



Annual Report

2024-2025

Alianza Municipal de Servicios Integrados, Inc.

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



October 24, 2025

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, 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 2024-2025 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,

Joaquín Santiago-Santos
Executive Administrator

Mission

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 •



Consolidated Report: American Job Centers and Affiliated Centers

I. Services to clients



During the 2024-2025 program year, our eight American Job Centers and Affiliated Centers received the visit of **23,614** individuals, representing **18% of increase** this year. Our visitors were youth, adults, dislocated workers, people with disabilities, and employers, among others.

AJC Visitors	
Youth	3,045
Adults	10,123
Dislocated Workers	10,446
TOTAL	23,614

II. Organizational Programs

Ticket to Work



Through the Ticket to Work Program, 291 new Social Security Disability beneficiaries began receiving vocational exploration and job search services. Meanwhile, 86 beneficiaries were placed in jobs. This year, we incorporated the “Ticket to Work Call Center” to promote the program via phone and guide beneficiaries on our services as an Employment Network.



Temporary Employment Services



During the year 2024-2025, we placed 316 temporary employees in 43 companies throughout Puerto Rico, generating \$4,423,026 in revenue and an average monthly billing of \$360,000. We established an internal referral system, so our AMSI collaborators participate in identifying candidates for our available positions, benefiting the pool of candidates for our clients. Our team attended more than 50 job fairs in towns such as Mayagüez, Rincón, Aguada, Isabela, Aguadilla, Guayama, Río Piedras, Carolina, San Juan, Aibonito, Cayey, Gurabo, Aguas Buenas, Trujillo Alto, and Barceloneta. Additionally, in partnership with municipalities like Caguas, we supported citizen service fairs. Last year, we provided orientation to 500 prospective employers about our temporary employment services, working to expand further into other regions of Puerto Rico.



Training and Comprehensive Development School



The Training and Comprehensive Development School (Liceo) offered various courses during the year to help individuals develop both professionally and personally with a moderate investment. It also provides courses for employers or companies that request them after identifying a specific need in their business. This initiative successfully scheduled a total of 46 workshops. Some of these included CPR with continuing education for healthcare professionals, food handling, Excel, Microsoft Office 365 Tools, and basic sign language. A total of 479 participants were impacted during 2024-2025. In addition to impacting the public, we provided services benefiting supermarkets, hospitals, restaurants, nursing homes, corporations, car dealerships, emergency medical responders, healthcare professionals, educators, and municipal governments.



AmeriCorps



AMSI Inc. once again received a fund allocation from the AmeriCorps program through a competitive proposal amounting to \$193,195. Through the program, more than thirty job fairs were coordinated, positively impacting over 300 people, along with orientations that reached more than 1,100 individuals.

CDBG-DR



Through CDBG-DR funds, obtained by AMSI through a competitive proposal submitted to the Housing Department, we began training unemployed women who were affected by Hurricanes Irma and María. During 2024-2025, we graduated 73 participants in the field of Mixology, helping them embark on their journey into the workforce. Our participants successfully completed various complementary workshops to reach the goal. These workshops included Leadership and Experiential Skills, Soft Skills, Food Handling, Conversational English, and Technology, before obtaining their Mixology credentials.



Additionally, we continued developing talent in the Tourism field. Our 15 participants in the Tour Guide Training Program graduated as Tour Guides from the Inter-American University in Fajardo. AMSI continues to be at the forefront, training women in high-demand fields in the labor market.



Homeless Veterans' Reintegration Program (HVRP)



For the third consecutive year, AMSI offered employment and training services to 35 veterans throughout 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, 35 participants obtained various



professional certifications and occupational licenses such as: OSHA 30 certifications, Food Handling, JAVA, CHRMP, and Project Manager, as well as Heavy, TWIC, Hazmat, and Forklift licenses. Additionally, 35 participants received financial assistance for transportation to job interviews or their work shifts, as well as equipment and uniforms for their workplaces. Finally, a total of 20 participants were placed in regular jobs with an average wage of \$14.50 per hour.

AMSI Plus: Extended Hours Employment Services



This year, AMSI received an allocation of \$12,800 from Legislative Funds for Community Impact, to expand its services through extended hours on Tuesdays and Thursdays from 5:00 p.m. to 8:00 p.m., and Saturdays from 9:00 a.m. to 1:00 p.m. As part of this initiative, the AMSI Plus program was developed in Caguas, designed to foster economic development and self-sufficiency for unemployed or underemployed individuals aged 18 and older. The program focused on strengthening their employability and soft



skills, with the main goal of securing their entry into the labor market. During the project, workshops were offered for the development of occupational skills, job fairs were held, and personalized assistance for job placement was provided. As a result, 197 participants were impacted, of which 51 attended training workshops, and 26 successfully obtained employment in various municipalities of Puerto Rico.

