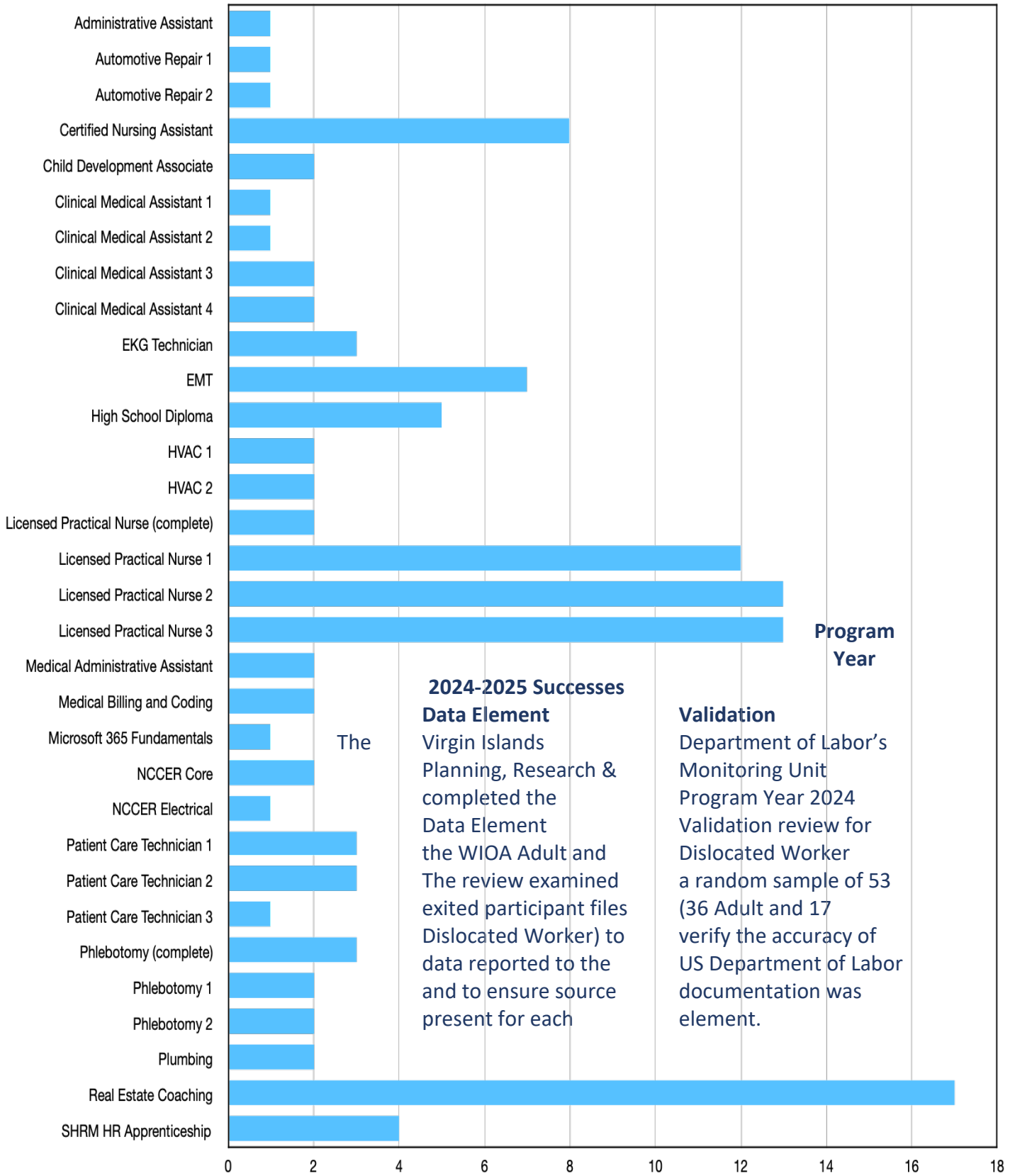
During Program Year 2024, Individual Training Account (ITA) activity continued to reflect the territory's workforce needs, with an emphasis on healthcare occupations, consistent with trends from previous years. Of the 123 ITA's issued in PY2024, ~61% supported training in healthcare fields, including Licensed Practical Nurse, Clinical Medical Assistant, Patient Care Technician, Phlebotomy, EMT, and EKG Technician.

