



american**job**center  
**GUAM**

# PY2019

## WORKFORCE INNOVATION AND OPPORTUNITY ACT Annual Report Narrative

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## EXECUTIVE SUMMARY

In Guam at the American Job Center (AJC), staff continues to render services and assist individuals to find meaningful jobs and other jobs available through training and programs for workforce development. The Workforce Innovation and Opportunity Act (WIOA) is the governing authority which provides job seekers employment, education and training with WIOA programs and partner programs available at the AJC to succeed in the labor market.

The [Unemployment Rate in Guam for September 2019](#) was 3.6 percent, a decrease of 1.0 percentage points from the June 2019 figure of 4.6 percent and unchanged from the September 2018 figure one year earlier. Guam's minimum hourly wage increase was passed in October 2019, with Public Law 35-38 from 8.25 to 8.75 by March 2020 and increase to 9.25 by March 2021. This was done through a two-tiered installment that began in March 2020. The governor also signed the accompanying legislation, Bill 128-35, which extends the Guam Registered Apprenticeship Program (GRAP) by five (5) years. The program seeks to improve skills and build a local pool of skilled workforce in Guam. This bill was introduced by the Department's Oversight Legislative Chair and is now P.L. 35-39. Passing both bills was considered a good economic plan to support the enhancement of the Guam economy. The apprenticeship program continues to be a very successful incentive for businesses and those willing to be work sponsors with the department to help local workers develop their skill sets and eventually find unsubsidized employment with employers who participate in the program. It provides employment opportunities that have been proven to work.

The "Guam Green Growth" Working Group also known as "G3" comprised of representatives from the public and private sectors, gathered in January, 2020 to develop solutions to address local economic challenges and some were goals specific to the Guam Department of Labor (GDOL). One of these initiatives was to discuss alignment of programs at the American Job Center with the Governor's overall economic plan using sustainable development goals for the island. Other objectives include:

- Increase accessibility to skills training, job training for employment and higher education opportunities for high school graduates and those unemployed, increase skills level of lower income employees to the next tier.
- Increase and provide accessibility to education and to individuals with disabilities; for disabled adults as well as those in outer villages.

The Construction industry has ongoing military buildup projects that were awarded and estimated at \$419M. Tourism was also vibrant with the number of tourist arrivals increasing at a record high for Guam of 1.6M visitors for 2019. Then the COVID-19 pandemic hit.

Guam was placed under Government wide shut down by the Governor on March 16, 2020 due to the Novel Coronavirus. In April 2020, GDOL prepared to implement the Pandemic Unemployment Assistance (PUA) Program that will assist thousands of individuals whose jobs have been impacted by the Novel Coronavirus (COVID-19). During that time, the Guam Governor signed the agreement with the U.S. Department of Labor (USDOL) as mandated by the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 as per UIPL 16-20, Change 1. The shutdown would linger for months with unemployment for over 30,000 workers. The private sector was hit the hardest and jobs were lost.

Tremendous efforts were made to assist the unemployed and the island was faced with the much-needed recovery phase to rebuild Guam's economy from the COVID-19 pandemic. Guam's predicament brought about situations and decisions to be made to help those who lost their jobs. The Government of Guam was challenged to prepare and implement innovative solutions to workforce development. The expansion, attracting, and the need to re-train and re-skill workers, bring numerous challenges as well as opportunities to Guam to recover from the pandemic. The PUA program provided financial relief to the thousands of unemployed who were furloughed, terminated or laid off. The Federal Pandemic Unemployment Compensation (FPUC) program was also implemented to help those impacted by the coronavirus.

The resolve for economic improvements will require forward thinking by the leaders and the people of Guam to support how best to reboot Guam's economy to succeed. In-demand industries, such as Information Technology (IT) and related fields to include 5G telecommunications, the next generation of wireless network technology, are being introduced in Guam. Effort is also given to the Healthcare industry by medical professionals who offer training and proposals for credentialing and certifications in apprenticeship, and this is done in collaboration with the department and the programs at the American Job Center (AJC). This will give new life into Guam's ailing economy as relieve from former economic engines, tourism and hospitality, which won't be up and running for a year or so. There have also been discussions on other industries such as Agribusiness and Aquaculture. A lot of the workforce became unemployed during the advent of the pandemic and now the time has come to learn new skills to find new jobs in the tourism-dry Guam economy. The COVID-19 affected the private sector the most, especially tourism, one of the driving engines for Guam's economy.

