PUERTO RICO STATE INTEGRATED WORKFORCE PLAN

WORKFORCE INVESTMENT ACT TITLE I/ WAGNER-PEYSER ACT AND SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

DEPARTMENT OF LABOR / WORKFORCE PROGRAMS

PY 2012-2016

LABOR JUSTICE AND FAIRNESS

DEPARTMENT OF LABOR AND HUMAN RESOURCES

GOVERNMENT OF PUERTO RICO

GOVERNMENT OF PUERTO RICO

LUIS G. FORTUÑO
GOVERNOR

September 17, 2012

Division of WIA Adult-Services and Workforce Systems
Employment and Training Administration
U.S. Department of Labor
Frances Perkins Federal Building
Room S-4201
Washington, DC 20210

Attn: Ms. Heather Fleck

Re: Puerto Rico's 5-Year State Integrated Workforce Plan
for the Workforce Investment Act, Wagner-Peyser Act, and the
Senior Community Service Employment Program for the years 2012 - 2016

Dear Ms. Fleck:

Enclosed are the above referenced document, as per the requirements established by the U.S. Department of Labor in the Training and Employment Guidance Letter (TEGL) No. 21-11 dated March 27, 2012.

The Workforce Investment Act of 1998, requires the Governor of each State to submit a State Plan to the USDOL, outlining a five-year strategy for its workforce investment system in order to receive formula grant allotments.

In addition to the Workforce Investment Act's and Wagner Peyser Act's plans, the enclosed document also includes the Agricultural Outreach Plan and the plan for the Senior Community Service Employment Program (SCSEP), as also required in TEGL No. 21-11.

Puerto Rico looks forward to continue working with the US Department of Labor in all initiatives that may help improve our economy, provide greater learning opportunities to our citizens, and to promote and create jobs for our senior,

LA FORTALEZA, SAN JUAN, PR 00901 * PO BOX 9020082, SAN JUAN, PR 00902-0082
TEL:(787) 721-7000 * FAX: (787) 722-4300

Ms. Heather Fleck
Page 2
September 17, 2012

adult, youth and special populations, which will enable these valuable members of society the opportunity to contribute and further develop our local workforce.

If there are any questions, or if any further information is necessary, please contact Elvira M Cancio, Acting Secretary of Labor at emcancio@trabajo.pr.gov or at (787) 754-2111.

We look forward to more promising results in the local labor market from the workers', as well as from the employers' point of view. Puerto Rico continues to join USDOL's efforts in bringing an end to the actual recession and improve our economy and Puerto Rico a better place to live and raise a family.

Cordially,

Luis G. Fortuño

Enclosure

c: Ms. Holly O'Brien, RO Administrator
Mr. Timothy J. Theberge, FPO

TABLE OF CONTENTS

Page

SECTION I STATE WORKFORCE STRATEGIC PLAN

Governor's Vision 5
- *Economic Strategies* 8
- *Education: A Systematic Vision* 11
- *Economic and Workforce Information Analysis* 14
- *Economic Activity Index* 19
- *Economic Development Program* 20
- *Overview of the Labor Market* 23
  - *Labor Force* 23
  - *Employment* 25
  - *Unemployment* 25
  - *Employment by Industry* 26
  - *Wages* 28
  - Business Employment Dynamics (BED) 31
  - *Other Indicators/ Insured Unemployment* 34
- *Characteristics of the Insured Unemployed* 34
- *Information by Industry* 35
- *Population/Demographic* 36
- *Population by Age and Sex* 38
- *Median Age* 41
- *Standard Metropolitan Areas* 42

Education Data 45
Individuals with disabilities 49
State Strategies 50
Leveraging Resources 50
Local Resources to the Workforce Investment System 51
Desired Outcomes 57

SECTION II- STATE OPERATIONAL PLAN
- *Organization – State* 58
  - *State Structure – WIA* 60
  - *State Workforce Investment Board* 61
- *Local Structure* 66
  - *Local Workforce Boards* 69

National Labor Exchange Initiative 70
- *Job Central* 71

Human Resource and Capacity Building 72

Cross-Program Training 72
Capacity Building 73
State policies 77
Delivery of services 78
Common data-collection and reporting processes 79
State performance accountability system 79
State strategies 80
Rapid response activities 81
Rapid Response Services
RR objectives
RR CENTERS
RR Process
Services to Employers
Follow up and Tracking System
Services to State target populations 89
Increasing service delivery for youth with disabilities 94
Coordination with Other Programs:Job Corps 94
Services to Veterans 97
Projected Employment Outlook for Veterans in Puerto Rico
Targeting Services to Veterans Most in Need
Services to Unemployment Insurance (UI) Claimants
New Process for the Acceptance of UI Claims 106
Profiling/Reemployment Services (RES) 107
Reemployment and Elegibility Assessment (REA) 109
M.Alien Labor Certification Program 110
Work Opportunity Tax Credit (WOTC) 110
Wagner Peyser- Agricultural Outreach 116
Service to Migrant and Seasonal Farmworkers (MSFW) - Agricultural Services 116
Assessment of Need /Puerto Rico Agricultural Regions 116
Outreach Activities
Coordination with PathStone, Inc. [WIA 167 – Grantee]
Wagner-Peyser Services to MSFWs through the One Stop Delivery System 123
Numeric Goals 126
Services Provided to MSFWs through the One-Stop Delivery System 128
Performance Indicators Reflecting Equity 128
Work Opportunity Tax Credit (WOTC) 134
WIA Waiver Requests 139
Trade Adjustment Assistance (TAA) 149
Senior Community Service Employment Program (SCSEP) 153
Attachment A 163

SECTION III. INTEGRATED WORKFORCE PLAN ASSURANCES AND ATTACTHMENTS

SECTION I STATE WORKFORCE STRATEGIC PLAN

Governor's Vision

Governor Luis G. Fortuño's vision of a prosperous workforce development system is based on Puerto Rico's productive capacity, education, workforce preparation and training, as key elements that lead toward economic recovery. As such, significant investments in various areas that have direct impact on our economy are currently in place and will continue to be a priority for the next five years and beyond. Keeping that in mind, it is important to describe the educational and economic development strategies that have become the integral parts of our workforce development plan.

The Governor's strategies align programs and services from diverse governmental and private areas to promote economic development as a long term sustainable goal. Some of the specific initiatives are:

- To develop and take advantage of our human capital through an education for the 21st century geared towards the proposed goals of economic and social development for the Island, fully bilingual and accessible to all.
- To procure that the labor market continues to be attractive for workers, as well as for existing and potential new employers. Revise labor laws in view of the historical development of local labor legislation, the protections these laws provide and their pertinence in the 21st century. The focus is to provide oeverall well-being to our citizens, stability, professional development, competitiveness to human capital and to increase productivity.
- To stimulate diversified tourist-oriented developments with attractive offers in specialized areas and niches including sport tourism, nautical tourism, medical tourism, ecological tourism, agricultural tourism, shopping tourism, wedding tourism, convention tourism, and social and artistic events tourism, among others. Diversify tourism, where hotels and boutiques may offer accessible products for all budgets.
- To invest in the infrastructure of the tourist sector, with current projects presently under construction all over the Island, including the Ritz Carlton Reserve in Dorado, the Hyatt

Place Bayamón, the Hyatt Place Manatí and Casona Bella Vista in Ciales, among many others.

- To focus Puerto Rico's model of economic development onto models anchored in knowledge, innovation and entrepreneurship.
- To facilitate the productive exchange of ideas and capital, inside Puerto Rico and around the world.
- To create and promote through tax incentives, training, scholarships, salary subsidies and social assistance program modifications, employment for disadvantaged persons in the labor market, as well as for disabled persons, veterans, school dropouts and youth without work experience and ex-offenders.
- To promote the transition of persons that receive government aid towards more productive sectors, strengthening work ethics. Among other things, allowing them during their transition into the labor market to continue to receive payment for their work, without losing certain government aid.
- To transform Puerto Rico into the prevalent economic center of the Caribbean and the region, through the exportation of services and the active participation in US and international commerce.
- To position Puerto Rico as a principal destination in the Caribbean and the point of connection to Latin America. Develop a world class and varied tourism offer, with more and better aerial and seaside points of access.
- To continue to modernize the physical infrastructure, to allow full development of local industries.
- To develop a Micro-Business Center - Puerto Rico is working on innovative and new strategies in order to improve the economy. One of these strategies is the creation of an entrepreneurial, job skill, pilot program, to develop self-employment or micro-businesses with the government's dislocated employees, and workforce-investment-system participants that currently receive services at the One-Stop Labor Centers. Small

and medium-sized corporations carry out a large portion of the economic and employment activities in industrialized countries.

Micro-businesses are a very important sector in Puerto Rico's economic profile. There are 62,500 micro-businesses in Puerto Rico, representing 25.5% of the 250,000 PYMES. These micro-businesses generate around 250,000 jobs, and contribute around 15% to Puerto Rico's Gross Product. Small businesses have the potential to add more jobs than those created by multinational industries, while at the same time creating the necessary conditions for a sustainable market growth, by working inter-enterprise chains. New micro-businesses create a continuous demand for goods and services stimulating new production. It is necessary to identify and train those with entrepreneurial dreams. They must be guided toward the establishment of their own micro-businesses.

The above can be achieved by developing a Micro-Business Center (known as CEMIC by its Spanish acronym) under the State WIA Board (SWIB) structure. The SWIB will have the responsibility to develop a Pilot Training Program that will offer potential entrepreneurs, the appropriate tools to develop their own skills. The CEMIC will be responsible for developing participant tools and skill selections; guidelines for curriculum development and selecting an occupation or establish the participant's own business. CEMIC will also be responsible for the instruments that will be used to evaluate the effectiveness of the entire initiative.

- To continue providing support services to small and medium businesses (PYMES) that may be a real option in an effort to create and maintain jobs, by helping to finance potential bids and monitor their business' evolution so as to guarantee permanency and success.
- To increase the quantity of new entrepreneurs through the Program "Pa' Mi Gente" extending the same to new participants that may be people with disabilities and veterans.
- To strengthen the participation of small and medium businesses (PYMES) as principal employment sources.

- To encourage the creation of 500 new micro-businesses able to hire at least five persons with salary incentives for those who hire persons receiving unemployment benefits.
- To offer greater tools and better technical preparation that foster new entrepreneurial businesses.
- To grant incentives in the investment and the establishment of local businesses.
- To establish an Individual Plan of Employability (PIE) for persons outside the labor market. Through this mechanism interested candidates will be evaluated, defining their strengths and areas for improvement, so that they may widen their potential, obtain a job or at least have much better job opportunities with their newly acquired job skills.

Among the available entrepreneurs with financing options in order to start participants' own micro-businesses are:

- Up to $25,000 from the PYMES Guarantees Program created by the PuertoRicoEconomic Development Bank, to help small and medium businesses;
- Up to $5,000 for dislocated public service employees (LESEF by its Spanish acronym);
- Up to $10,000 for youth entrepreneurs, available at the Governor's Youth Affairs Office through the Youth Entrepreneur Loan Program. By implementing this self- employment initiative, Puerto Rico may expect the creation of 3,000 new micro-businesses, with an impact of around 9,000 new jobs, considering that each startup business creates an average of three jobs each.

Economic Strategies

- To reduce the government's operational deficit, in a responsible manner. When Governor Luis G. Fortuño took office, Puerto Rico was the U.S. jurisdiction with the highest fiscal deficit. Today, the ***Wall Street Journal,*** as well as other business publications, are writing articles of praise and congratulations that point out Puerto Rico's outstanding achievements in managing its structural deficit and economic recovery.

- The development and implementation of the "Strategic Sustainable Development of Puerto Rico Plan ("PIDES", for its Spanish acronym), in order to achieve economic growth and sustainability. This will foster economic growth in a short, medium and large range.

- To reduce dependency on the use of petroleum (foreign oil) and its derivatives as the main or only source of energy, by developing new renewable energy projects. This initiative includes: the use of natural gas, wind, hydroelectric, biomass and recovery of solid waste, among others. The project started with the design and development of 12 large renewable energy facilities, already under construction, with an investment of more than $2 billion, for the production of more than 440 megawatts of renewable energy. By 2012 this project will help us achieve, that 12% of the Island's energy come from clean, healthy and renewable sources.

- To facilitate citizens' access to government services, through its electronic portal **www.pr.gov**. Through this system citizens have access to more than 120 state government services directly from their computer.

- The development of a world class infrastructure in order to continue the improvement of our economy and increase job creation. Develop key infrastructure projects, such as roads and highway improvements and expansions, new hotel projects, production of renewable energy, expansion of trans- shipment ports for cargo and cruise ships.

- To create a low-interest loan program financed by the Puerto Rico Economic Development Bank, to foster small, medium, and micro-businesses to accelerate job creation. Currently, 2,161 small and medium businesses have received over $518 million in loans, and another $6 millions in micro-loans to create 341 micro-bussinesses that retain and create 3,300 jobs. This is happening through the "*Desarrollo para el Pueblo*" Program.

Education: A Systematic Vision

Education is an essential component of the economic development of any country. As such, the Governor of Puerto Rico has developed specific strategies that will result in a much better education, resulting in a better laborforce with more tools for candidates seeking employment, in order to prepare them for the expectations of the current labor market, creating jobs and a strenthened economic development for future generations.

- Transform the educational system to encourage academic achievement; integrate schools into the community, and prepare children with competitive education skills complying with 21st century requirements.

- To offer our children broad opportunities for the development of their future; that they will be able to dominate not only basic skills in mathematics and science, but also, Spanish and English, since PR is an integral part of the United States.

- Prevent and reduce the amount of school dropouts through the development of innovative initiatives that will keep more students in the classroom until graduation.

- Offer all local children and young adults the opportunity to achieve their dreams, and become responsible, committed citizens.

- Transform the local public education system, to provide students with the necessary tools and support services, so that they will achieve their proposed dreams and goals.

- Twenty-first century schools seek to make sure that all students have the best facilities, and an opportunity to study and be prepared for the current as well as future labor markets. This vision offers resources that will optimize learning, support services, and make sure that each participant reaches his or her potential.

- Particular attention will be given to individualized programs, with more educational alternatives for gifted students by implementing an individually specialized curriculum.

- Particular attention will also be given to Special Education students.

- Individualized programs with more alternatives in order to offer services that meet the needs of families with autistic children. This population reaches around 29,000 persons with special needs.

The Governor's goal is to make sure that our youth has plenty of opportunities, so that they may achieve their goals to the highest potential, through education and workforce training in new, reality-focused, improved schools. In order to improve the public education system, along with additional postsecondary opportunities, a varied array of initiatives have been proposed so as to create a more attractive educational experience for our students, and provide all of the necessary support and tools to teachers.

Some of the initiatives are;

- ✓ **Prepare students to face the challenges of a modern economy** – Curriculum, at all school levels, preparing students for the challenges of a more competitive and global economy. Transform school curriculums at all levels, helping students acquire the necessary skills sets that will be needed to compete in the future labor market. These include: the ability to solve problems in a creative way, to study by themselves, to develop teamwork skills, to solve conflicts, to use computer science technology, to use mathematics and sciences to solve problems, and to explain complex ideas, and to strengthen the education of sciences at all school levels.
- ✓ **Create an attractive educational experience** - Student experience must be transformed from inside the classroom, wih innovative approaches, an attractive curricular materials, and computer science technology; to create a more stimulating and educational experience.
- ✓ **Improve teacher support** - assure that teachers receive the tools and necessary support to perform their job at the highest level.

- ✓ **Promote school autonomy** - Provide schools with the required resources so that they may achieve success and comply with expectations.
- ✓ **Emphasis in learning English as a tool for the future** - improve the teaching of English with the use of technology by connecting to electronic tools.
- ✓ **Stimulating an attractive educational experience for students** - Implement an educational process based on practical projects linked to student interests. These projects will teach different skills in an integrated way, revealing the links that exist between the learning process and real life. Help teachers create a more stimulating educational experience, to retain the student interest and eliminate school drop-out problems.
- ✓ **Secondary schools of the future** - Transform secondary schools into specialized schools where students may choose and focus on their interests, like: computers, fine arts, communications, biotechnology, entrepreneurship, natural sciences, social sciences, vocational and technical courses, among others.
- ✓ **Student motivation** - Use different programs to develop student self-esteem, emphasizing values, by using innovative strategies like social media as a method of communication.
- ✓ **The computer as an educational tool**- Introduce students to the use of technology as an educational tool for the development in such skills as in reading and mathematics in an individualized and attractive approach, to learn English with a program of total immersion, to learn to research by using the Internet, and then display the project results.
- ✓ **Identification and individual assistance to students with at risk students** - Identify, early in the academic year, students at risk or school dropouts, and provide them with tutorial services and individualized studies in such areas as: Science, Mathematics, English and Spanish to implement different alternatives of teaching intervention for the student, based on their particular needs.
- ✓ **Measurement of academic advantage of our students** - Standardized tests should be aligned against the learning standards and the student's classroom experience.

Economic and Workforce Information Analysis

Overview of the Economy

Results of FY2011 and Economic Forecast for FY2012 and FY2013

In the FY2011, the economy of Puerto Rico decreased in real terms, by 1.5% after a fall of 3.4% in FY 2010. This slight improvement in FY 2011 is a result of the growth showed in all components of the Gross National Product (GNP) in real terms, except the government consumption expenditures which presented a decline of 4.7% after a reduction of 3.4% in FY 2010. The real personal consumption expenditure, principal component of the gross national product registered an increase of 1.5% in FY 2011 and 1.2% in FY 2010.

In current prices, the personal income and the personal income per capita increased by 0.8% and 1.3%, respectively in FY 2011. Personal income includes transfer payments to individuals in Puerto Rico under various social programs. Total U.S. federal transfer payments to individuals amounted to $15,580 million in FY 2011. Some transfers arise from entitlements for previously performed services or resulting from contributions to programs. Receipts from Social Security, Nutritional Assistance and Medicare were $11,451.7 million, or 73.5% of the transfer payments to individuals in FY 2011. The remainder of the federal transfers to individuals is represented by grants, mostly concentrated in Veterans' Benefits, Pell Grant scholarships (higher education) and U.S. Civil Service retirement pensions.

Table 1

Gross National Product-current prices / (million dollars - fiscal year)

Indicator	2009r	2010r	2011p	2012*	Change					
					Absolute			Percentage		
					2010-2009	2011- 2010	2012- 2011	2010-2009	2011- 2010	2012- 2011
Gross Domestic Product	$95,369.8	$97,147.3	$98,757.0	$101,701.0	$1,777.5	$1,609.7	$2,944.0	1.9%	1.7%	3.0%
Gross National Product	$62,598.1	$63,058.2	$64,106.2	$66,415.0	$460.1	$1,048.0	$2,308.8	0.7%	1.7%	3.6%
Personal Income	$58,011.4	$58,914.9	$59,410.8	$59,786.0	$903.6	$495.8	$375.2	1.6%	0.8%	0.6%
Personal Consumption Expenditure	$55,533.1	$57,170.1	$58,889.6	$61,043.0	$1,637.1	$1,719.4	$2,153.4	2.9%	3.0%	3.7%

r - revised figures
p - preliminary figures
* - projected figures

Source: Puerto Rico Planning Board.

Table 2

Gross National Product-constant prices/ (million dollars - fiscal years)

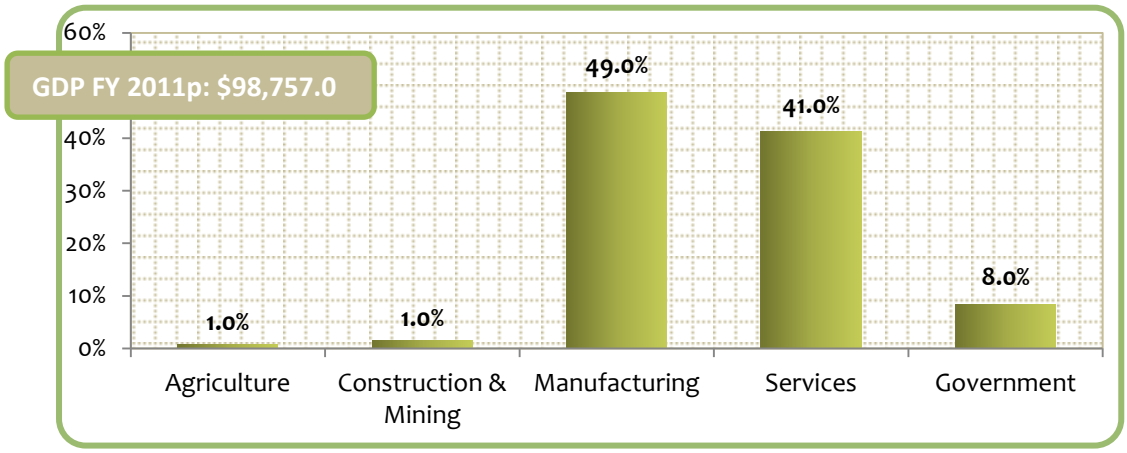
Indicator	2009r	2010r	2011p	2012*	Change					
					Absolute			Percentage		
					2010-2009	2011- 2010	2012- 2011	2010-2009	2011- 2010	2012- 2011
Gross Domestic Product	$10,404.3	$10,314.2	$10,304.5	$10,506.0	-$90.1	-$9.6	$201.5	-0.9%	-0.1%	2.0%
Gross National Product	$6,514.6	$6,293.9	$6,201.5	$6,256.0	-$220.7	-$92.3	$54.5	-3.4%	-1.5%	0.9%
Personal Income	$9,697.9	$9,679.7	$9,618.4	$9,502.0	-$18.2	-$61.4	-$116.4	-0.2%	-0.6%	-1.2%
Personal Consumption Expenditure	$9,283.6	$9,393.1	$9,534.0	$9,701.0	$109.4	$140.9	$167.0	1.2%	1.5%	1.8%

r - revised figures
p - preliminary figures
* - projected figures
Source: Puerto Rico Planning Board.

The dominant sectors of the Puerto Rico economy in terms of production and income are manufacturing and services. The manufacturing sector has undergone fundamental changes over the years as a result of increased emphasis on higher-wage, high-technology industries, such as pharmaceuticals, biotechnology, computers, microprocessors, professional and scientific instruments, and certain high technology machinery and equipment. The service sector plays a major role in the economy. It ranks second to manufacturing in its contribution to gross domestic product and leads all sectors in providing employment. The third one is the government sector, followed by construction and mining, and agriculture.

Manufacturing is the major contributor to the gross domestic product. In FY 2011 this sector generated $47,987 million or 48.6% of gross domestic product. The manufacturing in Puerto Rico basically concentrate in two major industries, pharmaceuticals and other chemical products, and machinery and metal products. There are several reasons that explain this sector's job reduction: the net loss of patents on certain pharmaceutical products, the escalation of manufacturing production costs (particularly labor and electricity), the increased use of job outsourcing, and, currently, the effects of the global economic decline.

Figure 1
Composition of the Gross Domestic Product by Major Industrial Sector
Fiscal Year 2011



Source: Puerto Rico Planning Board. p-

The service sector, which includes finance and insurance; real estate; wholesale and retail trade; transportation; communications; public utilities; and other services, has played a major role in the economy. It ranks second to manufacturing in contribution to gross domestic product and leads all sectors in providing employment. In FY 2011, the service sector contributed $40,619.4 million to the gross domestic product, or 41.1% of the total. Of all the sectors, finance and insurance; retail trade; health care and social services; and utilities experienced the most notable growth in FY 2011, as measured by gross domestic product at current prices.

Table 3

Gross Domestic Product by Major Industrial Sector/ (million dollars - fiscal years)

	2009r	2010r	2011p
Gross Domestic Product (GDP)	**95,369.8**	**97,147.3**	**98,757.0**
Agriculture	567.1	707.2	670.2
Mining	46.1	40.9	39.4
Utilities	1,966.9	1,989.2	2,000.8
Construction	1,730.6	1,435.7	1,348.8
Manufacturing	43,872.2	46,553.7	47,987.9
Wholesalers	2,845.7	2,856.0	2,847.4
Retail Trade	4,467.1	4,577.2	4,700.4
Transportation and Warehousing	894.9	910.1	907.2
Information	2,425.9	2,600.8	2,584.6
Finance and Insurance	5,104.8	5,402.9	5,496.5
Real Estate and Rental	12,644.1	12,308.0	12,081.6
Professional, Scientific, and Technical Services	1,543.6	1,531.6	1,567.2
Management of Companies and Enterprises	126.4	139.5	155.3
Administrative Services and Support	1,338.8	1,495.4	1,659.7
Educational Services	773.1	826.5	826.2
Health Care and Social Services	3,332.7	3,436.8	3,539.4
Art, Entertainment and Recreation	101.5	107.2	101.5
Accommodation and Food Services	1,671.3	1,713.5	1,763.7
Other Services	389.6	391.0	387.9
Government (1)	9,047.4	8,349.9	8,228.9

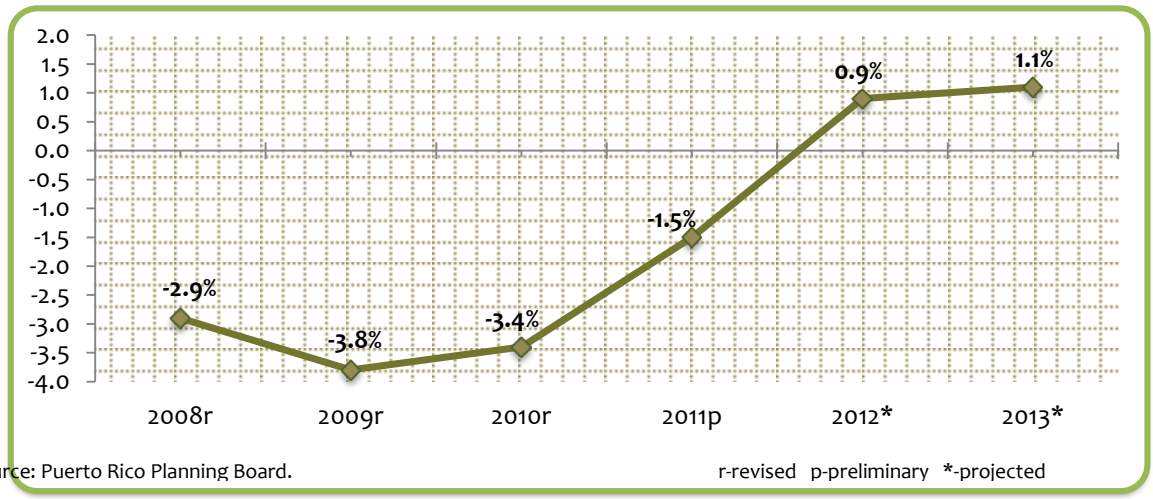
Figures are not gonna add the total due to statistical discrepancy.
r- Revised figures.
p- Preliminary figures.
( ) Negative figures.
(1) Includes Central and Municipios.
Source: Puerto Rico Planning Board.

According to the Puerto Rico Planning Board's latest projections, the real gross national product for FY 2012 is forecasted to rise by 0.9% and by 1.1% for FY 2013. The Planning Board's revised forecast for FY 2012 incorporates the projected growth of the tourism activity, personal consumption expenditures, and the public-private partnership, among others. Also includes the revised forecast also considered the effect on the Puerto Rican economy of general and global economic conditions, the U.S. economy, the volatility of oil prices, interest rates and the behavior of local exports, including expenditures by visitors.

Figure 2

Real Gross National Product – percent change

Fiscal Years 2008-2013



Source: Puerto Rico Planning Board. r-revised p-preliminary *-projected

Economic Activity Index

The Economic Activity Index (EAI) prepared by the Government Development Bank for Puerto Rico is a coincident indicator of ongoing economic activity. This index is composed of several variables (total payroll employment based on the Nonfarm Payroll Employment Survey, total electric power consumption, cement sales and consumption of gasoline) that highly correlate to Puerto Rico's real gross national product. The average contraction of the EAI for FY 2012 was 0.3%, after a reduction of 2.8% and 5.5%, in FY 2011 and FY 2010, respectively. In the first semester of 2012 (January 2012 through June 2012), the EAI increased an average rate of 0.3% compared to the same period of prior fiscal year (-2.1%). For this period, this represents the first increase since FY 2005.

Figure 3

Economic Activity Index and Percent Change

Fiscal Year 2010, 2011 and 2012

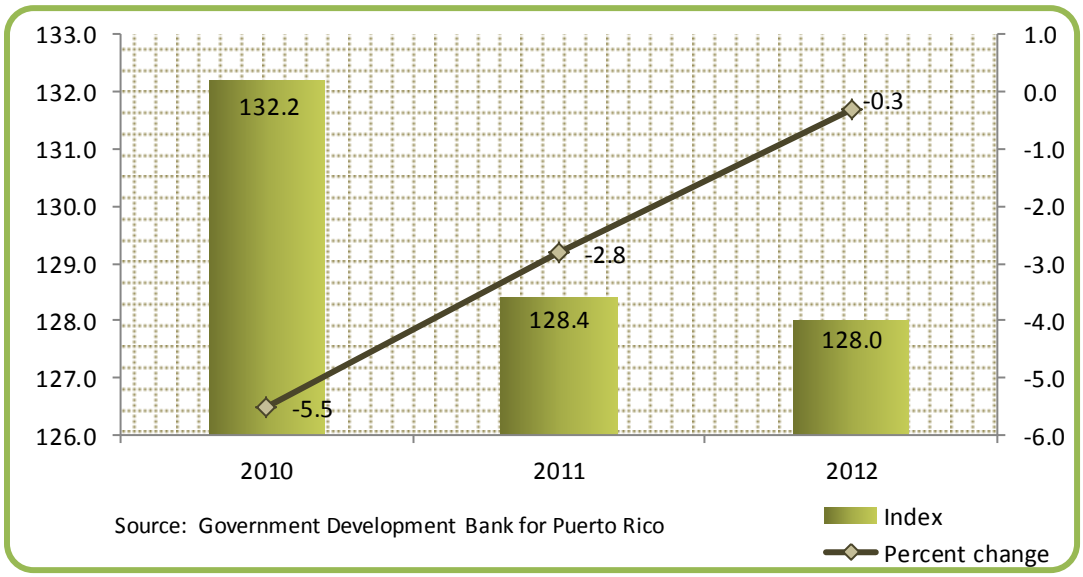
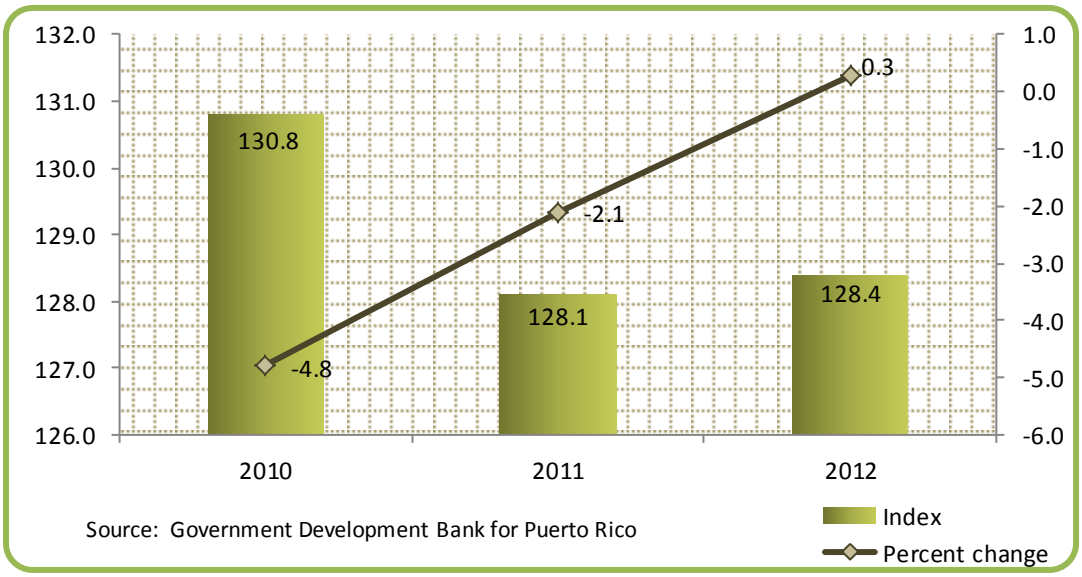


Figure 4

Economic Activity Index and Percent Change

(Period: January – June 2010, 2011, 2012)



Economic Development Program

The Department of Economic Development and Commerce, in coordination with other government agencies, has been implementing the Strategic Model for a New Economy, which is a comprehensive long-term economic development plan aimed at improving Puerto Rico's overall competitiveness and business environment and increasing private-sector participation in the Puerto Rican economy.

