

**LOCAL BOARD OF THE LOCAL AREA OF LABOR DEVELOPMENT
BAYAMON-COMERIO**

**NEEDS ASSESSMENT
ONE STOP CENTER (OSC) / "AMERICAN JOB CENTER" (AJC)**

I. Legal Basis and Description

Section 121 of the Law on Innovation and Opportunities in the Workforce, (WIOA, for its acronym in English), authorizes the establishment of the Single Management Centers in each Local Area.

The One Stop Center is a system based on the "American Job Centers" concept of the WIOA Law, in which information and access to services are available in a single physical facility.

The OSC offers information, guidance and disclosure about the services and benefits offered at the Center to employers and any young, adult or displaced client who visits it. It provides information about other programs and activities developed by Required Members, as well as other self-service activities for the general public.

Section 121 (d) (2) (A) of the Law for Innovation and Opportunities for the Working Force (WIOA) requires that the Local Labor Development Boards, competitively select the Operator of the One Stop Center also known as the "American Job Center".

Within the work plan for these purposes, we are conducting the needs analysis to develop the parameters or "statement of work" that we will eventually have to include in the request for proposal (RFP), once we publish the information request (RFI) and get the corresponding feedback.

II. Services to Provide

The One Stop Center provides the career services set forth in Section 134 (c) (2) (A) of WIOA and Section 678.430 (a) of the WIOA Regulations. Likewise, in the TEGE 3-15 of July 1, 2015, "Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act) and Wagner Peyser, as Amended by WIOA , and Guidance for the Transition to WIOA Services, "career services are described in detail, and the transition of career services and their integration with the training services provided by Title I of WIOA are specified.

Career Services are divided into three (3) main components:

- 1) Basic Career Services
- 2) Individualized Career Services
- 3) Follow-up Career Services

Based on the services and activities that are part of the career services, the Operator of the OSC / AJC, will be in charge of directly, the provision of the Basic Career Services. These services are the following:

- a) Basic Career Services
 - i. Determinations of whether the person is eligible to receive assistance from an adult, a displaced worker or youth programs;
 - ii. Disclosure, admission (including the elaboration of profiles of the workers) and orientation to the information and other services available through the single delivery system. For the TANF program, states must give individuals the

- opportunity to initiate a request for TANF assistance and benefits and services not related to assistance, which could be implemented through the provision of printed forms or links to the application website;
- iii. Initial assessment of skill levels, including literacy, arithmetic and English proficiency, skills, abilities, including skill deficits and need for support services.
 - iv. Labor Market Assistance Services (labor exchange services):
 - Includes job search and placement assistance, career counseling, information on industries and occupations in demand and non-traditional jobs.
 - Recruitment services for employers.
 - v. Referral services and coordination with other programs and services including the required partners of the OSC / AJC.
 - vi. Information on labor market statistics includes local, regional and national statistics, including vacancies and information related to occupations in demand in the labor market and their salary levels, skills required and opportunities for improvement for those jobs;
 - vii. Provide information on the execution and costs of programs on eligible providers of education, training and services to the work force by program and type of providers.
 - viii. Provide information on the execution of the Local Area related to the execution indicators negotiated
 - ix. Provide information to OSC clients about the availability of support services and assistance services, including child care, support for children, medical assistance and medical services under Title XIX or XXI of the Social Security Law; benefits under the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 and SS.), assistance through the tax credit for income accrued under Section 32 of the Internal Revenue Code of 1986; assistance under the state program of temporary assistance for families in need, funded by Part A of Title IV of the Social Security Act; and other support and transportation services available under these programs; and (II) referring to the services or assistance described previously, as applicable.
 - x. Provide information and assistance to complete and file unemployment compensation claims.
 - xi. Assistance to establish eligibility for Financial Assistance, for Training Programs and Post-Secondary Education, which are not funded under WIOA.

III. Physical structure of the One Stop Center/ AJC

The OSC of the Local Labor Development Area Bayamón-Comerio is located at Palmer Street # 10, Esq. Dr. Veve, Bayamón, PR. This place contains the following:

Surface area of 1,178 square feet approximately, which includes reception area, divided into 15 cubicles, 2 offices, 2 meeting rooms for workshops and activities.

