



# Annual Report

## 2021-2022

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

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



americanjobcenter

September 16, 2022

**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 2021-2022. The information, collected by our Collaborators at our eight American Job Centers and Affiliated Centers, describes 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**



During the 2021-2022 program year, our eight American Job Centers and Affiliated Centers received the visit of **13,579** individuals. Our visitors were youth, adults, dislocated workers, people with disabilities, and employers, among others.

<b>AJC Visitors</b>	
Youth	2,241
Adults	6,196
Dislocated Workers	5,142
<b>TOTAL</b>	<b>13,579</b>

<b>Services by Youth Program</b>	
In school Youth	327
Out of school Youth	523
<b>TOTAL</b>	<b>850</b>

<b>Individualized Career Services</b>	
Adults	632
Dislocated Workers	690
<b>TOTAL</b>	<b>1,322</b>

<b>Training Services</b>	
Adults	144
Dislocated Workers	104
Youth	91
<b>TOTAL</b>	<b>339</b>

<b>Orientation Services</b>	
<b>TOTAL</b>	<b>8,404</b>



## II. Implementing sector strategies

### a. Business Engagement and Work Experiences



During 2021-2022, 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 **490** 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
<b>In School Youth</b>	<b>70</b>
<b>Out School Youth</b>	<b>113</b>
<b>Adults</b>	<b>307</b>
<b>TOTAL</b>	<b>490</b>

### b. Transitional Jobs

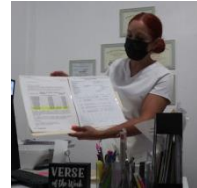


During 2021-2022, we served 169 adults and 63 dislocated workers through our transitional jobs program. This year's strategy focused on contacting employers by phone and coordinating virtual orientations maximizing the use of technology. This strategy resulted in an increase of the number of participants 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	169
Transitional Jobs – Dislocated	63
<b>TOTAL</b>	<b>232</b>

### **III. Promising practices and programmatic successes**

#### **a. Employment & Health Fairs to reach more participants**



During 2021-2022, we celebrated Employment & Health Fairs to engage with adults and people with disabilities willing to receive training and employment services. These Fairs were coordinated by AmeriCorps members in our eight American Job Centers and Affiliated Centers located in Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto. The engagement strategy for service delivery consisted in inviting health clinic professionals, who delivered services free of cost. We offered the participants the opportunity to have access to WIOA services as well as our partners’.

#### **b. Business Gatherings: Promoting opportunities for businesses and creating opportunities for jobseekers**

Business Gatherings are a great opportunity to increase our connection with employers and promote services. Our Local Area celebrated in-person Employer Gatherings where employers from Caguas and Gurabo received detailed information regarding On-the-Job Training, Work Experiences and Transitional Jobs opportunities. The events were also coordinated with the Puerto Rico Manufacturers Association, as them being a strong businesses organization helps us to engage with more employers. Actual employers who receive WIOA





services shared their experience during the event and promoted our programs. These events included an active participation of our Local Workforce Development Board and the Board of Mayors.

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



One of our most effective outreach strategies has been the maximization of social media and local radio stations. We have continued to increase the number of social media live streams at different hours to target diverse audiences. The live streams and radio programs are transmitted from employer's facilities where they share their experience

receiving our services. Our Local Workforce Development Board is part of this outreach and business engagement strategy. While targeting employers, we also share participants' success stories with the audience to reach out to people in need of employment and training services. This year we added to new monthly programs: *AMSI Informa* radio show through WALO 1240AM Radio which covers the east part of our local area. Also, we started in June 2022 a new program called *Desde Aibonito con AMSI*, through a local Facebook Page. Having now four monthly formal transmissions, as well as short Facebook streams has increased our reach to potential participants and employers.



### **d. Secondary Alternative Education in Aguas Buenas**



Twelve out school youth from Aguas Buenas have a new opportunity to continue educational and career pathways. After receiving Secondary Alternative Education, these young participants transformed their lives and received their high school diploma. Though WIOA programs, they are now able to continue educational goals that allow them to move forward to a new path.

### **e. Partnership with Department of Education**



One of our best practices is to strengthen our services delivery through partnership at our American Job Centers. Through our partnership with the Department of Education, representing WIOA Title II, we delivered the High School Equivalency Test to 30 participants. These participants needed to be 18 years or older and cannot be enrolled in a school or academic program. The test encompasses five areas: Communication in Spanish, Communication in English, Mathematical Reasoning, Scientific Reasoning, and Social Interaction.



### **f. COVID-19: Temporary Work Experiences**



Our Local Area received an allocation of funds to offer a Temporary Work Experiences/Disaster Assistance for COVID-19 pandemic. Through this special project, 189 adults and 107 dislocated workers were placed in jobs in the municipalities of Aibonito, Aguas Buenas, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto. They performed diverse tasks and developed skills that will help them continue to get placed in regular jobs.

### **g. Entrepreneurial Skills Training in Guayama**



One of the entrepreneurial training activities developed by our AJC in Guayama gave the opportunity to five in-school youth and nine out-of-school youth participants to develop skills through Pastry and Bakery. During this project, the young participants developed different skills in the preparation of pastries, cakes, biscuits, among other desserts. They were very enthusiastic and motivated since this experience will allow them to develop their own business preparing desserts and pastries. Through the Youth Program, the participants are now able to have economic independence while they continue their academic pathways.

