



**2023 VI State Workforce Development Board  
Annual Statewide Performance Report**



**For the Period of July 1, 2022  
to June 30, 2023**

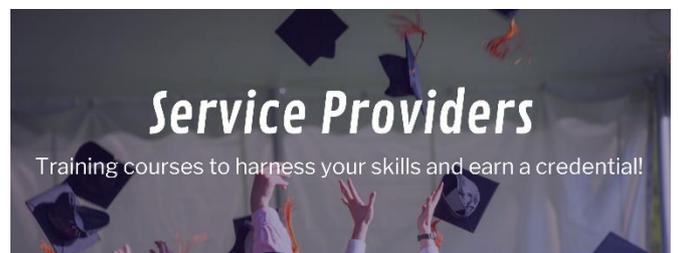
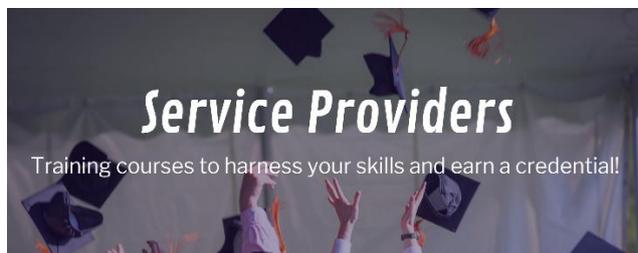
## Table of Contents

|   |    |
|---|----|
| About the VI State Workforce Development Board..... | 1  |
| Compliance Monitoring.....                          | 5  |
| Waivers.....  | 5  |
| Summary of Performance Measures.....                | 5  |
| Customer Satisfaction .....                         | 7  |
| WIOA Statewide Implementation.....                  | 9  |
| Local One-Stop Delivery.....                        | 9  |
| Program Highlights.....                             | 15 |
| Promising Practices.....                            | 24 |
| The Future of WIOA in the Virgin Islands.....       | 24 |

## About the VI State Workforce Development Board

The VI State Workforce Development Board (VISWDB) is a policy making body focused on enhancing the workforce development system in the US Virgin Islands. It achieves this through partnerships with educational institutions, economic development sectors, and public and private entities. The VISWDB plays a key role in engaging employers, overseeing workforce programs for adults, dislocated workers, and youths, and identifying training providers eligible for Workforce Innovation and Opportunity Act (WIOA) funds. These funds are directed toward training in high-demand career areas. The Board maintains a list of 18 approved training providers, ensuring accountability and relevance in the labor market.

### Service Providers Certification Programs



#### UVI Cell

- Administrative Assistant
- Child Day Care Management Expert Program
- Clinical Medical Assistant
- Child Care Worker
- Mental Health Technician
- Renewable Energy Specialist
- Stress Management Coach
- Sustainability Professional
- Wellness Coaching
- Penn Foster Online High School Diploma
- Culinary Program- Certified Fundamentals Cook- Beginner

#### Raphael O. Wheatley Skills Center

- Carpentry
- Certified Nursing Assistant (CNA)
- Clinical Medical Assistance (CMA)
- Culinary Arts
- Phlebotomy • Licensed Practical Nursing (LPN)
- Emergency Medical Technician
- Electrical Technician
- Auto Body Repair
- Automotive Mechanic
- Plumbing

#### NetWave

- Fiber Optics Technician/installer

#### Tang How Brothers, Inc.

- Construction Trades Program and Welding

#### The St. Croix Career and Technical Education Center

- NCCER CORE Curriculum
- NCCER Electrical 1
- NCCER Electrical 2
- Phlebotomy
- Child Care with CDA
- Food Management (Culinary Arts)
- Welding
- Information Technology

#### Community Action Now!

- Community Action Now! Inc.
- Certified Administrative Professional
- Communication Skills for Business
- Life Skills Work Ready Ic3 Certification
- Entrepreneurship & Small Business Certification

#### Align Community, Inc.:

- RESET (Community Reentry/Alternatives to Incarceration)

#### VI Professional Charter Association. Inc

- VIPCA Marine Apprenticeship

#### Life Skills Training Center, LLC

- Home Health Aide
- Nursing Assistant
- EKG Technician

#### MedCerts

- Medical Front Office Asst. & Admin. Specialist
- Medical Billing Specialist
- Medical Front Office Administration Specialist
- Medication Care Coordinator
- Electronic Health Records Specialist
- Medical Assistant
- Phlebotomy Technician
- EKG Technician
- Dental Assistant
- Medical Billing and Coding Professional
- Allied Healthcare Professional
- Clinical Medical Specialist
- Fundamentals of IT
- IT Support Professional
- IT Helpdesk Administrator
- IT Security and Network Technician
- Microsoft Office Specialist
- Project Management Essentials
- Physical Therapy Aide and Administration Specialist
- Patient Care Technician
- Pharmacy Technician Specialist
- Clinical Medical Professional
- PC Technician
- Sterile Processing Technician

#### M1 Enterprises USVI, LLC

- Certified Professional Biller Program
- Certified Coding Associate Program (Outpatient Clinic Coding)
- Certified Coding Specialist Program (Inpatient Hospital Coding)

#### Plessen Healthcare, LLC

- Surgical Technical Assistant
- Certified Medical Assistant
- Life-safety Coordinator
- Medical Billing/Coding

#### Abdul R. Ali Consulting Services

- Workforce Development Training

#### Peace of St Croix Inc. (Division of Massage Academy)

- Certified Massage Therapist (CMT)

#### USVI Dept. of Education /St. Croix Adult Education

- St. Croix Adult Education Program

#### Caring Health Concierge, Inc./The Mbreo Institute

- Certified Nursing Assistant (CNA)

#### The Turn Around Place

- TAP Culinary and Hospitality Education and Training Program
- TAP Seafarers Education and Training Program

#### The Leader's Branch, Inc.

- Workforce Development and Soft Skills Training and SHRM Certification Exam Preparation Course

#### For more information:

STT/STJ [troy.felicien@equusworks.com](mailto:troy.felicien@equusworks.com)  
STX [kate.freeman@equusworks.com](mailto:kate.freeman@equusworks.com)



#### For more information:

STT/STJ [troy.felicien@equusworks.com](mailto:troy.felicien@equusworks.com)  
STX [kate.freeman@equusworks.com](mailto:kate.freeman@equusworks.com)



The Governor's 2022 Workforce Development Summit was a significant event, gathering various stakeholders, including businesses, educators, and government agencies, to address workforce challenges and devise innovative solutions. The summit aimed to empower job seekers and businesses, sharing resources and best practices to create a skilled, well-prepared workforce. The attendees varied widely, including job seekers, veterans, educators, business leaders, and key stakeholders, focusing on creating a results-based workforce system and reaching vulnerable community members.



