



american**job**center
GUAM

PY2020

WORKFORCE INNOVATION AND

OPPORTUNITY ACT

Annual Report Narrative

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EXECUTIVE SUMMARY

Amid the Covid-19 pandemic that hit the world in 2020, Guam was no exception. The Governor placed the island on lockdown on March 16, 2020 due to the spread of the coronavirus. The island of Guam suffered tremendously because this pandemic placed a lot of people on unemployment, they became jobless, dislocated workers by the thousands, unseen as never before with Guam's economy. A second shutdown occurred in August as well of the same year, and everyone found themselves in pandemic related job losses. The Governor released an Executive Order and declared a public health emergency for everyone about safeguards in place against the virus and a lot of people followed this order and were extremely cautious to practice social distancing, washing hands and wearing masks. These measures would soon prove useful to bringing the amount of individuals contracting the COVID-19 virus from this period in 2020 and carried over to 2021.

As of December 2020, Guam reached its highest rate of unemployment at 19.4%, or 13,850 persons completely unemployed during that period. This is an increase from September's 17.9% and December 2019's rate of 6.1 percent a year earlier. The number of persons not in the labor force increased as well. Pandemic related job losses began to be reflected in the March 2020 job numbers which declined somewhat in tourism related industries. From March to June 2020 an additional 5,870 private sector additional job losses occurred. By September 2020 the rate of private sector job loss declined for the quarter to 2,270 but the total losses increased to 7,980 and the average weekly hours paid decreased from 36.2 to 31.1 over the year. Employment began a partial rebound in December 2020 with employment increasing by 990 jobs and average weekly private sector hours paid from 31.1 to 32.9. Construction was the only industry to show growth over the year increasing from 7,350 to 8,330 jobs in December, 2020.

The Guam Department of Labor (GDOL) was instrumental in setting up the Pandemic Unemployment Assistance (PUA) program and focused on these and Lost Wages Act (LWA) payments so those claimants who qualified can get them. The PUA staff was instructed to process LWA claimants who qualified for LWA only. In Guam, those who qualified for the six-week program with receive \$1,800 LWA dollars. GDOL also ran a special PUA batch of \$7.1 million – this is a special payment ran to disburse the supplemental funds provided by the Lost Wages Act (LWA). The LWA provides qualifying claimants an extra \$300 a week of federal money for six weeks aside from what they receive from PUA. Close to 25,000 unemployed people qualified for this extra financial assistance during the COVID-19 pandemic. A Public Notice was also issued for LWA claimants to get their documents in order. To submit documents, claimants were instructed to upload into their HireGuam accounts so they can receive LWA payments.

Batching of PUA benefits are done weekly. For instance, the batches for the week of June 9, 2021 were the following:

- \$8.6 million in Pandemic Unemployment Assistance
- \$8.4 million in Federal Pandemic Unemployment Compensation
- \$30,000 in Lost Wages Assistance

Guam received part of the \$1.1 billion from the federal government for the Pandemic Unemployment Assistance (PUA) program made available to Guam since June 2020 to help some 30,000 workers who were laid off, furloughed or had shorter work hours as a direct result of the pandemic.

The [Unemployment Rate in Guam for June 2021](#) was 11.4 percent, a decrease of 5.1 percentage points from the March 2021 figure of 16.5 percent, a decrease of 5.9 percentage points from June 2020, but up 5.3 percentage points from the December 2019 figure pre-pandemic.

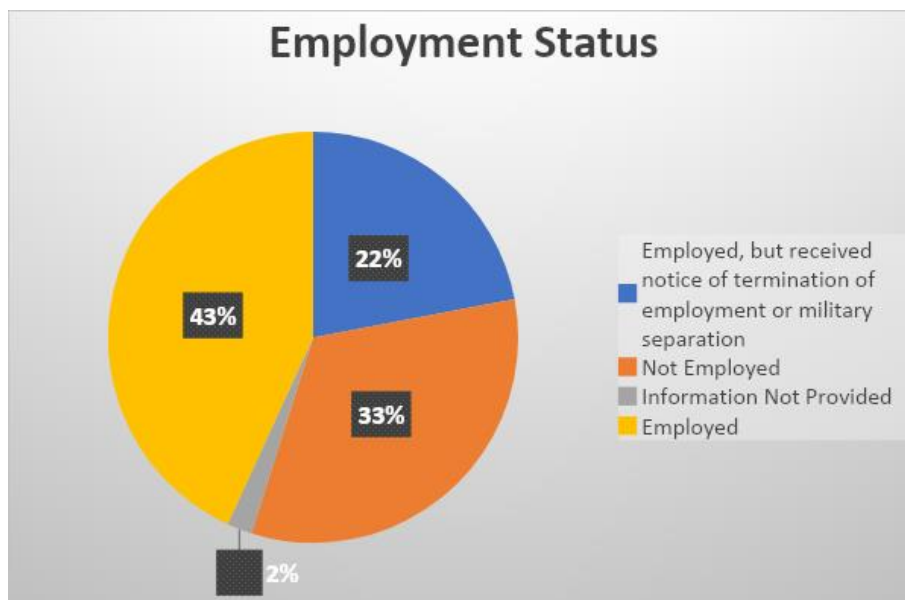
Unemployment Rate	Jun 2020	Sep 2020	Dec 2020	Mar 2021	Jun 2021	Change (From Jun 2020)
	17.3%	17.9%	19.4%	16.5%	11.4%	-5.9

However, the number of individuals receiving unemployment benefits has been on a decline the past few months, and with only three months left before PUA ends on Sept. 4, 2021. As early as July, PUA recipients could be required to start showing proof of active job search as a condition of continued PUA benefits. In preparation for that, GDOL has been encouraging employers to post their job vacancy announcements on the [hireguam.com](#) portal, to connect to more prospective employees.