AMSI Business Incubator

AMSI in Cayey

AMSI Awards Seed Capital to Microenterprises in Business Incubator



Four entrepreneurs participating in the Business Incubator of Alianza Municipal de Servicios Integrados, Inc. (AMSI) in Cayey received a \$5,312.50 seed capital grant to boost their business operations. The four entrepreneurs in AMSI's Business Incubator will use the grant to purchase inventory, equipment, and advertising to support the growth of their operations. These businesses offer a variety of services and products. AV Clothing specializes in the sale of sports, school, and

business uniforms, while Power Education offers educational courses designed to empower clients in their areas of interest. Concrete Jungle Tactical provides firearms and tactical training, as well as self-defense services. The fourth business, Ansiedad es Arte, creates sublimation and personalized products such as mugs, tumblers, puzzles, glass items, shirts, baby products, and stickers, among others. The grant is part of the Seed Capital Alliance for Business Incubation Fund (ACSIE), administered by *Fundación Comunitaria de Puerto Rico* and awarded to AMSI in May 2024.



AMSI Business Incubator, located in the municipality of Cayey, includes workspaces for seven microenterprises, a conference room, kitchen, and equipment to support their operations.

III. Strategic Alliances for AMSI's Growth

Collaboration Agreement to offer employment services to Social Security Disability Beneficiaries in St. Thomas, St. Croix, and St. John



The Virgin Islands Department of Labor (VIDOL) Commissioner, Gary Molloy, welcomed the Mayor of the Autonomous Municipality of Caguas and Chair of the AMSI Board of Mayors, William E. Miranda Torres, the President of the Local Board, Victoria Cintrón Cruz, and the Executive Administrator of AMSI, Dr. Joaquín Santiago Santos, for the signing of the collaborative alliance. During the event, Commissioner Molloy reaffirmed the commitment between his entity and AMSI to

expand opportunities for individuals with disabilities in the Virgin Islands. Similarly, the President of the AMSI Board of Mayors, William Miranda Torres, expressed AMSI's



commitment to continue collaborating with VIDOL's efforts and initiatives that strengthen opportunities for Virgin Islands residents who receive disability benefits from Social Security.

As an Employment Network, AMSI will be responsible for several employment services, including determining individuals' eligibility for the Ticket to Work Program, assisting with job searches and occupational placement, and reporting each employment placement to VIDOL for its performance measures. VIDOL, in turn, will provide a space where AMSI will serve beneficiaries in person monthly, refer participants to AMSI services, and/or provide guidance to potential participants about the Ticket to Work Program's services and benefits.

Ticket to Work in Cidra



The Municipality of Cidra and its Mayor, Delvis J. Pagán Clavijo, together with our Executive Administrator, Dr. Joaquín Santiago Santos, signed a Collaborative Alliance with the purpose of providing guidance and expanding opportunities for Cidra residents who receive Social Security Disability benefits. Through the Ticket to Work Program, beneficiaries of Cidra will have access to services towards their return to work. As an

Employment Network, AMSI will be responsible for several employment services, including determining individuals' eligibility for the Ticket to Work Program, assisting with job search and occupational placement, and reporting each job placement to the Municipal Government of Cidra for performance measurement purposes. In turn, the municipality will provide a space where AMSI will deliver in person services to beneficiaries.

Collaboration Agreement to Provide Services to Parents and Guardians of Children in the Head Start and Early Head Start Program in Guayama



With the purpose of continuing to strengthen the comprehensive development of families and promote collaboration for the benefit of the Guayama community, Alianza Municipal de Servicios Integrados, Inc. (AMSI) established a strategic alliance with the Head Start and Early Head Start program. This collaboration aims to join efforts to promote the educational, social, and economic well-being of participants, creating a positive impact on parents, the community, and the institution itself. The alliance with the Head Start and Early Head Start program represents a significant opportunity to expand the reach and effectiveness of the services provided by AMSI. Some of the most notable benefits include diversification of AMSI's initiatives by integrating programs focused on early education, family development, and community empowerment, increased visibility and community outreach by joining forces with an entity recognized for its social impact. This alliance also facilitates outreach to parents and caregivers who can benefit from AMSI's employment, training, and workforce support services.



**Alianza Municipal de Servicios Integrados, Inc.
Annual Report 2024-2025**

The alliance between AMSI and the Head Start and Early Head Start program stands as an exemplary model of community collaboration. Through this partnership, AMSI reaffirms its commitment to human development, family strengthening, and the progress of Guayama's residents. Beyond institutional benefits, this initiative represents an investment in the future of families and in the collective well-being of the community, promoting sustainable development grounded in education, opportunity, and solidarity.