The Board continued to hold its meetings/communication via video conferencing, email, and phone. Earlier this year, the Board approved WIOA Eligible Training Providers List Policy (WIOA 410-23) to establish general guidance on the provision of training services under the Workforce Innovation and Opportunity Act (WIOA). In June 2023 the Board held a zoom event, “AI for Business 2023.” Guest speakers discussed the biggest advances in artificial intelligence and how it’s already integrating with businesses.

**Zoom Event**  
**AI for Business 2023**

**FREE ZOOM EVENT**  
OPEN TO ALL US VIRGIN ISLAND  
BUSINESSES and INDIVIDUALS

**DETAILS**  
JUNE 28, 2023  
11:00AM - 12:00PM

REGISTER VIA QR CODE



**DISLOCATED WORKER PROGRAM**

The dislocated worker program is designed to help individuals obtain the skills and support needed to re-enter the workforce as quickly as possible after becoming separated from employment due to no-fault job loss such as termination, mass layoff, or global trade dynamics.



**SERVICES FOR THOSE THAT QUALIFY MAY INCLUDE**

- **Career services** including skill assessments, staff assisted resume preparation and job development, the development of an individual employment plan, career counseling and career planning, financial literacy, adult basic education, pre-vocational activities, and work experience.
- **Training services** include occupational skills training, on-the-job training, incumbent worker training, and entrepreneurial training.
- **Support services** may be provided, when necessary, to enable individual participation in career or training services. Supportive services include dependent care assistance, transportation reimbursement, and required clothing and tools for work.

**WHO CAN PARTICIPATE?**  
To be eligible, individuals must meet all of the below criteria:

- 18 years of age or older
- A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S., and
- Registered with Selective Service if applicable (Males born after 12/31/1959)
- Dislocated worker as defined by one of the below: Terminated or laid off through no fault of your own including a separation from active military service or Self-employed and now unemployed because of economic condition or a natural disaster in the community or
- Displaced Homemaker or
- Spouse of a member of the Armed Forces who is unemployed/underemployed or lost employment due to relocation

**CONTACT US TODAY**  
St. Croix (340) 773-1994 Ext. 2178  
St. Thomas/ St. John (340) 776-3600 ext. 2050

**HIRING EVENT**

**PriceSmart**

- Asset Protection Clerk
- Forklift Operator
- Electronic Sales
- Merchandising Stocker
- Receiver
- Facility Technician
- Cashier
- Meat Cutter

**Benefits - All Employees**

- Life Insurance - Free
- 401(k) - Match up to 6%
- Annual Performance Bonus Plan
- Retirement Plan
- Free Membership Card
- Social Security and Medicare
- Worker's Compensation
- Employee Assistance Program

**Full-Time Employees receive these additional benefits**

- Short-term & Long-term disability insurance
- Accidental death & dismemberment insurance
- Paid time off: Vacation, Sick leave, Holidays
- Health insurance: Medical, Dental, Vision

**Pre-Register via QR Code**



Interviews held on-site  
Thursday, June 22nd  
11:00am - 12:00pm

**PriceSmart**  
4433 Eastern Charlotte Area rd  
St. Thomas, VI 00862







## Compliance Monitoring

The Planning Research & Monitoring Unit of the Virgin Islands Department of Labor (VIDOL) conducted a review of the VI State Workforce Development Board (VISWDB) from August 10, 2022, through August 29, 2022. Monitoring was completed to evaluate the Board's compliance with the Workforce Innovation and Opportunity Act (WIOA).

## Waivers

Waiver of WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b) in order to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees. ETA approved the Territory's waiver request through June 30, 2024, for the WIOA Title I Adult, Dislocated Worker, and Youth formula funds.

## Summary of Performance Measures:

| Measure                                | NPG        | FINAL RUN  | <i>Numerator</i><br><i>Denominator</i> |
|--|------------|------------|--|
| <b>PY 2023 Q1 - Rolling 4 Quarters</b> |            |            |  |
| Adult Entered Employment (2nd Qtr)     | 58.0%      | 64.1%      | 41<br>64                               |
| Adult Entered Employment (4th Qtr)     | 61.0%      | 61.6%      | 45<br>73                               |
| Adult Median Earnings                  | \$5,200.00 | \$7,280.00 |  |
| Adult Credential Attainment            | 63.0%      | 52.8%      | 19<br>36                               |
| Adult Measurable Skill Gains           | 63.0%      | 79.1%      | 121<br>153                             |
| DW Entered Employment (2nd Qtr)        | 63.5%      | 58.1%      | 18<br>31                               |
| DW Entered Employment (4th Qtr)        | 63.0%      | 63.9%      | 46<br>72                               |
| DW Median Earnings                     | \$6,300.00 | \$8,461.00 |  |
| DW Credential Attainment               | 71.0%      | 46.7%      | 7<br>15                                |
| DW Measurable Skill Gains              | 61.5%      | 82.4%      | 14<br>17                               |
| Youth Entered Employment (2nd Qtr)     | 67.5%      | 63.2%      | 48<br>76                               |

|                                    |            |            |            |
|------------------------------------|------------|------------|------------|
| Youth Entered Employment (4th Qtr) | 61.5%      | 70.1%      | 68<br>97   |
| Youth Median Earnings              | \$5,000.00 | \$5,667.00 |            |
| Youth Credential Attainment        | 50.5%      | 52.5%      | 21<br>40   |
| Youth Measurable Skill Gains       | 58.0%      | 52.7%      | 39<br>74   |
| WP Entered Employment (2nd Qtr)    | 58.0%      | 55.5%      | 529<br>953 |
| WP Entered Employment (4th Qtr)    | 51.0%      | 52.4%      | 417<br>796 |
| WP Median Earnings                 | \$5,600.00 | \$7,903.00 |            |

The above performance report for PY2023 Q1, which encompasses rolling data from four quarters, several metrics are critical for evaluating the effectiveness of employment-related programs. These metrics include employment rates post-training, median earnings, credential attainment, and skill gains. The report is structured to compare actual performance against negotiated performance goals (NPG), and the use of color highlights indicates areas of particular interest.