The Guam Department of Labor’s recovery efforts through the National Dislocated Worker Grant program also created new jobs for hundreds of individuals,” said Department of Labor Director David Dell’Isola. “We will be shifting this grant money toward up-skilling and retraining opportunities to in-demand occupations as our service providers open up classrooms and start to offer programs.” We still have a long way to go, but with the plans to contain the coronavirus activated by Gov. Lou Leon Guerrero and Lt. Gov. Joshua Tenorio, we’re reaching a level of recovery that even Washington D.C. has acknowledged. The numbers overall speak for themselves, including the low number of positive cases. The economy will continue to improve as restrictions are eased, more people are getting vaccinated and as the confidence in public safety grows.

REFUSING WORK TO COLLECT PUA IS FRAUD

The PUA program provided relief for those who continued to need assistance while going through the COVID-19 pandemic for individuals who found themselves jobless and unemployed. However, some individuals refused to go back to work since they relied on PUA assistance although they were informed by their employer that they could return. They wanted to continue to collect unemployment benefits, but the federal government put out a warning that this was considered fraud if they refused to go back to work. This could potentially disqualify them from receiving unemployment assistance, which included calling in sick to employers. Employers were informed to report their employees who refused to work and were advised to warn them of the consequences if they suspect that this is being done just to collect unemployment compensation.



The Guam Department of Labor's Pandemic Unemployment Assistance (PUA) Call Center, which was at the Guam Community College (GCC), relocated in August 2020 to the second floor of the Bell Tower Plaza on Marine Corps Drive in Hagåtña. The Call Center was not open for in-person assistance, according to GDOL officials since the island was placed under Pandemic Condition of Readiness 1 (PCOR1) due to the COVID-19 pandemic but customer service representatives will return to the libraries after the governor transitions the island out of the readiness condition. Once restrictions are lifted, PUA operations will reopen at Dededo, Yona and Agat libraries but the main office now located at the 2nd floor of the Bell Tower will continue to render customer services to reach out to claimants who had appointments prior to Guam reentering PCOR1. Communication was made available to inform those who had appointments to contact the PUA office and reschedule so the unemployed could be assisted with PUA services.

UNEMPLOYMENT SURVEY

One of the department's workforce partners in education, the University of Guam, conducted a survey on how the COVID-19 pandemic has changed Guam's labor market. The survey focused on households and businesses. The survey was aligned with the U.S. census to compare Guam's data with other statistics gathered to compare not just the high rate of unemployment, but also looking at the reasons for people's unemployment, how at-home schooling has affected households, whether people are planning to leave the island and more and the kind of impact the COVID-19 pandemic had on residents of Guam. The employer factor was also considered, since the private sector was hit hardest and the Government of Guam as a major employer safeguarded the employees in the system.

PANDEMIC RELATED EMPLOYMENT

Even as more people are being called back to work, those who are back on the job are working fewer hours than before the pandemic, according to Gary Hiles, Chief Economist with the Guam Department of

Labor (GDOL). He said that even though some employees have been called back to work, they still had only reduced hours of employment which still qualified them to receive unemployment assistance.

There are 640 more jobs and more people working as of March. The March 2021 preliminary statistics reflect the increase, however, job numbers were lower – by 7,050 – in comparison to last year. Even with hundreds of jobs available, there are still close to 9,500 people relying on federally funded pandemic unemployment assistance, which ends in September, 2021.

GDOL has been working with private sector partners as well as Guam Community College (GCC) to hold different types of job and skills training to help unemployed individuals gain skills to find new and possibly even higher paying jobs. The Chief Economist stated that the COVID-19 pandemic was the worst he has seen to cripple the economy of Guam and that the Federal money given to Guam has helped tremendously to be on the road to recovery but more is needed to be done to restart the island's workforce and reboot Guam's economy. The shutdown from the pandemic was the largest Guam has experienced although Guam is fortunate to have received federal assistance to have a semblance of some sort with bringing the economy back to normal. Accordingly, the federal money that flowed into Guam helped businesses that otherwise would have shut down and laid off workers. It also helped people who suddenly found themselves without jobs and allowed them to continue paying their bills and possibly have money on the side to spend at local stores and restaurants. All of this helped to slightly reduce the impact of the global pandemic on Guam's primarily tourism-reliant economy. Hiles said the industry most affected by the pandemic is the hotel business. The trend for that particular group of workers shows:

- December 2019: The average worker was on the job for 36.5 hours a week.
- September 2020: Hours took a sharp decline, to 12.7 hours a week.
- March 2021: A slight increase in hours, to 16 hours a week.

An economic forum was held by the Guam Hotel and Restaurant Association (GHRA) the organization that has members from the Travel and Hospitality sector, the Tourism industry, flat-lined by the COVID-19 pandemic. Businesses big and small suffered and shuttered from this economic downturn. The unemployed were lining up for unemployment benefits from the PUA program that was installed and operated by the GDOL. The Governor's vision was to be able to put Guam back on its feet, try as they might, with all they can muster to aid an ailing economy.

Attendees at the forum were also informed by the GDOL Director that at the end of July, 2021, PUA claimants will be required to start a job search requirement. This was put forth to those receiving assistance from the program. This will be done by going into HireGuam to prepare a resume online and begin looking for jobs.

