

Puerto Rico WIOA Annual Report

PY 2020

DECEMBER 1

Puerto Rico Workforce Development Program



DEPARTMENT OF ECONOMIC
DEVELOPMENT AND COMMERCE

DEDC



Contents

I. Title I Program Participation Levels.....	4
USE OF APPROVED WAIVER’S FLEXIBILITIES	5
RAPID RESPONSE SERVICES.....	10
RECRUITMENT FAIRS.....	12
TRADE ADJUSTMENT ASSISTANCE (TAA).....	12
LAYOFF AVERSION FUNDING COVID-19.....	13
REGISTERED APPRENTICESHIP PROGRAM	11
SUCCESS STORIES	13
II. Title 3 services Provided Under the Wagner-Peyser Act Employment Service	16
INTRODUCTION	16
WAIVERS.....	16
WAGNER-PEYSER PERFORMANCE ACCOUNTABILITY	16
PROVIDING SERVICES TO UI CLAIMANTS.....	16
GOALS AND PROGRESS TOWARDS MEETING PERFORMANCE MEASURES	17
SERVICES TO MIGRANT AND SEASONAL FARMWORKERS PROGRAM	21
ACTIVITIES UNDER SECTION 7(B) OF WAGNER-PEYSER ACT	22
JOBS FOR VETERANS STATE GRANT	22
EFFECTIVENESS IN SERVING EMPLOYERS	23
PERFORMANCE MEASURES ON SERVICES TO EMPLOYERS	23
OUT OF STATE EMPLOYERS.....	24
WOTC PROGRAM	25
RAPID RESPONSE ACTIVITIES	25
JOB FAIRS	25



On behalf of Puerto Rico's Workforce Development Program (WDP), I am pleased to submit Puerto Rico's Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year 2020.

Puerto Rico's WDP has been a leading partner in advancing the islands' labor system. Program Year 2020 (PY20) has brought great challenges to the workforce system. As a result of the COVID-19 pandemic, unemployment rates and a labor shortage soared in Puerto Rico. PRWDP focused its efforts to provide relief endeavors and incentivize the workforce that struggled with the effects of the pandemic. PY20 was a very challenging year for the workforce system since the pandemic hindered the service delivery, employment, the post-secondary education system and disrupted the island's entire labor market, which previously was already reflecting a slow recovery of the economy due to the impact of natural disasters. Tremendous efforts have been made by the PRWDP regarding education and training on WIOA requirements and assessments of roles and responsibilities across key stakeholder groups. Moreover, an exhaustive revision of all the policies and procedures is being performed to ensure effective services aligned with the new realities that impact the workforce system. Lastly, PRWDP continues to focus on providing training and technical assistance to all 15 Local Workforce Development Areas (LWDAs) to ensure WIOA compliance, ensuring effective service delivery for all of the workforce labor system.

We look forward to building upon the accomplishments of PY20, and we appreciate your support of the vision of Puerto Rico's Workforce Development Program to create, enable and sustain the most future ready workforce.

Respectfully,

Manuel Cidre Miranda

Secretary of the Department of Economic Development and Commerce (DEDC)

c. Jenny Mar Cañón Feliciano, Director of the Puerto Rico Workforce Development Program

I. Title I Program Participation Levels

The actual Puerto Rico's database system is the *Participant Record Information System* (PRIS) which began to be used on March 9, 2020. The database system includes a common registration and case management across Title I and Title III programs. The PRIS data reflects 9,027 participants in PY20, with 50% adults, 35% dislocated workers and 15% of youth. Related to the type of services, 68% of youth, adults and displaced workers received career services and 32% received training services.

Program Year 2020 Participants by Title I Program

Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	3,048	2,204	904	6,156
Training Services	1,484	976	411	2,871
TOTAL	4,532	3,180	1,315	9,027

Program Year 2020 Exits by Title I Program

Type of Service	Adults	Dislocated Workers	Youth	TOTAL
Career Services	1,528	953	390	2,871
Training Services	708	416	155	1,279
TOTAL	2,236	1,369	545	4,150

EFFECTIVENESS IN SERVING EMPLOYERS PERFORMANCE INDICATOR

In terms of reporting performance measure on services to employers under WIOA, the United States Department of Labor and the Employment Training Administration (USDOL/ETA) are still developing the performance goals to be applied under WIOA. Therefore, no reporting performance measures are provided.

TITLE I PROGRAMS PERFORMANCE ACCOUNTABILITY SYSTEM

The Youth, Adults and Displaced Workers Programs served 9,027 participants in PY20. From these, 4,150 exited the programs representing 46% of the participants. The adult program served 4,532 participants and 2,236 exited, or 49%, while the dislocated workers program served 3,180 and 1,369 exited the program. The youth program served 1,315 participants with 545 exits, equivalent of 41% of which received service.

Performance Indicators	PY 2020		%
	Negotiated Rate	Actual	
Adult Program			
Employment Rate Second Quarter After Exit	60%	49.6%	83%
Employment Rate Fourth Quarter After Exit	45%	48.7%	108%
Median Earnings Second Quarter After Exit	\$2,880	\$2,163	75%
Credential Attainment Rate	46%	41.8%	91%
Measurable Skill Gains	24%	80.0%	333%
Effectiveness in Serving Employers - Retention with the Same Employer			
Dislocated Worker			
Employment Rate Second Quarter After Exit	62.00%	51.2%	83%
Employment Rate Fourth Quarter After Exit	48.00%	52.5%	109%
Median Earnings Second Quarter After Exit	\$3,444	\$2,516	73%
Credential Attainment Rate	50%	51.1%	102%
Measurable Skill Gains	16.5%	60.0%	364%
Effectiveness in Serving Employers - Retention with the Same Employer			
Youth			
Employment Rate Second Quarter After Exit	42.0%	53.6%	128%
Employment Rate Fourth Quarter After Exit	42.0%	34.6%	82%
Median Earnings Second Quarter After Exit	\$2,880	\$1,524	53%
Credential Attainment Rate	46.0%	9.8%	21%
Measurable Skill Gains	29.1%	16.7%	57%
Effectiveness in Serving Employers - Retention with the Same Employer			

During PY20, Puerto Rico complied with seven (7) of the eighteen (18) Performance Measures negotiated with the USDOL. In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures.

For the Employment Rate Second Quarter After Exit, the Adult Program reached a 49.6% performance rate. The Dislocated Worker Program reached a 51.2% performance rate. Lastly, the Youth Program rose a 53.6% performance rate.

In the measure of Employment Rate Fourth Quarter After Exit, Adult and Dislocated Workers Programs complied with negotiated measure with 48.7% and 52.5% respectively. The Youth program reached a 34.6% performance.

Related with the Median Earnings Second Quarter After Exit, none of the three (3) programs reached the 90% required to comply with the negotiated measure. The early implementation of the executive orders issued by the state government to manage the COVID-19 pandemic provoked a complete lockdown which as a result led to a full closure of businesses and other entities crucial to advance the process of employment colocation, retention, and increased income.

The Credential Attainment Rate was achieved in the Adult and Dislocated Workers programs, with over 90% of the respective negotiated level. In the Youth programs, the credential rate reached 9.8% performance measure. The online education used to provide services during the pandemic may be one of the explanations for this low execution in contrast within person learning. We are currently revising the strategies to be used in the system for the provision of services, in the eventuality of similar emergency situations.