As part of this plan, the administration enacted Act No. 161 of December 1, 2009, which overhauled the permitting and licensing process in Puerto Rico in order to provide for a leaner and more efficient process to foster economic development. The administration also enacted Acts No. 82 and 83 of July 19, 2010, which provide for a new energy policy that seeks to lower energy costs and reduce energy-price volatility by reducing Puerto Rico's dependence on fuel oil

and promotes diverse, renewable-energy technologies. Moreover, the administration adopted a comprehensive tax reform that takes into account the Commonwealth's current financial situation. In addition, to further stimulate economic development and cope with the fiscal crisis, on June 8, 2009, the Legislative Assembly approved Act No. 29 establishing a clear public policy and legal framework for the establishment of public-private partnerships to finance and develop infrastructure projects, and to operate and manage certain public assets.

The present government administration is emphasizing the following initiatives to enhance Puerto Rico's competitive position:

- Permits Process. The reengineering of Puerto Rico's permits and licensing process, overhauls the existing permits and licensing process in Puerto Rico in order to promote a more efficient process to foster economic development.

- Energy Policy. At present, fluctuations in oil prices have a significant effect on Puerto Rico's overall economic performance. By implementing a new energy policy, the administration will seek to lower energy costs, reduce energy-price volatility, and establish environmentally sustainable energy production through a reduction in ecologically harmful emissions. The administration is facilitating the development of several initiatives, including the wheeling of energy, conservation efforts, and the installation of new renewable generation capacity, among others.

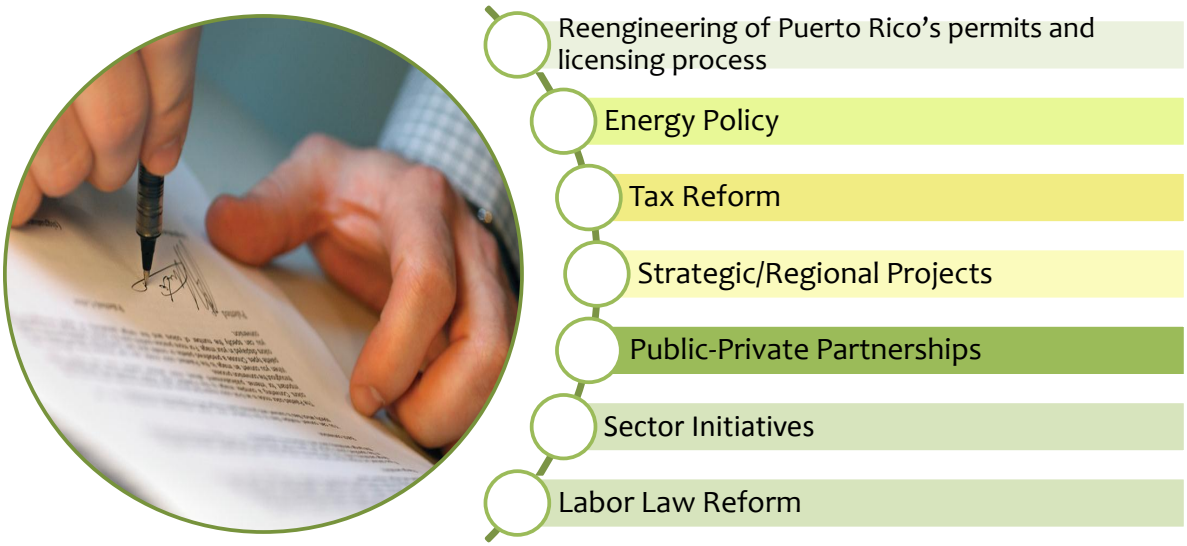
- Tax Reform. The administration is also focused on restructuring the Commonwealth's tax collection system in order to improve its competiveness by simplifying the tax code and optimizing the use of industrial incentives.

- Public-Private Partnerships. The Public-Private Partnerships (PPPs) represents an important tool for economic development, particularly in times of fiscal imbalance. PPP's

are alliances between government and non-governmental entities—such as private-sector, non-profit organizations, credit unions, and township corporations to develop infrastructure projects, manage government assets or provide services. The non-governmental partner takes on certain responsibilities and risks related to the development of the project in exchange for receiving the benefits of operating it.

Figure 5

Economic Development Program



- Sector Initiatives. To complement the previously mentioned initiatives there will be specific strategic initiatives targeted to jobs creation and increasing economic activity across various sectors of the Puerto Rico economy. The Commonwealth has a natural or structural competitive advantage in several areas, such as pharmaceutical and biotechnology manufacturing. These advantages provide opportunities for the

development of regional clusters in high-tech manufacturing, research and development, tourism, renewable energy, international trade and professional services.

- Strategic/Regional Projects. The administration has also targeted strategic/regional projects that will generate investments in all the regions of the Island in order to foster balanced economic development.

- Labor Law Reform. The administration seeks to encourage greater labor-force participation by providing the private sector with more flexibility in establishing feasible labor provisions. One goal of the labor-market reform will be the modernization of Puerto Rico's regulatory framework.

Overview of the Labor Market

Labor Force

The Household Survey is designed so that each person age 16 and over, who is neither in an institution (for example, correctional facilities, residential nursing or mental health care facilities) nor on active duty in the Armed Forces is included and classified in one group. The sum of the employed and the unemployed persons constitutes the civilian labor force. Persons not in the labor force combined with those in the civilian labor force constitute the civilian non-institutional population 16 years and over. In Puerto Rico, the non-institutional population has increased consistently through the decades. In FY 2012, it was estimated in 3,182,000 persons, representing an increase of 65,000 persons or 2.1%. In FY 2012, the group not in the labor force represented 59.9% of the non-institutional population; this is a larger proportion than the labor force which represented 40.1%.

Table 4

Employment Status of the Civilian Non-Institutional Population

Seasonally Adjusted – Average Fiscal Years 2010 to 2012

(thousands of person 16 years of age and over)

Employment Status	2012	2011	2010	Net Change	
				2012-2011	2011-2010
Civilian non-institutional population *	3,182	3,117	3,093	65	24
Participation rate [1] *	40.1%	41.1%	42.5%	-1.0%	-1.4%
Labor Force	1,278	1,281	1,313	-3	-32
Employment	1,086	1,077	1,103	9	-26
Unemployment	192	205	210	-13	-5
Unemployment rate [2]	15.0%	16.0%	16.0%	-1.0%	0.0%

* - not available seasonally adjusted.

1/ Percentage of the civilian population 16 years old and over in the labor force.

2/ Percentage of unemployed persons in the labor force.

Source: PR Department of Labor and Human Resources. Labor Force Survey.

The fall in the labor force caused a decrease in the participation rate; this can be seen as an indicator of the persons to participate in the labor market. The FY 2012 registered the lowest point, 40.1% in the historical data and declined 1.0 percentage points when comparing with FY 2011 (41.1%). There is a relationship between the participation rate and the economic activity. Due to various factors, among them, the flow for decades of federal incentives to the population through different programs has affected the participation rate in the labor force and the informal sector of the economy. There are some differences between the participation rate in the labor force among men and women. In FY 2012 the rate for women decreased by 0.9% and for men, 1.2%. The male participation rate showed sharp consecutive drops, from 59.1% in FY 2006 to 48.8% in FY 2012, the lowest male participation rate recorded. The female rate also declined in the past years, from 38.5% in 2006 to 33.0% in FY 2012. Some factors that can influence the

behavior of the participation rate of women are the changes in their civil status and their level of education.

In the Puerto Rico's labor market, self-employment represents approximately 15% of total employment according to the Household Survey. Most of the self-employment is concentrated in the service and trade sectors. In FY 2012, self-employment totalized 168,000 showing an increase of 5,000 persons when compared to FY 2011 (163,000).

Employment

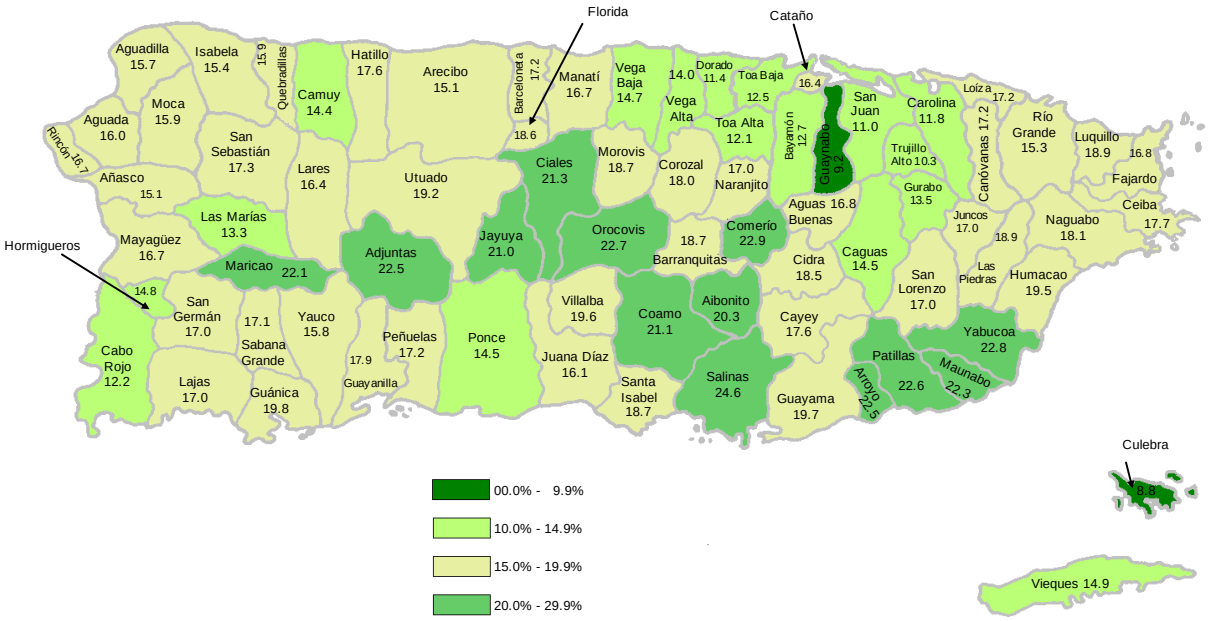
In the Household Survey, people are considered employed if they did any work at all for pay or profit during the surveyed week. This includes all part-time and temporary work, as well as regular full-time, year-round employment. In FY 2012, the seasonally adjusted number of employed persons (which includes self-employed individuals and agriculture employment) reached a total of 1,086,000. This represents an increase of 9,000 employees in the local economy when compared to FY 2011 (1,077,000). Additionally, it means the second year in a row, with a rise in the number of workers since the beginning of the recessionary period in 2006. Analyzing the differences between the employment of men and women in FY 2012, the employment not seasonally adjusted among men increased by 15,000 and for women, it decreased by 6,000. This represents an increase of 2.6% and a decline of 1.2%, respectively.

Unemployment

According to the Household Survey, persons are classified as unemployed if they do not have a job, have actively looked for work in the prior 4 weeks, and are currently available for work. In FY 2012, seasonally adjusted unemployment registered 192,000 or 13,000 jobseekers less than in 2011. The unemployment rate, seasonally adjusted for FY 2012 was 15.0%, 1.0 percentage points lower than FY 2011 (16.0%). In FY 2012 the unemployment rate not seasonally adjusted for men was 17.0% and 12.5% for women. This represents respective decreases of 1.7% and 0.1%, when compared to FY 2011.

Figure 6

Unemployment Rate – Fiscal Year 2012



Source: LAUS BLS, Puerto Rico Department of Labor.

Employment by Industry

The data for employment by sector or industries is based on the Payroll Survey, which is designed to measure number of payrolls records by sector. Historically, Government; Trade, Transportation and Utilities; Professional and Business Services; and Educational and Health Services, have been the sectors of the economy providing the most employment in Puerto Rico.

Table 5

Total Non Farm Employment in Puerto Rico

Seasonally Adjusted – Average Fiscal Years 2010 to 2012

(Thousands of persons)

Industrial Group	2012p	2011r	2010r	Net Change	
				2012-2011	2011-2010
Total Non Farm	**923.1**	**923.8**	**941.6**	**-0.7**	**-17.8**
Mining, Logging and Construction	33.6	31.8	35.9	1.8	-4.1
Manufacturing	82.5	85.6	88.3	-3.1	-2.7
Trade, Transportation and Utilities	165.0	174.3	173.3	-9.3	1.0
Information	18.5	18.8	18.8	-0.3	0.0
Financial Industries	43.9	43.8	45.8	0.1	-2.0
Professional and Bussiness Services	104.1	105.6	102.4	-1.5	3.2
Educational and Health Services	116.7	114.1	111.4	2.6	2.7
Leisure and Hospitality	72.5	71.2	70.8	1.3	0.4
Government	267.7	260.7	276.1	7.0	-15.4

p= preliminar r= revised

Figures may not always add to the totals due to round off or industrial groups not included.

Source: PR Department of Labor and Human Resources. Current Employment Survey (CES).

In FY 2012, according to the revised data of the Establishment Survey, the total employment seasonally adjusted was 923,100, reflecting a drop of 0.1%, an over the year comparison (FY 2011-923,800) and a reduction of 700 employees. That decreasing figure represents an improvement of the labor market when compared with previous year. In FY 2012, the following industries reflected growth in employment: Government (7,000); Educational and Health Services (2,600); Construction (1,800); Leisure and Hospitality (1,300); and Financial Industries (100). The increase in the government sector is due to the recruitment in the educational and security sectors, specially teachers and policemen.

There have been changes in the sector's composition in the past years. Among them, the percentage representation of the government sector in total employment which increase from 28.1% (FY 2000) to 29.0% (FY 2012). The Government sector is the major employer in Puerto Rico. In FY 2012, this sector, seasonally adjusted, employed 267,700 workers. In average,

between FY 2011 and FY 2012 this sector rises by 7,000 employees. The Trade, Transportation and Utilities sector is the second most important in employment terms. In FY 2012, seasonally adjusted, it amounted to 165,000 representing a decline of 9,300 employees compared to FY 2011. The proportion of the Trade, Transportation and Utilities sector in total employment declined from 28.1% (FY 2000) to 17.9% (FY 2012). The Educational and Health sector, seasonally adjusted, showed an increase of 2,600 between FY 2011(114,100) and FY 2012 (116,700). This sector represented a rise in the representation of the total employment of 7.9% (FY 2000) to 12.6% (FY 2012).

The representation of Mining, Logging and Construction sector, seasonally adjusted, in total employment declined from 7.2% in FY 2002 to 3.6% in FY 2012. The payroll employment in the construction sector, seasonally adjusted, during FY 2012 was 33,600, an increase of 1,800 from FY 2011 (31,800). The employment payroll in the manufacturing sector during FY 2012 was 82,500, a decline of 3,100 compared with FY 2011 (85,600). The share of the manufacturing sector in the total employment fell from 14.0% in FY 2000 to 8.9% in FY 2012, maintaining its decreasing tendency.

Wages

According to the 2011 Occupational Employment Survey, the estimated employment was 930,940. The hourly mean wage was $13.07 and the hourly median wage was $9.54. In terms of employment and wages by major occupational group available, the Sales and Related Occupations had the highest employment coverage with 106,920. The hourly mean and median wage for this group was $10.89 and $8.85, respectively. Other occupational groups that stand out in terms of employment was, Education, Training and Library Occupations, 93,360 workers; Production Occupations, 67,090 workers; Food Preparation and Serving Related Occupations, 66,530 workers; and Protective Services Occupations, 62,790 workers.

Table 6

Employment and Wages by Major Occupational Group, 2011

Occupational Group	Employment	Hourly Wage	
	Total	Mean	Median
Ocupaciones, total	**930,940**	**$13.07**	**$9.54**
Management Occupations	34,160	$33.55	$27.65
Business and Financial Operations Occupations	40,410	$18.14	$15.37
Computer and Mathematical Occupations	9,240	$20.19	$17.77
Architecture and Engineering Occupations	12,740	$23.70	$21.08
Life, Physical, and Social Science Occupations	6,430	$20.56	$17.61
Community and social Services Occupations	18,330	$13.24	$12.78
Legal Occupations	4,710	$28.92	$25.58
Education, Training, and Library Occupations	n/a	$15.13	$14.81
Arts, Design, Entertainment, Sports, and Media Occupations	6,210	$14.35	$12.20
Healthcare Practitioners and Technical Occupations	45,220	$17.03	$13.42
Healthcare Support Occupations	12,020	$9.72	$8.80
Protective Services Occupations	62,790	$11.18	$9.83
Food Preparation and Serving Related Occupations	66,530	$8.90	$8.61
Building and Grounds Cleaning and Maintenance Occupations	42,010	$8.91	$8.56
Personal Care and Service Occupation	13,820	$9.34	$8.63
Sales and Related Occupations	106,920	$10.89	$8.85
Office and Administrative Support Occupations	n/a	$11.26	$9.31
Farming, Fishing, and Forestry Occupations	1,310	$11.96	$9.72
Construction and Extraction Occupations	34,800	$10.09	$8.87
Installation, Maintenance, and Repair Occupations	30,780	$13.54	$11.36
Production Occupations	67,090	$10.71	$9.03
Transportation and Material Moving Occupations	52,410	$10.08	$8.73

*n/a - Not available.

Source: PR Department of Labor and Human Resources. Occupational Employment Survey (OES)

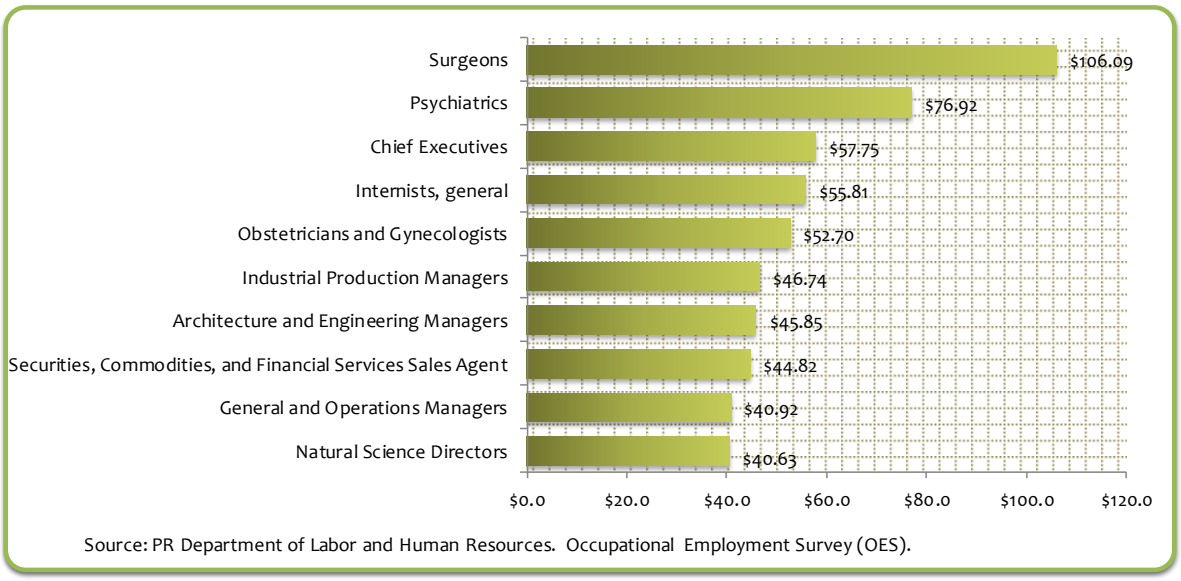
The ten highest paying occupations were professional and managerial. The highest mean wage was reached by Surgeons with $106.09. Other occupations with high hourly mean wages were: Psychiatrics, $76.92; Chief Executives, $57.75; Internists, $55.81; and Obstetricians and Gynecologists, $52.70.

Table 7
Highest Paying Occupations, 2011

Occupation	Hourly Mean	Annual Mean
Surgeons	$106.09	*
Psychiatrics	$76.92	$73.40
Chief Executives	$57.75	$45.61
Internists, general	$55.81	$50.60
Obstetricians and Gynecologists	$52.70	$43.59
Industrial Production Managers	$46.74	$44.50
Architecture and Engineering Managers	$45.85	$44.93
Securities, Commodities, and Financial Services Sales Agent	$44.82	$31.60
General and Operations Managers	$40.92	$31.70
Natural Science Directors	$40.63	$41.49

Source: PR Department of Labor and Human Resources. Occupational Employment Survey (OES)

Figure 7
Highest Paying Occupations, 2011



Source: PR Department of Labor and Human Resources. Occupational Employment Survey (OES).

Business Employment Dynamics (BED)

Opening and Expanding private sector business establishments in Puerto Rico gained 45,676 jobs in the fourth quarter of 2011 (October to December), an increase of 4,084 from previous quarter. Over the quarter, expanding establishments added 36,996 jobs, while opening establishments added 8,680. Gross job losses amounted to 37,845 in the fourth quarter of 2011, an increase of 1,199 from the third quarter of 2011. This was the second increase in gross job losses since March of 2011. In the fourth quarter of 2011, contracting establishments lost 29,654 jobs, while closing establishments accounted for a loss of 8,191 jobs.

Table 8

Three-Month Private Sector Gross Job Gains and Losses

Seasonally Adjusted

Category	3 months ended				
	Dec 2010	March 2010	June 2011	Sept 2011	Dec 2011
	Levels				
Gross job gains	45,464	36,260	38,389	41,592	45,676
At expanding establishments	38,257	30,751	31,944	35,166	36,996
At opening establishments	7,207	5,509	6,445	6,426	8,680
Gross job losses	37,113	41,528	41,232	36,646	37,845
At contracting establishments	29,474	35,731	33,513	29,791	29,654
At closing establishments	7,639	5,797	7,719	6,855	8,191
Net employment change [1]	**8,351**	**-5,268**	**-2,843**	**4,946**	**7,831**

[1] The net employment change is the difference between total gross job gains and total gross job losses.
Source: PR Department of Labor and Human Resources. Bussiness Employment Dynamics (BED).

From October to December of 2011, gross job gains represented 6.8% of private sector employment. Over the quarter, gross job gains at expanding establishments represented 5.5% of private sector employment, and gross job gains at opening establishments represented 1.3%. Nationally, this quarter gross job gains at expanding establishments represented 5.1% of private sector employment, and at opening establishments represented 1.2%. The same data for job

losses shows that, gross job losses represented 5.6% of private sector employment. Gross job losses at contracting establishments represented 4.4% of private sector employment, which was less than to the national rate at contracting establishments (4.8%).

Table 9

Three – Month Private Sector Gross Job Gains and Losses as Percent of Employment

Seasonally Adjusted

Category	3 months ended				
	Dec 2010	March 2010	June 2011	Sept 2011	Dec 2011
	Rates (percent)				
Total Private for Commonwealth of Puerto Rico					
Gross job gains	6.8	5.4	5.8	6.2	6.8
At expanding establishments	5.7	4.6	4.8	5.2	5.5
At opening establishments	1.1	0.8	1.0	1.0	1.3
Gross job losses	5.5	6.2	6.2	5.4	5.6
At contracting establishments	4.4	5.3	5.0	4.4	4.4
At closing establishments	1.1	0.9	1.2	1.0	1.2
Net employment change[1]	1.3	-0.8	-0.4	0.8	1.2
	Rates (percent)				
Total Private for United States as a whole					
Gross job gains	6.6	5.9	6.4	6.5	6.3
At expanding establishments	5.3	4.9	5.2	5.3	5.1
At opening establishments	1.3	1.0	1.2	1.2	1.2
Gross job losses	6.1	5.7	5.8	5.9	6.0
At contracting establishments	4.9	4.7	4.7	4.8	4.8
At closing establishments	1.2	1.0	1.1	1.1	1.2
Net employment change[1]	0.5	0.2	0.6	0.6	0.3

[1] The net employment change is the difference between total gross job gains and total gross job losses.
Source: PR Department of Labor and Human Resources. Bussiness Employment Dynamics (BED).

Another way to evaluate the dynamics of employment change is to count the number of establishments that opened, closed, expanded, or contracted during a given quarter. Out of 46,043 active private sector establishments, a total of 9,757 establishments gained jobs from October to December of 2011. Of these, 8,189 were expanding establishments and 1,568 were

opening establishments. During the fourth quarter of 2011, 8,337 establishments lost jobs. Of these, 6,974 were contracting establishments and 1,363 were closing establishments.

Table 10

Number of Private Sector Establishments by Direction of Employment Change

Seasonally Adjusted

Category	3 months ended				
	Dec 2010	March 2010	June 2011	Sept 2011	Dec 2011
Establishments gaining jobs	9,863	8,507	8,577	8,526	9,757
Expanding establishments	8,488	7,118	7,214	7,199	8,189
Opening establishments	1,375	1,389	1,363	1,327	1,568
Establishments losing jobs	8,813	10,401	9,444	8,715	8,337
Contracting establishments	7,152	8,757	7,743	7,268	6,974
Closing establishments	1,661	1,644	1,701	1,447	1,363
Net establishment change[1]	-286	-255	-338	-120	205

[1] The net establishment change is the difference between the number of opening establishments and the number of closing establishments.

Source: PR Department of Labor and Human Resources. Bussiness Employment Dynamics (BED).

From October to December of 2011, a total of 1,095 new private sector non-farm businesses created 5,555 jobs. This represented an increase of 287 establishment births and 1,099 jobs from the previous quarter. The jobs gains by these new establishments represented 0.8 percent of total births employment. The historical time series of birth data shows that the number of establishment births has remained around 1,200 every quarter, while employment from births dropped from 52,610 in the fourth quarter 2003 to 5,555 in the fourth quarter of 2011.

Other Indicators/ *Insured Unemployment*

Characteristics of the Insured Unemployed

The situation in overall unemployment is reflected by the trend in total weeks claimed since 2009 (3,087,944); 2010 (2,834,409) to 2010 (2,173,158) weeks. But, a clear decreasing pattern is observed in the number of claimants registered dropping from 670,565 two years ago to 458,941 in 2011. The number of exhausters unemployed presented the same pattern as it fall from 62,067 in 2009 to 58,028 in year 2011.

Table 11

Unemployment Insurance Benefits[1]

Item	2011	2010	2009
Weeks Claimed	2,173,158	2,834,409	3,087,944
Claimants	458,941	683,450	670,565
Exhausters	58,028	79,910	62,067

[1] Revised in August, 2012.

Source: PR Department of Labor and Human Resources. Research and Statisitcs Division.

Gender and Age

In FY 2012 the gender distribution of the sample was 18,587 males or 52.9% and 16,556 females or 47.1% of the total (35,143). This represents a reduction of, 15,650 of the total, and a decrease of 1.2 percentage points and a rise of 1.2 percentage points in male and females, respectively when comparing with FY2011.

In relation to age of both sexes, persons between 25 to 34 years comprised the most significant group with an average of 34.1% for the FY 2012 (same as FY 2011). It was followed by the age cohort between 35 to 44 years representing 23.6% of all claimants (24.6% in FY 2011). The

group with the smallest representation was 65 years or more with 1.7% (same proportion as FY 2011).

Table 12
Characteristics of the Insured Unemployed
Gender and Age – FY 2012

Gender	Average	Percent
Total	**35,143**	**100.0**
Male	18,587	52.9
Female	16,556	47.1
Age		
Total	**35,134**	**100.0**
<22	1,690	4.8
22-24	3,484	9.9
25-34	11,977	34.1
35-44	8,299	23.6
45-54	6,017	17.1
55-59	1,930	5.5
60-64	1,137	3.2
>65	600	1.7
INA	9	0.1

INA - Information Not Available

Source: PR Department of Labor and Human Resources. Research and Statisitcs Division.

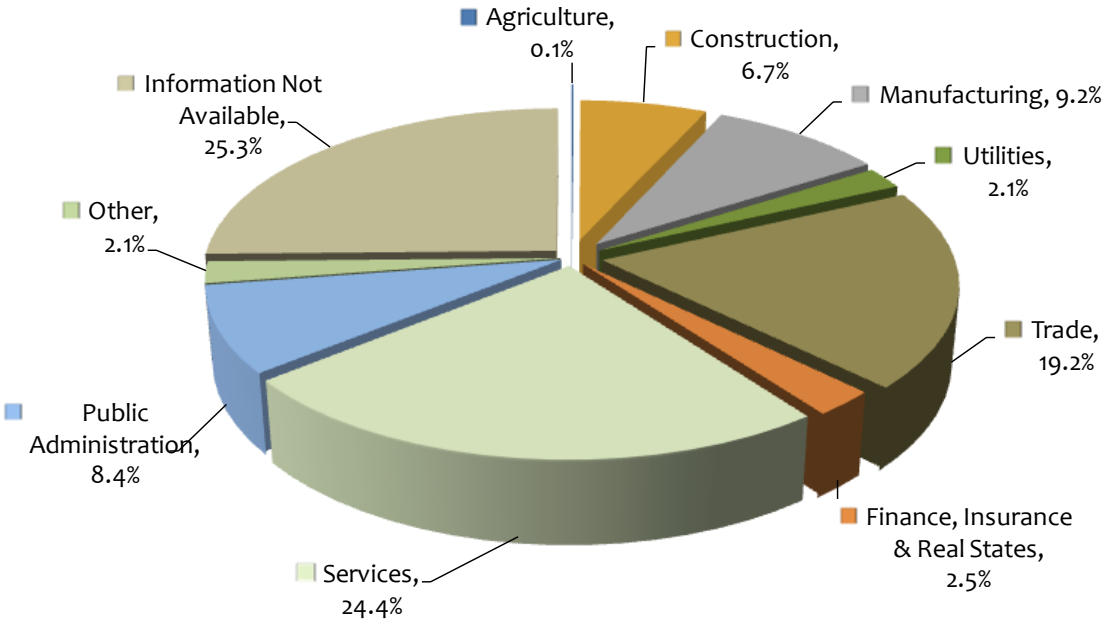
Information by Industry

The industry reporting the greatest workers loss was Services, as it holds 24.4% of all claimants in FY 2012 (21.7% in FY 2011). In Services category, restaurants and entertainment declined as people reduce leisure activities from their immediate priorities. The other proportions of workers loss, Trade industry, 19.2% (17.2% in FY 2011) and Public Administration, 8.4% (15.1% in FY 2011). Construction recorded 6.7% (10.0% in FY 2011), and Manufacturing, 9.2% (8.3% in FY 2011) of the total claimants.

Figure 8

Characteristic of the Insured Unemployed

Industrial Category FY 2012



Source: PR Department of Labor and Human Resources. Research and Statistics Division.

Population/Demographic

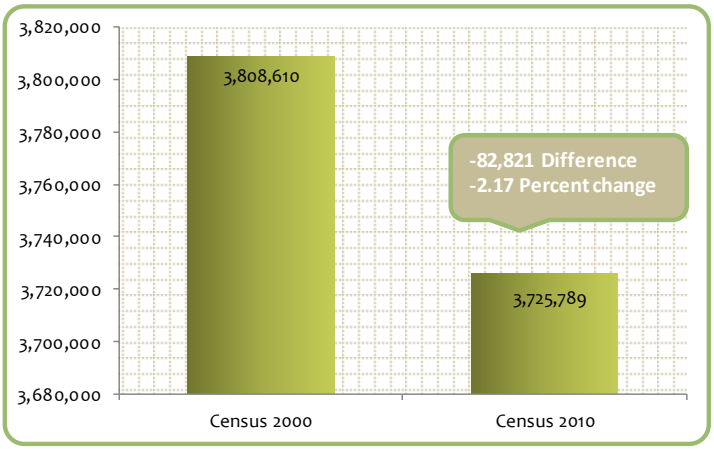
According to the final report of the 2010 U.S. Census, the population of Puerto Rico showed a reduction of 82,821 persons or 2.7% from the 2000 to 2010 decade, as presented in the above data. This is the first time since the U.S. Census had been performed in the Island that its population was reduced from one decade to the other. In fact, when compared to all 50 states of the United States, Puerto Rico would be ranked as the place to have suffered the largest population loss. In some more densely populated municipalities, such as San Juan, the population

reduction reached 9.0%. Of the 78 municipalities comprising the Island, 42 showed a decreased in its population in relation to the 2000 U.S. Census.