United Retailers Association of Puerto Rico and AMSI: Strong strategic alliance to serve small and medium enterprises



The collaboration between Alianza Municipal de Servicios Integrados, Inc. (AMSI) and the United Retailers Association of Puerto Rico (CUD, by its acronym in Spanish) has created a dynamic partnership aimed at integrating service partners to better support workforce development in Puerto Rico. Through this partnership, AMSI and CUD have

worked together to connect local businesses with workforce development services, offering a seamless integration of resources and programs, such as WIOA (Workforce Innovation and Opportunity Act), Temporary Jobs Services and Direct Recruitment services. This collaboration enhances access for businesses and individuals by establishing a CUD access point in the American Job Center of Caguas, where entrepreneurs and job seekers can access resources and guidance. AMSI has also played a role in outreach by coordinating and participating in "CUD en tu Pueblo" employer gatherings in many regions and municipalities of Puerto Rico, sharing opportunities with local entrepreneurs and helping them connect with employer services.



This alliance improves service coordination by working closely with CUD and other service partners, ensuring that businesses receive not only workforce development support, but also practical advice and resources tailored to their industry needs. Also, the initiative expands outreach to a broader network of businesses and individuals through initiatives like "CUD en tu Pueblo," increasing the visibility of workforce services and encouraging more businesses to engage in workforce development programs.



IV. New programs to expand services

AMSI Launches Program to Expunge Criminal Records and Facilitate Employment Access



Giving a second chance for many individuals who want to redirect their lives, contribute positively to our society, and generate income through employment, AMSI launched a new project aimed at helping individuals seeking employment to expunge their criminal records, as part of its commitment to workforce reintegration and economic development. Thanks to a \$11,650.00 grant awarded by the Access to Justice Fund Foundation, Inc., AMSI will provide comprehensive and free

legal services to 15 participants through March 31, 2026. This service project is designed to support individuals with criminal records in overcoming legal barriers that limit employment opportunities, reduce recidivism, and promote economic self-sufficiency. In addition, AMSI will offer legal guidance, attorney representation, psychosocial support, and assistance throughout the record expungement process. Key activities of the program include assessment of legal and psychosocial needs, orientation sessions on the record expungement process, assignment of attorneys to each case, preparation of case files and legal representation in court, ongoing support until the updated certificate is issued, appeals, when applicable, and closure activities to facilitate reintegration into the workforce.



APOYO LEGAL

¿Tu certificado de antecedentes penales es una barrera para obtener un empleo?

Comunícate con nosotros y recibe apoyo para eliminar tus antecedentes penales

SERVICIOS GRATUITOS

- Determinar elegibilidad según legislación.
- Acompañamiento en cada etapa del proceso.
- Representación en audiencias.
- Apoyo a la reintegración al mercado laboral.

Para más información:
☎ (787) 744-5329
✉ mrosario@amsipr.com

AMSI ALIANZA MUNICIPAL DE SERVICIOS INTEGRADOS

Programa con el apoyo de: 

¡Síguenos @amsipr!

V. Success Stories: WIOA's impact on lives

Erik I Rodriguez Méndez Out-School Youth



Erik Rodriguez is a low-income youth and Out-of-School Youth Program participant. After graduating from high school, he had not pursued postsecondary education, even though he was eager to begin his university studies. However, he lacked financial resources and was unsure about his occupational interests. In search of options for his future, Erik visited AMSI in Aibonito, where he received guidance and support. Through the coaching process, he was able to align his interests with his professional goals. Thanks to his commitment and effort, Erik became eligible to participate in an Individual Training Account (ITA) in the field of Industrial Mechanics at MechTech College. Today, he is close to completing his studies and already has full-time job. Currently, Erik works as an Industrial Technician at Latin Drinks, a manufacturing company located in Aibonito.



Paloma Almedina

Out-School Youth



Paloma Almedina arrived at our American Job Center in Cayey in 2024 with a clear goal: to find a job to support her young daughter, who was only two years old. However, she also brought with her a dream: to start her own decoration business. Motivated by this vision, she expressed interest in taking an entrepreneurship course that would help her bring her idea to life. During the initial orientation, she was introduced to WIOA services and participated

in the Youth Work Experience program. As part of her participation, she received key training in areas such as Transition to Postsecondary Education, Entrepreneurship, Financial Education, and Leadership. It was in these workshops where she developed her first business plan, set clear goals, and gained essential tools to make informed decisions about her venture. During her work experience, Paloma applied the skills learned in the Labor Market Information module, which helped her stand out due to her responsibility, performance, and positive attitude. Her efforts did not go unnoticed, and the employer decided to retain her. She is currently working at Walgreens in Cayey. At the same time, Paloma continued strengthening her entrepreneurial venture. The entrepreneurship and financial education courses helped her improve the financial structure of her business, refine her business plan, design a professional logo, and enhance her social media presence. Today, Paloma is the proud founder of Helios Balloon Art, a specialized decoration business that holds several certifications as a Balloon Artist. Her story is a testament to perseverance, vision, and hard work. She is currently continuing her training and working with passion to expand her business and secure a promising future for herself and her daughter.