The workforce must be healthy again with individuals finding employment if not better paying jobs to support their families. Guam's economy was crippled by the COVID-19 and strategies are being adopted to meet businesses' need for skilled workers. One approach was a unified workforce agenda that focused on individuals accessing employment opportunities through training and development to reskill, upskill and learn new skills for new jobs since the old ones were gone. Guam needs to invest in its people so workers can prosper. The need for qualified skilled workers, credentialing and training is emphasized to up and coming workforce individuals. Emphasis on apprenticeship is also being brought to the forefront for jobs with employers looking for recruitment to be filled by skilled workers.

When the COVID-19 occurred, in an estimated population of 168,775, out of this total, 31,532 individuals were furloughed, terminated or lost their jobs. The demand for social, cultural and economic changes will require increased planning efforts by the community of Guam as a whole to support the initiative: that employers are earnestly looking for skilled and qualified job seekers in an ever-changing economic landscape due to changing demands and skill sets in the workforce. The focus area with Guam is on human capital with workforce development, which requires varying levels of program delivery and recognizes cultural and political sensitivity to Guam's distinct and diversified characteristics.

## WAIVERS

A WIOA Waiver was prepared and submitted to the U.S. DOL ETA office to request for Guam Department of Labor (GDOL) to lower the local area Out-of-School Youth (OSY) funding requirements for statewide activities from 75% to 50% of the total funds received. The waiver is an incentive to provide services and support to our youth to assist them with workforce training and work experience with our youth programs

as well as a summer youth program and this includes training to decide which CTE program or career development program or similar programs to pursue with our education partners, Guam Community College (GCC) and University of Guam (UoG) as well as Eligible Training Providers. This is also to meet the workforce needs of young workers and employers to increase economic growth in Guam and the region.

The department would also like to increase our In-School Youth (ISY) funding to 50% from 25% to meet the needs of participants who may come from a household of public assistance and other low-income individuals. The Individual Training Accounts (ITA) training service for job seekers coming to the AJC looking for employment will be used in preparation for Career pathways they are interested in and leading to economic self-sufficiency and how employers provide learning opportunities for them. The ITAs are funded with Youth Program funds. During the post COVID period, the waiver must be in place at least for a year so it will be applied at a later time. Performance measures will be monitored and data will be provided to U.S. DOL ETA on the progress made with these youth participants.

## EFFECTIVENESS IN SERVING EMPLOYERS

Businesses have adjusted practices to accommodate changes in the local workforce with regards to the current economy condition in Guam. Coordination with local organizations such as the Guam Chamber of Commerce, Guam Hotel and Restaurant Association, Government of Guam departments and workforce partners were made to evaluate current labor market needs, identified market growth potential, and assisted new businesses to establish a solid foundation on Guam. Several U.S. military buildup projects were awarded to some major construction companies. Employer participation has also increased due to numerous companies taking advantage of the influx of investments in Guam.

During PY2019, the American Job Center (AJC) partnered with the Guam Community College (GCC) in the funding for a Truck Driving boot camp with the intent that those who completed the training would be hired as apprentices. The cohort started with fifteen (15) participants and seven (7) successfully completed the boot camp. All seven (7) completers were offered full-time jobs by an employer, by passing the apprenticeship program. Other types of boot camp training were also offered with industries needing skilled workers such as Construction, ship repair apprentices and Certified Nursing Assistants (CNA) in healthcare. There was a high increase in the number of employers at 1,830 who registered with HireGuam online so that their employees who lost their jobs due to COVID could be processed for PUA assistance with the department.

## LABOR CLINICS

The Guam Department of Labor (GDOL) continues to conduct labor clinics that address businesses and employers' needs with workforce development. Labor clinics are intended to bring businesses a wide range of topics aimed at providing private sector employers, managers and supervisors solutions to workforce/labor needs, making available information on labor market conditions, workforce development opportunities, updates on labor rules and regulations, and an array of other labor-related topics. Presenters are subject matter experts who provide valuable information to attendees about workforce solutions and resources for success.

