

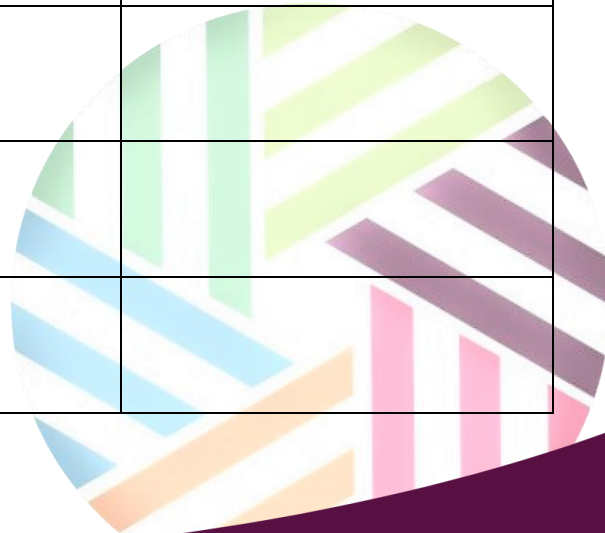
PLAN FOR THE CONTINUATION OF OPERATIONS OF THE ONE-STOP CENTER AFTER AN EMERGENCY

CONEXIÓN LABORAL: MAYAGÜEZ-LAS MARÍAS

OCTOBER 2023



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I. INTRODUCTION

The Local Workforce Development Board of Conexión Laboral: Mayagüez-Las Marías Local Area aims to offer and guarantee the best possible services to our participants and employers. These services, on occasion, could be affected by the impact of a natural disaster, as well as other extraordinary situations beyond our control. This being the case, we have the need and obligation to take the necessary precautionary measures to allow us—once the emergency ceases—to continue offering our services.

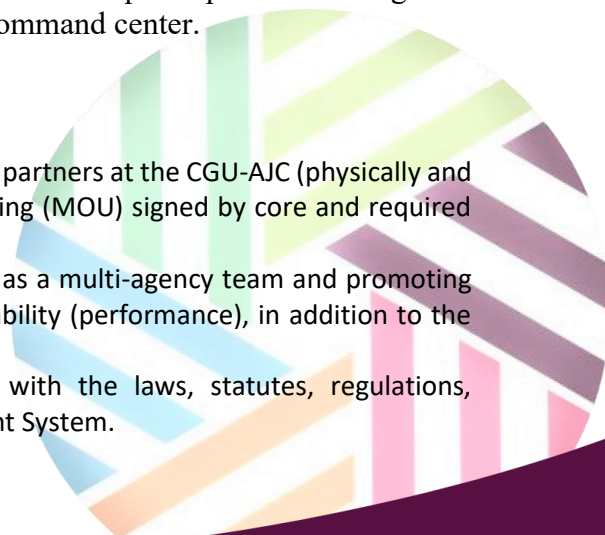
Due to the aforementioned, and in accordance with Circular Letter WIOA-06-2023 of September 14, 2023, this Plan for the Continuation of Operations of the One-Stop Center of Conexión Laboral: Mayagüez-Las Marías Local Area is adopted.

a. Description of the Role of the CGU-AJC under WIOA

The One-Stop Center – American Job Center (*Centro de Gestión Única – AJC*) is the space that houses the local workforce development system and where our clients and participants seek integrated Title I-B and partner services. The CGU-AJC is our base, our command center.

Among the activities and services offered there are:

- Coordinating the delivery of services from core and required partners at the CGU-AJC (physically and electronically) as defined in the Memoranda of Understanding (MOU) signed by core and required partners.
- Fostering partnerships at the CGU-AJC to promote working as a multi-agency team and promoting collective participation aimed at achieving system accountability (performance), in addition to the individual results of each partner.
- Offering workforce development services in accordance with the laws, statutes, regulations, guidelines, and policies governing the One-Stop Management System.



b. Importance of Continuity Planning for the Uninterrupted Provision of Services

The Workforce Innovation and Opportunity Act (WIOA) and its Interpretive Regulations establish that the Local Board of Conexión Laboral will develop skills to maximize the effectiveness and accessibility of services offered to workers, job seekers, and employers through the use of technology.