The practice of social distancing and wearing masks was still mandatory for the most part from the public health emergency declaration and the hope of the economy being able to recover from the brunt. A goal is to get at least 80% of Guam's adult population vaccinated. At the forum, several concerns were discussed and this included current unemployment levels and how best to help those who needed to find jobs from the pandemic since most of the private sector was affected and employees were released from their employment. Another concern was lending help to small businesses to re-open with American Rescue Plan money. Other activities included lifting some travel restrictions and Guam extended COVID-19 vaccinations to American Expatriates and foreigners through the Tourism travel industry to avail of Air V&V Guam USA

program service. This was to be used as a recovery initiative for visitors to come to Guam although the island was still under pandemic conditions. Federal funds continued to be disbursed to Guam for economic upstart.

The GDOL Director David Dell'Isola said the number of PUA claimants have gone down, from 28,000 last year to 22,000 in April this year to now 13,000 as of June 2021. Using \$3 million to \$4 million federal funding, GDOL is also working with partner agencies to provide skills training for 1,000 to 2,000 workers to get them back in the workforce. The goal was to help businesses to start bringing back employees to work since the PUA program will be closed by September 4, 2021. He spoke further about jobs training in partnership with Guam Community College and other collaboration with workforce development partners to provide skills training and the upskilling will be in hotel and tourism related skills and in demand jobs. Hotel occupancy rose somewhat with military personnel occupying hotel rooms even during the pandemic.

More than \$1 billion for Guam's PUA and Federal Pandemic Unemployment Compensation programs were received, while additional federal dollars were released for the Lost Wages Assistance program.

CUSTOMER SATISFACTION ASSESSMENT

To measure customer satisfaction at the Guam American Job Center (AJC), HireGuam Virtual One Stop (VOS) System is utilized to capture information. The outcomes reflect the data captured from employers and participants in the programs and training offered at the AJC. For best practices, the VOS has proven to be a very useful tool in collecting the information provided for this purpose on reporting for customer satisfaction surveys aligned with WIOA programs since business relations are maintained by the department in terms of informing businesses to register on HireGuam and for participants to see what jobs are available for employment. It also reflects job seekers' perspective and employers alike so they too have a voice in the whole spectrum of AJC services available and how to understand customers' experience.

The following chart shows a breakdown of the data collected from the VOS for PY2020:

USER TYPE	TOTAL	PERCENTAGE
Youth (18 yrs. Or less)	201	2.8%
Jobseeker	3,938	54.1%
Employer	800	11.0%
Labor Market Analyst/Researcher	144	2.0%
Other	2,199	30.2%

PRIMARY PURPOSE	TOTAL	PERCENTAGE
Job Search	805	11.1%
Filing for Unemployment	5,879	80.7%
Career Planning/Occupational Research	99	1.4%

Locate Education or Training Providers	13	0.2%
Find Employer Contact Information	47	0.6%
Research/Reports	19	0.3%
Planning/Policy Making	10	0.1%
Just Looking Around	58	0.8%
Employer looking for candidates	21	0.3%
Other	331	4.5%
EASY TO FIND INFORMATION	TOTAL	PERCENTAGE
Strongly Agree	1,210	16.6%
Agree	2,663	36.6%
Neither Agree or Disagree	3,173	43.6%
Disagree	186	2.6%
Strongly Disagree	50	0.7%
EASY TO UNDERSTAND DATA	TOTAL	PERCENTAGE
Strongly Agree	1,266	17.4%
Agree	2,802	38.5%
Neither Agree or Disagree	3,009	41.3%
Disagree	162	2.2%
Strongly Disagree	43	0.6%
DATA MEETS NEEDS	TOTAL	PERCENTAGE
Strongly Agree	1,246	17.1%
Agree	2,680	36.8%
Neither Agree or Disagree	3,165	43.5%
Disagree	130	1.8%
Strongly Disagree	61	0.8%
RATE OVERALL VOS EXPERIENCE	TOTAL	PERCENTAGE
Excellent	2,328	32.0%
Good	2,047	28.1%
Fair	747	10.3%
Poor	142	2.0%
No Opinion	2,018	27.7%

STUDIES FOR RESEARCH AND EVALUATION

During the COVID-19 pandemic period there was a significant decrease in filling the job postings available with the construction industry, the one industry that survived the scathing disaster unlike the hospitality industry hard hit.

Prior to importation of H2B workers, the local market was carefully tested and businesses utilized both local skilled workers, who were given priority, and foreign nationals arriving on Guam for employment in construction.

The tourism industry collapsed and the unemployed were looking for jobs to continue to survive with Guam's poor economy resulting from the pandemic. Some workers who were unemployed chose to be trained in reskilling for construction jobs.

However, due to the pandemic, no evaluations took place but we continued to coordinate with our workforce partners, the institutions of higher education, the University of Guam (UoG) and the Guam Community College (GCC) to conduct evaluations and related research projects for WIOA programs.

EFFECTIVENESS IN SERVING EMPLOYERS

The department has begun and submitted its pilot phase report for this performance indicator which will become effective next program year PY2021 for Guam. The Information and Systems Technology (IST) Administrator has informed Management about this performance measure for employer outcomes and employer services. During the pilot phase, Guam responded and we attempted to provide for all four factors. The department is currently going through Technical Assistance (TA) and is working with the HireGuam vendor to have the system aligned with this requirement. All four pilot approaches were reported on but the two approaches that GDOL is considering reporting on are:

1. Retention with the Same Employer
2. Repeat Business Customers

Reference is made to a multitude of employers registered with HireGuam so those looking for employment can come to the American Job Center (AJC) where Case Managers can assist them with their needs for gainful employment especially since the Pandemic Unemployment Assistance (PUA) program sunsets on September 4, 2021 and they are still looking for work to support their families and get back on their feet.