1	Marijuana In the Workplace	7/09/2019	18
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2	Electrical Hazard Awareness	7/16/2019	10
3	Marijuana In the Workplace	7/18/2019	14
4	Registered Apprenticeship Programs	7/23/2019	10
5	Concrete Shoring & Formwork Safety Awareness	7/25/2019	9
6	Fair Chances Hiring Process Act	7/30/2019	8
7	General Industry Powered Industrial Trucks	8/06/2019	2
8	US EEOC Director Gloria Gervacio-Saure Updates, Trends, Guidance	8/10/2019	24
9	Small Business Opportunities	8/13/2019	4
10	Construction and General Industry – Reporting Requirements	8/14/2019	5
11	Disability Law in the Workplace	8/15/2019	5
12	OSHA Onsite Consultation	9/10/2019	23
13	OSHA Aerial Lift Safety	9/17/2019	13
14	Fair Employment Practices	9/19/2019	16
15	Fair Chances Hiring Process Act	9/24/2019	12
16	Fair Chances Hiring Process Act	10/24/2019	15
17	Fall Protection Safety	10/31/2019	20
18	OSHA Training Requirements-General Industry	11/05/2019	13
19	Fair Chances Hiring Process Act	11/07/2019	12
20	The Guam Registered Apprenticeship Forum	11/12/2019	240
21	Harassment in the Workplace	11/21/2019	25
22	OSHA Training Requirements – Construction Industry	11/26/2019	13
23	OSHA On-site Consultation	1/21/2020	21
24	Fair Chances Hiring Practices Act	1/23/2020	13
25	OSHA 300A Reporting Requirements	1/28/2020	25
26	Fair Chances Hiring Practices Act	2/13/2020	35
27	300A Reporting Requirements	2/18/2020	26
28	Industrial Health Hazard Identification	2/20/2020	6
29	Fair Employment Practices EEO General Provisions	2/25/2020	25
30	Fair Chances Hiring Process Act	3/10/2020	20
31	Employing Guard & Reserve Members USERRA Presentation	3/12/2020	10
		TOTAL	692

## NEW EMPLOYERS

There are currently 1,830 new employers registered with HireGuam at the American Job Center (AJC) for PY2019. This large amount is attributed mostly to employers who began to register with HireGuam Virtual One-Stop System (VOS) for employees impacted by the COVID-19 shutdown which was placed by the Governor of Guam on March 16, 2020. Employers provided names of workers who lost their jobs, but were applying for the Pandemic Unemployment Assistance (PUA) program and in order to be processed for Federal funds by the department, information had to be gathered. Those needing financial assistance were assisted by the PUA staff with the department.

## RE-ENGAGING EMPLOYERS

The Workforce Innovation and Opportunity Act (WIOA) is the energy that is needed to revive Guam’s

economy again by providing workers with skills they need to get above entry level jobs and earn more income. Employers are always encouraged to register with HireGuam, our Virtual One-Stop (VOS) system for the WIOA/Wagner-Peyser and other programs at AJC. Use of innovation and technology are recommended as it will build on the momentum to develop and expand local and regional partnerships and training opportunities particularly for middle- to high-skilled industries and occupations, ensuring that job seekers are able to compete in a competitive workforce in a global economy. It is the driving force to find jobs for the unemployed, especially workers affected by the COVID-19. Guam should engage in “high-growth jobs”: those come from industries that add new jobs to the labor market. These jobs are those that have vacancies available and use innovation and technology. The goal is to have a job-driven economy, to have workforce development that is built strong through education and training. The COVID-19 had a significant impact on the economy. Overall. Worldwide.

Business entities are advised to partner with other businesses and educational institutions to bring workforce development together. The partnerships of the American Job Center (AJC) is a collaboration of employment partners, both public and private sectors, organizations and education, training, economic development, labor, and community organizations to focus on the workforce needs of Guam. Emphasis is on postsecondary education, or some kind of education after high school with credentials. The kind of workers for the future are those with diversified skill sets in these changing times.

