



# VI WORKFORCE DEVELOPMENT BOARD

For the Period of July 1, 2019 – June 30, 2020

2020  
ANNUAL  
REPORT

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## ***About the VI State Workforce Development Board***

The VI State Workforce Development Board (VISWDB) is a policy making entity charged with strengthening the workforce development system by collaboratively building strong partnerships with secondary and post-secondary education, economic development and the business and private sector to align and improve economic growth in the Virgin Islands.

The VISWDB assists the Governor in developing, implementing, and modifying the State Plan. Reviews territory wide policies and programs, and any recommended actions that should be taken by the Territory to align workforce development programs in the Territory in a manner that supports a comprehensive and streamlined workforce development system. This also includes the review of provisions or comments on the State Plans, if any, or programs and activities of one-stop partners that are not core programs, the development and continuous improvement of the workforce development system, the development and updating of comprehensive performance accountability measures, including adjusted levels of performance, to assess the effectiveness of the core programs as required in the Territory. The identification and dissemination of information on best practices, the development and review of Territorial policies affecting the coordinated provisions of services through the Virgin Islands One Stop delivery system, the development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the One Stop delivery system. The development of strategies for aligning technology and data systems across One Stop partner programs. Preparations of annual reports, development of statewide workforce and labor market information. The development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the Territory.

The VISWDB shall lead efforts of employer engagement, conduct program oversight of local adult, dislocated worker and youth workforce activities. Perform competitive selection of providers, identify eligible training providers for adult and dislocated workers, negotiate and reach an agreement on local performance accountability measures, oversee competitive selection of One Stop Operators and Providers, designate or certify one-stop operators through a competitive process and to terminate for cause the eligibility of such operators, and coordinate activities with education and training providers including providers of workforce investment activities, providers of adult education, career and technical education and local agencies administering plans under Title 1.

## ***Progress made in achieving State's vision and goals as described in State Plan***

The VISWDB's vision and goals were enhanced to fit the needs of the Territory after the catastrophic impact of Hurricanes Irma and Maria in 2017 then as recovery was progressing the impact of the Covid 19 Coronavirus pandemic. The board continued the establishment of a collaborative working

relationship with agencies and businesses that played a major role in the recovery and rebuilding of the Territory and its workforce. Strong partnerships were made with businesses to provide career development services that allow for the strengthening of personal development skills, basic academic skills, and occupational skill proficiency with the focus on post-secondary certificate or degree. This would assist the participants in their search for gainful, sustainable and meaningful employment.

The WIOA State Strategic Unified Plan in 2020 established and enhanced the following six goals identified as priority items:

- Enhance Business Engagement through a Sector-Based approach to Workforce Training.
  - Develop program design in conjunction with the business sector needs.
  - Establish on-going work-based learning opportunities based on real time skills gaps expressed by employers.
  - Encourage and expand minority and diversity in business and employer engagement.
  - Create a USVI accepted skill validation certificate.
  
- Align Work-Readiness and Workforce Training programs with Economic Development Strategies.
  - Proactively prepare for new employers and emerging occupational opportunities.
  - Develop a signature work readiness product that stamps customers as “ready to work” through the workforce system.
  - Expand the Siren Initiative through communication among the workforce system to ensure response to worker and employer needs.
  - Assist in developing Employer Permitted Training through work-based training.
  
- Promote diversification of post-secondary education and training opportunities.
  - Explore alternative and innovative methods of attaining credentials.
  - Foster new opportunities for online and blended learning options.
  - Expand opportunities in the labor market through the +1 Initiative work with training providers.
  - Work with various partners, review and study the impact and development of family-based workforce needs to ensure increased retention opportunities.
  - Increase outreach to those with barriers including re-entry and others.
  
- Develop focus-driven sector strategies.
  - Reengineer the workforce system from the “street level”.
  - Engage with hiring agents who assess job applicants for competency.

- Encourage sector expos where employers present their business process and core occupations.
  - Develop great awareness and response among job seekers through the Continual Movement Initiative to develop common career pathways aligned with sector strategies.
- Develop a network for temp or “gig” workers.
  - Append current system and use AJC as central repository for bridging employer seeking day labor, short term projects, or intermediary jobs that will sunset in less than one year.
  - Encourage jobseekers to unify as talent groups in related occupations.
- Develop an Integrated Data System.
  - Integrate agency operations through technology.
  - Design electronic common intake tools.
  - Manage customers through shared profiles.
  - Partner with private sector entities.
  - Promote employer services and consultants.
  - Implement the “Pulse Initiative” and collect information comprehensively and regularly to ensure business information is complete.
  - Consider as part of the One Stop AJC system a referral or work crisis line for response.

## ***Waivers***

- Waiver of the requirement under WIOA Section 129 (c)(2) to provide the 14 Youth Program Elements. Currently awaiting ETA’s approval of this request.
- Waive the Requirements under WIOA Section 129 (b)(1)(A) and 134 (a)(2)(vi): Section 116 (e) and Section 169 (a) to conduct evaluations for workforce activities. Currently awaiting ETA’s approval of this request.
- Waiver of the requirement under WIOA Section 134 (c)(3)(H)(i) and 20 CFR 680.720 (b) to increase the OJT reimbursement for employers. Currently awaiting ETA’s approval of this request.

- Waiver of the requirement under WIOA Section 116 (d)(4)(A) and 122; 20 CFR 677.230 (a)(4) and (5) and 20 CFR 680.400-680-530 to collect and report on performance data for all students. Currently awaiting ETA's approval of this request.