The Skilled Trades sector represented ~10% of all ITA's, with WIOA participants pursuing careers in HVAC, Electrical, Plumbing, Automotive Repair, and Construction. While skilled trades represented a modest portion of issued ITA's in previous years, PY2024 showed a notable increase in enrollments. The increase aligns with reconstruction activity and ongoing infrastructure projects across the territory.

PY2024 also showed a rise in enrollment for foundational educational credentials like the High school Diploma. This program provides a high return on investment by enabling immediate employability and access to higher level training. As our outreach efforts continue to target hard to serve populations, we anticipate this trend of increasing foundational educational enrollment to continue. Together, this data illustrates a training portfolio that is relevant and increasingly aligned with employer needs, participant goals, and the territory’s labor market.



Individual Training Account issued: by Program



2024-2025 Successes

The Virgin Islands Planning, Research & completed the Data Element the WIOA Adult and Dislocated Worker) to The review examined exited participant files and to ensure source present for each

Validation

Department of Labor's Monitoring Unit Program Year 2024 Validation review for Dislocated Worker a random sample of 53 (36 Adult and 17 verify the accuracy of US Department of Labor documentation was element.

Across the territory, the WIOA Adult and DW program review achieved a 0% error rate across all data elements reviewed. This exceptional result is directly linked to the effective internal file management procedures implemented in 2024, including structured documentation checklists and regular quality assurance checks through Internal Audits completed by Case Managers and verified by Operations Supervisors.

Despite strong reporting performance, sustaining these results will require continued investment in staff training and ongoing internal file audits, particularly as U.S. Department of Labor guidance continues to evolve—as demonstrated by the February 2024 issuance of TEGL 10-23 and its subsequent rescission in March 2025.

Overall, the PY2024 review demonstrates that the internal controls implemented in 2024 are producing measurable improvements in data accuracy and elevating the quality of service delivery.

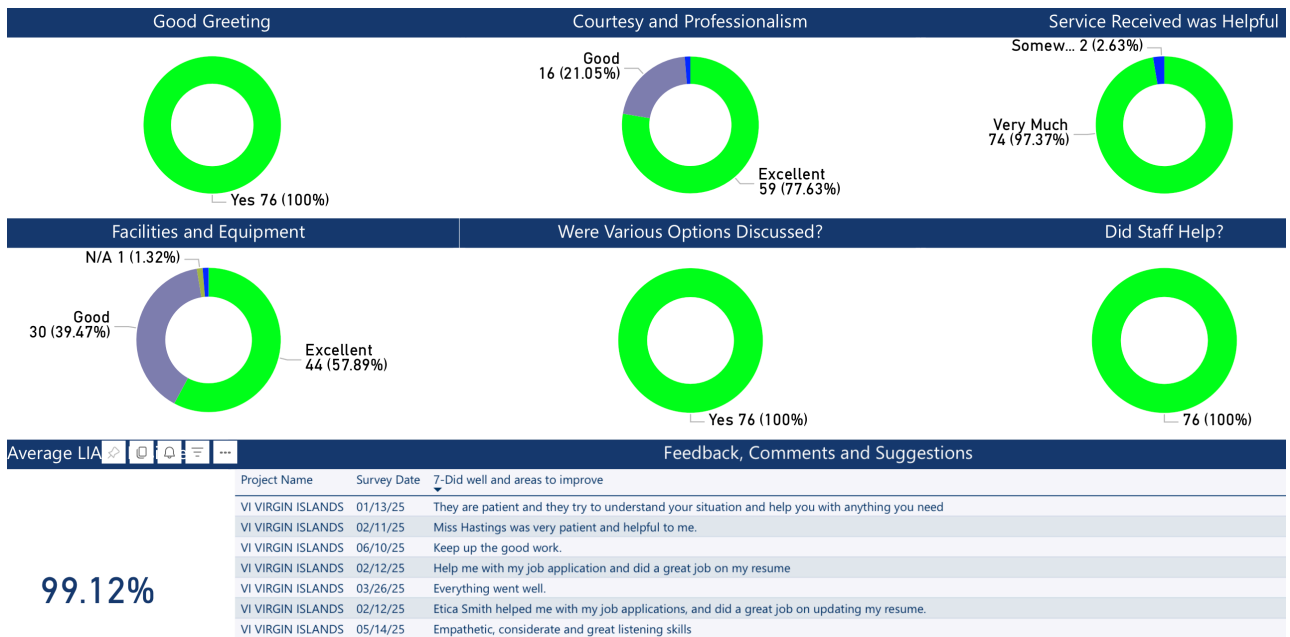
Work Experience (WEX)

