



# Annual Report

## 2022-2023

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

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



americanjobcenter

October 10, 2023

**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 2022-2023. 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**

Transform the social and economic development of our clients by promoting self-sufficiency.

**Vision**

Be the first choice for employment and training services to strengthen the development of a globally competitive Puerto Rico.

**Values**

- Quality of Service • Credibility • Empowerment • Perseverance • Teamwork • Initiative • Equity • Diversity •



## 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 **16,486** individuals. Our visitors were youth, adults, dislocated workers, people with disabilities, and employers, among others.

AJC Visitors	
Youth	1,821
Adults	9,730
Dislocated Workers	4,935
<b>TOTAL</b>	<b>16,486</b>

Services by Youth Program	
In school Youth	622
Out of school Youth	875
<b>TOTAL</b>	<b>1,497</b>

Individualized Career Services	
Adults	459
Dislocated Workers	579
<b>TOTAL</b>	<b>1,038</b>

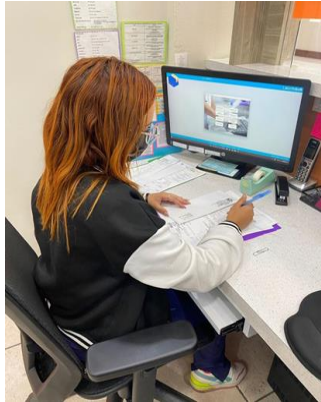
Training Services	
Adults	161
Dislocated Workers	173
Youth	297
<b>TOTAL</b>	<b>631</b>

Orientation Services and self-services	
<b>TOTAL</b>	<b>12,194</b>



## II. Implementing sector strategies

### a. Business Engagement and Work Experiences



During 2022-2023, our Local Area continued to manage to overcome challenges regarding private sector businesses operations and labor market availability. Support local businesses was part of an engagement strategy that also created diverse employment opportunities for our jobseekers. To create work opportunities, we focused on in-demand jobs in health, construction, transportation, food and



tourism industries. Employers in these industries, among others, continued to face recruitment challenges. 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 engaging in outreach activities throughout our region.



Program	Participants
<b>In School Youth</b>	<b>85</b>
<b>Out School Youth</b>	<b>103</b>
<b>Adults</b>	<b>82</b>
<b>TOTAL</b>	<b>270</b>

### b. Transitional Jobs



During 2022-2023, we served 99 adults and 102 dislocated workers through our transitional jobs program. This year's strategy focused on face-to-face orientations to employers, as well as outreach strategies by phone and email. This strategy resulted in a diversification of participating employers and participants served in the municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas,

Cayey, Guayama, Gurabo and Trujillo Alto, Puerto Rico. While we reached out to promote employer participation, we helped to create more opportunities for our jobseekers to develop essential skills for their entry and retention in unsubsidized employment.



Program	Participants
Transitional Jobs – Adults	99
Transitional Jobs – Dislocated	102
<b>TOTAL</b>	<b>201</b>

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

#### **a. First Apprenticeship in Gurabo**



Apprenticeship is job training that involves following and studying with a on the job mentor rather than at school. Employers can develop and prepare their future workforce, while individuals can gain paid work experience and classroom instruction. Finally, apprenticeship participants receive a nationally recognized credential that will open diverse labor market opportunities for them. During 2022-2023 we developed an apprenticeship program in Gascó Industrial located in Gurabo, Puerto Rico.

As part of this apprenticeship program, six participants will develop skills related to manufacturing diverse products in Gascó Industrial. These participants will each complete two phases of training, on-the-job and hours of directed education through educational institutions or certified professionals, to then receive their industry-recognized credential.





### **b. FIONA Funds: Temporary Work Experiences**

Our Local Area received an allocation of funds to offer Temporary Work Experiences/Disaster Assistance for Tropical Storm Fiona. Through this special project, 139 out of school youth and dislocated workers were placed in jobs in the municipalities of Aibonito, Aguas Buenas, Arroyo, Guayama, Gurabo and Trujillo Alto. They performed diverse recovery tasks and developed skills that will help them continue to get placed in regular jobs.



### **c. Employment & Health Fairs to promote inclusion and reach diverse participants.**



During 2022-2023, we increased the number of Employment & Health Fairs to engage with 55+ years old 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. To reach our goal of directing more individuals to WIOA services, we invited health clinic professionals, general health providers and practitioners who delivered diverse services free of cost. We offered the participants the opportunity to have access to WIOA services as well as our partners' through our outreach strategies.



**d. Business Engagement through organizations: Promoting opportunities for businesses and creating opportunities for jobseekers.**



Business Engagement is one of our priorities. During 2022-2023, we strengthened our relations and engagement with businesses organizations as Centro Unido de Detallistas (CUD) and Puerto Rico Manufacturers Association. As part of our business engagement strategies, we actively participate in forums, meetings, gatherings and other events to increase outreach and promote opportunities that could create more and better jobs for our participants. This year, our organization was awarded Entity of the Year by CUD as part of our commitment towards small and medium sized businesses in Puerto Rico.

**e. Radio programs and social media live streams**



During 2022-2023 we maintained four monthly radio and social media streaming programs as part of our innovative outreach strategies. The live streams and radio programs are transmitted from employer's facilities where they share their experience receiving our services, while other small businesses visit our AJCs to stream live from our locations. Our Local Workforce Development Board is part of this outreach and business engagement strategy. Throughout our radio stations WALO 1240am, Radio Caribe 1540am, Radio Tiempo 1430am, as well as Facebook media platform Aibonito La Revista, we have increased our audience and potential participants and employers.