Services offered to participants are required to be available continuously so that their Employability Plan—and consequently their training and employment goals—are not adversely affected. Training requires a specific number of hours so participants can earn their credentials and subsequently integrate into the labor market. Career counseling and planning are vital for participants to achieve their goals; interrupting this service can result in participants abandoning activities.

Similarly, services offered to employers are of vital importance; interrupting them would adversely impact the services provided to participants during training as well as payments made to employers. The latter affects compliance with the Local Area's expenditure levels, among other factors.

c. Purpose and Scope of the Continuity Plan

The purpose of this plan is to develop planning and preparedness actions, as well as operational response procedures and processes, to be used by the Conexión Laboral Area in anticipation of and/or during an emergency or disaster situation that impacts the services offered by the WIOA One-Stop System. The Plan provides the necessary guidelines and tools to establish local-level readiness to achieve an adequate response before, during, and after an incident.

The Plan applies to all employees of the One-Stop System, including partner representatives providing in-person services, as well as clients, participants, service providers, and employers.

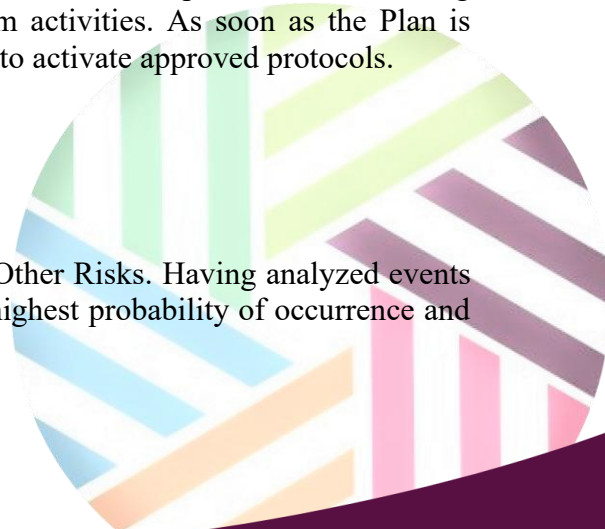
The President of the Local Board or their authorized representative will be responsible for activating this Plan during an emergency or disaster that impacts system activities. As soon as the Plan is activated, it will be the responsibility of the Executive Director to activate approved protocols.

II. RISK ASSESSMENT

a. Identification of Potential Emergencies

Common risks are classified into Natural, Technological, and Other Risks. Having analyzed events from past years, we have determined that the threats with the highest probability of occurrence and severity, in order of priority, are:

1. Hurricanes
2. Earthquakes
3. Prolonged power outages



4. Pandemics

Any other emergency decreed by the Governor of Puerto Rico will be addressed as established in this Plan.

b. Assessment of the Potential Impact of Each Emergency on CGU-AJC Operations

Our facilities are located at 5 Dr. Ramón E. Betances St. S and 10 Dr. Ramón E. Betances St. S in the city of Mayagüez, Puerto Rico. Additionally, we have an affiliated office at Santiago R. Palmer St. #5 Suite 1, in Las Marías, Puerto Rico.

The first facility has three floors, and the second is a single-story unit. On the first floor of the first location are the offices where Individualized Career and Training Services are offered and/or coordinated; the second floor houses the Local Board Office, Finance, Human Resources, and other support offices.

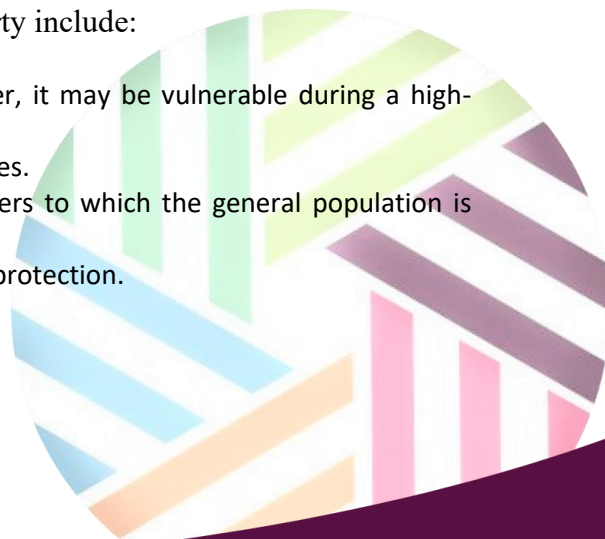
At the second location, Basic Career Services are provided. Here you can find the CGU-AJC Operator and partners offering services to visiting clients. The office located within the municipality of Las Marías serves residents of that municipality.