As Guam slowly recovers, the following recommendations are made to address workforce challenges:

- Address current and emerging skill gaps. By using sector strategies, focus on industries which offer major jobs; may be eligible to become an Eligible Training Provider (ETP) with department; and to focus on workforce skills. What kind of skills do they need? Or Have?
- Identify industry needs. Engage directly with businesses in different industries to provide qualified job seekers to employers looking for workers with skill sets. Find good workers for employers.
- Focus on workforce development skills of employees from entry level, look at promotions, if any, upward mobility,, recognition, training certificates, conferences attended for incumbent worker training to deliver aligned WIOA programs and resources serving employers and workers.
- That the Regional Workforce Development Council (RWDC) be revived and its Plans of Work.
- To implement the No Poverty goal and help those on public assistance become self-sufficient by workforce training and development and find unsubsidized employment. This is one of the strategic development goals of the Governor’s Economic Plan.

Job postings of petition job orders began to be processed in 2018 by Guam Employment Services (GES) with Wagner-Peyser. These job orders come from the Alien Labor Processing and Certification Division (ALPCD) with the department. A lot of Construction work was started with the Military Buildup projects.

The employer penetration rate for the total number of employers served at the American Job Center is 12.8%. Total number of employers served is 236. Total registered employers for PY2019 is 1,830.  $236/1,830 = 12.8\%$ . For employers that continue to use AJC services, there is a retention rate of 0.64%.

For PY2019, employers still accessed the Virtual One-Stop System (VOS), the HireGuam, to register and both clients and employers utilized the HireGuam website to look for jobs and assistance with employment and programs that were available at the AJC especially for the last 6 months of PY2019 when the pandemic affected employment. PUA was implemented at interim to provide temporary relief to those unemployed.

**HireGuam Data: PY2019 – July 1, 2019 to June 30, 2020**

Category	Total
Active Cases	1,621
Closed Cases	1,111
Exited Cases	1,168
Self Service Entry	21,786
Self-Entered Registration	1,820
AJC Foot Traffic	3,978
AJC Orientation	692
New Employer Registration	2,721
Total Employers Served	236
Total Job Orders	2,316

**CUSTOMER SATISFACTION**

Customer satisfaction surveys continue to be captured at the American Job Center (AJC). These surveys are administered through HireGuam, the Virtual One-Stop (VOS) case management system, where information is generated from the use of VOS with customers. These customer satisfaction surveys summarize the outcomes of services rendered at the AJC for both job seekers and businesses alike, and the VOS case management system has proven extremely effective in achieving the purpose of finding skilled workers for employers to align with WIOA requirements for employment and education.

The following chart shows a breakdown of the data collected from the VOS for PY2019:

USER TYPE	TOTAL	PERCENTAGE
Youth (18 yrs. Or less)	71	2.7%
Jobseeker	741	28.5%
Employer	300	11.5%
Labor Market Analyst/Researcher	21	0.8%
Other	1,471	56.5%

  

PRIMARY PURPOSE	TOTAL	PERCENTAGE
Job Search	145	5.6%
Filing for Unemployment (due to COVID)	2,193	84.2%
Career Planning/Occupational Research	18	0.7%
Locate Education or Training Providers	10	0.4%

Find Employer Contact Information	8	0.3%
Just Looking Around	18	0.7%
Employer looking for candidates	4	0.2%
Other	202	7.8%
<b>THE DATA WAS EASY TO UNDERSTAND</b>		
Strongly Agree	249	9.6%
Agree	1,082	41.6%
Neither Agree or Disagree	1,009	38.7%
Disagree	198	7.6%
Strongly Disagree	66	2.5%
<b>RATE OVERALL VOS EXPERIENCE</b>	<b>TOTAL</b>	<b>PERCENTAGE</b>
Excellent	439	16.9%
Good	964	37.0%
Fair	558	21.4%
Poor	142	5.5%
No Opinion	501	19.2%

## ACHIEVING STATE'S STRATEGIC GOALS

To achieve Guam's five (5) new strategic goals in the new 2020 Combined State Plan, Guam is determined to collaborate with other government of Guam departments, businesses, education partners, and other entities to develop a skilled workforce and align efforts and make these new goals the focus of workforce development and efforts under WIOA.