Jobseekers who come to the AJC and are processed for interviews with employers looking for skilled workers to fill job openings and those who meet qualifications to match the positions that are posted on HireGuam are given an opportunity with those employers. Partnership with the Guam Community College (GCC) to earn credentials offered in a wide array of Boot Camps are also made available to these prospective individuals who are willing to learn new skills to find new jobs and are comfortable with their new employment since a lot don't want to return to service oriented jobs from the tourism industry which was severely hit by the COVID-19 pandemic. Post pandemic recovery has made it necessary to continue with helping those most in need.

HireGuam Data: PY2020 – July 1, 2020 to June 30, 2021

Category	Total
Total Participants	2,351
Active Cases – WP/WIOA	1,142
Cases in Follow Up Services	1,838

Exited Cases – WP/WIOA	1,209
Self Service Entry (including PUA)	74,989
Total Employers Served	304
Entered Employment Cases	1,470
AJC Foot Traffic	1,845
AJC Orientation	55
New Employer Registration	489
Training Related Employment	2
Total Job Orders	1,755
Staff Assisted Services	657

LABOR CLINICS

The following are the totals for Participant(s) list who attended labor clinics for PY2020:

Date	Description (Type)	Total Attended
7/7/2020	Fair Chances Hiring Process Act *	--
7/23/2020	Harassment in the Workplace *	--
10/23/2020	Fair Chances Hiring Process Act	16 (via ZOOM)
11/19/2020	Fair Chances Hiring Process Act	21 (via ZOOM)
1/14/2021	Fair Chances Hiring Process Act	14 (via ZOOM)
1/28/2021	General Provisions of EEO	12 (via ZOOM)
2/11/2021	Fair Chances Hiring Process Act	12 (via ZOOM)
6/3/2021	Fair Chances Hiring Process Act **	22 – Face to Face
6/10/2021	Fair Chances Hiring Process Act **	14 – Face to Face
6/24/2021	Fair Chances Hiring Process Act **	12 – Face to Face
9/9/2021	Fair Chances Hiring Process Act	14 (via ZOOM)

*No Posting Under GDOL Event, but Clinic still conducted

** COVID-19 Restrictions somewhat lifted so attendees were allowed in person

NEW EMPLOYERS

There were a total of 214 new employers registered with HireGuam at the American Job Center (AJC).

COMMON EXIT POLICY

The department developed new Standard Operating Procedures (SOP)s for the American Job Center (AJC) which were approved by the Guam Workforce Development Board (GWDB).

AJC-012 for the Common Exit Policy is as follows:

Purpose

To implement a common exit policy for DOL-administered programs that will promote service delivery that focuses on customer needs, where specific programs serve to fund required services. The purpose of this policy is to provide staff with guidance on the Common Exit policy and related processes.

Definitions

A Common Exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled to which the common exit policy applies, for at least 90 days, and no future services are planned. A Common exit will occur when no participatory services from any programs included in common exit policy are received within 90 days and no other services are keyed that prevent a system soft exit.

A Common Exit Process is when a participant enrolled in multiple DOL-administered programs is exited only when all exit criteria are met for all programs included in the common exit policy.

Participatory Services are those services that are closed on HireGuam and does not impact common exit of participants. The exit information is used to show that a participant has completed an individual program, but actual exit is based on the last participatory service provided to a participant.

- Participatory services, identified in HireGuam include:
 - Training services;
 - Individualized career services;
 - Staff-assisted basic career services; and
 - Youth program elements.

Common Exit applies to all programs listed below in which a participant is concurrently enrolled. Enrollment in applicable programs does not need to occur on the same date for common exit to apply.

The following programs are included in HireGuam common exit process:

- **WIOA Title I and III core programs**
 - Adult
 - Dislocated Worker
 - Youth
 - Wagner-Peyser Employment Service
- **Other DOL-administered programs**
 - Senior Community Service Employment Program (SCSEP)
 - Jobs for Veterans State Grant (JVSG)
 - Registered Apprenticeship
 - National Dislocated Worker Grant
- **Non-DOL-administered programs:**
 - Temporary Assistance for Needy Families (TANF) funded programs
 - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

Policy Statement

The Guam Workforce Development Board (GWDB) shall ensure that the staff implements common exit process at the American Job Center (AJC).

➤ **HireGuam Data Entry Notice:**

- **Staff** must enter *Exit Date* and *Exit Reason* and close the program or programs in HireGuam.com when no further services are planned for a participant.
- **Staff** shall not enter gap in services unless the participant is scheduled to return for specific services on a specific date.
- **The Employment Program Administrator (EPA)** must ensure that staff members do not manually close participant Period of Participation in HireGuam.com. Exit will automatically be applied to participants in following 90 consecutive days without a participatory service.