The first building has been in use since 2012, and the second building since September 2016. In Las Marías, the office has been in use since 2000. During recent events (hurricanes and earthquakes), damage to these facilities was minimal.

It must be clarified that we do not have a power generator or a water cistern. This adversely affects service delivery at our facilities; therefore, we are forced to offer services remotely whenever electricity and/or water services are unavailable for a consecutive period of three (3) hours.

Conditions that help mitigate safety risks to personnel or property include:

- Construction is prepared to handle fire situations. However, it may be vulnerable during a high-magnitude earthquake.
- There are no chemical or flammable products on the premises.
- There are no special risk conditions beyond natural disasters to which the general population is exposed.
- The property is equipped with storm shutters for hurricane protection.



III. EMERGENCY RESPONSE TEAM

a. Composition of the Emergency Response Team

This Committee is responsible for designing and coordinating the participatory evaluation and updating process of the Plan. Additionally, it evaluates recommendations issued by other work groups. Evaluation criteria are based on vulnerability analysis, natural threat assessments, and priorities established by the municipality of Mayagüez in its Local Plan. The team consists of the following:

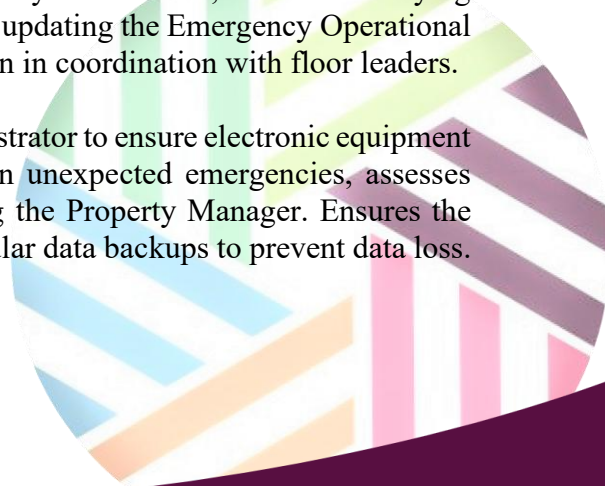
- Safety Coordinator
- Assistant Safety Coordinator
- Floor/Group Leaders
- Property Manager
- Human Resources Manager
- Executive Director

b. Roles and Responsibilities of Team Members

Safety Coordinator Directs the employee group during an emergency. Holds periodic meetings with floor leaders to review situations that may endanger personnel or property. Identifies all exits and conducts drills with the Safety Committee to verify employee knowledge of emergency protocols. Responsible, alongside other Committee members, for updating the Emergency Operational Plan as needed. During an emergency, verifies that all personnel have evacuated and no employees remain inside. This responsibility is shared with floor leaders, who ensure orderly group evacuations. If an employee becomes trapped, the Safety Coordinator must immediately call Municipal Emergency Management, 911, and the Municipal Fire Department.

Assistant Safety Coordinator Attends periodic meetings with the Safety Coordinator and floor leaders to review safety risks. Performs duties similar to the Safety Coordinator, such as identifying exits and conducting emergency drills. Shares responsibility for updating the Emergency Operational Plan. During emergencies, verifies complete building evacuation in coordination with floor leaders.

Coordinates with the Information Systems and Planning Administrator to ensure electronic equipment and systems are protected prior to anticipated emergencies. In unexpected emergencies, assesses damages and submits a written report to the Director, copying the Property Manager. Ensures the Information Systems and Planning Administrator performs regular data backups to prevent data loss.



Floor Leaders Divide coverage by area and issue security code alerts. Assist in orderly floor evacuations using the nearest emergency exit. Once outside at the designated assembly area, assist the Safety Coordinator with roll call to check for trapped personnel. If an employee is trapped and safety coordinators are absent, immediately contacts Municipal Emergency Management, 911, and the Fire Department.