The data reflects the outcomes of adults, dislocated workers (DW), youth, and those associated with the Wagner-Peyser (WP) program. The metrics serve as indicators of the success of the programs in assisting individuals in gaining employment, improving earnings, and acquiring credentials and skills post-training.

A positive trend is evident in the median earnings across all categories, where the FINAL RUN figures surpass the NPG. This suggests that not only are individuals gaining employment, but they are also securing better-paying jobs. The DW category shows remarkable skill gains exceeding the target by over 20%.

The following strategies will be implemented to address the underperforming areas leading to better employment outcomes for all participants: enhance support for credential attainment; implement targeted support for adults struggling to obtain credentials; continue to partner with educational institutions or local businesses that provide practical, hands-on experience to complement traditional learning and skill development; investigate whether the issue is with the alignment of training programs with credentialing requirements; increase regular review process for program strategies and make data-informed adjustments; increase engagement with employers, educators, and training providers to ensure that programs are aligned with market needs and that participants are receiving relevant, high-quality training

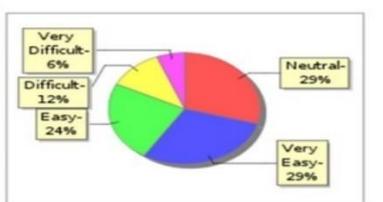
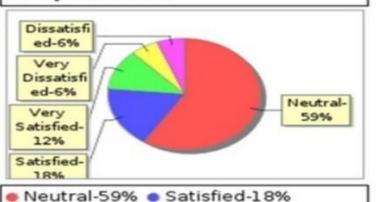
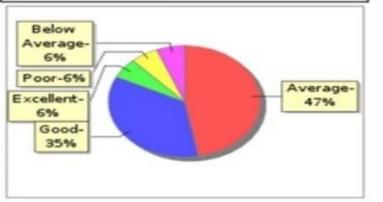
## Customer Satisfaction Surveys

Surveys were conducted to assess customer satisfaction for businesses and job seekers. A total of 1175 job seekers and 370 employers were sent emails with a link to complete the customer satisfaction survey. Responses were provided by choosing from a list of choices.

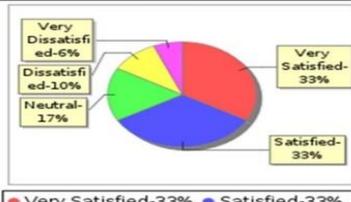
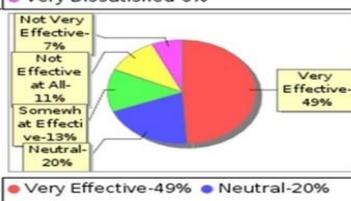
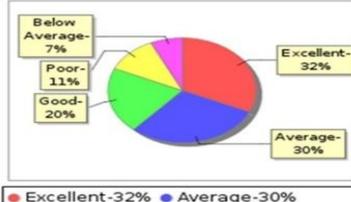
The results of the survey are as follows:

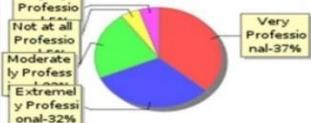
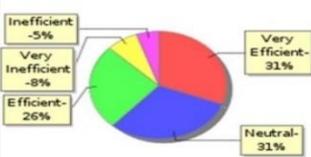
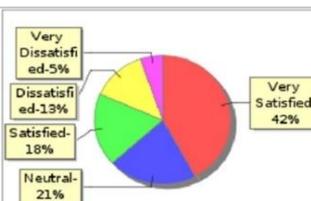
### American Job Center Employer Satisfaction Survey

| Question   | Type           | Statistics  | Chart  |
|--|----------------|---|--|
| How satisfied are you with the recruitment assistance provided by the American Job Center? | MultipleChoice | 10 answered Neutral<br>7 answered Satisfied<br>3 answered Very Satisfied<br>1 answered Very Dissatisfied<br>1 answered Dissatisfied<br>Total responses:22 | <p> <span style="color: red;">●</span> Neutral-45%           <span style="color: blue;">●</span> Satisfied-32%           <span style="color: green;">●</span> Very Satisfied-14%           <span style="color: yellow;">●</span> Very Dissatisfied-5%           <span style="color: purple;">●</span> Dissatisfied-5%         </p> |
| How do you rate the quality of candidates referred by the American Job Center?             | MultipleChoice | 11 answered Average<br>5 answered Good<br>2 answered Below Average<br>Total responses:18  | <p> <span style="color: red;">●</span> Average-61%           <span style="color: blue;">●</span> Good-28%           <span style="color: green;">●</span> Below Average-11%         </p>  |
| How effective do you find the employee training programs offered?                          | MultipleChoice | 14 answered Neutral<br>2 answered Somewhat Effective<br>1 answered Very Effective<br>1 answered Not Effective at All<br>Total responses:18                | <p> <span style="color: red;">●</span> Neutral-78%           <span style="color: blue;">●</span> Somewhat Effective-11%           <span style="color: green;">●</span> Very Effective-6%           <span style="color: yellow;">●</span> Not Effective at All-6%         </p>  |

|   |                       |  |   |
|---|-----------------------|--|---|
| <p>How would you rate the ease of the job posting process on our platform?</p>              | <p>MultipleChoice</p> |  <p>● Neutral-29% ● Very Easy-29%<br/>● Easy-24% ● Difficult-12%<br/>● Very Difficult-6%</p>                    | <p>5 answered Neutral<br/>5 answered Very Easy<br/>4 answered Easy<br/>2 answered Difficult<br/>1 answered Very Difficult<br/>Total responses:17</p>                  |
| <p>How satisfied are you with the response time from our staff?</p>                         | <p>MultipleChoice</p> |  <p>● Neutral-59% ● Satisfied-18%<br/>● Very Satisfied-12%<br/>● Very Dissatisfied-6%<br/>● Dissatisfied-6%</p> | <p>10 answered Neutral<br/>3 answered Satisfied<br/>2 answered Very Satisfied<br/>1 answered Very Dissatisfied<br/>1 answered Dissatisfied<br/>Total responses:17</p> |
| <p>Overall, how would you rate your experience with the American Job Center's services?</p> | <p>MultipleChoice</p> |  <p>● Average-47% ● Good-35%<br/>● Excellent-6% ● Poor-6%<br/>● Below Average-6%</p>                            | <p>8 answered Average<br/>6 answered Good<br/>1 answered Excellent<br/>1 answered Poor<br/>1 answered Below Average<br/>Total responses:17</p>                        |

