

**MODIFICATION
TO THE
TWO-YEAR STRATEGIC
STATE WORKFORCE INVESTMENT PLAN**

FOR

TITLE I

OF

THE WORKFORCE INVESTMENT ACT OF 1998

AND

THE WAGNER-PEYSER ACT

**TERRITORY OF THE VIRGIN ISLANDS
OF THE UNITED STATES**

FOR THE PERIOD OF

JULY 1, 2009 – JUNE 30, 2010

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SECTION I. CONTEXT, VISION AND STRATEGY

Economic and Labor Market Context

Provide a detailed analysis of the state's economy, the labor pool and the labor market context.

The economic base of the US Virgin Islands is made up of Tourism, Manufacturing, Construction, Trade, Transportation & Utilities, Business & Financial Services and Leisure and Hospitality. The largest employers are from the Tourism, Leisure and Hospitality and Construction segments.

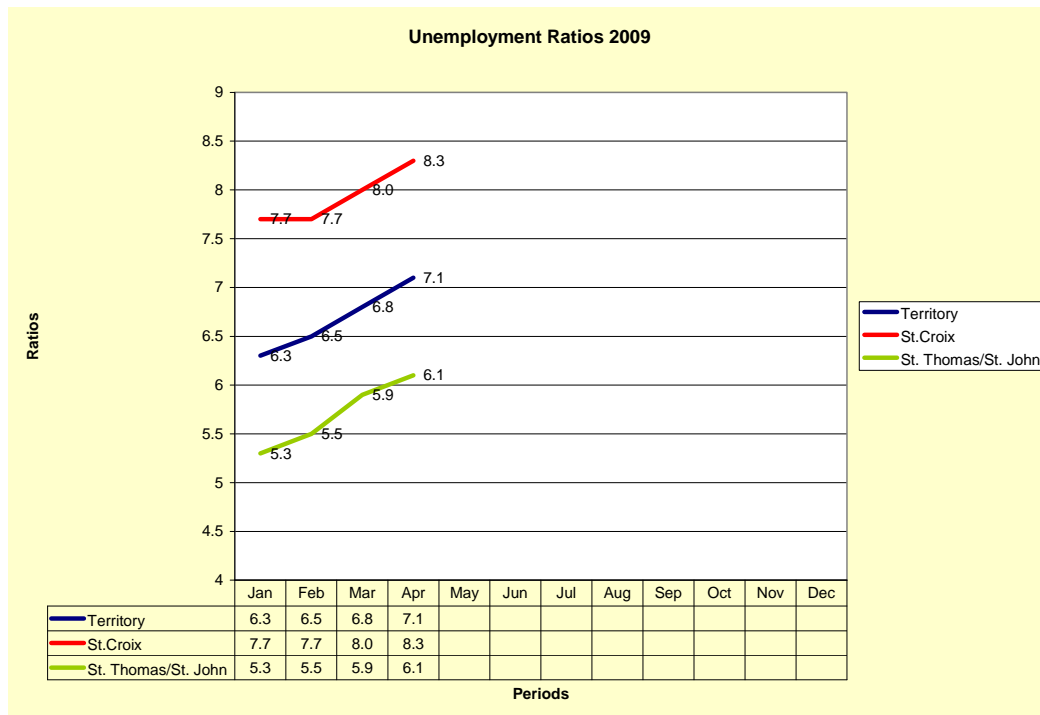
The economic recession has left much of the Nation struggling to find new means of making a viable living. The Virgin Islands is no exception and is further challenged by having limited employment opportunities available. The old staples manufacturing and construction continue its steady decline. A premiere tourist destination, cutbacks in travel have affected not only direct businesses in the leisure and hospitality sector such as hotels and restaurants but also the smaller businesses that feed into it, such as retail and specialty stores. Particularly affected are managerial jobs. In a small community like the Virgin Islands this means little transferability to another company thus leaving displaced workers little choice but to retool themselves for other occupations. The chart below highlights job loss in critical areas of the Territory's economy.

Industry	Feb-09	Feb-08	% PRV/CUR	Var 1YR Ago/Cur Month	% 1YR Ago/Cur Month
Total Nonfarm	45545	46272	0.5%	-727	-1.6%
Total Private	32645	33432	0.1%	-787	-2.4%
Goods Producing	4768	5045	0.4%	-277	-5.5%
Service-Providing	40777	41227	0.5%	-450	-1.1%
Private Svc Provide	27877	28387	0.1%	-510	-1.8%
Mining & Construction	2397	2646	-0.5%	-249	-9.4%
Manufacturing	2371	2399	1.4%	-28	-1.2%
Trade, Transportation,	8817	8965	-0.2%	-148	-1.7%
Wholesale Trade	749	784	-0.8%	-35	-4.5%
Retail Trade	6372	6519	-0.3%	-147	-2.3%
Information	786	788	-1.6%	-2	-0.3%
Real Estate and Rental	1083	1097	1.1%	-14	-1.3%
Professional & Business	3357	3371	-0.1%	-14	-0.4%
Management of Companies	256	321	1.2%	-65	-20.2%
Educational and Health	2414	2543	0.5%	-129	-5.1%
Health Care & Social	1445	1431	0.3%	14	1.0%
Leisure and Hospitality	7702	7923	-0.1%	-221	-2.8%
Arts, Entertainment,	888	897	1.1%	-9	-1.0%
Accommodation & Food	6814	7026	-0.3%	-212	-3.0%

Accommodation	4120	4246	-0.5%	-126	-3.0%
Traveler Accommodation	4077	4171	-0.6%	-94	-2.3%
Food Services and Dri	2694	2780	0.1%	-86	-3.1%
Government	12900	12840	1.4%	60	0.5%
Federal Government	975	966	0.0%	9	0.9%
State Government	11925	11874	1.5%	51	0.4%

An examination of the Territory’s labor market situation revealed that unskilled laborers remained the most vulnerable during not only this economic crisis but at any time. It is important to note that “unskilled” refer not only to those in the construction and manufacturing fields but also in the retail trade and hospitality area, the Territory’s largest overall employment sector.

