



# Annual Report

## 2020-2021

**Alianza Municipal de Servicios Integrados, Inc.**

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



americanjobcenter

September 16, 2021

**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 2020-2021. 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.

**Values**

- Quality of Service • Credibility • Empowerment • Perseverance • Teamwork
- Willingness to Learn • Initiative • Honesty



## Consolidated Report: American Job Centers and Affiliated Centers

### I. Services to clients



AJC Visitors' Register	
Youth	2,738
Adults	4,509
Dislocated Workers	2,117
<b>TOTAL</b>	<b>9,364</b>

Services by Youth Program	
In school Youth	538
Out of school Youth	446
<b>TOTAL</b>	<b>984</b>

Individualized Career Services	
Adults	856
Dislocated Workers	866
<b>TOTAL</b>	<b>1,722</b>

Training Services	
Adults	80
Dislocated Workers	32
<b>TOTAL</b>	<b>112</b>

Orientation Services	
Youth	1,987
Adults	4,601
Dislocated Workers	2,570
<b>TOTAL</b>	<b>9,158</b>

## II. Implementing sector strategies

### a. Business Engagement and Work Experiences

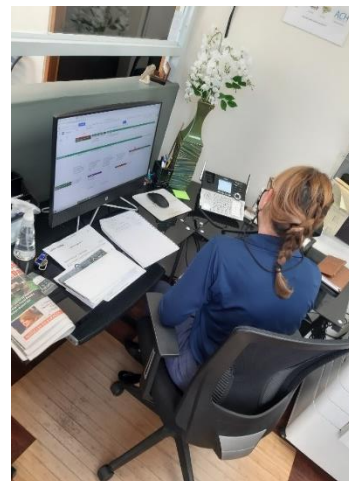


During 2020-2021, our Local Area managed to overcome challenges regarding businesses operations and labor market availability. To create work opportunities for jobseekers, we focused on in-demand jobs in the construction, transportation,

food and tourism industries. Employers in these industries, among others, faced a recruitment challenge. This year we served 266 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 approached by virtual and face to face employer gatherings, where our staff promoted WIOA opportunities for employers.



Program	Participants
In School Youth	47
Out School Youth	76
Adults	143

### b. Transitional Jobs



During 2020-2021, we served 78 adults and 27 dislocated workers through our transitional jobs program. This year's strategy focused on contacting employers by phone and coordinating virtual orientations maximizing the use of technology. This strategy resulted in an increase of the number of participants served in the municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto, Puerto Rico. Our goal was set to facilitate employer participation, producing more

opportunities for our jobseekers to develop essential skills for their entry and retention in unsubsidized employment.

Program	Participants
Transitional Jobs – Adults	78
Transitional Jobs – Dislocated	27

### III. Promising practices and programmatic successes

#### a. Business Incubator in Cayey



On October 16, 2020, the AMSI Business Incubator opened its doors for new entrepreneurs. This innovative service offers our participants the opportunity to establish their business in a place for a specified time, at a favorable cost, so they can start the business and grow in accordance with projections established in short and medium terms. By participating in this project, they will be able to have access to a private space with reception, data and telephone

services at a convenient cost, as well as professional assistance and support from our staff. Our first entrepreneurs are Bennett J. Laboy with his company PECS who offers CPR trainings among others, and Nancy Rosado from the Skin Pureness Company who trains and sells products on Natural Cosmetics.

#### b. Promoting opportunities for businesses and creating opportunities for participants



During 2020-2021, our Local Area diversified its outreach strategies for promoting opportunities for businesses. As the COVID-19 pandemic started its second semester, we focused on maintain communication channels

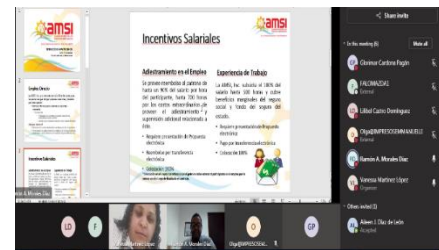


with employers in our region. To comply with this goal, we manage to contact





employers by phone and email, as well as face to face where possible. In terms of our Employer gatherings and networking events, we started to coordinate these meetings on several virtual platforms, where employers could receive information about WIOA services as well as other programs. During the final months of 2020-2021 we continued to coordinate physical gatherings where On the Job Training, Work Experience and Transitional Jobs employers shared their experience regarding these programs. These events included an active participation of our Local Workforce Development Board and the Board of Mayors. We strongly believe that employer events are an essential strategy to create more job opportunities for our participants.



### **c. Radio programs and social media live streams**



*en tu empresa*”, where we visit an employer who has received our services to speak about their experience and help us promote our programs for employers. During 2020-2021, we increased the total airtime of our *AMSI Informa* radio show at WVJP 1110AM - Radio Caguas, *AMSI Informa desde el Sur* through WIBS 1540AM (Radio Caribe) in Guayama, and the new program *AMSI en tu empresa*. This marketing strategy results in over two hours of radio time each month, where we interview employers as well as WIOA Youth, Adult and Dislocated Workers’ participants.

One of our successful strategies to increase our reach and broadcast WIOA programs farther include our radio programs combined with live stream through Facebook. This year, we expanded our programs to three monthly programs targeting different audiences. We started a new program named “*AMSI*



#### **d. Serving Employers as a recruitment center**



Our American Job Centers and Affiliated Centers served as recruitment centers for employers of diverse industries. This service was essential for employers who faced a recruitment challenge because of the COVID-19 pandemic. Some of these employers included the following.