### American Job Center Customer Satisfaction Survey

| Question   | Type                  | Statistics  | Chart  |
|--|-----------------------|---|--|
| <p>How satisfied were you with the job counseling services you received?</p> | <p>MultipleChoice</p> | <p>16 answered Very Satisfied<br/>16 answered Satisfied<br/>8 answered Neutral<br/>5 answered Dissatisfied<br/>3 answered Very Dissatisfied<br/>Total responses:48</p>                  |  <p>● Very Satisfied-33% ● Satisfied-33%<br/>● Neutral-17% ● Dissatisfied-10%<br/>● Very Dissatisfied-6%</p>                       |
| <p>How effective do you find the training programs offered?</p>              | <p>MultipleChoice</p> | <p>22 answered Very Effective<br/>9 answered Neutral<br/>6 answered Somewhat Effective<br/>5 answered Not Effective at All<br/>3 answered Not Very Effective<br/>Total responses:45</p> |  <p>● Very Effective-49% ● Neutral-20%<br/>● Somewhat Effective-13%<br/>● Not Effective at All-11%<br/>● Not Very Effective-7%</p> |
| <p>How would you rate the assistance you received for job placement?</p>     | <p>MultipleChoice</p> | <p>14 answered Excellent<br/>13 answered Average<br/>9 answered Good<br/>5 answered Poor<br/>3 answered Below Average<br/>Total responses:44</p>  |  <p>● Excellent-32% ● Average-30%<br/>● Good-20% ● Poor-11%<br/>● Below Average-7%</p>   |

|  |                |  |   |
|--|----------------|--|---|
| How professional did you find the staff at the American Job Center?                                  | MultipleChoice | 15 answered Very Professional<br>13 answered Extremely Professional<br>9 answered Moderately Professional<br>2 answered Not at all Professional<br>2 answered Slightly Professional<br>Total responses:41                          |  <p>● Very Professional-37%<br/>● Extremely Professional-32%<br/>● Moderately Professional-22%<br/>● Not at all Professional-5%<br/>● Slightly Professional-5%</p>                          |
| How would you rate the efficiency of the service delivery (e.g., wait times, response to inquiries)? | MultipleChoice | 12 answered Very Efficient<br>12 answered Neutral<br>10 answered Efficient<br>3 answered Very Inefficient<br>2 answered Inefficient<br>Total responses:39  |  <p>● Very Efficient-31% ● Neutral-31%<br/>● Efficient-26% ● Very Inefficient-8%<br/>● Inefficient-5%</p>   |
| Were the resources and information provided helpful and easy to access?                              | MultipleChoice | 13 answered Very Helpful and Accessible<br>11 answered Somewhat Helpful and Accessible<br>6 answered Neutral<br>3 answered Somewhat Unhelpful and Inaccessible<br>3 answered Very Unhelpful and Inaccessible<br>Total responses:36 |  <p>● Very Helpful and Accessible-36%<br/>● Somewhat Helpful and Accessible-31%<br/>● Neutral-17%<br/>● Somewhat Unhelpful and Inaccessible-8%<br/>● Very Unhelpful and Inaccessible-8%</p> |
| Overall, how satisfied are you with the services provided by the American Job Center?                | MultipleChoice | 16 answered Very Satisfied<br>8 answered Neutral<br>7 answered Satisfied<br>5 answered Dissatisfied<br>2 answered Very Dissatisfied<br>Total responses:38  |  <p>● Very Satisfied-42% ● Neutral-21%<br/>● Satisfied-18% ● Dissatisfied-13%<br/>● Very Dissatisfied-5%</p>  |

## WIOA Statewide Implementation

**The Local One-Stop Delivery System:** Equus Workforce Solutions is the One-Stop Operator for the Territory. Equus is responsible for the management and operation of the One-Stop Center in all districts. Equus’ highlights from June 30, 2022, to July 1, 2023:

### Overview

Throughout PY 2022, Equus Workforce Solutions enhanced their alignment, integration, and coordination of One Stop program services by amplifying their outreach initiatives and bolstering community engagement efforts. This involved forging deeper connections with a diverse array of partners across the territory. Their approach was twofold: focused on broadening the reach of and cultivating a network of collaboration that supports sustainable workforce development.

### Highlights - Outreach and Community Engagement

## AJC Partner Meetings

AJC core partner meetings were held online on the last Tuesday of every month at 2 p.m. Attendees engaged in training, robust discussion about concerns and opportunities for collaboration. In lieu of the regularly scheduled virtual sessions, Equus hosted “*Mingle Jingle*” partner socials in December at the Windward Passage Hotel and the Brew on St. Croix to provide an opportunity for in person engagement.

## Outreach and Community Engagement

### Virgin Islands Housing Authority (VIHA) and Virgin Islands Police Department (VIPD) Community Health & Wellness Day Events

Equus’ dedication to building strong relationships with community partners is underscored by their collaborative work with VIHA, VIPD and various other key stakeholders in rolling out the VIHA Family Self-Sufficiency (FSS) program.

VIHA's initiatives focus on two primary objectives: firstly, to heighten awareness of services for individuals and families in housing communities, and secondly, to establish collaborative environments for stakeholders and partners, contributing to a unified impact. These events, regularly alternating between the St. Croix and St. Thomas districts, play a crucial role in strengthening our community engagement and furthering workforce development in these areas.



Walter I.M. Hodge Pavilion - St. Croix October 2022

From left to right: Laurie Christian, One Stop Operator; Kate Freeman, Operations Supervisor; Felicia Brown, Job Corps; Emmanuella Perez Cassius, Director of Resident Wellness & Empowerment; Robert Prothro, Director

### Virgin Islands Department of Education – State Office of Career, Technical and Adult Education (SOCTAE)

Equus teamed up with SOCTAE and other partners to organize the Breaking Through the Barriers event at the Tutu Park Mall. The venue was chosen for its accessibility, facilitating a day of engagement where service providers interacted directly with the public, providing essential information, on-site enrollment, and application support. This event was

particularly impactful for individuals from disadvantaged communities who typically encountered challenges such as transportation, housing, and childcare, which may have hindered their participation and success in various workforce programs, and negatively impacted their attempts to maintain employment.

The planned follow-up event on St. Croix, is scheduled for 2024.



Former Project Director Marcy Heistand and Jennifer Matarangas-King, VP, VIYA

## DISABILITY RIGHTS CENTER OF THE VIRGIN ISLANDS



Understanding the importance of equity and inclusion, Equus consistently collaborated with the Disability Rights Center of the Virgin Islands (DRCVI) to arrange training sessions for AJC staff, their partners, and the broader community. In observance of National Disabilities Employment Awareness Month (NDEAM) every October, which celebrates the diverse contributions of people with disabilities to the American workforce and economy, they partnered with DRCVI to organize training for their partners, service providers, and employees.