The island endured widespread unemployment from the COVID-19 pandemic but managed to implement the Pandemic Unemployment Assistance (PUA) program from U.S. DOL. The Director and staff of the department have been very instrumental in making sure that those needed assistance was given to job seekers who were unemployed during this period. Both government and private sector have collaborated to find solutions to revive Guam's economy. The Government of Guam is earnestly striving to move forward from the pandemic and begin to get Guam workers back to work. The current economic outlook for Guam is yet to be determined.

### **The five (5) new Strategic Goals for Guam's 2020 Combined State Plan are:**

1. Increase the earning capacity of Guam's workforce system customers by maximizing access to employment;

Guam Department of Labor is prepared to help the workforce make informed decisions. This requires engaging everyone from parents, to workers to educators and employers to meet workforce needs.

2. Increase the earning capacity of Guam's workforce system customers by maximizing access to and use of skills and credentialing;



Career Pathways guidance is imperative so the workforce is educated and afforded to develop new skills through training and education for skills enhancement and gainful employment.

3. Increase the earning capacity of Guam's workforce system customers by maximizing access to and use of life management skills;

Develop workers to be more qualified in marketable skills obtained through training and apprenticeship programs offered at the American Job Center and in collaboration with credentialing.

4. Increase the earning capacity of Guam's workforce system customers by eliminating barriers to employment; and,

Assessments are to be conducted to gain insight to remove barriers to employment with job seekers who need to upgrade employment skills. Individuals with barriers to employment include youth with disabilities, ex-offenders, low income individuals and long-term unemployed or underemployed residents.

5. Strengthen and enhance the effectiveness and efficiency of Guam's workforce system.

To support job seekers and those with barriers to employment, Guam is ready to assist and prepare Guam's residents to be an educated and skilled workforce. The following objectives are to be considered and implemented with Guam's new strategic goals:

1. Encourage online learning with information technology and upskill and reskill individuals with barriers to employment so that they become more efficient to meet employer expectations and perform new and improved skills for the employer and have a higher earning capacity with new and improved marketable skills.
2. Collaborate with workforce public and private partners to streamline services and minimize duplicate efforts to assist with education, training and employment so that workers can have skills to fill in-demand jobs.
3. Invest in training and education for jobs that help individuals become successful so that they find gainful employment and earnings pass the entry level of income to support their families and be productive members of Guam's economy.
4. Ensure that Guam's performance measures are met with the current POST COVID-19 situation for economic recovery by having individuals with barriers to employment, including youth with disabilities, ex-offenders, and other individuals in this category, develop skills necessary to find unsubsidized employment through the programs offered under WIOA.

At the Guam American Job Center (AJC), we provide soft skills training, Work Experience (WE) training for WIOA program participants, and the case managers are also encouraged to use apprenticeship training models which uses On-the-Job Training (OJT) model including training through work experience and Classroom Training (CRT). Implementation of the Workforce Innovation and Opportunity Act (WIOA) initiatives include continuous robust employer engagement, aggressive work-based training with such programs as apprenticeship, encouraging career pathways and priority of service.

## WORK SPONSORSHIPS

Several new employers participated as work sponsors for the programs with the department for PY2019. This involved incentives in hiring job seekers for work experience. The NDWG is a separate funding source from the Federal government to help those unemployed or displaced from the COVID-19 pandemic. The types of occupations offered during the PUA pandemic under the National Dislocated Worker Program (NDWG) are:

- COVID-Related positions like maintenance cleaners and human environmental service technicians
- Data control clerks for contact tracing and community program aides
- IT Knowledge-based economy personnel at O'Tech office with tech infrastructure
- Customer service representatives employed to assist PUA with humanitarian and cleanup efforts such as gov't programs like Programman salape at Dept. of Revenue & Taxation to prevent further spread of COVID-19
- Municipal clerks and maintenance workers in Mayors' offices to help with distribution of food commodities, and delivery of foods to vulnerable populations in the villages

## OUTREACH ACTIVITIES and EVENTS

The Business Services Unit (BSU) continues to engage in Outreach Activities and Events. The American Job Center (AJC) Staff attended the following functions where they conducted presentations and coordinated services with the local community to promote community growth and ensure that the outreach activities are aligned to the Guam State Plan. This involvement will determine which services are needed for those interested in workforce development and our training services and programs at the AJC.