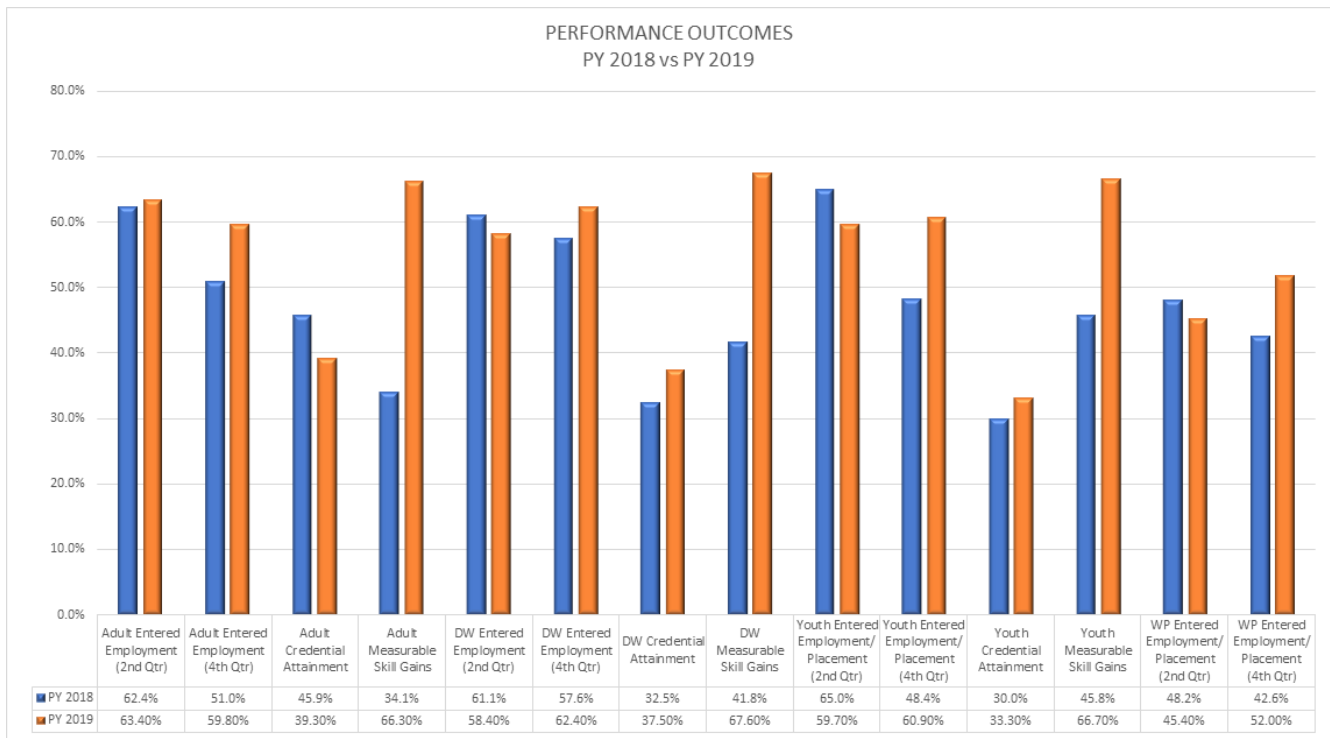
*Summary of Performance Measures*

PERFORMANCE MEASURES		
PY 2019		
Measure	NPG	Final Run
<b>WIOA</b>		
Adult Entered Employment (2nd Qtr)	52.0%	<b>63.4%</b>
Adult Entered Employment (4th Qtr)	55.0%	<b>59.8%</b>
Adult Median Earnings	\$5,200.00	<b>\$5,699.00</b>
Adult Credential Attainment	65.0%	<b>39.3%</b>
Adult Measurable Skill Gains	Baseline	<b>66.3%</b>
DW Entered Employment (2nd Qtr)	56.0%	<b>58.4%</b>
DW Entered Employment (4th Qtr)	60.0%	<b>62.4%</b>
DW Median Earnings	\$5,600.00	<b>\$6,794.00</b>
DW Credential Attainment	55.0%	<b>37.5%</b>
DW Measurable Skill Gains	Baseline	<b>67.6%</b>
Youth Entered Employment/Placement (2nd Qtr)	39.0%	<b>59.7%</b>
Youth Entered Employment/Placement (4th Qtr)	42.0%	<b>60.9%</b>
Youth Median Earnings	Baseline	<b>\$3,354.00</b>
Youth Credential Attainment	45.0%	<b>33.3%</b>
Youth Measurable Skill Gains	Baseline	<b>66.7%</b>
<b>Wagner Peyser</b>		
Entered Employment (2nd Qtr)	55.0%	<b>45.4%</b>
Entered Employment (4th Qtr)	49.0%	<b>52.0%</b>
Median Earnings	\$5,600.00	<b>\$5,571</b>
<b>JSVG</b>		
DVOP Individualized Services Provision	90.0%	<b>100.0%</b>
DVOP Entered Employment (2nd Qtr)	35.0%	<b>50.0%</b>
DVOP Entered Employment (4th Qtr)	38.0%	<b>25.0%</b>
DVOP Median Earnings	\$6,500.00	<b>\$8,429.00</b>

Legend	
50.00%	Met or exceeded our goal
50.00%	Did not meet goal but within 90%
50.00%	Did not meet goal

Performance Indicator	PY 2019 Results Date Range
Entered Employment 4 <sup>th</sup> Qtr.	July 2018 – June 2019
Entered Employment 2 <sup>nd</sup> Qtr.	January 2018 – December 2019
Median Earnings	July 2018 – June 2019
Credential Attainment	January 2018 – December 2018
Measurable Skill Gains	July 2019 – June 2020





## Customer Satisfaction

Surveys were used to assess customer satisfaction for businesses and job seekers. Emails were sent with a link to complete the customer satisfaction survey; telephone calls were made and walk-in were surveyed.

A total of 1252 job seekers were provided with the survey. Responses were provided by checking a range of one through 10, with the higher numbers representing higher satisfaction.

A similar survey was sent to employers. The survey included questions about their overall satisfaction with the services received at the VI Department of Labor's Workforce Development Center, whether their organization had to lay off employees because of the coronavirus pandemic, how satisfied they were with the services and programs provided by the American Job Center (AJC), did they receive any inquiries as a result of registering with the AJC, whether in the past three years, their organization used any services other than recruitment and employee training offered by the American Job

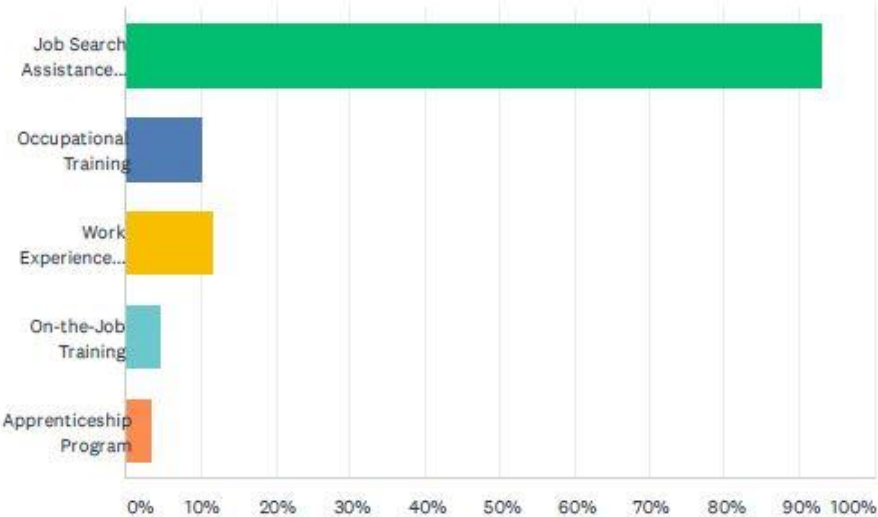
Centers, if in the past three years, their organization used any of the employee training services provided by the American Job Centers, the responsiveness of the American Job Centers' staff, the quality of candidates that are available on VIEWS, asked to rate VIEWS features in order of importance, and whether their organization have to lay off employees because of the coronavirus pandemic.

2019 Customer Satisfaction Survey:

WIB - PY 2019 Customer Satisfaction Survey

Q1 Which services/programs did you use?

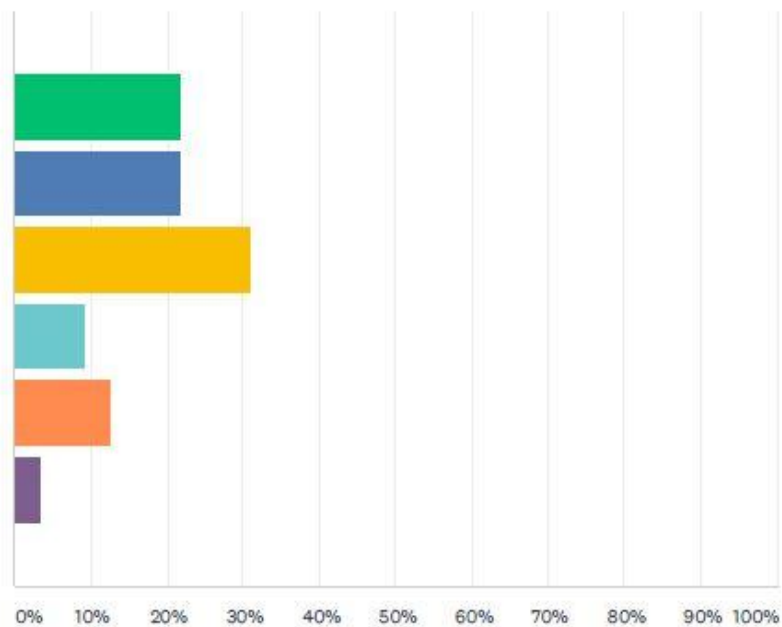
Answered: 87 Skipped: 0



ANSWER CHOICES	RESPONSES	
Job Search Assistance (including VIEWS self-service)	93.10%	81
Occupational Training	10.34%	9
Work Experience (including summer employment)	11.49%	10
On-the-Job Training	4.60%	4
Apprenticeship Program	3.45%	3
Total Respondents: 87		