Remove access code locks from entry/exit doors during an emergency to facilitate rapid evacuation. Meet periodically to review the Operational Plan and update procedures based on previous incidents.

Property and Warehouse Manager As a group leader, assists in building evacuations. Verifies emergency doors are unlocked so Location 1, Floor 2 employees can use stairwells as a primary evacuation route. Responsible for checking utility services and conducting initial building damage assessments. Prepares a Damage Report once the emergency ends.

Performs periodic property assessments to identify safety hazards and reports them to the Finance Director and/or Executive Director for correction.

Human Resources Manager Prepares work schedules based on staff availability for in-person or virtual work. Coordinates emergency training with Municipal Emergency Management and the Municipal Fire Department.

Executive Director Coordinates and supervises all work areas and activates personnel in accordance with the Emergency Operational Plan and established emergency protocols.

c. Contact Information for Team Members

Name	Role in the Plan	Phone Number	Email
Hilda R. Renovales Cruz	Executive Director	787-464-8201	hrenovales@yahoo.com
Liz A. Prosper Cruz	Human Resources Manager	787-233-2523	recursoshumanosaldl@gmail.com
Gerardo Torres Rodríguez	Safety Coordinator	787-640-3985	contratacioneswioa@gmail.com
Germaine Valentín Vázquez	Assistant Safety Coordinator	787-951-3795	germainevalentin vazquez@outlook.com



Juan J. Mejía Maymí	Floor Leader 1 (Location 1 - Floor 1)	787-318-3275	aldljovenes@gmail.com
Freddie Justiniano Avilés	Floor Leader 2 (Location 1 - Floor 1)	787-318-2225	tecnicodeprogramaaldl@gmail.com
Jean K. Martínez Dumont	Floor Leader 1 (Location 1 - Floor 2)	939-416-8330	aldlcompras@gmail.com
Lizmarie Méndez López	Floor Leader 2 (Location 1 - Floor 2)	787-320-3162	Lizmarie.mendezaldl@outlook.com
Damaris Rivera Pérez	Leader 1 (Location 2)	787-412-6684	drp.alldlmay@gmail.com
Nilda G. Negrón Ortiz	Leader 2 (Location 2)	939-270-7736	nnegron@trabajo.pr.gov
Elizabeth Ponce Rivera	Leader 3 (Location 2)	787-923-1220	eponce.almlm@gmail.com
José A. Ruperto Muñiz	Leader 1 (Las Marías Satellite Office)	787-458-2405	jrupertoaldl@gmail.com
Ramón Montañez López	Leader 2 (Las Marías Satellite Office)	787-593-3345	rmontanezaldl@gmail.com

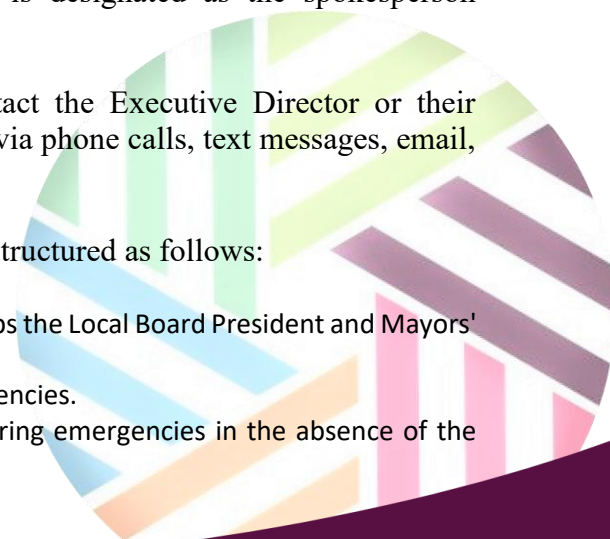
IV. COMMUNICATION PLAN

Germaine Valentín Vázquez, Assistant Safety Coordinator, is designated as the spokesperson responsible for issuing directives according to emergency type.

The first person to detect an emergency situation will contact the Executive Director or their authorized representative. Directives may be issued in person, via phone calls, text messages, email, social media, or through third parties.