Paloma Almedina is undoubtedly an inspiring example of how proper guidance, continuous training, and determination can turn a need into a true success story.

Juan Vázquez Contreras

In-School Youth



Juan Vázquez is a participant in the In-School Youth program who visited our Affiliated American Job Center in Aibonito while he was in his senior year of high school, seeking alternatives for his future in labor market. At that time, Juan expressed his concern about not having clarity regarding his occupational interests or knowing which path to follow after graduating. He received guidance and was offered WIOA career coaching services. As part of his development and service path, he participated in Financial Education training, where he acquired essential skills to maintain a healthy financial life. Later, Juan took part in a 250-hour Work

Experience at Supermercados Centro Ahorros in Aibonito, with the goal of developing occupational skills, a need previously identified. Upon completing the Work Experience, the employer offered Juan a job for his great accomplishments and teamwork. Currently, Juan Vázquez Contreras continues working at Supermercado Centro Ahorros while pursuing a

university degree in Computer Science at Interamerican University of Barranquitas. This opportunity has allowed him to gain work experience, develop occupational skills, and earn income that supports his life as a college student.

Rafael Rodríguez Colón

Dislocated Workers



Rafael Rodríguez Colón, participant Dislocated Workers' Program, arrived at our American Job Center in Guayama with a firm purpose: to acquire new knowledge, skills, and abilities that would allow him to find a job and grow professionally. Among the barriers he faced in finding employment were his lack of work experience and skills, and the fact that, although he frequently attended interviews, he never received follow-up calls or job offers. This led to frustration and uncertainty about his professional future. With the support of the AMSI team, Rafael was assigned to a transitional employment experience at HALEON, a pharmaceutical company located in Guayama, through the Dislocated Worker Program, where he successfully completed 500 hours of hands-on work experience. During this period, he gained valuable skills that strengthened his professional profile and prepared him to enter the workforce with greater confidence. Rafael stood out for his punctuality, organization, and commitment to completing each of his tasks, consistently demonstrating responsibility and respect for established procedures. He also maintained constant and effective communication with his Job Career Coach, coworkers, and supervisors, distinguishing himself through his positive attitude and genuine desire for self-improvement. Currently, Rafael works at HALEON, where he continues to demonstrate excellence, a strong work ethic, and mastery of best practices within the pharmaceutical environment. His exemplary performance has enabled him to maintain stable employment and continue training to strengthen his career.

His story is an inspiring testament to the positive impact of WIOA programs in providing second chances, supporting local talent, and promoting professional self-sufficiency in our community.

Demil Carrasquillo Castro

Dislocated Workers



Demil Carrasquillo Castro, a Dislocated Worker Program participant, arrived at AMSI in Trujillo Alto in October 2024 with the goal of acquiring and enhancing skills in the occupational field of electricity. During the initial orientation, he was presented with academic options in the field of electricity and agreed to participate in an Individual Training Account (ITA) to train as an Electrical Technician at the *Escuela Técnica de Electricidad* in Carolina. He also received training in Financial Literacy. Throughout his studies, he developed occupational skills and competencies in the field of electricity. After completing his training through effort and dedication, he was placed in Warren Del Caribe, where he is currently employed.

María V. Vázquez
Dislocated Workers



María, from Cayey, faced a reality shared by many: the lack of stable employment and the challenges that come with it. However, far from giving up, she stayed active by working independently, demonstrating her entrepreneurial spirit and ability to reinvent herself in the face of adversity. With that determination, in 2024 she visited AMSI in Cayey in search of new opportunities. Our team supported her from the very beginning, starting with the creation of a résumé — a key tool that served as the first step toward new employment opportunities. She soon participated in the Workforce

Preparation Workshop, designed to develop essential skills, strengthen her professional profile, and provide access to resources that ease the path to employment and career growth. Thanks to her dedication, she was referred to for an interview at KRM Law Office as part of one of our wage incentive proposals under the Dislocated Worker Program. During the interview, she proved what we already knew: an impeccable professional profile, strong administrative skills, and most of all — the poise, judgment, and composure that a legal environment demands.

