



Annual Report

2023-2024

Alianza Municipal de Servicios Integrados, Inc.

Report of services provided by Workforce Innovation and Opportunity Act (WIOA), Temporary Employment Services, Ticket to Work, AmeriCorps, Training Lyceum, CAREER DWG, Homeless Veterans' Reintegration Program, CDBG-DR, and Legislative Funds for Community Impact, among other initiatives funds.



**TICKET
to Work**



October 21, 2024

Dear Reader:

Enclosed please find a consolidated summary of the programmatic results of the administration of training, employment and career services funds under the Workforce Innovation and Opportunities Act (WIOA), Temporary Employment Services, Ticket to Work, AmeriCorps, the Training Lyceum, CAREER DWG, Homeless Veterans' Reintegration Program, CDBG-DR, and Legislative Funds for Community Impact, among other initiatives, as managed by Alianza Municipal de Servicios Integrados, Inc. (AMSI) during the 2023-2024 program year. The information, collected by our eight American Job Centers and Affiliated Centers managers, and our Business and Special Projects Area, summarizes our services, as well as points out a glance of best practices, projects and success stories.

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 •



Workforce Innovation and Opportunity Act (WIOA) Programs Consolidated Report: American Job Centers and Affiliated Centers

I. Services to clients



During the 2023-2024 program year, our eight American Job Centers and Affiliated Centers received the visit of **19,952** individuals. Our visitors were youth, adults, dislocated workers, people with disabilities, and employers, among others.

AJC Visitors	
Youth	2,027
Adults	8,909
Dislocated Workers	9,016
TOTAL	19,952

Services by Youth Program	
In school Youth	432
Out of school Youth	431
TOTAL	863

Individualized Career Services	
Adults	263
Dislocated Workers	548
TOTAL	811

Training Services	
Adults	118
Dislocated Workers	286
Youth	156
TOTAL	560

Orientation Services and Self-services	
TOTAL	16,175

II. Implementing sector strategies

a. Business Engagement



During 2023-2024, Alianza Municipal de Servicios Integrados, Inc. (AMSI) and Centro Unido de Detallistas (CUD), Puerto Rico’s oldest retailers association, signed an innovative collaboration agreement to benefit small and medium-sized businesses, as well as CUD members in the central eastern region. Through this new partnership, CUD will offer its services from the American Job Center in Caguas, providing greater access for its members to support programs for small and medium enterprises. The services are available on a rotating basis every first and third Friday of the month. Additionally, CUD members have access to the AJC’s wide range of recruitment solutions, including wage incentives and direct recruitment.



Also, our Local Area continued expanding opportunities for businesses to engage and connect to Workforce Innovation and Opportunity Act (WIOA) services. AMSI, Inc. encompassed three main strategies for business engagement. One of these strategies consisted of developing four monthly radio and social media streaming programs as part of our outreach strategies. Performing live streams and radio programs from employer’s facilities were held with the purpose of sharing employer testimonial regarding the use of WIOA funds.



Alianza Municipal de Servicios Integrados (AMSI)
Transmisión en vivo
13 de febrero
(Hoy AMSI Informa desde el Sur)



Finally, individualized recruitment fairs were held to promote opportunities for specific employers on a single basis, having a great impact adding new employers to our AJCs. Having one-on-one events and orientations helped to serve the specific needs of each employer and jobseeker.

Events held in 2023-2024	Events held in 2022-2023
181	135

b. Work-based learning (including apprenticeship)



Supporting employers to create jobs through WIOA, included an array of On-the-Job Trainings as well as an Apprenticeship project. In November 2023, we celebrated National Apprenticeship Week at Gascó Industrial Corp. in Gurabo, Puerto Rico. During the event, Gascó Industrial, Registered Apprenticeship participants, and AMSI were recognized as pioneers in establishing and developing the program in the region by the Municipality of Gurabo proclamation.