The Measurable Skill Gains was achieved with considerable scores in the Adults and Dislocated Workers programs. In the Youth program a rate of 16.7% was reached. We are currently assessing with the state and local boards the strategies to be implemented to overcome this performance measure in the next program year. After an objective evaluation, we have initially identified some possible reasons such as: the lockdown due to COVID-19, the use of a new database (PRIS), as well as the novelty of online services and the impact of the different incentives. The state will offer technical assistance to the 15 LWDA's, to increase the delivery of service in order to ensure that the performance measures can be reached in the next program year.

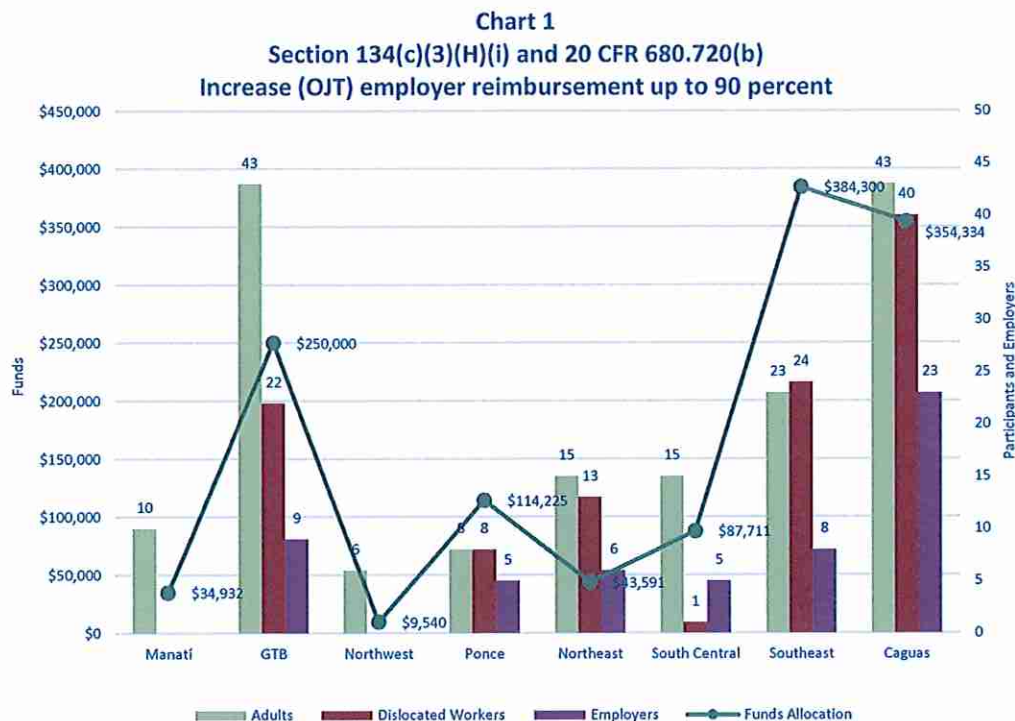
USE OF APPROVED WAIVER'S FLEXIBILITIES

The U.S Department of Labor (USDOL) approved the waiver request of certain statutory and regulatory provisions of 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). PRWDP has two (2) approved waivers until June 30, 2022:

1. WAIVER OF WIOA SECTION 134(C)(3)(H)(I) AND 20 CFR 680.720(B) TO INCREASE ON THE JOB TRAINING (OJT) EMPLOYER REIMBURSEMENT UP TO 90%.

This waiver was approved by USDOL on February 12, 2021, and it will be valid until June 30, 2022. The waiver allows Puerto Rico's businesses to rapidly adapt to technological and general marketplace changes by improving their capacity to expand and remain competitive with affordable OJT options uniquely designed to achieve their specific development goals. The reduced match requirement for employers, particularly new start-ups and small to medium-sized businesses, provide an attractive and cost-effective financial incentive, increasing the opportunity to utilize the OJT model for hiring and training new workers. From an economic development standpoint, increasing the number and quality of the labor force stimulates the competence and competitiveness of Puerto Rico's economy.

This waiver has been a great tool to help LWDA's to attract new employers to the workforce system. For example, during PY20 this waiver was used by eight (8) LWDA's with a participation of 56 employers and 271 employees, 163 adults, and 108 dislocated workers, with a total expenditure of \$1,278,634M. The waiver has been responsible for increasing employee and employer participation, as shows chart 1. It should be noted that the use of this waiver for PY20 could only be implemented by the LWDA's for the last two (2) quarters. Notwithstanding, as shows chart 1, the LWDA's had an extremely satisfactory performance.



Source: Puerto Rico Workforce Development Program (2020)

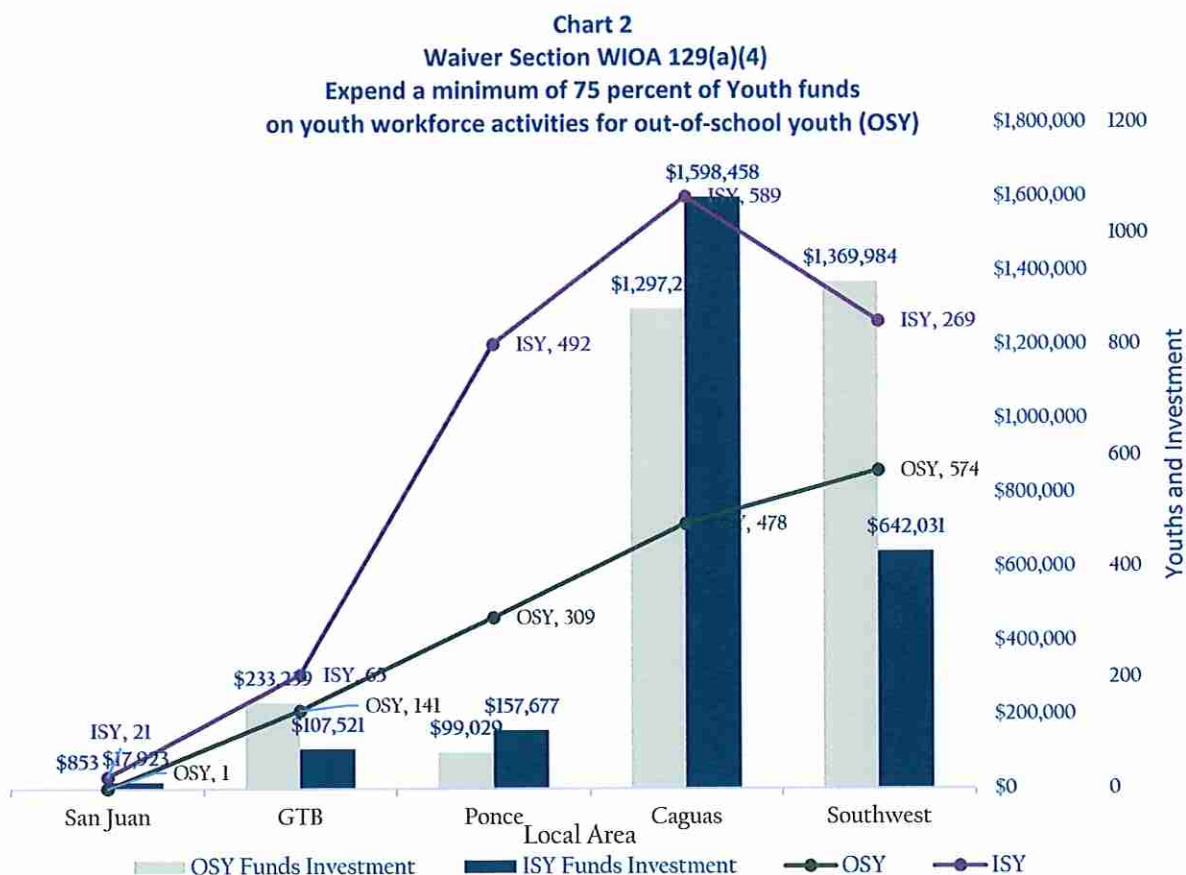
The LWDA's that benefited most from the waiver according to the information provided on their expenditures are Caguas/Guayama (\$354,334) and Southeast (\$384,300). Based on the labor and business sector background in Puerto Rico, the impact of said waiver is significantly aiding Puerto Rico's workforce and economy since it is increasing the opportunity to promote job skills improvement, job creation, and business sustainability of various economic regions of Puerto Rico. As a result, with the data provided by the LDWA's, we expect an increase in the participation of employers, adults, displaced workers, and youth, as well as in the investment of funds for PY 2021.