Today, she is working as an Executive Secretary at KRM Law Office, contributing with excellence to a high-demand legal firm. Beyond her academic background and experience in the administrative field, what truly sets her apart is her attitude: always positive, empathetic, and with an admirable ability to connect with others on a human level.

Lorely García Echevarría
Adult



Lorely García Echevarría, an Adult Program participant, visited our Affiliated American Job Center in Arroyo with the goal of entering the workforce. Her job search process presented significant challenges due to the barrier posed by a criminal record certificate containing recorded information. She received individualized guidance and support in identifying viable alternatives for her professional development. As part of the support provided, she was granted an Individual Training Account to obtain a degree in Business Development Administration at NUC University, Bayamón Campus. In addition to this training, she also

attended additional workshops to further strengthen her skills. During this time, she successfully completed the process of expunging her criminal record certificate. She also completed her associate's degree ahead of schedule, demonstrating strong commitment and dedication. Subsequently, she obtained a job as a Tax Specialist at NOVO Tax. Today, Lorely is currently employed as a Revenue Collector at the Albergue Olímpico in Salinas. This case reflects the transformative impact of our services, demonstrating how access to WIOA training programs, effective guidance, and continuous support can empower our participants to overcome significant barriers and achieve their professional goals.

Naihomy Garcia Pizarro

Adult



Naihomy Garcia Pizarro, an Adult Program participant, visited our location at AMSI in Trujillo Alto in 2024, with a strong and clear goal of acquiring and improving skills to become a Hairstylist. During the initial orientation, she had access to diverse academic options in the beauty field and agreed to participate in an Individual Training Account (ITA) as a Hairstylist at NUC University in Carolina. She also received training in Financial Literacy, Conversational English, and Entrepreneurial Initiatives. Throughout her studies, she developed occupational skills and competencies in the beauty field. After completing her training through effort and dedication, she was hired by the same salon where she completed her internship: *Magia By Verushka*.

José C. Rivera Hernández

Ticket to Work / Dislocated Worker



Combining services and programs for a participant's success is one of our most gratifying service strategies implemented during 2024-2025. What began as a simple opportunity turned into a deeply meaningful and transformative experience. Just four days after starting his job, José was invited to join the leadership team, taking on the responsibility of coordinating and supervising a group of 45 young WIOA participants. Since 2016, he hadn't managed any staff, so stepping back into a leadership role represented a major challenge. However, thanks to his prior experience in field operations with the Public Works Department of the Municipality of Aguas Buenas, he successfully designed and implemented the logistics needed to cover various areas of the municipality—demonstrating organization, commitment, and a strong work ethic.

Throughout this process, he not only strengthened his leadership and communication skills but also regained his self-confidence, reaffirming his ability to lead teams and take on responsibilities. At the end of the project, he decided to revisit a long-time passion and created *Tortugas Catering and More*—a business dedicated to providing catering services for family events, corporate gatherings, and special celebrations. The support of AMSI was a key element in his journey of recovery as a Ticket to Work and Dislocated Worker, empowerment, and personal growth—serving as a platform to rebuild his confidence, create new opportunities, and transform his life through work and entrepreneurship.



VI. Serving Employers: Alliances for job creation and opportunities



In Guayama, a success story blooms—one marked by perseverance, effort, and the positive impact of the services offered by the Alianza Municipal de Servicios Integrados, Inc. (AMSI) and our American Job Center services.

Hacienda Carlota, a coffee shop located in Céntrico Mall in Guayama, is a prime example of how collaboration between the business sector and AMSI can generate sustainable results for local economic development. Thanks to a wage incentive proposal under the Dislocated Worker Program, this employer has successfully integrated 14 participants, offering them the opportunity to gain work experience, strengthen their skills, and contribute to the growth of the business.



Currently, the company has retained all participants who completed their 500 hours of work, demonstrating the employer’s commitment to dignified employment and job continuity. This retention reflects the real impact of the program—both for the participants and for the organizational development of Hacienda Carlota. Heneilyn Costales, owner of the business, has expressed deep gratitude for having our support from the initial recruitment process through the official opening of Hacienda Carlota. She emphasizes that the support and services she received was essential in making her dream of entrepreneurship a reality.

Additionally, we have showcased Hacienda Carlota’s success through radio and Facebook Live broadcasts, where their story has inspired other entrepreneurs and allowed them to expand their services to new locations, strengthening their presence and recognition within the community. Today, Hacienda Carlota is not only a successful business but also a model of how the partnership between AMSI and local employers can transform lives, drive economic development, and foster lasting employment opportunities in Puerto Rico.