## Q2 How satisfied are you with the services and programs provided by the American Job Center (AJC)?

Answered: 87 Skipped: 0

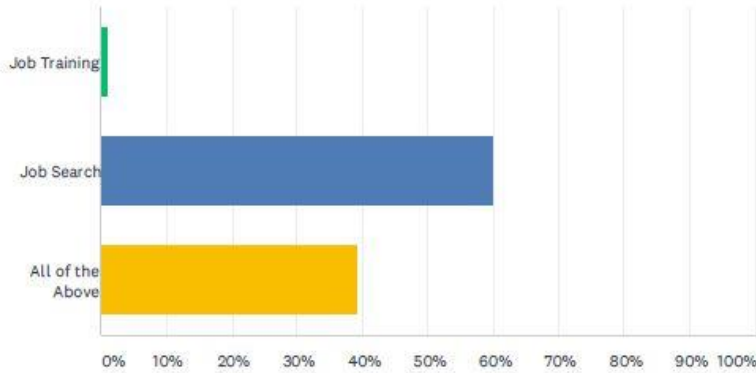


■ Very Satisfied   
 ■ Satisfied   
 ■ Neutral   
 ■ Dissatisfied  
■ Very Dissatisfied   
 ■ N/A

VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
21.84%	21.84%	31.03%	9.20%	12.64%	3.45%	87	3.32
19	19	27	8	11	3		

### Q3 Would you say that you used the AJC primarily for job training, job search, or both?

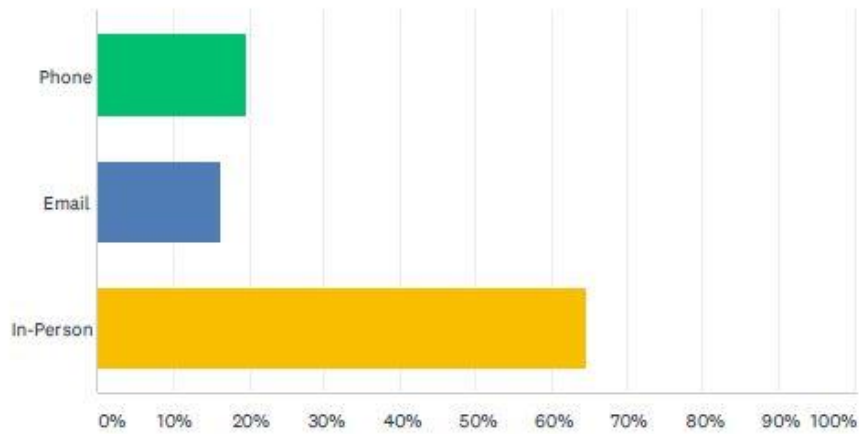
Answered: 87 Skipped: 0



ANSWER CHOICES	RESPONSES	
Job Training	1.15%	1
Job Search	59.77%	52
All of the Above	39.08%	34
TOTAL		87

### Q4 What was your primary means of interacting with AJC staff?

Answered: 87 Skipped: 0



ANSWER CHOICES	RESPONSES	
Phone	19.54%	17
Email	16.09%	14
In-Person	64.37%	56
TOTAL		87

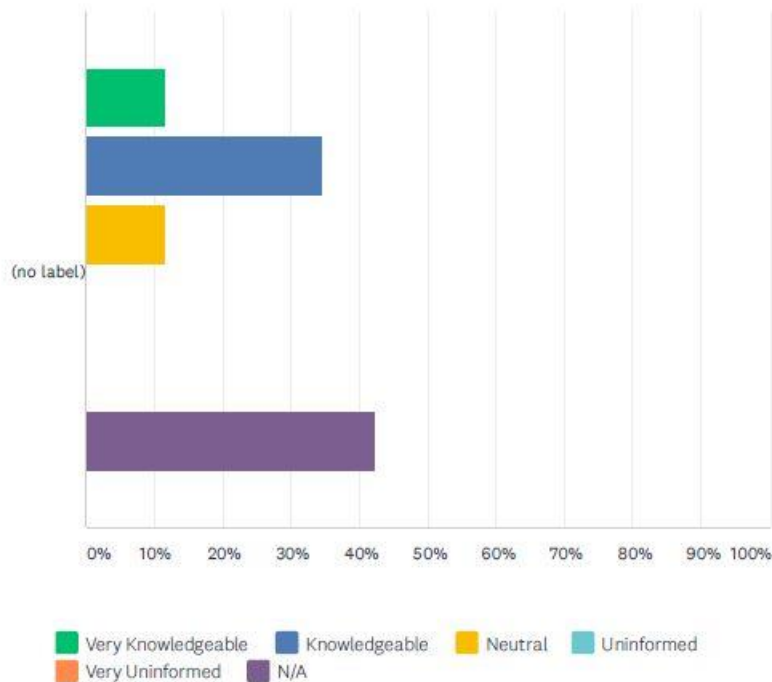
Q6 Do you have any other comments about the American Job Center as a whole, or about the specific services and programs, including things you would like to see improved or things you like about the services and programs offered?

Answered: 32 Skipped: 55

**PY 2019 Employer Satisfaction Survey**

Q1 If you interacted with customer service, how knowledgeable were the AJC staff?

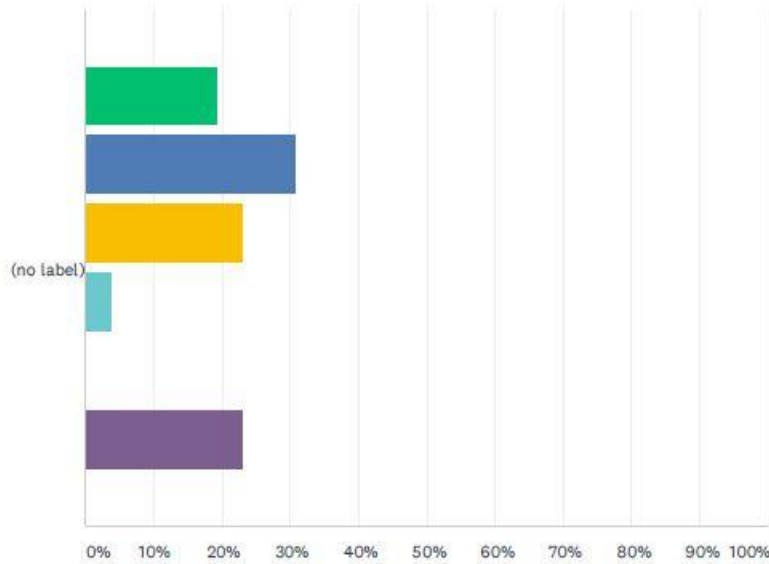
Answered: 26 Skipped: 0



	VERY KNOWLEDGEABLE	KNOWLEDGEABLE	NEUTRAL	UNINFORMED	VERY UNINFORMED	N/A	TOTAL	WEIGH AVERA
(no label)	11.54%	34.62%	11.54%	0.00%	0.00%	42.31%	26	
	3	9	3	0	0	11		

Q2 Were you satisfied with the job seekers who were screened, identified and referred to you by the AJC?

Answered: 26 Skipped: 0

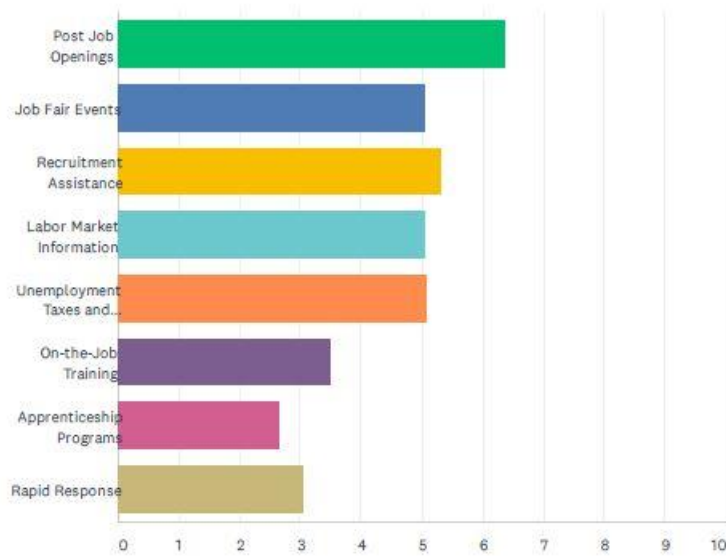


■ Very Satisfied   
 ■ Satisfied   
 ■ Neutral   
 ■ Dissatisfied  
■ Very Dissatisfied   
 ■ N/A

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	19.23% 5	30.77% 8	23.08% 6	3.85% 1	0.00% 0	23.08% 6	26	3.85

Q4 Please rate the following employer-related services and programs offered by the American Job Centers in the order you used the most often.