## KING OF THE WING (KOW) and Flamboyant Gardens

Showing their commitment to giving back to the community, Equus' staff participated alongside forty-six teams in the KOW competition at Magens Bay Beach, St. Thomas. Established in 2010, this event has been instrumental in generating essential funds for local non-profit organizations. This edition of the *King of the Wing* saw participation from forty-six teams, attracting thousands of attendees. These visitors not only savored delicious wings but also had the chance to interact with Equus staff and discover more about AJC programs and services.



Chicken Man



Chicken Woman and Director Cira Burke, Director VIDHS TANF/JOBS



Ayanna Willie, Business Service Consultant (STX) ; and Deja Ford, Outreach Coordinator

## Women Who Mean Business Mixer

**WOMEN WHO MEAN BUSINESS**  
MENTORSHIP MIXER

**Women Who Mean Business**  
MENTORSHIP MIXER

Seven Flags Museum  
5 Company Street  
Crested, St. Croix, VI 00820

Thursday June 8, 2023  
RSVP by June 1, 2023

For more details:  
Deja.Ford@equusworks.com  
Ayanna.Willie@equusworks.com

(340) 773-1994 Ext 2130/2198

**Mission-driven event for women of all business aspirations!**

- Grow your network
- Creating new connections
- Learn innovative ideas
- Build business relationships

Gain insight & knowledge

Equus Workforce Solutions, Equus, and Equus Workforce Solutions logos are visible at the bottom.

The **Women Who Mean Business** event functioned as a networking mixer, offering aspiring businesswomen a crucial chance to interact and collaborate with experienced professionals in their field. This event was an avenue for these women to pursue upward mobility, enhance their professional skills, and gain insights into the challenges and opportunities in their industry.

## Training

**Legacy in Action** workshops were held on Tuesday, May 9<sup>th</sup> and 10<sup>th</sup> on St. Croix and St. Thomas. They were attended by Equus staff, AJC service providers and partners. Sessions were facilitated by Jeremy Harrison, National Director, One-Stop Operations and David Genaro, Regional Director.

The **Legacy in Action** model defines Equus Workforce Solutions' operational quality standards and expected behaviors to ensure exceptional customer experience.



St. Croix Participants



From left to right: Abdul Ali, Provider; Marcy Heistand, Former Project Director; David Genaro, Regional Director

Under the WIOA umbrella, Equus focuses on job training and skill development to improve outcomes for USVI workers in accordance with its state plan. The goal is to offer jobseekers support to successfully identify training opportunities to improve the lives of Virgin Islanders.

The Training and Development Section delivers interventions to develop or improve job readiness skills. The Talent Development Facilitator (TDF) has the responsibility to work closely with staff and partners to provide job seekers with the skills necessary to secure and advance in employment and careers. During this period, the TDF managed online training platforms, conducted one-on-one sessions with clients, and facilitated workshops, both virtual and in-person. Workshops are conducted on or off site as part of our outreach initiative.



Karen Williams, Training Development Facilitator

## Staff Training

In keeping with their commitment to invest in their staff’s professional development, the leadership at the American Job Center is deeply committed to providing staff with access to comprehensive learning opportunities. These training opportunities are a required component of employment and ensures consistent service delivery standards across the organization. Courses are designed to offer role specific and foundational training in industry practices and policies.

Training Includes:

- WIOA Title 1 policy and regulations
- VIEWS Training
- Case Management and Common Measures
- LEGACY Standards
- Health Insurance Portability and Accountability Act
- Sexual Harassment
- Compliance Orientation
  
- Cultural Diversity
- Workplace Safety
- Conflict Resolution
- Talent Development Training
- Business Services Consultant Training

**Staffing**

Equus maintained a total of fifteen staffed positions to meet the needs of both Job seekers and employers. Their staffing needs during PY22 expanded due to an increase in operational demand and their strategic shift in focus towards Outreach and Community engagement. With the addition of two Outreach Coordinators between the districts, they were able to provide needed access of information and resources to underserved communities and the public.

| Personnel                    |                                   |
|------------------------------|-----------------------------------|
| Title                        | Reports to                        |
| St Croix                     |                                   |
| Project Director             | Regional Director                 |
| Project Accountant           | Regional Director                 |
| One-Stop Operator            | National Dir, One Stop Operations |
| Operations Supervisor        | Project Director                  |
| Talent Delivery Specialist   | Project Director                  |
| Talent Delivery Specialist   | Project Director                  |
| Outreach Cordinator          | Project Director                  |
| Training Facilitator         | Project Director                  |
| Business Services Consultant | Project Director                  |
| St Thomas                    |                                   |
| Operations Supervisor        | Project Director                  |
| Talent Delivery Specialist   | Project Director                  |
| Talent Delivery Specialist   | Project Director                  |
| Outreach Cordinator          | Project Director                  |
| Training Facilitator         | Project Director                  |
| Business Services Consultant | Project Director                  |

## **The Virgin Islands Department of Labor (VIDOL) Highlights from June 30, 2022, to July 1, 2023**

Virgin Islands Workforce Development employment services team is tasked with developing strategies in high growth industries and designing career pathways that advance opportunities for all workers and job seekers. During the 2022-2023 workforce program year the team worked closely with Workforce Development Board, stakeholders, employers, job seekers and the community to help move the VI Workforce forward and successfully completed several initiatives that includes, but not limited to:

- Employer recognition for posting open positions in the VIEWS system and hiring skilled employees.
- Networking events for employers and job seekers, including Business After Hours events and career fairs.
- Skills for Today Ceremony, where more than 600 participants completed a course and obtained a certification of completion in plumbing, construction, welding, and electricity.
- Mini career fairs hosted by the Workforce Development team at employer locations, resulting in referrals and interviews for job seekers.
- Continued release of the Hot Jobs lists every Friday.
- Workforce Development Promotion: The team promoted workforce development programs and services to ensure that individuals and businesses are aware of the resources available to them.

Supporting Governor Albert Bryan's Workforce Development Initiative, the Workforce Development Department continues to build stronger and better relationships with employers throughout the territory, recognizing that employers drive the workforce.

