



GOVERNMENT OF PUERTO RICO

Department of Economic Development
and Commerce

PR Department of Labor
and Human Resource

PR WIOA ANNUAL REPORT PY 2018



Cueva Ventana, Arcibo PR



Guajataca Old Train Rail, Quebradillas

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INTRODUCTION

Each state and territory must prepare and submit a WIOA Annual Statewide Performance Report Narrative of performance progress to the Secretary of Labor, as stated in TEGL 5-18. The Annual Report narrative must contain the required performance and analysis data for Adult, Dislocated Worker, Youth, and Wagner Peyser Programs. PR Annual Report is submitted to the USDOL to meet the deadline set by DOLETA on TEGL 5-18. However, we recognize that this report does not contain all the information required to comply with the regulations, especially the analysis of WIOA Title I and Title III performance.

Although Puerto Rico still does not have a system for reporting the performance measures aligned with PIRL elements, to submit through WIPS, we are implementing a new database system that includes case management modules and reporting. This phase is expected to be completed by the end of the second quarter of PY 2019. We consider this as a **preliminary report**, and we are committed to submitting an amended annual report, once we achieve the tools to be able to report the execution of our programs.

However, this annual report highlights activities and accomplishments of different services such as Rapid Response, Special Projects with State Governor's Reserve Funds, Local Areas Strategies and Achievements, and Success Stories from different Local Areas and Wagner Peyser services.

CHALLENGE WITH REPORTING AND DATA COLLECTION

At this moment, our current software is not up to date to manage all PIRL elements and validation rules for these fields, established by the WIPS System. This issue will not allow the successful transmission of the PIRL Schemas CSV files. Due to unexpected technology-related issues that affected the State's ability to submit the Quarterly PIRL Reports, the Department of Labor, Employment and Training Administration (DOLETA) approved a waiver to submit the performance Report, until December 1, 2019.

The Department of Economic Development and Commerce (DEDC) grantee of the Title I of WIOA, and the Puerto Rico Department of Labor (PRDOL) grantee of UI, Wagner - Peysen Employment Services (ES) are in the process of implementing a technology solution. This technology will develop a common registration and case management tool across the WIOA Title I and Title III programs.

DEDC awarded SOFTEK, Inc., as the selected proponent for the development of the PIRL software. The contract was signed on May 15, 2019, and is valid until April 30, 2020, for the total amount of \$960,000.

DDEC and SOFTEK agreed on a project work plan, which divides the project into two phases and 13 development sprints. The first phase is targeting to develop the PIRL database, to migrate data from the former database SIAC and comply with the performance report for PY 2018. This first phase goal is to develop the 489 PIRL elements, the Duplicate Rules the Logical Rules. The goal is to be able to report according to the date set by DOLETA. The second phase will focus on improving the functionality of the software platform, on becoming a useful tool for American Job Center partners to help them in the delivery of WIOA services. However, the software is not ready yet to complete and submit the performance report.

Ahead, we are presenting the data that is available in the former database *Sistema Integrado de Administración de Clientes* (SIAC), until June 30, 2019. The data presented in the following tables are not accurate because SIAC is a system that does not contain the PIRL elements. Once the new platform is completed, reports like the ETA 9169 and ETA 9173 will be submitted, and the accurate performance data for PY 2018 will be presented.

TITLE I PROGRAMS PARTICIPATION LEVELS

Program Year 2018 Participants by Title I Program

Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	2,475	2,849	5,346	10,670
Training Services	562	441	7	1,010
TOTAL	3,037	3,290	5,353	11,680

Program Year 2018 Exits by Title I Program

Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	2,646	1,891	5,594	10,131
Training Services	1,169	464	18	1,651
TOTAL	3,815	2,355	5,612	11,782

Effectiveness in Serving Employers performance indicator pilot approach

For WIOA Title I Programs, the main approach for measuring Effectiveness in Servicing Employers performance indicators, utilizing the PIRL database fields, is the Retention, with the Same Employer, in the 2nd and 4th Quarters after Exit Rate.

Effectiveness in Serving Employers Performance Indicator

WIOA Title I Program	Numerator	Denominator	Rate
Adult	567	701	81%
Dislocated Workers	215	263	82%
Youth	0	0	N/A

Title I Programs Performance Accountability System:

- Performance Measure or goals and progress towards meeting them.

Performance Indicators	PY 2017		PY 2018	
	Rate	Actual	Rate	Actual
Adult Program				
Employment Rate Second Quarter After Exit	36%	36%	71%	36%
Employment Rate Fourth Quarter After Exit	35%	30%	49%	36%
Median Earnings Second Quarter After Exit	\$2,500	\$2,019	\$2,880	
Credential Attainment Rate	65%	40%	68%	46%
Measurable Skill Gains		45%		
Effectiveness in Serving Employers - Retention With the Same Employer		81%		
Dislocated Worker				
Employment Rate Second Quarter After Exit	64.0%	46.0%	72%	48%
Employment Rate Fourth Quarter After Exit	43.0%	33.0%	51%	34%
Median Earnings Second Quarter After Exit	\$3,050	\$2,356	\$3,444	
Credential Attainment Rate	59%	62%	72%	46%
Measurable Skill Gains		32%		
Effectiveness in Serving Employers - Retention With the Same Employer		82%		
Youth				
Employment Rate Second Quarter After Exit	42.0%	not calculated	50%	10%
Employment Rate Fourth Quarter After Exit	56.0%	not calculated	53%	21%
Median Earnings Second Quarter After Exit		\$2,356		
Credential Attainment Rate	33%	not calculated	47%	
Measurable Skill Gains		not calculated		
Effectiveness in Serving Employers - Retention With the Same Employer		not calculated		

Performance Deficiencies on the primary indicators of performance

At this moment, our current software is not up to date to manage all PIRL elements and valid and logical validation for these fields. This issue will not permit the successful transmission of the

PIRL Schemas CSV files. The current software did not have enough data to generate the Statewide Performance Report (ETA-9169).