2. WAIVER OF THE REQUIREMENT UNDER WIOA 129(A)(4), AND CONSISTENT WITH 20 CFR 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 was approved by USDOL on April 20, 2021, and it will be valid until June 30, 2022. The chart below, details the use of the same by the participating LWDA's. From the data provided by the belowmentioned chart, we can attest that Puerto Rico's workforce system has greatly benefitted from the same since its implementation allows for the use of up to 50% of the youth program funds, for

services for in-school youth (ISY). Nonetheless, Puerto Rico continues its efforts to provide employment and education services for out-of-school youth (OSY). Given the economic crisis that the island is experiencing, it is necessary to promote the holistic development of young people to foster their economic self-sufficiency to the extent that barriers to employment and access to education are broken down, including OSY and ISY population.

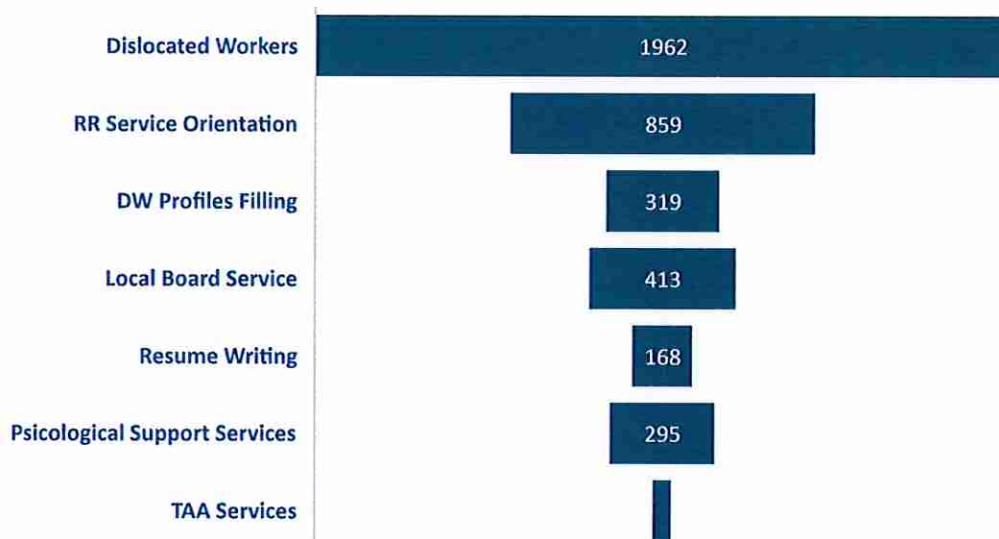
The chart below shows the participation of OSY and ISY for the PY20. The approval of waivers in previous years had a significant effect in increasing ISY participation. The five (5) local areas that used the waiver in the aggregate, reported expenditures of \$5.5 million during the PY20. Of said group, the LWDA of Caguas-Guayama reported the highest expenditures and the largest number of participants. The chart shows the relationship between participation and expenditures in the WIOA Youth Program. It should be noted that the participating LWDA's continued to provide services to OSY and the data reflects that the provided OSY services did not decrease. In simpler words, the number of OSY is greater than ISY, with 1,503 OSY and 1,436 ISY, as show chart 2.



RAPID RESPONSE SERVICES

The Unit for Dislocated Workers and Employers (UDE) of the PRWDP, offered Rapid Response Services to 17 companies that announced closures or layoffs throughout the island with a total impact of 1,962 dislocated workers, as shown charts 3 and 4. The Rapid Response Services include site visits, coordination of services with government agencies, informative sessions, resume workshops, and planning and executing recruitment fairs and participating in job fairs. The compiled data of the impacted dislocated workers counted for and registered in the Dislocated Worker Profile System.

Chart 3
Rapid Response
Basic and On-Site Services PY 2020



SUMMARY OF SERVICES PROVIDED IN THE RAPID RESPONSE SERVICES

Chart 4
Rapid Response Service
Workshops Delivery PY 2020

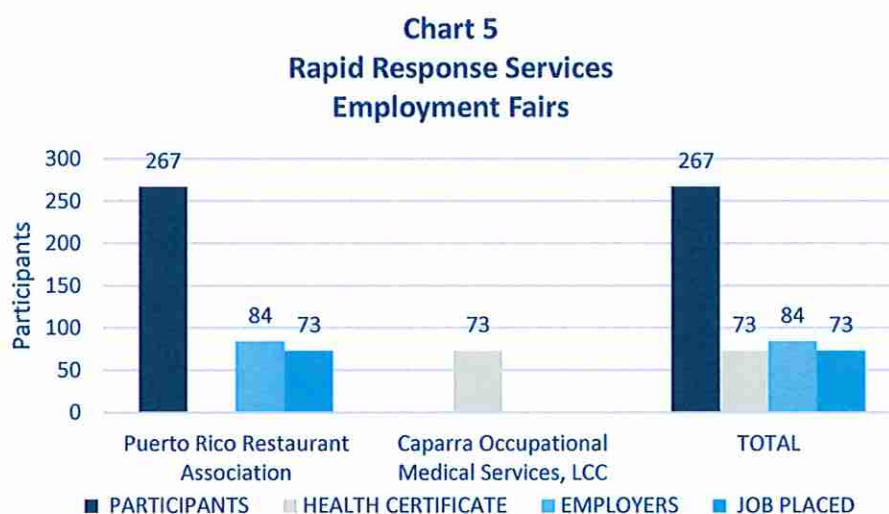


Additional services provided to the dislocated workers were job search and retention workshops, financial planning, and psychological assistance. The investment for these services is detailed as follows:

Services	Service Provider	Investment
Financial Planning	CDE Development	\$2,775.00
Psychological Assistance	Lucy Lopez Roig	\$8,745.00
Job Search and Retention Workshops	Workforce Training and Employment Center Inc.	\$4,900.00
Total		\$16,420.00

RECRUITMENT FAIRS

On April 21, 2021, a recruitment fair was held for the restaurant and food industry to address the high need for employees. The PRWDP was contacted by the restaurant and food industry and expressed the necessities that resulted from impact of the COVID -19 pandemic. As part of the services provided during the recruitment fair health certificate was provided to the participants hired by the employers, as shown chart 5.