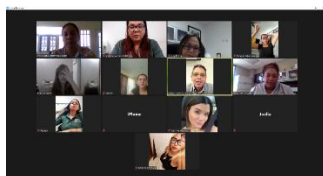


#### **e. Entrepreneurial Trainings**



During 2020-2021, we developed diverse entrepreneurial training throughout our region. One of these trainings was offered in Aibonito, where our participants had the opportunity to make their ideas grow and develop their business plans. Businesses in sectors of retail, manufacturing, food and services, were developed by our participants to promote their self-sufficiency.

Our workshops combined virtual sessions as well as some face-to-face sessions, to expose our new entrepreneurs to the use of technology for their businesses operations and to reach potential clients.



## **f. Conversational English**



Through our conversational English workshops, adults and dislocated workers are supported to attain or gain proficiency in reading, writing, speaking, and understanding English as a second language in order to get placed in employment. This 260 hour virtual training included basic, intermediate and advanced levels to help our participants prepare to enter or reenter the labor market.

## **g. Leadership and entrepreneurial development through art**

Investing in our youth is investing in our future regional economic development. Our Local Area offered 15 in school and out school youth from Gurabo, Puerto Rico the opportunity to learn and work together, while developing their skills and talent. The purpose of the program is to offer entrepreneurial training and leadership development through the art of mosaics. The participants participated in team building workshops to support their skills. During the entrepreneurial training sessions, the youth prepared their business plans towards the artisan art of mosaics and learned about financial education, permits, marketing and social media, among other areas of business development. As a contribution to their community, they worked together in an immense mosaic covering the historic stairs at downtown Gurabo. The participants were praised by the community and governmental officials.



## **h. Serving communities with partners**



During 2020-2021, we partnered with organizations as Pathstone, Job Corps, Head Start and Puerto Rico National Guard to reach out to diverse communities in need of training and employment services. Our alliances are a vital strategy to combine strategies and serve communities on site as well as in our American Job Centers.



## **IV. Success Stories**

During this program year we had the opportunity to serve hundreds of participants. The following cases are part of the 2020-2021 success stories:





**Branelier A. Massas Flores**, in school youth participant, visited our center in Gurabo seeking for help to enter the labor market since his mother was unemployed and there was no income in their home. Branelier obtained a work experience under WIOA funds where he stood out for his commitment and collaboration. Branelier is currently working in a regular job at the Walgreens Pharmacy in Gurabo.



**Héctor Rosario** is a Ticket to Work Program participant since he receives social security disability benefits. Aware of his condition, he had a desire to improve and to be a useful citizen without affecting his health. Héctor joined a Work Experience at B-You Academy in Caguas as a Maintenance Technician. He completed his 500-hour contract with great dedication, commitment and was placed on the job. For his efforts, he earned the admiration, trust, and respect of all academy staff and students.



**Bohemius Café Teatro**, located in Downtown Caguas and owned by Walter Santiago, was supported by our Local Area for the opening of this new restaurant during the COVID-19 pandemic. Through Work Experience Incentives, Walter was able to overcome the pandemic challenges during lockdown and we were able to provide talent

solutions to Bohemius Café Teatro as well as connect opportunities for adult participants to develop soft skills.



**Andrés Román Arguinzoni**, is a dislocated worker that worked at an exterminator business. He visited to our center in Aibonito requesting training services aimed at preparing for the workforce. Upon evaluation, he was able to participate in a training where he was able to create and open his own business. Today, Andrés is an entrepreneur operating his Ay'

*Mojito* business and in the process of receiving Economic Incentives from the Municipality of Aibonito for the development and growth of his business.



**Jorge Lizardi** has an Associate Degree in Technology with a concentration in Graphic Arts and worked in many companies before getting laid off due to COVID 19 pandemic. He participated in a Work Experience at Droguería Betances as a Distribution Center Operator. After completing his 500-hour contract was placed on the job. In

the short time that he has been working at the company, he has been promoted and gained a slot in the top five best employees at the production line. This distinction has inspired him to continue developing and striving to acquire new knowledge and experience.

## **COVID approach and service continuity**

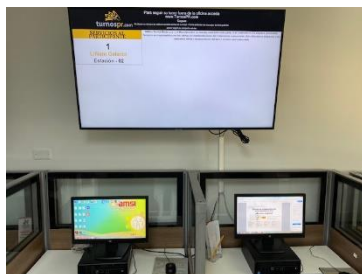
This program year we faced and overcame COVID-19 pandemic challenges to ensure service delivery continuity.



**Virtual Services** – The service delivery continues to be redesigned to ensure maximization of the use of technology 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 Job Fairs** – As part of our commitment to promote job opportunities, we established Drive-in events for job seekers. Employers gathered in canopies or open structures to interview participants and create jobs.



**Electronic appointment system** – To support participants access to our American Job Centers we launched an initiative for electronic appointments through internet. Using the TurnosPR platform, participants can choose and follow their turn remotely, view the services offered by the AJC, our locations and how to contact us.

## **Administrative results**

Our Local Area received a favorable opinion, with no findings, from the Office of the Comptroller of Puerto Rico (OCPR) in its Audit Report DA-21-06. The OCPR evaluated the fiscal operations of our Local Workforce Development Area of Caguas-Guayama during the period from January 1, 2016 to June 30, 2020. The audit process included the understanding and evaluation of the entity's internal controls.