Negotiated performance levels for All Local Areas for Title I for program years 2017-2018

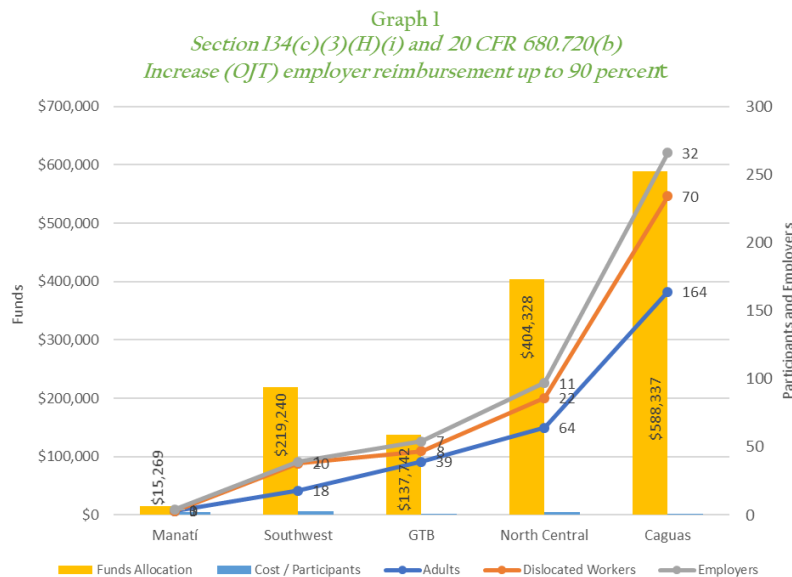
Performance Indicators	PY 2016	PY 2017	PY 2018
Adult Program			
Employment Rate Second Quarter After Exit	35%	36%	71%
Employment Rate Fourth Quarter After Exit	34%	35%	49%
Median Earnings Second Quarter After Exit	\$2,400	\$2,500	\$2,880
Credential Attainment Rate	64%	65%	68%
Measurable Skill Gains			
Effectiveness in Serving Employers - Retention With the Same Employer			
Dislocated Worker			
Employment Rate Second Quarter After Exit	63.0%	64.0%	72%
Employment Rate Fourth Quarter After Exit	42.0%	43.0%	51%
Median Earnings Second Quarter After Exit	\$3,000	\$3,050	\$3,444
Credential Attainment Rate	58%	59%	72%
Measurable Skill Gains			
Effectiveness in Serving Employers - Retention With the Same Employer			
Youth			
Employment Rate Second Quarter After Exit	41.0%	42.0%	50%
Employment Rate Fourth Quarter After Exit	55.0%	56.0%	53%
Median Earnings Second Quarter After Exit			
Credential Attainment Rate	32%	33%	47%
Measurable Skill Gains			
Effectiveness in Serving Employers - Retention with the Same Employer			

USE OF WAIVER FLEXIBILITY

On June 12, 2018, the U.S Department of Labor approved the waiver request of certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA). This action was taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and Sections 8 - 10 of the Wagner-Peyser Act in WIOA Section I 89(i). Puerto Rico workforce development system has seven (7) waivers approved until June 30, 2020:

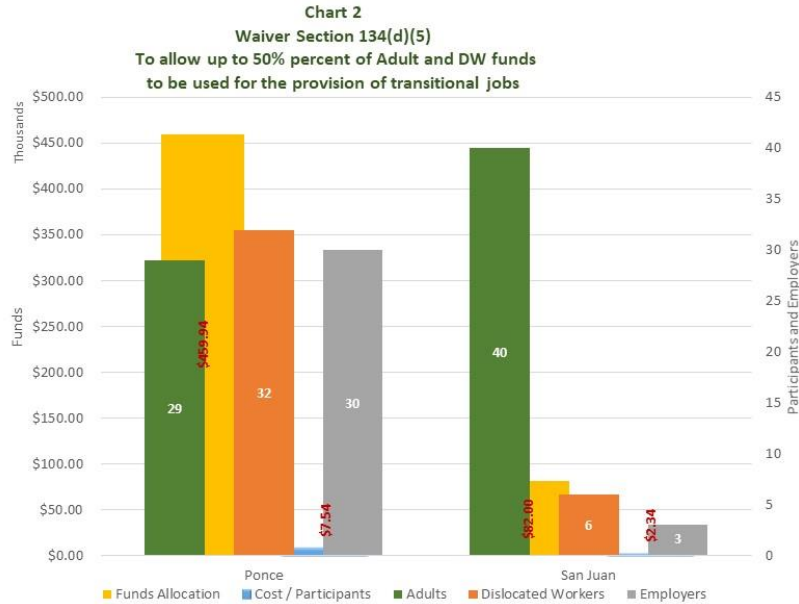
1. Waiver of WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b) to increase on the job training (OJT) employer reimbursement up to 90 percent.

Five Local Boards used this waiver with a participation of 52 employers and 408 employees, 288 adults, and 120 displaced workers, with a total expenditure of \$1,364,916. This waiver has been a great tool to help local boards to attract new employers to the workforce system. Especially those small and medium-sized businesses which usually are reluctant to develop training for the employees even in need when they are introducing new processes or update skills.



2. Waiver of WIOA Section 134(d)(5) to allow up to 50% percent of Adult and Dislocated Workers funds to be used for the provision of transitional jobs