Figure 9

Population by Age 0 to 14 (Percent Change)

2000 – 2010

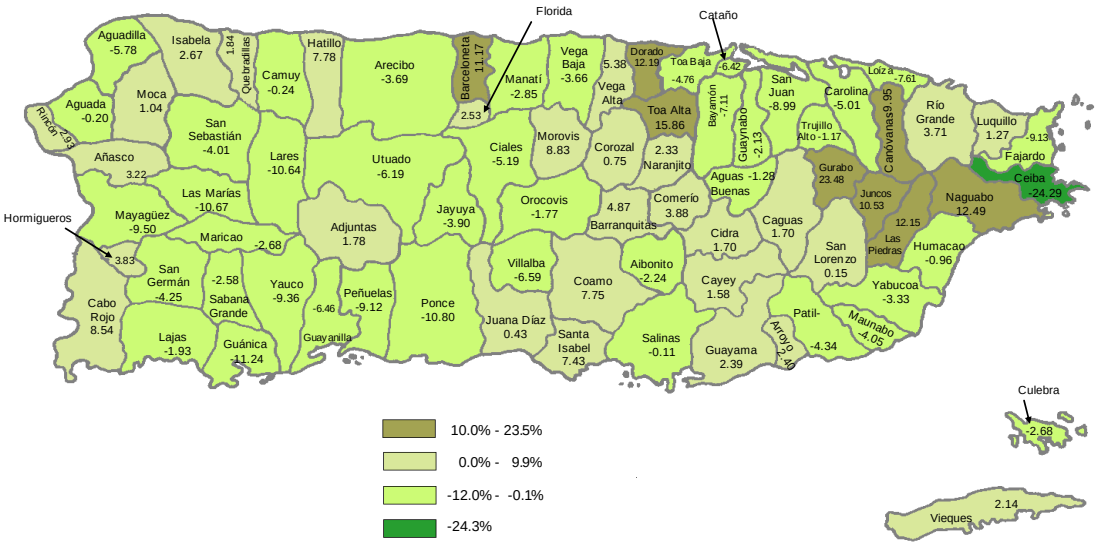


Source: U.S. Census Bureau, 2010 Census.

There are a number of reasons attributable to this decline including, lower birth rates demonstrated by the reduction of school enrollment and lower death rates that is increasing the median age of the population. Increased emigration to the United States is also a factor, as people move to improve their economic perspective and sometimes, because Puerto Rico is a densely populated territory, to improve quality of life in other ways. One relevant fact is that people who are leaving are many young people under 40 years old, which causes a reduction in the workforce. One alarming problem of the exodus is that is led by educated professionals, young and middle-aged.

Figure 10

Population By Municipalities (Percent Change Census 2000 to 2010)



Results of FY2011 and Economic Forecast for FY2012 and FY2013

Source: U.S. Census Bureau, 2010 Census.

The illustration (map) indicates the municipalities with positive and negative growth from 2000 to 2010. The largest city in Puerto Rico is San Juan, the Island's capital; it has a population of 395,326, and its population decreased in 39,048 persons from 2000 to 2010. The second largest city is Bayamón with 208,116 persons and Carolina with 176,762, both adjacent to San Juan. Those municipalities showed a decrease in population of 7.11% and 5.01%, respectively.

Population by Age and Sex

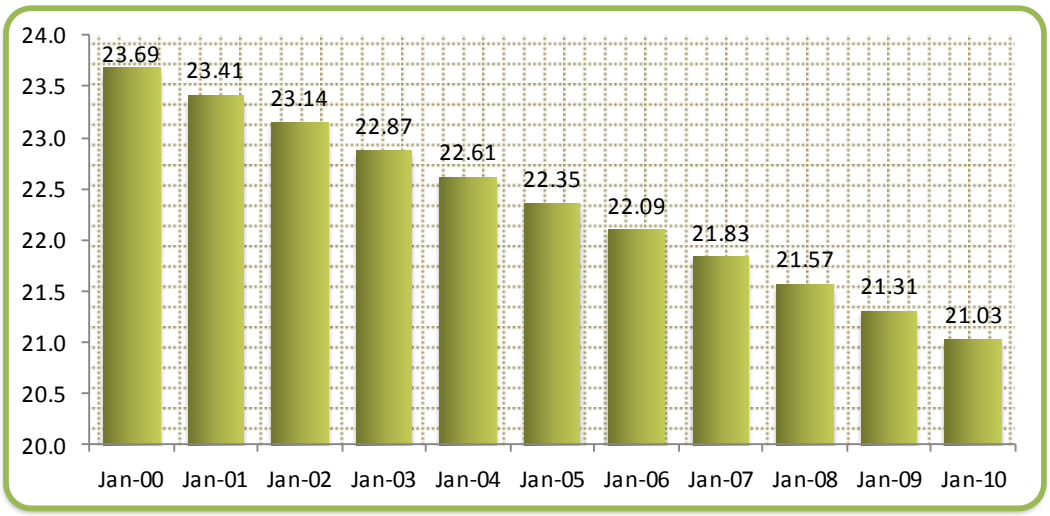
The comparison of the changes in the population composition by age and sex between the 2000 and 2010 decade is very significant in many aspects. Among the most salient finding is a reduction of the population in all age brackets from ages under 5 to the 44 years. Meanwhile, an increase of

population in age brackets from 45 years and over is substantially noticeable.

Figure 11

Population by Age 0 to 14 (Percent Change)

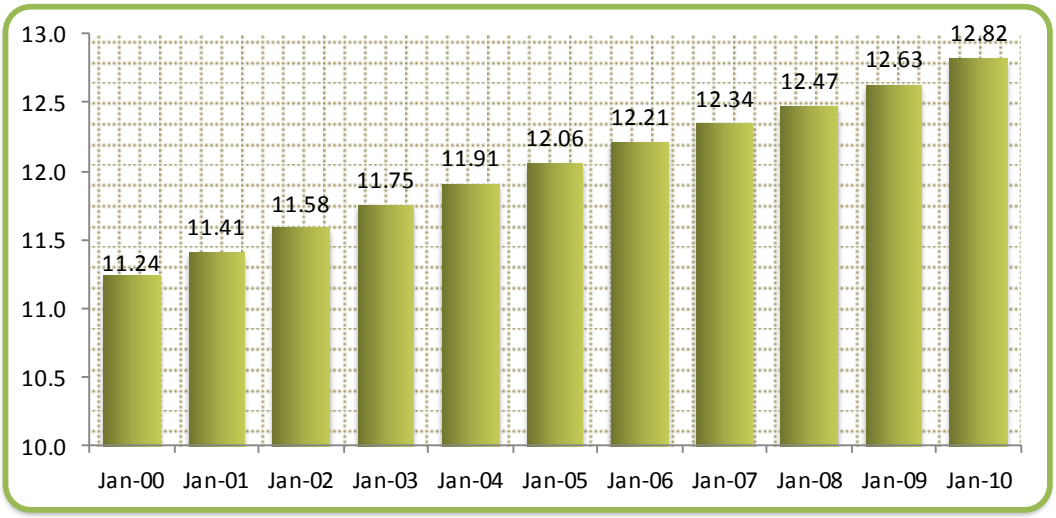
2000 – 2010



Source: U.S. Census Bureau, 2010 Census.

Figure 12

Population by Age 65 and above (Percent Change) 2000 – 2010



Source: U.S. Census Bureau, 2010 Census.

These changes present a new challenge in the definition of public policies for government officials, the private, academic and nonprofit sectors. The planning process and definition of priorities are critical to successfully cope with this reality. In one hand, the reduction of young population requiring less academic services and the reduction of the productive labor workforce paying less taxes; and in the other, an aging population demanding more medical and supportive services.

Another significant fact of the population composition in Puerto Rico is the higher representation of males from ages 0 to 24 years and this relation from 25 years and over with higher representation of females.

The table below presents the population distribution by age and sex for 2000 and 2010 data from the U.S. Census for Puerto Rico.

Table 13

Age Groups and Sex: 2000 and 2010

Age/Years	2000						2010					
	Number			Percent			Number			Percent		
	Both sexes	Male	Female	Both sexes	Male	Female	Both sexes	Male	Female	Both sexes	Male	Female
Total population	3,808,610	1,833,577	1,975,033	100.0	100.0	100.0	3,725,789	1,785,171	1,940,618	100	100	100
Under 5	295,406	151,287	144,119	7.8	8.3	7.3	224,756	115,173	109,583	6	6.5	5.6
5 to 9	305,162	156,253	148,909	8.0	8.5	7.5	240,004	123,228	116,776	6.4	6.9	6
10 to 14	305,800	155,984	149,816	8.0	8.5	7.6	268,571	137,289	131,282	7.2	7.7	6.8
15 to 19	313,436	159,309	154,127	8.2	8.7	7.8	284,259	144,853	139,406	7.6	8.1	7.2
20 to 24	301,191	149,426	151,765	7.9	8.1	7.7	260,850	130,577	130,273	7	7.3	6.7
25 to 29	271,507	133,018	138,489	7.1	7.3	7.0	244,159	118,578	125,581	6.6	6.6	6.5
30 to 34	262,825	126,164	136,661	6.9	6.9	6.9	248,173	119,708	128,465	6.7	6.7	6.6
35 to 39	264,849	124,421	140,428	7.0	6.8	7.1	241,270	115,981	125,289	6.5	6.5	6.5
40 to 44	250,814	116,278	134,536	6.6	6.3	6.8	242,258	114,941	127,317	6.5	6.4	6.6
45 to 49	233,120	107,736	125,384	6.1	5.9	6.3	247,986	115,470	132,516	6.7	6.5	6.8
50 to 54	229,916	106,091	123,825	6.0	5.8	6.3	239,821	110,600	129,221	6.4	6.2	6.7
55 to 59	188,883	87,131	101,752	5.0	4.8	5.2	223,607	102,262	121,345	6	5.7	6.3
60 to 64	160,564	74,276	86,288	4.2	4.1	4.4	218,077	100,090	117,987	5.9	5.6	6.1
65 to 69	134,281	60,982	73,299	3.5	3.3	3.7	175,411	80,178	95,233	4.7	4.5	4.9
70 to 74	106,670	47,461	59,209	2.8	2.6	3.0	136,251	61,731	74,520	3.7	3.5	3.8
75 to 79	83,078	35,996	47,082	2.2	2.0	2.4	100,740	43,625	57,115	2.7	2.4	2.9
80 to 84	53,402	22,697	30,705	1.4	1.2	1.6	67,000	27,582	39,418	1.8	1.5	2
85+	47,706	19,067	28,639	1.3	1.0	1.5	62596	23305	39291	1.1	0.8	1.3
Median age (years)	32.1	30.4	33.7	(X)	(X)	(X)	36.9	35.1	38.6	(X)	(X)	(X)

X Not applicable.

Source: U.S. Census Bureau, 2010 Census.

Median Age

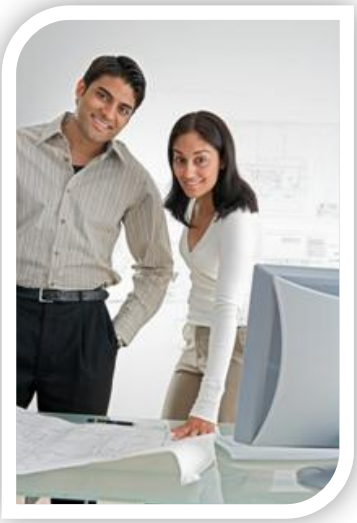
The median age is a helpful parameter to evaluate the demographic changes of a city or country. Puerto Rico shows a very notable increase in the median age of the population from 2000 to 2010 decade. The general population aged approximately five years from 32.1 in year 2000 to 36.6 in 2010.

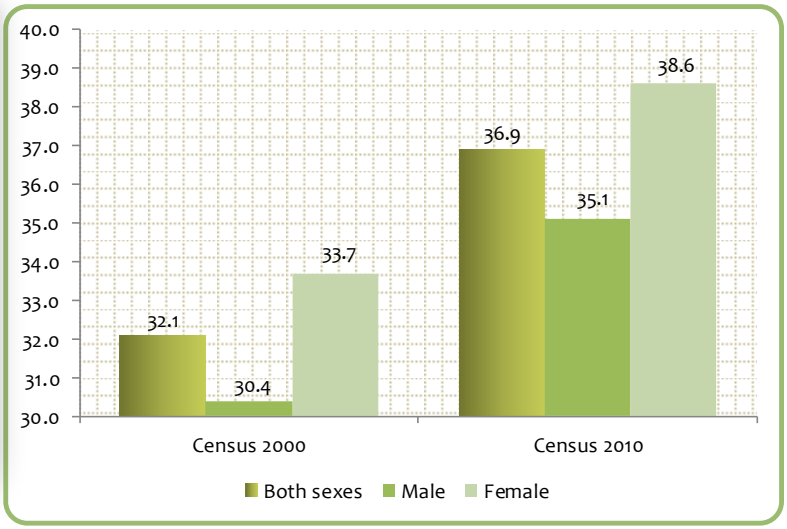
The median age for the male population increased from 30.4 in year 2000 to 35.1 or close to five years for the period. The female population had a smaller increase of two years for the decade. This indicates, as previously discussed, that the male population is presenting more changes in its demographic behavior.

Figure 13

Median of Age by Sex

2000 and 2010





Source: U.S. Census Bureau, 2010 Census

Standard Metropolitan Areas

Puerto Rico is divided in eight Metropolitan Statistical Areas (MSA) comprising most of its 78 municipalities and five micropolitan areas which are rural sectors with small amount of economic activities and population. Among the metropolitan areas, San Juan has the largest population with 2,478,905 inhabitants in 2010. This population presented a reduction of 30,102 persons or 1.21% from that of 2010. The second largest metropolitan area in terms of population is Aguadilla MSA with a population of 312,602 in year 2000 and 306,292 in 2010, a reduction of 2.06% for the decade. It is very significant that four of the eight metropolitan areas showed a reduction in population close to 10% for the decade; these are Fajardo, Mayaguez, Ponce and Yauco.

Table 14

Population by Metropolitan Areas

2000 - 2010

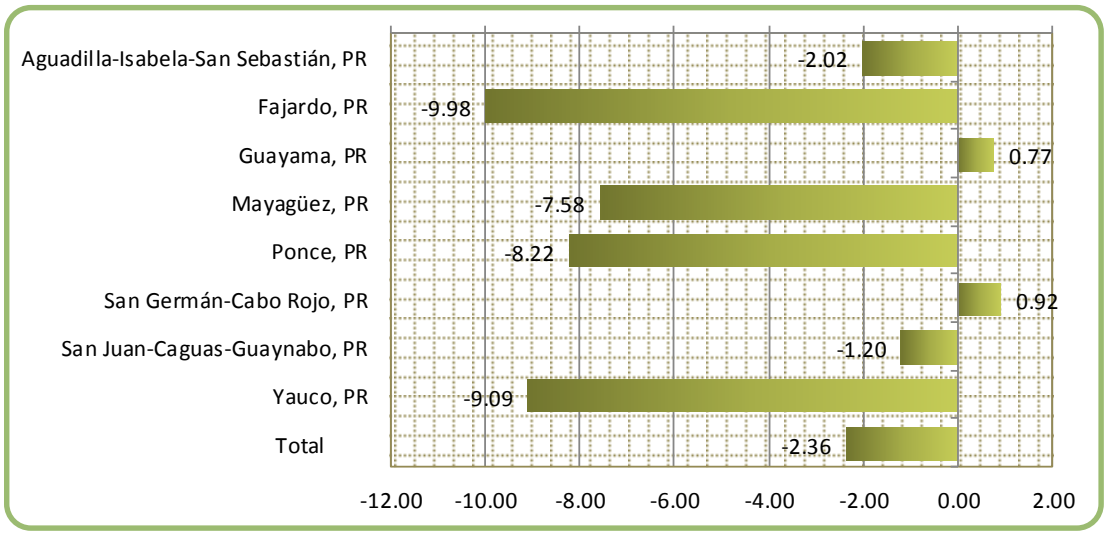
Metropolitan Statistical Area	Census 2010	Census 2000	Diference 2010 vs 2000	Percent Change 2010 vs 2000
Aguadilla-Isabela-San Sebastián, PR	306,292	312,602	-6,310	-2.02
Fajardo, PR	70,692	78,533	-7,841	-9.98
Guayama, PR	84,214	83,570	644	0.77
Mayagüez, PR	106,330	115,048	-8,718	-7.58
Ponce, PR	243,147	264,919	-21,772	-8.22
San Germán-Cabo Rojo, PR	137,462	136,212	1,250	0.92
San Juan-Caguas-Guaynabo, PR	2,478,905	2,509,007	-30,102	-1.20
Yauco, PR	107,333	118,063	-10,730	-9.09
Total	3,534,375	3,619,954	-85,579	-2.36

Source: U.S. Census Bureau, 2010 Census.

Figure 14

Population by Metropolitan Areas

Percent Change 2000-2010



Source: U.S. Census Bureau, 2010 Census.

In terms of the geographic organization of the Workforce Investment Act, Puerto Rico is organized in 15 local areas embracing the 78 municipalities of the Island. Of these, only four shows increase in its population; these are the Caguas-Guayama Consortium with a population increase of 2.73% from 2000 to 2010, the Guaynabo-Toa Baja Consortium with a minimal increase of 0.56%, the northeast with 3.48% and Sur-central Salinas with 2.98%. The remaining areas had a reduction in their population being the most significant the Areas of Mayaguez, Ponce and San Juan with average reductions of 10% in the population.

Table 14

Population Change Standard Metropolitan Areas

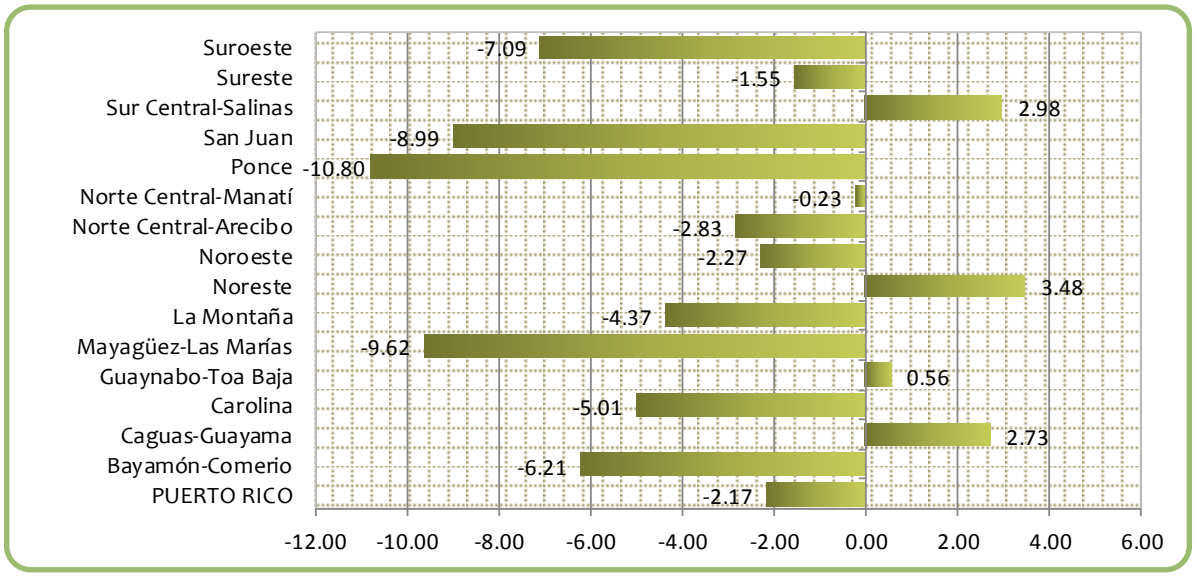
2000 - 2010

Local Area	Census 2010	Census 2000	Diference 2010 vs 2000	Percent of Change 2010 vs 2000
PUERTO RICO	3,725,789	3,808,610	-82,821	-2.17
Bayamón-Comerio	228,894	244,046	-15,152	-6.21
Caguas-Guayama	430,719	419,286	11,433	2.73
Carolina	176,762	186,076	-9,314	-5.01
Guaynabo-Toa Baja	289,739	288,138	1,601	0.56
Mayagüez-Las Marías	98,961	109,495	-10,534	-9.62
La Montaña	49,496	51,757	-2,261	-4.37
Noreste	63,605	61,468	2,137	3.48
Noroeste	57,630	58,971	-1,341	-2.27
Norte Central-Arecibo	59,068	60,786	-1,718	-2.83
Norte Central-Manatí	99,613	99,839	-226	-0.23
Ponce	166,327	186,475	-20,148	-10.80
San Juan	395,326	434,374	-39,048	-8.99
Sur Central-Salinas	54,352	52,778	1,574	2.98
Sureste	78,999	80,243	-1,244	-1.55
Suroeste	77,570	83,489	-5,919	-7.09

Source: U.S. Census Bureau, 2010 Census.

Figure 14

Population (Percent Change) By WIA Local Areas / 2000 – 2010



Source: U.S. Census Bureau, 2010 Census.

Education Data

Table 3 presents results from the 2010 US Census on Puerto Rico school enrollment, which estimated that 1,200,000 citizens between the ages of 3 and over, where enrolled in some type of formal education.

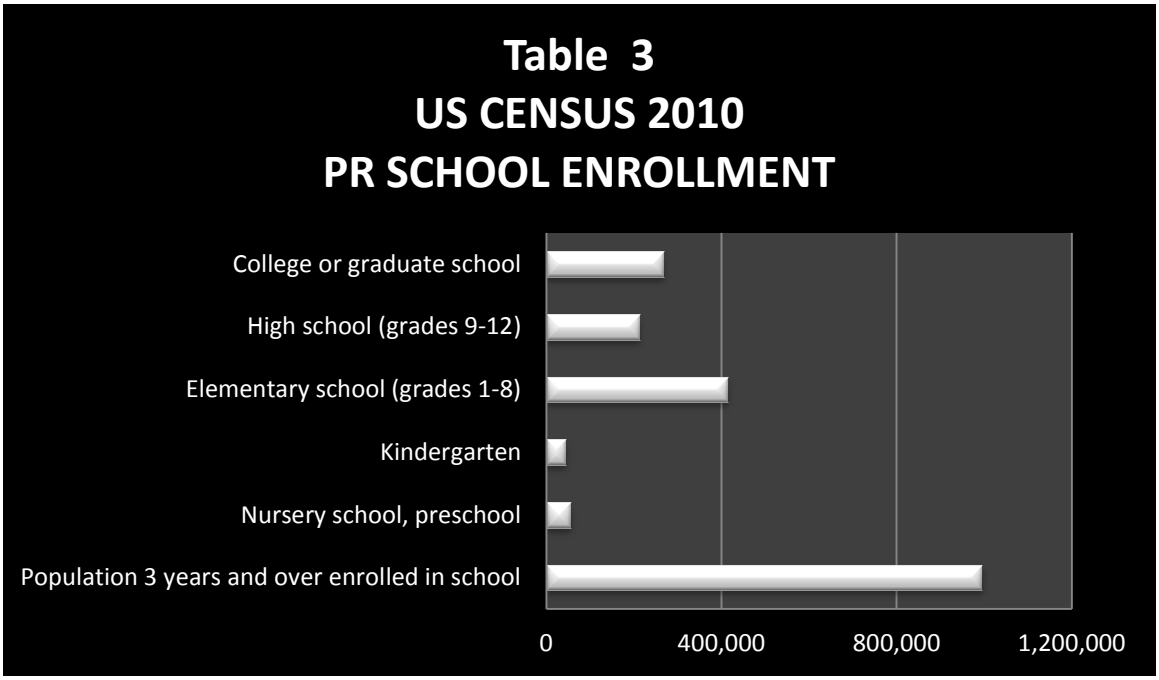
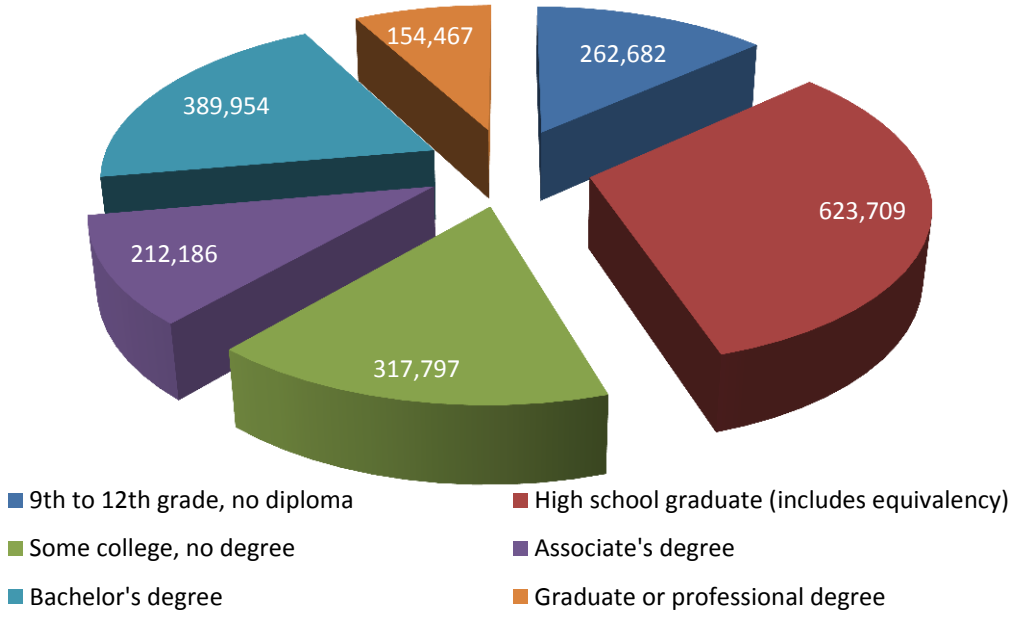


Chart 1 , represents the population's education level. The population without a degree is estimated at 317,797, equivalent to 15% of those 18 years old and over. In Puerto Rico 1,074,404 of those 18 years of age and over had completed an Associate, Bachelor's, Graduate or Professional Degree, equivalent to 38% of this population. From this group 389,954 persons had a Bachelor's Degree, representing 36% of the postsecondary educational group.

Chart 1
US CENSUS 2010 EDUCATIONAL ATTAINMENT
PR Population 25 years and over

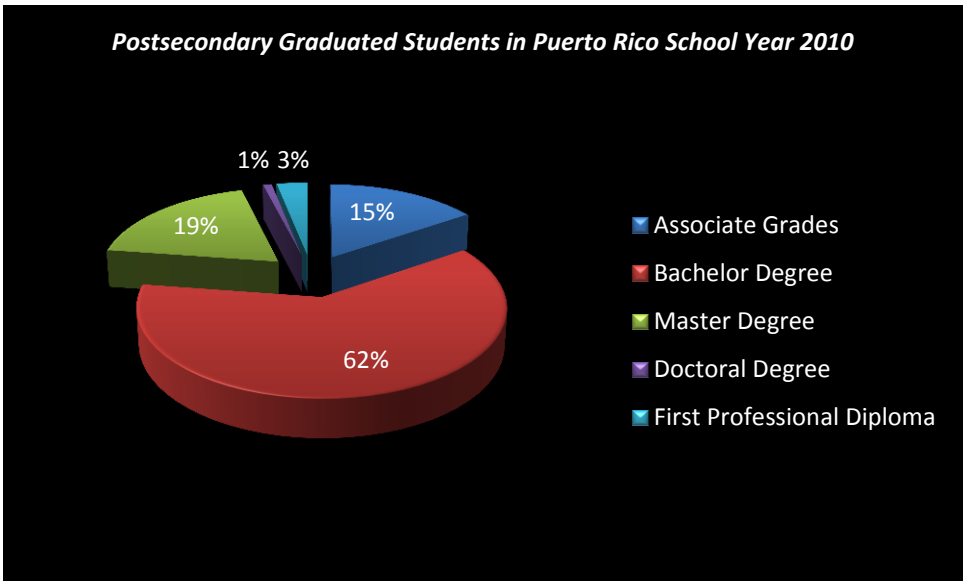


Other data provided by the Integrated Postsecondary Education Data System (IPEDS) indicate that during the 2010 academic year, approximately one out of every ten enrollee at the undergraduate level was a part-time student. During the 2010 academic year, there were 6% part-time students, where more than 94% students were full time. IPEDS show that 89% of the students at the undergraduate level pay the costs of their education with economic assistance programs.

IPEDS data also shows that during the 2010 academic year, approximately 27,726 academic degrees were conferred, for a graduation rate of 78.0%. In Puerto Rico, 20% of the academic degrees conferred have concentrated in specialized short programs, with an average duration of 1 to 3 years. A tendency for a large number of student's enrolled in short academic programs

has increased in the past years. The statistics presented also reflect that 80% of the degrees given require further academic preparation (bachelor degrees, masters, etc.)

The following graph shows that of the degrees granted, 15% are Associate Degrees, 62% Bachelors, 19% Masters, 1% Doctorates, and 3% First Professional Certification. On the other hand, degrees granted by academic programs during the 2010 academic year were in business administration, (23.8%), health (16.3%); personal services (8.5%); engineering related to technology (7.1%); and education (6.4%). In business administration and education, 50% of the academic certifications were bachelor degrees. Meanwhile, in programs related to health, engineering, and personal services short-term certifications are more common with 53.3%, 77.8% and 73.9 % respectively.



Universities, colleges and other post-secondary institutions, besides offering a quality education, will be a critical source of intelligence to formulate public policy and support other organizations that launch economic development strategies and help improve quality of life.

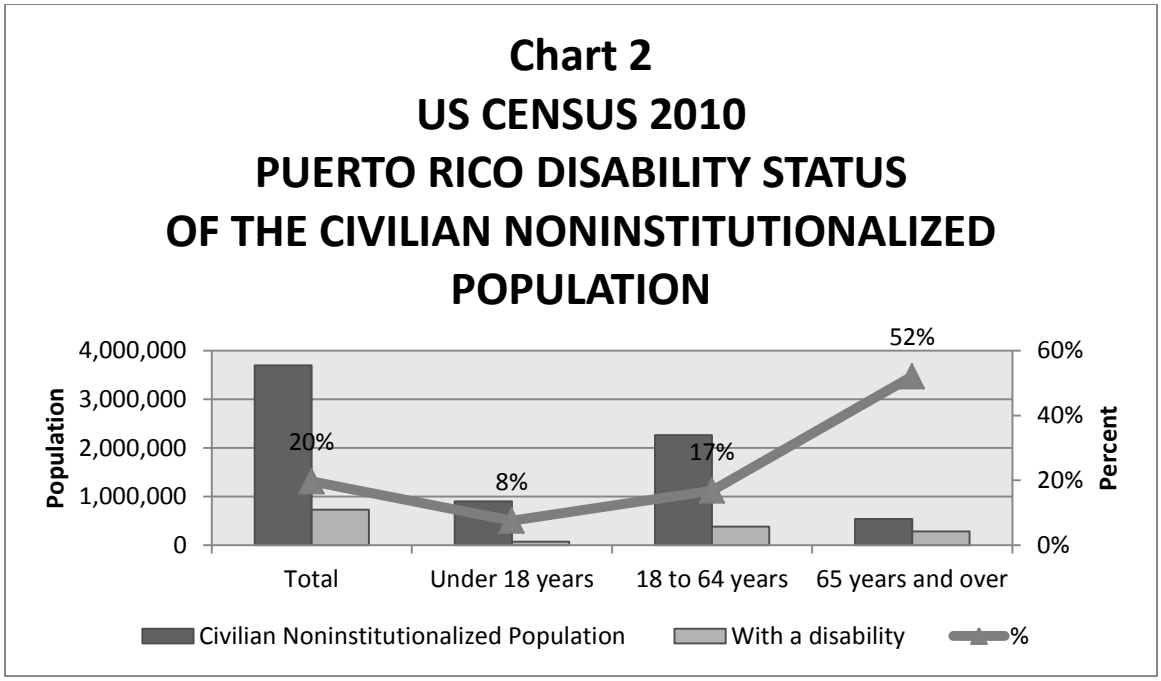
The table shows the most requested academic programs in Puerto Rico School Year 2010.