- Sketch and description (pending)

IV. Internal Components

- a) Reception area
- b) Large with approximately 30 fixed chairs, with a television.

- c) Service Offices
- d) We have two (2) closed offices to provide individualized and personal support services, such as psychological therapies, crisis management, etc. One of these will be occupied by the Coordinator of Services of the OSC-AJC.
- e) Service Cubicles
- f) At least twelve (12) cubicle spaces are provided, seven (7) for personnel coordinating Life Services and two for Case and Resource Managers. The remaining six (6) cubicles will be used for personnel of the mandatory coordinators and additional personnel that will be recruited for the second stage of the project.
- g) Conference and Workshop Hall
- h) This room has advanced technology of computers, projectors, recorders and sound system to facilitate communication with the client.
- i) Telephony Services Facilities
- j) At least internet and computers will be established with at least five terminals for customer use in employment and / or related management.
- k) Dining room ("Kitchenette")
- l) Includes refrigerator, microwave and other additional utensils for the preparation of snacks and food, as needed.
- m) Bathrooms
- n) We have bathrooms for ladies and gentlemen that includes area for disabled.
- o) Lactation room

V. Services / activities

- Participants to serve.

PARTICIPANTS TO SERVE	NEW	CARRY OVERS
Youth	205	45
Adults	488	70
Displaced	403	76
TOTAL	1,096	191

- Describe flow chart.

The flowchart of services within the OSC / AJC is as follows:

a. Orientation

- Customer orientation on the available services
- Complete application
- Collection of preliminary information including profile
- Pre-selected client processing referred by partners for objective evaluation

b. Evaluation

- Examination and evaluation of the client profile
- Guidance on the evaluation process
- Structured interview
- Complete objective evaluation form
- i) Basis of answers offered by the client and observations.



- Administration of specialized tests as necessary, in the areas of basic skills, employment skills, occupational interests, etc.
- Interpretation of the results of the test.
- Discussion of the results of the evaluation with the client also with the client elaborates the service plan
- Evaluation of the inventory of offers provided by the Center
- Refer the client to the Local Area and Partner (at their discretion) for appointment and provision of appropriate services

ii) The areas that will be included in the objective evaluation are:

- Basic skills
- Reading, Mathematics, Writing, etc.
- Employment Experience
- The works, occupations and their duration
- Occupational Skills
- Technical skills necessary to perform specific occupational tasks
- Employability
- If you are ready, able to get and keep a job.
- Occupational Interests
- The occupations or careers of the client's pleasure
- Occupational skills
- For what the client has the ability to learn to do.
- Support Services
- The services of transportation, care of dependents, that the client needs to participate in the WIOA services.

VI. Technological platforms

- MIS Platform
- Intranet
- Partner systems
- Internet
- Technological resources

VII. Schedule

Hours of operation / extended hours (weekends to be offered).

VIII. Budget

- Costs services operational budget
- Cost of the required partners

IX. Appendix

- Logos
- Promotions
- Compliance certification requirements and continuous improvement:

Metrics

- Provide reasonable accommodation for people with disabilities.
- Modify the policies, practices and procedures of the OSC / AJC to avoid discrimination against people with disabilities.
- Provide programmatic administration in a more integrated environment appropriate to the needs of people with disabilities.
- Development of communication policies and skills with people with disabilities as effectively as with people without disabilities.
- Integrated training between OSC / AJC staff and the required partners and improvement of management information systems.
- Provide appropriate auxiliary aids and services, including assistive technology devices and services, when necessary, to give people with disabilities equal opportunity to participate and enjoy the benefits of our program or activities.
- Development of continuous improvement evaluations that will include the following actions:
 - The integration of the services available to participants and companies.
 - How the needs of the participants in the labor forces and the employment needs of local employers are met.
 - How it operates in a cost-effective way.
 - How services are coordinated among the required partners of the OSC / AJC programs.
 - How access to the required partners' programs is provided to the maximum extent practicable, including the provision of after-hours services when necessary for the work force, as identified by the Local Board.
 - Provide auxiliary and appropriate aids and services, including assistive technology devices and services when necessary, to help people with disabilities participate in an equal opportunity manner and enjoy the benefits of the programs or activities.
 - Provide physical access in the OSC / AJC to people with disabilities. Continuous improvement evaluations should include that the OSC / AJC also supports the achievement of negotiated levels of execution of the local area for the performance indicators described in Section 116 (b) (2) of WIOA and Part 677 of WIOA.