Number of events/services 2023-2024	Type of events or service
22	On the Job Training employers
16	Apprenticeship
16	Apprenticeship orientations for employers
1	National Apprenticeship Week celebration

c. Work Experiences



Developing Work Experiences was vital to create new jobs and support local businesses. To create work opportunities, we continue to focus on in-demand jobs in health, construction, transportation, food and tourism industries. This year we served 350 participants who had Work Experiences in our eight municipalities. Youth and adult participants developed essential and soft skills performing at their occupations of interest. Throughout our region, businesses in diverse industries were approached through outreach activities.



Amount of Work Experiences	Participants Served
61	350

d. Transitional Jobs



During 2023-2024, transitional jobs were also a priority to serve adults and dislocated workers. Our outreach strategies included face-to-face orientations to employers, as well as outreach strategies by phone, email, social media and radio programs. We continued to increase the number of employers creating job opportunities in the



municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto, Puerto Rico.

Number of transitional jobs
148

III. Promising practices, lessons learned, and success stories

a. Serving employers



During 2023-2024, we continued to diversify the industries of employers that receive WIOA services. Paraíso Agrícola de Aguas Buenas is a guava farming business in Aguas Buenas, Puerto Rico. The young founder and visionary behind the project, Omar Rivera, along with his wife Heidy Sepúlveda, are responsible for creating this educational and economic development space. Additionally, they offer guided tours of the various areas of their guava crops. To support job creation in Aguas Buenas, we engaged in a Wage Incentives proposal, so the employer could recruit one adult and one dislocated worker.



Droguería Betances is a local company and a leader in the pharmaceutical distribution industry in Caguas, Puerto Rico. For 60 years, they have been serving over 800 community pharmacies, hospitals, doctors, and veterinarians in Puerto Rico and the Caribbean. This employer connected with AMSI through colleagues, who shared their positive experience and contact information to initiate the Wage Incentives process. During 2023-2024 they received services related to Transitional Jobs Program for Adults and Dislocated Workers and On-the-Job Training (OJT) Contract for Dislocated Workers. The participants are performing the duties of their assigned position, such as Distribution Center Operator. This position is responsible for dispatching orders requested by our clients, including pharmacies, hospitals, and veterinarians. The participants are trained in advance to perform their duties efficiently, ensuring a significant positive impact on their clients and patients.



Number of services to employers
679

b. Communities



Through a partnership with the AmeriCorps Program, AMSI held eight Jobs and Health Fairs throughout the region to impact communities and deliver out-of-office services to promote inclusion and reach diverse participants. We have also visited many public/private residential projects to deliver services directly to their residents. Emerald Vista is a mixed-use housing project in Caguas, Puerto Rico managed by the Puerto Rico Public Housing Administration. We have developed a strong alliance that helped this community to have access to WIOA services in their own community center.

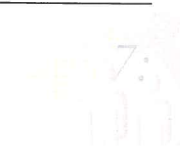


Number of services to communities
214

c. Individuals with barriers to employment



John A. Rivera Santiago, a Ticket to Work participant, came to our AJC in Guayama, Puerto Rico seeking new knowledge, skills, and abilities to grow professionally. After identifying his needs, he was enrolled in the Learning the English Language activity, where John learned how to write, speak, and understand the English language. After this, John showed interest in pursuing a college degree through an Individualized Training Account (ITA). John decided to study Administrative Assistant with Medical Billing at NUC University in Guayama. While studying, John found a job at the FireHouse Subs restaurant, where he developed diverse customer service skills. With continuous follow-up from his Job Career Coach, John sent his excellent grades and various certifications obtained at the university every quarter, including his membership in the Medical Billers Association of Puerto Rico. Before finishing his degree, he completed his internship at the Mennonite Hospital in Guayama, where he was later employed. John says he feels prepared and has gained new knowledge through his studies under our program, and he does not rule out starting his own business to provide medical billing services to various doctors in his town. Through WIOA services and the Ticket to Work program, he began a new life overcoming his disability.