As of April 2009 the unemployment rate in the Virgin Islands was 7.1%. The unemployment rate has climbed higher in the month of April 2009, as unemployment claims and current employment statistics reflect continued job loss. The employed numbers fell by 370 compared to March levels with the majority of losses occurring in refinery related jobs, in addition to the seasonality issue in the hotel, retail, and accommodations industry. The Territory continues to feel the effects of the economic recession; however, a slight up tick in employment is expected due to summer employment coming on line in the next period. This short-term employment will increase payrolls but numbers are expected to level off after this brief period. (Source: CES Monthly Survey)



On an over the year basis, the Unemployment trend continues upward as a result of the continued economic slowdown throughout the Virgin Islands and on the US mainland. The sector most hit by this downturn is the leisure and hospitality, which in turn has indirectly transitioned into other sectors that have reduced or slowed in growth. Based on current employment statistics, the Virgin Islands private sector employment has lost 668 jobs in the past year. This (1.5%) decline is reflected in the higher trend of unemployment initial and continued claims and a 22.4% change in the number of unemployed throughout the Territory. (*Source: CES Monthly Survey*)

A recent economic report predicts that: "Recessionary conditions are likely to intensify in the ensuing months, with the prospects for a more protracted economic contraction now likely. This is based on the prognostications that the US economy will continue to experience negative growth for the rest of 2009, and is not expected to improve until 2010. Therefore, the Territory's economy is expected to follow the same recovery pattern as the US economy." (*Source: VI Bureau of Economic Research, April 2009*)

State Vision and Priorities

I.C. What is the Governor's vision for ensuring a continuum of education and training opportunities that support a skilled workforce?

Any healthy community requires a skilled and productive workforce that drives economic stability and supports a platform for future development. To secure such a workforce government, community developers and trainers as well as employers must provide access to progressively advanced educational opportunities as well as intermediate and advanced skills training. In economically challenging times, education and training are the most viable options to recovering and ensuring continued prosperity. However, because the economic future is uncertain, even for the occupations projected to grow over the coming years, employers are hesitant to invest in training a workforce for what may be a completely changed environment requiring skills not used at present. Employers are also skeptical about using limited resources for training purposes when those same resources may be necessary to keep them in business. With the intent to keep the continuum of education and training an option for employers the VI has applied for several waivers that keep that choice for training available to employers. These waivers include a sliding scale for reimbursing employers who provide customized training opportunities to their staff. By using a sliding scale, smaller businesses who cannot meet the fifty percent match can realize an up to ninety percent savings on training for their staff in industry specific areas. Another waiver is the sliding scale match for on-the-job training. On-the-job training, always a popular choice with both employer and employee allows an employee to earn a living wage while becoming proficient in a skilled area; the employer gets assistance with employee wages

while secure in the knowledge that the skills needed for job performance are the skills the employee is acquiring.

The Governor's new vision for economic recovery is a six-component strategy to invigorate and enhance the ongoing workforce development effort. This strategy speaks to:

- Rapid implementation
- Full accountability and transparency
- Strategic infrastructure development
- Continued development and refining of the service delivery system
- Competency based tiered post secondary training
- Sector development strategy

RAPID IMPLEMENTATION

The Workforce Investment Board, the One-Stop System to include other agency partners have been instructed to meet, align and collaborate in order to utilize to the fullest extent possible in the shortest time period, the resources of the Recovery Act. New initiatives have begun with the Department of Housing, the Department of Education, Adult Career and Technical Education, the Energy Office, the Department of Agriculture, the Department of Health and Human Services, the Department of Justice, for profit service providers, faith-based and trade associations. Examples include initiatives for YouthNet and Jobs for America's Graduates (JAG), the renewable resources training program, the industrial craft training program, various incumbent training programs and the creation of new service providers within and without the territory and technology based learning all to be implemented between March and December of 2009.

FULL ACCOUNTABILITY AND TRANSPARENCY

The Governor has established a new Office of Economic Opportunity and two new websites to communicate to all stakeholders' ongoing efforts to stimulate the economy and retool the skills of the workforce. They are the Office of Economic Opportunity, housed within the VI Public Finance Authority www.usvipfa.com/oeo and the Office of the Governor www.governordejongh.com/recovery. In addition the VI Department of Labor's website www.vidol.gov and WIB website www.viwib.org have/are being updated as additional components come on line.

STRATEGIC INFRASTRUCTURE DEVELOPMENT

Projects related to renewable resources, broadband and telecommunications, agriculture, aviation, ports and terminals and roads are underway including an Executive Order creating a Marine Industry Economic Development Council. Post-secondary, incumbent training, pre-apprenticeship training and support services have been aligned with high growth, high demand sectors and economic development strategies.

CONTINUED DEVELOPMENT AND REFINING OF SERVICE DELIVERY SYSTEM

The service delivery system has undergone significant change; specifically,

- ❑ New engagement, assessment, talent development and marketing strategies are being implemented.
- ❑ Assessment and development of the Individual Service Strategy (ISS) now mandate proficiency in foundational skill competencies (personal effectiveness, academic, and workplace competencies) prior to accessing sector career prep programs.
- ❑ TABE testing and Work Readiness Certification (WorkKeys) has been implemented as a prerequisite for sector career prep programs.
- ❑ Competency based tiered system is being implemented for all post secondary training.
- ❑ Sector career prep programs, where possible, will utilize nationally recognized assessments and certifications.
- ❑ Training capacity is being expanded by encouraging development of new local service providers and approving off island and technology-based learning.
- ❑ Multiple pathways to education and training of youth have been developed in partnership with agency partners.
- ❑ An online monitoring system is undergoing beta testing.

Over the last few years, the Virgin Islands service delivery change has been transformed to accommodate a more customer friendly service flow that incorporates these elements. The system focuses on growing the Territory's talent: talent engagement – talent development – talent marketing. From *engaging* the customer through testing and assessments of individual goals, skills and objectives to *development* of service strategies and plans for educational, personal support and training needs, to *marketing* learned skills and acquired knowledge in chosen career pathways that build upon a shared foundation of personal achievement – a customer can within a relatively short period of time receive a holistic learning experience.

COMPETENCY BASED TIERED POST SECONDARY TRAINING

In an effort to engage new workers, retool the skills of unemployed or underemployed workers and facilitate the advancement of incumbent workers, a tiered competency model is being deployed for all sectors. Expansion of the model is underway to fully communicate career pathways, academic requirements and training opportunities locally, on the mainland and online.