TRADE ADJUSTMENT ASSISTANCE (TAA)

For PY20, TAA program continue providing services to three (3) certified companies. These new certifications have 232 workers impacted by the trade adjustment. Of the certified companies, we have 41 participants who have been integrated into the workforce in a new job. Some of them have already been

fully disbursed and others are in the process of completion for the final disbursement of the investment in services. The services offered to program participants are summarized as follows:

<i>Services</i>	<i>Numbers of Requests and/or Claims</i>	<i>Numbers of Participants</i>	<i>Investment</i>
TRAINING	13	13	\$59,028.95
RELOCATION	5	5	\$3,599.20
JOB SEARCH	2	2	\$174.26
TRA			
RTAA	36	7	\$13,911.93

LAYOFF AVERSION FUNDING COVID-19

Layoff aversion strategies and activities are designed to prevent, or minimize the duration of, unemployment resulting from layoffs. Issuing State guidelines designed to meet the unprecedented, unknown, and still evolving needs of workers and businesses affected by situations related to the novel COVID-19 requires a new, unprecedented assistance. To support employers facing financial impacts the PRWDP established the COVID-19 Layoff Prevention Fund. The services offered are summarized as follows:

<i>Services Item</i>	<i>Numbers</i>
Received Applications	3,761
Approved Applications	654
Denied Applications	173
Approved Budget	\$14,167,209.12
Disbursed Budget	\$13,732,090.66
Jobs Saved	21,884

REGISTERED APPRENTICESHIP PROGRAM

The Registered Apprenticeship Program (RAP) has registered a total of eight (8) programs with 230 new apprentices. The PRWDP is highly committed with the development of the RAP and believes that through the same we can offer our workforce adequate trainings that ensures the highly skilled participants. Currently, PRWDP is expanding the RAP program by promoting it at a state and local area level and providing trainings to the LWDA's and key DEDC staff since this type of model guarantees qualified personnel that will result in a sustainable economic development.

PROJECTS FUNDED WITH STATE RESERVE WIOA 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, will impact new businesses and support existing businesses by offering skilled workers and incentives. Set aside funds were used for statewide projects that targeted high-wage and high-growth industries, employers with statewide needs, such as healthcare, and populations with special needs, such as youth at risk. The following ten employers and entities received set aside allocation to develop allowable workforce activities: Puerto Rico Industries for the Blind; Coopervision Manufacturing LLC Puerto Rico; Rich Port Restaurant; Kandor Manufacturing; TAS United Puerto Rico; Guidant Puerto Rico, BV-Boston Scientific; ELCOM System Solution Corp; Nypro Puerto Rico Inc.; Hamilton Sunstrand de Puerto Rico, Inc.; and Politécnico Amigo Inc.

Through these projects, nine hundred and sixty-six (966) new jobs have been created, one thousand one hundred and seventy-three (1,173) jobs were saved, and fifty (50) school dropouts have been impacted, achieving a credential or a High School Diploma. The investment was \$16,902,801 from the state reserve funds.

Among the most significant projects is the youth project, developed with Politécnico Amigo Inc. Through this project, fifty-eight (58) OSY participants between the ages of 16-21 years old were impacted. Furthermore, twenty-one (21) participants obtained their high school diploma, sixteen (16) were promoted to the next academic level, four (4) continued postsecondary education targeting an associate or bachelor's degree, seven (7) participants continued vocational or technical education, nine (9) are actively working, and one (1) participant is in the process of finding a job.

Another project developed with funds from the Workforce Innovation and Opportunity Act (WIOA) was the first Registered Apprenticeship Project in Puerto Rico with Hamilton Sustrand Inc. This special project impacted one hundred thirty-seven (137) incumbent workers. These workers will receive national certification in each of the occupations under training, thus allowing the worker to be trained in new skills and new knowledge and to become highly specialized and competent both in Puerto Rico and internationally, and for the company to remain competitive worldwide.

SUCCESS STORIES

ADULT PROGRAM: In March of 2020, Mr. José A. Costas Medina came to Ponce's Local Area requesting assistance. He presented multiple barriers to obtain employment, since he had served a 19-year sentence for serious felonies and had curfew restrictions. However, his desire to improve was greater and he managed to obtain work experience activity at a supermarket and completed his hours satisfactorily. In addition, he received excellent evaluations demonstrating his commitment and desire to improve. Furthermore, he also was contracted through an OJT activity to continue with a more complex occupation at the supermarket. This opportunity will help develop skills and knowledge that will benefit him in retaining the job and eventually achieving unsubsidized employment. Currently, Mr. Costas is complying with a GPS ankle monitor, but he continues his training and is showing his desire to reintegrate into the workforce.

DISLOCATED WORKER PROGRAM: Abimael is a 22-year-old high school graduate resident of Barrio El Seco in Mayaguez. He had limited economic resources and presented difficulty obtaining and keeping a job. After the objective assessment to identify his skills, knowledge, experiences, and occupational goals, the case management reveal the participant's aspiration to find a job to pay the postsecondary education. The participant received guidance and assistance in preparing for employment and referred for an interview with Encanto Restaurants. After completing his training hours, he was hired by the company. Due to personal reasons, he had to move to the city of Ponce, but because of his good performance, the company decided to offer him a transfer to a restaurant near his new home, so he could continue working with them. Abimael currently continues working for Encanto Restaurants, serving as Crew Member.

YOUTH PROGRAM: Mr. Kenneth Sierra was referred by the Vocational Rehabilitation Administration to receive training services in the Guaynabo-Toa Baja Local Area. Kenneth was shy, struggling young man who had never gotten a job opportunity. With the assistance of the Guaynabo-Toa Baja Local Area, he enrolled in WIOA Title I programming to receive assistance searching for training and job opportunities. His Case Manager helped him develop an employment plan, assisted with career assessments, provided resume development tips and prepared him for interviews. Our program provided Kenneth with his first Work Experience at Walgreens, where he was able to strengthen his

abilities and improve his occupational skills. With the collaboration of the Vocational Rehabilitation Administration, Kenneth received the assistance necessary to facilitate the training and supervision process. This resulted in an outstanding work experience that was compatible with his interests. With his effort and good performance during the activity, Kenneth became part of the Walgreens workforce. Today, Kenneth has an unsubsidized job. Kenneth has been the image of the company in Walgreens COVID-19 awareness campaign.

APPRENTICESHIP

During the second quarter of PY 2020, the Registered Apprenticeship Program registered the Institute of Puerto Rican Culture. Eight (8) occupations related to the construction industry have been considered to start a program that is dedicated to the reconstruction and rehabilitation of historic buildings destroyed by past hurricanes and earthquakes throughout Puerto Rico.

- o This program hopes to start with 50 apprentices.
- o There is no start date yet. This is tied to reconstruction funds received through FEMA and other federal agencies.

On December 12, 2020, we registered NYPRO Puerto Rico, Inc., with four (4) occupations related to the medical device manufacturing industry.

- o This program will affect 145 existing workers.
- o Start date: March 2021.