## **h. School to Career: Dropout prevention strategies through Tutoring and study skills training.**



Seven in-school youth and eleven out-of-school youth from Caguas and Gurabo adequately prepared themselves for their academic and professional future, with the primary goal of acquiring a job appropriate to their interests and abilities. This program interrelates the academic skills of

Communication in conversational English integrated with Effective Communication and Business Ethics, Mathematical Reasoning in Daily Life, Human Resources-Spanish, Integration and Effective Use of Technology, Course Strategies for Success, Life and Career, Health-Related Professions, and Vocational and Career Counseling.

## **i. 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.





#### **IV. Success Stories**

During this program year we had the opportunity to serve hundreds of participants. The following cases are part of the 2021-2022 success stories:



**Seth Campbell-Sánchez** is a youth program participant from Guayama, Puerto Rico. This participant lived with his grandparents who are elderly, and the Department of Family determined that they were not qualified to care for the minor. Seth experimented two challenges: living in a home for youth and having deficiencies in Spanish language skills.

After identifying Seth's needs, he was enrolled in our Secondary Education program. With great effort and determination, he obtained his high school diploma, an event that opened new doors and settled new goals in Seth's life. Although he thought of moving to the continental United States, his determination for an academic and occupational growth moved him to enroll in a Barbering Program and expects to complete and graduate during 2023. To support his path towards self-sufficiency, Seth is being prepared to find a job, leave the Youth Home, and start to live by himself. This young man has a very positive attitude and is completing each one of the goals established in his individual plan.



**Kelvin Nieves Aguirre** arrived at our Affiliated American Job Center in Aibonito, Puerto Rico after seeing a social media post about our Alternative Secondary School program. This was the first service offered to Kevin, as it was a priority. He received his high school diploma in 2020 and after his first goal was reached, Kevin continued to prepare himself through WIOA programs for the purpose of getting a job. We supported Kevin with Entrepreneurship Training in Drone Management and finally enters in a Work Experience. During this Work Experience, Kevin was placed in *Centro Ahorros*, a local supermarket. He was always expressing his availability to continue to work more hours as he was performing well and loved his job. After completing his participation, the employer offered him a regular job at the supermarket. Kelvin is a real example that commitment is power and that with dedication, responsibility and good performance goals can be achieved.

**Verónica Velazquez Núñez**, from Caguas, has an Associate Degree in Office Administration. At the age of 40, she decided to participate of our services, establishing as her main goal to strengthen her finances and develop entrepreneurial skills in the food preparation industry. She received financial literacy services and continued to the Entrepreneurship training (Cooking, hot and cold appetizers). These workshops were the opportunity to reinvent herself by establishing *Yive's Homemade* business, tapas and fine cocktails. She currently offers catering services; lunches, Meal Prep, salads, desserts and hors d'oeuvres of hot and cold cuts. Finally, she was employed by another business, *Fiestecita*, a job that has allowed her to increase her opportunities in the culinary arts.



**José Lozano** participated in the transitional jobs program at the employer Psyche Psychological Support Center in Caguas. Upon finishing his hours in the position of Administrative Assistant, the employer retained Mr. Lozano so that he could continue working as their Administrative Assistant.

Mr. Lozano tells us that "Thanks to your services, I was able to empower myself in a work environment suited to my study interests. The process to obtain the position was easy and fast. My support team was always present and available to help me and provide me with tools to be successful."



**Tomas Cruz Márquez**, arrived at our Affiliated American Job Center in Aguas Buenas during summer of 2021 looking for a job. As part of his service orientation, he identified an interest to achieve an academic goal to ease his job placement. He began his Industrial Electricity Technology with PLC and Renewable Energy studies at Mech Tech College.

Tomás has been an exemplary student, improving his skills and obtaining excellent grades. He has also been part of Mech Tech's marketing campaign and now has achieved his Apprentice certification issued by the Puerto Rico Examiner Board of Electricians.

**Dalianys López López**, visited our American Job Center in Cayey searching for training programs. She had a goal to be placed in a job that would help her achieve self-sufficiency and support her family. After receiving assistance from our Job Career Coaches, she decided to start an entrepreneurial training where she could develop a business as a truck driver. This training was a challenge for her because of the small number of women in this type of career. Dalianys viewed this as an opportunity and accepted the challenge, performing in an excellent way and obtained her Truck Driver's License #8. She is now an example for other women, demonstrating that willingness and strength opens the way to new job opportunities for women.



**María Santana** visited our American Job Center in Guayama as she lost her previous job due to the COVID-19 pandemic. She was in an urgent need to find a job, since she was the only income in her home and losing her job made her feel desperate. After been offered the opportunity to participate in the COVID-19 Temporary Work Experience, she accepted the challenge to work at Municipal Public Works Department. Her performance was extraordinary, and she completed all the assigned hours. Due to her great job and commitment, she was hired by the Municipality of Guayama as a regular worker. Now she performs all assigned tasks, thanks to the experience she acquired when she participated in the Work Experience.



## **COVID approach and service continuity**

This program year we continue to face and overcome COVID-19 pandemic challenges to ensure service delivery continuity.

**Virtual Services** – The service delivery strategy continued to be redesigned to improve the use of technology for each of the training and employment activities. During the final months of 2021-2022, we started to celebrate in-person closing events.

**Drive-In Job Fairs** – During the first months of 2021-2022 we continued to develop Drive-In Job Fairs and Resume deliveries. Through the year, we reestablished in-person job fairs for job seekers and employer's benefit.