(See Graph *A*)

This model is based on a systematic ascension of the career path. As an individual becomes more educated and better skilled they progress up the career

ladder thus opening entry-level positions that are always necessary in any growth industry. One method employed by the VI workforce system to foster this pattern is a focus on incumbent worker training. The renewal of the waiver that allows up to fifty percent of rapid response funds for incumbent worker training enables more employers to plan for future growth. The skill level of these targeted sector employers' current workforce advances through industry specific training that takes cohorts to the next level of their career while creating openings for entry level staff.

COMPETENCY BASED TIERED LEVEL TRAINING

Post Secondary (Level V)				
University/Trade School/Provider Training		On-the-Job Training	Employment and/or Advanced Job Training	
Career Prep Academies (Level IV)				
Aviation	Business	Construction	Education	Healthcare
Homeland Security	Hospitality	Information Technology		Manufacturing
Workplace Competencies (Level III)				
Teamwork	Adaptability/Flexibility	Customer Focus	Planning & Organizing	Creative Thinking
Problem Solving and Decision Making		Working with Tools & Technology	Workplace Computer Applications	Scheduling & Coordinating
Checking	Examining & Recording		Business Fundamentals	
Academic Competencies (Level II)				
Reading	Writing	Mathematics	Science & Technology	Communication
Listening & Speaking	Critical & Analytical Thinking	Active Learning	Basic Computer Skills	
Personal Effectiveness Competencies (Level I)				
Interpersonal Skills	Integrity	Professionalism	Initiative	
Dependability	Reliability	Willingness to Learn		

This graph depicts the VI's competency based tiered post secondary training plan.

Individuals seeking entry-level positions also benefit from this model as additional time is allotted for and more emphasis is placed on securing foundational personal, academic and work readiness skills. Only upon the successful completion of levels one through three can an individual fully engage in sector instruction and training.

The welcome addition of ARRA funds provides the opportunity for more sector level training (levels four and five) to occur for the experienced customer (dislocated workers) who have already mastered the foundational skills and seek retraining or advanced training in their career path. The goal is to get them back into the workplace as quickly as possible. Regular WIA funds are then used to focus on innovative tier one through three services for the first time worker, to include some out of school youth as well as adult individuals facing multiple barriers to employment.

SECTOR DEVELOPMENT STRATEGY

The Governor's vision for economic recovery encompasses existing and emerging high demand, high wage sectors including Renewable Resources, Aviation, Information Technology, Agribusiness and Construction among others. The strategy consists of engaging sector partners in the development and communication of career pathways and system resources to open employment pipelines and provide entry for all levels of workers.

I.E. What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out of school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth, youth with disabilities and other youth at risk?

The Governor envisions a workforce preparatory system for youth that offers a working mix of academic preparation and work experience packaged innovatively so as to entice the hardest to serve youth – dropouts, homeless, runaway, in and aging out of foster care, youth offenders, pregnant or parenting and youth with disabilities – to take a second chance at becoming efficient, productive and contributing members of the community.

The Governor's vision recognizes that youth preparation is essential for the continued growth of any economy. Services to prepare youth to grow into new roles as contributors to the community must be diverse and relevant to their talents and interests as well as attainable in the community where they live. It is believed that many of the disappointments encountered by young people occur when they realize that they are not prepared for what they had planned as career choices and leads to apathy which causes them to disconnect from society. The Workforce Investment Board has been mapping local career pathways, a process that will enable youth to see exactly what is required of them to achieve their "dream" career.

The provisions of the Recovery Act allows new flexibility to reach the hardest to serve youth and expose them to real world experiences in the "new" demand occupations such as green jobs and advanced technology. Considerable work experience opportunities will be made available this summer for 'hard to serve' youth and will be extended for lengthier time periods in order for them to get a multifaceted view of the career opportunities available in each sector. In addition to work experience, youth will be exposed to work readiness assessments, work readiness training and life skills management.

The VI has opted to focus up to 80% of ARRA youth funds on summer work experience for at risk youth with an emphasis on those classified as out-of-

school. It is planned for up to 30% of youth served to be in the 18-24 age range and out of school due either to having dropped out or because of basic skills deficiencies. Regular WIA and ARRA funds combined should allow the Territory to serve 800+ youth during the summer months alone. While ARRA funds will be targeted for summer work experiences, formula funds will be used for classroom training activities for younger youth, academic and pre-employment training for in school at risk individuals.

All youth will follow prescribed steps to include testing/assessment, work readiness workshops, work experience based on individual interests and post work experience services. Out of school youth who are seriously basic skill deficient will be required to participate in academic services as part of their overall service strategy either concurrently or subsequent to the work experience. For those participants who only lack marketable skills, every effort will be made to transition them into on-the-job training or classroom training specific to their area of interest subsequent to the work experience.

ARRA funds will also be used to serve eligible in-school youth. Services will follow the same structure as out of school youth except that work experience for in-school youth will be coupled with academic reinforcement. A pilot project between the Departments of Labor and Education is planned whereby successful completers of the Department of Education's summer credit recovery program are transitioned to the Department of Labor to participate in a summer work experience. This program acts as an incentive to youth who may have chosen to forego "summer school" in order to have a "summer job". Having the options tied together reinforces to the youth the importance of excelling at both academics and work.

II. Identify the Governor's key workforce investment system priorities for the state's workforce investment system and how each will lead to actualizing the Governor's vision for workforce and economic development.

Several workforce investment system priorities previously set will be continued as the system is redefined to address the workforce needs of the community in the new economic reality.

• **EDUCATING YOUTH AND COMMUNITY ON CURRENT AND EMERGING CAREER OPPORTUNITIES**

As the work place changes, new careers emerge while others are eliminated. The Workforce system will engage the community in continuous discussions through workshops, forums and focus groups to explore the "new normal" in the job market.

- **ALIGNING EDUCATION INITIATIVES WITH CAREER DEVELOPMENT AND LIFELONG LEARNING**

Recognizing that learning strategies for Youth and Adults must be flexible, strategies continue to be developed that offer more entry and exit points to the educational process thereby ensuring that learning is continuous, relevant to work activity and up to date with both local and global trends.

- **INCREASED FOCUS ON WORKFORCE EDUCATION AND TRAINING**

While advanced education and training are preferable, they are not always practical as families struggle to keep food on the table and pay bills. Workforce education is a means of alleviating the panic some may experience when laid off from the only job that they have ever known. By showing individuals how to assess the skills they already possess and demonstrating how those skills can be transferred to other occupations increases the confidence level of dislocated individuals and enable them find interim jobs while they seek to advance their education or skills level to get to the job/career they want.