DATA VALIDATION

Current negotiated performance levels for the Title I and Title III Core Programs for PY2020 are:

Program(s) Negotiated Performance Levels	PY2020
<i>WIOA Title I - Adult</i>	
Employment Rate 2 nd Quarter after exit	53.0%
Employment Rate 4 th Quarter after exit	51.0%
Median Earnings 2 nd Quarter after exit	\$5,300
Credential Attainment Rate	61.0%
Measurable Skill Gains	50.0%
<i>WIOA Title I - Dislocated Worker</i>	
Employment Rate 2 nd Quarter after exit	53.0%
Employment Rate 4 th Quarter after exit	51.0%
Median Earnings 2 nd Quarter after exit	\$5,500
Credential Attainment Rate	57.0%
Measurable Skill Gains	50.0%
<i>WIOA Title I - Youth</i>	
Education and Employment Rate 2 nd Quarter after exit	50.0%
Education and Employment Rate 4 th Quarter after exit	50.0%
Median Earnings 2 nd Quarter after Exit	\$4,600
Credential attainment rate	50.0%
Measurable Skill Gains	50.0%
<i>WIOA Title III - Wagner-Peyser Employment Service</i>	
Employment 2 nd Quarter after exit	54.0%
Employment 4 th Quarter after exit	51.0%
Median earnings 2 nd Quarter after exit	\$5,200

Performance Levels achieved for PY2020:

Program(s) Negotiated Performance Levels	PY2020	PY2020
<i>WIOA Title I - Adult</i>	Outcomes	Negotiated

Employment Rate 2 nd Quarter after exit	54.5%	53.0%
Employment Rate 4 th Quarter after exit	57.1%	51.0%
Median Earnings 2 nd Quarter after exit	\$5,533	\$5,300
Credential Attainment Rate	57.6%	61.0%
Measurable Skill Gains	60.5%	50.0%
WIOA Title I - Dislocated Worker		
Employment Rate 2 nd Quarter after exit	100.0%	53.0%
Employment Rate 4 th Quarter after exit	100.0%	51.0%
Median Earnings 2 nd Quarter after exit	\$5,756	\$5,500
Credential Attainment Rate	100.0%	57.0%
Measurable Skill Gains	90.2%	50.0%
WIOA Title I - Youth		
Education and Employment Rate 2 nd Quarter after exit	100.0%	50.0%
Education and Employment Rate 4 th Quarter after exit	80.0%	50.0%
Median Earnings 2 nd Quarter after Exit	\$3,623	\$4,600
Credential Attainment Rate	33.3%	50.0%
Measurable Skill Gains	100.0%	50.0%
WIOA Title III - Wagner-Peyser Employment Service		
Employment 2 nd Quarter after exit	66.7%	54.0%
Employment 4 th Quarter after exit	66.6%	51.0%
Median earnings 2 nd Quarter after exit	\$7,545	\$5,200

DATA VALIDATION POLICY

The department developed new Standard Operating Procedures (SOP)s for the American Job Center (AJC) which were approved by the Guam Workforce Development Board (GWDB).

AJC-011 for the Data Validation Policy and Procedures is as follows:

PURPOSE

This policy outlines the American Job Center (AJC) instructions for the Workforce Innovation and Opportunity Act (WIOA) to establish performance accountability measures for data validation that apply across the core programs to assess the effectiveness in achieving positive outcomes for individuals served by those programs.

BACKGROUND

TEGL 7-18, Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA) released on December 19, 2018, provides federal guidance about how states must establish procedures to ensure the information contained in the reports is valid and reliable.

POLICY

Applicability for the following programs is subject to the data validation procedures established by the AJC:

WIOA Title I Adult
WIOA Title I Dislocated Worker
WIOA Title I Youth
National Dislocated Worker Grants
WIOA Title III Wagner-Peyser Employment Services
Senior Community Service Employment Program (SCSEP)
Jobs for Veterans State Grant (JVSG) for the Disabled Veterans Outreach Program (DVOP)

Procedures

The American Job Center (AJC) under the Guam Department of Labor (GDOL) is primarily responsible for the Title I and III data validation procedures.

The AJC will review source documents against the data entered into the HireGuam Virtual One Stop (VOS) for all ETA-funded grants and programs in accordance with the data elements outlined in accordance with the data elements in [TEGL 7-18, Attachment I](#). The Information, Systems and Technology (IST) Administrator will conduct technical reviews of the Participant Individual Report Layout (PIRL) entries for Title I and Title III PIRL to ensure data transformation procedures are valid and reliable for report validation.

Types of Source Documentation

For most data elements, the validation guidelines provide multiple forms of acceptable source documentation. The most objective source should be used to determine if the data element is valid and accurate. See the attached chart for Guam's allowable source documentation types by data element.

The Guam AJC may:

- Maintain supporting documentation for program-specific data elements not included in TEGL 7-18;
- Conduct additional source document validation on more data elements; and
- Require additional source documentation in the procedures.

These source documentation types include:

1. Self-Attestation: Self-attestation (also referred to as a participant statement) occurs when a participant states his or her status for a particular data element, such as pregnant or parenting youth, and then signs and dates a form acknowledging this status. The key elements for self-attestation are:
 - (a) The participant identifying his or her status for permitted elements, and
 - (b) Signing and dating a form attesting to this self-identification. The form and signature can be on paper or in the VOS, with an electronic signature. There must be an attestation statement included.
2. Case Notes: Case notes refer to either paper or electronic statements by the case manager that identify, at a minimum, the following:
 - (a) A participant's status for a specific data element

- (b) The date on which the information was obtained, and
- (c) The case manager who obtained the information.

- 3. Other Records: Other records may include electronic records that are participant records created, stored or transferred in a form that only a computer can process and maintained in the VOS. Records can be numeric, graphic, or text. They can also include program intake documents, such as eligibility determination documentation or program enrollment forms, or magnetic storage media such as tapes or disks.

The sample selected for review must include a mixture of cases at various stages of the service delivery model for the three (3) key services offered at the AJC: Career Services, Business Services and Follow-up Services.

The sample must include:

- Participants in Education or Training during the previous quarter;
- Active participants in the previous quarter;
- Participant exits in the previous quarter (1 quarter lag);
- Participant exits in the previous 4 quarters (2-4 quarter lag);
- Participants with a credential (active or up to 7 quarter lag); and
- Participants with a measurable skill gain (active within last quarter).