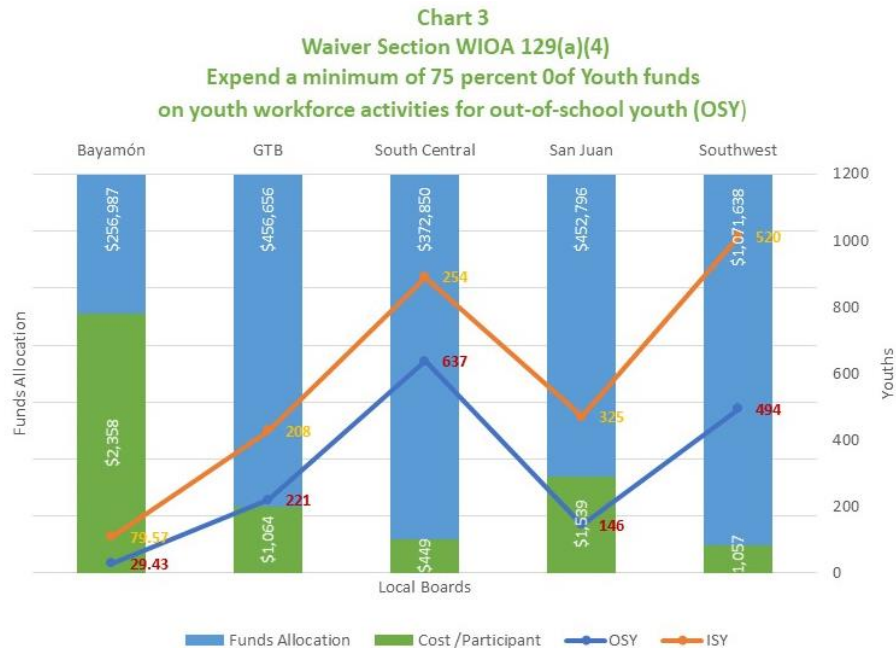
The Local Boards of San Juan and Ponce until now have a participation of 107 people, 38 dislocated workers, and 69 adults. Also, 33 employers collaborated to provide the first work experience to people with poor employment history to make their transition to the labor market. The allocation of funds was \$541,941 between both Local Boards, with an average investment of \$5,000 per participant.



3. Waiver of the requirement under WIOA 129(a)(4), and consistent with 20 CPR 681.410 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).

This waiver has been the most used in the PR workforce system, because its implementation allows the use of up to 50% of the youth program funds, for services to in-school youth (ISY). After the catastrophic events of hurricanes Irma and Maria, the services provide to ISY were limited because most of the schools on the island closed for a long time.

So, the priority of services was for adults, dislocated workers, and Out School Youth (OSY), who, through employment, helped in the process of relaunching the economy. Among the five Local Boards, a total of 2,914 youth, (1527 OSY and 1386 ISY), they took advantage of this waiver with an investment of \$2,610,926. We are outstanding that even with the waiver, the services to OSY in these five Local Boards did not reflect a decrease in services. Because the number of OSY is greater than ISY.



4. Waiver to permit the Government to exclude individuals affected by the disaster from the calculation of state and local performance measures identified in WIOA 116(b)

The outcomes of this waiver cannot be submitted with this report, because directly relates to the performance reports. As mentioned earlier in this report, PR does not have a system for reporting the performance measures aligned with PIRL elements that be submitted through WIPS. A new database system processes with case management modules and reporting that is expected to be completed by the end of the second quarter of PY 2019.

5. Waiver of statewide required activities described in WIOA Sections 129(b)(1)(A) and 134(a)(2)(vi) to conduct evaluations under section 116(b) of activities authorized under this chapter and chapter 3 in coordination with evaluations carried out by the Secretary under section 169(a).

PR didn't made evaluations in PY 2018

6. Waiver from the requirement outlined in the WIOA Section 116 and 122, and 20 CFR 677.230 and 20 CFR 680.400 thru 680.530, which required the collection and reporting of performance-related data on all students participating in training programs listed on the ETP

The outcomes of this waiver cannot be determined at these moments in the performance reports. As mentioned earlier in this report, PR does not have a system for reporting the performance measures aligned with PIRL elements that could be submitted through WIPS. A

new database system processes with case management and reporting tools that are expected to be completed by the end of the second quarter of PY 2019.

7. **Waiver of Section 181(e) to permit funds to be used to capitalize on small businesses that were affected by the hurricanes. The waiver requests up to \$5,000 per affected business.**

More detail on the implementation of this waiver can be found in the NDWG section. In summary, there were completed 1,453 orientation to small business and had been received 620 applications for the grants. The Committee evaluated the applications, with 481 approved, 151 rejected, and another 17 that did not comply with the eligibility process. Total funds approved were of \$2,222,800.17, with a balance of \$277,199.83, related to the \$2,500,000 approved for business capitalization.

NATIONAL DISLOCATED WORKERS GRANTS (NDWG)

PR DISASTER-2017 HURRICANE IRMA & MARÍA GRANT

In September 2017, the Department of Economic Development and Commerce (DEDC) requested a National Dislocated Worker Grant (NDWG) under the category of Emergency/Disaster due to the impact of hurricanes Irma and María in Puerto Rico. On September 10, 2017, President Donald Trump issued a Disaster Declaration after the passage of Hurricane Irma. That declaration applied, initially, to 27 municipalities. The USDOL granted Puerto Rico the amount of \$1,500,000.00 of NDWG funds. After Hurricane María hit Puerto Rico, the President issued a Major Disaster Declaration (FEMA-4339-DR) that included all 78 municipalities, then USDOL allocated the amount of \$3,500,000 for a total delegation of \$5,000,000 of NDWG funds.

The funds awarded through the NDWG were used to create temporary jobs for dislocated workers to assist with clean-up, recovery and humanitarian efforts, as outlined in Section 170(d)(4) of WIOA, across Puerto Rico. Under this initial grant, 1,274 dislocated workers were recruited in temporary job activities at a total cost of \$4,750,000. The temporary job activities ended on September 30th, 2018.

Because of the hurricane's aftermath and the island's ongoing recovery efforts, the DEDC, through its Workforce Development Program, requested an additional \$6 million for a total request of \$11 million. The funds requested will be used in the acquisition of equipment, specifically five (5) mobile units and the replacement of equipment lost in the American Job Centers (AJC's) due to

the disaster; the funds will also be used for the implementation of the approved waiver, by the USDOL, that allows for the capitalization of small businesses (CAPINEG by Spanish acronym), up to \$5,000 each.

In CAPINEG there were completed 1,453 orientations to small businesses from which we received 620 applications for the grants. The Committee evaluated the applications, with 481 approved, 151 rejected, and another 17 that did not comply with the eligibility process. Total funds approved are of \$2,222,800.17, with a balance of \$277,199.83, related to the \$2,500,000 approved for business capitalization.