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GESTIÓN ÚNICA LABORAL
BAYAMÓN / COMERÍO



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BAYAMÓN / COMERÍO

Nuestros clientes han sido...



Nuestros socios y colaboradores

- Negociados de Seguridad de Empleo
- Departamento de Educación
- Departamento de Vivienda Estatal y Municipal
- Oficina de Servicios Comunales
- Administración Rehabilitación Vocacional
- Departamento de la Familia

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Mejores Empleos para un Mejor Futuro...



Área Local

De Desarrollo Laboral

BAYAMON/COMERIO

american**Jobcenter**

Quiénes Somos...

El **Área Local de Desarrollo Laboral** es un Área Local, beneficiario de fondos federales bajo la Ley de Oportunidades y de Innovación en la Fuerza Laboral (WIOA).

- **Visión**
Un sistema de servicios de desarrollo laboral en total alineamiento con todos los programas que sirven la clientela en búsqueda de oportunidades empleo, educación y adiestramiento, creando así un ambiente de empleo pleno y satisfacción del cliente.
- **Misión**
Es el diseño y operación de un sistema de prestación de Servicios que provea acceso a las oportunidades de empleo, educación y adiestramiento a todo tipo de individuo en búsqueda de mejoramiento ocupacional y oportunidades de empleo mediante un sistema integrado de servicios.

También, es nuestra misión ofrecer a los patronos, la oportunidad de tener acceso a oportunidades de subsidio de empleados para capacitarlos en el lugar de trabajo de acuerdo a sus demandas en puestos que requieran destrezas específicas de la ocupación.

El Centro de Gestión Única/American Job Center (CGU/AJC) cuenta con los servicios integrados de los programas de Servicio de Empleo (Wagner Peyser) desde la entrada al Centro.



Servicios a individuos, buscadores de empleo, subempleados, trabajadores desplazado

- Orientación sobre el mercado laboral: oferta y demanda.
- Asistencia en la búsqueda de empleo y clubes de empleo.
- Anuncios de ofertas de empleo en el Área Local.
- Orientación y evaluación de necesidades para su logro ocupacional.
- Preparación de resume, preparación para la entrevista de empleo.
- Evaluación, consejería y manejo de casos.
- Literacia financiera.
- Centro de recursos y de tecnología, para la búsqueda de empleo:
 - internet
 - teléfonos
 - fax
 - entre otros
- Talleres de Pre empleo y madurez ocupacional para la retención de empleo.
- Adiestramientos pre vocacional y ocupacionales.
- Adiestramiento para la obtención del Grado de Escuela superior.
- Adiestramiento en el Empleo.
- Además, contamos con el apoyo de:
 - Equipos audiovisuales para uso de personas con impedimentos.
 - Servicios de sostén relacionado al adiestramiento.



Servicios a Patronos:

Apoyo al patrono empleador:

- Evaluación de necesidades de reclutamiento, determinando la viabilidad de ofertas de empleo o capacitación.
- Búsqueda y referimiento de candidatos
- Apoyo en el proceso de reclutamiento: anuncios, facilidades para entrevista, evaluación y reclutamiento.
- Salones para orientaciones y talleres.
- Programas con subsidio de empleo, tales como:
 - Adiestramiento en el Empleo por un período basado en el candidato y ocupación.
 - Empleados transicionales, a través de: Experiencias de trabajo o Internados, basado en las necesidades del cliente y patrono.
 - Adiestramiento a la Medida: Capacitación específica de la ocupación, por maestros expertos, combinado con adiestramiento en el empleo.
 - Readiestramiento a trabajadores incumbentes, en riesgo de perder su empleo, de no actualizar destrezas.





Centro de Gestión Única/AJC Área Local de Desarrollo Laboral Bayamón-Comerío Plano (Piso B)