The following is a list of Outreach Activities and Events for PY2019:

<b><u>Date</u></b>	<b><u>Activity/Event</u></b>
07/18/19	2019 Veteran Health Conference- Guam Community College 8am-4pm
07/19/19	2019 Summit to End Veteran Homelessness, Guam Community College 8:00 am - 2:00 pm
07/28/19	Guam Army National Guard Pre-Deployment Event 730a-430p
08/06/19	DYA Outreach Presentation 9:00 am
08/08/19	2019 SHRM Annual Conference
08/10/19	EEOC Labor Clinic
10/19/19	Life Teen Expo 2019, Agana Shopping Center 10 am - 4:00 pm
10/26/19	2019 Head Start Parent Conference, Pacific Star Resort 8:30 am - 2:00 pm
10/26/19	Guam Army National Guard Career Symposium 10 am - 2:00 pm

### **The Guam Registered Apprenticeship Forum**

On November 12 - 13, 2019, the Guam Department of Labor (GDOL) conducted the Guam Registered Apprenticeship Forum at the Dusit Thani Guam Resort. The theme of this two-day event was "Let's Get to Work — HireGuam". This forum was the department's biggest one yet with 151 attendees on the first day and 172 on the second day. Attendees included multiple employers, training providers, apprentices, government officials, and journey workers. The forum occurred simultaneously with National Apprenticeship Week, and was sponsored by the Guam Contractors Association. Several media articles

were written (online and print), a few radio/TV talk shows, and social media videos were conducted to promote the forum.

The forum gave participants an in-depth look at the many benefits of apprenticeship. The keynote speaker for the forum was Kayleen McCabe, a general contractor and DIY Network’s TV host for Rescue Renovation — a TV show focused on Do It Yourself (DIY) projects gone bad. Inclusive of the many benefits the forum showcased, it also touched on non-traditional occupations in apprenticeship including culture-based training curriculums and other industries besides construction and trades.

Douglas Howell, multi-state navigator for apprenticeship of the U.S. Department of Labor, was one of the guest speakers. He stated: “If you look at the bigger ones in the bigger states, it’s all construction. What Guam has done is expand beyond that. You have the programs with the police department, the shipyard, allied health and the tourism industry. You guys have a variety that we don’t see in other states”. This is representative of the Guam economy, the different types of businesses and entities conducting economic activities for the job seekers and workforce development.

## RECRUITMENT EFFORTS FOR PY2019

Minimal outreach was conducted for PY2019, with some of the same employers who were still engaged with programs at the American Job Center (AJC). Employment services through WIOA are continuously provided to employers needing qualified job seekers. The Business Services Unit (BSU) team continue to approach employers interested in our programs and services at AJC are informed about other individuals who are unemployed but are willing to learn through work experience. We offer WIOA training dollars with incentives to partner with them to hopefully pick up these individuals for unsubsidized employment afterwards.

## REGISTERED APPRENTICESHIP PROGRAM

The Guam Department of Labor is the designated entity to carry out the functions of the State Apprenticeship Agency (SAA) as well as Registered Apprenticeship programs. For PY2019, the following table shows the list of employers, occupations and the number of graduate apprentices who have earned a U.S. Department of Labor Certificate of Completion of Apprenticeship.

REGISTERED APPRENTICESHIP SPONSOR	OCCUPATION	# OF GRADUATES
AXS Insurance, Inc.	Office Manager/Admin Services	2
Cabras Marine Corporation	Pipefitter	1
Core Tech International	Operating Engineer	1
	Refrigeration Mechanic	1
Department of Corrections	Correction Officers	11
DOCOMO Pacific	Accounting Technician	1
	Customer Service Representative	1
	Electrician	1
	Field Service Engineer	1
GTA TeleGuam	Computer Systems Analyst	4

	Line Installer-Repairer	1
	Telecommunications Technician	1
Guam Contractors Association	Electrician	1
Guam Hotel & Restaurant Association	Maintenance Repairer, Building	3
PTI Pacifica, Inc. dba IT&E	Customer Service Representative	1
	Internet Working Technician	2
	Telecommunications Technician	2

### New Registered Apprenticeship Sponsors

America's Best Electric Mart, Inc.