Answered: 26 Skipped: 0



	1	2	3	4	5	6	7	8	TOTAL	SCORE
Post Job Openings	57.69% 15	19.23% 5	0.00% 0	0.00% 0	0.00% 0	7.69% 2	0.00% 0	15.38% 4	26	6.35
Job Fair Events	7.69% 2	26.92% 7	15.38% 4	15.38% 4	11.54% 3	7.69% 2	0.00% 0	15.38% 4	26	5.04
Recruitment Assistance	3.85% 1	26.92% 7	30.77% 8	11.54% 3	7.69% 2	3.85% 1	11.54% 3	3.85% 1	26	5.31
Labor Market Information	3.85% 1	11.54% 3	26.92% 7	26.92% 7	15.38% 4	7.69% 2	3.85% 1	3.85% 1	26	5.04
Unemployment Taxes and Claims Information and Assistance	11.54% 3	7.69% 2	15.38% 4	19.23% 5	38.46% 10	3.85% 1	3.85% 1	0.00% 0	26	5.08
On-the-Job Training	0.00% 0	3.85% 1	7.69% 2	3.85% 1	19.23% 5	50.00% 13	15.38% 4	0.00% 0	26	3.50
Apprenticeship Programs	3.85% 1	3.85% 1	3.85% 1	0.00% 0	3.85% 1	15.38% 4	53.85% 14	15.38% 4	26	2.65
Rapid Response	11.54% 3	0.00% 0	0.00% 0	23.08% 6	3.85% 1	3.85% 1	11.54% 3	46.15% 12	26	3.04

### Strategic Development Workforce Initiatives

Our strategic workforce development initiatives were driven by our goals. We sought to align education, employment training and workforce development services in the territory to achieve our main objectives.

**WIOA Statewide Implementation:** Worked with the VI Department of Labor Employment and Training Division, Department of Human Services – Vocational and Rehabilitation and TANF and SNAP Divisions, VI Department of Education – Adult Education and Career and Technical Education Division.

Governor Albert Bryan, Jr. by Executive Order established the VI State Workforce Development Board in July 2019 and placed it under the Office of the Governor.

On November 13-14, 2019 Governor Albert Bryan Jr. hosted the first annual Governor's Workforce Development Summit in the Virgin Islands. The summit was held in both districts.

The Governor's plan was to develop a strident and lasting workforce comprises a number of elements, including:

- Bolstering the education system through investing in early childhood education; investing in university programs aligned with the Territory's growth sectors and creating charter programs for gifted students.
- Reducing single female households by 30 percent and increasing household income to 10 percent above the national average.
- Strengthening access infrastructure through low-cost wireless broadband, maximizing public computer centers' transitioning students to eLearning and providing every student with internet access and a device to use it.

Some of the immediate steps the Governor proposed to increase the workforce economy included:

- Building a financial sector with a UVI School of Business.
- Taking advantage of the RT Park, which houses Google 2020 and has some of the best programmers available.
- Creating an active cargo shipping hub to give rise to new businesses on St. Croix.
- Expanding refinery operations.
- Upgrading transshipment capabilities for containers.
- Diversifying the tourism base to 20 percent Asian visitors, 30 percent European visitors and 50 percent American visitors.

Due to COVID-19, the Virgin Islands was unable to host the Second Summit.



The Board held several monthly meetings in both districts that featured guest speakers. Committees were actively planning events and reviewing training opportunities. Additionally, the Board held a retreat February 6-7, 2020 on the island of St. Croix. The topics covered were as follows:

WIOA Purpose & Vision: Role of the Board; Roles & Responsibilities of CEO and Board; Strategic Roles of the Board; Key Players & Provisions in WIOA; State Planning- Discussion of a Key Board Responsibility; WIOA State Plan Overview and Action Plan Development. Presenters and Facilitators were from the US Department of Labor and Maher and Maher.

**Memorandum of Understanding and Resource Sharing Agreement:** An MOU was entered into between the VI Workforce Development Board and the Department of Labor, Department of Human Services and the Department of Education. The purpose of the MOU was to ensure the effective and efficient delivery of workforce development services in the Virgin Islands Workforce Delivery Area. It serves to establish joint processes procedures and resource sharing that will enable partners to provide a seamless and comprehensive array of workforce development services through the local One-Stop System to residents of the US Virgin Islands.

**The Local One-Stop Delivery System:** The Virgin Islands Department of Labor (DOL) is the One Stop Operator for the Territory. The DOL is responsible for the management and operation of the One Stop Center in all districts. Its primary area of focus is:

- Providing job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Providing access and opportunity to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain and advance in high-quality jobs and high-demand careers;
- Enabling business and employers to easily identify and hire skilled workers and access other supports, including education and training for their current and evolving workforce;
- Participating in rigorous evaluations that support continuous improvements of one-stop centers by identifying which strategies work better for different populations;
- Ensuring that high-quality integrated data is available to make informed decisions by policy makers, employers and job seekers.

## **Rapid Response**

### **Rapid Response and Dislocated Workers:**

During the Program Year, there were 19 Rapid Response Sessions held within the Territory.

<b>COMPANY</b>	<b>LOCATION</b>	<b>NUMBER OF EMPLOYEES</b>	<b>DATE</b>	<b>TYPE OF NOTICE</b>
<b>Domino's</b>	<b>STT</b>	<b>15</b>	<b>9/17/19</b>	<b>CLOSURE</b>
<b>The Store@Yacht Haven</b>	<b>STT</b>	<b>10</b>	<b>9/20/19</b>	<b>CLOSURE</b>
<b>Commercial Security Services</b>	<b>STT</b>	<b>30</b>	<b>9/23/19</b>	<b>CLOSURE</b>
<b>Commercial Security Services</b>	<b>STX</b>	<b>50</b>	<b>9/30/19</b>	<b>CLOSURE</b>
<b>Excel Const. &amp; Maintenance</b>	<b>STX</b>	<b>521</b>	<b>10/7/19</b>	<b>MASS LAYOFF</b>
<b>Inserv Field Services USVI</b>	<b>STX</b>	<b>590</b>	<b>10/16/19</b>	<b>CLOSURE</b>
<b>ESS Support Services</b>	<b>STX</b>	<b>209</b>	<b>10/22/19</b>	<b>CLOSURE</b>
<b>Elite Turnaround Specialist</b>	<b>STX</b>	<b>355</b>	<b>11/15/19</b>	<b>MASS LAYOFF</b>
<b>VIYA</b>	<b>STX</b>	<b>15</b>	<b>11/19/19</b>	<b>LAYOFF</b>
<b>National Industrial Services</b>	<b>STX</b>	<b>105</b>	<b>12/30/19</b>	<b>MASS LAYOFF</b>
<b>Excel Const. &amp; Maintenance</b>	<b>STX</b>	<b>85</b>	<b>2/07/20</b>	<b>MASS LAYOFF</b>
<b>Cardow</b>	<b>STT</b>	<b>12</b>	<b>3/12/20</b>	<b>LAYOFF</b>
<b>Allison Industrial Services, LLC</b>	<b>STX</b>	<b>185</b>	<b>3/16/20</b>	<b>MASS LAYOFF</b>
<b>Lindberg Bat Hotel &amp; Villas</b>	<b>STT</b>	<b>15</b>	<b>3/17/20</b>	<b>LAYOFF</b>
<b>Gateway Global Management</b>	<b>STT</b>	<b>10</b>	<b>3/19/20</b>	<b>LAYOFF</b>
<b>West Indian Company Limited</b>	<b>STT</b>	<b>31</b>	<b>3/20/20</b>	<b>LAYOFF</b>
<b>Kmart West</b>	<b>STX</b>	<b>26</b>	<b>3/29/20</b>	<b>LAYOFF</b>
<b>Kmart Sunny Isles</b>	<b>STX</b>	<b>30</b>	<b>3/30/20</b>	<b>LAYOFF</b>
<b>Elite Turnaround Specialist</b>	<b>STX</b>	<b>465</b>	<b>6/29/20</b>	<b>MASS LAYOFF</b>