DEDC requested funds for the purchase of 5 mobile units to support ongoing workforce development services and activities and to ensure Rapid Response services conducted timely. The Governor of Puerto Rico signed an administrative letter to centralize the government purchase of equipment and supply, through the General Service Administration (GSA) (Administración de Servicios Generales). The purchase of the mobile units must pass the process of being acquired through the GSA. The procurement process would be completed in PY 2019.

DISABILITY RESOURCE COORDINATION

COOPERATIVE AGREEMENT FOR HURRICANE MARÍA RELIEF EFFORTS

The DEDC awarded the Disability Resource Coordination Cooperative Agreement for Hurricane María Relief Efforts, with \$1M. The performance period covers from January 18, 2018, to January 17, 2020. Through this project, DEDC's Workforce Development Program (WDP) will help to connect individuals with disabilities with the workforce system, supporting their efforts to obtain or return to the workforce as soon as possible.

The 2016 Annual Disability Status Report¹

The 2016 Annual Disability Status Puerto Rico Report published by the Cornell University, using data from the 2016 American Community Survey (ACS)² provides statistics for the prevalence of

¹ There no official records of data related with the specific population of people with disabilities impacted by the hurricanes.

² Source: Cornell University; Yan-Tan Institute on Employment and Disability at the Cornell University IRL School; 2016 Disability Status Report Puerto Rico; <http://www.disabilitystatistics.org/>

disability among non-institutionalized people of all ages in Puerto Rico. In 2016, the overall percentage (prevalence rate) of people with a disability of all ages in PR was 21.4 percent. In other words, in 2016, 726,100 of the 3,386,000 individuals of all ages in Puerto Rico reported one or more disabilities. Anyone with a verifiable disability and affected by Hurricane María is eligible to apply for services through the Grant. The DEDC is expecting to serve 100 individuals, according to the needs of those individuals.

Summary of Grant and Work Plan Progress: During the period of this report, the Workforce Development Program (WDP) Staff of the Department of Economic Development and Commerce (DEDC) continue completing the files of the participants who have applied to be part of the Project, requesting and submitting quotes to the Purchasing Division, monitoring, coordinating deliveries and delivering equipment and communicating with the suppliers.

Equipment Delivery: A total of 26 equipment were delivered, such as: Ultra-Light Wheel Chairs, and Motor Customized Wheelchairs, Stair chair, Bath chair, as well as; magnifiers for the blind, computer, communicator and printers, etc. for a total cost of \$198, 480.95. In addition, we delivered other equipment, for a total cost of \$95,685.089. Some other requests for equipment were in process to be approved, which are going to be reported on the next program year.

Puerto Rico Assistant Technology Program (PRATP)

Related to the Puerto Rico Assistant Technology Program (PRATP), during the PY 2018, total of 11 Technical Assistance Reports were received. Of those, 6 are with pending quotations, three (3) are waiting for the equipment to be received by the supplier, and two (2) cases were processing by the Purchasing Division.

For PY 2019, we will be requesting a No-Cost-Extension (NCE) to extend the performance period of the grant in order to complete the purchasing and delivering of equipment and perform the follow up of participants to help them to achieve their employment goals.

APPRENTICESHIP

In the year PY 2018-19, the WDP held several events to publicize the Registered Learning program. Among the most significant are five Apprenticeship Accelerators focused on how to develop Apprenticeship programs in the construction, hotel and restaurant sectors, information systems, manufacturing, aerospace, and health services.

These Accelerators occurred between September 2018 and May 2019 and assisted by over 70 employers and related instruction providers. As a result of this effort, 30 possible sponsors have visited, of which three were registered during the 1, and 2 quarters of the PY 2019 with 260 new apprentices, others are working on their standards and curricula.

As well, Puerto Rico celebrated for the first time the National Apprenticeship Week 2018 from November 12-17, 2018. Eight events were registered for this week, including the signing of the first Joint Apprenticeship Training Committee with LiUNA Educational Training Funds. Around 60 people participated in these.

The staff assigned to the RA program traveled to the state of Texas from May 1st to May 8, 2019. They had the opportunity to visit Adaptive Construction Solutions, a registered program in Houston, and receive technical assistance at the National Association of Workforce Development Professional Annual Conference in San Antonio.

LOCAL BOARDS STRATEGIES AND APPROACH

BAYAMÓN/COMERÍO START-UP TO NEW BUSSINESS

The Municipality of Bayamón has an aggressive Program to serve employers in the Labor Market Area that serves as a tool for our Local Area and Labor Market entitled “BAYA-EMPRESAS.” This Program offers, among other services, Orientation for Business Development and Business Plans. If the employers are going to recruit, they referred to our One Stop Center as a Recruitment Center. Bayamón/Comerío Local board is the firsts step for all the businesses and industries searching to create businesses in their jurisdiction. This approach is among the 15 Local Area the best practice to engage businesses and employers to the workforce system.

OJT – EX-OFFENDERS SERVED BY LINK ACTIVE COMPANY

Link active is a Private Entity that is part of the biggest Newspaper Company in Puerto Rico, “El Nuevo Día.” This Company is always expanding, and in need of new employees, and can assist as

an OJT Collaborator to recruit ex-offenders to return to the Labor Market. The 20 participants had the opportunity to gain the work maturity and employment skills to retain a productive employment. The entity was recognized as an excellent employer by the Puerto Rico Department of Labor.

RADIO OUTREACH STRATEGY IN CAGUAS/ GUAYAMA

Reaching out to potential employers and job seekers in nontraditional ways is one of our biggest challenges in Puerto Rico. This program year Local Board started two new ventures to reach out to the public. In November 2018, *AMSI Informa* went on air through WVJP 1110AM (Radio Caguas) in a bi-weekly effort to share training and employment opportunities with the radio listeners. Subsequently, we added a monthly program to reach out to the southern part of our local area



through WIBS 1540AM (Radio Caribe) in Guayama. Another initiative included seasonal weekly participation in Luna Live PR, a digital radio station located in Aguas Buenas. These programs were also shared with our over 18,800 followers on social media to strengthen our communication channels.