Command levels for decision-making and communication are structured as follows:

- **Executive Director:** Issues directives under the Plan and keeps the Local Board President and Mayors' Board informed regarding emergency actions.
- **Safety Coordinator:** Directs employee groups during emergencies.
- **Assistant Safety Coordinator:** Directs employee groups during emergencies in the absence of the Safety Coordinator.



- **Floor Leaders:** Divided by area; responsible for sounding safety code alerts and assisting in orderly evacuations from nearest exits.
- **Property and Warehouse Manager:** Assists in building evacuations as a group leader.
- **Human Resources Manager:** Conducts roll calls of present/absent personnel during an event; contacts emergency family members when necessary.

Contact Information for Internal Personnel, Partners, and Stakeholders

Name of Personnel, Partners, and Stakeholders	Position	Residential and Mailing Address	Phone Number
Aníbal Rodríguez Santiago	MIS and Planning Coordinator	St. 102 Km 33.9 Garden Village A5, San Germán, PR PO Box 1293, Sabana Grande, PR 00637	787-462-0737
Carmen M. Pérez Rosario	Office Systems Administrator	Calle Francisco Galanes 66 Bo. Balboa, Mayagüez, PR Calle Salamanca 909 Urb. Sultana, Mayagüez, PR 00680	939-279-4835
Damaris Rivera Pérez	One-Stop Center Manager	Condominio Puerta del Sol Edif. 2 Apt. 127 Mayagüez, PR Eduardo Trabal 262 Bo. Santurce, Mayagüez, PR 00682	787-412-6684
Elizabeth Ponce Rivera	Resource Officer	Pelikan Park 109 Urb. Alturas de Mayagüez, PR 00682	787-923-1220
Evelyn Cruz Seguinot	Disbursing Officer	Colinas del Oeste Calle 8-F-31, Hormigueros, PR 00660	787-951-4962
Freddie Justiniano Avilés	Program Officer	Carr. 119 Km. 22 H. 4 Bo. Furnias, Las Marías, PR HC-01 Box 2281, Las Marías, PR 00670	787-318-2225
Germaine F. Valentín Vázquez	Equal Opportunity Officer	Urb. Río Cristal 7046 Calle Cesarina Gonze, Mayagüez, PR 00680	787-951-3795
Hilda R. Renovales Cruz	Executive Director	Haciendas de Cabo Rojo, Palmeras 3121, Cabo Rojo, PR 00623	787-464-8201



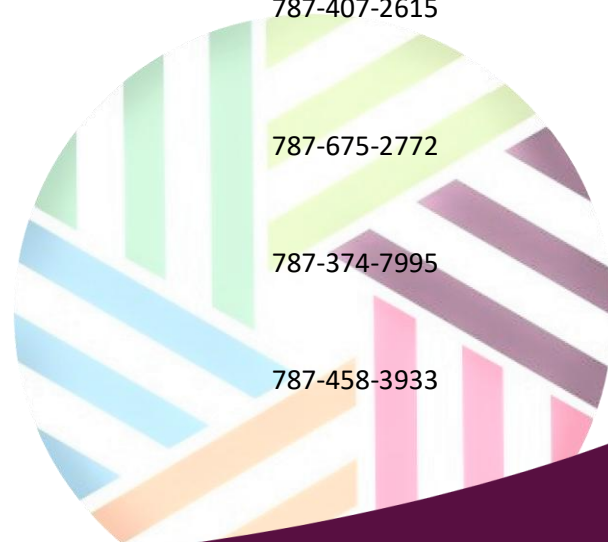
Inés S. Torres Torres	Operational Coordinator	Urb. Belmonte Calle Cadaqués 208, Mayagüez, PR 00680	787-538-1992
Ivonne Vélez Valentín	Resource Officer	Maximino Barbosa 593, Bo. Río Hondo, Mayagüez, PR PO Box 214, Mayagüez, PR 00681	N/A
Javier Ramos López	Case Manager	N/A	N/A
Jean K. Martínez Dumont	Accountant	Carr. 119 Km. 59.6, Las Marías, PR HC-01 Box 4700, Las Marías, PR 00670	939-416-8330
Jesenia M. Robles Castillo	Contracting Officer	N/A	N/A
José A. Ruperto Muñíz	Satellite Office Manager	Bo. Altosano Carr. 407 Km. 1.1 Las Marías Urb. Lavergne 20, Las Marías, PR 00670	787-458-2405
Juan J. Mejía Maymí	Program Supervisor	Oviedo 50 Urb. Belmonte, Mayagüez, PR 00680	787-832-0762 787-318-3275
Laura J. Lugo Morales	Resource Officer	N/A	N/A
Lizmarie Méndez López	Finance Director	162 Calle Prolongación Vadi, Mayagüez, PR 00680	787-320-3162
Liz A. Prosper Cruz	Human Resources Manager	Calle Yagüez 607 Estancias del Río, Hormigueros, PR 00660	787-233-2523
Lourdes M. Vargas López	Promotion and Employment Coordinator	Urb. Monte Bello Calle Varonesa 4019, Hormigueros, PR 00660	787-458-6215
María A. Rodríguez Rivera	Interagency Program Coordinator	Haciendas de Miramar 281 Campo Mar I-3, Cabo Rojo, PR 00623	787-464-1307
Marta I. Souffront Vicente	Resource Officer	Yunque 717 Alturas de Mayagüez, Mayagüez, PR 00680	787-240-7741