VII. Promising practices and programs by WIOA

AMSI-VR: An Innovative Virtual Reality Career Exploration Tool



development.

AMSI developed AMSI-VR, an innovative technological tool that integrates virtual reality as a resource for career exploration. This initiative aims to provide students with an interactive, immersive, and cutting-edge experience that allows them to learn about various academic and professional options in a dynamic and engaging way, supporting their future



Over the past year, AMSI-VR was introduced in several high schools, educational institutions and local events, where 622 students and participants in 16 events had the opportunity to explore approximately 45 careers through virtual environments that simulate real-world work scenarios. This experience allowed them to interact with different professions, better understand the functions of each occupation, and visualize possible academic paths aligned with their interests and abilities.



education and the world of work.

Most of the AMSI-VR participants were students from 10th to 12th grade who were directly impacted, gaining a broader and clearer vision of the educational and career opportunities available to them. The AMSI-VR project represents a significant step forward in the organization's efforts to integrate technology into the vocational guidance process, promoting informed decision-making, talent discovery, and strengthening the connection between

AMSI as a High School Equivalency Exam Center in Caguas and Guayama



As a partner of AMSI, the Department of Education administered the High School Equivalency Exam to 191 individuals in Caguas and Guayama, who successfully earned their high school diplomas. This



exam consists of five subject areas: Spanish Communication, English Communication, Mathematical Reasoning, Scientific Reasoning, and Social Interaction. Participants must be 18 years or older and not enrolled in any school or academic program. During the program year 2024-2025, a total of 411 individuals received orientation services.

Alternative Secondary Education in Trujillo Alto

This training provides our participants with the opportunity to complete their high school education by acquiring knowledge in various subjects: Spanish, English, Mathematics, Science, Social Studies, and Health. Additionally, it includes CPR knowledge and training. Through this project, a total of ten out-of-school youth graduated and obtained their high school diploma at AMSI in Trujillo Alto.



Conversational English for dislocated workers



Through our conversational English workshops, dislocated workers from Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto were supported in developing their skills and gaining proficiency in reading, writing, speaking, and understanding the English language, with the goal of securing employment. This 260-hour training program placed participants in basic, intermediate, and advanced levels.

Financial Literacy training

This training offers our participants the opportunity to acquire knowledge related to budgeting, starting savings plans, and making informed financial decisions. It also covers the understanding and management of expenses, credit, debt, credit cards, credit reports, and concepts associated with maintaining good credit. Through this project, dislocated workers Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto were trained. In addition, in-school and out-of-school youth participants also benefited from the training.



Entrepreneurial Skills Training for youth and dislocated workers



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. AMSI developed diverse service initiatives to train dislocated workers and



youth. Among these initiatives, entrepreneurship played a key role, including Entrepreneurial Initiatives Training, titled: Appetizer and Charcuterie Preparation, Entrepreneurship through Coffee Management, and Occupational Skills Training: The Future in Our Hands. These projects provided participants with the basic concepts needed to start and operate a small business by developing skills related to entrepreneurship.



Workshops were offered on the key elements, tools, and basic skills required to start and manage a small business. Through this project, fifteen out-of-school youth from AMSI in Caguas were trained in entrepreneurial initiatives and completed their business plans focused on self-employment.



Among the entrepreneurial skills taught were initiative, business opportunity identification, budget development, financial projections, funding alternatives, effective communication, and marketing. The training also covered how to prepare a business plan and included business operation simulations. As a result of this project, our participants from Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama, Gurabo and Trujillo Alto were trained in entrepreneurial initiatives and successfully completed their business plans.



Geriatric Assistant – Homecare Aid training



The Geriatric Assistant with Homecare Aid training program offered by AMSI in Arroyo aimed to provide both theoretical and practical training, as well as job opportunities, to a group of dislocated workers which had this occupational interest. The training promotes integration into the healthcare and home care services for elderly adults, an in-demand occupation in our region. This

project contributes to the well-being of older adults in Arroyo and its surrounding communities, while also promoting economic stability for families affected by job displacement.

VIII. AMSI as a Recruitment Center for Employers



With the goal of promoting job creation and strengthening ties between workforce and the business sector, AMSI played an active role as a strategic liaison for personnel recruitment, working directly with various employers in the region.