DEVELOPING YOUTH LEADERSHIP THROUGH ROBOTICS IN CAGUAS/GUAYAMA

The Robotics workshop, part of the Leadership Development element, served out school and in-school youth participants. They had the opportunity to develop the skills of leadership and teamwork. They also had the opportunity to build and operate robots under the guidance of mechanical engineers, which maintained them focused the occupational skills in robotics. The enthusiasm produced using technology for skills development among in-school youth has a 100% retention during the course.



SUCCESS HISTORIES

SOUTHWEST DISLOCATED WORKER BECOME HOSPITALITY ENTREPRENEUR



In the Southwest AJC, a man that was working in Kmart by 27 years, suddenly in November 2018, becomes a dislocated worker. For this 49-year-old worker and family of two children collapses when he lost his job, and one of his children has a severe eye condition known as "Uveitis". Without medical insurance, he can't cost his son's medications \$6,222.00 monthly. However, through the rapid response service of the AJC, Alameda and 19 other dislocated workers received a series of workshops to face job loss and prepare them for new job opportunities. In the workshop entitled "Reinventing me to succeed in the workplace," he achieved positive changes and entrepreneurial skills that allowed him to convert his home into a hostel, "Bed & Breakfast." He is currently considered a successful hospitality entrepreneur.

HOMELESS ADULT OVERCOME IN MAYAGUEZ/LAS MARIAS

In Mayaguez/Las Marias AJC, a homeless youth who immigrated from Florida State enters the San Gabriel Municipal Shelter for the Homeless on October 28, 2018, referred by the Social Work Department of the Perea Hospital in Mayagüez. When arriving at the shelter, he seemed decompensated because of his several health conditions. After receiving the necessary treatment to stabilize him, the shelter staff contacts the American Job Center for evaluation and services. A career planner determined his eligibility and completed his Service Strategy. With the education level of 11th grade from Kissimmee, Florida, his first education goal was to complete the High School Diploma through the Alternative Secondary School. He began the course on March 11, 2019, and is expected to complete it on July 15, 2019. That youth's next goal is to continue post-secondary education with and Individual Training Accounts (ITAs) assigned to obtain the Commercial Bakery and Confectionery credential. He is going to start postsecondary education on September 11, 2019, until August 31, 2020. During this time, he will still receive support services, including housing from the Department of Housing (Partner of the American Job Center).

YOUTH MECHANIC IN BAYAMÓN/COMERIO

In Bayamon/Comerio, AJC, an 18-year-old youth, was raised by a single and economically disadvantaged mother. The participant was disoriented about the available opportunity of employment or postsecondary education. After a case manager assessment and Counseling Services, he was empowered to identify the goals and select an occupational training that matches his skills. After entering training for Automobile Mechanic Technology, he graduated with Honors (3.92) and is currently working as an Automobile Mechanic in Hi-Tech Company in the town of Guaynabo.

FATHER AND SON COMPLETE TOGETHER HIGH SCHOOL DIPLOMA

Carlos Sr. and Carlos Jr. had something in common more than being father and son. Both need to complete secondary education and receive their high school diplomas. After participating in the AJC Secondary Education and Adult Education programs, they had the great opportunity of graduating together. The nice note is that Carlos Jr. did not know that his father was attending and surprisingly found out during the graduation ceremony. They both met graduation requirements with excellent grades.



NDWG TEMPORARY WORKERS CREATE A COOPERATIVE IN SAN JUAN



One of our most moving success stories is the group of participants who worked in the recovery areas after Hurricane Maria. A group of 7 participants had the goal of being able to have their maintenance cooperative after making a collaborative agreement with the Social Development Office (SDO) of the municipality of San Juan. The SDO offered them coaching to establish a cooperative which opens in

September 2018. They are currently working on different contracts that they have achieved thanks to their overcoming and desire to continue providing an excellent service for their community.

SUR CENTRAL EX-OFFENDER OVERCOME

South Central Local Board, told the history of an adult from Villalba, seeking a job opportunity. He was a former offender who came out to free community with the vision of becoming a businessman. Once he received the One Stop /AJC services, he became eligible to be trained and

entered a Business Development Training, which he completed successfully. He opened his own business, “Pa’L Monte” in the municipality of Villalba. “Pa’L Monte: is a construction and handyman service, which created additional jobs, including three participants in a Work Experience, who are developing soft skills through this activity.

ORPHAN OVERCOME IN NORTHEAST

In Northeast Local Board, Keyskla, who lives in a low-income community, Villa Cristiana in the Municipality of Loiza, is presented as a story of overcoming life's obstacles. This 24-year-old woman arrived at AJC, looking for information on how she could finish her High School Diploma. This young motherless orphan helped her father take care of her siblings. This was the reason because she was unable to complete high school. Once she obtained her Diploma, she obtained a job at the food company Tony Santana and then received an ITA account to begin post-secondary education. The Local Board expected she would continue an occupational training in the PY 2019.

DISLOCATED WORKERS IN NORTH CENTRAL

Alberto is an Arecibo resident with 57 years old. He lost his job as a security guard, and his only income was the Supplemental Nutrition Assistance Program. He was interested in an open job opportunity in a near textile manufacturing, with the requirements in basic computer skills. He was very frustrated since he understood that he had several obstacles to get a job, such as age and without a high school equivalent diploma. AJC delivery the comprehensive services of a short-term prevocational in Emerging Computer Techniques, job search assistance, and Temporary Jobs. Finally, he participated in an On the Job Training (OJT) activity in a recycling company with 800 hours of training. Once he finished the training hours, the company hired him as a Plant Operator on March 20, 2019. Alberto regained his self-confidence, exceeded barriers and achieved his goals.

INMATE OVERCOME IN NORTH CENTRAL

In North Central Local Board, Erick, 53-year-old, was referred from the Department of Correction and Rehabilitation Community Program. Erick had his goal very defined: he wanted to complete a credential in Culinary Arts, become a professional chef, and finally open his restaurant. He was assigned an Individual Training Account in Culinary Arts Training at ICPR Junior College.