- **BUILDING STRATEGIC PARTNERSHIPS BETWEEN BUSINESS, EDUCATION, COMMUNITY, ECONOMIC DEVELOPMENT AND WORKFORCE AGENCIES.**

Partnerships always produce the best results. As resources recede in individual businesses, a combination of skills, time, talent and resources produce programs and opportunities not possible through only one avenue. Capitalizing on alliances with faith based and community based partners, the Workforce Board is currently working to establish community Access Points that enable customers to receive services at locations more conducive to their schedules.

Overarching State Strategies

V.B. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities and the workforce development issues identified through the analysis of the State's economy and labor market.

Early in 2007, the Virgin Islands' Workforce System began to redesign the way services were administered to all stakeholders – employers, participants and partners. Several elements were addressed including: *Focusing on Alignment through the Demand Driven Approach; Creating more fully Integrated One Stop Centers; Enhancing the Labor Market Information System; and Centralizing Youth Operations.*

By focusing on the Territory's demand occupations, workforce partners have come together to design training programs in green jobs – solar water heating production; manufacturing – boat building, jewelry making; construction – welding, pipefitting and boiler making; and homeland security – law enforcement

preparatory program. These initiatives will not be offered in isolation but by traversing career pathways that begin with adequate foundational preparation in academics and work readiness, followed by introductory programs to each sector and finally leading to credentialed training in each occupational area. Pathways such as these are being designed for all six of the Territory's demand sectors.

The national strategic direction calls for the expansion of training, supportive services and access to higher education for those most in need of these activities. An assessment of the Territory's labor market information revealed that those left most vulnerable by the effects of the recession are the "cyclical" workers in the hospitality industry and the oil refining industry, the Territory's two largest sources of employment. Although different in make-up, these industries offer a significant number of entry-level positions for the unskilled or semi skilled individual. In a stabilized economy this is not a critical factor for employers who can train as they go. However, in a recessed market, those with training and transferable skills prove more appealing to the employer whose goal is to keep business moving and profitable, albeit marginally, until the economy improves. More employers seeking to streamline the cost of their operations, while retaining its competitive edge, are embracing the concept of employing a "certified" skilled worker.

Having identified the workers most in need to be the newly unemployed and long term dislocated, the Virgin Islands' strategy will focus on training. First, dislocated workers will be provided access to industry specific training and services aimed at re-tooling and/or upgrading their current skills into transferable skills that meet national certification requirements; second, the needs of the incumbent worker will be met by providing them increased opportunities to receive advanced levels of education and training.

Another target group is the out of school youth. These are potential workers who have yet to connect academic achievement to workplace success. Through the summer work experience program, youth will be introduced to the Territory's demand occupations and receive real world experience. The summer experience will be followed with academic and occupational skills training in the youths' areas of interest.

One of the stronger partnerships formed has been between the University of the Virgin Islands – Community Engagement and Lifelong Learning (UVI-CELL) the workforce development center of the University and the Workforce System. UVI-CELL offers classroom as well as online training in a wide variety of fields to include basic skills, basic and advanced computer applications as well as occupational skills training in healthcare, business, law enforcement and courses for teaching professionals. UVI-CELL will also function as an Access Point for One-Stop services.

The Workforce System is partnering with the Territory's largest employers – the oil refinery and the hotel industry – to create innovative work and learn packages that assist the under skilled and the unemployed. The results of these collaborations will be two-fold – providing Virgin Islands employers with the best possible workforce that help increase efficiency and productivity, and portable credentials for those who may find employment opportunities elsewhere.

Service Delivery Strategies, Support for Training

IX.G. *Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration or meet other key state goals.*

The VI has taken several steps to promote more flexible yet rigorous delivery strategies in the workforce system.

Adoption of the Competency Models framework – The Workforce Investment Board recently approved the adoption of this model for use by the One-Stop staff in developing individual service strategies for customers. Customers must successfully complete basic academic and work readiness skills (*Levels I-III*), before moving on Career Prep Academies (*Level IV*) where industry-related competencies are learned and customers can choose their career pathways of interest. Successful completion of level IV then leads the customer to occupational related competencies (*Level V*) which can be gained through post secondary education, trades skill training or a combination of both through on-the-job training or employment.

Focus on Foundational Skills – Through the review of labor market information it was found that a large percentage of customers in the workforce system had difficulty retaining and advancing in employment; and in these economically strained times transferring skills to other employment due to insufficient academic preparation. While training in high demand areas is an important step in reinvesting in the workforce, being prepared to succeed in the training offered is of even greater importance. In addition to adopting the Competency Models framework the Workforce Investment Board placed additional emphasis on the foundational levels (*Levels I, II, III*), academic and work readiness skills, by authorizing the use of up to 80% of formula funds to be used in this area. Recovery Act funds will then be used to advance the training experience in the occupational skills areas.

Incumbent Worker Training – A perennial challenge of life in the US Virgin Islands is its geographical isolation from the mainland. Even with the advent of online training, some industry specific training is not accessible locally and is customarily sought off-island. One way of addressing this dilemma is for the employer to arrange for locally administered targeted group training that not only enhances the skill levels of employees but also allows them the opportunity to

move up the career ladder thus enhancing their economic outlook. As a by product, entry level positions become available for first time workers just completing their preliminary studies and looking for work experience to validate the knowledge recently attained.

Demonstrable Value – To preserve the integrity of the Workforce System and not fall into a routine of training solely for measures, proficiency assessments are installed at designated levels to ensure that the training received is of value to the participant as well as to the employer. Work readiness certifications will be issued to successful completers of the *Work Keys* assessment to establish their foundational level of competency. Customers who engage in occupational skills training will be able to certify their skills to employers with the *Prove It* certifications.

SECTION II. SERVICE DELIVERY

State Governance and Collaboration

III.A.2. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority.

The agencies that comprise the public workforce investment system include the Departments of Labor, Education, and Human Services. The University of the Virgin Islands (UVI) and its community development arm UVI Community Engagement and Lifelong Learning (UVI-CELL) are semi-autonomous but are also included in the public workforce system. The Workforce Investment Board and the Economic Development Authority comprise the advisory and policy development segment of the Workforce system. The Governor of the Virgin Islands provides the vision and the mission that the agencies and advisory boards must then translate into viable activities that becomes the product to which the business community and the jobseeker public avails itself.