Marymar González Marrero	Case Manager	Carr. 348 Int. Bo. Quebrada Grande, Mayagüez, PR HC 7 Box 21354, Mayagüez, PR 00680	N/A
Milangelize Aponte Valentín	Case Manager	N/A	N/A
Miriam Ruperto Soto	Office Systems Administrator	Bo. Maravilla Este, Las Marías, PR HC-02 Box 10563, Las Marías, PR 00670	787-697-1332
Ramón I. Montañez López	Program Technician	Carr. 119 Km. 19.0 Int. Bo. Furnias, Las Marías Box 107, Las Marías, PR 00670	787-593-3345
Reinaliz Matos Torres	Program Technician	Urb. San Antonio Calle C-D-1, Añasco, PR 00610	787-951-1957
Rosana C. Doreste Santiago	Clerk/Receptionist	Paseo Los Robles Edif. La Cima Apt. 204-B, Mayagüez PO Box 3061, Mayagüez, PR 00681	787-374-0907
Tanibeth Hernández Pabón	Case Manager	Urb. Río Cristal Calle Balbino Trinta, Mayagüez, PR 00680	787-673-3611
Vanessa Irizarry Cancel	Pre-Intervention Officer	Carr. 348 Km. 2.7 Camino Perfume Quebrada Grande, Mayagüez, PR HC-7 Box 20764, Mayagüez, PR 00680	787-501-5495
Yolanda Padilla Carreras	Case Manager	Carr. 348 Km. 7.0 Bo. Rosario, Mayagüez, PR HC 02 Box 23695, Mayagüez, PR 00680	787-320-4246
Nilda G. Negrón Ortiz	Assistant Manager	Ave. 5 de Diciembre #151, Sabana Grande, PR	939-270-7736 787-834-8011 Ext. 2446
Luis Ponce Martínez	Initial Interviewer	Isabela, PR	787-834-8011 Ext. 2441



Elizabeth Aponte Rodríguez	Occupational Counselor	Mayagüez, PR	787-834-8011 Ext. 2448
Félix G. Rodríguez Castillo	Occupational Counselor	Urb. Reparto Universidad, San Germán, PR	787-934-4448
Luis R. Ramírez Vargas	Placement and Employer Relations	Urb. Villas de Felisa, Mayagüez, PR	787-831-5024
Nancy González Carrero	RESEA	Miradero, Los Ingenieros, Mayagüez, PR	787-615-5722
Frank J. López Morales	RESEA	Urb. Valle Hermoso, Hormigueros, PR	939-644-6129
Lorna S. Rivera Correa	Counseling Analyst – Vocational Rehabilitation	Not Available	787-903-9211
Julio Pitre De Jesús	Administrative Assistant 1 - Adult Program	Not Available	787-431-8907
Enrique Muñiz	CTE Coordinator – Carl D. Perkins	Not Available	787-505-3102
Jamiera Torres Echevarría	Administrative Officer - TANF	Not Available	Not Available
Nilsa O. Lara	Regional Administrator - PathStone Seniors Program	Not Available	787-407-2615
Lisa Rivera Santos	Outreach Coordinator - PathStone Migrants	Not Available	787-675-2772
Virginia Avilés	OA Counselor - Job Corps	Not Available	787-374-7995
Vilma Torres	Employment Promoter – Acción Social	Not Available	787-458-3933