Work Experience remains an important tool within the VI-AJC service model, particularly for occupations where hands-on training is essential. In PY2024, the VI-AJC implemented a WEX partnership with Gold Coast Yachts, a premier yacht building company on St Croix. Through this partnership, select WIOA participants received hands-on experience in composite and fiberglass fabrication and vessel assembly processes.

As the marine sector continues to grow, so will the demand for skilled trades. The VI-AJC will continue to create work-based training pathways as an effective tool to introduce participants to high growth occupations while supporting employer needs for skilled workers.

Customer Satisfaction

The Legacy in Action model defines Equus Workforce Solutions' operational quality standards and behaviors that ensure an exceptional customer experience. Through the Legacy in Action surveys, which are accessible both online and throughout the VI-AJC, we actively gather feedback to assess customer satisfaction and identify areas for improvement. The VI-AJC has achieved an outstanding 99.12% customer satisfaction rate from November 29, 2024, to June 30, 2025. This is a 1.59 percentage point increase from the previous project year. This score underscores the impact of our participant-centered approach on job seekers. Maintaining such high satisfaction rates strengthens the VI-AJC's reputation as a key resource for empowering individuals to achieve their career goals.



Participant Achievements & Outcomes

Kendra Abbott first came to the American Job Center employed as an uncertified pharmacy technician and struggling to manage the rising cost of living. Although she requested a wage increase, her employer could not grant one because she lacked formal certification.

After connecting with the VI-AJC, Kendra enrolled in WIOA and received tuition assistance through an ITA to complete the Pharmacy Technician Specialist program with MedCerts. Balancing work and coursework proved challenging, and at one point she was at risk of not completing the program. Her case manager stepped in with consistent, supportive case management—helping her stay focused, encouraged, and on track. With determination and the backing of the VI-AJC team, Kendra successfully completed her training and earned her Certified Pharmacy Technician (CPHT) credential from the Pharmacy Technician Certification Board (PTCB). Shortly afterward, she was promoted and received a significant salary increase. Today, Kendra feels confident in her career journey and is actively exploring additional opportunities for advancement in the healthcare field.




Meet Bianca

*Driven on Her Own Time:
A Self-Paced Path to Success*

Bianca's journey is a powerful reminder that with the right support and flexible learning options, success is within reach.

"My experience was amazing, from sign-up to getting enrolled in my classes," she shared. "The best part was it being self-paced. I was able to take classes at my convenience."

With the guidance of Ms. Rogers at the American Job Center, Bianca completed her training and is now Nationally Certified in Child Daycare Management.

Bianca's story is a testament to how the American Job Center's flexible training opportunities empower individuals to pursue their goals on their own timeline—proving that dedication and the right resources go hand in hand.



Meet Lenecia

From Classroom to Career

An aspiring healthcare professional who credits the Equus program for her success.

"This no-cost training program has been nothing short of amazing. It provided such a positive environment that turned my passion for patient care into academic success."