Marielys García Viera, an adult participant resident of Gurabo, Puerto Rico, visited our Affiliated American Job Center in Gurabo seeking guidance on Individual Training Accounts (ITAs). Marielys is the sole provider for her household and a single mother, and despite this, she remains financially disadvantaged, making it difficult for her to study on her own. After being evaluated by her Job Career Coach, she was referred to pursue an ITA in Administrative Assistant with Medical Billing at National University College. The participant completed her studies as an academically excellent student and was highly praised at her graduation. Today, Marielys is the Administrative Assistant at Las Piedras Elderly, thanks to the assistance provided by WIOA funds.

Number of services to individuals with barriers
1,843

d. At-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment,



Chantalee Pacheco is a dislocated worker participant from Aibonito, Puerto Rico who came to our Affiliated AJC seeking guidance to start her own business. She was advised by a Job Career Coach about WIOA training services and wage incentives. Chantalee took the Entrepreneurial Skills Training, where, in addition to gaining knowledge about entrepreneurship, she also developed her business plan. Once she completed the training, Chantalee was able to establish her own dog care and grooming business.



Vilma Torres de Jesús, from Guayama, Puerto Rico, went to Job Services Fair, where we promoted services for Youth, Adults, and Dislocated Workers, as well as beneficiaries of Social Security Disability Insurance. The fear of losing her SSDI benefits became a challenge.

After being informed about the WIOA services availability to people with disabilities and the Ticket to Work program, Vilma decided to re-

enter the workforce. Due to her time out of employment, she had to undergo training through workshops and training sessions including Learning the English Language, Entrepreneurial Initiatives in Baking and Pastry and Financial Education, among others. During her participation at AMSI, she stood out for her enthusiasm, contagious energy, and willingness.

Vilma is an inspiring example of perseverance and resilience. Not only did she prepare to enhance her chances of employment after several years out of the workforce, but she also managed to reinvent herself and make the most of the Baking and Pastry Training by creating her own business, which she named Amali's Sweet Creations. Today, Vilma is a reference point, showing that despite adversity, it is possible to build a better future with support and perseverance. Her story is a testament to how our programs can transform lives and foster independence.



José A. Cuevas Acevedo is a young participant from Gurabo, Puerto Rico who visited our Affiliated AJC seeking employment. He received guidance from a Job Career Coach regarding the youth program and its benefits. He's known for being committed, determined, and persevering. José had no prior work experience and wanted to acquire skills that would enable him to achieve his occupational goal of securing a customer service position. José excelled in the training that assisted him in his post-secondary transition. Currently, José is employed at Ralph's Food Warehouse, where he works in customer service. He is also studying, fulfilling his academic goal in Business Administration at Ana G. Méndez University.

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 138 participants, four times the number of participants served last year. 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.



Entrepreneurial Skills Training in Aibonito and Caguas



Opportunities for new entrepreneurs are growing in our region. Our service delivery strategies include training activities developed to prepare our future workforce through Entrepreneurial Skills Training. During these projects held in Aibonito and Caguas, Puerto Rico, our participants developed different skills in food preparation, renewable energy, e-commerce, retail, among other areas.



New heavy vehicles drivers in Aguas Buenas



Four dislocated workers had an interest in developing entrepreneurial skills related to driving trucks. Through Entrepreneurship Skills Training they obtained their Category Eight heavy driver's license and successfully secured employment. This achievement reinforces the importance of providing effective workforce training by offering access to high-demand sectors such as logistics and industrial transportation, which can make a significant difference in their adaptation and stabilization process.

Temporary Work Experiences



AMSI received allocations of funds to offer Temporary Jobs to participants during 2023-2024. Through the first project, 155 dislocated workers and out school youth were enrolled as Home Health Aides. Also, as part of the state reserve allocation, 394 participants were enrolled in Work Experiences as Community Health Workers, Refuse and Recyclable Material Collectors, and Recycling Coordinators. The Home Health Aides developed skills older adults. Additionally, the Dengue Prevention project has impacted many families, as these participants have been visiting homes, businesses, schools, senior centers, and other locations, providing guidance on the importance of preventing dengue.