## **Program Highlights**

### **UVI Cell:**

- **Administrative Assistant – prepares student to take the Certified Administrative Assistant (CAA) online exam with NCCB with no experience required.**
- **Child Day Care Management Expert Program - prepares student to take the Certified Administrative Assistant (CAA) online exam with NCCB with no experience required and includes the required courses Child, Health, Safety & Nutrition and Early Childhood Development courses.**
- **Clinical Medical Assistant – prepares student to take the Medical Assistant Certification online exam with NHA with no experience required.**

Theoretical and practical skills acquired will allow participants to acquire jobs, enhance or prepare for national or local certification job performance. Upon completion of the program, students will attain an industry recognized certificate and certification.

### **Pinnacle Services LLC:**

- NCCER Occupational Skills Development Program, it exposes students to Plumbing Level One which includes safety blueprints, plumbing tools, trade math, types of fittings and pipes. Students will receive a nationally recognized NCCER Plumbing Level One Certificate.
- NCCER Electrical Level One – the program exposes participants to Electrical Level One, which includes safety orientation to the trade, circuits, national electric code, electrical and construction drawings, theory and conduit bending. Students will receive a nationally recognized NCCER Electrical Level One completion certificate.
- NCCER Masonry – Program exposes students to Industrial Masonry Level One, which include orientation to the trade, safety, masonry tools, mortar types and mixtures, masonry units and installation techniques. Students will receive a nationally recognized NCCER Masonry Level One Completion Certificate.
- NCCER CORE Introductory Craft Skills – Program exposes participants to the necessary introductory, industrial level occupational skills including safety, use of industrial hand and power tools, basic blueprint reading, basic construction related math, communication

material handling and employability skills. Students will receive a nationally recognized CORE Certificate and Wallet Card.

### **Wheatley Skills Center:**

- The Raphael O. Wheatley Skill Center is a post-secondary program that offers programs of studies ranging from two to four semesters in duration. It is a tuition-based program which offers nationally affiliated exams and certificates upon completion of eight of their nine programs.

Construction Trades - NCCER Certification (The National Center for Construction Education  
Allied Health – National Health Career Association, HVAC – NCCER and EPA,

Culinary Arts – Registered as an authorized testing site for Certified Culinarians with American Culinary Federation (ACF).

### **NetWave:**

- Fiber Optics Technician/installer - Train students to install, maintain and repair fiber optics cables, connectors, and testing of fiber optic lines by training them to do fusion and mechanical splicing, cable termination, identification and inspection of connectors, testing, microscope inspection, power measurements, insertion loss testing and Optical Time

Domain Reflectometer (OTDR) testing. Students will receive a Fiber Optic International Fiber Optic Technician/Installer Certification (Global Certificate) upon completion of the program.

### **CTEC:**

- This is an NCCER CORE Curriculum is a prerequisite to all level I craft curriculum. Its modules cover Basic Safety, Communication Skills, proper use of equipment, basic federal guidelines and regulations, and introduction to Construction Drawings. NCCER module exams and NOCTI (National Occupational Testing Institute - exam) - Successful completion of the course students will receive a National Certificate from NCCER. Students will receive a CTEC certificate with a grade average of 80 or more.

### **Community Action:**

- Participants in the Certified Administrative Professional (CAP) program will acquire information and build competency related to sitting for the Certified Administrative Professional exam. They will learn theory and real-world methods to effectively supporting all administrative functions within an organization. Students will obtain advanced level administrative skills to include certifications in Microsoft Office applications as a certified

Microsoft Specialist. Additionally, those students with at least 3 years experience and/or Degrees will obtain the Certified Administrative Professional Certification.

Participants in the Certified Bookkeeper program will be able to validate bookkeeping skills, confirm professional ethics obtain bookkeeping, accounting principles, payroll, QuickBooks and work readiness skills that will prepare them for a successful rewarding career in the bookkeeping, accounting and finance field. Students will obtain their QuickBooks Certification and CB certification from the American Institute of Professional Bookkeepers. After successful completion of this program, students will obtain the Entrepreneurship & Small Business (ESB) certification administered through Certiport. Community Action NOW! is an authorized proctor and trainer for Certiport.

The ESB program is a micro-enterprise Initiative pathway to economic independence through self-employment. Participants in the ESB program are low-income, high-potential entrepreneurs who want to start up or strengthen their small business. C.A.N. ESB micro-entrepreneurs are women and men, veterans, farmers, disabled individuals and even those with felony convictions who seek a second chance at life. Participants will gain core concepts in entrepreneurship, recognizing and evaluating business opportunities, marketing sales and business financial management. Participants will earn the ESB certification through Certiport

### **Southern New Hampshire University (College for America):**

- SNHU is a private, nonprofit, accredited institution, founded in 1932 that is dedicated to helping students transform their lives. The College for America programs offered by SNHU use an online, competency-based model that was designed for working adults. Competency-based education focuses on mastery of critical competencies instead of the number of classes taken or credits earned.

Regionally accredited by the New England Association of Schools and Colleges. Inc. NEASC). Accredited Southern New Hampshire -University Associates Degree or Bachelor's Degree.

### **Strategic Solutions Network Inc.**

- Soft Skills, Hard Lessons – Effective training for gaining and or maintaining employment; Financial literacy,

### **My Brother's Workshop**

- Provide faith and hope to at-risk and high-risk ages 16-24 through mentoring, counseling, education, vocational training, and job placement.

### **Crucian Heritage and Nature Tourism, Inc. CHANT**

- Construction, Woodworking

## **Virgin Islands Institute of Culinary Arts**

- Life Skills
- SERV safe Sanitation/Alcohol Training
- Bartending Training

## ***Promising Practices***

The United States Virgin Islands is making their Registered Apprenticeship Program (RAPs) a resourceful, innovative employee development for the territory's businesses. Registered Apprenticeship Program (RAP) is a proven model of apprenticeship that has been validated by the U.S. Department of Labor or a State Apprenticeship Agency. RAPs enable and energize more employers to participate and provide them access to larger talent pools that have been trained for entry-level to management positions, thereby meeting industry demands and reducing unemployment rates across the country. Amid the COVID 19 pandemic, the VIDOL as a State Apprenticeship Agency (SAA) registered three (3) Apprenticeship Programs this year. They are currently working with the Registered Apprenticeship Programs (RAP) to identify funds that are available to support their program. The USVI Department of Labor continued to recruit additional employers as part of the RAP efforts, however, the impact of the COVID-19 pandemic has slowed employer enthusiasm and interest in the short-term, but not for the long-term.

Presently, VIDOL's Youth and Apprenticeship (YA) unit is working on the requirements necessary to move forward. The YA unit has set the KPI for 2020 to have 5 registered apprenticeship programs to include Cyber security, JAG, Administrative Services, Marine and Hospitality/Culinary. Plans are already on the way for the Cyber Security in partnership with ICF and JAG - in partnership with Jobs for America's Graduates National program. The Governor, the Department of Labor and the Workforce Development Board held a Governor's Workforce Development Summit in November 2019. The Summit, held on two separate days with one day on St. Thomas and one on St. Croix. During the summit, Apprenticeship Opportunities in the Virgin Islands were emphasized. . At the summit, many effective practices were presented to attendees including best practices from Prince George's County, Maryland, Adaptive Construction Solutions from Houston, Texas, TranZed Apprenticeship Services from Baltimore, Maryland, and the US Department of Labor. The Registered Apprenticeship in Marine Construction Technology with Gold Coast Yachts was also recognized.