Her honors-level completion of phlebotomy marks just the beginning, next up: Licensed Practical Nurse (LPN)

The Virgin Islands Department of Labor (VIDOL)
Highlights from July 1, 2024 to June 30, 2025

Executive Summary

This report highlights the Workforce Development Team’s achievements, strategic partnerships, employer engagement, and community outreach initiatives. It also includes mental health programs, major career fairs, operational milestones, and success stories that demonstrate our commitment to workforce development across the Virgin Islands.

Introduction

The Workforce Development Team continues to be a beacon for VIDOL, attracting increasing interest from both private and local employers who seek meaningful partnerships and recognition through our comprehensive services.

Key Services

- Employer recognition for posting open positions in the VIEWS system and hiring skilled employees.
- Support for employers during transitions and layoffs (Rapid Response).
- Networking opportunities such as Business After Hours events and career fairs.
- Direct connections with qualified candidates.
- Weekly release of the Hot Jobs list every Monday.

Strategic Partnerships

Our team actively collaborates with employers to ensure compliance with Act 5174 and tailors our programs to meet their evolving needs. We are deeply committed to expanding employment opportunities throughout the Virgin Islands. This commitment is reflected in our annual schedule of three major career fairs—each held in both districts—alongside targeted hiring initiatives. Strategic partnerships, such as those with the University of the Virgin Islands and the Division of Personnel, have strengthened our efforts to retain local graduates and coordinate talent acquisition across the territory.

Employer Engagement

Our ongoing engagement with employers is demonstrated through successful workshops and recognition events. Notably, the 'Conflict in the Workplace' workshop, led by Ms. Jamilya Christopher of Marshall and Sterling, attracted approximately 100 participants. During the September Chamber 'Business After Hours' event, we proudly honored Sand Castle on the Beach (St. Croix) and Little Switzerland (St. Thomas) for their outstanding commitment to workforce development. The team also participated in the Governor’s Workforce Summits.

Community Outreach

Community outreach remains a priority, with participation in events such as the Student Professional Development Series at UVI and the Southshore Trade Conference. By November

2024, our team grew to ten members, including new roles like the WOTC Coordinator, Unemployment Interviewer Specialist, and Disabled Veterans Outreach Program (DVOP) Specialist. Comprehensive training guides were developed for each position, empowering every team member to contribute meaningfully to our collective success.



Mental Health Initiatives

Demonstrating our commitment to holistic support, we hosted the 'Healthy Holidays: The Work Life Balance and Your Mental Health' workshop, led by Mr. Kwane Barthlett, engaging 55 participants. This initiative, along with our daily client interactions, led the entire team to achieve Certified Mental Health First Aid status, ensuring compassionate and informed assistance. Two team members also became certified Youth Mental Health First Aid Responders.



Major Career Fair

Our largest career fair to date, 'Your Career, Your Islands, Your Future: Your Journey Begins Here,' engaged 551 career seekers and received enthusiastic feedback from employers and students. Our primary measure of success is the number of hires resulting from these connections—a goal we advanced significantly. The Workforce Development Unit (WDU) played a pivotal role in supporting the Rapid Response for St. Croix Kmart employees, assisting 46 affected individuals and continuing to work with several participants.

JOINING FORCES II
TO EMPLOY THE VI WORKFORCE
UNLOCK YOUR POTENTIAL
CAREER FAIR 2024

SEPTEMBER 18, 2024
ST. CROIX-UNIVERSITY OF THE VIRGIN ISLANDS GREAT HALL

SEPTEMBER 25, 2024
ST. THOMAS-WINDWARD PASSAGE HOTEL

11:00AM - 3:00PM

DEPARTMENT OF LABOR
americanjobcenter

Personnel

JC CONSULTING
IGNITING YOUR FLAME FOR SUCCESS

DEPARTMENT OF LABOR
VIRGIN ISLANDS

RESUME WORKSHOP
Unlock Your Potential In the Business World

GUEST SPEAKER
JAMILYA CHRISTOPHER
CERTIFIED RESUME COACH

15 April, 2025 - St. Croix
8 May, 2025 - St. Thomas
9:00 am - 10:30 am
Department of Labor Training Room on St. Croix and St. Thomas

Workshop Highlights

- Resume Structure
- Common Mistakes
- Tailoring Your Resume
- Formatting Tips

In-Person & Virtual

CONTACT US
(340)773-1994 - STX
(340)776-3700 - STT
www.VIDOL.GOV

Special OFFER
Register Now
SCAN HERE
The first 25 individuals to register to attend in-person will receive a one-on-one session with a certified resume coach!