Myriam Rodríguez Rodríguez	Services Coordinator – HUD Municipality of Mayagüez	Not Available	787-834-1460 Ext. 224
Jorge Luis Ramos Ruiz	President - Mayors' Board	Apartado 447, Mayagüez, PR 00681 Calle La Candelaria No. 8, Mayagüez, PR	787-664-6898
Edwin Soto Santiago	Mayor of Las Marías	Bo. Maravilla Norte Carr. 119 Int., Las Marías, PR 00607	787-391-0146
José A. Justiniano Rodríguez	President - Local Board	266 Calle Mariana Bracetti, Bo. Balboa, Mayagüez, PR 00680	787-832-1694 787-528-1870

Service providers, employers, participants, and the general public may be notified via phone calls, text messages, email, social media, radio announcements, or third-party contacts.

V. EVACUATION AND SHELTER-IN-PLACE PROCEDURES

a. Evacuation Guidelines

The Safety Coordinator will identify all emergency exits and perform drills with the Safety Committee to verify protocol familiarity. During an emergency, the coordinator will verify complete building evacuation. This task is shared with floor leaders, who ensure orderly group movement. Leaders will identify employees with disabilities and notify them directly. Freight elevator use is strictly prohibited.

If an employee is trapped, the Safety Coordinator must immediately contact Municipal Emergency Management, 911, and the Fire Department.

The Assistant Safety Coordinator will lead employee evacuations if the Safety Coordinator is unavailable.

Designated staff will announce aloud: "EMERGENCY PROTOCOL FOR (See Safety Codes Table)"; a whistle will be blown to signal the emergency.



Code	Definition
N	Normal Situation
D	Evacuation of all areas
AE	Anonymous explosive device call; search initiated
(T) (TS)	Earthquake or Tsunami
BT	Bioterrorism
H	Hurricane Warning

b. Shelter-in-Place Procedures

During specific emergencies, staff may shelter inside the One-Stop Center. The CGU facility contains two conference rooms located away from glass windows. Other offices feature perimeter glass doors and windows, making them unsuitable for emergency shelter.

c. Assembly Points and Safe Zones

During an evacuation, personnel will assemble in designated safe zones: directly in front of the American Job Center within the private parking lot. Returning to work facilities will be authorized solely by the Emergency and Safety Committee.

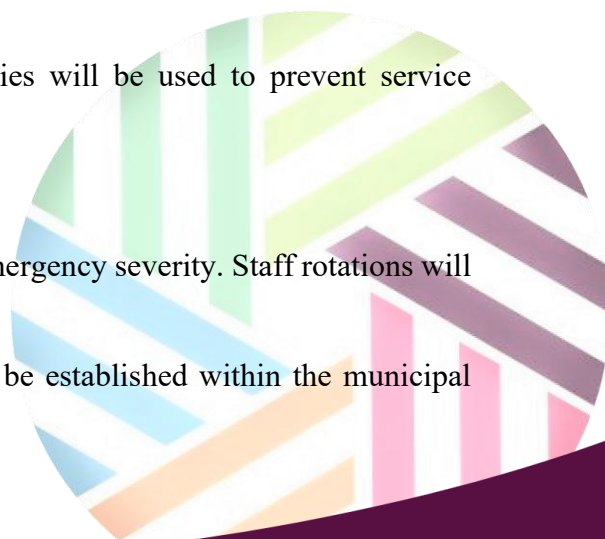
VI. CONTINUITY OF SERVICE DELIVERY

Depending on the disaster type, the following work modalities will be used to prevent service disruption:

a. In-Person Work

Full-time or part-time schedules may be authorized based on emergency severity. Staff rotations will be organized according to individual availability.

If original facilities are unusable, temporary workspaces may be established within the municipal government buildings of Mayagüez and Las Marías.



b. Virtual Work (Telework)

In accordance with Law #36-2020 (Puerto Rico Government Remote Work Law), public entities are mandated to establish telework programs. The Local Board uses this law as the framework for its remote work policy.