Programs	Total Students	Short-term Course	Associates Grades	Bachelors	Post Bachelor	Master Degree	PHD	FPD	%
Business Administration	10,453	3,051	1,398	5,224	0	776	4	0	**2**
Health Programs	7,135	3,681	1,747	984	136	280	13	294	**20**
Professional Services	3,729	2,901	9	763	0	56	0	0	**10**
Engineering Related to	3,130	2,314	611	205		0	0	0	**9**
Education	2,796	16	6	2,121	0	633	20	0	**8**
Computers and	2,773	2,037	453	218	13	52	0	0	**8**
Protective Services	2,009	116	1,049	788	0	56	0	0	**6**
Automobile Mechanic	1,857	1,714	128	15	0	0	0	0	**5**
Engineering	1,206	0	46	1,000	0	158	2	0	**3**
Biology Sciences	1,043	0	83	917	0	36	7	0	**3**
Total	**36,131**	**15,830**	**5,530**	**12,235**	**149**	**2,047**	**46**	**294**	100

Source: Digest of Education Statistics, Integrated e Postsecondary Education Data Systems (IPEDS),

Individuals with disabilities

As shown in **Chart 2**, the population with disabilities in Puerto Rico, according to Census 2010, is 726,334 equivalent to 20% of the not institutionalized civil population. On the other hand, the population 65 years of age or more contains the greater proportion of people with disability with 52% of the total or 538,599 persons in that age category. Among the ages between 18 and 64, the most productive age of the population, there are 378,514 persons with some sort of disability, equivalent to 17% of the population in that age category. Among the population 18 years old and over, there are 658,749 persons with some type of disability; while in the category of less than 18 years of age, 8% of that category has some sort of disability.



State Strategies

Leveraging Resources

Puerto Rico will use WIA Title I funds to leverage other resources and maximize the effectiveness of such resources in order to expand the participation of business, employees, and individuals in the statewide workforce investment system. Many of the arrangement for sharing other federal, state, and local resources are worked out in detail at local level involving other state agencies as the local One-Stop partners, through Memorandum of Understanding (MOUs).

State agencies such as the Vocational Rehabilitation Administration, Housing Department, Education Department, and Family Department contribute with Federal and State resources in order to support the one-stop career system. To support the delivery of integrated services, Puerto Rico will continue to encourage local areas to develop financial and non-financial agreements and emphasize in the importance of involving other programs, like Veterans Employment Programs and Trade Adjustment Act, in the workforce investment system.

Local One-Stop partnership will be working with the local government and public institutions to invest in the development of facilities to house One-Stop operations. The local elected officials will view this unified approach to the workforce investment system as a benefit to the entire community. The partners within the Local One-Stop system will act as "brokers" whose agencies can accumulate funds from a variety of federal, state, and private foundation source to support the implementation of the One-Stop center's customers by the availability of local government and private foundation funds.

Local Resources to the Workforce Investment System

Local Areas received a lot of economic and help from the local governments, which did not take into consideration to assess the impact of the workforce system on the Island. The LDA asked local areas to begin to gathering how much money and local service municipalities input to WIA program to demonstrate to the Congress of United States, the impact of training and employment services among the state.

The MIP financial system was amended to require to Local Areas to quantify this contribution of the municipalities in Local Areas and One Stop Centers. Local contributions are defined as any expense or non-federal contribution that is used for support WIA programs. It includes cash as well as in-kind contributions.

The Financial Guidelines contains specific instructions to calculate and report on these contributions. In the planning process Local Areas has to submit the following information:

a. In the Annual Plan, present a forecasting of local contribution to One Stop Center
b. Present a projection on how much in cash represent this local input.
c. Submit contributions both in cash as in-kind.
d. Related to in-kind contributions, describe how they are calculated and that evidence are used to document them.

This information will be collected monthly through the finance system, but this projection gives us in the planning process an idea of the local contribution to the system to report ETA upon request.

State Strategies : In order to move the wheel of progress, a holistic view of Puerto Rico's economic development/workforce development plans must be considered. The following is a summary of a group of initiatives that portray some of the Governor's current activities per population sector and need, making it a plan with culturally unique ideas, with which to bring

about positive, job-oriented outcomes whether at the local level, or whether at the individual or small/medium sized business level.

Cross Program Strategies: From the unemployed point of view, as a start up, this population will start the engine of economic progress by registering at the local Department of Labor's Employment Service Office: 1) to apply for unemployment benefits and 2) to add themselves into the universal pool of those looking for work. The benefits received here are, at a maximum, 26 weeks of state funded unemployment benefits, and extended additional weeks with federal funds from the USDOL. Here we have the integration of two programs and two funding streams to help the immediately unemployed.

Once registered, different programs will begin offering services that will turn out to be support services, while remaining unemployed yet seeking a steady job. At the Employment Service (Wagner Peyser Act) the applicant is first faced by a Counselor with an assessment tool to help identify skills and job readiness. Should the applicant be a young person (16 to 26) that needs to finish high school, GED will be the first way to go in providing him or her a diploma that may also be accompanied with a vocational or technical certificate (from a Private Service Provider under contract at the local One Stop or LWIB)* that certifies him or her as ready to execute tasks that derived from recent study. If an older person, 55 years of age and over (SCSEP), applicant will be faced with a Counselor and another assessment tool in order to find out skills, job experience and the scope of availability for which he or she will be available for work. If a young adult, not unemployed but wishing to overcome a lack of job skills due to economic hardship (according to HHS Poverty Levels), applicant may be eligible for the One-Stop Career Center's training program (WIA) that carry out a varied array of programs in order to help train the labor force and emphasizes in those least likely to find a job any time soon, and need to upgrade their skills.
[*Private Service Provider lists are available at each One Stop Center or LWIB office.]

All programs begin with an initial interview that will identify what skills they have, what skills they need either to go back to work immediately at a new jobsite, but using already acquired

skills (RES) or be eligible for training benefits that will finalize their transitional journey with a job previously agreed upon with the employer (WIA).

Financial opportunity and capability is very important, in order to move to a chance at being able to afford training and, if applicant decides the entrepreneurial road, to turn toward establishing one's own small business, America's economic backbone.

Participants must decide whether to receive training, work and study, apply for a business loan, or remain work ready in the Employment Service List or actively participating in WIA servicing.

Cross-Program strategies help in many ways, with such different tools as the applicant may need. The amount of drive and desire for success inside applicants are the hardest to identify, for when faced with as many service programs as there are, it is even viable to start one route (training) and finish up down a different road (certificate level, GED diploma, vocational technical school, health oriented training and on the job training experiences). Each of these alternatives is a different program, an individual success formula for each applicant's future, this is known as an individual training account, WIA style.

Each applicant will have an individual skills assessment, an individual guiding path through the program or services provided, with one goal in mind, achieve self-sufficiency, financial independence and able to hold a steady job, knowing that upgrading skills will always be an additional and final tool in job retention.

Partnerships: The Department of Labor nor the local WIA or One Stop Centers have every alternative available for everyone joining the workforce development efforts.

Therefore, the PRDOL has become a part of the Governor's economic development team by signing Memorandums of Understanding (MOUs) with different organizations, both public and private alike.

The following are a list of already established cooperative agreements between the PRDOL and public and/or private non-profit entities in order to widen the scope of services already in the workforce development pool.

- **Department of the Family** - The PRDOL has joined the national initiative that created the National Directory of New Hires. This agreement provides information given to the PRDOL from every employer that hires an unemployment benefits recipient. The worker's family will receive the benefit of a working adult, and if child support payments are a requirement, the Department of the Family will be able to confirm the ability to pay child support as well as confirm that an unemployment benefit recipient has left the unemployment line.
- **Department of Corrections**: The PRDOL has partnered with this agency in order to provide transitional and job searching or placement opportunities to those ex-offenders entering the labor force. From around 120 days before they exit the institution, these "ex-Os" will receive counseling, job skill assessment and either job training or placement.
- **State Office of the Aging [Office of the Ombudsman for the Pensioned and Elderly**: For men and women 62 years old and over, the SCSEP Program at the PRDOL is currently working out an on the job training initiative for those who wish to feel useful and work on a part-time basis. For details, please refer to the SCSEP Program explanation in Part II of this Plan.
- **Economic Development Bank**: A partnership with a banking institution is serving as financial mentor and partner for PRDOL participants in the Governor's program "Desarrollo Para el Pueblo" [Economic Development for the People]. Since 2009, this bank has approved 2,463 loans for small-business start ups, totaling $616millions. Participant goes through financial training and certification, is helped by bank staff in the planning and implementation phases of his business and later monitors progress to ensure success.

- **My Business Workshop**: Open to the general public, this initiative provides 10 business development workshops that carry participants through their own enterprise developmental stages. These workshops were just started last August 29, 2012.
- **Scholarships for Women Entrepreneurs**: A rather new enterprise provides up to $2,000.00 per participant, with a total fund allocation of $50,000.00. Twenty-five (23) of these scholarships are currently available.
- **Loans for Women Entrepreneurs:** This is a $15,000.00 loan for women that want to establish their own small business. This initiative is directed toward self-sufficiency and self-employment. This loan may serve either to start a new business of expand the one they currently have. This initiative started in September 12, 2012.
- **Urban Marketplace:** This is an agricultural oriented initiative for those wanting to open up and maintain a produce business that is directly connected to restaurants and hotels needing specific produce, providing a win-win economic situation for the farmer and the employer who can now serve his clientele with fresh and locally grown vegetables.
- **Urban Bazaar:** Five open market events have given birth to this initiative, giving local business owners a temporary (for the duration of each activity) spot from which to sell their goods and hand made preparations. On a monthly basis, this activity has given the chance to over 50 farmers and local artisans the opportunity to sell their goods to the public, totaling a monetary benefit of little over $1million dollars during these activities. More are scheduled where at least 30 self-owned businesses participate and where 85% of these businesses are women-owned.

Policy Alignment: Everyone knows that any business needs patents and permits, constant monitoring and always, safety measures that make sure all those either working or passing through feel safe or that precautions have been taken to make sure that no one gets hurt due to faulty machinery or building maintenance. State policy makers are constantly working with

PROSHA, part of the PRDOL, when planning safety assessments, staff training, building and work area conditioning, etc. etc. in order to include state enforced safety condition requirements in order to operate any business.

- Permits may be requested through the online government web page: www.pr.gov
- Administrative procedures within the Local PRDOL One Stop Centers or LWIBs will establish special customer servicing for the elderly, the handicapped or disabled and ensure "Priority of Service" for all Veterans.
- Self-service areas for those having the skills and desire to service themselves with the necessary job application or job identification data displayed in the Internet.
- Puerto Rico will join a national job service bank, posting local job offers from both the private as well as the public sector. Please refer to the Labor Exchange information in Section II of this Plan.
- Public Law No. 151 signed in 2012 is the first law to grant an amnesty to employers with FUTA Tax debts, funds with which to pay unemployment compensation benefits. The amnesty means that if employers pay their principal debt in one payment, penalties and interests will be condoned. Amnesty began when the law was signed and is effective through October 30, 2012. [Please see Attachments, for a copy of the law itself.] Proceeds will be directly deposited into the State's Trust Fund, exclusive source for unemployment benefit payments.

Desired Outcomes

Currently, Puerto Rico is been held accountable under core indicators of performance for the workforce investment activities. Of these, fifteen measures apply to the adult, dislocated worker, and youth programs, and two measures of customer satisfacction across these three funding streams for a total of 17 requirement measures. These measures have not been negotiated since 2000. Since Puerto Rico is under a new reporting system, a thorough evaluation of the data is being performed to establish new levels of performance. The performance measures indicated on the table below are still under evaluation and discussion.

	Current Negotiated Performance Level	PR 2009 Results (SAC)	PR 2010 Results (SAC)	PR2011 (ETA9090) (SIAC)	**Proposed Goals***
Reporting Item					
Employeer Customer Satisfaction	80%	78%	95.4	n/a	**80%**
Participant Customer Satisfaction	86%	81%	93.3	n/a	**86%**
Adult Worker Performance Measures					
Entered Employment Rate	84%	67%	70%	31%	**51%**
Employment Retention Rate	90%	74%	83%	84%	**83%**
Six Month Avergae Earnings	$6,200	$9,285	$6,265	$8,629	**$ 6,400.00**
Employment and Credential Rate	72%	36%	63%	27%	**55%**
Dislocated Worker Performance Measures					
Entered Employment Rate	86%	88%	74%	37%	**56%**
Employment Retention Rate	91%	88%	90%	82%	**86%**
Six Month Avergae Earnings	$7,000	$7,094	$7,107	$8,054	**$ 7,100.00**
Employment and Credential Rate	74%	84%	73%	42%	**57%**
Older Youth Performance Measures					
Entered Employment Rate	69%	13%	49%	22%	**55%**
Employment Retention Rate	88%	87%	89%	84%	**88%**
Earnings Change	$3,300	$1,947	$1,919	$1,957	**$ 2,000.00**
Employment and Credential Rate	72%	21%	51%	25%	**55%**
Younger Youth Performance Measures					
Skill Attaitment Rate	98%	91%	100%	100%	**98%**
Youth Diploma or Equivalent Rate	72%	63%	79%	50%	**65%**
Retention Rate	80%	64%	71%	70%	**71%**

**** Subject to change, these numbers are currently being negotiated with the Region.***

SECTION II- STATE OPERATIONAL PLAN

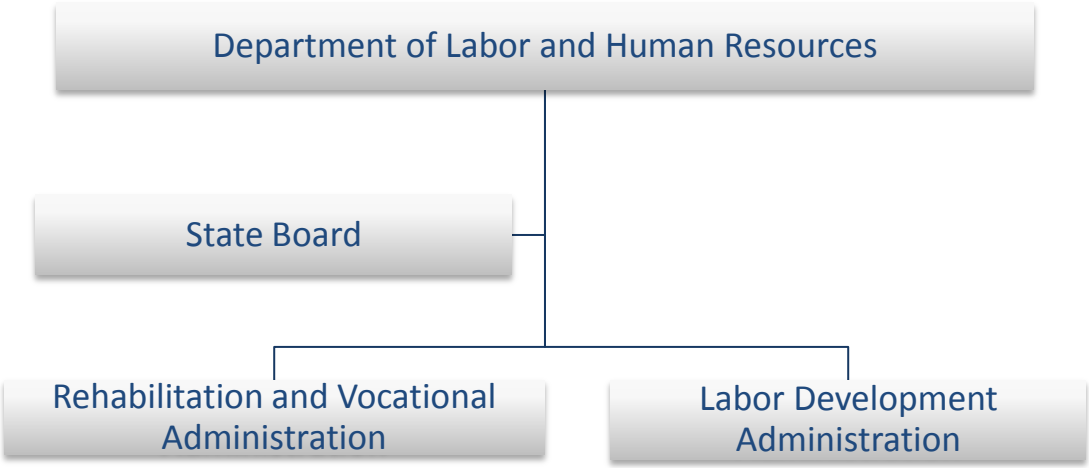
Organization - State

The Workforce Investment System of Puerto Rico integrates as its main components, the Department of Labor and Human Resources (PR-DOL), the State Investment Board, the Labor Development Administration (LDA), and the Vocational and Rehabilitation Administration (VRA).

The PR-DOL is an executive department of the Government of Puerto Rico, it was created by the Law 15 of 1931, and then its existence was recognized at the moment of the approval of the Constitution of the Commonwealth of Puerto Rico in 1952.

The department is responsible for public policy and management of labor legislation, occupational safety, unemployment insurance benefits, re-employment services, human resources training, and some economic statistics. Also the department is the official Grantee for WIA Title I, Wagner–Peyser Act and the Senior Community Service Employment Program in Puerto Rico.

The Reorganization Plan of the Department of Labor and Human Resources (PR-DOL) adopted on December 9, 2011, amended Act No. 15 of April 14, 1931, as amended, known as the "Organic Act of the Department of Labor and Human Resources "to reorganize the agency".



The reorganization and modernization of the Department and its components is based on the design and operation of effective administrative structures and improvement of processes and procedures, to achieve a significant increase in the performance and enforcement of human capital.

In addition, this action plan and amended Act No. 97-1991, as amended, which created the Council of Human Resources and Occupational Development to redenominate as Labor Development Administration (LDA), for the purposes of adjust said Act to the provisions applicable federal and ensure effective implementation, design, enactment and establishment of public policy relating to human resources and occupational development.

Aditionally, it consolidated the programs and activities of the former Administration Training of Future Entrepreneurs (AAFET), the Right to Employment Administration (ADT) and programmatic activities of the Bureau of Building Job Opportunities (FOT) into a new Auxiliary Secretary under the PR-DOL structure.

State Structure – WIA

The Labor Development Administration (LDA) is the operational component of the Department of Labor and Human Resources (PR-DOL), is the agency of the Government of Puerto Rico responsible for the coordination, supervision and administration of federal funds management regarding federal funds for employment and training from the U.S. Department of Labor –Employment Training Administration(DOL-ETA)

The duties and responsibilities of the agency are to connect part of the Training and Employment System in Puerto Rico, providing services to displaced workers, incorporating innovative Rapid Response Centers across PR, and the development of activities that encourage employment in small and medium companies.

The WIA State admistrator entity organizational structure is composed of key personnel who's mission and duties are in compliance with required statewide activities described in 20 C.F.R. 665.200; Administrator of Workforce Development, Auxiliary Administrator of Monitoring, Auxiliary Administrator of Planning, Auxiliary Administrator of Finance, Auxiliary Administrator of Statistics, Auxiliary Administrator of Human Resources and Auxiliary Administrator of Legal Office.

20 CFR, 665.200 -
Required Statewide workforce investment activities are:

- Required rapid response activities, as described in 665.310;

- Disseminating: (1) The State list of eligible providers of training for adults and dislocated workers; (2) Information identifying eligible providers of on-the-job training (OJT) and customized training; (3) Performance and program cost information about these providers, as described in 20 CFR 663.540; and (4) A list of eligible providers of youth activities as described in WIA section 123;

-Conducting evaluations, under WIA section 136(e)

- Providing incentive grants:

- Providing technical assistance to local areas that fail to meet local performance measures.

- Assisting in the establishment and operation of One-Stop delivery systems, in accordance with the strategy described in the State workforce investment plan. (WIA sec. 112(b)(14).)

- Providing additional assistance to local areas that have high concentrations of eligible youth.

- Operating a fiscal and management accountability information system, based on guidelines established by the Secretary after consultation with the Governors, chief elected officials, and One-Stop partners, as required by WIA section 136(f). (WIA secs. 129(b)(2), 134(a)(2), and 136(e)(2).)

State Workforce Investment Board

Section 111 of the Workforce Investment Act (WIA) requires the establishment of a State Workforce Investment Board. The business, educational, labor organization, municipal government and the economic development sectors, the House of Representative, Senate, and required partners must be represented in this State Board.

Suitable candidates representing the different sectors as required by WIA are submitted to the Governor's Office of Nominations. The members of the State Board are appointed by the Governor in order to represent the different sectors required by WIA. The Presidents of the Senate and House of Representatives appoint members of each legislative body to be part of the State Board.

The Puerto Rico State Workforce Investment Board (SWIB) was established by executive order in 2002 to promote comprehensive planning and coordination of employment and training programs in the State. Two subsequent executive orders have been signed, the latest in july 2012. The SWIB has served, and continues to function, as the designated State Workforce Investment Board. It has planning and coordination responsibilities related to federal support received through the Workforce Investment Act and other programs with workforce development efforts. Membership of the board is consistent with (§111) includes the following individuals or their designated representatives from the private sector, academia and the main government agencies related to economic and workforce development, such as Labor and Human Resources, Economic Development, Youth Affairs, Vocational Rehabilitation, and Housing. It also has representatives of the Legislative Branch and of the mayors.

No less than 50% of the members appointed by the Governor are representatives from private sector businesses and serve staggered terms. All governmental agency representatives serve as long as they hold the office or designation. A chairperson from private sector business is appointed by the Governor. The State Board composition includes a wide variety of well know entrepreneurs, economics representatives of the various economic sectors in Puerto Rico.

The following chart shows the State Board composition according to the sector they represent.

Composition of State Workforce Investment Board

Private Sector

NAME	Position/Company
José B. Carrión Rubert **State Board President**	President Carrión, Lafitte, Casellas, Inc.
Lcda. Elba Sánchez González **State Board Vice-president**	Executive Vice- president Falcón Sánchez & Associates
Emilio Torres Hernández **State Board Secretary**	President Maridel, Inc.
Adrian E. Stella Arroyo	President Stella Group
Carlos González Caraballo	G2 Caribe Ltd.
Dennis Medina Rivera	Principal Partner New Star Acquisition, Corp
Diego J. Robles Cordero	President Robles & Associates Certified Public Accountants
Lcdo. Félix R. Vega Fournier	Vega Fournier & Vega Fournier
Mr. Gustavo Vélez Pizarro	President Inteligencia Económica y Legislativa
Mr. Jaime Tavarez Pérez	President Tavarez Medical Equipment Center
Mr. Jorge A. Galliano Artime	President Gatsby World
Mr. Manuel Mellado González	Impacto Multimedia
Mr. Rafael Zorrilla Balseiro	Owner El Planchado Dry Cleaners
Mr. Raúl Bustamante Miller	General Manager Condado Plaza Hotel & Casino

Local Government Sector

Name	**Position/Company**
Hon. Jesús E. Colón Berlingeri	Mayor Municipality of Orocovis
Hon. José E. Avilés Santiago	Mayor Municipality of Moca

Legislative Branch

Name	Position/Company
Hon. Ángel Peña Ramírez	Commissioner House of Representatives
Hon. Carlos Méndez Nuñez	Commissioner House of Representatives
Hon. Luz Z. Arce Ferrer	Senator Senate of Puerto Rico
Hon. Kimmey Raschke Martínez	Senator Senate of Puerto Rico

Education Sector

Name	Position/Company
Olga A. Benítez Garay, PhD	President Education Connections

Economic Development Sector

Name	Position/Company
Hon. José R. Pérez Riera	Secretary Puerto Rico Economic Development and Commerce Department

Mandatory Partners

Name	Position/Company
Hon. Elvira M. Cancio Lugo	Secretary, Puerto Rico Department of Labor
Hon. Miguel B. Hernández Vivoni	Secretary, Housing Department
Hon. Edward Moreno Alonso	Secretary, Puerto Rico Department of Education
Hon. Yanitzia Irizarry Méndez	Secretary, Puerto Rico Family Department
Mr. Esteban Pérez Ubieta	Administrator, Department of the Family Economic Development Administration
Mr. Aurelio González Cubero	Administrator, (ADL) Workforce Development Administration
Ms. Nydia Colón Zayas	Administrator, Vocational Rehabilitation Administration
Ms. Sra. Miguelina Torres Román	Director, Arecibo Job Corps/Rescare, Inc.
Mr. Héctor O'Neill Rosa	Executive Director, Office of Youth Affairs

The development of the plan is a task that the SWIB accomplished in collaboration of special committees and a year round working agenda. Members from the private and public sector share information in order to develop strategies for the workforce development system.

The roles and responsibilities of the state board are defined by their internal regulation, whichs established subcomittes and working groups in coonetion with WIA state personnel as assistants with the technical aspects of the issues.

Some of the major accomplishments of the SWIB is the adoption of the Employment and Training Administration, Region 1-Boston Office (RO) establishing a work plan that among other things, became a reality by the establishment of a common name "common braning .

Taking advantage of the reorganization at the PR DOL as well as of the LDA's new name, the SWIB took action by implementing a similar name that identifies the Local Areas and One Stop Centers as integrants parts of the same system, giving it universal recognition.

On February 2012, the SWIB approved "*WIA Administrative Memo No. 1-2012*", that establishes the requirement of implementing a common name for all local areas under the Workforce Investment Act (WIA) in Puerto Rico.

Historically, the fifteen Local Areas (LWIBs) that have operated within the workforce development system and using WIA funds, have all been known with different names. Because of this, would-be workers looking for employment service and training, as well as employers looking for workers, both have not been able to realize or recognize that a One-Stop Center in a local area, is similar to a One-Stop Center in another local area.

All locals (LWIBs) will now be known as the LOCAL AREA WORKFORCE DEVELOPMENT AREA, using the name of the specific geographic location. The PRDOL, LDA and the State Board, have recognized the benefits and encouraged all locals to be aware of the virtue of these efforts; something that will lead to better and more effective services.

The branding included a universal logo and sinaged in offices and web. Some examples of the implemented change are:

Local Structure

The Local Areas are made up of 15 consortia of municipalities and three which are independent municipalities. The Local Areas include the Local Mayors Boards, Local Investment Boards and Local One Stop Operator. Each of the Local Areas, through the One Stop Centers and Local Offices provide the direct employment and training services under the Adult, Dislocated Workers and Youth Programs.

Designation of Local Areas by the Governor were conducted according to Section 116 (a) of WIA. The State Board's, Chief Elected Officials and public comments were consulted and evaluated during the original designation process. Accessibility to the services provided by local educational organizations, post-secondary and vocational institutions in the area have been analyzed, as well as the consistency of the area's labor market, regarding occupations in demand, where geographic composition allowed easy private or public access to these services.

Local areas operate without any significant changes, under the grandfathering clause, since the implementation of WIA. As part of a branding initiative, all local areas were renamed as part of a branding process. Please refer to the chart below.

Local Areas	One Stop Centers
Local Workforce Development Area/ Bayamón/Comerío	One Stop Labor Center - Bayamón/Comerío
Local Workforce Development Area of Caguas/Guayama	One Stop Labor Center Caguas/Guayama
Local Workforce Development Area of Carolina	One Stop Labor Center Carolina
Local Workforce Development Area of Guaynabo/Toa Baja	One Stop Labor Center Guaynabo/Toa Baja
Local Workforce Development Area of La Montaña	One Stop Labor Center La Montaña

Local Workforce Development Area of Manatí/Dorado	One Stop Labor Center Manatí/Dorado
Local Workforce Development Area of Mayagüez/Las Marías	One Stop Labor Center Mayagüez/Las Marías
Local Workforce Development Area of North Central	One Stop Labor Center North Central
Local Workforce Development Area of Northeast	One Stop Labor Center Northeast
Local Workforce Development Area of Northwest	One Stop Labor Center Northwest
Local Workforce Development Area of Ponce	One Stop Labor Center Ponce
Local Workforce Development Area of San Juan	One Stop Labor Center San Juan
Local Workforce Development Area of South Central	One Stop Labor Center South Central
Local Workforce Development Area of Southeast	One Stop Labor Center Southeast
Local Workforce Development Area of Southwest	One Stop Labor Center Southwest

Currently, the status of the certification of 15 Local Boards is as follows:

Local Area	**Recertified Local Board**	Expiration
Bayamón/Comerío	August 4, 2011	**August 1, 2013**
Carolina	August 4, 2011	**August 1, 2013**
Dorado/Manatí	August 4, 2011	**August 1, 2013**
Guaynabo/Toa Baja	August 4, 2011	**August 1, 2013**
Mayagüez/Las Marías	August 4, 2011	**August 1, 2013**
North Central	August 29, 2011	**August 30, 2013**
Northeast	August 4, 2011	**August 1, 2013**
Northwest	August 4, 2011	**August 1, 2013**

Ponce	August 4, 2011	**August 1, 2013**
South Central	August 4, 2011	**August 1, 2013**
Southeast	August 4, 2011	**August 1, 2013**
Southwest	August 4, 2011	**August 1, 2013**

In Recertification Process

Caguas /Guayama	September 14, 2009	**PENDING**
La Montaña	August 3, 2009	**PENDING**
San Juan	**September 25, 2010**	**PENDING**

Local Workforce Boards

The State has established criteria for the nomination and appointment of members to the Local Workforce Investment Area Board. In Puerto Rico's Workforce Investment System the Local WIB certification process is regulated by the State Board's Administrative Statement No. WIA 01-2003, entitled *Procedure of Certification and Recertification of the Local Workforce Investment Boards under WIA*. The nominees must represent private business; employers; employees authorized to formulate public policy or hire; representatives with employment opportunities; or individuals nominated by local business organization and/or business trade associations; and other such members. These would-be individuals must have optimum policy-making authority within their organizations, agencies or entities. The duration of their appointment will be determined by the Chief Elected Official (CEO) or the Board of Mayors, according to the type of membership he or she represents in the sector. Not more than half of the appointments may expire at the same time.

Section 117 of WIA, provides the requirements for the establishment of a Local WIB.

National Labor Exchange Initiative

In accordance with TEGL No. 36-11, dated June 14, 2012, the PRDOL plans to become a proud member of the American Job Center network so as to increase jobseeker and employer awareness of workforce development resources available not only across Puerto Rico, but across the entire US.

Herein is included the logo to be used as part of every official document, web site, official announcement and training that the PRDOL is to be involved in starting, October 1st, 2012 and forward.

The logo will be synonymous with job searching, job-skill training and job-referral cases; and will be accessible to all those who enter PRDOL or USDOL web sites recognized as members of this nationwide partnership.

Those familiar with One-Stop Career Service Centers will learn that wherever this logo appears, they will be able to receive all Wagner Peyser-WIA services to the fullest extent of the law and with each required servicing for the population they represent,

Participants will know that this logo will be able to help them get to work and employers will know that the PRDOL's partnership will be able to help them get the quality employees they need.

These services will provide a single online tool that will help jobseekers become aware of career exploration tools, skill assessments, credential listings, job openings not easily found otherwise. The link known as: www.jobcenter.usa.gov will provide a familiar name in job seeking and worker identification tasks, on a 24-7 access key to information.

PRDOL will use this logo in Wagner-Peyser Act and Workforce Investment Act Adult, Youth and Dislocated Worker activities. This will attract the eye of young and older adults, dislocated workers, Trade-affected individuals, and even elderly seeking the services of the Senior Community Employment Service Program from ages 55 and over. Local Investment Boards on

the Island will use this logo as well as each One Stop Career Center and the PRDOL Central Offices.

Job Central

The Puerto Rico Department of Labor and Human Resources signed a participation agreement, as the agency that provides workforce services to employers, employees and job seekers, as member of NASWA, and Direct Employers Association. NASWA has a partnership with Direct Employers until 2017. PRDOL has already signed a State Participation Agreement with Direct Employers Association and NASWA. The document is known as the State Participation Agreement. The term "Job Central" and "National Labor Exchange" may be used interchangeably for the purposes of understanding and interpreting the Agreement.

"JobCentral" is a web clearinghouse operated by DirectEmployers where employers can post available jobs and recruit eligible job candidates; job seekers may also search for job openings and apply for employment.

Job Central uses the O*NET Autocoder to assign occupational codes. It was originally developed for DOL and the original version is now being distributed to the States through the Information Technology Support Center (ITSC). The Direct Employers (DE) uses a version that has been upgraded extensively since the original. The DE will not recode jobs uploaded from a state workforce agency site provided they have a valid SOC/O*NET code assigned (DE will crosswalk SS O*NET codes - AJB coding structure - to O*NET codes). DE will code all other jobs using the Autocoder. Jobs downloaded to the states will have a SOC/O*NET code assigned; however, state workforce agencies are free to change the code on their own sites.

Human Resource and Capacity Building

PRDOL understands that local office management and front line staff are essential for the success of any workforce program. Our employees are our most important asset in the delivery of quality services. Local and central office staff is being trained on their new role within the system and to understand why they must work differently, participate in reengineering and capacity building processes and ultimately derive pride and satisfaction from successfully meeting customer needs and measurable program goals.

ES staff is being prepared, through intensive capacity building efforts, to understand the new challenges and demands that diversified clients bring. BES uses information acquired from training sessions to better service clients. An integral part of the approach is to train personnel in the important role that technology plays in the system, as well as how and necessary this is in order to increase the quality and the agility of the services offered.