Operational Excellence

Operational excellence was achieved when the WD Unit became fully staffed on May 19, 2025, maximizing our ability to serve the community. The strengthened team quickly hosted two resume workshops with Ms. Jamilya Christopher, providing personalized support to 35 participants. The dedication of the VIDOL team was further recognized when Assistant Director Deitra Powell was honored at the 36th Annual Employee of the Year Ceremony.



Team Contributions

June was marked by the outstanding contributions of our newest team members, Ms. Michelle Whyte and Ms. Jewell Joseph. Their exceptional case management and client preparation skills led directly to two successful hires, underscoring the positive impact of their work on our community.



Special Statistics (July 1, 2024 – June 30, 2025)

Metric	Value
Wagner Peyser enrollment	979
Wagner Peyser Services Offered	2,629
Employers Served	377
Services Provided to Employers	7,215
Individuals hired through AJC assistance	24

Success Stories

Career Seeker success story during this quarter. "In July one of our previous customers came in because she was just let go from VIYA as a contract sales rep., she stated she needed to work. Every time this young lady would visit the AJC, she was polite and always dressed professional. The day she stopped by an employer (Concrete Masters) had just contacted Business Service Team about setting up their views account and need to hire several candidates including a receptionist. The team contacted the employer, bragged about the candidate by highlighting her skills and the next day she was interviewed and hired on the spot. The client

is still currently employed and loving her new role and the employer was very pleased with this new hire.

We met a client on September 12th stating he needs our assistance in finding work. Upon speaking with the client he was down on luck. He told his case manager do you know how it feels to not have a dollar in your pocket and 4 months behind on your rent with now an eviction notice. He attended the job fair in April and September with hopes to find a job in IT. We made several job referrals, we got DOP to revisit his application that he was previously deemed ineligible to now eligible for a position at the Bureau of Information Technology. We referred him to supportive services (WIOA partner) to help assist with transportation. We directed him to closet to closet to get interview attire. And as of 10/25/2024, he is now employed as a HVAC helper at Caribbean Cooling after his case manager made a pleading his case to Mr. Lawrence the Hiring manager as to why he should be hired. He is still currently employed and is able to utilize his IT skills.

Mr. S entered RESEA in December 2024 he was referred to several job opportunities but was unable to get an interview offer. He was then referred to Emerald Beach for a Groundskeeper and Houseman received his first call on February 14, 2025. His official start date is March 06, 2025.

Employer O'neale Transport Inc. reached out for assistance with hiring needs and needed a truck driver. AD Macedon has been working with client from the RESEA program. The client was a highly skilled driver but was unable to obtain a position as they were no openings. We referred him, he was interviewed then hired. Mr. O'neale stated, "please send me more candidates like him."

Ms. C came into the AJC in February 2025 seeking assistance with job search. She was working at Varlack Ventures but needed to leave due to her working conditions. She was able to review jobs with her case manager and found a job at WAPA as a Cashier. She was schedule on February 14,2025 for her interview. Ms.C sent an email to her case with her job offer letter on March 10, 2025 with a start date of April 01, 2025.

Ms. H called to inquire about jobs and stated that she was able to hear back from the employers in February 2025. She was a recent graduate and represented the Virgin Islands as an ambassador. She attended several career fair and lost hope and faith and we saw that during fair. We approached her and told her to keep the faith. She applied to several jobs via DOPUSVI and did not hear back or receive an email stating that she was eligible for any positions. She was able to meet with her case manager and she applied for the Communication Specialist and received an interview on March 04, 2025. After two weeks she did not get a response and begin to feel frustrated and was ready to relocate. She reached back out on March 12, 2025 to inform me that she had an interview with Office of Disaster Recovery as a Housing Specialist. Her start date is April 07, 2025.