LOCAL AREAS INITIATIVES

San Juan Local LWDA in an agreement with the Interamerican University and the Support Center for Crime Victims provides internships for those interested in offering inter-multidisciplinary psychological, legal and health support services so that victims can overcome the emotional damage suffered because of a crime. With this activity the participants will acquire the necessary skills within their occupation goal. The internship program is designed to promote participants job exposure, experience, and build occupational knowledge and technical skills for individuals who are

transitioning from education or training but lack of experience to gain entry level in the applicable field.

Bayamón – Comerío LWDA has a business engagement program that serves employers in our labor market providing the following services: Orientation for Business Development, and Business Plans. The LWDA gathers information on all new businesses through the Permits Office, and if the employers are going to recruit, they are referred to our American Job Center as a Recruitment Center to provide all types of assistance to the employers for the recruitment process, support of the recruitment process with our Operational Staff, among other services.

On October 16, 2020, the LWDA of Caguas/Guayama opened its Business Incubator for new entrepreneurs. This innovative service offers our participants the opportunity to establish their business in a place for a specified time, at a favorable cost, so they can start the business and grow in accordance with projections established in short and medium terms. By participating in this project, they will be able to have access to a private space with reception, data, and telephone services at a convenient cost, as well as professional assistance and support from our staff. Our first entrepreneurs are Bennett J. Laboy with his company PECS who offers CPR trainings among others, and Nancy Rosado from the Skin Pureness Company who trains and sells products on Natural Cosmetics.

II. TITLE III SERVICES PROVIDED UNDER THE WAGNER-PEYSER ACT EMPLOYMENT SERVICE

INTRODUCTION

This Performance Report Narrative is submitted in compliance with TEGL 5-18, Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative, November 7, 2018. The report contains performance progress for the Wagner-Peyser Program during PY2020. 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, 2021.

WAIVERS

As of the time of this report, Wagner-Peyser does not have any waiver in place authorized by the USDO/ETA.

WAGNER-PEYSER PERFORMANCE ACCOUNTABILITY

Serving Populations with Barriers to Employment: The Puerto Rico Workforce System network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. The Wagner-Peyser Managers participate on Local Workforce Development Boards to serve populations with barriers to employment and to help craft policy and services throughout the state. These includes Veterans. The Jobs for Veterans State Grants (JVSG) program provides federal funding to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment. The program also assists employers in filling their workforce needs with job-seeking veterans.

PROVIDING SERVICES TO UNEMPLOYMENT INSURANCE (UI) CLAIMANTS

Puerto Rico Employment Services policies' provides for the provision of career services under WIOA, especially when it comes to provide information regarding the submission of an initial or continuous UI claim. UI delegate to the Wagner-Peyser program have the responsibility of providing information of UI programs to job seekers and UI claimants, about their rights and responsibilities. In addition, UI claimants who received a first payment during a giving week is selected for referral to RESEA program which is managed by the Employment Service. RESEA provides reemployment services to UI claimants in order for them to return to the labor market before they exhaust their benefits. An RFP was published to comply with the requirement to evaluate the program by an external contractor and to establish evidence-based strategies as required. At the moment, the Auction Evaluation Board has been activated to select the company that will provide such services.

GOALS AND PROGRESS TOWARDS MEETING PERFORMANCE MEASURES

By the middle of 2020, the new MIS system (PRIS) entered into operation. The MIS system resides

in DDECs servers. Wagner-Peyser (WP) data is reported to USDOL/ETA by DDEC on behalf of Wagner-Peyser since both agencies PRDOLHR/DDEC uses and shared the same software platform. Advances have been made and the system recently was able to report data for PY2020. For the WP report, no changes occurred since the last WIOA Annual Report for PY2019.

Wagner-Peyser has in place a limited data collection system that provides information to overview operation and performance of programs from a managerial perspective. This data collection system is based on lists and libraries created in MS SharePoint Online allowing Wagner-Peyser to obtain data for services provided to job seekers and the total amount of job seekers to which career services were provided.

In the meantime, while the WIOA compliant system fully develops, Wagner-Peyser has had difficulties determining performance deficiencies on the primary indicators of performance, which may describe any factors impacting performance. Therefore, we are actively seeking alternatives to comply with the performance goals for PY2018, PY2019, and PY2020 and subsequently report it. Performance goals were affected by the COVID-19 pandemic and it was aggravated by the fact that people did not want to return to work and therefore they did not visit the offices of Employment Service to seek new jobs. The following graphics shows services provided to job seekers by Wagner-Peyser program during PY2020. This is the only data available for Wagner-Peyser as an internal report to account for services provided to job seekers.