During Program Year 2012-2016, our offices will continue offering staff capacity building opportunities and learning experiences that will help staff have a better understanding of the system, and its importance to efficient customer service delivery.

Cross-Program Training

Aware of the need to offer better service, cross training will occur continuously during Program Year 2012 through 2016. Training of ES and WIA activities will be scheduled. Job Interviewers from all programs will be trained to speed the process of Intake and other related services. Following is the training schedule for the next four (4) quarters.

Capacity Building

Capacity building training will be ongoing. Cross training will be enforced. Included is the Training Schedule for the next four (4) quarters.

BES TRAINING SCHEDULE **PROGRAM YEAR 2012**

DATE	TOPIC	RESOURCE	COMMENTS
July 2012	**Case Management in SIAC**	ES Counselor	07/06/2012 Addressed to Veterans staff, ES managers will be included.
August 2012	**SIAC**	ES Counselor	08/24/2012 It will be provided to new staff
	Acceptance UI Claims	UI Technical Staff	08/30/2012
	Puerto Rican Workers Provisional Insurance (MSFW Program)	Chartis Insurance Company	08/30/2012 It will be provided to MSFW staff
September 2012	**Introduction to Computers;** MS Word /Outlook	Staff ES Central Office staff	09/09-09/14/2012 For all ES staff in need of basic computer skills, including clerks.
Continuation	**Introduction to Computers;** MS Word /Outlook		
	O'NET	Staff PRDOL	09/21/2012

		Economist (Analyst)	
Sept. 2012	**Employment Service and its programs**	ES Technical Service staff	Addressed to Taxes (UI) staff, so they can orient employers (when employers visit their office).
	JOB CORPS	Staff- Ramey Job Corps Aguadilla	For ES Counselors, Veterans staff and ES Managers
	SCSEP **Oficina de Personas Pensionadas y Tercera Edad (OPPTE)**	Director SCSEP Program Director OPPTE	09/27/2012 For ES Counselors, Veterans staff and ES Managers
October 2012	**Agricultural Recruitment Process**	, Program Coordinator and PRDOL Monitor Advocate	This training is scheduled for two days. It will be offered in four (4) sessions Thursday and Friday (during the entire month). MSFW staff and all local office staff.

November 2012	**SCSEP**	Director SCSEP Program	11/09/2012
	RES	RES Coordinator	To be confirmed
	REA	REA staff,	For REA staff
December 2012	**Dealing with Difficult Participants/ Clients**	Outsource personnel	To be confirmed
	"**Accepting Change**" and "**Quality in Service**"	Job Service Employers Comities (JSEC)	To be confirmed
January 2013	**WIA/ CONSORCIOS**		
	SCSEP	Director SCSEP Program	01/25/2013
February 2013	A.M. **"Recruitment & Placements"** and P.M. **"Resumes"**	Staff , ES Specialist Humacao Local office Staff , ES Specialist Humacao Local office	To be confirmed

February 2013	**ES Reports** (daily, weekly, monthly and quarterly)	PRDOL Computer and Programming Center	Addressed to management staff; reports must be understood in order to comply with them
March 2013	**PR DEVELOPMENTAL DISABILITIES COUNCIL**		To be developed
April 2013	**Automated Benefits System (SABEN)- UI**	UI Technical Service	For ES staff general knowledge of UI system
May 2013			Month designated for training that was suspended, canceled or left behind.
June 2013			Month for training that was suspended, canceled or left behind.

State policies that support the coordinated implementation of the State's strategies. (WIA Section 112(b)(8)(A).)

Section 112 (b)(8)(A), describes the required elements to be taken by States to assure coordination of and avoid duplication of services. Accordongly, PRDOL had developed procedures and policies in placed for WIA and Wagner-Peyser Act, Rehabilitation Act, and all other WIA partners.

- *Memorandum of Understanding*

For many years local WIB's failed to execute an MOU between a them and required one-stop partners . With the leadership of the Governor, the State Board took action by stablishing policy and formalization of an Umbrella Memorandum of Understanding with the purpose of proving support, development and implementation of a seamlessand integratedone-stop workforce service delivery system

The Memorandum of Understanding (MOU) serves as a contract between and among various One-Stop system partners and the Workforce Investment Board. (20 CFR 662.300)

Among some of the achievements of the policy were:

- Formalize collaboration of agency heads and local areas with clear responsibilities as system partners;
- Achieve seamless integration to the provision of services of the agencies represented;
- To maximize the limited resources of each program identifying the services available in each of them, eliminating duplication;
- Ensuring the integration of services to participants in a common point, without that move to different offices to get the necessary services so you can train or used, eliminating duplication.
- Streamline for OJT and Cuztomized Job as incentives for economic development

The State Board approved policy thru WIA-1-2010, to expedite the process of evaluation and award of proposals for recruitment in the private sector. The policy indicates that the high number of documents required employers to submit proposals for Work Experience and On the Job Training activities, adversely affects recruitment. A specialized committee evaluated reviewed local laws and regulations and recommended a minimal number of documents required from employer and encourague job creation.

How the delivery of services to jobseeker customers and employer customers, including Registered Apprenticeship sponsors, will be aligned across programs. (WIA Sections 111(d)(2), 112(b)(8).)

WIA Section 111, describes the State Workforce Investent Board's function to assist the Governor in the development and continuous improvement of a statewide system of activities that are funded under WIA or carried out through a one-stop delivery system. This, by achieving the development of linkages in order to assure coordination and nonduplication among the programs and activities of partners.

Comprehensive One-Stop Career Centers is key in the development of linkages among partners, and PRDOL has made significant steps in its efforts to better integrate workforce investment activities, the WIA and ES systems that were largely independent from one another.

Complaince with the implementation of a comprehensive One Stop System has been a challenge for the local workforce. PRDOL and the local workforce investment areas, took proactive efforts to better integrate (consolidate, coordinate, and improve) the services provided through the workforce investment system. Puerto Rico must also comply with goals and expectations of DOL by having at least one comprehensive One-Stop career center in each local area.

Currently, all One Stop Centers has co-located Wagner-Peyser staff and a new co-located One-Stop in San Juan is in placed science February 2012. PRDOL has also launched puertoricotrabaja.com as the first statewide job match system.

Common data-collection and reporting processes used for all programs and activities present in One-Stop Career Centers. (WIA Section 112(b)(8).)

SIAC-WIA if PRDOL official data source for all performance and program management data for WIA and Wagner-Peyser programs. The state has invested considerable resources in the development and implementation to ensure that reporting and data collection are in compliance with federal requirements.

Performance measure compliance is a high priority and as such is a regular component of the TA to Locals. In addition to specific performance measure training, the state provides locally customized training upon request. Local staff is provided with quarterly performance reports that help monitor and continuously improve reporting.

State performance accountability system developed for workforce investment activities to be carried out through the statewide workforce investment system. (WIA Sections 111(d)(2), (d)(6)-(8), 112(b)(3), 136; W-P Section 15; 20 CFR 666.205(f)-(h), 661.220(c), and 20 CRF part 666.)

As previously stated, PRDOL has also virtually integrated ES and WIA local areas by implementing the SIAC system. As a result, all services provided by the workforce investment system are provided when using this common platform that streamlines processes, and provides efficient case management geared toward the provision of training, literacy and placement services and provide suitable employment opportunities. Puerto Rico Trabaja.com, PRDOL's statewide job bank, is part of the common platform. SIAC is the only system used for job matching and SIAC is synchronized with Puerto Rico Trabaja so that as offers are posted, staff will view them and cross match job candidates accordingly. There is no separation between these

websites, since Puerto Rico Trabaja.com has the necessary features for being accessible to all interested job seekers via the Internet.

This is part of the reach out efforts to clients, and a way of providing the technology that will enable them to access self-assisted services. The successful implementation of SIAC has been the result of the use of one of the best technology resources available, as well as the comprehensive training opportunities provided to our staff to achieve the performance required. Staff training from a technology and program performance perspective is key to the effective delivery of services in the workforce investment system and it will be what enables us to coordinate services in compliance with federal requirements.

In regards to procedures that will be taken by the State to assure coordination of and avoid duplication among partners, PRDOL aims to have a seamless service delivery to both job seeker and business customers as a priority and is supported through state policy, common data and reporting, and integrated staff development and monitoring. The involvement of the diverse membership of Local and State boards will continue to support and maintain the workforce investment system.

State strategies for using quarterly wage record information to measure the progress on state and local performance measures, including identification of which entities may have access to wage record information. (WIA Section 136(f)(2), 20 CFR 666.150)

The wage record information is used to determine employment, retention, and average earnings. Puerto Rico's Unemployment Insurance (UI) wage records are the primary data source. An additional wage record source is the Wage Record Interchange System (WRIS). Since Puerto Rico's UI wage record information requires manual entry, it could not include the most recent data from employeers. As such, in the performance accountability system (SIAC), case management notes has been used to determine participants employment and retention.

However, supplemental data obtained through case management notes are not included on the average earnings measure.

Further, a strategy was developed to include all UI wage information available and allowing the SIAC system to update any previous information. This strategy has been a tecnical challenge, however we have been able develop a new wage record upload module that will allow to add UI wage record information that was not previously reported. Still, an effort to ensure a more timely data into the wage record system from the employeers need to be developed at the State level

How the state will provide WIA rapid response activities to dislocated workers from funds reserved under Section 133(a)(2), including designating a state rapid response unit. (WIA Sections 112(b)(17)(A)(ii), 133(a)(2), 134(a)(2)(A).)

Rapid Response Services

Rapid Response Services present a radiography picture of the economic situation facing the Island, with plant closings, increase in the number of dislocated workers and the transfer of industries to other jurisdictions outside of United States territory in order to reduce costs and to restructure operations. Based on this reality, it is important to highlight the Rapid Response services being provided to tend to the needs of the employers and dislocated workers of Puerto Rico.

Considering the reason for layoff of dislocated workers, the data shows that 42% was for economic reasons, 23% for restructuring, 16% due to transfer of operations outside Puerto Rico and 10 per cent for loss of production contracts. Other reasons include bankruptcy, closing of production lines and merger between companies.

RR objectives

Coordination and the availability of these services is guaranteed by the LDA. These are short term services to facilitate the ***transition*** and ***socioeconomic stabilization*** for dislocated workers.

The principal objective of the WIA Rapid Response Program is to immediately respond to:

1) Permanent closure/mass layoff at a plant, facility, or enterprise, or

2) Natural or other disaster which results in a mass job dislocation. Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:

a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;

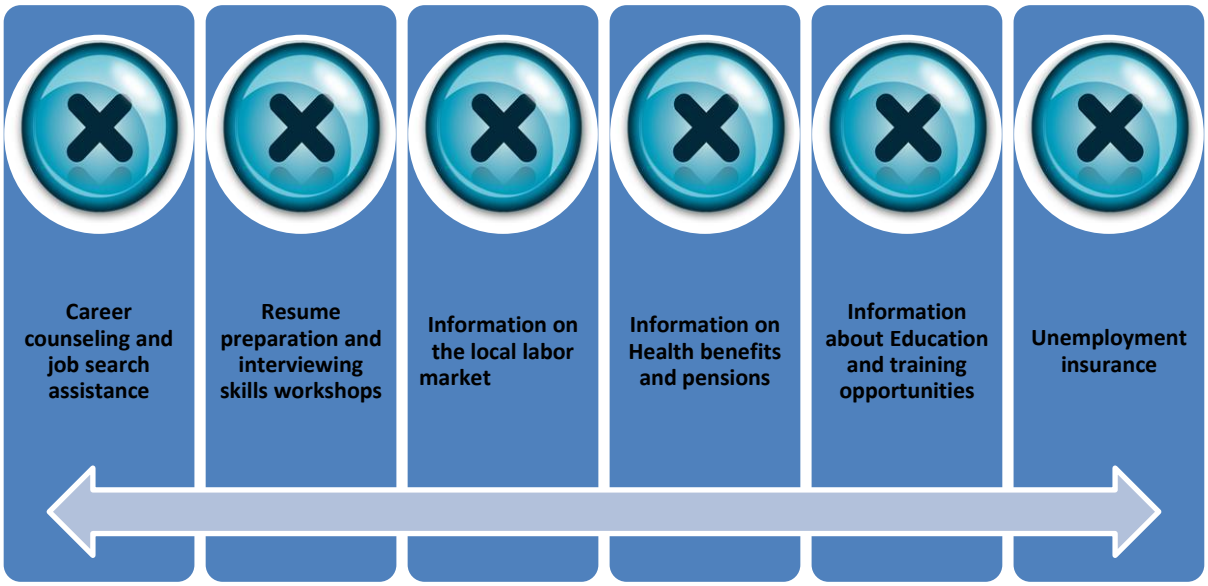
b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and

c. Immediate referrals to WIA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.

In addition to easing the transition process for laid off workers, Rapid Response services also assist businesses in maintaining the morale and productivity of their remaining workers and ensuring workplace stability.

The receipt of a WARN Notice by LWIA representatives is the normal "trigger" for Rapid Response activities for the target company and its workers. Immediately upon receipt of such a notice, the LDA Rapid Response Coordinator transmit this information to one or more of its contracted Rapid Response providers for immediate (within 24 hours) action.

The traditional services in Puerto Rico for dislocated workers under the Rapid Response programare:



RR CENTERS

The traditional basic services setting policy changed in Puerto Rico during 2009 by strengthening and expanding the Rapid Response services, providing continuous availability of services and establishing service facilities under the concept of One Stop Solution.

In this new operational concept, Rapid Response centers are not limited to the traditional offer of orientation, talks and referrals. These new centers **run** and **execute** over **25 services *under one roof*** as quickly as possible. Thus, the dislocated worker can concentrate their efforts in seeking employment and to leverage other WIA (Local Areas) and state programs that facilitate their earliest placement.

Dislocated workers have visited RR Centers, reflecting convincingly that participants recognize the efficiency of the enormous amount of consolidated services at the same centre.

Operational logistics, physical facilities, resources and staff of the Centers are designed and trained to serve simultaneously and efficiently multiple groups. In addition, services and administrative structures are designed to document in the electronic-dossier of each participant (*Individual Final Report*) all details of their management and development of their *Individual Service Plan* (Form RR-501 and WIA CaseManagement System - Proceedings and Services).

This administrative control –unprecedented– guarantees to WIA that their participants are being fully served with the broadest range of Rapid Response services and that once completed these transitional services, they will be referred promptly and with accurate LDA data to the WIA Local Areas.

Once the participant completes this stage of ***transition*** and ***socioeconomic stabilization*** (30-90 days) Rapid Response Centre refers them to WIA Local Areas to receive other services: assessment, case management, aid support, pre vocational training, vocational training, activities for self-employment, wage subsidy, tracking, incentives for formal studies, relocation, services promotion of employment and job placement, among others.

In the past, RR services required an enormous logistical effort. By this model of logistics is much more comprehensive and complex if we take into consideration the following factors:

- The **consolidation** and **execution** in one place of over 25 services for socioeconomic stabilization, occupational action and promotion, group activities, individualized services, coordination, training and orientation workshops.
- Designed the operational, administrative and technological structure; and trained human resources to handle the unprecedented increase rates of dislocated workers.
- The complicated handling of numerous participants with needs classifications and different conditions with varying levels of eligibility for many services.
- Establish a centre of action, services and management whose physical and operational design supports the LDA and their participant's high expectations.
- Coordinate physical and operational integration of the Government agencies that provide socioeconomic services for stabilization. The Centre provides all the equipment, materials

and space they need to certify the participant's applications that are managed by the Centre Customer Service Representatives.

- A continuous guarantee that all services will be available. The participant decides when to attend the Centre, but it is our duty to have available all the services when such assistance occurs.
- Demonstrate the direct efforts to motivate the assistance of each participant in any list case referral by the LDA and guide them on the continuous availability of all services.

RR Process

The Workforce Investment Act set out in sections 133 (a) (2) and 134 (a) (1) (A), the availability of funds for rapid response by state governments. WIA defines the term "rapid response activity" as an activity provided by the State, or an entity designated by the State, in the case of a permanent closure or mass layoff at a plant, facility or company, or natural disaster or otherwise, resulting in massive job displacement, so to help displaced workers get reemployment as soon as possible.

The rapid response activities required by WIA are implemented by the State Rapid Response Unit / Dislocated Workers and Employers (SRRU-DWE). The SRRU-DWE performs Rapid Response activities as established by Section 134 WIA. The main goal is to actively respond to potential dislocated workers and employers with immediate services.

The SRRU-DWE mission is to impact positively and effectively the two sectors that are affected before the event of a closing or mass layoff, who are the workers and the employer.

The workflow of the unit in providing services is currently as follows;

- ✓ Once the UETDP receives notice of a mass layoff or plant closing their team establish immediate contact with the authorized representatives of the company, and employee representatives if applicable, to provide information and facilitate the access to governmental programs and services.
- ✓ Exploration of the needs of the affected employees and the Enterprise/Company - Necessary information on their needs is gathered and a profile of necessities is developed. Based on this information, the determination is made on which services are needed and a service itinerary is prepared.
- ✓ As part of the initial contact with the employer, the possibility for stopping the potential closing is evaluated and the possibility of establishing a transition committee.
- ✓ The services can be provided on-site or at one of our Rapid Response Centers established at San Juan, Arecibo, Mayaguez, Arecibo and Fajardo Municipalities.
- ✓ Once dislocated workers finish the rapid response process, those workers who need additional services are referred to the local areas.

The scope of rapid response services is but not limited to the following:

- ✓ Advise about the benefits offered by the different governmental agencies and to which of

these benefits the dislocated workers are eligible to receive:

- Unemployment Insurance Benefits
- Employment Services
- Information of trainings and other services available through WIA's Local Areas
- Health Insurance Card of Puerto Rico
- Nutritional Assistance Program
- Economic Development Agencies
- All state and local programs identified in a need assessment..

✓ Job Search Assistance: this orientation has the purpose of developing job search skills, such as: resume preparation, interview techniques and information about the job market.

✓ Identification and referral to available job opportunities in both private and public sector and information about the job market.

✓ Emotional Support Orientation: Topics such as Change Management, Stress, Motivation,

✓ Psychological support.

✓ Financial Counseling: the workers receive counseling reagrding budget and financial management due to the loss of income.

✓ Self-employment Orientation: the dislocated worker receives information about alternatives or benefits of working toward establishing his/her own business, or becoming self-employed.

✓ Job Fairs.

✓ Educational institutions fairs.

✓ Self employment alternatives: orientation about the establishment of a business. Information is given about the different types of businesses, applicable laws, necessary documents, financing sources and agencies that provide business advice.

Services to Employers

The Rapid Response services are promoted not only as a tool for providing services to workers affected by plant closings or massive layoff but also as an alternative for the business sector to avert a possible closing and improve the skills of their workers that would lead to the company being more productive and competitive.

The workforce system in collaboration with economic development agencies have worked together to provide alternatives to those companies that are straggling in order to avert a plant closing.

Some of the RR services are proactive and business-friendly;

- ✓ Develop strategies for addressing dislocation events that ensure rapid access to allowable assistance
- ✓ Develop and maintain mechanism for the regular exchange of information relating to available adjustment assistances
- ✓ Participate in capacity building activities
- ✓ Incumbent worker training
- ✓ Linkages with economic development activities including the Federal Department of Commerce Program and available State and local business retention and recruitment activities.

Follow up and Tracking System

The SUDWE has a follow-up and job opportunities identification system. Through the SAC-WIA (Client Administration System) dislocated worker information can be access and up-dated.

Services to State target populations

All services at PRDOL are available to all customers, with special attention for low income single mothers, low income citizens, displaced homemakers, older workers, veterans, the homeless, ex offenders among many other populations with great and multiple barriers to be employed or receive training.

We all know that employment barriers are particular reason that inhibits an individual to become employable and earn income through a job, keeping it or getting better skills thru training. Those barriers are more real for special populations. Screening for employment barriers, both formal and informal need to be recognized, identified and treated according to their severity.

Staff working with hard to employ or employment challenged individuals at the One Stop center need to be analyze in termns of their work readiness, housing, vocational or rehabilitation services, food and transportation needs, absence of interpersonal skills, soft skills , professionalismaong , lack of computer education, substance abuse , illness and criminal record as a ex- offender among others.

Taking this into consideration, the LDA , will continue to create, develop and implement islandwide projects that will provide pre-employment skills training, job developing services, on-the-job training and counseling, vocational guidance, job placement, job coaching, employment retention services and follow-up in nontraditional settings to qualified participants.

Some of the strategies to serve this population are thru Counseling. Counseling is offered to job seekers who need assistance in selecting an occupation, changing an occupation or making an adjustment in their current occupation. In providing employment counseling, counselors initiate a process with the counselees to help them make appropriate occupational decisions. In addition they help their clients gain sufficient insight into their own interests and abilities in the workforce. Clients can then make their own decisions to select a vocational goal as well as to take the needed steps to reach the goal.

Counselors has a specialized education in counseling with years of experience and knowledge, can provide information and guidance to clients on occupational requirements, employment opportunities, trends and other community resources that can benefit the job seekers.

Most barriers to special populations are those related to supportive services that are available thru effective coordination among partner programs and agencies. As previously stated, an Umbrella MOU among all WIA partners is key in the collaboration. Services such as those provided by partners are also consolidated by the appointment of Administrators on state and local workforce investment boards to ensure the inclusion of the needs of public assistance recipients in all workforce programs.

The Governor of Puerto Rico is an active advocate for special populations. As such, he created special populations committees, with the purpose of sharing actual information with citizens, as well as to realign and maximize resources, coordinate services, and improve the service provided to special populations. Gabinet personnel are also part of these committees.

Examples of the existing committees and task forces are listed below:

- ✓ *Committee for the Implementation of Public Housing Polic*y-This committee is part of the State Housing Plan which was created to determine the supply and demand for affordable housing across the Island analysis attends to the need for housing in Puerto Rico according to the current context, and assigns priorities for public policy to effectively respond to these needs.

  The work plan includes several initiatives designed to meet the need for affordable housing over the next five years, these are:

  - Affordable housing for the working population.
  - Housing for seniors
  - Shelter for the homeless and special needs
  - Issues of land use and urban planning

- ✓ *Puerto Rico Developmental Disabilities Council-* The PRDOL is an active member of the Puerto Rico Developmental Disabilities Council (known in Spanish as the *Consejo Estatal Sobre Deficiencias en el Desarollo*). This initiative was created based on the "Developmental Disabilities Assistant and Bill of Rights Act 2000" (PL 106-402) of October 30, 2000. As part of this Council, the Assistant Secretary of Labor, represents the agency in an effort to improve the services provided to individuals with developmental disabilities. This project includes different agencies and they are all partnering for the success of the services offered to this population. All PRDOL components are committed to continue to develop strategies that will result in services and projects for the creation of job opportunities for this population.

  In coordination with the Puerto Rico Developmental Disabilities Council, Job fairs for this population will also be planned for 2013-2014. Orientation related to this initiative will be offered to ES staff, specially the ES Counselors. This training has been scheduled for March of 2013.

Some of the specific strategies to service specific groups are;

Dislocated workers- DW receive RR services in a timely fashion, receiving service to transition and socioeconomic stabilization with services such as assessment, case management, aid support, pre vocational training, vocational training, activities for self-employment, wage subsidy, tracking, incentives for formal studies, relocation, services promotion of employment and job placement, among others.

Ex-Offenders - *PRDOL* and the Correctional Department, has created multiple offender and ex-offenders initiatives to increase employment opportunities for previously incarcerated individuals and to provide qualified, well-trained employees to businesses. According to the Puerto Rico Corrections Administration, 62% of the people arrested for a felony or

crime, were unemployed at the time of their arrest. Of those arrested, 60% were repeated offenders. These statistics demonstrate a social problem with the rehabilitation process, where many times they are discriminated against due to their past criminal record.

It is evident that working with their self-esteem during the rehabilitation process through education and academic programs promotes their success in becoming economically independent and/or self-sufficient once they return to their community. Since the government is seeking permanent solutions to minimize criminal activities in our society, PRDOL is working on several innovative projects that will be developed, although some are already in place, and will continue to be available with WIA funds. These programs are for adult basic education and entry-level vocational training programs. These projects support and improve the offender population's opportunities to be employed once their sentence has been completed.

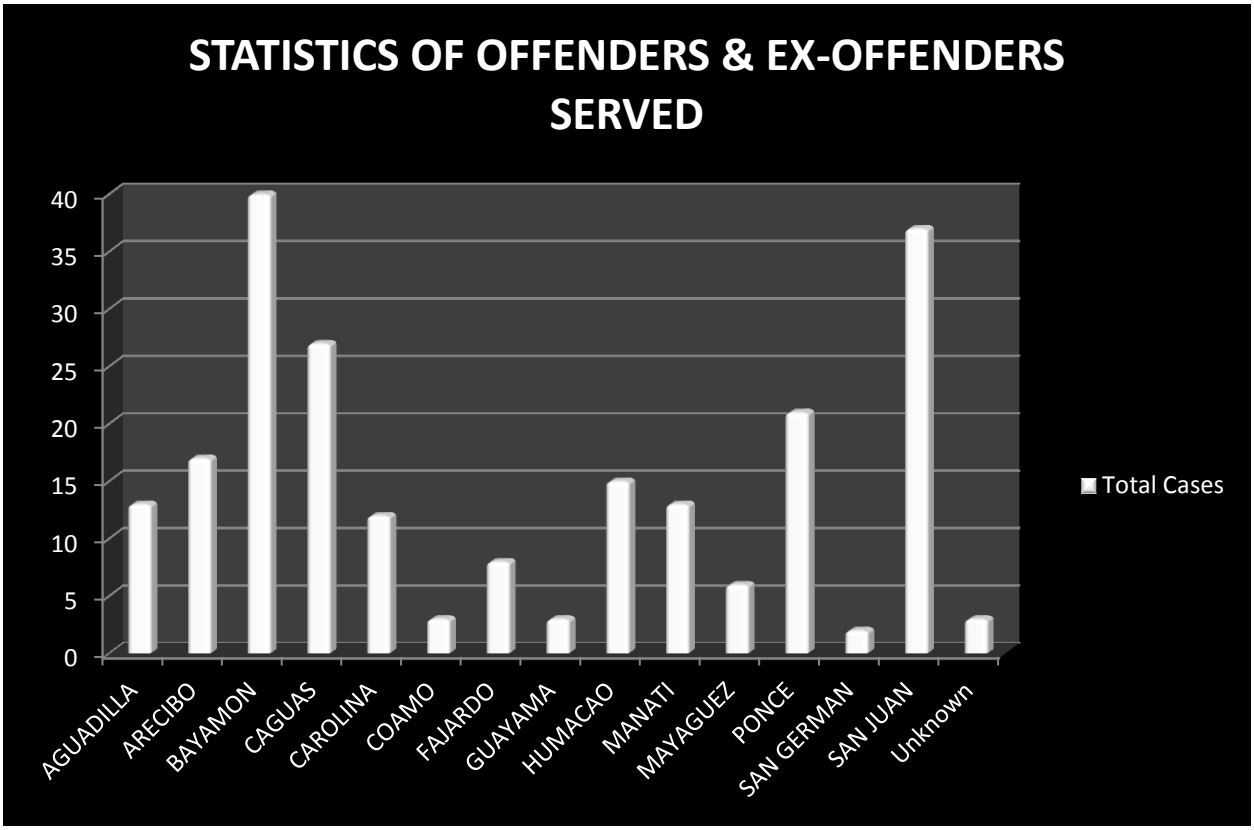
Special Projects for Ex-Offenders

As stated before, the number of ex-offenders being transitioned from incarceration into PR's workforce is higher every year. It is very difficult for this population to get a job because of their "stigma". It is very important for the government and society to provide this population with support and the necessary tools that will enable them to transition into the free community, while continuing with their rehabilitation, and avoiding recidivism.

In an effort to help offenders and ex-offenders, the PRDOL has been involved in an initiative created from Governor's Executive Order, OE-2011-50, to "Establish a *Service Office and Support for Offenders and Ex-Offenders".* With this initiative, a liaison was appointed at the PRDOL, to guide, offer, coordinate and follow up the services of this new partnership with other local government agencies.

PRDOL coordinates these activities with the following State Partners: Department of Education, Department of Health, Department of Housing, Department of the Family, and the Economic Development Bank of Puerto Rico

The following chart reflects statistics regarding this special project.



[1]

- 220 Cases have been referred to the initiative; three (3) of these cases are homeless.
- All Cases were assisted and referred to couneling, job openings, training and to Workforce Investment Areas (WIAs).
- 91 Cases did not have a high school diploma.

[1] *Statistics provided by Verónica L. Rivera Mejias, June 4, 2012*

- Will be excarcerated within 120 days.

Increasing service delivery for youth with disabilities

PRDOL is committed to helping youth providers eliminate the multiple challenges that adversely affect the education and employment of youth with disabilities. PRDOL's youth providers are encouraged to increase services to youth with disabilities, especially those youth with learning disabilities and mental-health disorders.

Coordination with Other Programs:Job Corps

Jobs Corp is a One Stop Center required partners according to the WIA Section 121(b)(1), as part of the program authorized under Title I of WIA. Job Corps services include outreach and admissions, center operations, and career placement and transition services according to WIA Sections 112(b)(18)(C) and 129.

The Workforce Investment Local Areas coordinate with Job Corps Program for delivery of its service through the development of a Memorandum of Understanding (MOU) between the Local Board, the Board of Mayors and the required partner Jobs Corp. WIA Section 121 (c) establishes the conditions for the development of the MOU with the required and optional system partners, for the operation of the One Stop Center.

The following aspects have to be considered in the MOU between the Local Area and the Job Corps program:

1. The services that Local Areas will delivery in the One Stop Center to Job Corps participants
2. How will be sharing the costs of these services and the One Stop operational costs.
3. Methods of referral of individuals among the One Stop Center and Jobs Corps, so that participants receive the services of both programs, avoiding duplication of efforts and resources.
4. Contractual terms of the MOU and the process to make an amendment during its term.

Considering the WIA Regulations, representatives of both programs, WIA and Jobs Corps, will establish the following closures and conditions for the provision of services.

1. Core Services: The One Stop Center will provide universal access to basic services stipulated in WIA and the Corps Jobs Program will offer basic services applicable according to Title I, Subtitle C.
2. The One Stop Center operator will be responsible for coordinating the services offered to the Local Area population in coordination with Jobs Corps.
3. The Jobs Corps will offer the following core services:
    a. Determination of eligibility for the program activities carried out in a joint interview with the One Stop Case Managers.
    b. Provide information to youth about the labor market, jobs vacancy in the Local Area, occupational skills required for employment, occupations in demand and wages.
    c. Assistance in the job search and career counseling when appropriate
    d. Outreach and counseling services available at the One Stop Center.
    e. Initial assessment of the skills levels, attitudes, skills and needs of support services.
    f. Provide information about the training providers performance and costs
    g. Provide information of the Job Corp performance measures
    h. Provide information of Support Services available under Jobs Corp program.
4. Jobs Corps participants support services, will be covered at first option with the program funds. WIA supports services will be provided to Jobs Corps participants if Jobs Corps does not offer them among its services.
5. The One Stop Center and Jobs Corp staff must coordinate the following activities
    a. Job Corps will assign technical staff at the One Stop Center for the provision of services.
    b. WIA staff will delivery services to all participants referred by Job Corps
    c. Both program will provide workshop to their staff about the One Stop services.
    d. Jobs Corps will have updated information brochure of its programs and services
6. The referral process among Jobs Corp, WIA and One Stop required and optional partners of the system, will be done through the following activities: staff meetings, writings

referral; the electronic information systems and other processes that are determined appropriate.

7. On a period of ten working days, Jobs Corps shall inform in writing the action taken with the referred individual.
8. Both programs will provide technical assistance to their staff regarding the regulation applicable to each program.
9. The One Stop Center Manager and Jobs Corps representative will establish an economic agreement which state the terms and conditions for sharing costs associated with the One Stop operation. This agreement must at least contain closures including Distribution Costs Plan, sharing of administrative and operational costs and the method of payment or disbursement of funds.
10. The Local Board is responsible for making monitoring and oversights activities over the MOU agreement.
11. Common eligibility process, including uniform applications and forms will be developed.