The Workforce Development Department understands that employers are the driving force behind the territory's workforce. In line with Governor Albert Bryan's Workforce Development Initiative, the department is dedicated to fostering strong and collaborative relationships with employers across the Virgin Islands. We do this by hosting and conducting outreach to employers and partnering with employers to foster strong and collaborative relationships. By working closely with employers, the Workforce Development Team is equipping job seekers with the skills and knowledge they need to succeed in today's competitive job market. We are connecting job seekers with employment opportunities that match their qualifications and interests. And supporting employers in their efforts to recruit, train, and retain a qualified workforce.

*"A Transitioning Service Member visited the One Stop Center on March 1, 2023. An initial assessment was done, and she informed her case manager she was interested in a Dental Assistant position. She had recently completed the course and was studying to take the test. The hands-on experience would help her with her testing. Her VIEWS profile was updated,*

*and referrals were made to several positions within her skill set including a Dental Assistant position within a local doctor's office. On March 13th, 2023, her Case Manager contacted her via telephone to follow up on referrals made. There was no contact from the four employers, so another two referrals were made for administrative positions. On April 11th, her case manager was notified that she had interviewed and started working at said doctor's office as his Dental Assistant. Presently, the client has moved to Texas where she took and passed her clinical exam; she is now a Licensed Dental Assistant awaiting to start a position in Fort Hood as a Civilian Dental Hygienist."*

The Workforce Development Department has hosted free events for the public with activities such as the Business After Hours in cooperation with the Chamber of Commerce in both districts. This event is a mix and mingle professional affair that targets small businesses, new and existing entrepreneurs, as well as the public to network. The gatherings serve as a platform for introducing local businesses, fostering discussions about job seeker and entrepreneur expectations, identifying current community needs, and facilitating social connections. The Business After Hours event fosters a vibrant business community and promotes economic growth in the Virgin Islands.

Another major activity that the Workforce Development Department hosts is Career Fairs. Career Fairs are hosted in both districts where we would bring our registered employers in the VIEWS System together to fill their vacancies for the public. This event is heavily advertised via automated text messages, email, social media, and local media radio sources. Career fairs not only allow us to serve the clientele we have registered in the VIEWS System, but we also reach out to other people who need our services and get them registered in our system. Fifty-three (53) employers and two hundred and seventy-six (276) job seekers participated in our "Carnival Over, Work Take Over" Career Fairs recently held on May 3, 2023, on St. Thomas and May 10, 2023, on St. Croix. Six (6) individuals were hired on the spot and several interviews scheduled for days following the events.



Here's what an employer had to say:

*"I would like to express my sincere gratitude once again for granting us the opportunity to participate in the Career Fair held in May. The event was truly remarkable, and we were able to connect with several promising candidates. We received several applications, out of which interviews were scheduled with five individuals. Regrettably, only two of them attended the interviews. **However, I am pleased to inform you that one of the candidates was hired as a direct care worker at our Ginger Thomas Residence.** The staff warmly welcomed him, and we have high expectations for his contributions to the team.*

*Once again, I extend my heartfelt thanks for your outstanding work in organizing such a successful event."*

One of the Workforce Development team's most effective strategies, in anticipation of the career fair, is to collaborate with our partners Equus and Workforce 180 to offer workshops for both job seekers and employers. This is more of the educational outreach aspect to the public where we educate and empower job seekers with resources on resume' writing, job hunting skills, interview skills, how to land a job at the career fair, etc. The employer workshops are more geared to promote "Employer Best Practices" on how to gain the most out of a career fair. This proactive approach to career fair preparation ensures that both job seekers and employers are well-equipped to navigate the event effectively, leading to mutually beneficial outcomes. By investing in pre-career fair workshops, the Workforce Development team is committed to creating a more streamlined and successful career fair experience for all participants.



The timeline below illustrates the Workforce Development Team efforts to catering the employers and job seekers with our services within the program period.

#### Timeline of events

| DATE       | DISTRICT | EVENT                         |
|------------|----------|-------------------------------|
| 08/25/2022 | STT      | Banco Business After hours    |
| 09/08/2022 | STT      | DOL Business After Hours      |
| 09/09/2022 | STT      | End of Summer Career Fair STT |
| 09/15/2022 | STX      | DOL Business After Hours      |

|              |         |  |
|--------------|---------|--|
| 10/04/2022   | STJ     | Resume Workshop and Grow with Google Informational Session |
| 10/05/2022   | STT     | VI Custom Apparel Hiring Event                             |
| 10/20/2022   | STX     | STX Hiring Event- CC1 and Oneale's Transport               |
| 10/25/2022   | STT     | Frenchman's Reef Hiring Event                              |
| 12/08/2022   | STX     | Viya hiring event  |
| 12/12/2022   | STT     | Viya hiring event  |
| 1/10/2023    | STT/STX | Virtual Employer Forum Job Fair                            |
| 1/10/2023    | STX     | Resume Workshop  |
| 1/11/2023    | STX     | Fete Done, Time for Work Job Fair                          |
| 1/17/2023    | STT     | Resume Workshop  |
| 1/18/2023    | STT     | Fete Done, Time for Work Job Fair                          |
| 2/9/2023     | STX     | Oneale's/Caribbean cargo hiring event                      |
| 2/15/2023    | STX     | CC1 Career Fair  |
| 2/16-18/2023 | STX     | Agriculture Fair Outreach                                  |
| 3/1/2023     | STT     | AutoZone Hiring Event                                      |
| 3/2/2023     | STT     | AutoZone Hiring Event                                      |
| 3/15/2023    | STT     | Margaritaville hiring event                                |
| 3/18/2023    | STX     | FirstBank hiring event                                     |
| 3/25/2023    | STT     | FirstBank hiring event                                     |
| 4/3/2023     | STX     | Level-Up (Outreach at UVI Event)                           |
| 4/4/2023     | STX     | Level-Up (Outreach at UVI Event)                           |
| 4/14/2023    | STT     | Advance Auto Career Fair                                   |
| 4/20/2023    | STT/STX | Virtual Career Fair/Job Fair Workshop                      |
| 5/3/2023     | STT     | Carnival Over, Work Take Over Career Fair/ Job Fair        |
| 5/10/2023    | STX     | Carnival Over, Work Take Over Career Fair/ Job Fair        |
| 6/22/2023    | STT     | Pricesmart Career Fair                                     |
| 6/28/2023    | STX     | Tamarind Reef Hiring Event                                 |

### Special Statistics

The below statistics give a count of the number of services recorded in the VIEWS System that the Workforce Development Department has given to both employers and job/skill seekers within the program year of July 1, 2022- June 30, 2023.