The Recovery Act has promoted increased coordination between these agencies to maximize services to workforce customers. Memoranda of Understanding have been developed between various agencies with the intent of leveraging Recovery Act funds. Several examples include:

- ♦ The VI Departments of Labor and Education, and the Energy Office have come together to develop a Solar Water Heater Program that runs from the academic to employment.
- ♦ The Departments of Labor and Justice and UVI-CELL as well as community based partners are preparing pre-academy training modules for candidates interested in pursuing a career in law enforcement.

- ♦ UVI-CELL has partnered with the hospitals and the Department of Labor to offer certification training for clinical hemodialysis technicians who are mandated to be certified before April 2010.

III.C.1. *Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level.*

The Virgin Islands is a single state workforce investment area therefore the State Board performs both state and some local board functions. The heads of the three major workforce agencies Departments of Labor, Education and Human Services are all represented on the Workforce Investment Board thus enabling coordination and joint planning of activities. Through Memoranda of Agreement both general and specific, these agencies delineate the duties and responsibilities of each party for carrying out ordinary and extraordinary activities such as may relate to the Recovery Act. Steps are currently being taken to reinstitute the Partners Group made up of managerial staff from the operational areas of each of these agencies. The Partners Group's task is to meet regularly to review and streamline activities between the agencies – those required through federal law and those instituted based on local MOU's.

Further, WIA, Wagner-Peyser and Unemployment Insurance are all housed within the Virgin Islands Department of Labor, making coordination more manageable. The Registered Apprenticeship program currently inactive is also housed within the VI Department of Labor.

Reemployment Services and Wagner-Peyser Act Services

IX.C.4.b. *Describe the reemployment services the state provides to Unemployment Insurance claimant and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act.*

The Virgin Islands is now experiencing the steady rise of unemployment. Hardest hit are the Territory's staple industries of hospitality and leisure and oil refining. These industries are facing not only the cyclical layoffs expected periodically, but now permanent lay-offs due to slow down in tourism and the fluctuating oil prices respectively. Even as these initial claims are filed, small businesses that feed into these industries are also feeling the pinch of rising overhead costs and an uncertain future. It is the Virgin Islands Service Delivery Area strategy to target the individuals most likely to exhaust their UI benefits as candidates for reemployment services.

The Department of Labor's Rapid Response Unit has increased the number of sessions held to general once a month meetings that give an overview of the services available to employees possibly facing dislocation. Rapid response sessions are also held on demand at the notification of a plant closing or mass layoff.

In addition to the Rapid Response sessions a marketing campaign has been developed to inform the general public of the re-employment services available to them through the One-Stop system. Media directed at both employers and employees to include brochures as well as print and voice advertisements are being created to ensure market saturation.

Services offered to worker profiling and reemployment claimants will be carried out in accordance with section 3(c)(3) of the revised Wagner-Peyser Act. They will include job search assistance; individual service strategy development comprised of testing, career assessments, career counseling and guidance; access to occupational and labor market information; targeted job development; and soft skills pre-training which will include computer applications workshops. These services are slightly more enhanced than those offered to Wagner-Peyser only customers who desire a more direct route to employment.

Retraining services to both reemployment claimants and dislocated workers may include but is not limited to classroom training, occupational skills training, on-the-job training, basic and remedial education, entrepreneurial training, out-of-area job search, literacy and English for non-English speakers, and other appropriate training activities directly related to appropriate employment opportunities in the area.

The Job Service and Unemployment Insurance offices are co-located in both districts. An information system is established between the two areas that share data on services provided to referred claimants, referred claimant participation and employment outcomes. Services provided to UI claimants are reported back to the Unemployment Insurance in a monthly report, *Worker Profiling and Reemployment Services Activity*. This report gives a breakout of profiled claimants; profiled claimants referred and reporting services; profiled claimants referred and completing services. Services between WIA, Wagner-Peyser and Unemployment Insurance will be coordinated to ensure that dislocated workers enrolled in employment and training programs continue to receive needs-related payments while in training. The Division of Training will also assume the responsibility for providing needs-related payments to dislocated workers once it has been determined that unemployment compensation payments have been exhausted.

IX.C1.b Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service (2) facilitated self-help service and (3) staff-assisted service, and is accessible and available to all customers at the local level.

Employment opportunities and job search activities are not only available through the One-Stop Centers; but to ensure accessibility to all job listings and employment descriptions are available online at the Virgin Islands Department of Labor website www.vidol.gov. Interested individuals may research job opportunities at home then make an appointment with a customer service representative to set up interviews with potential employers. For those customers who choose to come into the One-Stops, computer terminals are available in the resource areas to facilitate their job search and for those needing assistance, customer service representatives are available to help them. These services may also be facilitated for individuals with disabilities.

Adults and Dislocated Worker Services

IX.C.1.a. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in 134(d)(2).

Core services administered with formula funds as well as under the Recovery Act will be available through the One-Stop Centers, with linkages to both intensive and training services. To ensure universality, access to these services is required at all One-Stop locations.

The State will carry out the following core services for adult and dislocated workers:

- ♦ Eligibility Determination;
- ♦ Outreach, intake (which may include worker profiling) and orientation to the information and other services available;
- ♦ Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- ♦ Job search and placement assistance – career counseling when necessary;
- ♦ Provision of employment statistics information; including the provision of accurate information relating to local, regional, and national labor market areas;
- ♦ Provision of performance information and program cost information on eligible providers of training services;
- ♦ Provision of local performance information;
- ♦ Provision of accurate supportive services information including transportation and child care;

- ♦ Provision of information regarding filing claims for unemployment compensation;
- ♦ Assistance establishing eligibility for welfare-to-work activities available in the local area;
- ♦ Follow up services, including counseling.

All One-Stop locations adhere to the same service delivery structure. First time and seasoned customers can avail themselves of the resource room where general information, information on workshops and seminars and labor market information are displayed. For those interested in training, access to the demand occupation list and eligible service providers and their training offerings are also provided. Customers may browse the information on their own or request assistance from staff. If additional information or help is required, customer service representatives provide one-to-one counseling and guidance to help each customer design a career development plan. Core services information is also available on-line so customers may browse information and even register with the system prior to coming into the One-Stop.