Jobs Corps and the Local Board can't discriminate against an applicant or participant by reason of age, race, color, sex, national origin, handicap, religion, political affiliation, among other conditions and take affirmative action to comply with this legal requirement. The Local Board and Jobs Corps agreed to comply with the provisions of the American with Disabilities Act (42 USC 12101 et seq.), which requires equal employment opportunities for individuals with disabilities. The MOU must set the effective date, the procedure to resolve disputes regarding the agreement and the process of amendments. The MOU has to be signed by the Director of the Jobs Corps Program, the President of the Board of Mayors and the President of the Local Board.

Services to Veterans

PRDOL's commitment to enforce the provisions of employment and training opportunities for the population of Veterans, Transitioning Service Members and other covered persons, has prompted a thorough analysis. As a result, the Puerto Rico's State Plan for the Veterans Program has been developed considering the Veteran population's current and future needs, in compliance with the agency's responsibility to develop strategies and procedures in our One Stop Workforce Development Centers, as stated by the Wagner Peyser Act of 1933, and its amendments by the Workforce Investment Act of 1998.

Projected Employment Outlook for Veterans in Puerto Rico

After reviewing the Economic Outlook for Puerto Rico, ES believes that the public and private alliance model being implemented by the Government of Puerto Rico will increase economic activity and support employment for veterans.

- There are some optimistic expectations for the development of local tourism as an industry on the Island. With these new initiatives, among others, we expect to create more long-term jobs, especially for our Veterans and Eligible Persons.
- We must remind Federal Contractor Employers, and make them aware, of their commitment to hire and advance Veterans and eligible persons.
- More outreach efforts by the DVOPs and LVERs to target potential employers. The importance of this goal will be stressed.

Targeting Services to Veterans Most in Need

The Puerto Rico Department of Labor has two (2) satellite agencies, under the umbrella agency concept. They are all partners under the Workforce Service Delivery System. These are: Labor Development Administration (LDA) and the Vocational Rehabilitation Administration (VRA).

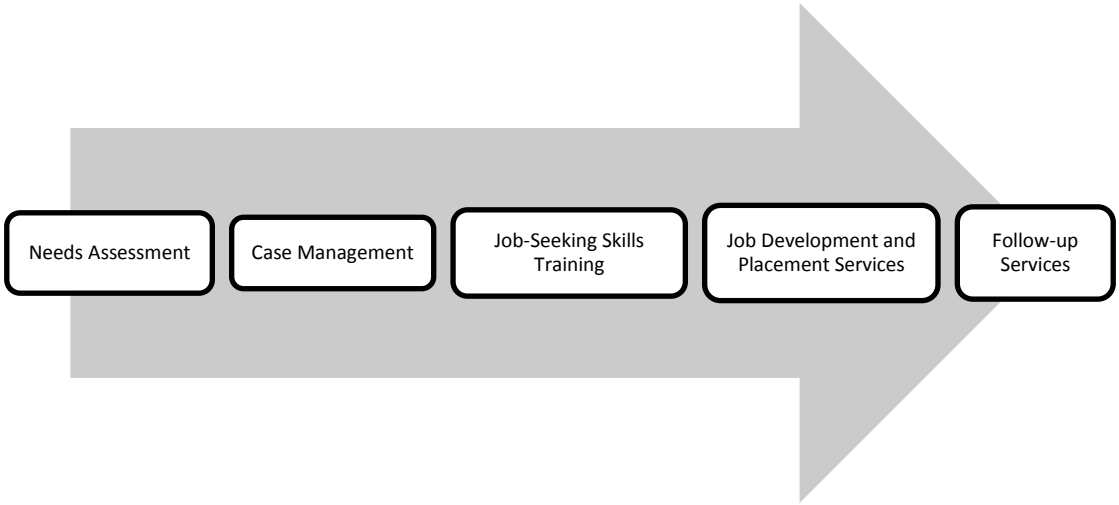
As stated before, the PRDOL is the lead State Agency with responsibility for the programs and activities of the One-Stop Partners. The emphasis and efforts to carry out this responsibility will be focused on strengthening coordination through the use of technology to facilitate quality services.

PRDOL and the LDA are working together to assure that the information on the availability of the core and priority services to Veterans, Transitioning Service Members and other Eligible Persons through SIAC and the network of affiliated sites are recorded regardless of where the Disabled Veteran Outreach Program (DVOP) or the Local Veterans Employment Representative (LVER) initially accessed the information system. SIAC is the labor exchange automated for program needs.

PRDOL has a signed Memorandum of Understanding (MOU) with the US Department of Veterans Affairs (VARO), San Juan Regional Office, and the office of the State Director for Veterans Employment and Training Services (DVET).

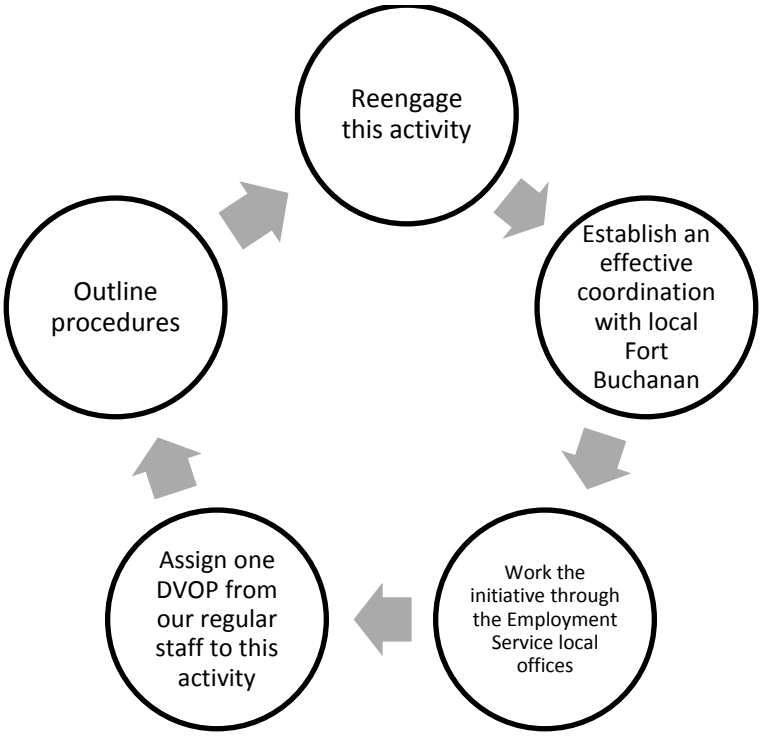
This agreement is an MOU for Chapter 31: Veterans Receiving Services at VARO. The DVOP or the LVER at VARO will provide an overview of services available. After the overview of services available, he will make contact with Veteran's Local Job Service Office representative to schedule an appointment, with date and time, and refer the Veteran to receive services.

Employment services of government agencies will be provided in five (5) phases:



New Initiatives- During Program Year 2010 the PRDOL began a pilot program. This program consisted in assigning a Veterans representative to target services to returning wounded or injured veterans. This initiative, known as REALifelines, was developed through regular visits to Fort Buchanan. This population was identified through these efforts.

REALIFE LINES participants are in need of assistance, and we plan to serve them through the following activities:



Integration- To ensure program integration and coordination in the One Stop System, the participation of DVOPs/LVERs in all activities related to the agency's planning and decision-making processes is necessary. Since full integration of the One-Stop Career Centers is still under way, PRDOL has established a weekly schedule, placing a part-time DVOP or LVER staff member at each of the Workforce Investment Areas.

In the interest of stability, continuity and follow-up or programs, as well as the acquisition of additional partnerships with the State Workforce Agency, DVOPs and LVERs will continue to be assigned until further notice.

Program Integration and Leveraging Resources- PRDOL and the LDA are working to merge Local Area operations into a One-Stop Integrated System. This represents significant changes in the Workforce Development System. We believe that the Veterans Population, Transitioning

Service Members Eligible Person and Employers Service will benefit from a fully integrated system.

As planned, the Puerto Rico One-Stop Service System will expand daily outreach initiatives by advertising the varied scope of services a client may receive in any local area office. Veterans Program Staff will make sure that Veterans are well informed about the services available.

Coordination **-** PRDOL has established MOUs between the Chief Elected Officials of fifteen (15) Local Workforce Investment Areas and their Local Workforce Boards (LWIBs), as well as with government agencies and private organizations.

These agencies/organizations are: Department of Education; Public Housing Administration; Puerto Rico Housing Department and Socio-Economic Development Administration;Department of the Family ;Vocational and Post-Secondary Education Institutions anf Job Service Employers Committee (JSEC).

DVOPs/LVERs assigned to points of service, will identify and assist Veterans most in need. They will make priority of service referrals to counselors, and help them make decisions based on their individual employment and training needs.

DVOPs/LVERs will be visiting Municipalities/ Consortiums offices, VARO, the Housing Department, Department of the Family and other WIA partners to obtain agreements and provide priority of service for all Veterans.

Priority of Services **-** PRDOL, by means of the Local ES office staff and the Veterans Program Coordinator will reinforce their relations with agencies that make up the One-Stop Workforce Development System, such as municipalities, consortiums, colleges and universities, public and private agencies, faith-based and community-based organizations, employer and labor union representatives to ensure and confirm priority of service.

Starting in PY 2012 a strategic plan will be implemented, placing forward an active participation of DVOPs/LVERs staff members who will meet with representatives of all of these organizations in order to achieve or review agreements. This is with the following goals I mind:

- Identify: veterans, veterans with disabilities, returning wounded or injured veterans, REALife-lines participants, transitioning service members and eligible persons,
- Promote employment of veterans,
- Promote training and education for veterans,
- Seek and coordinate support services for veterans and
- Establish referral and service procedures.

Wagner-Peyser staff will continue to announce and provide priority of service to veterans according to Federal law and applicable regulations. Veterans entering the ES offices will be notified of their priority right of service under the Wagner-Peyser Act, as amended by WIA. Once a customer is identified as a veteran, he/she will be provided special information designed for veterans only, and will be referred, when appropriate, to specially trained staff for intensive services. Local areas will continue to encourage the provision of additional priority services and information to veterans, including priority access to job orders and individual training accounts (ITAs).

Other steps that will ensure priority of service to veterans include:

- Training staff members
- Periodic reception and Labor Exchange Staff reinforcement
- DVOP/LVER immediate access to job opportunities
- Placement of signs in waiting areas stating Veterans preference in all offices
- A brief orientation (in the morning and afternoons) to clients waiting to be served at the reception area related to the priority to Veterans is offered
- Distribution of printed informative material
- Data and Report Validation

Most Workforce Investment Areas have implemented self-help areas with Internet access, allowing Veterans to obtain necessary information, in order to make decisions according employment and training needs.

Services available to veterans (and eligible persons) at the ES offices are:

- Unemployment Insurance (UI) Claims
- Referral to support services
- Referral to training providers
- Staff-assisted services such as case Management
- Labor Market Information (LMI)
- Counseling services
- Labor Exchange Services
- Intensive services
- Employability Assessment
- Reemployment Services - Job Application
- Job Search Workshops - Job Development
- Referral to employment

DVOP staff's most important commitment is to promote services for disabled veterans and eligible persons seeking employment, training or other support services within the One-Stop System, and/or other agencies and organizations. LVER and Employment Service staff will provide the following:

Promotion of strategies to be used by program staff includes:

- Promotional visits to employers and other agencies
- Promotional calls to employers and other agencies

- Veteran individual promotion
- Promotion of Veteran Program in employer seminars, offered by Job Service Employers Committee (JSEC)
- Promotion of Veteran Programs in the Annual ES Employer Conference

Employment Service Veterans Program has a State Program Coordinator who is the Advocate for Veteran jobseekers at the state level.

Transition Assistance Program (TAP) **-** The Jobs for Veterans Act of November 7, 2002 requires the implementation of programs that ease the transition of service members into civilian careers. Transition Assistance Program (TAP) workshops provide such employment services for transitioning service members and eligible persons.

The Department of Labor (DOL) Transition Assistance Program (TAP) provides instruction, information and assistance to members of the Armed Forces who are within 24 months of retirement or 12 months of separation, their spouses, and the Department of Defense civilians, in this order of priority, on a regularly scheduled basis at locations designated by the Department of Defense (DOD). The purpose is to provide skills, which will decrease the time of unemployment and augment the information with which to make a suitable educational or career choice.

Its objectives are the prevention of long-term unemployment problems, enhance employment services to disabled and younger veterans most likely to encounter employment difficulties, improve active component retention, enhance reserve component placement, and improve perception of service members at separation.

A MOU was signed in April of 1999, between the Family Service Center at Fort Buchanan in P R, the Department of Labor Veterans' Employment and Training Service, the Department of Veterans' Affairs, and the State Workforce Security Agency. This document sets forth the

conditions, stipulations, and responsibilities for continuing the Transition Assistance Program (TAP) at Fort Buchanan Army Post in Guaynabo, P. R.

Program delivery leadership for TAP is concentrated at the PRDOL. Participation of service members and logistical control is vested in the DOD. The Department of Veterans Affairs (DVA) provides program authority regarding instruction on veterans' rights, benefits, and obligations. Guidance on services related to employment and unemployment benefits, for those who qualify, is provided by the State Workforce Security Agency.

In order to meet educational needs and goals of these customers, career development services are provided to veterans throughout the fifteen (15) Workforce Investment Areas with priority access to job information and job referral services.

TAP training is scheduled for Quarterly sessions of three (3) days per workshop, eight (8) hours per day as required, for a total of 96 hours, until March of 2013. According to Veterans Program Letter 08- 12, VETS will transition the facilitation of DOL Employment Workshops to a contract by March 31, 2013.

***Activities and Projections*-** The first State Veterans Job Fair took take place in PY 2010, in Ponce. During this activity ES had the participation of thirty-three (33) employers during the two days activities and close to 400 Veterans and Families registered. The State Fair had the participation of different Federal and State agencies among the resources. Nineteen (19) Veterans were placed in job opportunities.

On June 1, 2012 ES veterans' staff participated in Hire Our Heroes Job Fair. This second Veterans job fair was done in coordination with the PR American Legions and the US Chamber of Commerce.

Considering the success of these two fairs, for PY 2012 a Veterans Fair will be conducted. Said fair is programmed for the quarter ending March 2013.

Services to Unemployment Insurance (UI) Claimants

Employment, Re-Employment, and Training Needs of Unemployment Compensation Claimants services involves a coordinated approach with all workforce components including Unemployment Insurance (UI), Wagner-Peyser and Workforce Investment Act (WIA). To that regard, Unemployment Insurance (UI) and Employment Service (ES) Offices are co-located in the fourteen (14) PRDOL Bureau of Employment Security (BES) Local Offices. All UI claimants are registered in the benefits automated system known as SABEN (for its Spanish acronym) and in the Employment Service.

This registration in both programs constitute our base for the operation of the Worker Profiling and Reemployment Services (RES) Program, aimed at helping claimants find jobs before they exhaust their Regular Benefits. Besides UI claimants, all citizens and legal residents are served at the local offices.

In order to expedite services to UI claimants, during Program Year 2011, the BES established a second Call Center in Ponce in addition to the first one in San Juan.

New Process for the Acceptance of UI Claims

Beginning in July 2012 Unemployment Insurance (UI) revised the method for accepting Original Claims (OC).

- Claimstakers at the San Juan and Ponce Call Centers accept Initial Claims, Additional Claims and Reopened Claims islandwide.
- At the same the claim is accepted, the Fact Finding Interview, related to the reason for separation, is conducted.

UI claimants do not have to visit the office to establish a claim. It will save claimants' time, energy and transportation costs. For this new process UI Call Center staff from San Juan and Ponce was trained. UI has trained and placed approximately forty (40) claimstakers in both call centers. Due to the high rate of unemployment, the Bureau of Employment Security (BES) will train more front-line staff for this activity as the need arises.

With this new procedure, ES joined UI local office staff becoming crossed trained in both programs.

Profiling/Reemployment Services (RES)

The Reemployment Service Program (RES) is a vital tool used to assist unemployed workers re-enter the workforce before they exhaust regular Unemployment Insurance (UI) Benefits. The UI automated system (SABEN) identifies the dislocated workers and other unemployed claimants at risk of exhausting their UI benefits and directs them to the Employment Service where they receive intensive reemployment services. This program ensures training and prompt re-hiring through a well structured reemployment plan. Claimants are referred to whatever service they need in order to reach the desired job opportunity or training.

Unemployment Insurance claimants must be referred to Reemployment Services before the fifth (5th) week after establishing the original claim for Unemployment Insurance. RES program focuses on claimants that need the most assistance because of their lack of education and other situations affecting their probabilities of employment.

During previous years, RES program clientele participated in workshops that were set up island wide. Some of these trainings were,

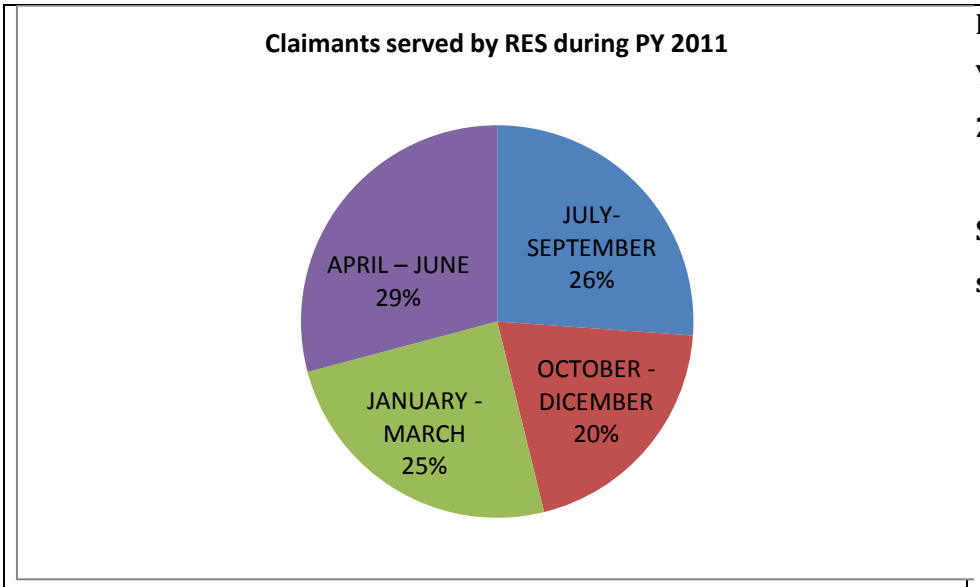
- Development of Basic Computer Skills
- Development of Basic English Language Skills

ES has trained new personnel assigned to the program and retrained the experience personnel, stressing the need to refer claimants to the service providers where they can receive training, if

needed. During PY 2012-2016 ES will continue to train the RES staff. During PY 2011 Specialists scheduled and performed local office visits to evaluate program services. With these visits the specialists realized the need for follow-up training. This training will include "re-schedule" activity and the use of SIAC in RES. It will also include the referral to WIA for training or other agencies/ colleges, etc. Training is scheduled for November of 2012.

For PY 2012 ES plans to continue with the following;

- The use of the in-house report,
- Training RES staff in the above mentioned matter,
- Continue the local office evaluation,
- Continue meeting with other service providers to introduce the RES staff to them and



	Program Year 2010-2011 **See graphic on side**	**Program Year 2011-2012**
JULY- SEPTEMBER	**7082**	**7,616**
OCTOBER - DECEMBER	**5,424**	**6,040**
JANUARY - MARCH	**6,695**	**5,436**
APRIL – JUNE	**7,896**	**6,305**
TOTAL	***27,097***	***25,397***

Reemployment and Elegibility Assessment (REA)

In 2009 Puerto Rico became the recipient of an REA grant in the amount of $408, 450 for conducting assessments to Unemployment Insurance (UI) beneficiaries in an effort to accelerate their reemployment process.

Puerto Rico's REA utilizing the claimant profiling process will identify 20,000 claimants of which 10,000 will receive services at the Employment Service (ES) local offices. The remaining 10,000 will be identified for comparison purposes as the project ETA 9128 and 9129 require. Participants are selected from all industry sectors. REA targets beneficiaries who are least likely to exhaust UI benefits. These claimants are those with the longest tenure, highest level of education and highest possibility to become job ready in the least amount of time. REA schedules a single REA assessment per selected UI claimant. Attendance will be a condition to remain eligible to receive UI benefits. The program was implemented as a pilot program and selected offices were assigned REA Coordinators to conduct the assessments. REA Coordinators received training and support from ES central office to complete the program. A sophisticated data gathering system was put in place to collect the data for the reports as well as to provide the necessary support to provide REA services.

Participants are scheduled for an appointment via mail at ES local office and required to complete an ES registration in advance of the REA assessment. REA assessments include an interview where participant needs are assessed, labor market information is provided, and an initial work search plan is developed that will refer participants to existing reemployment services. Emphasis is placed on referring candidates to ES resources such as occupational counseling, workshops and job placement assistance. The grant did not limit placements to a specific industry sector thus placement efforts considered job opportunities in all sectors of the economy. REA refers candidates to existing training opportunities at local WIA centers.

Wagner-Peyser funding, WIA funding and UI funding will be leveraged in favor of supporting the REA initiative.

M.Alien Labor Certification Program

This program assists employers in complying with the procedures to employ foreign workers, when no local worker is available.

Puerto Rico Department of Labor agrees to assist the Employment and Training Administration (ETA) to determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of alien workers might have on similarly employed U.S. workers before employers can obtain a labor certification, and agrees to assist ETA by conducing appropriate agricultural surveys and providing wage determination information to employers wishing to file or update a labor attestation.

Labor Certification prohibits entry of aliens into the U.S. for the purpose of seeking employment, unless the Secretary of Labor certifies there are not sufficient U.S. workers who are able, willing and qualified available. The employment of the alien worker will not adversely affect the U.S. workers' wages and workers' conditions.

Work Opportunity Tax Credit (WOTC)

Work Opportunity Tax Credit (WOTC) is a Federal tax credit incentive that Congress provides to private-sector businesses for hiring individuals from twelve target groups who have consistently faced significant barriers to employment. The main objective of this program is to enable the targeted employees to gradually move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while the participating employers are compensated by being able to reduce their federal income tax liability. WOTC joins other workforce programs that help incentivize workplace diversity and facilitate access to good jobs for American workers.

As a condition for receiving funds in support of the Work Opportunity Credit Program (WOTC), Puerto Rico's Department of Labor and Human Resources shall:

1. Determine eligibility of individuals as members of targeted groups, on a timely basis, and perform a quality review by a second staff person for each determination within 48 hours. The WOTC State coordinator will perform the initial review. Additional staff will perform the quality review.

2. The WOTC State Coordinator will issue employer certifications, denials, or notices of invalidation for tax credit on a timely basis in accordance with the policies and procedures set forth in the ETA Handbook No. 408.

3. Maintain an orderly system to regularly verify the eligibility of a random sample of individuals certified under the WOTC Program, and initiate effective corrective action when appropriate as indicated by results of such activities. An Employment Service staff member will be assigned to perform the review.

4. Maintain a system and procedures to regularly monitor cooperative agreements and initiate appropriate corrective actions.

5. A negotiating effort to establish a new agreement with the Administration of Socioeconomic Development of the Family, the local agency in charge of administering the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) in Puerto Rico, is currently underway. The majorities of the WOTC applications received in Puerto Rico are from participants of the TANF or SNAP programs. Renegotiating our cooperative agreement will greatly reduce the time it takes to issue a certification rendering an increase in the amount of certifications issued.

6. We do not foresee negotiating any cooperative agreements with the following agencies; State Department of Health and Human Services and the Department of Housing and Urban Development because the target groups that they service, High Risk Youth, Qualified Summer Youth Employee and Qualified Supplemental Security Income Recipient do not apply to Puerto Rico.

7. Fortify our liaison with the Administration of Socioeconomic Development of the Family in order to speed up the validation process and offer training and technical support to their staff when necessary.

8. Maintain the current cooperative efforts with employment and training organizations already working with the private sector, such as Veterans organizations, Job Service Employer Committees and Workforce Investment Boards (WIB), to inform employers about requirements for the use of WOTC.

9. Train, as appropriate, State and participating agency staff and provide monitoring and technical assistance to these agencies.

10. Fortify our team of local office promotional staff. This is an ongoing activity that will be executed through the process of training sessions and continuous technical support.

11. Continue with our outreach efforts in order to get more qualifying employers to use the tax credit program and increase our number of certifications.

12. The Work Opportunity Tax Credit Program is a centralized unit comprising of one regular staff member (WOTC State Coordinator) and two temporary staff members. Additional staffing is being recruited at the Central level to increase the number of

applications being processed in order to comply with the timely issuance of the certifications in accordance with the policies and procedures set forth in the ETA Handbook No. 408.

13. The WOTC data base application was built on an ACCESS platform and has become obsolete making it impossible to keep an efficient automated system. Due to technical problems and a glitch in the application we have decided to update the system. Our programmers are currently working on a new application.

During Program year 2011 - 2012 The Work Opportunity Tax Credit Program has not only met but exceeded its goals. . Below we outline the most significant accomplishments for PY 2011 – 2012.

COMPARATIVE CHART PY 2009 – PY 2011

QUARTER	APPLICATIONS RECEIVED	CERTIFICATIONS ISSUED	DENIALS ISSUED
October - December2007	473	35	160
January - March 2008	452	29	473
April - June 2008	397	44	149
July – September 2008	346	31	110

Total PY 2008	**1668**	**139**	**892**
October - December2008	502	33	125
January - March 2009	212	30	49
April - June 2009	529	24	79
July - September 2009	459	16	89
Total PY 2009	**1702**	**103**	**342**
October - December2009	611	23	64
January - March 2010	353	29	378
April - June 2010	573	106	195
July - September 2010	518	73	166
Total PY 2010	**2055**	**231**	**803**
October -	1080	77	302

December2010			
January - March 2011	514	144	760
April - June 2011	492	47	228
July - September 2011	482	92	609
Total PY 2011	**2568**	**360**	**1899**
October - December2011	960	165	366
January - March 2012	80 (238)*	281	370
April - June 2012	20 (502)*	187	676
July – August 2012	9 (501)*	186	312
Total PY 2012	**1069 (2201)***	**819**	**1724**

**Numbers in parenthesis correspond to new applications received for target groups that expired on December 31, 2012.*

Our numbers have been steadily increasing over the past four years as demonstrated by the previous chart. The amount of determinations issued (certifications and denials) are the result of the efforts made by the additional temporary staff assigned to the program.

For PY 2012 we expect to receive approximately 2,000 applications and significantly reduce our backlog. This reduction depends on the timely response of participating agencies and thus, our negotiating efforts.

Wagner Peyser- Agricultural Outreach

Service to Migrant and Seasonal Farmworkers (MSFW) - Agricultural Services

The Wagner Peyser Act, as amended by the Workforce Investment Act of 1998 (WIA), requires that services be provided to Migrant and Seasonal Farm Workers (MSFWs) by the One Stop Delivery System. The Employment Service (ES) functions as a source for agricultural and non-agricultural job placement and labor market information. PRDOL is to assist the migrant and seasonal farm workers when looking for quality jobs and to provide employers with an effective source of quality employees.

MSFWs encounter significant barriers to complete basic educational objectives and find sustainable employment that meets the economic needs of raising families. These barriers include transportation problems, language barrier (English proficiency) and exposure to workplace hazards. PRDOL is committed to assist MSFWs overcome these problems by addressing their employment and training needs. Wagner-Peyser Act services, such as, job search assistance, counseling, testing and referral services, among others, must be provided.

Assessment of Need /Puerto Rico Agricultural Regions

For more than 150 years the U.S. Department of Commerce, Bureau of the Census, has conducted the agricultural census.

In Puerto Rico, the 2007 Census for Agriculture was taken according to a Cooperative Agreement signed by the Puerto Rico Department of Agriculture and the University of Puerto Rico's Agricultural Extension Service. It is the Island's 16th agricultural census. The first census was

taken in 1910. Since 1950, an agricultural census has been taken every 10 years in conjunction with the regular population's decennial censuses.

The agricultural census is the leading source of statistics regarding Puerto Rico's agricultural production. It is the only source of consistent, comparable data at the municipal level.

Census statistics are used by Congress to develop and change farm programs, study historical trends, assess current conditions and plan for the future.

The statistics collected by the census relate to places with agricultural operations qualifying as farms according to the census definition. In Puerto Rico, this included all places from which $500 or more of agricultural products were produced and sold, or would have been sold under normal circumstances.

Puerto Rico produces a vast array of agricultural commodities that range from coffee (one of the most important agricultural industries in the Island) to other crops like plantains, vegetables (tomatoes, corn, pumpkins, cucumbers, melons) and other minor fruits. The southern region of the Island is the leading area for conventional vegetable crops. Santa Isabel is the leading Southern region municipality where acres of vegetables are harvested. Santa Isabel houses the largest tomato grower on the Island. The company name is known as Gargiulo and they generate approximately 400 jobs per season. Most of the vegetables are for exportation, accounting for 70% of the total vegetable harvest.

Land preparation, planting, irrigating, and harvesting are ongoing activities. Therefore, agricultural employment occurs at numerous locations and at any time during the year.
Since agricultural activity covers the entire Island, employment opportunities for farm workers are available year round. Most of the agricultural activities occur in the western region of the Island.

Most farms in Puerto Rico are less than 10 acres in size, totaling approximately 8,000 farms. Farms in size of more than 50 acres total less than 1,000 farms.

Ninety per cent (90%) of harvested land in Puerto Rico is owned by individuals or families. The remaining ten percent (10%) is owned by corporations, partnerships and other cooperative organizations.

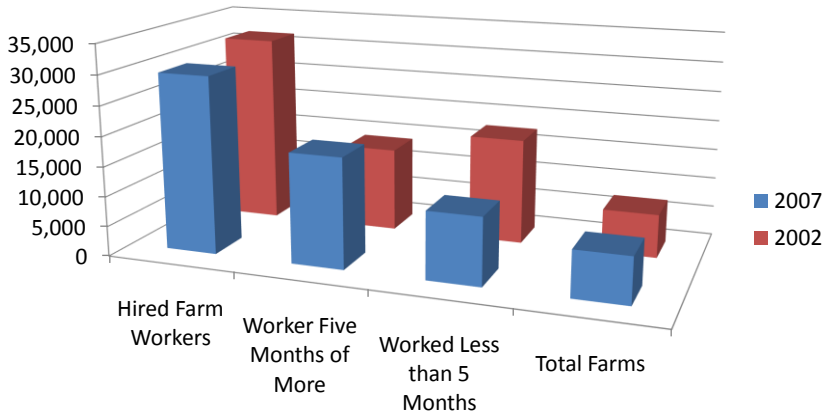
Mountain Region: The major coffee region covers the central and west side of the Island, and includes municipalities such as Lares, Utuado, Adjuntas, Las Marias, Maricao, Jayuya, Yauco, and San Sebastian, among other municipalities.

Southern Region: Includes municipalities in the southern region of the Island. As we explained previously, Santa Isabel is the leading municipality for harvested vegetable acres.

Northern Region: Major livestock industry on the Island, being Hatillo the lead municipality in milk production for the region.

Eastern Region: The eastern region accounts for the smallest number of acres harvested when compared to other regions. Here we can see some minor fruits and other types of crops but not in such a large scale as in the other agricultural regions.

MSFW Activity in Puerto Rico



Additionally, as seen from the 2007 USDA Agricultural Census and data received from the PR Department of Agriculture, areas that historically have had high concentrations of agricultural work or harvested acres have encountered a significant reduction, when compared to previous years. With that in mind, many workers will face chronic unemployment. For this, many workers are looking toward agricultural jobs in the United States mainland and are trying to identify skills that will allow them to obtain employment through the Interstate Clearance System Job Orders. They will also look for non agricultural jobs.

Although Puerto Rico has been designated as an agricultural supply state, many workers face substantial challenges in obtaining agricultural jobs in the United States to meet employer's needs due to discrimination and barriers placed by H-2A employers. This situation makes it difficult for Puerto Rican domestic workers to apply for those jobs and opens the door for employers to hire alien or non-US-citizen workers.