- Wagner Peyser enrollment- **816**
- Wagner Peyser Services Offered- **9,614**
- Number of Employers Service- **407**
- Number of Services Provided to Employers- **9,709**
- Number of individuals enrolled in training programs- **190**
- Number of Individual hired through AJC assistance- **75**

The below statistics give a count of another initiative that the Workforce Development Department provided that was free of charge to the public. This “Grow with Google” program provided the public with free training in specialized programs, such as, Data Analytics, Digital Marketing & E-commerce, IT Support, Project Management, Cybersecurity, etc. Once enrolled, there was no limit to how many classes any one person desired to take.

- Enrolled Learners- **115**
- Total Course Completed- **52**

### Additional Success Stories



- ❖ “Our One-Stop Operator successfully orchestrated **Tomorrow’s Workforce Today: The Future Is Now** UVI Career Days. Several sessions were pre-recorded at the University of the Virgin Islands with St. Croix Educational Complex drama students, VIWIB, Miss UVI, and our Training Facilitator. A UVI journalism student interviewed Governor Albert Bryan Jr. The two discussed workforce development, job opportunities for young Virgin Islanders, and the governor’s own career path. The recordings are part of the collaborative efforts between VIDOL, GVI, and UVI towards aligning the shared workforce vision of the territory of preparing our local workforce and supporting current workers despite disruptions and barriers. The objective being increased awareness, offering services, attracting talent, and building mutually beneficial connections between community allies, core Government agency partners and the business community.”



❖ “A clientele came to the program seeking employment in advance nursing. Previously, she was employed with Deligiaco Medical Center LLC in the same field from March to June 2023. After she entered the RESEA program, customer was given resources such as the YES form, ONET and Career One Stop. Ms. Garcia used the resources as a guide in her job-hunting activities. She was then hired on a voluntary basis by East End Clinic as nurse. She used many of the suggestions from Job source tool guides. She is now about to start full-time employment with the Department of Health as a nurse practitioner next month.”



**Virgin Islands Registered Apprenticeship Program (RAP)  
For the Period July 1, 2022 – June 30, 2023**

**REGISTERED APPRENTICESHIP PROGRAM OVERVIEW**

The Virgin Islands Department of Labor (VIDOL) State Apprenticeship Agency (SAA) office actively engaged in fostering apprenticeship opportunities within the Virgin Islands. Given the territory’s history of work-based learning, particularly with youth participating in programs self-identifying as “apprenticeships,” there was a need to distinguish Registered Apprenticeship (RA) programs from local initiative. The SAA office, in collaboration with ICF (contracted to provide project management services) developed an outreach package with details on registering and maintaining a Registered Apprenticeship Program (RAP) in the USVI, along with procedures and policies related to initiating and supporting RAPs.

The SAA office organized employer forums, webinars, and meetings to disseminate outreach materials, thereby increasing awareness of RAPs and attracting more employers. Additionally, the SAA office and ICF held discussions with Workforce Innovation and Opportunity Act (WIOA) Title I Provider to establish collaborative support mechanisms and funding required to support RAPs.

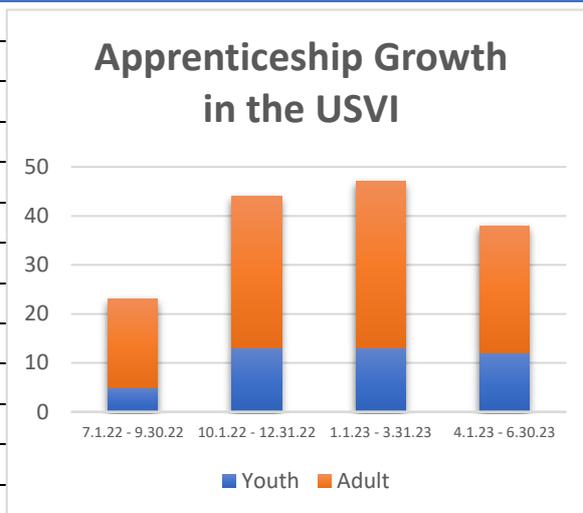
As a result of these comprehensive efforts, the Virgin Islands SAA were able to exceed the goals of the program by increasing the number of RA employers/sponsors and registered apprentices. In the 2022 program year, six (6) new apprenticeship program sponsors were approved, and forty-four (44) apprentices actively worked on industry-recognized skill certifications.

**APPRENTICESHIP SPONSOR/OCCUPATION**

| <b>Sponsor/Employer</b>                          | <b>Occupation</b>  |
|--|--|
| Gold Coast Yachts, Inc.                          | Boat Builder   |
|  | Marine Services Technician                               |
| Peace of St Croix Inc.                           | Certified Massage Therapist (CMT)                        |
| Plessen Healthcare                               | Medical Assistant/Patient Care Coordinator               |
|  | Life Safety Coordinator                                  |
|  | Surgical Technologist                                    |
| Virgin Islands Professional Charter Association  | Able Seaman  |
| The Turning Point Senior Care                    | Certified Nursing Assistant – Restorative Care Specialty |
|  | Certified Nursing Assistant – Dementia Specialty         |
| <b>Island Seafire, LLC (new)</b>                 | <b>Pipefitter</b>  |
| <b>Therapeutic Massage Center, LLC (new)</b>     | <b>Certified Massage Therapist</b>                       |
| <b>Tropical Treasure Hunt Company, LLC (new)</b> | <b>Recreation Assistant</b>                              |
| <b>U.S. Bureau of Corrections (new)</b>          | <b>Cook</b>  |
| <b>CommHIT-USVI (new)</b>                        | <b>Cyber Security Technician</b>                         |
| <b>340 Integrated Project Team (new)</b>         | <b>Construction Craft Laborer</b>                        |

## APPRENTICE DATA

|                                       |  |
|---------------------------------------|--|
| Total Active Apprentices PY 23        |  |
| Female                                |  |
| Male                                  |  |
| Veteran                               |  |
| Disable                               |  |
| Youth and Young Adults, Ages 16-24    |  |
| Adults, Ages 25-54                    |  |
| Older Adults, Ages 55+                |  |
| Average starting wage of apprentices  |  |
|                                       |  |
| Total Cancelled                       |  |
| Total apprentices completing programs |  |



\*2 apprentice did not disclose gender

## FUNDING

In July of 2020, the Virgin Islands Department of Labor State Apprenticeship Agency secured a \$300,000 State Apprenticeship Expansion (SAE) grant from the U.S. Department of Labor. In response to the increased workload and constraints posed by COVID, the department opted to delegate the grant-related responsibilities to ICF. However, ICF did not receive the final contract until August of 2021.