Priority of services is given to recipients of public assistance and other low-income individuals, individuals with limited English Proficiency, individuals with disabilities, the long-term unemployed, displaced homemakers and the basic skills deficient. Also, in accordance with the Jobs for Veterans Act of 2002, priority of services is given to veterans and their eligible spouses. Core services for the priority populations are universally accessible through all One-Stop partners.

The Virgin Islands One-Stop Service Delivery Area maintains policy that speaks to “[providing] services to job seekers and employers that are unified in its approach and serve to produce quality outcomes to both groups in the workforce development experience.”

IX.C.1.c. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services.

It is important that customers seeking first time employment or struggling with prolonged unemployment receive comprehensive yet seamless services from the One-Stop System. Through co-enrollment in WIA and Wagner-Peyser, customers engaged in job seeker services may be referred to WIA for comprehensive testing and assessment as well as the development of an Individual Service Strategy if necessary. By packaging portfolios of services that run from testing and assessment to training (or retraining); resume preparation to job search activities, with necessary support services built in, resources that span WIA, Wagner-Peyser and other partner programs can be effectively leveraged.

The re-employment funds made available through ARRA will be used specifically to assist profiled customers who need additional assistance getting back to work. Services to these customers may include short term pre-vocational workshops (basic computer skills/refreshers), seminars that focus on: job transition, career refocusing using existing skills and maximizing down time through retraining – to mention a few.

Additional staff has been hired to help stem the workload created by the growing numbers of unemployed individuals seeking relief through the One Stop Centers. Focused solely on the profiled customers the reemployment staff provide intensive career counseling, assistance with developing reemployment plans and assistance with referrals to support agencies. Customers are worked with individually or in groups depending on the immediacy of their needs. Referrals to WIA for retraining are made for those customers interested in pursuing new occupational activity.

For those customers who qualify for dislocated worker or reemployment services, needs based payments are available for qualifying individuals. Customers being served under the Recovery Act are also subject to supportive services including needs based payments while seeking services to reconnect them to the workplace.

IX.C.3.a. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources.

To address the training needs of the Territory, the Workforce System first set out to increase the number of eligible training providers in demand occupation areas, specifically, construction, manufacturing, healthcare, hospitality, information technology and homeland security. Because the Virgin Islands is a small community, training in many of these areas can be attained at the University of the Virgin Islands or its community development unit, UVI-CELL. In addition to classroom training, UVI-CELL also offers a full array of online courses. The Workforce Investment Board recently approved the use of technology-based learning for One-Stop customers and this has allowed more individuals access to training that may have previously been restricted due to time and location. Other eligible training providers have also begun to offer specific training or training segments via technology-based learning to enhance the level of service to the customers.

New training that has come about due to the Recovery Act funds such as "green" jobs have opened yet another avenue of training to customers who may not have sought the services of the One-Stop before. Further, employers seeking to expand the knowledge base of the employees they retain are being afforded the opportunity through incumbent worker training to prepare their staff for multi-tasking or advancement to higher skilled positions within companies.

IX.A.5. *What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone?*

The Virgin Islands One Stop system recently enacted a three tier approach to service delivery. The tiers – talent engagement, talent development and talent marketing – move customers through core, intensive and training services in a seamless manner. The talent engagement team performs common intake and initial assessments to determine whether the customer is job ready or in need of additional services. Customers who so choose, may access the resource room for self-directed core services; staff assisted services are also available. If additional services are required, customers are directed to a customer service representative within the talent development team. There, eligibility is determined; an individual service strategy is developed, referrals to support services are made if necessary and referrals to training programs. Once completing the plan set out in the individual service strategy, the talent marketing team help connect customers with employment opportunities.

Uniform among the One-Stops are the tools for service delivery. The TABE test is used for testing academic proficiency; *CareerScope* and the *O'Net Interest Profiler* are used as career assessments; and pre-employment workshops are conducted using SISTEM software by Alchemy. The Virgin Islands workforce system has also just acquired *WorkKeys* which will be used to credential those participants deemed “ready for work” and Prove It tests are will soon be available to certify competencies in occupational skills training.

Services to business customers are also standard across the One-Stop centers. Employers may request job orders, seek labor market information or inquiry about training opportunities for their staff either in person or via the Department of Labor’s website. Jobs are posted on the website and are available at the One-Stop centers for the perusal of both the employer and job seeker customer.

The talent marketing team performs the dual function of working with both the job seeker customer and the employer customer to ensure that good matches are made and to address the additional job development needs of the employer.

Youth Services

IX.E.1. *Describe the state’s strategy for providing comprehensive, integrated services to eligible youth, including those most in need.*

The additional funding made available by the Recovery Act expands not only the number of youth that can be served this summer, but specifically expands the

work experience component – the most attractive part of program participation to youth. Using this opportunity, the workforce system aims to connect youth with jobs in their area of interest during the summer and subsequently engage them in a program of work and learning with academic and training activity that builds upon the knowledge received during the work experience.

The Territory's strategy targets out of school youth (specifically between 18-24 years of age) and allows up to 80% of the Recovery Act funds will be used for work experience during the summer of 2009. It is anticipated that 800+ youth will be able to participate in work experience and related activities. The additional 20% will also be focused on out-of-school youth but will be used to help build the connection between academics and the workplace.

The Virgin Islands has opted to use a full Individual Service Strategy complete with TABE tests and career assessments given prior to the work experience. Participating youth are also required to attend a three-day work readiness seminar that teaches interviewing techniques, work etiquette such as how to dress for work, relationship skills with co-workers and employers, time management, money management and other essential skills.

All youth including those participating in "summer employment only" have access to the ten program elements required by WIA; however due to allowed flexibility follow up services for these customers will be for a ninety (90) day period. Wherever possible, employers have been encouraged to incorporate skill instruction into the work experience to give the young person an even greater understanding of the job and potential career requirements.

Worksite agreements have been developed between the workforce system and both public and private employers. This summer's worksites include most government agencies and private employers in the fields of business, healthcare, information technology, hospitality and retail, construction and the legal profession. All participating employers have attended a pre-work experience workshop that describes the type of work experience situation expected for youth. Employers were encouraged to develop specific projects that the youth will be expected to complete rather than just random "busy work".

Although there is no specific policy addressing supportive services for out-of-school youth during the summer, the workforce system will address the needs of all students while completing the individual service strategy. Any barrier that would prevent full participation in the summer experience will be attended to at time. Youth who participate in the summer months will also be afforded the full range of supportive services as those who participate in the non-summer months.