Population	Number of served individuals
1. out-of-school youth	419
2. low-income adults	424
3. dislocated workers	784
4. individuals who are basic skills deficient	0
5. individuals with limited language proficiency	446
6. individuals with disabilities	126
7. veterans	188
8. long-term unemployed	1,539
9. other individuals with barriers to employment	1,436

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 which faced recruitment challenges because of many market factors. Some of these served employers in our region included the following.



Business Connections in AMSI's Business Incubator in Cayey



Our Business Incubator in Cayey, Puerto Rico serves as a space that offers the opportunity to establish a business in our location for a specified period and with a very low rent. As part of this initiative, we held business gatherings to promote WIOA connections with employers. One of the topics addressed in our Business Connection event was Artificial Intelligence for Businesses. By participating in this project, the entrepreneurs have access to six private spaces with reception, data, and telephone services at a convenient cost, as well as assistance and professional support from AMSI.

Strategic Alliances for AMSI's growth and expansion of services:

Puerto Rico National Guard



This year, a collaboration agreement was established between the Puerto Rico National Guard (PRNG) and AMSI, Inc. The main objective of this agreement was to strengthen ties between the National Guard and AMSI locations, with the purpose of providing employment and training services to PRNG members through

AMSI's Homeless Veterans' Reintegration Program. At the same time, those visiting the AMSI locations can have access to National Guard's recruitment processes.



AMSI's Organizational Programs

Ticket to Work



Through the Ticket to Work Program, 190 new Social Security Disability beneficiaries began receiving vocational exploration and job search services. Meanwhile, 84 beneficiaries were placed in jobs. This year, we incorporated the "Ticket to Work Call Center" to promote the program via phone and provide guidance to beneficiaries about our services as an Employment Network.

Temporary Employment Services



During 2023-2024, we placed 365 temporary employees in 45 companies throughout Puerto Rico, generating \$5,198,604.37 in income, with an average monthly billing of \$400,000. We established an internal referral system, so that our AMSI collaborators participate in identifying candidates for our available positions, which benefits the candidate pool for our clients. Our team attended more than 25 job fairs in Mayagüez, Rincón, Aguada, Isabel, Aguadilla, Guayama, Río Piedras, Carolina, San Juan, Aibonito, Cayey, and Gurabo, among others. In addition, in partnership with municipalities like Caguas, we supported services fairs for citizens. Over the past year, we provided guidance to 545 potential employers about our temporary employment services, working to expand our reach further into other regions of Puerto Rico.

Training Lyceum



Our Training Lyceum (Liceo de Capacitación y Desarrollo Integral) offered various courses throughout the year with the purpose of helping individuals develop both professionally and personally with a moderate investment. Additionally, it offers courses to employers or companies that request them upon identifying a specific need within their organization. This initiative scheduled a total of 31 workshops.



Eleven CPR workshops with continuing education for healthcare professionals were offered, along with 15 food handling workshops, one singing and musicality workshop, two Microsoft Office 365 tools workshops, one marketing and CANVA workshop, and one basic sign language certification session.

The workshops were offered in eight municipalities. A collaborative agreement was also made with the MBDA Business Center to offer the food safety workshop in the municipalities of Vieques and Culebra. A total of 206 participants were impacted during 2023-2024. In addition to reaching the public, we provided services benefiting supermarkets, hospitals, restaurants, nursing homes, corporations, automobile dealerships, emergency medical responders, healthcare professionals, educators, and municipal governments.



AmeriCorps



AmeriCorps

AMSI Inc. once again received funding from the AmeriCorps program through a competitive proposal amounting to \$193,195. Through the program, health fairs were organized, positively impacting 351 people, as well as orientations that reached 424 individuals aged 55 and older and Social Security Disability beneficiaries.



Career DWG Program



The U.S. Department of Labor awarded to \$2.9 million to AMSI for the development of the CAREER DWG Program.

During 2023-2024, we provided training and employment opportunities to 62 participants who lost their jobs due to the COVID-19 pandemic, as well as offering wage incentives to seven new employers.