**f. Partnership with Department of Education**



Through our partnership with the Department of Education, representing WIOA Title II, we delivered the High School Equivalency Test to 37 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.

### **g. Developing skills for our future workforce in Caguas**



Soft skills are essential for the future of our regional workforce in Puerto Rico. One of the skill development activities was offered in Caguas to adults and dislocated workers willing to reenter the labor market. The activity is aimed at developing and strengthening soft-skills and skills related to a particular occupation of adults and displaced workers, preparing the participant for employment or training.



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



Work opportunities in the food industry are growing faster in our region. One of the entrepreneurial training activities developed to prepare our future workforce is the Entrepreneurial Skills Training through Pastry and Bakery. During this project our 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. We move forward to develop skills they will promote job creation in our region and Puerto Rico.

### **i. Future youth entrepreneurs in Caguas.**



We developed diverse initiatives to train in and out of school youth. Among these initiatives, entrepreneurship stands out, Economy of the Future Project: E-Commerce. This project provided participants with the basics to start and operate a small business by developing the skills associated with entrepreneurship. They were offered workshops on the basic elements, tools and skills necessary to start and operate a small business. Through this project, nine youth participants in



Caguas were trained and completed their business plans focused on self-employment.



On the other hand, in and out school youth were trained in entrepreneurship using Drone technologies. The youth developed basic skills on how to start and operate a small business related to drones. Entrepreneurship skills included: initiative, search and identification of business opportunities, development of budgets and financial projections, alternatives to obtain capital, effective communication and marketing. Business skills instruction included how to prepare a business plan, as well as simulations of business operations. Through this project, eight young people from Caguas were trained in business initiatives and completed their business plans.

#### **j. 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 recruitment challenges because of many market factors. Some of these employers included the following.



### **k. Success Stories**

During this program year we had the opportunity to serve hundreds of participants. The following cases are part of the 2022-2023 success stories:



**Raquel I. Estrada González** worked for more than 30 years at Sears in Las Catalinas Mall in Caguas. When this company announced the closure of operations, Raquel felt that the world was falling apart, so she received guidance on the employment and training programs offered by AMSI. Raquel was always interested in cooking and making cakes, which is why she was interested in taking the Hot and Cold Hors d'oeuvres Business Initiatives workshop. In follow up, she was interested in taking an Individual Training Account at NUC University in the Baking and Pastry course. During her studies, she saw herself reinventing herself in the field of baking, which is one of her great passions. At the end of the course, they offered him a job opportunity for his dedication, commitment, and dedication. Today, Raquel is the Pastry Professor at NUC University, Technical Studies Division in Caguas.



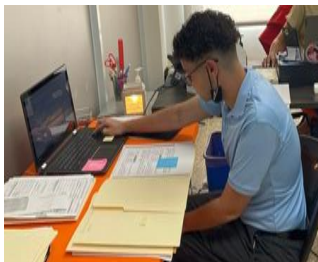
**Yenilivette Castro Soto** participated in several trainings under the Displaced Workers Program. The programming of the services received included Education in Financial Concepts, Pre-Vocational Skills and Entrepreneurship in Baking and Pastry, among others. The training workshops and training received at AMSI in Caguas allowed Yenilivette to develop her skills and accept an employment opportunity as an Administrative Facilitator of the Caguas es Salud Project in the Autonomous Municipality of Caguas.



**Keniel Colón** is an out of school youth from Trujillo Alto. He visited our AJC, after his brother had participated many years ago. He received services of Work Experience, Leadership Opportunity, Labor Market Information, Secondary Skills Training for his transitional process to his post-secondary life and Alternative Secondary Education, with the highest average in all class. Currently, he continues to receive individual training services in Barbering and Styling at the NUC University in Carolina, with the purpose of developing a business after graduating.



**Janet Cortez**, from Trujillo Alto, had to close her cafeteria because of COVID-19 emergency, after been in operation for more than 20 years. Seeking new professional horizons, Janet received Financial Education training, Pre-Vocational Services, Preparation for the Workforce and Coaching. Janet was placed on a Work Experience opportunity related to the COVID-19 Temporary Work Experience. The purpose of her duties was to communicate with employers in Trujillo Alto and offer services available after the COVID emergency. Her performance was excellent during the project, which allowed her to be offered a regular job, after the subsidized hours of service. Given the employment opportunity, Janet also completed an individual training account in Office Systems concentration through a Higher Education institution from which she graduated with honors.



**Yariel A. Mejías Aponte** is an inschool youth from Cayey, Puerto Rico. He arrives at AJC after seeing printed outreach materials about our services for youth. Yariel needed to complete his 250 hours of practice in his accounting workshops as a student at Benjamín Harrison Vocational School in Cayey. After being evaluated, he was appointed and placed with accountant Nerilsa Rodriguez, who is part of AMSI's Business Incubator Project, to carry out his Practical Youth Internship. During the process, Yariel expressed his desire to continue improving himself and acquiring other skills that would help him in his future, both academically and professionally. He then participated the E-Commerce Entrepreneurship training, Labor Market Information and Leadership Development Opportunity projects where he stood out positively and obtained extremely important skills that would eventually help him in his academic and work future. Yariel graduated from High School obtaining the achievement of Academic Excellence and recently began his bachelor's degree in accounting at the University of Puerto Rico in Cayey. It is also worth noting that the accountant gave him the opportunity to work with her after his Work Experience. He learned to work in tax forms preparation for individuals and corporations, thus obtaining a great opportunity to work and practice in his field as a future accountant.