The VI Workforce Development Board will partner with VIDOL to engage workforce providers and industry organizations as sponsors of the program. VIDOL is a Registered State Apprenticeship Agency (SAA) since March 21, 2019. One of the goals is to reduce paperwork for the employer. Currently, one service provider has come on board and will be incorporated in our marketing and advertising program.

VISWDB will continue providing occupational training that will lead to national certification and meet the needs of the employer.

During Program Year 2018 a contractor was sought to provide services to the VI Department of Labor to maintain compliance with all areas of the Workforce Innovation and Opportunity Act (WIOA).

Workforce 180 was awarded the contract. The deliverables include:

- WIOA Consulting
- System Branding, Marketing and Promotion
- Employer Engagement and Business Relations
- Staff Development Training

Some Workforce 180 sponsored events:



**EMPLOYER FORUM 2020**



*Building An Unstoppable Workforce*

The agenda will also include discussions on training services for employers, wage reimbursements for eligible new hires, as well as, collaborative partnerships for improving business relationships and employment outcomes.



**Featured Speaker**

- Mike Fazio
- CEO
- Workforce180, LLC

**Topic: Assessing and Motivating Employees**

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**ST. CROIX • MARCH 4, 2020**


- 9:30 am - 12:00 pm
- Getrude's Restaurant
- Refreshments
- Networking
- Q&A
- Awards
- SEATING IS LIMITED
- REGISTER: [www.workforce180.com/viforums](http://www.workforce180.com/viforums)






Sponsored and Hosted By






**EMPLOYER FORUM 2020**



*Building An Unstoppable Workforce*

The agenda will also include discussions on training services for employers, wage reimbursements for eligible new hires, as well as, collaborative partnerships for improving business relationships and employment outcomes.



**Featured Speaker**


- Cherie Wheatley
- Program Administrator for the Center of Excellence in Teaching and Learning
- University of the Virgin Islands


**Topic: Developing Employee Agility**

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**ST. THOMAS • MARCH 3, 2020**

- 9:30 am - 12:00 pm
- Nisky Shopping Center
- VIEDA offices - 2<sup>nd</sup> Floor
- Refreshments
- Networking
- Q&A
- Awards
- SEATING IS LIMITED
- REGISTER: <http://bit.ly/STTFORUM2020>





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**VIDOL now has its own podcast!**



There were several success stories during the Program Year as well as job fairs that were held to provide employment opportunities for residents.

The Virgin Islands Department of Labor, in cooperation with ICF, was awarded a National Dislocated Worker grant of approximately \$5 million. Called Restoring Futures, this collaborative grant is addressing the worker dislocation from the two category five hurricanes from 2017. Restoring Futures focuses on On-the-Job and Customized Training to prioritize dislocated workers returning to work. Additional partners include the Workforce Development Board and the VI Economic Development Authority. Initial outreach has focused on a variety of industries including hospitality and tourism, health care and construction. One of the featured success stories was the assistance to the Ritz-Carlton St. Thomas in their re-opening. In June of 2019 a HOP (Hospitality Opportunity Program) was held to recruit potential employees / dislocated workers. While expecting 300-400, over 800 individuals showed up and participated in the HOP. From this point, Restoring Futures assisted in placing over 125 individual dislocated workers at the Ritz-Carlton St. Thomas were hired in the fall of 2019.

In addition to the hospitality and tourism sector, the Restoring Futures has engaged a variety of employer sectors including distribution, restaurants, health care, information technology, construction, retail services, and specialty small businesses. In many cases, Restoring Futures has been instrumental and critical to the success of the start-up of the business. Even through the Covid-19 pandemic, Restoring Futures has maintained steady enrollment of dislocated workers with employers. Through June 2020, Restoring Futures has enrolled over 194 participants with 14 employers. The Workforce Development Board and VIDOL expect continuing success with Restoring Futures through the balance of the program.



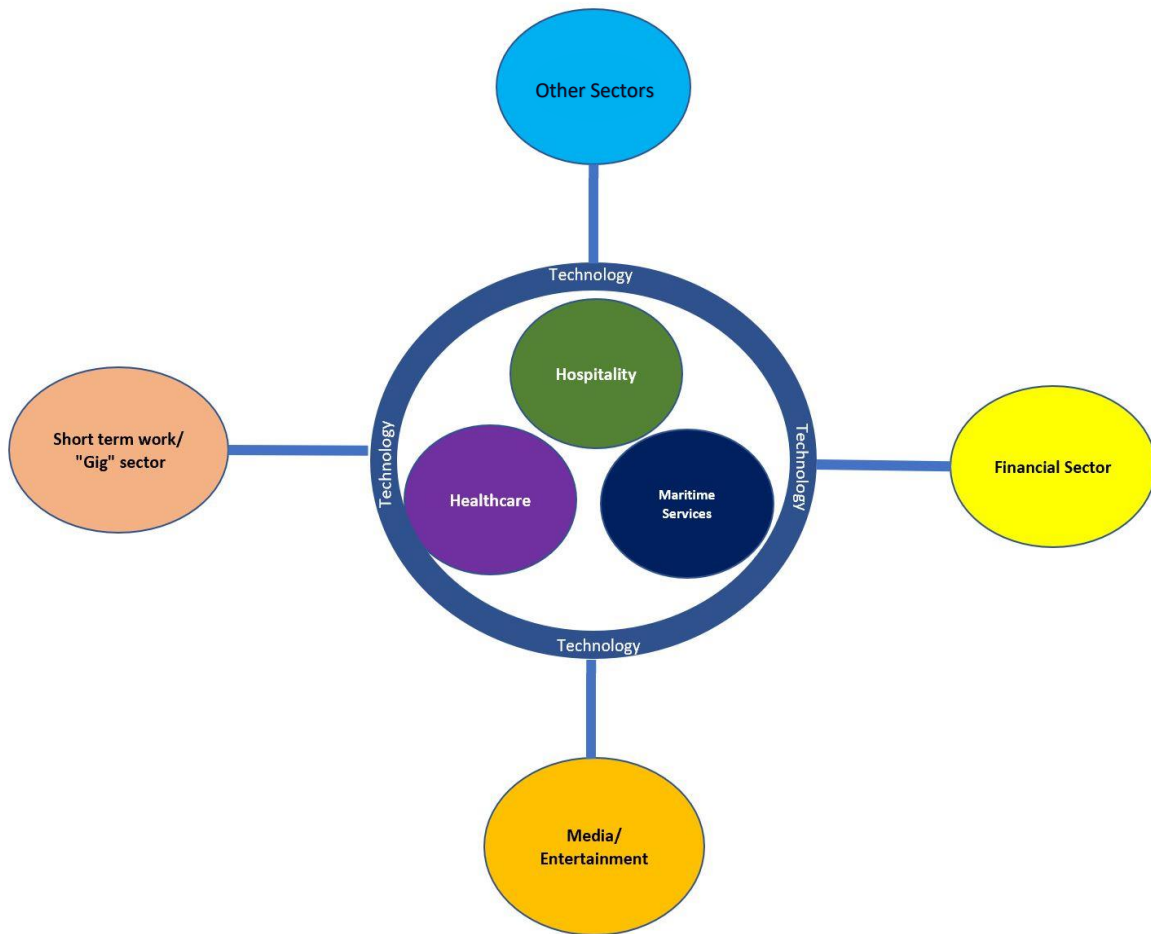
**Figure 1 Restoring Futures and VIDOL assisting participants who attended a Job Fair hosted by the Ritz Carlton, St. Thomas. Over 800 people attended the Hiring Opportunity Program (HOP)**



**Figure 2 Ribbon Cutting ceremony to Launch the Hiring Opportunity Program for the Ritz Carlton Hotel.**

## ***The Future of WIOA in the Virgin Islands***

The VI Workforce Development Board remains committed to fulfilling its mission, administering and completing programs and projects so the Virgin Islands will be in full compliance with all state and federal regulations while serving the people of the Virgin Islands, recruit and re-train key employees, identify industry specific skills needed, determine barrier to employment and create a vast talent pool of highly skilled workers.