- Customer Service Representative
- Office Manager/Admin Services
- Sales Person, Parts

Guam Fire Department

- Paramedic

### Certified Nurse Assistant Registered Apprenticeship Program

A follow-up to the Cohort II in June 2019 with twenty (20) incumbent workers from the private sector resulted in eighteen (18) caregivers completing their training after a three-month apprenticeship program through the University of Guam and the Guam Department of Labor. There is a growing demand for certified nursing assistants in Guam and the department continues to collaborate with Government entities and workforce education partners to train workers to upskill for allied health and become workforce professionals. Guam had a large vacancy rate for nursing assistants and now post COVID, this is fast becoming an in-demand occupation for the healthcare industry. These individuals attain certification for their completion of the program as Certified Nursing Assistants (CNA). Certified nursing assistants work very closely with registered nurses and/or licensed practical nurses at the local hospitals and medical clinics on Guam.

Current negotiated performance targets for the Title I and Title III Core Programs for PY2019 are:

Program(s) Negotiated Performance Levels	PY2019
<b>WIOA Adult</b>	
Employment 2 <sup>nd</sup> quarter after exit	34.0%
Employment 4 <sup>th</sup> quarter after exit	32.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$4,700
Credential attainment rate	62.0%
<b>WIOA Dislocated Worker</b>	
Employment 2 <sup>nd</sup> quarter after exit	40.0%
Employment 4 <sup>th</sup> quarter after exit	38.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$4,700
Credential attainment rate	58.0%

<b>WIOA Youth</b>	
Education, training, or employment 2 <sup>nd</sup> quarter after exit	44.0%
Education, training, or employment 4 <sup>th</sup> quarter after exit	32.0%
Credential attainment rate	32.0%
<b>Wagner-Peyser Employment Service</b>	
Employment 2 <sup>nd</sup> quarter after exit	55.0%
Employment 4 <sup>th</sup> quarter after exit	52.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$4,700

## PERFORMANCE ACCOUNTABILITY SYSTEM ACTIVITIES PROVIDED BY STATE FUNDS

No activities were reported for PY2019 on the state funds.

## FIDELITY BONDING PROGRAM AND SERVICES

The Guam Department of Labor has been awarded a grant for the Fidelity Bonding Program to be administered by the department. Certain goals of this program include improving employment outcomes to decrease recidivism in helping ex-offenders to be employed. Given that there is risk in hiring of ex-offenders, in the event of losses due to theft, forgery and embezzlement during the time of employment with these individuals, the bonds are to be used to reimburse employers. The Fidelity Bonding Program provides employment opportunities to those who have barriers to employment and protects the employers from any loss of money or property. The department is working to partner with the Department of Corrections (DoC) to provide assistance to Ex-offenders looking for employment. Others include recovering substance abusers and economically disadvantaged job seekers.

## RAPID RESPONSE ACTIVITIES

Due to the coronavirus pandemic, Rapid Response services were provided thereafter which will be reported out for PY2020 since Guam experienced a tremendous amount of unemployment due to COVID-19 from July 2020. The Business Services Unit (BSU) team is responsible for implementing “Rapid Response Services” and this service was rendered during 2020 right after the Governor placed Guam under shutdown in March 2020.

## WORKING WITH OUT-OF-SCHOOL YOUTH (OSY)

For Out-of-School Youth (OSY), collaboration with Guam Community College (GCC) is ongoing and is utilized to help youth who have dropped out of high school obtain their high school diploma or GED equivalency. The department provides supportive services for the youth which may include cost of instructional materials or books not covered by GCC. Youth in work experience programs at the American Job Center (AJC) are assessed and provided with an Individual Employment Plan (IEP) which is prepared by the case managers, while pursuing the completion of such a certificate. Completion through partnership with GCC is through the Adult Education and Family Literacy Act (AEFLA) to prepare them for interest in career pathways they desire.