Through this effort, AMSI facilitated the connection between employers and qualified candidates, thus contributing to local economic development and strengthening job opportunities across different industries. Among the companies that benefited from this support were Ichiban Xpress, Casa Mofongo, Néctar Açai & Lunch LLC, International Coffee House, Al Dente Italian Ristorante, Luis Garratón, LLC, Nero House, Robins, La Lomita de mis Abuelos, El Paraíso Agrícola, Like Family, and Windmar Home, Perfect Integrated Solutions, Supermax, McDonalds, Popeyes, Chinatown, Rod Rodder, Birra Fría, Centro de Adiestramiento para Personas con Impedimentos, Cooling System Caribe, Picadera, Teatro Encanto, Ross Dress for Less, Paletados, Baskin Robbins, HALEON, Goldies Care, SaliCoop, CooperVision, Supermercados Mi Gente, Primerica, Supermercados ECONO, Albergue Olímpico, Punto G, Isla Cueva y Like Family, O'Neill Security, Mambo Pizza, St. James Security, Intel Vox, which were able to fill essential positions within their operations thanks to AMSI's assistance.





Likewise, ongoing support was provided to employers across multiple municipalities by offering referrals of trained candidates aligned with the required job profiles. This service not only optimized the hiring process but also ensured better utilization of the available talent

in the communities served. Through these actions, AMSI reaffirms its commitment to the economic and social development of Puerto Rico by promoting employability, retaining local talent, and fostering effective collaboration between the public and private sectors to drive a stronger and more sustainable labor market.



IX. Challenges and opportunities in providing WIOA services to individuals and employers

In Puerto Rico, service providers face several significant challenges when supporting individuals and employers. One of the main issues is the shortage of qualified talent for high-demand occupations, which limits the ability of businesses to grow and compete in specialized industries. Additionally, many positions offer low wages despite requiring advanced qualifications, discouraging individuals from pursuing or remaining on certain career paths. The unstable economic climate also presents a major obstacle for those seeking to start a business, as entrepreneurs face uncertainty and limited market opportunities. Furthermore, insufficient funding for workforce development and business support programs restricts the scope and impact of available services. Rapid technological changes create another layer of difficulty, requiring constant updates to training programs and infrastructure. Finally, the high cost of operations, including electricity and water, imposes a heavy burden on businesses, particularly small and medium-sized enterprises, making it harder to sustain long-term employment and growth.

X. Registered Apprenticeships

During 2024-2025, we created new Registered Apprenticeship projects to expand this extraordinary training initiative.



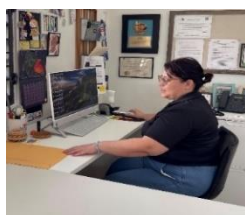
Gascó Industrial, a manufacturing company in Gurabo, expanded the training activities aimed at developing competencies for Machine Operators. As part of this collaboration, employees of the company are in the final stages of successfully completing their training process, which includes On-the-Job Learning and Related Instruction. This effort reflects a shared commitment to high-quality technical training and the strengthening of the industrial workforce.

Our five new Registered Apprenticeship projects were created in Caguas and Guayama.



The Registered Apprenticeship of Terumo Puerto Rico, LLC, with an allocation of \$2.28 million, implemented a training program for 41 employees of this medical device company in Caguas. This initiative aims to strengthen the skills of Terumo Puerto Rico’s workforce, ensuring its competitiveness in the high-tech medical device manufacturing sector. The company is a subsidiary of Terumo Corporation and has been a key player in Puerto Rico’s industry since its arrival in 2017. Terumo specializes in the production of advanced medical devices. The Registered Apprenticeship Program will allow Terumo Puerto Rico employees to receive training in key areas of medical device manufacturing, including industrial engineering, electromechanics, quality, automation, and advanced manufacturing technology. During the training process, participants will complete 4,000 hours of On-the-Job Training and 288 hours of Related Instruction, ensuring they acquire the technical skills needed to meet the challenges of a constantly evolving industry. The training program has a significant impact not only for Terumo Puerto Rico but also for regional economic development. Terumo is now ongoing expansion, which includes a new manufacturing plant with a \$30 million investment in infrastructure and currently employs 340 associates.

Another RA program has been developed in DUI, Inc. in Guayama to train three employees in industrial laundry services for hospitals, outpatient clinics, laboratories, and pharmaceutical companies to strengthen the skills of three employees. Founded in 2005 in Guayama by its owner Carlos E. Bonilla, DUI, Inc. provides industrial and commercial laundry services with high hygiene standards. The company specializes in washing and disinfecting medical textiles, as well as renting and cleaning workwear and garments for the healthcare sector.



Escuela Montessori San Cristóbal, a nonprofit organization established in 2014 by the staff of Hogar Cuna San Cristóbal in Caguas will train an Office Manager to administrative and technical skills that contribute to the institutional strengthening and continuous improvement of the quality of educational services offered by the organization. This participant will receive 2,000 hours of On-the-Job Training and 146 hours of Related Instruction. The institution has maintained a strong commitment to inclusive education, offering a sensitive, participatory, and high-quality educational environment for children in the Caguas region.