Ms. Carolyn Smith of Shoptalk VI reached out on March 24, 2025 via email in hopes of finding a part-time individual that is willing and able to represent Shoptalk VI in her absence for April 15, 2025. We were able to refer Ms. V who was referred on April 4, 2025 and had her interview

on April 07, 2025. Ms. TiAnn Miller of Shoptalk VI replied “Oh my she’s perfect! Beautiful, friendly, dresses professionally and we will definitely be able to move forward with her. Thank you!

Ms. W has been looking for jobs for the past six months and have been unsuccessful. Ms. Warner came back to the AJC on April 04, 2025 to adjust her resume and apply for more jobs. Her case manager was able to connect her with Gottlieb’s Quick Way. Ms. W was contacted on April 04, 2025 for an interview on April 07, 2025. Ms. W sent an email to advise her case manager that the interview went well and she was able to secure the Cashier position with a start date of April 16, 2025.

Virgin Islands Registered Apprenticeship Program (RAP) For the Period July 1, 2024 – June 30, 2025

The Virgin Islands Department of Labor (VIDOL) Youth Services Division continues its commitment to providing high-quality, comprehensive workforce development services to youth and young adults ages 14–24. In alignment with WIOA, VIDOL supports participants through:

- Career exploration and guidance
- Educational attainment support
- Occupational skills training in in-demand industries
- Work experience and work-based learning
- Intensive case management and supportive service

Performance Highlights

Building on the foundation set in last year’s PY23 Annual Report, the PY24 report incorporates updated performance data, program achievements, and key insights that illustrate how Youth Services adapted, improved, and expanded supports across the territory. While the program experienced notable successes, it also identified areas requiring focused attention moving into PY25.

One of the most notable improvements occurred in **Youth Entered Employment in the 2nd Quarter After Exit**. The program increased from 66.1% in PY23 to 69.4% in PY24, surpassing the negotiated target and reflecting strengthened employer partnerships, improved job matching, and more structured work experience opportunities. This improvement shows that youth are transitioning into employment more quickly and effectively after receiving services.

In contrast, **Youth Entered Employment in the 4th Quarter After Exit** remained essentially unchanged, shifting slightly from 61.0% in PY23 to 60.9% in PY24. Although the indicator stayed just below the target, the consistency suggests that while youth are obtaining employment, maintaining long-term job retention continues to require additional follow-up, coaching, and alignment with higher-quality placements.

A significant shift was observed in **Youth Median Earnings**, which decreased from \$5,590 in PY23 to \$4,414 in PY24. This decline indicates that youth were more frequently placed in lower-wage occupations during PY24, particularly in retail, hospitality, and entry-level administrative roles. Fewer placements were made in higher-wage sectors such as construction, healthcare, and technical fields compared to PY23. This outcome highlights a need to strengthen employer engagement and expand opportunities in career pathways that lead to higher wages.

Despite earnings challenges, the program experienced solid gains in education-related measures. **Credential Attainment** improved from 42.1% in PY23 to 46.9% in PY24. While still below the negotiated goal, this positive movement demonstrates progress in supporting youth pursuing certifications and occupational credentials. Additional academic supports, expanded provider partnerships, and improved case management contributed to this improvement.

Similarly, **Measurable Skill Gains (MSG)** increased from an already-strong 65.4% in PY23 to 68.1% in PY24. This continued upward trend reflects effective instructional support, regular progress tracking, and enhanced communication with training providers. MSG remains one of the program's strongest performance indicators, showing the youth are actively engaged and advancing during participation.

Overall, PY24 reflects a year of meaningful growth, with improvements in early employment outcomes, skill attainment, and credential progress compared to PY23. However, the decline in median earnings and flat long-term job retention indicate areas where the program must continue to strengthen employer engagement, expand higher-wage placement opportunities, and increase supports to help youth maintain employment beyond initial placement. These insights will guide the program's strategic focus as it moves into PY25.