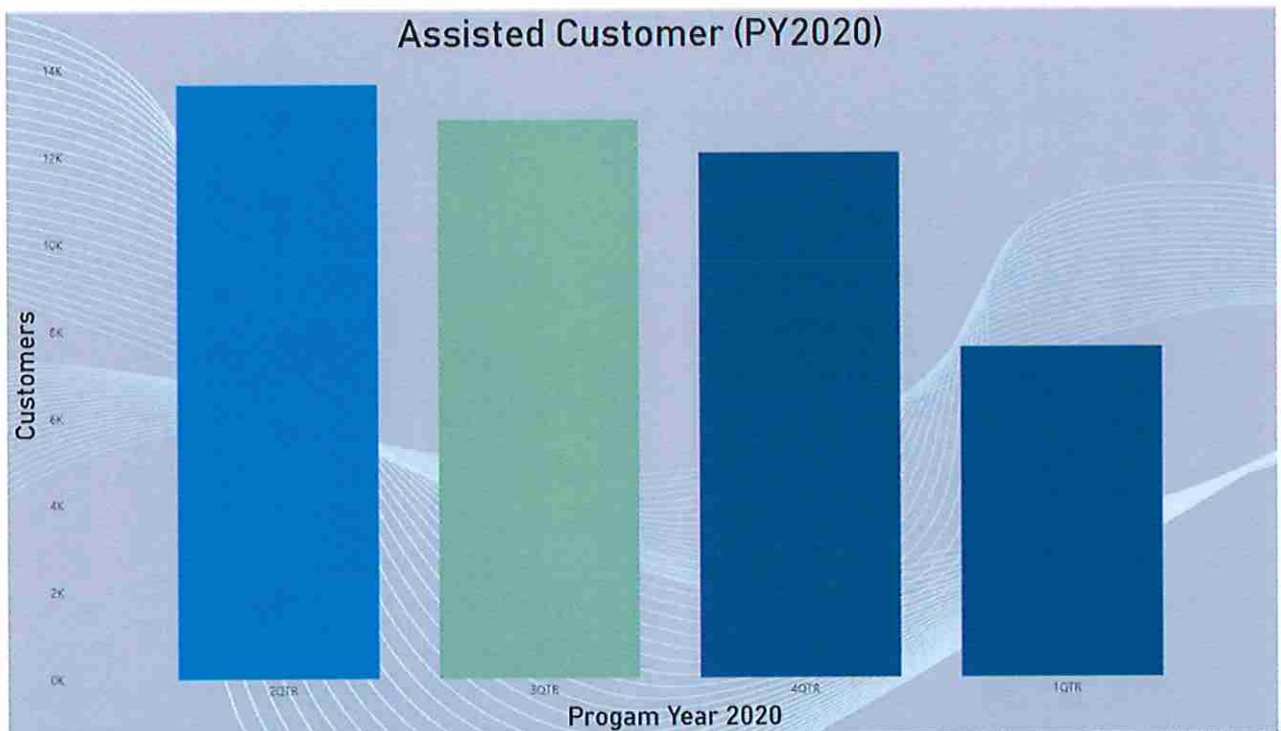


Figure 1: Assisted Customers by Quarter

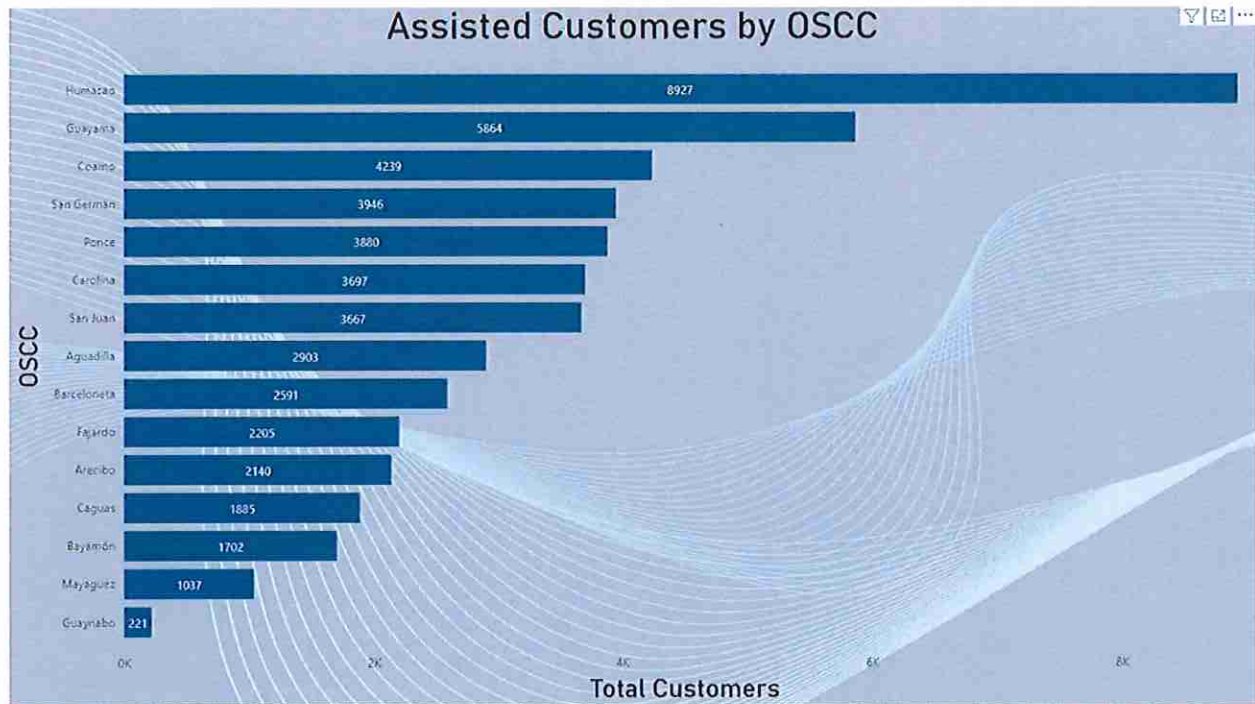


Figure 2: Assisted Customer by One Stop Career Centers

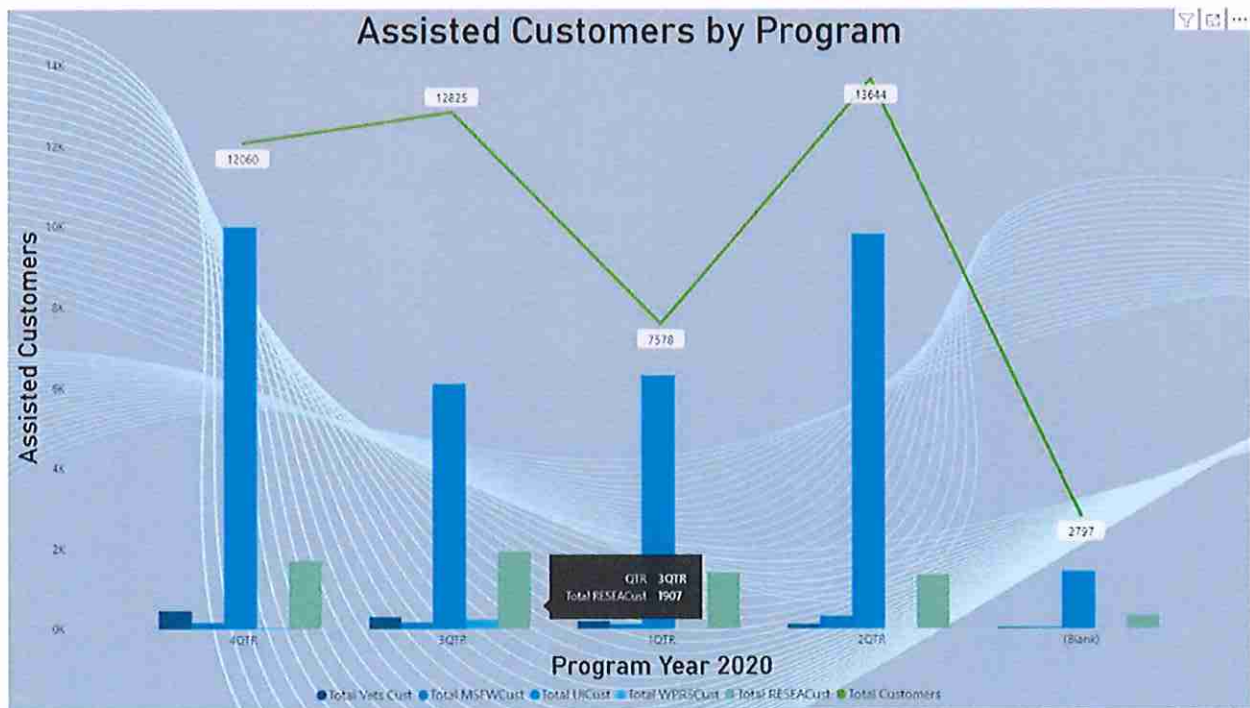


Figure 3: Assisted Customers by Program

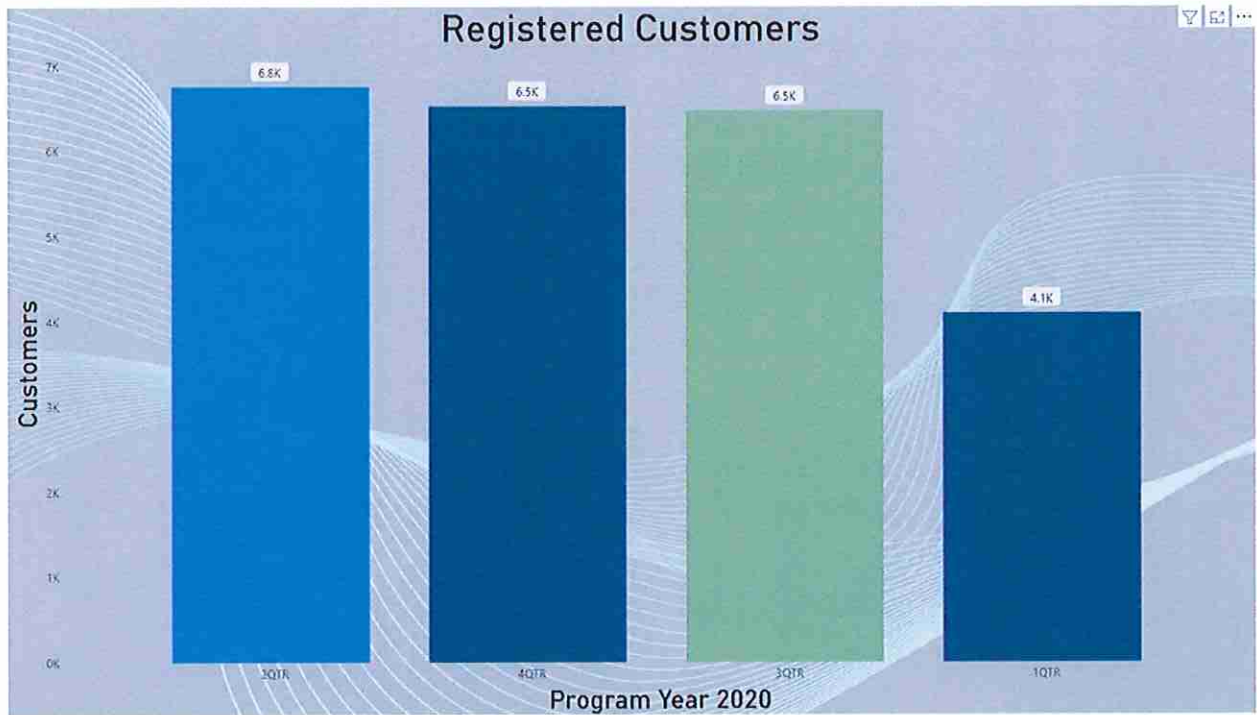


Figure 4: Registered Customers by Quarter



Figure 5: Registered Customers by One Stop Career Centers



Figure 6: Registered Customers by Program

SERVICES TO MIGRANT AND SEASONAL FARMWORKERS PROGRAM

As part of a Corrective Action Plan, four (4) Outreach Workers were hired to comply with Wagner-Peyser federal regulations. These Outreach Workers were properly trained in all Wagner-Peyser regulations that govern MSFW's activities including the Complaint System, Field Visits, MSPA, National Farmworker Jobs Program, H-2A regulations, between others. Even though a State Monitor (SM) was designated in early 2020, she recently left its position, so the program will be seeking a new SM going forward. As per the Corrective Action Plan, the Outreach Workers are currently involved in a Census project to estimate agricultural employers in the local service areas and to estimate the approximate number of MSFWs in the local service areas to confirm the designation of local areas as significant MSFWs local offices.

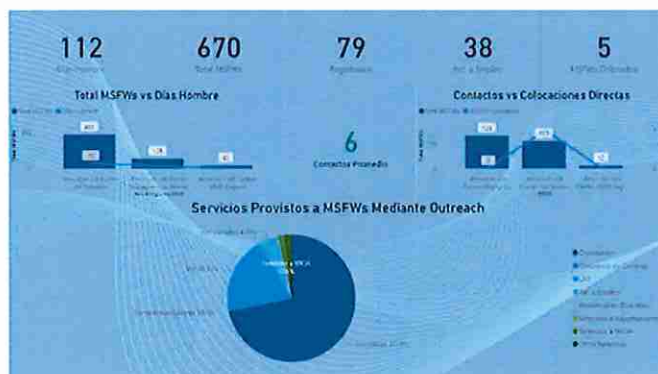


Figure 7: Services to MSFWs

The graph at the left shows the outcomes of the Outreach Program during PY2020. We want to point out that the Outreach Workers were hired by the end of PY2020, therefore no activities for these workers are reported until PY2021. For PY2020 only one Outreach Worker was on board.