Outreach Activities

PRDOL's ES has, in place, a service-delivery system to enhance the referral of workers to agricultural jobs. Coordinated efforts will continue between the State Monitor Advocate Office, Wage and Hour Division, Department of Agriculture and OSHA to provide training for outreach workers and the local One-Stop Workforce Centers. For the benefit of these employers, outreach workers will be re-trained on agricultural workplace safety information.

This information will be shared with agricultural workers through the outreach program at all local One-Stop Workforce Centers. This training is scheduled for October of 2012. It will be conducted on Thursdays and Fridays during the whole month.

PRDOL coordinates the Agricultural Recruitment System (ARS), also known as the Intra/Interstate Clearance System. To assist ES staff in meeting employer needs MSFW program staff, placement officials and Workforce Center management were trained in all aspects of the Agricultural Recruitment System. This included the completion of ETA-790 Report. It also included the employers' responsibilities when using the ARS in meeting their labor needs.

PRDOL ES receives job postings through the ARS System requesting qualified workers for specific employers as a supplier state. These postings are then distributed to local Workforce Centers' staff so they can create the job opportunity for immediate job matching

Local One-Stop Workforce Center staff:

- ✓ Identifies workers and screens them against employer requirements,
- ✓ Transmits notices to qualified applicants,
- ✓ Coordinates referrals with order holding offices,
- ✓ Schedules interviews with employers and

- ✓ Makes travel arrangements.

PRDOL's Employment Service feature a new automated system, SIAC System, that directly supports multitier labor exchange services and links PRDOL Employment Service with the Workforce Investment System (WIA) mandatory partners. Employers will use the *"Puerto Rico Trabaja"* online job matching system to list available job openings. One-Stop Workforce Centers' staff assists employers by referring qualified workers.

One-Stop Workforce Centers will continue all efforts to strengthen the working relationships with MSFWs and employers.

The launched SIAC/WIA system will assist outreach workers in providing the full range of services available through the State's Workforce Delivery System.

After MSFWs are registered, outreach workers may assess and provide necessary services available, such as:

- ✓ Assistance for program compliance;
- ✓ Preparation of job applications;
- ✓ Job information per type of specific employment referrals to specific employment opportunities;
- ✓ Opportunities (agricultural and non agricultural), in training, counseling and other services;
- ✓ Support service referrals for individuals or family members;
- ✓ Information and referrals to WIA-167 or other appropriate program services;
- ✓ Information about farm worker rights (Federal and State employment related protections laws such as MSPA and FLSA).
- ✓ How to contact other organizations servicing MSFWs, such as the Migrant Legal Services, Migrant Health and others;

- ✓ When applicable, Outreach Staff will make appropriate referrals to WIA 167 (PathStone, Inc.) as stipulated under the Job Service Cooperative Agreement or Memorandum of Understanding (MOU), addressed in prior pages under "Planned Activities".

To assist MSFWs in addressing their job needs, PRDOL's ES receives Job Orders through the Interstate Clearance System. ES makes concerted efforts with Order Holding States to refer qualified workers to these job openings. To make sure that employer labor needs are met, One-Stop Workforce Center staff work with job posting match results, to ensure that qualified job seekers are referred to the corresponding job opening. Outreach efforts are used on the Island, to recruit workers outside the local job site recruiting area.

Coordination with PathStone, Inc. [WIA 167 – Grantee]

The State Monitor Advocate, in a joint effort with the ES Agricultural Program Coordinator at central office, is currently negotiating an Island-wide Memorandum of Understanding (MOU) with PathStone, Inc. As the USDOL/ETA designated grantee, PathStone operates the National Farm worker Jobs Program (NFJP) in Puerto Rico. This MOU will serve to assist in establishing and demonstrating effective outreach coordination, and increase registration activities between PathStone and ES staff.

The MOU will improve mutual capacities and the likelihood of effective customer service, by sharing the responsibilities for this population and displaying an efficient use of available resources.

For PY 2012 the PRDOL will continue to encourage co-enrollment of MSFW customers for services provided by the PRDOL, PathStone and the Local Workforce Areas.

The State Monitor Advocate will review each One-Stop Workforce Center's co-enrollment activity in its annual monitoring review of each MSFW-significant Workforce Center.

The primary benefits of PRDOL's Island-wide MOU with PathStone are as follows:

- ✓ The information exchange process is streamlined, something that will improve the occurrence and accuracy of shared information;

- ✓ Each organization will be better prepared to coordinate actions, including those that may require immediate intervention, when serving MSFWs;
- ✓ Staff awareness of emerging issues the MSFW community has increased;
- ✓ The establishment of a vehicle of communication for PRDOL and PathStone to periodically review and assess quality services to MSFWs.

Wagner-Peyser Services to MSFWs through the One Stop Delivery System

USDOL has designated Puerto Rico as a significant MSFW supply state. As a result, PRDOL's Employment Service operates an outreach program that locates and contacts MSFWs not being reached by regular One-Stop Workforce Center intake procedures. Outreach program staff consists of One-Stop Workforce Center MSFW outreach interviewers who occupy seven (7) full-time positions.

The efforts to be provided by Outreach Staff will cover those described in 20 CFR 653.107 (i-p). These efforts are the minimum required, but staff should be more thorough in their presentation, providing a comprehensive outline of services available in their particular area. As stated before, PRDOL is in the process of establishing a cooperative agreement with PathStone, Inc. (WIA-167 Grantee) to provide a comprehensive outreach approach.

The purpose of the MSFW outreach program is to take available services directly to where MSFWs live and work if they are unable to come to the Workforce Centers. The MSFW program provides the necessary framework for the One-Stop Workforce Center staff to locate, contact, and enhance employability of MSFWs in Puerto Rico.

Outreach interviewers provide services at the point of contact or at the One-Stop Workforce Center. If needed services are not available at the local One-Stop Workforce Center, outreach specialists make referrals to other agencies and organizations that provide the needed assistance.

With the surging of the Integrated System for Customer Administration (SIAC), local One-Stop Workforce Center staff and outreach specialists have begun a systematic approach to fully integrate and coordinate their efforts in order to provide a universal process for MSFW assistance at the Workforce Centers. The entire staff and outreach specialists identify the MSFWs who may benefit from available services and programs and make appropriate referrals to other Workforce Center staff. Staff and outreach specialists provide MSFWs with information on the services available throughout the Workforce Centers, such as:

- ✓ How to acquire literacy, basic education, and workplace skills necessary to meet job requirements;
- ✓ How to acquire the occupational skills necessary to meet workplace requirements for long-term employment;
- ✓ How MSFW youth can acquire the knowledge, skills, and abilities necessary to make a transition into meaningful, challenging, and productive careers;
- ✓ How to access labor market information on existing and emerging high-demand occupations;
- ✓ How to access local, state, and nationwide or mainland job openings;
- ✓ Referrals to educational and skill training services and
- ✓ Information about and referrals to support services, including subsidized child care, transportation, and financial assistance.

As we have stated previously, effective July 1st, 2011, PRDOL launched the new client administration system known as SIAC/WIA, to electronically link, in virtual fashion, Wagner-Peyser SWA Local Offices with the Local WIA offices. This new communication system allows both WIA local offices to have access to labor exchange systems such as *Puerto Rico Trabaja.com*, as well as the services as performed by their local WIA office. This is to better serve MSFWs by making available to them the entire range of services available by law. SIAC/WIA will directly support a multitier delivery of labor exchange services for the benefit of employers and job seekers alike. The Local Workforce Investment Areas (WIAs) office reception and resource are critical points of contact for MSFWs. Local office staff will ensure that appropriate levels of service are provided to all MSFWs, including intensive and one-on-one services.

Requirements state that the services provided to MSFWs are to be "qualitatively equivalent and quantitatively proportionate" to the services provided to other job seekers. MSFWs will now receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis.

To increase job placements and meet minimum service level, indicators include the following:

- ✓ Develop strategies to serve MSFWs by:
  - ➢ Emphasizing the provision of services that will result in more MSFWs being placed in agricultural and nonagricultural jobs;
  - ➢ Providing information about all available One-Stop Workforce Center services; and
  - ➢ Emphasizing the use of electronic, self-service systems to make sure that MSFWs have an active role in their job search.
- ✓ Coordinate with local One-Stop Workforce Center partners and ensure an effective outreach program— including the use of the proposed MOU with PathStone, Inc.

- ✓ PRDOL negotiated the Entered Employment Rate (EER) with ETA, and lowered the performance indicator by lowering the 42.5% EER to 23% percent for PY 2012.

Outreach Interviewer positions were allocated to One-Stop Workforce Centers that DOL designated as MSFW-significant offices, as well as in other Workforce Centers that account for a major agricultural activity or serve a large number of MSFWs. These outreach centers accounted for the MSFWs that registered for work.

Numeric Goals

Agricultural employment in Puerto Rico (for next program year 2012) is expected to be more or less in the range of between 20,000 and 22,000. PRDOL is planning to register 8,000 MSFWs and place 3,000 of them in jobs. Both goals were established according to the prevailing agricultural conditions and economic forecast. PRDOL will also coordinate with every state, submitting job orders, in effort to fill the job openings.

Staffing and Minimum Performance Levels for PY'2012				
Area/Service Location	**Staff**	**Contacts Per Year**	**Staff Days Worked**	**Contacts by Other Agencies**
Manatí	.5	336	30.5	**
Carolina	.5	314	28.5	**
Humacao	.5	200	18.2	**
Guayama	1	2,100	190.0	**
Coamo	1	4,100	372.7	**
San German	1	1600	145.5	**
Mayaguez	.5	350	31.8	**
Total	**5**	**9,000**	**817.2**	**

Outreach Activities

Year-around outreach activities are conducted in all MSFW significant One-Stop Workforce Centers. Workforce Center staff assigned to outreach interviewer positions are familiar with the local labor market and the needs of local MSFWs.

-Outreach Interviewer duties include:

- ✓ Locate and contact MSFWs to provide information for services available at the local One-Stop Workforce Centers;
- ✓ Inform MSFWs of specific job openings available and of their rights and benefits under state and federal employment related laws;
- ✓ Assist MSFWs in filling job applications, preparing worker complaints, making appointments and arranging transportation;
- ✓ Provide information about services available through electronic means, and teaching them how to access this information;
- ✓ Identify qualified MSFWs seeking employment, using 20 CFR Part 653. Initial and follow-up outreach efforts will be made to provide needed services and assist MSFWs in landing a job or improving employability;
- ✓ Contact agricultural and non-agricultural employers, program operators, community or faith-based organization, and education-and-training providers on behalf of MSFWs;
- ✓ Solicit jobs, training opportunities and employment related services for MSFWs;
- ✓ Provide agricultural and non-agricultural employers with information, services and assistance requests related to labor issues and needs;
- ✓ Accept job postings while performing field outreach activities;
- ✓ Refer qualified MSFWs from the MSFWs Outreach Log and from previous contacts through follow-up activities, if there is(are) job opening(s) for referral; and
- ✓ Select qualified MSFWs from the MSFWs Outreach Log and perform job development to enhance MSFW applications by including their additional occupational skills, transferable occupations and matching positions with non-agricultural jobs, when no suitable, agricultural job openings are available for referral.

Services Provided to MSFWs through the One-Stop Delivery System

Performance Indicators Reflecting Equity

Federal requirements state that services provided to MSFWs must be "qualitatively equivalent and quantitatively proportionate" to the services provided to other job seekers. This means that MSFWs are to receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis (i.e. career guidance, testing, job development, training and job referral). To comply with this requirement is ES's goal for 2012

Since it is PRDOL's interest to improve performance, equity ratio indicators, and minimum service level indicators, as we stated previously, INTENSIVE training will be provided to the Agricultural staff and managers. Training will be conducted in October of 2012.

Minimum Service Level Indicators had to do mostly with the ability of the PRDOL's Employment Service to place MSFWs in a job, be it an agricultural or in a long-term non-agricultural job. It is necessary; therefore, to continue strengthening the capability of the ES staff to serve the needs for farm working jobs (and non farm jobs); by helping job seekers find employment through the use of the Labor Exchange System.

With the launch of the SIAC system, the "*Puerto Rico Trabaja*" Job Bank System will be an important component of SIAC, allowing ES staff to comply with its main objective, which is to bring employers and job seekers.

To comply with the Minimum Service Level Indicators it is necessary to provide the local One-Stop Workforce Centers with the necessary tools and resources (such as: capable and trained staff; software and equipment; access to current Labor Market Information; among others) in order to have the capability of informing the public, MSFWs included.

Services Provided to Agricultural Employers through the One-Stop Delivery System

To make sure that agricultural employer's needs are met by the local One-Stop Workforce Centers, PRDOL's Employment Service must provide key activities in the agricultural referral process, such as:

- ✓ Integrating services for agricultural employers and workers;
- ✓ Identifying job-ready workers once they arrive at the work site and
- ✓ Providing employers with labor market information related to their specific industry, such as farm worker rights, support service information, etc.

To better serve the needs of agricultural employers, PRDOL's Employment Service and local One-Stop Workforce Center staff must be focused on employer issues. Employer services are planned and implemented based on each local One-Stop Workforce Center's service delivery plan.

For PY2012- 2016 the Employment Service plans to develop additional strategies and use best practices to address the following:

- ✓ **Limited knowledge of state/federal employment laws and regulations:** PRDOL's Employment Service will continue to host Forums/Workshops to educate employers and agricultural crew leaders regarding state/federal laws and regulations.

- ✓ **Lack of efficient use of local human resources:** Local One-Stop Workforce Center staff must encourage/facilitate communication between growers, regarding farm-workers' specific needs. One possible resource is Puerto Rico's Agricultural Extension Program.

- ✓ **Lack of facilities/staff to screen and interview potential farm workers:** Local One-Stop Workforce Centers may provide temporary office space that agricultural employers may use as a job-interviewing facility. Workforce Center staff may also provide intake and referral activities at the growers' locations.

- ✓ **Encourage farm labor contractors to register:** Local One-Stop Workforce Center staff may provide forms and instructions for completing crew leader registrations and ensure that farm labor contractors' registration cards are kept current.

- ✓ **Housing:** The Agricultural Recruitment System (ARS) requires employers to provide no-cost housing to workers who cannot reasonably return to their place of residence after each work day. This is one of the unique challenges Puerto Rico agricultural employers face when using ARS; especially when providing housing for coffee pickers. PRDOL's Employment Service and the State Monitor Advocate Office are coordinating with the Department of Agriculture and municipalities in the western and central mountain regions to oversee the government initiative that will provide no-cost housing to coffee pickers. Also, PRDOL's Employment Service is planning to coordinate efforts and Grant activities with PathStone, Inc., the Housing Grant coordinator for the NFJP grantee under the WIA §167 housing grant for Puerto Rico.

Agricultural employers and MSFWs are critical to the state's workforce, especially in the geographic areas where agriculture is the key economic industry. Serving the needs of the agricultural industry requires coordination between:

- ✓ State Monitor Advocate;
- ✓ WIA Section 167, PathStone, Inc.;
- ✓ Groups that represent MSFWs;
- ✓ Agricultural employer organizations;
- ✓ Wage and Hour Office (Caribbean District);
- ✓ Equal Employment Opportunity Commission (EEOC);
- ✓ Federal agencies with regulatory responsibilities for enforcing laws related to agricultural labor; and
- ✓ Other organizations.

Each of the above organizations has been instrumental in the ongoing efforts of providing support for the benefit of agricultural employers and their workers. They were provided with the opportunity to comment on and participate in the development of this plan.

Service to Employers

Since Program Year 2010, Employment Service has been aggressive in its coordination with employers. During Program Year 2010, Employment Service reactivated ten (10) Job Service Employers Committees (JSECs) and for Program Year 2011, thirteen (13) JSECs were active.

For Program year 2012 ES plans to activate all fourteen (14) local office JSECs. We also plan to continue providing employers informative seminars on a quarterly basis.

The Employer Relations Officers for the Employment Service Program were selected in each local office since PY 2010. New Local Office interviewers assigned to this activity were trained in the promotion of services provided by the Division. For Program year 2012, Central Office Specialist in charge of these activities will continue to visit local offices and evaluate the Public Relations Officers' performance and their rapport with employers.

During program Year 2011, ES Central Office Specialist visited local offices to evaluate the work done by Job Interviewers contacting or visiting employers. This activity is done weekly by the local offices (LO) and reports are due every day to the LO managers. The results of these evaluations were discussed with ES managers.

For PY 2012, this activity will continue and we foresee it will help in the development of strategies to reach out to more employers.

ES will also serve employers directly by:

● Make emphasis on the coordination of the public relations officers with the veterans staff and the WIA representative in their visits to employers.

● The Bureau of Employment Security (NSE) managers' one meeting with WIA/Consortium Directors (see meeting schedule included). The meeting has the purpose of exchanging thoughts and ideas to improve relations between the two who deliver services to almost the same clients.

● Coordinate with the Tax Unit of the Unemployment Insurance Program orientation of employers related to ES services and the One Stop Career Centers. These employers visit their facilities for different situations and have no knowledge of the existence of the services offered in the One Stops.

P.R. JOB SERVICE EMPLOYERS COMMITTIES (JSEC) July 2012

LOCAL OFFICE	PRESIDENT	PRESIDENT ELECT	SECRETARY	COMMENTS
Aguadilla	**Virginia Avilés** Ramey Job Corps P.O. Box 250463 Aguadilla, P.R. 00604-0463	**Dra. Ana Cuevas** Programa Educación Continua Universidad de P.R. Apartado 6150, Aguadilla, Puerto Rico 00604	**Maria Miranda** Smart Modular Technologies, PR Inc. P.O. Box 1441, Aguada, P.R 00602	We are coordinating Job Corps training with this employer. It is scheduled for March 2013
Arecibo	**Carmen Cosme** One Stop 839 Añasco Suite 5 Condominio Plaza Universidad San Juan P.R 00925	**Edna Marrero Villalba** Generalista Recursos Humanos Thermo King Box 144060 Arecibo P.R 00613	**Maria López Meléndez** Cafeteria Calipso Café P.O Box 1412947, Arecibo, P.R.00614	
Bayamón	**Omar Cruz** Municipio de Corozal	**Josué Ortiz** Roger Electric	**Maritza Zambrana** Universidad Interamericana	
Caguas	**Maribel Contreras** Huertas Junior College P.O Box 8429, Caguas PR 00726	**Daniela Santiago** DS Consultant Estancias del Bosque **# 860** Robles Cidra P.R		
Carolina	**Lydia Pérez** Antilles Military Academy Trujillo Alto,PR 00976	Irmarie Vicens Roberto Clemente Corner Carolina Shopping Court Suite 310 Carolina	Crimy Martínez Fundación Acción Social "El Shadai" Ignacio Arzuaga Carolina P.R 00986	

		P.R 00985	
Fajardo	**Luis Álvarez** El Conquistador Hotel #100Conquistador Ave. Fajardo. PR00738	**Dr. Ismael Suárez** Interamerican University Fajardo, PR	**Ana Romero Pinzón** Instituto Banca y Comercio Fajardo, PR 00738
Humacao	**Nancy Prado** Lanco Mfg Urb. Aponte #5 San Lorenzo P.R 00754	**Audberto Cordero** Centro Estudios Multidiciplinarios Calle Dr. Vidal #8 Humacao P.R 00791	**Jennifer Negrón Blanco** Proyecto P.E.C.E.S P.O Box 647 Punta Santiago P.R 00741
Manatí	**Aimy Cruz** PO Box 1877 Morovis P.R. 00687	**Sandra Declet** HC 05 Box 45305 Vega Baja P.R. 00693	**Norma Caballero** P.O Box 1463 Manatí, P.R 00674
Mayaguez	**Lourdes Barros** Caring Out People	**Nicole López** Solutions Unlimited	**Venus Sanabria** CCL Insertco/CCL
Ponce	**Héctor Vélez** & Vélez asso.	**Arnaldo Teisonniere** Universidad Interamericana, Ponce, PR	**Martita Alvarado** Museo Castillo Serralles Ponce,PR
San Germán	**José E. Sanabria** International Network Team P.O Box 1423 Rincón,PR 00677	**Roque A. Ramírez Palmero** Empresas Roque A. Ramírez P.O Box 1313 Cabo Rojo, P.R 00623	**Magda Rosas** Grupo Fisiátrico P.O Box 7227 Mayagüez, PR 00681

San Juan	**Mayra Carrión** Gerente de Reclutamiento Recursos Humano Scotiabank de Puerto Rico 290 Jesús T. Piñero Ave. 8th Floor San Juan, PR	**Emma Sepulveda** Telemarketing Mix San Juan, PR	Actual State president

Work Opportunity Tax Credit (WOTC)

Work Opportunity Tax Credit (WOTC) is a Federal tax credit incentive that Congress provides to private-sector businesses for hiring individuals from twelve target groups who have consistently faced significant barriers to employment. The main objective of this program is to enable the targeted employees to gradually move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while the participating employers are compensated by being able to reduce their federal income tax liability. WOTC joins other workforce programs that help incentivize workplace diversity and facilitate access to good jobs for American workers.

As a condition for receiving funds in support of the Work Opportunity Credit Program (WOTC), Puerto Rico's Department of Labor and Human Resources shall:

1. Determine eligibility of individuals as members of targeted groups, on a timely basis, and perform a quality review by a second staff person for each determination within 48 hours. The WOTC State coordinator will perform the initial review. Additional staff will perform the quality review.
2. The WOTC State Coordinator will issue employer certifications, denials, or notices of invalidation for tax credit on a timely basis in accordance with the policies and procedures set forth in the ETA Handbook No. 408.
3. Maintain an orderly system to regularly verify the eligibility of a random sample of individuals certified under the WOTC Program, and initiate effective corrective

action when appropriate as indicated by results of such activities. An Employment Service staff member will be assigned to perform the review.

4. Maintain a system and procedures to regularly monitor cooperative agreements and initiate appropriate corrective actions.
5. A negotiating effort to establish a new agreement with the Administration of Socioeconomic Development of the Family, the local agency in charge of administering the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) in Puerto Rico, is currently underway. The majorities of the WOTC applications received in Puerto Rico are from participants of the TANF or SNAP programs. Renegotiating our cooperative agreement will greatly reduce the time it takes to issue a certification rendering an increase in the amount of certifications issued.

6. We do not foresee negotiating any cooperative agreements with the following agencies; State Department of Health and Human Services and the Department of Housing and Urban Development because the target groups that they service, High Risk Youth, Qualified Summer Youth Employee and Qualified Supplemental Security Income Recipient do not apply to Puerto Rico.
7. Fortify our liaison with the Administration of Socioeconomic Development of the Family in order to speed up the validation process and offer training and technical support to their staff when necessary.
8. Maintain the current cooperative efforts with employment and training organizations already working with the private sector, such as Veterans organizations, Job Service Employer Committees and Workforce Investment Boards (WIB), to inform employers about requirements for the use of WOTC.
9. Train, as appropriate, State and participating agency staff and provide monitoring and technical assistance to these agencies.

10. Fortify our team of local office promotional staff. This is an ongoing activity that will be executed through the process of training sessions and continuous technical support.
11. Continue with our outreach efforts in order to get more qualifying employers to use the tax credit program and increase our number of certifications.
12. The Work Opportunity Tax Credit Program is a centralized unit comprising of one regular staff member (WOTC State Coordinator) and two temporary staff members. Additional staffing is being recruited at the Central level to increase the number of applications being processed in order to comply with the timely issuance of the certifications in accordance with the policies and procedures set forth in the ETA Handbook No. 408.
13. The WOTC data base application was built on an ACCESS platform and has become obsolete making it impossible to keep an efficient automated system. Due to technical problems and a glitch in the application we have decided to update the system. Our programmers are currently working on a new application.

During Program year 2011 - 2012 The Work Opportunity Tax Credit Program has not only met but exceeded its goals. . Below we outline the most significant accomplishments for PY 2011 – 2012.

COMPARATIVE CHART PY 2009 – PY 2011

QUARTER	APPLICATIONS RECEIVED	CERTIFICATIONS ISSUED	DENIALS ISSUED
October - December2007	473	35	160
January - March 2008	452	29	473
April - June 2008	397	44	149
July – September 2008	346	31	110
Total PY 2008	**1668**	**139**	**892**
October - December2008	502	33	125
January - March 2009	212	30	49
April - June 2009	529	24	79
July - September 2009	459	16	89
Total PY 2009	**1702**	**103**	**342**
October - December2009	611	23	64
January - March 2010	353	29	378
April - June 2010	573	106	195
July - September 2010	518	73	166
Total PY 2010	**2055**	**231**	**803**
October - December2010	1080	77	302
January - March 2011	514	144	760
April - June 2011	492	47	228
July - September 2011	482	92	609

Total PY 2011	**2568**	**360**	**1899**
October - December2011	960	165	366
January - March 2012	80 (238)*	281	370
April - June 2012	20 (502)*	187	676
July – August 2012	9 (501)*	186	312
Total PY 2012	**1069 (2201)***	**819**	**1724**

*Numbers in parenthesis correspond to new applications received for target groups that expired on December 31, 2012.

Our numbers have been steadily increasing over the past four years as demonstrated by the previous chart. The amount of determinations issued (certifications and denials) are the result of the efforts made by the additional temporary staff assigned to the program.

For PY 2012 we expect to receive approximately 2,000 applications and significantly reduce our backlog. This reduction depends on the timely response of participating agencies and thus, our negotiating efforts.

PUERTO RICO PUBLIC LAW 87 OF JUNE 22, 1962

The PR ES also assists employers outside of Puerto Rico in their interest to look for jobseekers in the island.

In the interest of the government to help workers and employers, Law 87 was approved on June 22, 1962. This law was established to "regulate contract for workers whose services are to be used outside of Puerto Rico; to confer authority upon the Secretary of Labor to intervene in everything concerning the contracting of emigrant workers; to impose upon every person or entity charged with contracting for the services of labors to work outside of Puerto Rico, the obligation to so notify the Secretary of Labor; to prohibit contracting under certain

circumstances; to authorize the Secretary of Labor to adopt rules and regulations for implementing the provisions of this act; to fix penalties for violations of this act and of the rules and regulations issued hereunder; and to repeal Act No. 89 of May 9, 1947, as amended."

During PY 2011 all documents pertaining to Law 87 were reviewed.

For PY 2012 the Puerto Rico Employment Service will coordinate with the Puerto Rico Industrial Development Company (PRIDCO) the services provided by PRES and all the information related to Law 87.

Following are the documents and the sample letters provided to employers concerning Law 87.

WIA Waiver Requests

Pursuant to the instructions provided, the State Workforce Board , the Department of Labor and Human Resources (PRDOLHR) and its component the Labor Development Administration (LDA) as the Government of Puerto Rico WIA State Administrator requested the following waivers.

Subsequently and after the appropriate evaluation, in accordance with regulations at 20 CFR 661.420©, enclosed please find Waiver Plan in order to best support the needs and strategic goals of our Local Workforce System .

This waiver request follows the format identified in WIA §189(i)(4)(B) and WIA Regulations at 20 CFR §661.420(c) and applies to WIA formula for 2012-2016.

Collection of Performance Information for Determining Subsequent Eligibility and Dissemination of Performance Information on the State List

- ***Statutory and regulatory requirements to be waived-***WIA section 122(c) and (d)(1) and WIA regulations at 20 CFR section 663.530-550 require and describe the subsequent eligibility process for Eligible Training Providers(ETP). Most WIA training services are

provided through Individual Training Accounts (ITAs), that may be used to acquire training from only ETP.

The request for a waiver to eliminate the subsequent eligibility process thus allowing the Local Workforce Areas (LWA) and area providers found initially eligible, to continue under the initial eligibility process and safeguards. Waving a subsequent eligibility requirement will allow the local Workforce System to be in compliance with WIA, while maintaining an eligible training provider list with a wide range of customer choices during these difficult times. Requiring subsequent eligibility determinations have been found to be obstacles that limit choice, resulting most likely in a training shortage.

- ***State or local statutory and/or regulatory barriers-***There is no state or local barrier to be overcome, should the requested waiver be implemented.

- ***Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-***The following goals will be achieved with the approval of the requested waiver:

  - ✓ Reduce a significant amount of staff time and resources, when implementing a subsequent eligibility process.
  - ✓ Increase customer choice and the number of ETP, by removing onerous data collection requirements upon the ETP's; and
  - ✓ Streamline the information for customers.

  - ✓ ***Programmatic outcomes by the waiver-***The waiver will reduce a significant amount of staff time and resources, currently directed toward the collection of performance data and calculation of performance outcomes by provider and program. Freeing staff and resources from this task will enable us to improve the management information system, and provide more technical assistance toward performance outcomes. The onerous data collection requirements have also

discouraged providers from applying for subsequent eligibility. Removal of this requirement will encourage more providers to apply, thereby giving customers more choices for their training. This waiver is limited to an exemption from collecting demographic data from participants. All other requirements in actual procedures remain enforce.

- ✓ ***Impacts on individuals by this waiver-***Approval of this waiver will have positive impacts on ETP, LWB, local staff, providers and One-Stop customers by waiving an administrative burden that limits customer choice.
- ✓ ***Monitoring of the waivers implementation-***Compliance of this waiver is currently part of existing monitoring procedures.
- ✓ ***Notice and opportunity to comment -*** To ensure transparency and allow for meaningful participation from interested parties, public comments were solicited prior to submission. The waiver request was also reviewed and approved by the SWB.

To Eliminate 20% Limit on Fund Transfers between Adult and Dislocated Worker Programs

- ***Statutory and regulatory requirements to be waived-*** The request for a waiver of 20% limitation in transferring local WIA funds between the Adult and Dislocated Worker programs so that, 100% of the Adult and Dislocated Worker formula funding is available to meet general workforce case needs as per the local area.

  WIA §133(b)(4) and WIA Regulations at 20 CFR §667.140(a) limit the amount of funds that can be transferred between the Adult and the Dislocated Worker employment and training programs. The limit is 20% of the fiscal year allocations to the respective programs.

- ***State or local statutory and/or regulatory barriers-***There is no state or local statutory and/or regulatory barrier that would not permit the implementation of the current WIA provision or the requested waiver.

- ***Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-*** The following goals will be achieved with the approval of this waiver:
  - ✓ Funds will be directed to where they are mostly needed, for Adult and/or Dislocated Worker clients;
  - ✓ There would be greater flexibility for local workforce investment boards and their staff, in designing and implementing programs;
  - ✓ There would be increased efficiency in local workforce investment boards and their staff performance, as they will be able to plan for a year at a time, with
  - ✓ Improved, more certain responsiveness to local need and demand.

- ***Programmatic outcomes by the waiver-***The waiver will allow local areas to direct funds when and where they are needed to serve clients. The variance in economic conditions in Local areas could fluctuate Adult and Dislocated Worker participation due to the continuation of the requirement that funds be determined by past unemployment and layoff history. This waiver will increase efficiency and introduce more flexibility and creativity into designing and implementing employment and training activities for all Adult and Dislocated Worker clients. The HRODC will approve on a case to case basis, the implementation of this waiver.

- ***Impacts on individuals by the waiver-***With current budget constraints and WIA funding cuts, without this waiver, fewer amounts of funds will be available to serve dislocated workers. With this waiver, funds will follow the needs of individual clients.

- ***Monitoring of the waivers implementation-***Compliance of this waiver is currently part of existing monitoring procedures.

- ***Notice and opportunity to comment -***To ensure transparency and allow for meaningful participation from interested parties, public comments were solicited prior to submission. The waiver request was also reviewed and approved by the SWB.

Waiver of regulations at 20 CFR 667.300(a) to allow states to discontinue collection of WIASRD participant data for incumbent worker

- ***Statutory and regulatory requirements to be waived-***Request a waiver in order to permit the state to discontinue the collection of certain, case specific Workforce Investment Act Standardized Record Data (WIASRD) pertaining to the following elements;
    1) Single parent (119)
    2) Unemployment compensation eligible status at participation(118)
    3) TANF(120)
    4) Other public assistance(121)
    5) Homeless individual and/or runaway (125)
    6) And offender(126)

  By allowing the approval of this waiver, the captured data will be streamlined enough to ensure that employers are not discouraged by federal data requirements. In accordance with Lay off Aversion strategies, this waiver will strengthen the ability of the workforce system to improve the skills of workers in their existing environment.