## **The future of WIOA**

As we evolve and move our workforce into the future it is necessary to focus on a core group of industries that will propel other surrounding industries and sectors. For the next 4-5 years the Virgin Islands economy will ride the economic wave provided by the recovery and reconstruction following the devastating storms of 2017 and now COVID-19. While this will benefit all Virgin Islanders, we must prepare for the day after tomorrow. We must ask ourselves who we will be after the recovery, and whether the recovery momentum transferred into other industries and growth sectors?

Four core/ center industries have been identified for the day after tomorrow:

1. Healthcare
2. Hospitality
3. Maritime
4. Other Sectors

These industries are then enhanced and encompassed by a 4<sup>th</sup> core industry - Technology. This design creates a flywheel approach where the movement of one core industry propels the other, then it generates momentum in the technology sector which moves the outer sectors on the flywheel:

1. Financial Services
2. Media/ Entertainment
3. Short Term/ "Gig" sector

While all sectors of the economy will receive focus these industries will turn the wheels.

The Virgin Islands is uniquely positioned in each of the core sectors for massive AI (Artificial Intelligence) learning to be developed. As the Virgin Islands seeks to diversify beyond hospitality we still need to further enhance and maximize hospitality while we spring-board onto others. One enhancement through technology is the development of a hospitality-based AI. The Virgin Islands has a unique position as one of the top tourist destinations in the world. This provides a great opportunity for training an AI on our industry best practices, and possibly matching previous and potential visitors to activities that satisfy their current and potential future interests. On the visitor level, knowing what a guest wants before they ask and providing island excursions personalized to their liking will create one-of-a kind experiences. While initially this may cater to the more affluent guest, as the AI is trained and developed it will aggregate data from a vast number of sources to then cater to the average everyday

visitor, and eventually Virgin Island residents. Much of the data already exists – It just needs to be aggregated.

The same AI learning can be applied to the Healthcare and Maritime Industries. It is often stated that the Virgin Islands has a rapidly aging population, but what is frequently omitted from the statement is that our population is also prone to ailments such as hypertension, diabetes, and stroke. Collecting data trends and treatment effects on our local population while receiving real-time data will help create strategies for prevention and treatment of these diseases. This will potentially identify certain environmental factors of the Virgin Islands that will aid in treatment and prevention. This will propel the healthcare industry, Hospitality/Tourism industry, and Technology sector – thus, The Flywheel Effect. The healthcare industry can also benefit by focusing on developing options in Blockchain. With a private ledger and unique identifier for each USVI patient there is massive potential to reduce error and insurance fraud. Though this concept is still new nationwide, now is the best time to test in a small environment.

Occupation	Location Quotient	Hourly Wage (USD)	Mean Annual Salary (USD)
<b>Computer User Support Specialists</b>	0.49	22.34	46,470
<b>Postal Service Mail Carriers</b>	0.48	27.56	57,330
<b>Industrial Truck and Tractor Operators</b>	0.48	13.94	28,990
<b>Management Analysts</b>	0.46	34.45	71,660
<b>Medical Assistants</b>	0.43	15.25	31,730
<b>Healthcare Support Occupations</b>	0.42	15.06	31,330
<b>Welders, Cutters, Solderers, and Brazers</b>	0.42	23.85	49,610
<b>Arts, Design, Entertainment, Sports, and Media Occupations</b>	0.41	20.26	42,130
<b>Architecture and Engineering Occupations</b>	0.36	29.02	60,360
<b>Production Occupations</b>	0.36	21.05	43,790
<b>Human Resources Specialists</b>	0.35	28.88	60,070
<b>Computer Systems Analysts</b>	0.34	25.74	53,550
<b>Market Research Analysts and Marketing Specialists</b>	0.33	16.01	33,310
<b>Computer and Mathematical Occupations</b>	0.32	28.30	58,860
<b>Sales Representatives, Wholesale and Manufacturing,</b>	0.21	20.71	43,080
<b>Average</b>		22.83	47484.67

***Jobs that are most underrepresented in the territory but are the highest paying.***

The jobs highlighted in the figure above are directly enhanced by the current design. Other jobs and sectors will be indirectly enhanced by the movement of these.

## Learning enhancement

Establish Learning Management System (LMS) - There is a skills gap between job seekers and existing positions. The longer this gap remains, technology will catch-up and fill this gap. We must be proactive and enhance the learning of Virgin Islanders by developing content with the assistance of the local industry on what skills are needed before hiring. Employers should not be asked what they are looking for, but we should partner with them to develop the learning content.

This LMS would be a virtual pipeline managing learning and progress.

Content can be developed by local industry experts in each sector and combined with industry standards to develop a custom localized approach to each industry. Candidates can begin their path through the pipeline through this system. Their results can be tracked by the Virgin Islands Department of Labor (VIDOL) and the data for the highest achieving members in the pipeline is passed on to potential employers and apprenticeship hosts.

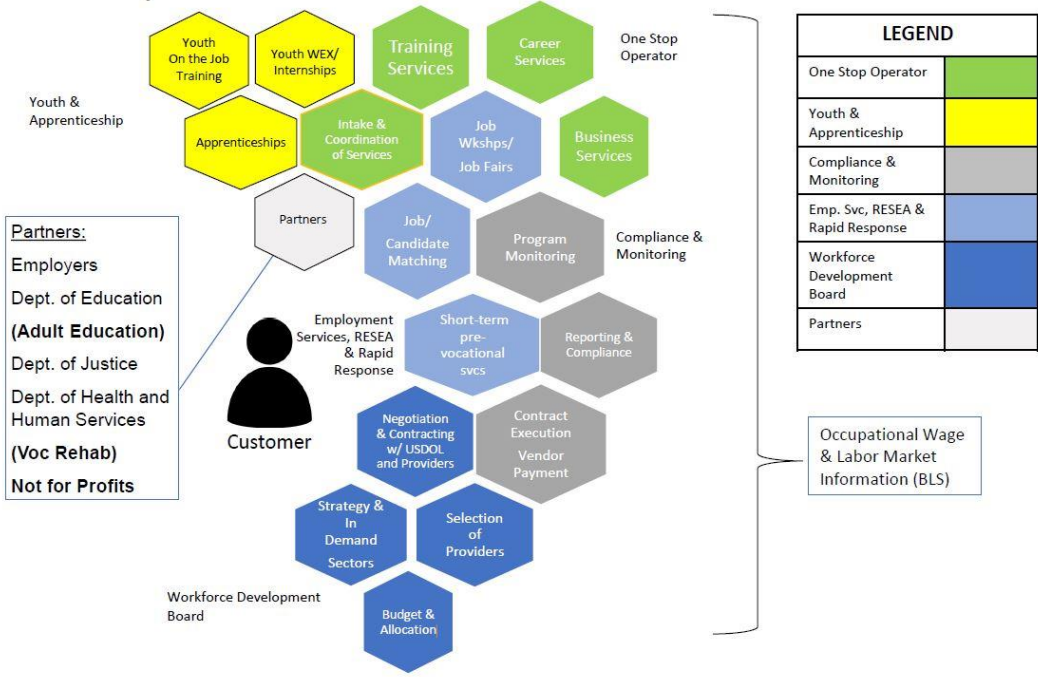
## Gig/ Short-term work

One focus on the outside of the flywheel with notable mention is part of the Gig/ short term work industry. The Gig economy is expected to become the means by which 60% of working professionals earn a living in the coming years. This area in the mainland US and abroad is dominated by platforms like Uber and Fiverr etc. These platforms are also known for the large fees they charge workers on each transaction. The development of a platform by an entity like VIDOL or in partnership with a local entrepreneur can facilitate matching workers with short-term opportunities (Gigs) in specific sectors. The Government (as facilitator) can generate revenue at the beginning of each transaction at a lower fee structure than the dominant platforms on the market.