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 \$1.2 million are available in the governor's reserve.

JOBS FOR VETERANS STATE GRANT

The Jobs for Veterans LVER Program contacted 663 employers during PY2020 obtaining 251 job orders for a total of 176 employment opportunities for veterans.

Employer Contacts	Services to Employers					Outcomes / Goals				
	Info	Support	Recruitment	Strategic Planning	Economic Development	Rapid Response	Job Development	Agreed to Employ	Interviewed	Accepted Resume
663	624	0	39	0	0	0	0	0	0	0

Under the JVSG DVOP Program, 23 eligible veterans were referred to this program with 22 veterans employed in a suitable job. The following graph shows a dashboard showing the overall performance for the DVOP program.

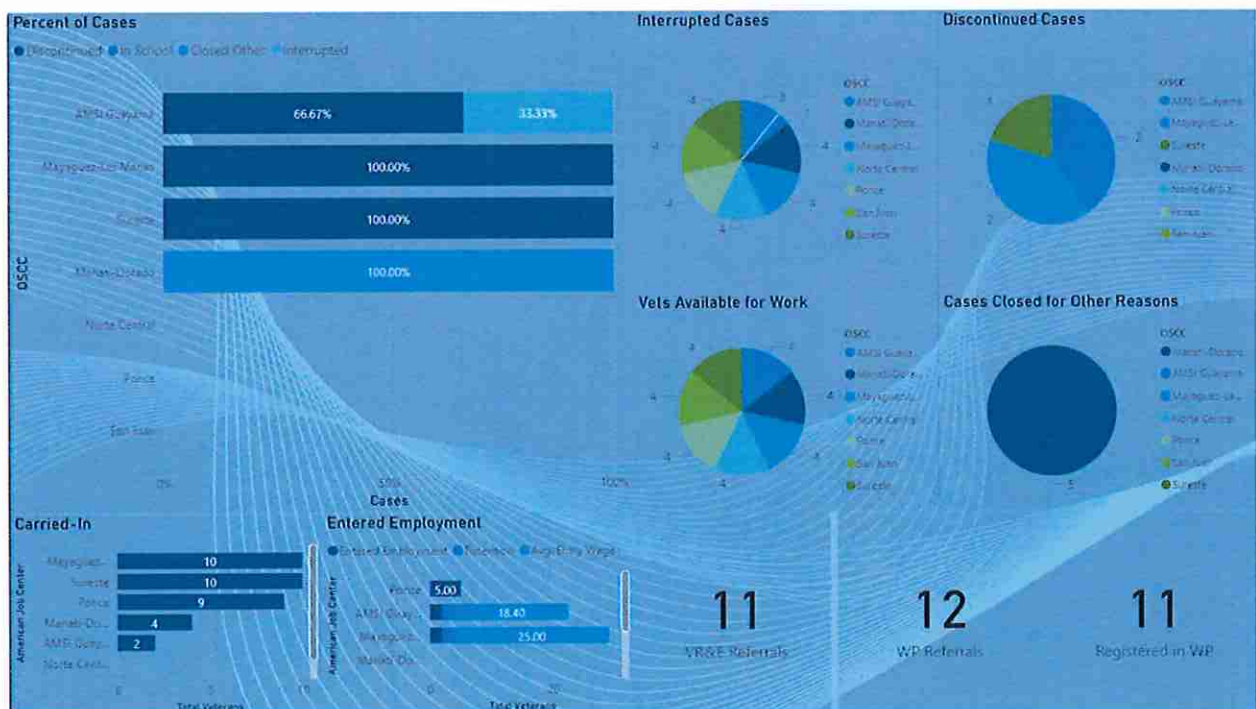


Figure 8: JVSG DVOP Program Performance Overview

The JVSG program has seven (7) vacant positions as of the date of this report consisting of five (5) DVOP positions and two (2) LVERs positions. Hiring for these positions is a difficult task due to the low entry wage

for these positions. We are also addressing reporting issues in the PIRL for the JVSG Program. Due to its design, changes must be made to the MIS system to properly collect and report program performance measures for this program. Meanwhile, we have established alternate systems to track DVOP/LVER performance. However, program measures as established by VETS can not be measured if not by the MIS system.