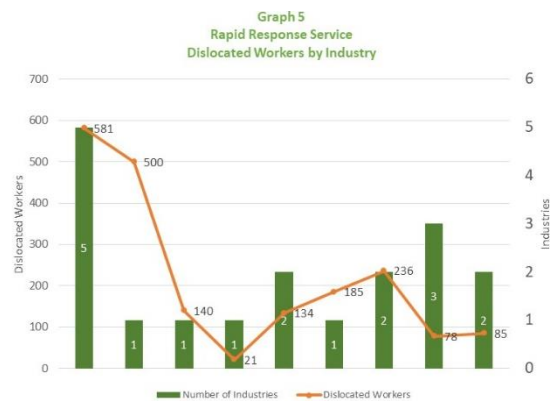
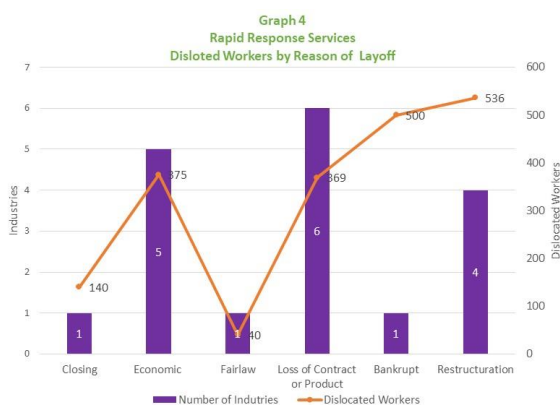
In the follow-up, his evaluations show his integration and academic results, and as proof, he was part of the Institution's Honor Roll. Erick becomes a spokesperson and role model, and he offers his testimony of life as a message of prevention and second chances to students, administrative staff, and the community. Going hand in hand with Erick, offering him a second chance, being part of his transformation process.



RAPID RESPONSE SERVICES

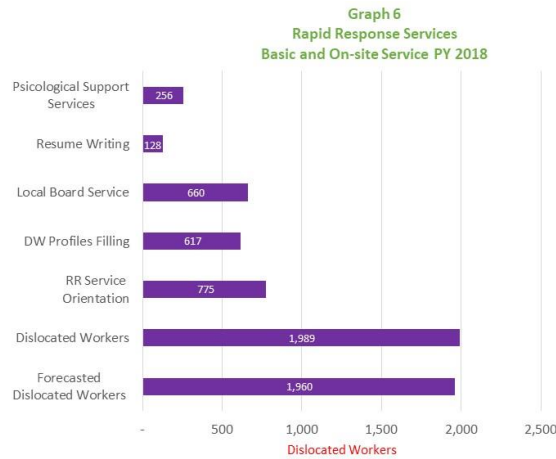
Rapid Response Services present a radiography picture of the economic situation facing the Island. It is important to highlight the Rapid Response services that had been provided to attend the needs of the employers and dislocated workers of Puerto Rico. Rapid Response activities are provided to assist dislocated workers in obtaining reemployment, as soon as possible, through services such as:

- a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;
- b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- c. Immediate referrals to WIOA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.

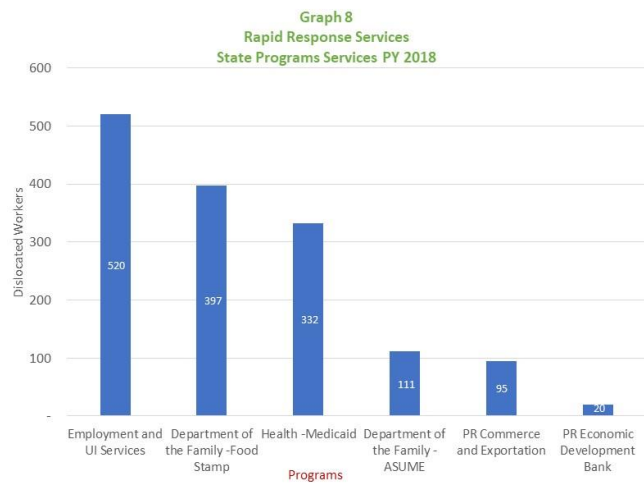
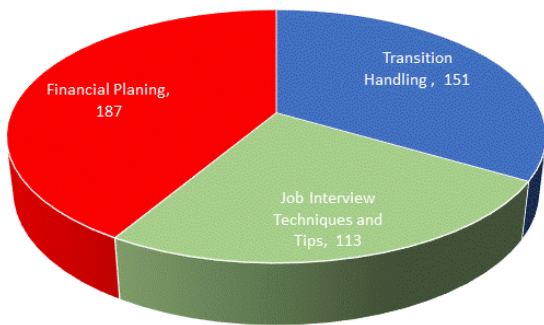


In PY 2018, Rapid Response delivered services to 18 companies that announced closures or layoffs throughout the island with a total of projected dislocated workers of 1,960 and a targeting total

of 1,989 dislocated workers. The Workforce Development Program (WDP), as part of the Rapid Response services, included employer coordination, coordination with core programs and other government agencies, information workshops, resume writing, and job fairs.



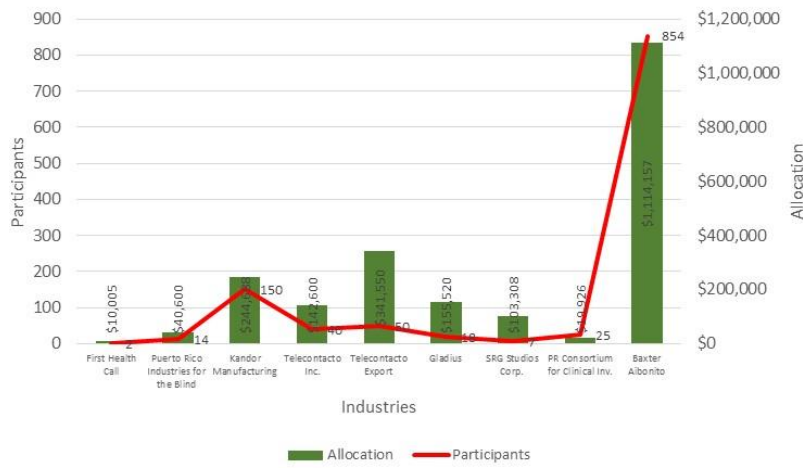
Graph 7
Rapid Response Service
Workshops Delivery PY 2018