Success Story – CAREER DWG



Beatrice González Cruz was laid off from her job due to the COVID-19 pandemic and joined AMSI in search of new opportunities. She showed interest in the Entrepreneurial Initiatives Workshop, offered through the CAREER DWG program, to acquire essential knowledge for her business project of hors d'oeuvres and cakes that she was starting. She later decided to enhance her culinary skills and enrolled in a technical course in Culinary Arts under the CAREER DWG Individual Training Account services. Satisfied with her training, Beatrice completed an internship at a restaurant, where her talent was quickly recognized, leading to her being hired. Thanks to the academic and professional training she received through AMSI, Beatrice now works as a Chef at the restaurant and successfully runs her own business specializing in cakes and hors d'oeuvres, which she named BAB Cakes.



CDBG-DR Program



Through CDBG-DR funds, obtained by AMSI via a competitive proposal submitted to the Department of Housing, we began training unemployed women who were affected by Hurricanes Irma and María. During 2023-2024, we graduated 36 participants in the field of Bartending/Mixology, helping them launch their careers in the workforce. Our participants successfully completed several complementary workshops to reach their goal. These workshops included: Leadership and Experiential, Soft Skills, Food Safety Management, Conversational English, and Technology, leading to their Mixology certification.



Additionally, we continued to develop talent in the Tourism field. Our participants in the Tour Guide Program at the Workforce Training Program are in the process of completing their Tour Guide courses at the Interamerican University in Fajardo. AMSI continues to lead the way in training women for high-demand fields in the labor market.

Homeless Veterans' Reintegration Program (HVRP)



For the second consecutive year, AMSI provided employment and training services to 35 veterans across Puerto Rico through the HVRP program. This program, which focuses on competitive employment for homeless veterans, is funded by the U.S. Department of Labor with an annual allocation of \$499,949.00. This year, 28 participants obtained various professional certifications and occupational licenses, such as OSHA 30, Food Handling, JAVA, CHRMP, and Project Manager certifications, as well as Heavy, TWIC, Hazmat, and Forklift licenses. Additionally, 22 participants received financial assistance for transportation to their job interviews or work shifts, as well as equipment and uniforms for their places of employment. Finally, a total



of 18 participants were placed in regular jobs, with an average wage of \$14.50 per hour.

Success Story – HVRP



Areán K. Negrón Méndez is a veteran, resident of Caguas, who served in the US Army Reserve. After returning from his last service, he was homeless and living with his parents. Through HVRP services, he was able to complete the OSHA 30 Certification for the General Construction Industry. He also obtained the Category 9 License, Hazmat License, Transportation and Public Services License, and TWIC License. Through an On-the-Job Training program, he completed training as an Office Clerk with the company Music Wave Events & Rentals. He is currently employed full-time with this company, earning \$14.50 per hour, and has started driving heavy vehicles across Puerto Rico.

AMSI Plus: Extended Hours Employment Services



This year, AMSI received a \$15,000 allocation from the Legislative Funds for Community Impact Commission to offer employment and training services during extended hours, Monday through Thursday from 5:00 PM to 8:00 PM, and Saturdays from 9:00 AM to 1:00 PM. AMSI Plus, developed in Caguas, is a program designed to contribute to the economic development and self-sufficiency of unemployed or underemployed individuals aged 18 and older by enhancing

their employability and soft skills to help them secure employment. Workshops were offered to increase occupational skills, job fairs were held, and direct assistance was provided to help participants secure employment. By the end of the project, 144 people had been assisted, resulting in 25 successful job placements in various towns across Puerto Rico.



New funds and programs during 2023-2024



AMSI received a \$25,000 donation from the Seed Capital Alliance Fund for Business Incubation (ACSIE, for its acronym in Spanish), managed by Fundación Comunitaria de Puerto Rico, to provide seed capital to four microenterprises participating in the AMSI Business Incubator. The funds will be used to provide seed capital to the participating microenterprises, as well as to offer training,

support, and mentorship for the development of their business operations. The AMSI Business Incubator, located in the municipality of Cayey, has space for six microenterprises and provides conference rooms and support equipment for their operations. The microenterprises selected for this project will be able to use the seed capital to purchase inventory, equipment, and invest in advertising, based on the Business Plan they have developed.