- ***State or Local Statutory and/or Regulatory Barriers-*** There is no state or local statutory and/or regulatory barrier that would prohibit the implementation of the proposed waiver.

- ***Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-*** As a result

of this waiver there will be an increase in service to employers, as well as a better and improved implementation of Lay Off Aversion strategies as a business model.

- ***Programmatic outcomes by the waiver-***The waiver will allow LWB provide employed worker training and improve the economic condition in their region by upgrading the skills of incumbent workers.

- ***Impacts on individuals by this waiver-***Incumbent workers will increase their competitiveness by obtaining upgraded skills and fill better positions within the organization.

- ***Monitoring of the waivers implementation-***Compliance of this waiver is currently part of existing monitoring procedures.

- ***Notice and opportunity to comment -***To ensure transparency and allow for meaningful participation from interested parties, public comments were solicited prior to submission. The waiver request was also reviewed and approved by the SWB.

Credential/ Certificate Attainment for On-The-Job Training Program

- ***Statutory regulations to be waived-***Request a waiver in order to exempt LWA from including credential/certificate attainment outcomes in the performance standards for participants enrolled in the WIA On-the-Job Training (OJT) program, as identified in Training and Employment Guidance Letter (TEGL) No. 26-09.

  This waiver pertains to WIA Regulations 20 CFR 666.100 (a) (1) (iv) for Adults and 20 CFR 666.100 (a) (2) (iv) that require attainment of a recognized credential/certificate for performance.

This waiver is being requested so that we may exclude individuals who are participating in OJT program services from requiring a credential/certificate at the end of their service term. These individuals, however, will nonetheless continue to be included in all other applicable WIA performance standards.

- ***Goals to be achieved by the waiver and relationship to strategic plan-***With this waiver, the State expects the OJT program services to expand and reach more employers and trainees. This goal directly aligns with current WIA State Plan goals, for providing access to training to an increased number of adults and dislocated workers.
- ***State or local statutory or regulatory barriers-***There is no existing state or local barrier to implementing the requested waiver.

- ***Description of waiver goals and programmatic outcomes-***The goal is to provide LWA greater flexibility and access to the use of an OJT program without negatively impacting it by requiring credential/certificate related performance standards. It allows the training program design to be more responsive to employer and employee needs, as it can be specifically customized for that industry, business or worksite. By eliminating the credential/certificate reporting requirement for these participants, we will encourage its use; have a positive effect on retention; and increase the average earnings to be seen in the next performance outcomes.

  The following goals and outcomes are expected:

  - ✓ Increase in employment opportunities for harder-to- serve individuals, such as the long-term unemployed, older workers, and those with limited or sporadic job history
  - ✓ Increase in the percentage of employers using OJT as a means for hiring and retaining a skilled workforce
  - ✓ Increase in the number and percentage of workers trained and hired through OJT programs

- ✓ Raised skill proficiency in workers, something that will result in an increase in worker viability

- ***Description of the individuals impacted by the waiver-***Impacted individuals will be the Adults and Dislocated Workers, as well as those participating employers due to the fact that the OJT program will become more responsive to their needs.

- ***Description of the monitoring process-***Compliance of this waiver is currently part of existing monitoring procedures.

- ***Notice and opportunity to comment -***To ensure transparency and allow for meaningful participation from interested parties, public comments were solicited prior to submission. The waiver request was also reviewed and approved by the SWB.

Waiver of WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d) requiring the conduct of evaluations of workforce investment activities for adults, dislocated workers, and youth.

- **State or Local Statutory and/or Regulatory Barriers-**There are no state, local statutory or regulatory barriers toward implementing the proposed waiver.

- **Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-**The reduction in WIA allotments for Governor's Reserve funds, limits the state's ability to effectively fund and carry out all of the required statewide workforce investment activities. The state's goal in seeking this waiver is to have flexibility and be able to prioritize the use of funds among the required activities.

- **Waiver's Impact on individuals-**This waiver will provide the state agency with more flexibility when directing the Governor's Reserve funds toward activities that best preserve statewide workforce investment system's basic functions.

- **Monitoring of the Waiver's implementation-**There is no required action.

- ***Notice and opportunity to comment -*** To ensure transparency and to allow for meaningful public comment from to all interested parties, this waiver request, was available for public comments at the PRDOL and LDA home pages. Comments were solicited prior to submission, The waiver request was also addressed at of the State Board open meeting.

Waiver of 20 CFR 665.200(b)(3) requiring dissemination of training provider performance and cost information.

- **State or Local Statutory and/or Regulatory Barriers-**There are no state, local statutory or regulatory barriers toward implementing the proposed waiver.

- **Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-**The reduction in WIA allotments for the Governor's Reserve fund, restricts the state's ability to effectively fund and carry out all of the required statewide workforce investment activities. The current funding level in the Governor's Reserve is insufficient to cover the costs incurred in the dissemination of training provider performance and cost information.

The goal in seeking this waiver is to ensure that the state be able to prioritize the use of the Governor's Reserve fund for required activities.

- **Waiver's Impact on individuals -**This waiver will provide the state agency with more flexibility when directing the Governor's Reserve funds toward those activities that best preserve the basic functions of the statewide workforce investment system.

- ***Monitoring of the Waiver's 'Implementation-***The Labor Development Administration as part of their duties of oversight of all WIA funded activities incorporated the implementation of this waiver into existing monitoring and performance activities.

- ***Notice and opportunity to comment -*** To ensure transparency and to allow for meaningful public comment from to all interested parties, this waiver request, was available for public comments at the PRDOL and LDA home pages.

Waiver from the requirement to provide incentive grants to local areas (WIA Section 134(a)(2)(B)(iii) and 20CFR 665.200(e)).

- **State or Local Statutory and/or Regulatory Barriers-**There are no state, local statutory or regulatory barriers toward implementing the proposed waiver.

- **Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes-** The 5% reduction in WIA allotments in the Governor's Reserve funds restricts the state's ability to effectively fund and carry out all of the required statewide workforce investment activities. The current funding level in the Governor's Reserve is insufficient to cover the costs for incentive grants to local areas.

  The goal in seeking this waiver is to ensure that the state may prioritize the use of the Governor's Reserve fund for required activities we deem most essential to the basic functions of the workforce investment system.

- **Waiver's Impact on individuals-** This waiver will provide the state agency with more flexibility when directing the Governor's Reserve fund toward those activities that best preserve the statewide workforce investment system's basic functions. Although local areas may argue about having a negative impact, recently developed performance reports have demonstrated no eligibility for incentives due to exemplary performance.

- **Monitoring of the Waiver's implementation -** There is no required action.

- ***Notice and opportunity to comment -*** To ensure transparency and to allow for meaningful public comment from to all interested parties, this waiver request, was available for public comments at the PRDOL and LDA home pages. The waiver request was also addressed at of the State Board open meeting.

Trade Adjustment Assistance (TAA)

The principal purpose of the TAA program in Puerto Rico is to assist workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide skills, credentials, resources and support necessary to displaced workers, encourage them to an early return to the labor force. The program has approximately 300 active participants.

Among the active participants in the program are:

- 229 participants have been or are in training
- 17 participants have job search benefits
- 9 have RTAA benefits

In December 21, 2011 Puerto Rico had a new Industry certified Checkpoint Caribbean, LTD from the city of Ponce. Approximately 200 workers were laid off from this Industry and are eligible for the benefits of the 2011 Trade Adjustment Assistance Extension Act. This year General Electric industry has been affected as result of the foreign trade, they will be moving part of the production to Dominican Republic. This industry is eligible to request TAA program benefits. Puerto Rico TAA program expect to serve approximately 200 displaced workers from this industry.

The TAA program is integrate with the provision of services of the State Rapid Response and One Stop Careers Centers. The state Rapid Response gives the first services to the industry and they determine if the industry qualify to request to be certified for TAA program. If the industry is eligible TAA personal helps the industry to file a petition on line or by mail with the U.S. Department of Labor. After the investigation the U.S. Department of Labor determines group eligibility for TAA benefits and services. The Workers certified will be notified by their states, at which time and where they may apply for TAA benefits and services. This process takes about 30 or 40 labor days. In the meantime the displaced workers can obtain services from Wagner Peyser and WIA. The One Stop Career Centers; they give full services to TAA participants and other displaced workers. After the worker is certified and has his petition number, had receive the first services from the state Rapid Response and the One Stop Career Centers will start receiving services from the TAA program.

The One stop Career Centers services provide for TAA participants generally are:

- Skills assessment
- Information about employment
- Job counseling
- Job placement
- Other supportive services

Among the services offered by TAA program are:

- Counseling and Case Management
  Case managers provides core and intensive services to TAA participants by creating objective assessments
- Information about employment
- Training(occupational, tailored , remedial and distance training)

- Job search benefits
- Relocation benefits
- Job placement
- RTAA (a wage subsidy to workers 50 years of age and older).

TAA participants are Co- Enrolled in different programs at the same time this provides more services for them. To integrate the services offered by TAA and other different agencies, TAA program use the state electronic system (SIAC) that collects all the services that the participant receives in a single participation. Rapid response, WIA and Wagner Peyser provide basic services to TAA participants. TAA Case managers give core and intensive services to participants by creating objective assessments to identify participant services needs, and determine if they need training. Case managers and participant jointly create an effective work plan to ensure the worker success to be reemployed.

Strategies for TAA Program:

- Services will be disseminated by press and radio
- Group orientations to the industries certificated by TAA program to attract participants.
- Create a Puerto Rico TAA website to keep participants informed of the services and program changes.
- Create more partnerships with different accredited educational institutions in Puerto Rico.
- Create more partnerships with industries and impulse OJT trainings.

The TAA program has collaborative agreements whit the Inter American University of Puerto Rico. The TAA Roles in this partnership are:

- Provide these trade affected workers with opportunities to obtain the skills, resources and support they need to become reemployed
- Help customers select training programs that are right for them.
- Identify the skill needs and employment opportunities at different levels to inform creation of related educational opportunities.
- Make referrals of TAA participants to the Inter Americana University of Puerto Rico.

The Inter Americana University of Puerto Rico Roles in this partnership are:

- Develop partnerships with employers to ensure adult students receive credit for training provided by industry or labor.
- Introduce innovative and effective methods for curriculum development and delivery that address specific industry needs.
- Ensure programs lead to industry recognized and/or post-secondary stackable credentials.
- Lead to improved learning outcomes and retention rates for TAA- eligible workers.

Puerto Rico has developed an performance accountability electronic system that integrates data of services provided through Wagner-Peyser, WIA, VETS, NEG and TAA into a single database. This integration provides for the reduction of services duplication and allowing the provision of coordinated services to participants, as well as more reliable performance reporting. "

Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is funded under Title V of the Older Americans Act (OAA) Amendments of 2006, Public Law 109-365. The purposes of the SCSEP are to foster individual economic self-sufficiency and promote useful opportunities in community service activities, which include community service employment for unemployed low-income persons who are age 55 or older, particularly persons who have poor employment prospects, and to increase the number of persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors. Currently, Puerto Rico has three grantees (AARP, Experience Works and PRDOL), including the state grant; serving 617 participants through the Island. The state grant for PY 2012, currently administered by the Puerto Rico Department of Labor, has 125 authorized positions thereby serving 20 percent of the total participants of the SCSEP in Puerto Rico.

Since the state grant program was transferred in October 2010, the PRDOL has gone to great lengths to provide participants and host agencies with a smooth change and no disruption of services. In order to improve the program, the PRDOL completed a participants' profile in order to identify training needs and to help them transition from their community service assignment; to unsubsidized employment. After transition, PRDOL-SCSEP staff conducted interviews with all host agencies representatives and participants. Through these interviews the PRDOL identified that participants and host agencies were in need of information and clarification regarding the program operations and goals. To immediately correct the needs identified, the program developed the following:

- SCSEP Operations Manual
- Host Agency Manual
- Participants Manual
- Data Validation Handbook

All documents were completed in Spanish to ensure full comprehension from program staff, host agencies representatives and participants. The PRDOL also performed training sessions for host

agencies and orientation sessions for participants, to guarantee full understating of SCSEP functions and goals; along with their roles and responsibilities to the program. Combined, these are important steps toward improving the services and outcomes of the SCSEP in Puerto Rico.

Given declining birthrates coupled with an increase in life expectancy and improved health outcomes later in life older workers can and should be considered an important segment of the workforce. Untapped sources of new skilled workers are not abundant and what should be an obvious strategic response are concerted efforts by SCSEP staff to determine the skills and training employers are requiring in order to assist older workers in acquiring or upgrading their skills to meet these demands. The need to connect older workers to jobs in high growth, high demand industries is critical.

Long-term projections for jobs in industries and occupations on the Island that might provide employment opportunities for older workers is discussed in the economic analysis section of the strategic plan. Nevertheless, an analysis if the 19 towns under the responsibility of the state grantee shows that from October of 2010 thru September of 2011 (most recent data available) most unemployed older workers had been employed mostly in occupations in the trade, services and local governments with those who reside in more rural areas oscillated between an 8% to a 13% in their municipalities as a percentage of unemployed or underemployed.

Actions to coordinate SCSEP with other programs/ Coordination of activities with WIA Title I programs including plans for using the WIA One-Stop delivery system and its partners to serve individuals aged 55 and older

The PRDOL-SCSEP program signed Memorandums of Understanding (MOU) with the Local Workforce Investment Boards under the Workforce Investment Act (WIA), 29 U.S.C. 2801 et seq. to facilitate the coordination of activities with local One-Stop Career Centers. The Director of the SCSEP state program will continue to represent the SCSEP in state level One-Stop Partners meetings and initiatives. This group of program administrators ensures effective collaboration among seemingly disparate programs and constituencies. Each partner learns of the others

programs and goals and makes every effort to ensure regional and local operations are informed of such.

At the local level, PRDOL-SCSEP will continue to be active partners in One-Stops. Coordination of services for participants at locals One-Stop Career Centers will include occupational skills evaluations, labor market information, job search strategies, intensives services/training needed by specific participants; and other resources value to the SCSEP. PRDOL-SCSEP will assist One-Stops by providing presentations to clients on various topics to enhance their chances of obtaining and retaining employment; and use the centers to reach residents of rural areas. Other collaborative efforts will promote joint training activities and job fairs, share job leads and work together to engage the business community in initiatives that tap older workers meeting employer needs. The skills assessment and job search assistance tools and techniques for this population need to take into account that many older workers may have a combination of several factors that might hinder their searches such as; single employer experience, outdated job search techniques, financial pressures and lack of formal education – all factors that need to be incorporated into training and accommodation processes.

As administrators of the Unemployment Insurance and Compensation Program, Employment Services Program and Veterans Program, the PRDOL continues to integrate the SCSEP to the services provided by these other programs. Through internal collaborative agreements, eligible participants of the SCSEP will benefit of more intensive level of job search assistance with referrals to the Reemployment and Eligibility Assessment (REA) program, funded by DOL to provide more intensive reemployment services. In coordination with the PRDOL Veterans program, participants of the SCSEP that qualified as veterans will receive services currently available.

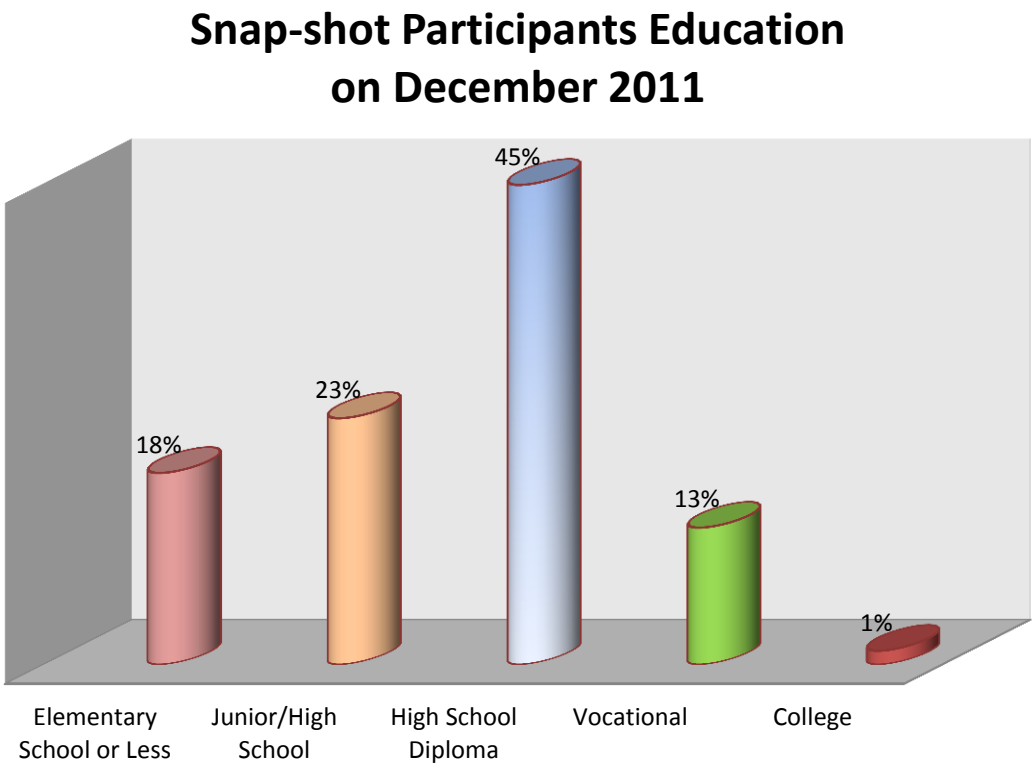
Office of the Ombudsman for the Pensioned and Elderly (Oficina del Procurador de Personas Pensionadas y de la Tercera Edad)

The Office of the Ombudsman for the Pensioned and Elderly is the State Agency on Aging. The PRDOL-SCSEP Director has worked in close collaboration with the current and past ombudsman. Some of their offices and several of the projects they sponsor; serve as host agencies island-wide for SCSEP participants. Recently, the PRDOL formalized a Memorandum of Understanding (MOU) with the Office of the Ombudsman for the Pensioned and Elderly Collaborative Agreement that targeted females 62 years old and older and males 65 year old and older; which are short of thirteen credits or less to qualify for Social Security retirement benefits. The MOU allows to prioritize job search efforts for this particular population.

Puerto Rico Department of Education

Although all current participants know how to read and write, less than half of the participants have a high school diploma or equivalent. A small percentage (14 percent) have post-secondary degrees, mostly technical education; only one participant has a Bachelor's degree. (See SCSEP Figure 1). The PRDOL-SCSEP will work closely with the Puerto Rico Department of Education in the referral of participants in need of improving their academic skills, referring them to the local Adult Literacy Programs. Particular attention will be given to participants whose limited academic skills represent the main barrier for employment. Adult Literacy programs are delivered at local public schools and community centers during the evenings and on Saturdays, to facilitate dual participation without affecting community service assignments.

Future efforts need to be directed at broadening the opportunities for training and higher learning at regional State university campuses as well as technical colleges and other higher learning institutions.



SCSEP Figure 1

Community Education

The PRDOL-SCSEP will continue to support strategies that engage participants in community education and non-formal learning communities' activities that offer skill training that compliments established community service training positions. The program staff will gather information of such activities through Host Agencies, local community based organizations and the municipal governments. Community based education providers include senior citizens, libraries, faith-based organizations and others.

Future efforts need to be directed at broadening the opportunities for training and higher learning at regional State university campuses as well as technical colleges and other higher learning institutions.

Labor Organizations

In Puerto Rico there are independent unions and labor organizations in the public and private sector including some with International affiliated to the AFL-CIO. Some of these have Job Training Institutes which are accredited by the General Council of Education, of Puerto Rico, which licenses vocational/trade schools. Formal Training Instituties of the Sheet Metal Workers and IBEW have or are in the process of receiving local accreditation. The PRDOL-SCSEP has worked closely with these institutions that programs welcome older workers and will continue the referral of participants interested in acquiring skilled trade training, to improve their employment options.

Planned actions to coordinate with activities being carried out under other titles of the Older Americans Act (OAA)

The PRDOL-SCSEP will continue to cultivate partnerships with the Puerto Rico Office of Aging and local initiatives for the aging carry-out at the municipal level. Partnering with other titles of the OAA and the municipal governments will provide opportunities for cross referrals of eligible SCSEP participants; identify employment opportunities and designation of additional host agencies. The PRDOL-SCSEP partners with Title III of the OAA to support nutrition, in-home care, transportation, and disease prevention and health promotion, along with caregiver support programs and services.

Planned actions to coordinate with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs and disabilities

Community and Faith-Based Organizations

The PRDOL-SCSEP recognizes the importance of engaging participants with local community and faith-based organizations. These organizations provided suitable and valuable community

service training positions and eventual employment opportunities to participants. Eighty one percent of current host agencies are community and faith-based organizations that provide a variety of community services, including elderly and child care services.

The PRDOL-SCSEP will continue to coordinate activities with community entities such as local chambers of commerce, local developmental disability boards, as well as other programs that provide services to older Americans. Through partnering and coordination with community and faith-based organizations the PRDOL-SCSEP will continue to connect participants with wrap-around services and supports.

Transportation Programs

Since the island of Puerto Rico does not have massive public transportation for the whole Island the program cannot implement an island-wide public-transit initiative. Instead, the PRDOL-SCSEP has agreements to provide free transportation services to participants with no means of transportation or limited mobility. Host agencies and municipal governments provide participants with door to door transportation at no additional cost to the program or the participant.

The program will continue to participate in local coordinated transportation plans with municipal governments, to ensure that local transportation initiatives consider the needs of older workers and older citizens in general.

Programs for People with Disabilities and Veterans

SCSEP provides priority of service to those most-in-need as provided at 20 CFR 641.520, which includes individuals with disabilities and veterans. Currently, no veterans are enrolled and only one participant with disabilities is registered in the program, despite continued outreach efforts made in coordination with the PR Department of Families and the PR Vocational Rehabilitation Services Administration. Further analysis of the low number of applicants with disabilities, revealed that most veterans and eligible disabled individuals receive benefits related to their disability; and their perception is that their benefits will be lost or reduced with participation.

The PRDOL-SCSEP in coordination with public and private agencies and organizations will continue to conduct strong outreach efforts to identify eligible participants among veterans and people with disabilities.

The PRDOL-SCSEP served as liaison with civic organizations for the delivery of services and assistance to people with disabilities, including veterans. Last year, in coordination with the Puerto Rico Rotary Club the program delivered wheelchairs to older low income citizens. The program will also contribute with efforts to improve access to mainstream programs and services to reduce financial vulnerability to homelessness among veterans. The PRDOL SCSEP Director serves on the Board of the Veteran's Ombudsman Office.

Actions to ensure that SCSEP is an active partner in the One-Stop delivery system and the steps the state will take to encourage and improve coordination with the One-Stop delivery system

See part A of this section. for information about coordination of activities.

Long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment

To maintain employer relationship and assist participants in retaining their positions after job placement, the PRDOL-SCSEP will ensure follow-up retention and counseling after placement into unsubsidized employment activities. Group and individual job search and job retention counseling, is built-in-to the service delivery model used by program staff and host agencies have been integrated in to these efforts. The program will continue offering training to host agency members that provide direct supervision to SCSEP participants, to ensure that they integrated job search and retention strategies as part of the community service assignment.

The state's long-term strategy for achieving an equitable distribution of SCSEP positions within the state:

Currently, participants of the PRDOL-SCSEP might appear to reside in municipalities considered to be metropolitan areas by the US Census standards, which are based on population density. In fact, participants are mostly residents of rural areas of the following municipalities; such as: Aguadilla, Aguas Buenas, Aibonito. Arroyo, Canóvanas, Cayey, Coamo, Dorado, Florida, Quebradillas, San Sebastián, Toa Alta, Utuado, Vieques and Villalba. Based on the location of their residence in regards of the town center, they live miles away of hospitals, public offices and services; which is what is consider urban in Puerto Rico. Despite this fundamental difference, the PRDOL-SCSEP will continue to use the US Census to determine participants place of residence. USDOL should be aware that this fundamental difference can impact compliance with 20 CFR 641.365, since it affects the determination of over-served and underserved locations. PRDOL-SCSEP will stay vigilant in compliance with equitable distribution of SCSEP positions.

In those municipalities in which the USDOL has determined, using the most recent census data, that the eligible population has changed locations or for other reasons currently the program shows over-enrollments, a gradual shift of participants into unsubsidized employment must be aggressively pursued. This will facilitate making authorized positions available for areas in which there has been an increase of the eligible population thus is considered as underserved locations.

For additional information regarding this program, please access the PRDOL's web page at www.trabajo.pr.gov and click on the SCSEP link.

Public Comments and Review

The Puerto Rico Five-Year Plan and the Plan for the Senior Community Employment Service Program (SCSEP) was available for review and public comment in compliance with the federal regulations of Sunshine Provision. It shall inform the general public, as well as members of the workforce investment system, about the process of preparation of the Plan and the opportunity to submit comments and recommendations. Evidence of compliance with this requirement for the federal regulation will be maintained.

1. TEGL 39-11 Guidance of the Handling and Protection of Personally and Identifiable Information (PII)- ADL delivered a Administrative Statement notify all the workforce investment system about this compliance
2. FEDERAL Register Vol. 77, No 60, March 28, 2012 Low Living Standard Income Level – Annually the ADL delivered the Federal Register and the income levels applicable for WIA programs
3. TEGL 11-11 Change to Selective Service Registration
4. TEN 45-11 Youth Public Land Summer Employment
5. TEN_46_11 Youth Program Tools 2012
6. TEGL 21-11 Requirement for 2012 State Workforce Plans
7. TEGL 19-11 WIA Allocation for PY 2012-13
8. Administrative Statement WIA-4-2007 - Policy for OJT y Customized Training
9. Administrative Statement WIA 1-2006 – Instructions for Work Experience Activities
10. TEGL 18-11 Improving Youth Literacy and Numeracy
11. TEGL_21_11 Requirement for 2012 State Workforce Plans
12. TEGL_33_11 - Annual Program Guidance for the Program Year 2012 Workforce Investment Act (WIA) Adult, Dislocated Worker, and Wagner-Peyser programs
13. TEGL 11-11c1- Selective Service Registration Requirements for Workforce Investment Act and Wagner-Peyser-funded programs
14. TEGL_5_12 - Workforce Investment Act (WIA) Youth Program Guidance for Program Year (PY) 2011.

Attachment A

PROGRAM ADMINISTRATION DESIGNEES AND PLAN SIGNATURES

Name of WIA Title I Grant Recipient Agency:

PUERTO RICO DEPARTMENT OF LABOR AND HUMAN RESOURCES

Address**:**

(PHYSICAL) 505 MUÑOZ RIVERA AVE. , PRUDENCIO RIVERA MARTINEZ BUILDING, SAN JUAN, PUERTO RICO.

(MAILING) PO BOX 195540 SAN JUAN, P.R. 00919-5540

Telephone Number: **787-754-2110**

Facsimile Number: **787-754-5657**

E-mail Address: EMCANCIO@TRABAJO.PR.GOV

Name of State WIA Title I Administrative Agency (if different from the Grant Recipient):

LABOR DEVELOPMENT ADMINISTRATION

Address:

(PHYSICAL) FRANKLIN DELANO ROOSEVELT AVE, # 355 FOMENTO INDUSTRIAL BLDG, SECOND FLOOR , SAN JUAN, PUERTO RICO.

(MAILING) P.O. BOX 192159 SAN JUAN, P.R. 00919-2159

Telephone Number: **787-754-5504**

Facsimile Number: **787-763-0195**

E-mail Address : AGONZALEZ@ADL.PR.GOV

Name of WIA Title I Signatory Official: **ELVIRA CANCIO LUGO**

Address**:**

(PHYSICAL) 505 MUÑOZ RIVERA AVE. , PRUDENCIO RIVERA MARTINEZ BUILDING, SAN JUAN, PUERTO RICO.

(MAILING) PO BOX 195540 SAN JUAN, P.R. 00919-5540

Telephone Number: **787-754-2110**

Facsimile Number: **787-754-5657**

E-mail Address: EMCANCIO@TRABAJO.PR.GOV

Attachment A /PROGRAM ADMINISTRATION DESIGNEES AND PLAN SIGNATURES
PAGE 2

Name of WIA Title I Liaison**: AURELIO GONZALEZ CUBERO**

Address **: (PHYSICAL)** **FRANKLIN DELANO ROOSEVELT AVE, # 355 FOMENTO INDUSTRIAL BLDG, SECOND FLOOR , SAN JUAN, PUERTO RICO.**

(MAILING) P.O. BOX 192159 SAN JUAN, P.R. 00919-2159

Telephone Number: **787-754-5504**

Facsimile Number: **787-763-0195**

E-mail Address : AGONZALEZ@ADL.PR.GOV

Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency: **PUERTO RICO DEPARTMENT OF LABOR AND HUMAN RESOURCES**

Address**: (PHYSICAL)** **505 MUÑOZ RIVERA AVE. , PRUDENCIO RIVERA MARTINEZ BUILDING, SAN JUAN, PUERTO RICO.**

(MAILING) PO BOX 195540 SAN JUAN, P.R. 00919-5540

Telephone Number: **787-754-2110**

Facsimile Number: **787-754-5657**

E-mail Address: RLAMENSA@TRABAJO.PR.GOV

Name and Title of State Employment Security Administrator (Signatory Official): **RADAMES LAMENSA**

Address **: (PHYSICAL)** **FRANKLIN DELANO ROOSEVELT AVE, # 355 FOMENTO INDUSTRIAL BLDG, SECOND FLOOR , SAN JUAN, PUERTO RICO.**

(MAILING) P.O. BOX 192159 SAN JUAN, P.R. 00919-2159

Telephone Number: **787-754-2111**

Facsimile Number: 787-754-5657

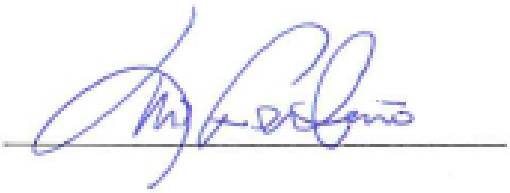
E-mail Address: RLAMENSA@TRABAJO.PR.GOV

Attachment A /PROGRAM ADMINISTRATION DESIGNEES AND PLAN SIGNATURES
PAGE 3

As the governor, I certify that for the Commonwealth of **Puerto Rico**, the agencies and officials designated above have been duly designated to represent the Commonwealth in the capacities indicated for the Workforce Investment Act, title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.

Typed Name of Governor : **LUIS G. FORTUÑO**



Date: **09/17/2012**

Table 1

Optional Table for State WIA/W-P Performance Indicators and Goals

WIA Requirements at Section 136(b)	Previous Year Performance	Performance Goal
Adults:		
Entered Employment Rate	84%	51%
Employment Retention Rate	90%	83%
Average Six-Months Earnings	$6,200	$6,400
Certificate Rate	72%	55%
Dislocated Workers:		
Entered Employment Rate	86%	56%
Employment Retention Rate	91%	86%
Average Six-Months Earnings	$7,000	$7,100
Certificate Rate	74%	57%
Youth, Aged 19-21:		
Entered Employment Rate	69%	55%
Employment Retention Rate	88%	88%
Average Six-Months Earnings	$3,300	$2,000
Certificate Rate	72%	55%
Youth, Aged 14-18:		
Skill Attainment Rate	98%	98%
Diploma or Equivalent Attainment	72%	65%
Rate	80%	71%
Retention Rate		
	n/a	n/a
Youth Common Measures[1]:		
Placement in Employment or Education		
Attainment of a Degree or Certificate		
Literacy and Numeracy Gains	80%	80%
	86%	86%
Customer Satisfaction:		
Participant Customer Satisfaction	n/a	n/a
Employer customer Satisfaction		
Additional State-Established Measures		
W-P Requirement at Section 13(a)	**Previous Year Performance**	**Performance Goal**
Entered Employment Rate		
Employment Retention Rate		
Average Six-Months Earnings		

[1] Goals are negotiated for these measures by states reporting common performance measure outcomes only.