SPECIAL PROJECTS WITH THE STATE GOVERNOR'S RESERVE FUNDS

Programs funded through WIOA have become a critical partner in Puerto Rico's economic development efforts. These funds, especially those related to state reserve, have an impact on new businesses and support the existing businesses by offering access to skilled workers and incentives. Set aside funds were used for statewide projects that targeted high-wage and high-growth industries, such as green technology, industries with statewide needs, such as healthcare, and populations with special needs, such as youth at risk. The following entities received set aside allocation to develop workforce activities:

Chart 9
GOVERNOR'S SET ASIDE FUNDS
SPECIAL PROJECT



TECHNICAL ASSISTANCE

The US DOLETA Region I, coordinated technical assistance for Puerto Rico, to address issues like the AJC design and improve the state and local governance, reporting, monitoring, and planning process. Some of the TA coordinated by DOLETA are:

DOLETA CONSOLIDATED REVIEW

During the period of June 24-29, 2019, staff from the U.S. Department of Labor, Employment and Training Administration (ETA) conducted a consolidated compliance review of ETA funded programs and grants administered by the Puerto Rico Department of Labor and Human Resources (PRDOLHR) and the Puerto Rico Department of Economic Development and Commerce (PRDEDC). This review was a combination of administrative, fiscal, and program compliance monitoring and oversight of WIOA and other ETA workforce programs. We expected Northeast Region submit the final report in the first quarter of PY 2019

SMART 3.0 PERFORMANCE AND BUDGET TRAINING

The DEDC's reporting and budget staff participated, on April 22-26, 2019, in the technical assistance training promoted by DOLETA and Maher & Maher, entitled SMART 3.0 PERFORMANCE TRAINING. This training was targeting the state level of the WIOA system. Overall, it sought a dialogue between the states on the level of the implementation of WIOA and

to promote a successful approach in the negotiation of performance measures, services to employers, among others. The training consisted of 18 workshops presented by DOLETA staff, as well as a few representatives from states and ETA consultants. The staff of the states and territories were divided into different groups to generate a discussion with other peers related to performance and budget.

NAWDP Annual Conference

Some PR State Boards member, as well as the Workforce Development Program planning and budgeting staff, Local Board representatives, and some service providers participated on May 4-9, 2019, at San Antonio, Texas, in the National Association of Workforce Development Professionals (*NAWDP Annual Conference*).

Ongoing Reporting Technical Assistance Received

- WIPS System; WRIS system; WIOA Eligible Training Providers; Data Validation; Memorandum of Understanding (MOU); Performance Reporting; Primary Indicators of Performance

WAGNER-PEYSER PROGRAM WIOA ANNUAL STATEWIDE

INTRODUCTION

The Performance Narrative Report was submitted in compliance with the TEG 5-18, *Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative* of November 7, 2018. The report contains performance progress for the Wagner-Peyser Program during PY2018. The information contained herein is to be incorporated in the Statewide Performance Report Narrative to be submitted to the USDOL on or before the due date of December 1, 2019.

WAIVERS

As of this report, Wagner-Peyser has in place a waiver for not reporting PIRL Data until December 1, 2019. Based on conversations with DOL, the possibility of an extension of such a waiver is open. It is possible that at the state level, other waivers requested to impact Wagner-Peyser or that includes Wagner-Peyser.

EFFECTIVENESS IN SERVING EMPLOYERS

One of Wagner-Peyser activities under Section 7(a) of the Wagner-Peyser Act of 1933 is for the appropriate recruitment services and special technical services for employers. These services provided within the American Job Centers around the state. Business Specialists in Wagner-Peyser are responsible for performing outreach to an employer and provide them with staff-assisted services designed to educate them about and engage them in the local job market/economy and the range of services available through the local One-Stop Delivery System. A variety of service interventions, including orientation sessions, initial site visits, etc.

Public Law 87 of June 22, 1962, as amended, is a law enacted by the Puerto Rico legislature that currently requires from employers or persons who desire to recruit workers in Puerto Rico to perform work in the United States to obtain an authorization from the Secretary of Labor to engage in such recruiting and open the door for Wagner-Peyser provide services to employers in the mainland USA and conduct special recruitment efforts for out-of-state recruitment for candidates with special skills. Wagner-Peyser will continue assisting mainland employers from various industries such as Hospitality, Landscaping, Health Providers, Education, Metal Industry, Welders, and many others. Most of these jobs are permanent although others are temporary.

During PY2018, over one hundred (100) employers engage in out-of-state recruitment in Puerto Rico, and this number will continue increasing due to the high costs of H2-B visas.

Under the WOTC program, 1,341 workers were certified eligible for the employer to claim a tax credit for employing eligible workers under the program. The number of employers who benefit from this program was not available at the time of this report.

The Jobs for Veterans LVER Program contacted 793 employers during PY2017 obtaining 457 job orders for a total of 685 employment opportunities for veterans.

In terms of reporting performance measures on services to employers, the state's performance collecting system (SIAC) is not WIOA compliance. For this reason, Wagner-Peyser resorted to other alternative methods to obtain data on services to employers, although in a limited way. An internal system was implemented to collect data from Business Specialists to report on services provided to employers in the service area which includes some of the performance measures as established in the WIOA – Effectiveness in Serving Employers Report Template such as employer information and supportive services, recruitment assistance, job order information, etc. However, this was implemented beginning in PY2018. Therefore, no data on servicing employers is available for Wagner-Peyser during PY2017, except in a limited way.