The department will conduct data validation activities quarterly and data integrity checks during quarterly desk reviews. IST will conduct a technical review of the PIRL prior to submitting the PIRL each quarter for the report validation.

A random sample size of 50 active participants and exiters or 25% of active participant and exited records will be drawn per program year. The random sample will be drawn using stratified random sampling by dividing the population by program then a random sample taken from each group.

Responsibilities

The following entities have responsibilities in the administration of Title I and III data validation efforts.

AJC IST Administrator:

- Provides overall guidance and technical assistance for data validation standards in accordance with federal guidance;
- Oversee technical review of the PIRL and VOS to ensure federal reports are properly completed;
- Lead technical assistance, training development, and training delivery efforts for data validation standards at the AJC Guam.

Administration Monitoring and Oversight Staff:

- Develop internal controls and timely data entry procedures to ensure data reported into VOS is valid and reliable in accordance with this policy. Internal controls may include conducting routine case

reviews, reviewing reports from the HireGuam case management system or any other activity that identifies incorrect data and implements corrections;

- Ensure appropriate staff receive data validation and source documentation training annually;
- Calculate error rates for data elements;
- Provide feedback to AJC staff on data elements that have higher error rates;
- Incorporate findings from the data validation review in follow up training to AJC staff;
- Ensure that AJC staff make corrections to data or collect correct source documentation within 30/60/90 days of being notified after a data validation review;
- Maintain copies of all errors identified and freeze records, keeping the materials and documents from the data validation review for the federal records retention time mandated. Guam will follow the federal records retention policy at 29 CFR §97.42;
- Instruct AJC staff to correct identified data entry errors during quarterly data integrity reviews of accurate data entry; and
- Ensure that state monitoring staff have access to source documents for review upon notification.

Reporting and Frequency

The AJC staff and management will conduct the initial monitoring review for all new participants processed after the first thirty (30) days with Case Managers. The AJC staff and management will conduct the data validation report quarterly during the on-site monitoring every Program Year (PY) before the federal report is due in order to document the results in the Monitoring Report. During the PY period of the participant, all participant activities must be recorded. Any documented deficiencies will be recorded with a date required to rectify to be consistent with the current monitoring correction timelines.

The GWDB Monitoring and Oversight Committee will provide official results of the reviews to the local workforce board and GDOL Director. Reports will indicate required corrective actions and will determine the required completion date within the Program Year (PY) for corrections consistent with the impacted data's utility in performance indicators.

Training

IST will offer annual data validation training each program year for the local GWDB and AJC staff. Training initiatives may include providing further clarifications in [TEGL 7-18, Attachment I, Source Documentation for WIOA Core Programs](#).

Compliance

Failure to comply with identified corrective actions by the identified completion date may cause:

- For the Annual Performance Report Period:
 - Corrections are to be made no later than October 1st or the date the annual report is certified when PIRL revisions are made by IST staff; and
 - Mandatory on-site facilitated training on the required reporting for data elements.

- Two years of high or repeated error rates:
 - Issue of a monitoring "Finding";
 - Notification for possible administrative actions; and
 - Formal notification to the GWDB Chair/Chief Elected Officer (CEO) of failure to comply.

WAIVERS

Although Guam was going through a pandemic, it also received a favorable response from U.S. DOL ETA that was submitted on the approval of the Out-of-School Youth (OSY) Waiver. This requested waiver was associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 to expend 75 percent of local formula youth funds on out-of-school youth (OSY). Guam requested to lower the OSY expenditure requirements from 75% to 50% of the total funds received. The waiver will allow the Guam Department of Labor (GDOL) to provide services and support to our eligible youth to assist them with workforce training and work experience with our youth programs as well as to re-introduce summer youth programs. The department engaged with DYA in a 6-week summer program in 2021 and the youth appreciated the exposure to working. In order to meet the workforce needs of young workers and employers, CTE programs with our education partners, the Guam Community College (GCC) and the University of Guam (UoG) are also offered at the American Job Center (AJC).

OUT-OF-SCHOOL YOUTH

Workforce Development:

A. Partnership with Guam Community College for an Out-of-School Youth Program that will offer training for our youth ages 16-24 with the goal to:

1. Gain a High School Diploma or GED
2. Earn a credential or certificate
3. Work Experience up to 480 hours

B. Pre-Apprenticeship Training with our Eligible Training Providers that will lead successfully into Registered Apprenticeship.

C. Work Experience: We have engaged in over 25 work sponsors from the private sector who are eager to provide our participants with work experience that we hope will lead to unsubsidized employment. The work experience contract provides salary and social security benefits for our participants for up to 480 hours.

D. Business Outreach and Engagement: The Department will be working with Employers in filling their vacancies and assisting with the recruitment efforts. This includes having the Business Service Unit meet individually with our employers and participate in their job fairs.

ACHIEVING STATE'S STRATEGIC GOALS

The Department renewed its Memorandum of Understanding (MOU) with the Department of Public Health and Social Services (DPHSS) on August 6, 2020 to allow cross training to oversee transition between welfare programs and participation in Department programs. The DPHSS partners with the AJC and has worked efficiently with the department's core programs as well to assist clients that seek employment and training at the AJC. The purpose of this MOU is to strengthen efforts for SNAP recipients seeking employment and training opportunities including support services.

The MOU outlines the American Job Center (AJC) services that are available to Supplemental Nutrition Assistance Program (SNAP) clients provided by the AJC case managers who engage with clients and among other tasks, evaluate clients who are in situations such as one who is established as already receiving SNAP benefits, and are co-enrolled into the Guam Employment Training Program (GETP) with DPHSS and the workforce programs section. AJC case managers also work and process clients that are not receiving SNAP benefits but may be eligible and therefore are provided information from the case managers on how to apply for SNAP benefits and become co-enrolled into GETP.