Employees will generally be asked to work part-time schedules and meet assigned productivity targets. Exposure control plans will be enforced to safeguard health and safety. Remote work is considered a viable alternative for employees with legally justified reasons preventing in-person attendance, depending on job responsibilities. Unexcused absences or non-compliance will be charged to accrued leave balances in accordance with applicable laws.

Guidelines for Telework/Remote Work operations include:

- Telework is an organizational privilege granted to staff, not an absolute right or additional fringe benefit.
- The organization reserves the right to terminate telework status due to non-compliance, low productivity, or operational necessity.
- Remote work must not negatively impact overall performance or burden on-site colleagues.
- Computers and telecommunications equipment will be provided based on budget and market availability.
- Career Planners will maintain participant services remotely to ensure Employability Plans remain on track.
- Program Coordinators and Supervisors will coordinate virtual delivery with service providers. Competitive providers for Youth Program Elements and Individualized Career Services are contractually required to guarantee emergency service continuity. Educational institutions and employers will be contacted to maintain training activities.
- Public outreach and service promotion will continue through social media platforms.

c. Hybrid Work

Combines concurrent in-person and virtual work schedules while prioritizing the health and safety of staff and participants.



VII. RESOURCE MANAGEMENT

The following equipment is currently available for virtual operations:

Equipment	Number of Units
Laptops with Office 365 and Microsoft Teams	10
Cellular Phones	10
Microsoft Teams Licenses	10
Virtual Rooms for Video Conferencing	2

Additional equipment may be procured as needed to supplement existing inventory. All operational forms and documentation are accessible online.

The Property and Warehouse Manager is responsible for distributing computer and telecom hardware. Equipment may consist of routinely assigned units or newly purchased assets. Upon receipt, employees must submit an electronic certification detailing equipment specifications and property numbers to the Property Manager and Finance Office. Assigned equipment is restricted strictly to official use.

VIII. COLLABORATION WITH REQUIRED AND OPTIONAL PARTNERS

The CGU-AJC Operator is responsible for engaging all Mandatory Partner representatives in plan-related activities. This includes plan discussions, training sessions, emergency drills, and related events. The operator will ensure all participating partners receive digital and printed copies of this document.



IX. DATA BACKUP AND RECOVERY

The Information Systems Department maintains three (3) physical servers that execute automated daily backups at 7:00 PM. Full backups are generated for each server. Every Friday, a complete system backup is performed using *Veeam Backup* software and stored on a 16 Terabyte *Buffalo Data Recovery Specialist DriveSavers* disk library.

Weekly backups are transferred monthly to external hard drives stored securely within the Information Systems Department. Full weekly backups are also uploaded to cloud storage (*OneDrive*).

Data recovery procedures are managed internally; external technical resources will be contracted in the event of a major disaster.

X. TRAINING AND DRILLS

The Human Resources Manager will facilitate employee training on the roles and responsibilities established in this Plan. Training activities and emergency exercises must be incorporated into the Local Area Training Plan. Drills will be conducted on an annual basis.

XI. REVIEW AND UPDATE

This Continuity of Operations Plan was developed in compliance with Circular Letter WIOA-06-2023.

This document will be reviewed annually by the Local Area Emergency and Safety Committee. It may be amended at any time if circumstances warrant.



XII. APPROVAL AND DISTRIBUTION

The contents of this Plan must be reviewed and understood by all system personnel, including Mandatory and Optional Partners. Digital and printed copies will be distributed to all staff and partner representatives. Digital copies will be transmitted to members of the Local Board and the Mayors' Board.

XIII. CONCLUSION

Over the past six (6) years, Puerto Rico has faced unprecedented challenges: two (2) major hurricanes, multiple earthquakes, and a global pandemic. These events have impacted the development of our island. However, emergencies do not eliminate our participants' need for workforce services, training, and employment.

Adopting this Service Continuity Plan provides the necessary tools and procedures to operate under extraordinary conditions, ensuring service delivery continues once life and property are secured.

To ensure successful implementation, this plan will be re-evaluated every twelve (12) months or as necessary.


JOSE A. JUSTINIANO RODRÍGUEZ
President Local Workforce Development Board


HILDA R. RENOVALES CRUZ
Executive Director Conexión Laboral Mayagüez-Las Marías

/cmpr