WAGNER-PEYSER PERFORMANCE ACCOUNTABILITY

WAGNER-PEYSER PERFORMANCE MEASURES OR GOALS AND PROGRESS TOWARDS MEETING THEM

As explained before, the current state's Management Information System (SIAC) is not WIOA compliance. This barrier has impeded the state to submit performance data on Wagner-Peyser performance during PY2016 through PY2018 under the current WIPS system. To cope with this, Wagner-Peyser has in place a data collection system that, although limited, provides sufficient information in terms of services provided to job seekers and the total amount of job seekers to which career services were provided. Tables below provides an overview of total services provided to job seekers by the program, including the total number of employers contacted, direct placements, and job orders received during the Program Year is the only data available for Wagner-Peyser as an internal report to account for services provided to job seekers and employers alike.

Under the JVSG DVOP Program, 233 eligible veterans were referred to this program, with 19

veterans employed in a suitable job.

In the absence of a WIOA compliant system, Wagner-Peyser is unable to determine any performance deficiencies on the primary indicators of performance, which may describe any factors impacting performance. Therefore, there is no way to determine if we met the negotiated performance goals for PY2018. Steps have been taken, and a new system to take over SIAC is being developed.

RAPID RESPONSE ACTIVITIES

Wagner-Peyser program participates in Rapid Response activities each time the Rapid Response Unit is activated. We have a Wagner-Peyser representative at the central level, which coordinates with the Rapid Response Unit each time a massive layoff occurred or is imminent. Services are provided which includes orientation to services available through the American Job Centers, registration on Wagner-Peyser, orientation on how to submit a UI claim, etc.

ACTIVITIES UNDER SECTION 7(B) OF WAGNER-PEYSER ACT

As of the date of this report, no activities were conducted under Section 7(b). Over \$1,000,00 are available in the governor's reserve. A new project from the PRDOL Secretary is under the design phase, and the governor's reserve will serve as the initial financing source.

Services Provided by Wagner-Peyser
PY 2018 - July 1, 2018 – March 31, 2019

Services	TOTAL	VET	MSFW	UI	DISCAP.	WPRS	RESEA
1. Database Registration SIAC (511)	37,293	227	914	23,394	1,019	2,889	6,574
2. Career Core Services	109,491	857	2,057	52,218	956	3,370	30,883
Orientation of Professional Career	10,409	63	259	3,395	120	90	3,966
Labor Market Information	27,216	100	627	11,587	199	2,261	8,238
Job Searching	11,141	230	232	4,504	103	89	4,132
Selective Promotion	112	26	15	25	26	0	111
Referred to Employment	8,702	115	138	1,606	184	128	591
Assisted Staff Services	42,540	294	555	26,102	234	262	8,962
Referred to other AJC Partners	9,371	29	231	4,999	90	540	4,883
3. Career Individualized Service	18,339	416	359	9,828	311	222	13,075
Objective Assessment	8,314	100	185	4,886	18	97	6,733
Individual Employment Plan	8,313	135	165	4,741	70	68	6,171

Services	TOTAL	VET	MSFW	UI	DISCAP.	WPRS	RESEA
Occupational Counseling	1,667	180	9	195	211	31	171
Group Counseling	45	1	0	6	12	26	0
Test Application	0	0	0	0	0	0	0
4. Agricultural employers contacted	5,747	552					
Non-agricultural employers contacted	4,543	552					
Agricultural employers contacted	1,204	0					
5. Job offers received	5,095	18					
Agricultural employers Jobs Offers	1,051	0					
Non-agricultural employers Jobs Offers	4,044	18					
6. Enter Employment	2,629	11	62	145	7	4	96
Local Agricultural Employees	357	0	17	16	1	0	8
Interstate Agricultural Employees	26	0	15	0	0	0	3
Non-agricultural employees	1,906	10	27	120	5	4	81
State Law 87	340	1	3	9	1	0	4
7. Self Service	4,373	6	12	1,917	553	0	75

Services Provided by Wagner-Peyser
PY 2018 - April 1, 2019 – June 30, 2019

ACTIVIDADES	TOTAL	VET	MSFW	UI	DISCAP	WPRS	RESEA
1. Total Participants Served	29,798	311	469	15,566	664	2,067	5,545
2. Database Registration SIAC (511) (511)	13,379	52	321	7,810	276	791	812
3. Career Core Services	43,525	393	935	23,819	1,051	2,369	10,235
Assisted Staff Services	17,628	207	319	10,976	390	1,004	3,458
Orientation of Professional Career	2,796	33	179	1,066	113	146	1,377
Job Searching Assistance	6,915	86	89	2,638	165	303	2,542
Selective Promotion (Job Development)	846	12	2	3	3	0	23
Orientation to UI Claimant	7,828	11	173	5,846	142	416	1,135
Referred to Employment	3,721	30	145	735	18	170	165
Referred to other AJC Partners	3,791	14	28	2,555	220	330	1,535
4. Career Individualized Service	15,533	211	345	10,397	336	1,148	10,061
Objective Assessment	3,127	46	70	2,314	58	131	2,914
Individual Employment Plan	3,002	46	68	2,265	63	131	2,929
Occupational Counseling	906	50	21	321	124	22	547

ACTIVIDADES	TOTAL	VET	MSFW	UI	DISCAP	WPRS	RESEA
Group Counseling	148	7	11	81	1	0	56
Labor Market Information (LMI)	8,350	62	175	5,416	90	864	3,615
Test Application	0	0	0	0	0	0	0
5. Agricultural employers contacted	2,318	226					
Non-agricultural employers contacted	1,998	226					
Agricultural employers contacted	320						
6. Job offers received	1,463						
Non-agricultural Jobs Offers	1,061						
Agricultural Jobs Offers	402						
7. Jobs Offers Canceled	124						
Non-agricultural	124						
Agricultural	0						
8. Available Job Opportunities	2,009						
Non-agricultural	1,341						
Agricultural	668						
9. Enter Employment	1,217	1	139	149	1	2	21
Non-agricultural	646	1	1	55	1	0	16
Agricultural	279	0	51	11	0	0	4
Agricultural (USA)	14	0	4	0	0	0	0
State Law 87	278	0	83	83	0	2	1
10. Self-service (Multiuse Resource Classroom)	5,654	4	9	1,442	345	115	323

Note: Beginning on April 1, 2020, the above table was modified to account for all Reportable Individuals. Therefore, the reason for having two tables for PY2018.