Opportunities & Strategies for PY25

To continue building momentum and address emerging needs, the Youth Services Division will focus on:

- Strengthening collaboration with the Department of Education's Career & Technical Education programs, the University of the Virgin Islands, and employer partners
- Expanding apprenticeship pathways in construction, healthcare, and information technology
- Increasing access to credential-based training with integrated tutoring and academic reinforcement
- Prioritizing early placement into high-quality work experience opportunities to build skills and workplace confidence

SUCCESS STORY

At 23 years old, Jahneesha found herself sidetracked from the career path she had envisioned after graduating from high school. Although she always had strong goals for her future, financial responsibilities and life circumstances required her to prioritize immediate employment over continuing her education or pursuing specialized training.

Seeking guidance and a fresh start, Jahneesha came to the Virgin Islands Department of Labor to explore opportunities that could help her get back on track. With the support of her Workforce Development Specialist, she identified training options, work experience opportunities, and career pathways that aligned with her interests and long-term goals.

She initially registered for the CNA course; however, the class was postponed due to low enrollment. When the course became available again, the new schedule conflicted with her supervisory responsibilities at work. Determined not to lose momentum, she met with her Workforce Development Specialist to explore alternative training options. Together, they reviewed flexible online programs, and she ultimately enrolled in the MedCerts EKG Technician program, believing it would serve as a strong stepping stone into the healthcare field.

Ms. Providence successfully completed the EKG Technician coursework and immediately began preparing for the national certification exam. Although she initially struggled to pass the practice tests, she remained steadfast and continued to study diligently.

Shortly thereafter, she passed the exam and earned her Certified EKG Technician (CET) credential from the National Healthcareer Association (NHA). Equipped with her new certification, hands-on work experience, and strong determination, she applied for and secured full-time employment as an EKG Technician at the Juan F. Luis Hospital.

Despite training delays, scheduling conflicts, technical setbacks, and a demanding work schedule, Jahneesha continued to advance step by step, never losing sight of her goals.

Her story embodies the mission of the Workforce Development System: providing the training, exposure, and support that youth and adults need to enter high-growth careers and achieve long-term success.

Promising Practices

During Program Year 2024–2025, the Virgin Islands workforce system implemented effective, replicable practices that strengthened service delivery, accountability, and participant outcomes. Promising practices included enhanced cross-agency coordination, expanded community-based service delivery in underserved areas, and increased use of work-based learning aligned with high-demand sectors. Targeted outreach initiatives—such as sustained

service access on St. John, structured reentry programming with the Bureau of Corrections, and workforce engagement within public housing communities—improved access and equity across the Territory. The system also strengthened data integrity and program oversight through standardized documentation protocols and routine quality assurance reviews, resulting in a 0% error rate in Data Element Validation. Employer-driven training investments in healthcare, skilled trades, and marine industries, combined with individualized case management and post-placement support, contributed to improved measurable skill gains, credential attainment, and earnings outcomes. Collectively, these practices demonstrate a coordinated, data-driven approach that supports continuous improvement and long-term workforce system performance.

The Future of WIOA in the United States Virgin Islands

Strengthening Workforce Strategies in the Virgin Islands:

The Virgin Islands Workforce Development Board (VIWDB) is intensifying efforts to integrate employers directly into the workforce development framework. The aim is to address talent shortages through sector-specific strategies and a comprehensive career pathways system that bridges education, training, and employment. This approach ensures skilled job seekers align with the needs of growing industries.

Key initiatives focus on increasing high school completion rates, expanding access to post-secondary credentials—such as industry-recognized certifications, apprenticeships, and degrees—and connecting job seekers to employment opportunities in high-demand fields. Special attention is given to Virgin Islanders facing employment barriers to ensure equitable access to workforce opportunities.

The VIWDB is also working to broaden labor force participation by assisting residents in overcoming employment barriers. This approach not only strengthens the local economy but also aligns workforce development efforts with the unique needs and opportunities within the Virgin Islands community. By emphasizing employer-driven strategies and prioritizing talent development, the future of workforce development in the Virgin Islands promises enhanced economic resilience and prosperity.