As outlined in the MOU with DPHSS and the Guam Department of Labor (GDOL), the department's Case Managers roles and responsibilities are to assist the SNAP participants by conducting employment assessment (to include the need for supportive services), place clients in components when they meet eligibility such as work, training and education components while providing case management services. The Case Managers provide case management services at a minimum of 2 times a week as established by the Social Services Supervisor with DPHSS. Training is provided to access the HireGuam Case Management System by the GDOL American Job Center (AJC) to assist with the process for SNAP clients and GETP with our partner DPHSS. The GDOL is willing to provide assistance in this regard for new SNAP clients to be processed at with AJC services.

The Case Managers who process SNAP clients key in participation hours and authorize support services (i.e., child care assistance, work related expenses such as court clearances, police clearance and transportation assistance), paid by SNAP funds in the DPHSS PHpro system within 5 working days upon receipt from clients. DPHSS shall maintain all original documentation related to SNAP GETP. The Case Managers also provide monthly follow up services and monitor monthly attendance and keyed into PHpro system. There are other responsibilities carried out by the Case Managers to ensure effect and efficient services are provide to DPHSS clients who avail of AJC programs and services.

SNAP clients who get GETP reimbursements are processed monthly at AJC with DPHSS funds. Such reimbursements include gas and ancillary benefits/allowable expenses such as employment background checks for police clearance, court clearance, health certificates, employment physical exams, and vaccinations required by the work site; also books that are required, uniforms, course registration fees, driving school classes or courses and Guam ID or Driver License. All AJC clients are afforded the information (and determination of eligibility) and opportunity to enroll and engage with DPHSS's GETP. All Case Managers process SNAP participants where SNAP participants avail themselves of training programs, and public health utilizes the case managers to assist these individuals. GDOL/AJC didn't process as many DPHSS SNAP recipients due to COVID-19 pandemic.

For those clients who are SNAP recipients, AJC Case managers will contact the GETP staff and or supervisor via email of their potential GETP client. AJC Case Managers do have access to PhPro and must submit requests in writing so that the GETP staff can confirm the client's eligibility before an Individual Assessment appointment is created. Once the GETP staff can confirm the client's eligibility for GETP, AJC Case Managers are notified via email or phone call that they are approved to proceed with scheduling the client for an Individual Assessment appointment. All activities moving forward are logged in PhPro as well as the AJC's VOS case management system, HireGuam.

OUTREACH ACTIVITIES and EVENTS

Due to the COVID-19 Pandemic, no outreach activities and events were held since there were restrictions placed due to almost a complete shutdown of the private sector businesses and limited face to face activities with the American Job Center. Only a couple of outreach activities with the National Guard occurred on October 3,4 (a 2-day session) and Oct 25, 2020 at the AJC.

Businesses were severely disabled when the pandemic reached Guam but networking for ongoing partnerships with these organizations and their members were revived and re-visited:

Business Networks:

Guam Chamber of Commerce
Guam Women's Chamber of Commerce
Society for Human Resource Management
Guam Hotel and Restaurant Association

REGISTERED APPRENTICESHIP PROGRAM

On November 4, 2011, the Guam Department of Labor/Guam State Apprenticeship Agency (GSAA) was granted recognition as the Registration Agency by the Administrator, Office of Apprenticeship, Employment and Training Administration, U.S. Department of Labor.

For PY2020, the following table shows the list of registered apprenticeship sponsors, occupations and number of apprentice graduates who received a U.S. Department of Labor Certificate of Completion of Apprenticeship.

REGISTERED APPRENTICESHIP SPONSOR	OCCUPATION	# of GRADUATES
Asia Pacific Financial Management Group	Office Manager/Admin Services	1
AXS Insurance, Inc.	Office Manager/Admin Services	1
Core Tech International	Electrician	1
Docomo Pacific	Accounting Technician	1
	Computer Systems Analyst	1
	Customer Service Representative	2
GTA Teleguam	Line Installer/Repairer	2
Guam Contractors Association	Electrician	1
Guam Housing & Urban Renewal Authority	Office Manager/Admin Services	7
	Maintenance Repairer, Building	1
Guam Police Department	Police Officer	4
Guam Power Authority	Line Installer/Repairer	2
Judiciary of Guam	Maintenance Repairer, Building	1

During PY2020, the GSAA registered four (4) new employers as Registered Apprenticeship Sponsors.

In May 2020, the GSAA partnered with the Guam Fire Department and the Guam Community College for the first Paramedic Apprenticeship Program. The GSAA leveraged funding from the Apprenticeship State

Expansion Grant to pay for the related training instruction for these apprentices. A total of thirty-six (36) firefighters were registered into the program.

Continued collaboration with the University of Guam to proceed with another cohort of Certified Nursing Assistant apprentices began during the summer of 2020. A total of 19 participants have been identified with the Guam Regional Medical Center, Health Services of the Pacific and the Guam Memorial Hospital Authority as the registered apprenticeship sponsors. The cohort will begin their related training instruction in December 2020.