The day after tomorrow has arrived and COVID-19 has required the Virgin Islands to accelerate its workforce development goals, mission and objectives. We now have a clearer path that was once unknown. Combining traditional industries with various up-and-coming horizontal technology platforms has propelled us into the future. Some enhancements may be distant and still conceptually new (moonshots), but this is where we have arrived. We basically have one shot to create a positive tipping point.

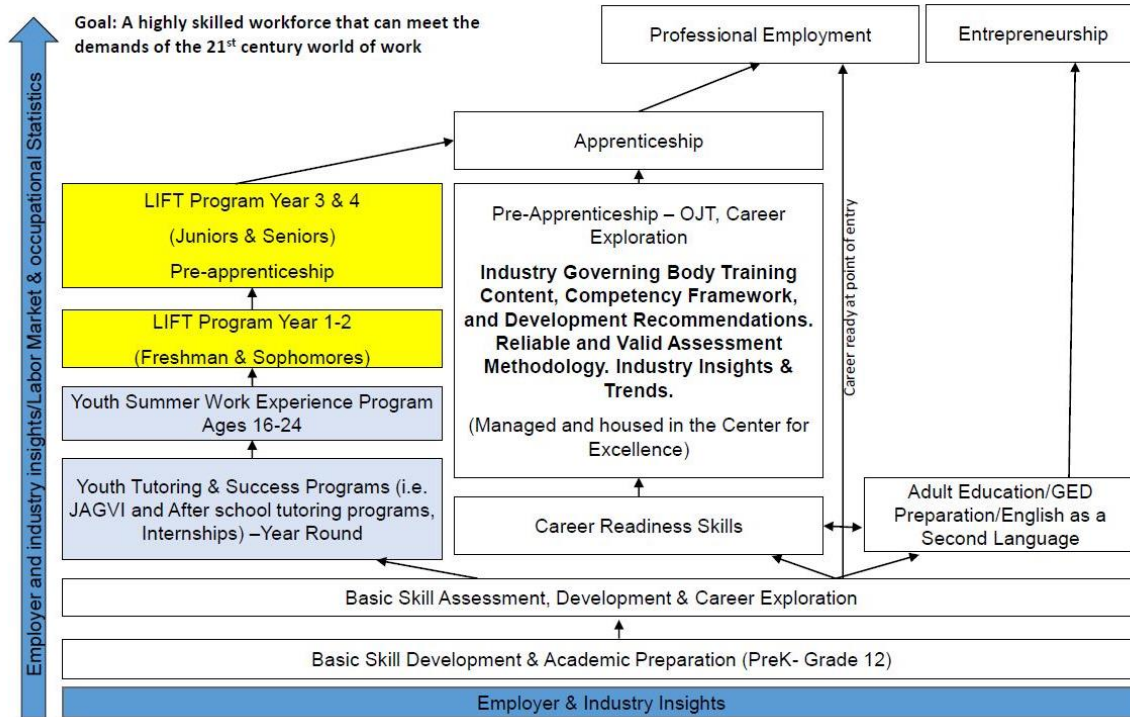
COVID-19 has changed the occupational outlook of the Virgin Islands. The below-listed slides represent a picture of where we are going and some of the employment opportunities that will be prevalent in the territory.

# Workforce Development Services and Ecosystem





## Workforce Development "Cradle to Careers" Continuum



## Supply and Demand



In Demand Industries	Job Seekers Aligned to Occupation Groups	Jobs Available in Aligned Occupation Groups	Percent of Total Jobs to Total Available Job Seekers
Administrative and Support Services	2,050	175	8%
Construction Trades	1,220	60	4%
Allied Health	377	41	11%
Information Technology	66	20	33%

Job growth across all in In-Demand sectors satisfies an average of 14% of the total employment need for individuals interested in those occupations. Individuals will need to pursue jobs in other occupations as a result.

Desired Occupations of U.I. Applicants in VieWS - OCC GROUP

Occupation Code/Title	Total U.I. Applicants
430000-Office and Administrative Support Occupations	1201
470000-Construction and Extraction Occupations	1198
350000-Food Preparation and Serving Related Occupations	1108
110000-Management Occupations	771
530000-Transportation and Material Moving Occupations	740
410000-Sales and Related Occupations	737
370000-Building & Grounds Cleaning & Maintenance Occup.	377
510000-Production Occupations	362
390000-Personal Care and Service Occupations	352
490000-Installation, Maintenance, and Repair Occupations	349
310000-Healthcare Support Occupations	165
130000-Business and Financial Operations Occupations	151
290000-Healthcare Practitioners and Technical Occupations	150
270000-Arts, Design, Entertainment, Sports, and Media Occ	139
330000-Protective Service Occupations	130
250000-Education, Training, and Library Occupations	122
170000-Architecture and Engineering Occupations	112
150000-Computer and Mathematical Occupations	56
210000-Community and Social Services Occupations	49
190000-Life, Physical, and Social Science Occupations	45
230000-Legal Occupations	33
450000-Farming, Fishing, and Forestry Occupations	21
550000-Military Specific Occupations	5
<b>Grand Total</b>	<b>8373</b>

\*U.I. applicants that did not provide a desired job title in VieWS are not included in this report.

Desired Occ. Aligned to In-Demand Industry & Occupations

**Administrative & Support Svcs (2050 individuals)**

Code: 43000 series-Office & Administrative Support Occ. (1201); 110000-series-Management Occupations (771); 33903200-Security Guards (78)

**Construction Trades (1220 individuals)**

Code: 470000 series – Construction & Extraction Occupations (1198); 51412200-Welding, Soldering, and Brazing Machine Setters, Op. (20); 51701100 – Cabinetmakers and Bench Carpenters (2)

**Allied Health (377 individuals)**

Code: 310000 series- Healthcare Support Occupations (165); 290000 series-Healthcare Practitioners & Technical Occupations (150); 39901100-Child Care Worker (60); 39901101-Nannies (2)

**Information Technology (66 individuals)**

Code: 150000 series-Computer & Mathematical Occupations (56); 11302100-Computer & information Systems Managers (10)

11



**Job Openings by Industry for all Sectors in Virgin Islands  
Top 10 List**

27% of available jobs posted are within the public administration.

The table below shows the number of job openings advertised online all Sectors in the Virgin Islands

Industry	Job Openings
Public Administration	265
Construction	84
Accommodation and Food Services	64
Retail Trade	58
Health Care and Social Assistance	57
Finance and Insurance	41
Educational Services	39
Professional, Scientific, and Technical Services	33
Manufacturing	24
Administrative and Support and Waste Management and Remediation Services	18

## Labor Force, Employment, Unemployment and Unemployment Rate Information

2020 Virgin Islands Labor Force Estimates								
		Jan	Feb	Mar	Apr	May	Jun	Jul
Virgin Islands	Labor Force	45,331	45,699	45,803	45,719	47,538	47,086	47,556
	Employment	43,109	43,621	43,609	40,484	41,059	40,734	41,609
	Unemployment	2,222	2,078	2,195	5,235	6,479	6,352	5,947
	Unemployment Rate	4.9	4.5	4.8	11.4	13.6	13.5	12.5
St. Croix	Labor Force	20,140	20,551	20,624	20,005	20,917	20,782	21,407
	Employment	19,131	19,597	19,579	18,240	18,638	18,469	19,107
	Unemployment	1,009	954	1,045	1,764	2,279	2,313	2,300
	Unemployment Rate	5.0	4.6	5.1	8.8	10.9	11.1	10.7
St. Thomas/ St. John	Labor Force	25,191	25,148	25,180	25,714	26,622	26,304	26,149
	Employment	23,978	24,025	24,030	22,244	22,421	22,265	22,502
	Unemployment	1,213	1,123	1,150	3,470	4,201	4,039	3,647
	Unemployment Rate	4.8	4.5	4.6	13.5	15.8	15.4	13.9