Despite the delayed start, the collaboration between ICF and VIDOL yielded outcomes that surpassed the initial objectives. Recognizing additional needs within the territory, VIDOL requested a two-month no-cost extension until August 31, 2023, which was subsequently approved by the Department of Labor in June 2023.

### Grantee Financial and Performance Data Chart for No Cost Extensions

|                                       | Statement of Work Goals | Total if the Grant Ends as Scheduled | Activity Within the Extension Period | Total if the No Cost Extension is Approved |
|---------------------------------------|-------------------------|--------------------------------------|--------------------------------------|--|
| Estimated Amount Expended             | <b>\$ 300,000</b>       | \$275,000                            | \$25,000                             | \$300,000                                  |
| Participants Enrolled                 | <b>17</b>               | 38                                   | 15                                   | 53   |
| Participants Served                   | <b>22</b>               | 38                                   | 25                                   | 63   |
| Participants Receiving Certification  | <b>8</b>                | 10                                   | 4                                    | 14   |
| Participants Placed in the Employment | <b>N/A</b>              | N/A                                  | N/A                                  | N/A  |
| <b>Other Deliverables</b>             |                         |                                      |                                      |  |
| Diversity of RAP                      | <b>10</b>               | 37                                   | 2                                    | 39   |
| Complete a RAP                        | <b>8</b>                | 10                                   | 4                                    | 14   |
| Newly created RAP                     | <b>3</b>                | 5                                    | 2                                    | 7  |
| Newly created RAP in new industry     | <b>3</b>                | 3                                    | 2                                    | 5  |

## **Braiding of Funds**

The funding sources accessed by sponsors or apprentices in the Virgin Islands are contingent upon eligibility criteria and the availability of specific programs. The utilization of these funding sources is subject to the discretion of each sponsor, the availability of funds from the respective sources, and compliance with program-specific eligibility criteria. Below are two key funding streams:

- **Workforce Innovation and Opportunity Act (WIOA)**

Workforce Development Board policy establishes up to \$8,000 to support Registered Apprenticeship in all areas listed. The specific apprentice identified must be WIOA eligible for the Dislocated Worker, Adult, or Youth program and funds available.

**Number of apprentices: 28: *unable to confirm at this time***

- **Skills for Today**

Skills for Today refunds 100% of the wages of a Registered Apprentice for up to 2,000 hours or one year from date of hire. A person must meet CDGB D/R eligibility of low to moderate income.

**Number of employers that benefited from the program: 6**

**Number of apprentices: 28**

## **VIRGIN ISLANDS APPRENTICESHIP COUNCIL (VISAC)**

The Virgin Islands Apprenticeship Council (VISAC) plays a vital role in supporting and advising the department in the administration of registered apprenticeship programs. Governed by Title 24, Chapter 10 of the VI Code, the Council is composed of nine members appointed by the Commissioner of Labor, reflecting a diverse representation. In November 2022, four (4) new members were appointed to the Council. Throughout Program Year 2022, the Council convened for three quarterly meetings. This diverse composition ensures a comprehensive representation of legal expertise, departmental leadership, career and technical education perspectives, and a balanced representation of workers and employers.

### **Members of the Council:**

- Atty. Neshia Christian-Hendrickson, Department of Labor, *Asst. Commissioner/Legal Counsel*
- Shenika Sebastien, Department of Labor, *Director of Youth and Apprenticeship*
- Dr. Michael Francois, Virgin Islands Board of Career and Technical *Board Member (STX)*
- **JoAnn Murphy, Virgin Islands Board of Career and Technical *Board Member (STJ) (new members)***
- **Lindsay Askew, Employee Representative *(new members)***
- **Tarah Graham-Hodge, Employee Representative *(new members)***
- **Chris Richardson, Employer Representative *(new members)***
- Ms. Carla Scott, Employer Representative
- Dr. Suzanne Darrow-Magras, UVICELL, Director and Chairperson of VISAC

## **Promising Practices:**

The United States Virgin Islands remains committed to enhancing their Registered Apprenticeship Program (RAP), positioning it as a key tool for employment growth and innovation in the territory's business sector. The Memorandum of Understanding (MOU) signed by key partners – VI Workforce Development Board, Equus Workforce Solutions, VI Department of Labor, VI Department of Human Services, and the VI Office of Veterans Affairs – lays the groundwork for collaborative processes and shared resources. This synergy aims to deliver comprehensive workforce development services through the local One-Stop system, benefiting all Virgin Islands residents.

One-Stop Centers are pivotal in offering a broad spectrum of workforce services to diverse clients, including job seekers, established professionals, employers, and businesses. Aligned with the Workforce Innovative and Opportunity Act (WIOA), these centers and their affiliates strive to achieve several objectives:

- Equip job seekers with the necessary skills and qualifications to attain and excel in jobs that offer sustainable income.
- Ensure equitable access to job opportunities, particularly for individuals facing employment barriers, such as those with disabilities, facilitating their progress in quality jobs and in-demand career paths.
- Assist employers in finding and hiring competent employees and provide resources for the training and education of their existing workforce.
- Engage in comprehensive evaluation to refine One-Stop Center strategies, ensuring effectiveness across diverse population groups.
- Promote informed decision-making among policymakers, employers, and job seekers using high-quality integrated data.

This collaborative framework underscores our commitment to fostering a dynamic and inclusive workforce in the United States Virgin Islands, aligning with both local and national workforce development goals.

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

### *Enhancing Workforce Strategies in the Virgin Islands:*

The VI Workforce Development Board is set to intensify its efforts in integrating employers directly into the workforce development framework, aiming to effectively address the prevalent talent shortages. The focus will be on developing sector-specific strategies and establishing a comprehensive career pathways system. The system will seamlessly merge educational and training elements, channeling skilled job seekers into expanding industries.

A key priority is to significantly increase the number of Virgin Islanders, particularly those facing employment barriers, who successfully complete their high school education, acquire post-secondary credentials- which may include industry-recognized certificates, registered

apprenticeships, or degrees – and secure employment in fields that meet the demands of local employers.

Additionally, the strategy includes broadening the VI labor force by assisting residents in entering the job market. This approach not only aims to strengthen the local economy, but also ensures that the workforce development aligns with the specific needs and opportunities within the Virgin Islands community.