The island of Guam found itself in dire need of nursing assistants and licensed registered nurses especially when the COVID-19 pandemic hit. Although the Certified Nursing Assistant (CNA) program was already implemented in 2018, this realization of a critical shortage of Registered Nurses (RNs) and Certified Nursing Assistants (CNAs) was addressed by the Dean of the School of Health/Nursing at the University of Guam (UoG) and has been in collaboration with the only public hospital, the Guam Memorial Hospital (GMH), the Guam Regional Medical City (GRMC), a private hospital, and the Health Service Providers (HSPs). These 3 healthcare facilities, prepared CNA Staffing needs for the health care industry to show the shortages. A proposal for a temporary nursing assistant training program at the UoG was presented to these health care providers, to support this endeavor to address pandemic staffing for the granting of a temporary CNA certificate for completers of the program. The UoG offered a very comprehensive training program.

UOG has been collaborating with the GMHA, GRMC, and HSP nurse administrators, who are in support of this effort. The pandemic has resulted in critical shortages of nursing assistants, in addition to the already desperate need for licensed nurses. At interim, off-island nurses were recruited to help in the pandemic. Through the apprenticeship program with the Guam Department of Labor (GDOL), efforts made by stakeholders and these healthcare providers have made it possible to train individuals who expressed interest in obtaining CNA certification. This became an urgent workforce need for the healthcare industry.

This program continues to be successful in providing cohorts who have completed the training and the GDOL continues to work with other government agencies and the private sector to upskill participants in the program and ensure competency in their field of work and have become Certified Nursing Assistants (CNAs) and is considered an in-demand occupation for the healthcare industry.

RAPID RESPONSE ACTIVITIES

The Business Services Unit (BSU) was significantly busy with private sector businesses that closed their doors when the island suffered economic catastrophe from the COVID-19 pandemic. Rapid Response services were provided to several businesses during the pandemic. Nine (9) companies that issued WARN notices to their employees who were potentially going to lose their respective jobs due to the pandemic also informed the Guam Department of Labor (GDOL) of the WARN letters it provided to the employees. Guam is an island with a population of just over 168,000 residents but the impact was felt from those who were employed with other than the government of Guam and most of the employees came from the tourism and services related industry that were seriously affected by the pandemic. Some hotels released their employees and advised them of potential employment loss. These businesses notified the department of the closing of their business establishments and letting go of its employees due to the pandemic. The pandemic became rampant and flat lined the economy.

The BSU also conducted Rapid Response presentations with other companies to inform their employees of services and programs available at the American Job Center (AJC) while dealing with their current unemployment and what they can do to survive in this turmoil brought about by the pandemic. The Dislocated Worker Grant program manager was also present to explain the availability of jobs through this grant, the National Dislocated Worker Grant (NDWG) the department received, to assist those unemployed individuals apply for temporary employment in the interim while the pandemic was ongoing. The department made a lot of effort keeping those who lost their jobs informed about resources available since Guam was also getting Pandemic Unemployment Assistance (PUA) during this period.

The goal of the BSU is to assist these newly dislocated workers find employment to support their families while going through the pandemic and hopefully secure jobs that are found available. Both employers and employees were informed about HireGuam and that they can register online to avail of programs and training with the case managers at the AJC. This was part of the recovery and reemployment efforts with the department to meet business services and capacity with programs at the AJC to help the vast amount of job seekers looking for jobs and to help employers find skilled workers. Most businesses shut down since the virus was widespread, face to face appointments were cancelled during the government of Guam shut down and case managers worked with clients through telephonic means or email to continue to provide AJC services.

Guam had its share of surviving a first ever event like the COVID-19 pandemic that was global but containing the virus and not testing positive from the virus were the main reasons that the Governor issued an island wide shut down and people didn't want to get sick from the coronavirus. All proper protocol from the government agency responsible for informing the residents of Guam on how to exercise best practices, the Department of Public Health and Social Services (DPHSS) had their own agenda fully loaded taking care and seeing it through that everyone was doing their part to prevent further spread of the COVID-19 pandemic. It was proven by data tracking and daily informational news and communication for the general public through media outlets including social media and any and all kinds of media mediums.

Certain industries as mentioned were hardest hit such as tourism including the healthcare industry. Both are in recovery stages but the department has been doing its utmost to alleviate further unemployment for the thousands misplaced from the pandemic and how best to rebuild Guam's economy and the workforce.

PERFORMANCE ACCCOUNTABILITY

The department has been conducting numerous training throughout PY2020 for the Case Managers and recognizes that more robust training was needed for data entry aspects and quality control for the WIOA programs at the AJC. The Case Managers requested for training to improve their knowledge on processes and procedures for the WIOA programs and services offered to the public.

Reviving the economy from the pandemic was a huge undertaking realized by the business community and our workforce partners to engage with unemployed individuals to develop their skills and it was agreed upon to introduce boot camp training of different industries rendered especially during the COVID-19 pandemic. This was a dire need with our education partners, such as Guam Community College (GCC), in collaboration with employers for boot camp training held extensively throughout the pandemic period and the additional training given to Case Mangers in house was extremely beneficial to the staff.

STATE STRATEGIC GOALS AND VISION

The work sponsors are the employers that are willing to engage with the department in training participants who are unemployed or long term unemployed or underemployed and need On-the-Job (OJT) training to obtain skills, knowledge and abilities to develop marketable skills and perform at entry level occupations. For PY2020, the AJC engaged with 33 new work sponsors/employers.

NATIONAL DISLOCATED WORKER GRANTS

We're seeing employment make a comeback in some industries in addition to Construction. The department received the National Dislocated Worker Grant (NDWG) program which created jobs for hundreds of unemployed individuals. This money is being used to upskill and reskill dislocated workers to in-demand occupations. The PUA program claimants have come down to 13,000 as of June 2021. However, another COVID-19 Delta variant was identified and no sooner did the Governor lift the restrictions, the number of COVID cases increased again and the island found itself in a similar precarious situation.