The Youth summer program is being operated by the Virgin Islands Department of Labor; the administrative entity for WIA funded programs. Employers and

worksites are screened by Department staff and customers recruited, registered and referred by same. Requests for Proposals (RFP's) are being solicited for classroom training and other academic activities. The Department and its agency partners ensure that access is provided to all ten WIA program elements.

Veteran's Priority of Service

IX.C.5.b. *What policies and strategies does the state have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L. 107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor.*

In accordance with the Jobs for Veterans Act (P.L. 107-288)(38USC 4215) priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs.

The Workforce Investment Board recently developed guidelines for One-Stop staff to follow as pertains to service to veterans using WIA and Wagner-Peyser funds. This policy extends to veterans served under the Recovery Act.

Guidelines: All eligible veterans and spouses must receive priority of services, that is, receive services over a non-eligible person when accessing One-Stop services.

An *eligible veteran* is one who:

- Has served in the active military, naval or air service; and
- Has been discharged under conditions other than dishonorable

An *eligible spouse* is one who is (was) married to a veteran who:

- Died of a service-connected disability;
- Is listed for a total of more than 90 days as:
 - missing in action;
 - captured in line of duty;
 - forcibly detained or interned;
- Has a total disability resulting from a service-connected disability; or
- Died while a total service-connected disability was in existence.

Priority of Service means that eligible veterans shall be given priority over a non-veteran person in obtaining DOL-funded services in two ways:

While the Employment Service (Wagner-Peyser) has long practiced priority of service for veterans, staff of WIA has not always done the same. Please note the following when determining veteran status.

Priority of Service IS:

- Identifying veterans at the earliest possible time;
- Providing services to veterans first by the next available staff person;

- Ensuring that veterans have first access to job postings as well as other services;
- Providing follow-up to ensure veterans are receiving the service they need.

Priority of Service **IS NOT:**

- Referring veterans just to the LVER;
- Serving veterans first only when funding limited
- Simply notifying veterans about services available to all.

(See Policy Guidance appended to this document)

The reception area of the One Stop Centers will have signage noting the priority of access extended to veterans and eligible spouses and the criteria for eligibility. All distributable media will also highlight this priority in order that veterans who seek services will know to identify themselves immediately upon entry.

Service Delivery to Targeted Populations

IX.C.4.a. *Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients, and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals and people with disabilities).*

The Virgin Islands service delivery area has maintained priority of service criteria for low-income individuals, those on public assistance, limited English proficiency, and individuals with disabilities. Since this is the same population targeted with ARRA funds, the VI will be able to provide additional customers with pre-employment and training in demand areas. The local training service providers have been encouraged to increase the availability and/or frequency of their offerings in order to absorb the added demand realized from increased participation.

Customers from specific populations, to include displaced homemakers, low income individuals, individuals interested in non-traditional occupations, veterans, public assistance recipients, individuals with limited English-speaking ability and individuals with disabilities will be served through the development of an individual service strategy. Once their needs have been identified, services and programs will be structured to ensure that they benefit from intensive and training services, when needed. Through case management their progress will be revisited periodically to ensure adherence to the prescribed course of action or to make needed adjustments. All resources of the One-Stop are accessible to all populations, with accommodations for the disabled available.

The Virgin Islands service delivery area is a participant in the Disability Program Navigator initiative. This will result in a more targeted approach of services administered to individuals with disabilities. The navigator will facilitate access to the comprehensive services offered in the One Stop, help improve linkages with employers and serve as resources on programs and work experience.

SECTION III. OPERATIONS

Transparency and Public Comment

Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments.

In keeping with high priority placed on transparency, all resources received and expended as well as programs developed, offered and executed will be available for public perusal. The Public Finance Authority – Office of Economic Opportunity is the entity designated to coordinate and oversee the implementation of the American Recovery and Reinvestment Act in the US Virgin Islands. Information can be accessed through their website www.usvipfa.com/oec.

The Workforce Investment Plan modification can be accessed by the public at the website of the Workforce Investment Board www.viwib.org or that of the VI Department of Labor www.vidol.gov. The plan will remain posted for the duration of its approval period and comments and questions entertained on an ongoing basis.

The Plan is posted two weeks prior to submittal to USDOL for review. At the time of submission no comments had been received from the general public.

Increasing Services for Universal Access

VI.C. *What state policies are in place to promote universal access and consistency of service statewide.*

The Virgin Islands One-Stop system has policy in place (WIA 017-05) that speaks to universal access and consistency in the One-Stops. In light of additional funding received under the Recovery Act, additional staff has been put in place to facilitate activities for reemployment customers. This ensures that all services, core, intensive and training are delivered fluidly to the expected increased numbers of customers without an added burden on Wagner-Peyser merit staff.

Local Planning Process

VIII.D. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process.

The Virgin Islands is a single state service delivery area therefore there is no local area. Planning was done with the Workforce Investment Boards, members of the administrative entity – the VI Department of Labor and other One-Stop partners.

Procurement

VIII.F.5. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts.

Grants and contracts for the Workforce Investment Act Title I activities will be awarded in accordance with Title 31 Section 239 of the VI Code relating to procurement rules and regulations; OMB Circular A-102 and A-110; and other provisions consistent with the Workforce Investment Act of 1998 and its regulations.

Sole source procurement shall be minimized and awarded only in specific situations to include if:

- Service is only available from a single source or that the provider is uniquely qualified to secure such service;
- The public exigency or emergency need does not allow for a lengthy competitive solicitation period; or
- After the solicitation process, competition is deemed inadequate.

Summer Youth activities will consist of work experience only, administered by the VI Department of Labor. Additional Youth services to be undertaken after "summer" using Recovery Act funds will be competitively bid through the RFP process.

The Virgin Islands has not entered into a contract with the local institution of higher learning for the purpose of expending Recovery Act funds. The University of the Virgin Islands is an eligible service provider and training performed by them will continue to operate under established format.

Technical Assistance

VIII.G.2. *Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided.*

Since the Virgin Islands is a single state service delivery area, technical assistance has not been given to local areas. The One-Stop staff was initially given a briefing on the requirements of the American Recovery and Reinvestment Act and an overview on what changes would be made to day-to-day operations. Service providers participating in initial activities solely for the purposes of the Recovery Act were also briefed on the expectations of services and outcomes. The VI Department of Labor has produced advertisements and participated in numerous media events to spread the word about funding available under the Recovery Act and the types of services slated to be funded. Workshops and forums continue to be planned as additional projects and activities become available.

