



Annual Report

2019-2020

Alianza Municipal de Servicios Integrados, Inc.

Report of services provided by Workforce Innovation and Opportunity Act (WIOA) funds.



americanjobcenter

November 12, 2020

Dear Reader:

Enclosed please find a consolidated summary of the programmatic results at the Caguas-Guayama Local Workforce Development Area managed by Alianza Municipal de Servicios Integrados, Inc. (AMSI) during the program year of 2019-2020. The information, collected by our Collaborators at our eight American Job Centers and Affiliate Centers, presents the results of the administration of training, employment and career services funds under the Workforce Opportunities and Innovation Act (WIOA). AMSI offers services to residents of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto, Puerto Rico.

Cordially yours,



Joaquín Santiago-Santos
Executive Administrator

Mision

Develop human talent for self-sufficiency and self-management, and increase the capacities of the employers we serve through resources, innovative services and alliances.

Vision

Be the first alternative in the provision of services and global reference center.



Consolidated Report: American Job Centers and Affiliated Centers

I. Services to clients



AJC Visitors' Register	
Youth	5,948
Adults	12,444
Dislocated Workers	11,144
TOTAL	29,536

Services by Youth Program	
In school Youth	532
Out of school Youth	707
TOTAL	1,239

Individualized Career Services	
Adults	809
Dislocated Workers	643
TOTAL	1,452

Training Services	
Adults	326
Dislocated Workers	345
TOTAL	671

Orientation Services	
Youth	1,880
Adults	4,306
Dislocated Workers	2,465
TOTAL	8,651

II. Implementing sector strategies

a. Business Engagement and Work Experiences



For our Local Area, business engagement is a goal as well as a strategy to create opportunities for our participants. The strategy is geared to identify businesses with interest in serving as a Work Experience job site. During 2019-2020, we served 462 participants who had a Work Experience in our eight



municipalities. Youth and adult participants developed essential and soft skills performing at their occupations of interest. Businesses were visited by our staff to promote the program and know at first hand the needs of the employers and match the occupational interest of our participants. Although the program is offered during the whole year, emphasis on Christmas and Summer periods was given for youth participants.



Program	Participants
In School Youth	182
Out School Youth	142
Adults	138

b. Transitional Jobs



During 2019-2020, we served 69 adults and 25 dislocated workers through our transitional jobs program. To increase the number of participants served, our staff visited and contacted employers with recruitment needs in the municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto, Puerto Rico. This strategy made available a

wider number of options for our participants, who demonstrated success in the workplace and developed essential skills facilitating their entry and retention in unsubsidized employment. The transitional jobs work sites included employers in industries like retail, manufacturing, childcare centers, restaurants and nonprofit organizations, among others.

Program	Participants
Transitional Jobs – Adults	69
Transitional Jobs – Dislocated	25

III. Promising practices and programmatic successes

a. Promoting opportunities for businesses and creating opportunities for participants



During 2019-2020, AMSI organized employer gatherings to share program opportunities for employers in our local area, therefore creating new opportunities for our participants. Detailed programmatic



explanations included On the Job Training and Work Experience opportunities. Past employers gave their testimonials and benefits regarding these programs. Members of the Local Workforce Development Board and the Board of Mayors had an active interaction with the employers.

b. Radio programs and social media to reach out farther



During 2019-2020, we increased the airtime of our *AMSI Informa* radio show at WVJP 1110AM - Radio Caguas. This marketing project is a public service alliance where the radio station concedes 45 minutes during their *Viva La Mañana* program in a biweekly effort to share

training and employment opportunities with the radio listeners. In each program we invite participants and employers who share their experience through WIOA services encouraging listeners to reach out and know more

about these services. Our radio segment *AMSI Informa desde el Sur* aired through WIBS 1540AM (Radio Caribe) in Guayama. In this monthly program, we visited employers at their job sites to engage other business and create opportunities for participants.



c. Serving Employers as a recruitment center

To improve employer engagement and help create employment opportunities for our job seekers our eight American Job Centers and Affiliated Centers served as Recruitment Centers. This strategy increased the number of job opportunities available for our participants, as well as fulfilled the recruitment needs of the following employers, among others:



d. National Association of Workforce Development Professionals (NAWDP) Board visit



AMSI received a site visit by NAWDP's Board of Directors, an organization that brings together career development professionals in the United States. As part of the visit, they learned about the recovery of the American Job Center of Caguas after Hurricane María. The Board also shared experiences with young participants of the Business Initiatives Training using Drones. This project trains young participants to establish their video and photography businesses using this technology.



e. Entrepreneurial Trainings



We strongly believe in entrepreneurial training as one of the best strategies to promote self-sufficiency and job creation towards regional economic development. Since this is one of our Southeast Region goals, our Local Area develops diverse trainings for participants interested in developing business plans. Through the *Así se Emprende* training offered in Caguas, twelve dislocated workers developed their skills as entrepreneurs and their business plan. Their participation was encompassed by portraying themselves with business ideas and a vision of self-management and entrepreneurship. Another entrepreneurial program helped 21 participants train and complete their business plan in the home assistance or care fields.