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. Certain career services must be available to local employers. Specifically, the labor exchange activities (exchange work) and labor market information described in Section 678.430(a)(4)(ii) and (a)(6). These services are provided by Wagner-Peyser within the American Job Centers in Puerto Rico. Wagner-Peyser Business Specialists have the responsibility to perform outreach services to employers 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. These services are provided in a variety of service interventions including orientation sessions, initial site visits, labor market information, rapid response, etc.

Employers have struggled during PY20 finding workers to fill out job positions. Due to the pandemic incentives, both the employers and the Employment Service found it difficult to identify job seekers for job referrals to open job orders placed by employers, both locally and abroad, despite bonuses and increases in wages to attract workers.

One initiative incorporated is the use of the Job Central Direct platform. Achieving superior business performance requires a talented diverse workforce. Job Central Direct is committed to achieving diversity results for companies nationwide and in Puerto Rico. By using this platform, DVOPs and Wagner-Peyser staff in general can provide qualified candidates that match the career opportunities for every employer using the platform.

PERFORMANCE MEASURES ON SERVICES TO EMPLOYERS

In terms of reporting performance measure on services to employers under WIOA, the USDOL/ETA is still developing the performance goals to be applied under WIOA. Therefore, no reporting performance

measures are provided. Notwithstanding with the above, Wagner-Peyser implemented tools and resources to obtain data on services to employers, although in a limited way. An internal system is in place to collect data from business specialists, including LVERs, to report on services provided to employers in the local service area which includes some of the performance measures established in the WIOA.

OUT OF STATE EMPLOYERS

Public Law 87 of June 22, 1962, as amended, also known as the *Promotion of Employment Opportunities Abroad*, is a law enacted by the Puerto Rico legislature that currently requires from employers or persons who want to recruit workers in Puerto Rico to perform work in the continental United States, to obtain an authorization from the Secretary of Labor to engage in such active recruiting. This opened the door for Wagner-Peyser to provide business services to employers in the mainland and assist them to conduct out-of-the-state recruitment efforts for the hiring of qualified candidates with special skills. Most of these jobs are on a temporary basis while others require the worker to relocate permanently. During PY20, twenty two (22) U.S. employers engage in out-of-state recruitment in Puerto Rico due to the high costs of H2-B visas. The following figure shows a general overview of the activities under this non-federal program.

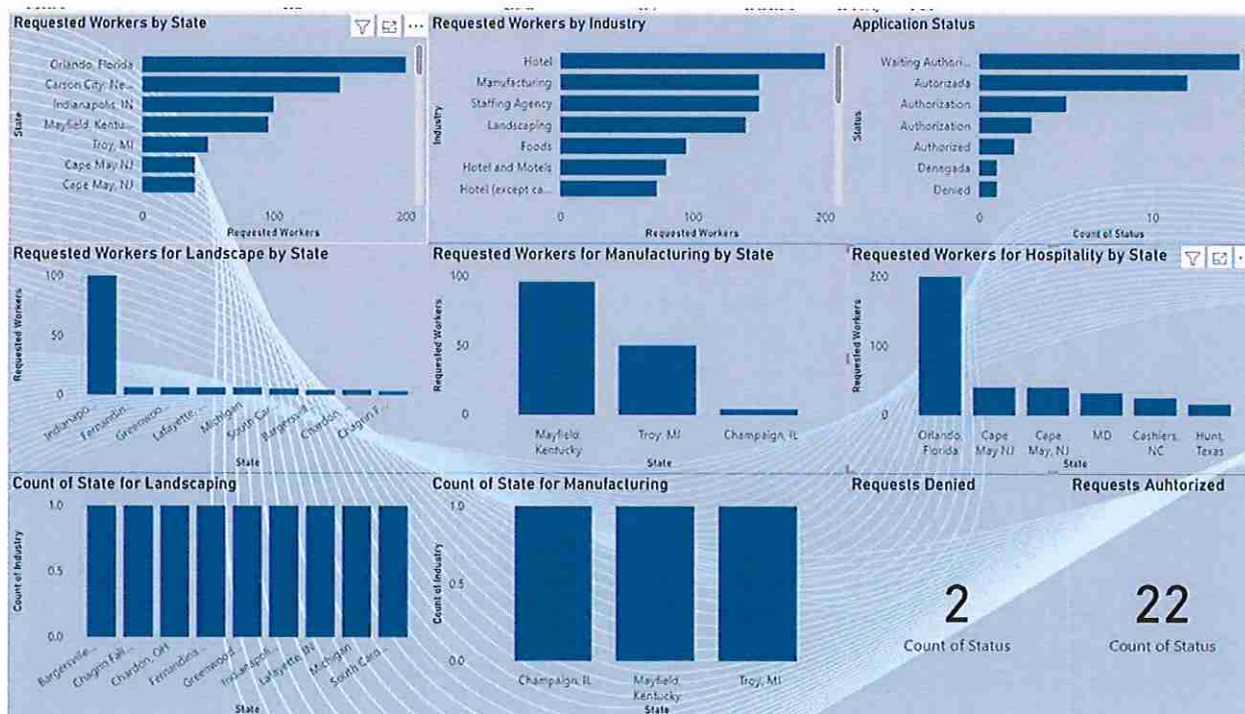


Figure 9: Services to Out-of-State Employers during PY20

We will continue to assist out-of-state employers who are in search of qualified candidates to fill their job vacancies in several industries such as landscaping, hospitality, manufacturing, health, and many others.

WOTC PROGRAM

Under the WOTC program, 1,784 workers were certified eligible for the employer to claim a tax credit for employing eligible workers under the program. WOTC is under a Corrective Action Plan to address the program back log. To cope with this situation, one person was hired to assist in the process of application from employers. Although WOTC uses a MS Access software to facilitate the processing of applications, this software requires the user to enter the application manually without the intervention of the employer. As part of the Corrective Action Plan, PRDoLHR is evaluating the possibility to acquire a new application to replace the MS Access application in use by WOTC. If we acquire a new application tool, we hope to shift data entry from the user side to the employer or agent, facilitating and speeding up the application process.

RAPID RESPONSE ACTIVITIES

Wagner-Peyser participated in five (5) Rapid Response events to provide support to displaced workers to help them in their endeavor of finding a new job.

JOB FAIRS

During PY2020 the Puerto Rico Department of Labor and Human Resources carried a Job Fair in the municipality of Cabo Rojo. The following table shows the major outcomes of the event.

Job Fairs Carried Out During PY2020

Cabo Rojo	
Registered Employers	30
Registered Jobs	430
Job Seekers (Not UI Claimants)	150
UI Claimants (PUA)	49
UI Claimants (Regular UI)	400