Staff has been added to the Workforce System for Youth and Reemployment services. All have participated in orientation sessions and weekly meeting to ensure their full knowledge of the requirements of the Recovery Act. In the Youth services area, manuals have been prepared containing general information on the operation of Youth programs, guidance on services covered under the Recovery Act, monitoring forms and program information.

Monitoring and Oversight

VIII.H. *Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements.*

The Monitoring and Compliance unit of the VI Department of Labor operates on an established schedule of planned and random inspections of Eligible Service Providers to audit course material, adherence to proposed services, delivery of course goals and attendance and participation patterns of students. The Monitoring unit depends on MIS for verification of placement statistics, performance information and other data for the evaluation of the training offered.

Several reports are prepared by the Monitoring unit and submitted to the One-Stop as well as the Workforce Investment Board.

1. WIA/W-P Common Measures Performance Report
2. Training Activity Report
3. Rating report on all active ESP's within a given quarter
4. Any other related reports

These reports are used to evaluate the operations of the workforce system and the Eligible Service Providers.

The Monitoring Unit observes and reports on not only the performance of providers and customers but also on the internal practices of the One Stop system. Documentation and practices are reviewed to ensure that core services are universally accessible and that intensive and training services are made available to all eligible participants. This applies to all customers of WIA, Wagner-Peyser, Reemployment and all external partners to the system.

The summer program instituted under the Recovery Act expands the monitoring role even further. Programs, participants and providers will be monitored. The monitoring guide for Youth activities contains forms that seek information on the work experience from counselors, job site supervisors and program participants. Time and attendance will be monitored as well as job site practices. In-house files will be reviewed to ensure that eligibility and work documentation were accurately procured. Follow up forms to include exit interviews with counselors and participants will also be completed.

Accountability and Performance

X.C.1. Describe the state's performance accountability system, including any state-system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system.

The Virgin Islands is a Common Measures state. All activities performed with Recovery Act as with WIA formula funds are subject to the performance measures as stated below.

WORKFORCE INVESTMENT ACT and WAGNER-PEYSER STATE LEVELS OF PERFORMANCE FOR PROGRAM YEAR 2009		
WIA ADULTS	PY'08 Levels	PY'09 Negotiated Goals
Entered Employment	56.0%	44.8%
Retention	79.0%	79.0%
Average Earnings	\$9,000.00	\$9,000.00
WIA DISLOCATED		
Entered Employment	72.0%	57.6%
Retention	77.0%	77.0%
Average Earnings	\$10,500	\$10,500.00
WIA YOUTH		
Placement in Employment/Education	58.0%	58.0%
Attainment of Degree/Certificate	44.0%	44.0%
Literacy/Numeracy Gains	36.0%	36.0%
WAGNER-PEYSER		
Entered Employment	53.0%	42.4%
Retention	75.0%	75.0%
Average Earnings	\$12,200	\$12,200.00

The only measure renegotiated for Program Year 2009 is the entered employment rate for WIA adults, dislocated workers and Wagner-Peyser customers. With continued instability in the job market and limited employment opportunities overall, it is harder for individuals to find a job or transition to a job. Once they have a job, workers tend to hold on to it, even if only because acquiring a new one is less of a possibility in this economic environment.

It is expected that the additional funding received through the Recovery Act will spur modest employment opportunities especially during the summer months as more out-of-school youth are employed. The workforce system further

anticipates that summer employment opportunities will lead to full time employment for some youth who find pathways they wish to pursue.

The work readiness indicator is the only measure of progress for youth participating in summer work experience during the months of May through September. The Virgin Islands Workforce Investment Area will meet the requirements of this measure by administering two documents; a pre and post work readiness assessment test to each youth customer and a Youth evaluation survey to be filled out by the worksite supervisor upon completion of the work experience. Staff will record results using a work readiness skills attainment form.

All youth participating in summer activities are required to attend work readiness seminars. The pre-test will be administered prior to the seminar and followed by the work experience. Post-tests will be administered shortly before the youth completes his/her work experience.

The methodology to be used will measure the number of youth who have made measurable progress in attaining work readiness divided by the number of youth in the summer employment funded by the Recovery Act times one hundred percent.

PROGRAM ADMINISTRATION DESIGNEES AND PLAN SIGNATURES

Name of WIA Title I Grant Recipient Agency:

VIRGIN ISLANDS DEPARTMENT OF LABOR
Address: 2203 Church Street, Christiansted, VI 00820
Telephone Number: (340) 773-1994
Facsimile Number: (340) 773-0094
E-mail Address: abryan@vidol.gov

Name of State WIA Title I Administrative Agency:

VIRGIN ISLANDS DEPARTMENT OF LABOR
Address: 2203 Church Street, Christiansted, VI 00820
Telephone Number: (340) 773-1994
Facsimile Number: (340) 773-0094
E-mail Address: abryan@vidol.gov

Name of WIA Title I Signatory Official: Albert Bryan, Jr., Commissioner

VIRGIN ISLANDS DEPARTMENT OF LABOR
Address: 2203 Church Street, Christiansted, VI 00820
Telephone Number: (340) 773-1994
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Name of WIA Title I Liaison: Albert Bryan, Jr., Commissioner

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Telephone Number: (340) 773-1994
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E-mail Address: abryan@vidol.gov

Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency:

VIRGIN ISLANDS DEPARTMENT OF LABOR
Address: 2203 Church Street, Christiansted, VI 00820
Telephone Number: (340) 773-1994
Facsimile Number: (340) 773-0094
E-mail Address: abryan@vidol.gov

Name and title of State Employment Security Administrator (Signatory Official):

Albert Bryan, Jr., Commissioner

VIRGIN ISLANDS DEPARTMENT OF LABOR

Address: 2203 Church Street, Christiansted, VI 00820

Telephone Number: (340) 773-1994

Facsimile Number: (340) 773-0094

E-mail Address: abryan@vidol.gov

As the Governor, I certify that for the Territory of the United States Virgin Islands, the agencies and officials designated above have been duly designated to represent the Territory in the capacities indicated for the Workforce Investment Act, Title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.

Typed Name of Governor John P. deJongh, Jr.

Signature of Governor _____ **Date** _____