Registered Apprenticeships			
Employer	New	Expansion	Participants
Gascó Industrial		X	3
TERUMO Puerto Rico, LLC.	X		40
ECONET Soluciones Ambientales, Corp.	X		3
Tintas y Toners del Caribe, Inc.	X		6
DUI, Inc.	X		3
Escuela Montessori San Cristóbal	X		1
TOTAL			56

XI. Special Events to Connect: Premios Alianza Empresarial 2024



AMSI recognized the excellence, innovation, and commitment of 35 partner companies from the east-central region of Puerto Rico through the 2024 Business Alliance Awards, during an event held at Caguas. The 2024 Business Alliance Awards honored 35 standout businesses from the private sector, including two special awards, highlighting their contribution to the economic and sustainable development of the region. Award categories were based on participation in programs under the Workforce Innovation and Opportunity Act, including Direct Employment, Ticket to Work, as well as employers participating in the Temporary Employment Services (SET) and the Homeless Veterans’ Reintegration Program (HVRP). These programs are part of AMSI’s comprehensive workforce development and training services.

This year’s edition included two special recognitions: Company of the Year was awarded to HALEON, based in Guayama, for maximizing AMSI’s program benefits, demonstrating exceptional innovation, and significantly impacting the industry and job creation. Ally of the Year was awarded to the United Retailers Association of Puerto Rico, a merchant association that has made a significant contribution by collaborating on AMSI’s strategic efforts and serving as a bridge between its members and various AMSI initiatives. The awarded companies represent a broad range of industries, from food and healthcare to retail, manufacturing, and professional services.



XII. Outreach to increase service recognition and support employers



AMSI continued identifying and expanding opportunities for businesses to engage and connect to its recruitment services and solutions. Among AMSI’s strategies for outreach, as well as business and participant engagement, weekly monthly radio and social media streaming programs were held. Local radio stations included Radio Tiempo 1430am, Radio Caribe 1540am and WALO Radio 1240am. Also, the monthly streaming program through Aibonito La Revista’s Facebook page had a great impact in expanding access to job opportunities and recruitment services for employers in our region. This integrated communication strategy has strengthened the connection between AMSI, the business sector, and the community, promoting a network of mutual support focused on sustainable economic development and increased visibility for small businesses. AMSI reaffirms its commitment to promoting local entrepreneurship by offering free and accessible exposure opportunities that stimulate the local economy and encourage community engagement.



XIII. Board of Action: Moving forward and promoting opportunities



During 2024–2025, AMSI, Inc.’s Workforce Development Board and its committees strengthened institutional processes and operational management through strategic actions aimed at promoting transparency, compliance, and efficiency in the implementation of the employment and training programs administered by AMSI. The Apprenticeship Committee held its first official meeting with the participation of Mr. Dan Bigman, CEO of Gascó Industrial Corp., and Ms. Carmen Ramos, apprentice of the first Registered Apprenticeship Program at AMSI, reaffirming the institution’s commitment to technical training and workforce development. The One-Stop Management Center Committee participated in the Connection Meetings, spaces designed to assess operational performance, service quality, and best practices implemented across AMSI offices. Meanwhile, the Interventions Committee addressed matters related to the Single Audit, DDEC monitoring visits, and the supervision of the HVRP and Ticket to Work programs, among others, ensuring compliance with procedures and the implementation of recommended corrective actions.



The Youth Council conducted the evaluation and approval of the 2024–2025 Youth Program proposals and approved the Notice of Funding Availability for the implementation of the 2025–2026 Youth Program Guidelines, reaffirming its commitment to the comprehensive and professional development of young people. In turn, the Strategic Planning Committee led the evaluation of progress on institutional initiatives aligned with the 2024–2027 Strategic Plan, promoting innovation, digital transformation, and the operational integration of all AMSI divisions. Additionally, the Proposal Evaluation Committee approved a total of 86 proposals and amendments, impacting on 901 participants with an approximate investment of \$7.8 million, thereby strengthening employment, training, and occupational development opportunities across AMSI’s eight locations.

The Board also played an active role in the promotion of recruitment opportunities for employers, highlighting available programs and workforce services through AMSI’s weekly radio segments and Facebook Live broadcasts. These outreach efforts fostered stronger connections between employers, job seekers, and the broader community, reinforcing AMSI’s role as a catalyst for workforce and economic development in the region.



Together, the efforts of the Board and its committees reflect a year of significant achievements, grounded in collaboration, accountability, and AMSI’s ongoing commitment to the economic, social, and workforce development of our municipalities.