f. Using Drones as an Entrepreneurial venture



The use of technology to endeavor new businesses and ventures is also part of a new entrepreneurial training guiding participants to develop photography and video businesses using drones. As part of our entrepreneurship commitment, we have been promoting new and exciting alternatives for our adults and dislocated workers in Puerto Rico, providing an educational training experience to develop the business skills necessary for their success and self-sufficiency.

g. Construction Site Project Manager training



After Hurricane María, rebuilding efforts have continued to increase job opportunities in construction. The Construction Site Manager Training Program is aimed at developing skills in the effective management of a project, with an emphasis on construction. This program consists of 22 training workshops in the area of managing a construction site, responding to high demand

occupations. The purpose of the program is to train people who already have skills in the construction area so that they can correctly manage and supervise the work carried out and to be carried out. Five adults and three dislocated workers from our American Job Center in Cayey completed this new training.

h. Reaching out communities through partners



To support outreach efforts to serve youth, adults and dislocated workers in Trujillo Alto, our American Job Center made an alliance with local Head Start Program. Through this initiative to inform citizens, we provide orientations coordinated with Early Head Start staff to promote WIOA services among parents who participate in these programs.

IV. Success Stories

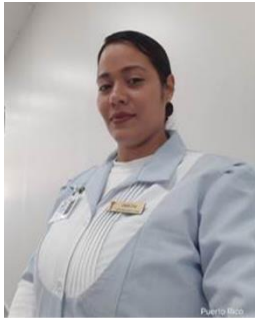
During this program year we had the opportunity to serve hundreds of participants. The following cases are part of the 2019-2020 success stories:



Juan Pérez Colón participated in training services at our American Job Center in Caguas such as: Pre-Vocational Services, Financial Education and Preparation for the Workforce. Through these services, he gained an increased his occupational skills needed to achieve a job placement. As part of the services delivery strategy, Juan also received assistance in the preparation of his resume and referrals to many jobs offers. Despite the technological and health barriers he faced in the beginning, he managed to complete the workshops and got placed in a job as a Chef at Eurest Providing Services located at Johnson & Johnson in Gurabo.



Michelle Pena Cotto received a variety of services upon visiting our American Job Center in Caguas in order to prepare for the job market and find employment. Pre-Vocational Services, Financial Education and Workforce Preparedness offered Michelle the opportunity to increase her essential and soft skills leading to employment. After receiving WIOA services she is now placed as an Environmental Control Technician at Integrated Solutions, Inc.



Gisela Cruz Burgos visited our American Job Center at Cayey requesting WIOA services, since she was unemployed. She had interest in developing skills and find a job. During a Entrepreneurial Skills training she was exposed to selfemployment training as a caregiver. Her committment leaded her to participate in Transitional Jobs at Villa Remanso Home, where she performed succesfully. Gisela's responsibility, sensitivity and care, among other characteristics, made got her placed as a full-time employee at the Villa Remanso Home.



Luz I. Bernier Pagán began receiving our services in 2018 as a dislocated worker. She had been terminated from her Research Associate job in Guayama. During this year she continued WIOA services and participated in programmatic activities such as a Preparation Activity to enter the Workforce and received Financial Literacy and a Pre-Vocational Services, where she developed and updated skills for employment. After being referred to many job offers, Luz was placed at GlaxoSmithKline as a Data Analyst on December 16, 2019 and continues to be placed at present. Luz is a very dedicated, responsible and committed person as well as very professional in everything she does and in her area of work. Throughout this process of monitoring her case, she showed her commitment and responsibility.

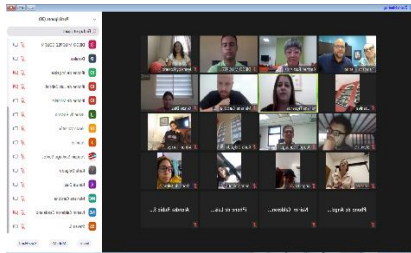


Marielys Pérez López is an inshool young student from Gurabo. During many workshops she always stands out for her commitment to completing the activities. She also plays the flute in the Gurabo School's band. Marielys admires herself for being a creative young woman and and became the spokesperson for WIOA services at her school. The participant has already enrolled at the University of Puerto Rico where she will continue to develop her love for the arts, which she developed with the mosaics workshop for youth at the Affiliated Center of Gurabo.



V. COVID approach and service continuity

This program year we faced a new challenge for our service delivery system. To ensure the continuity of services all of our staff continued to work remotely after the COVID-19 pandemic was declared.



Virtual Workshops – The service delivery was redesigned to use communication platforms as Microsoft Teams and Zoom. During these workshops our AJC staff as well as service



providers continued to deliver services during social distancing restrictions.

Drive-In Secondary Education Graduation Ceremony - 35 out-of-school



youth enrolled in our Secondary Education program before the pandemic. After receiving training in entrepreneurship initiatives, leadership and Work Experience

experience, they started in person. The academic experience was redesigned to virtual mode. Despite the pandemic, the young participants from Trujillo Alto showed determination, gaining an unprecedented graduation in Drive-In mode while meeting the prevention and safety requirements.



Virtual Employer gatherings and social media videos– To maintain



continuity of services to employers, we developed virtual gatherings instead of traditional face to face in person orientation. Also, social media videos were recorded remotely by our staff to publish and reach out to dislocated workers during the pandemic. Topics included, WIOA services for employers, Services to dislocated workers, resume and virtual interviews, among others.