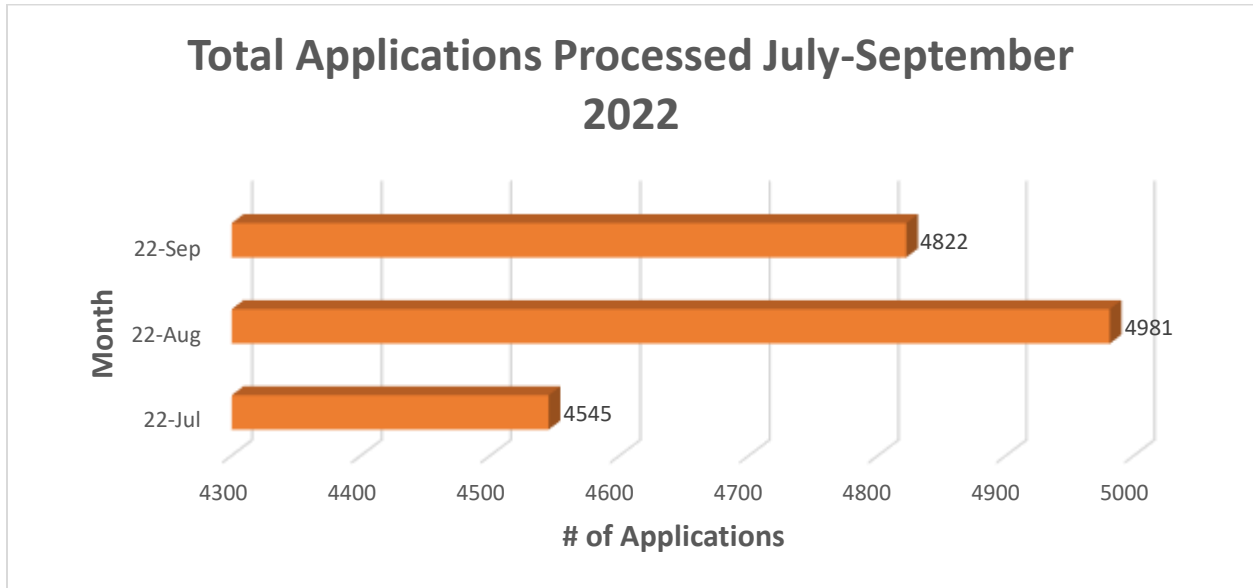


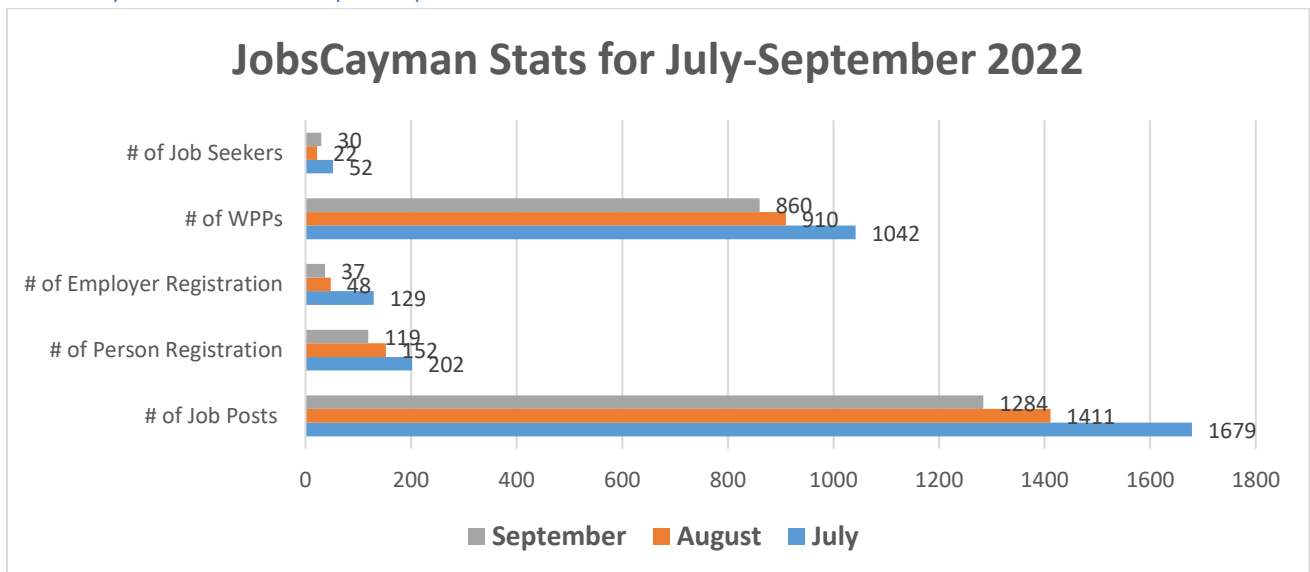
WORC – Monthly Department Report

SEPTEMBER, 2022

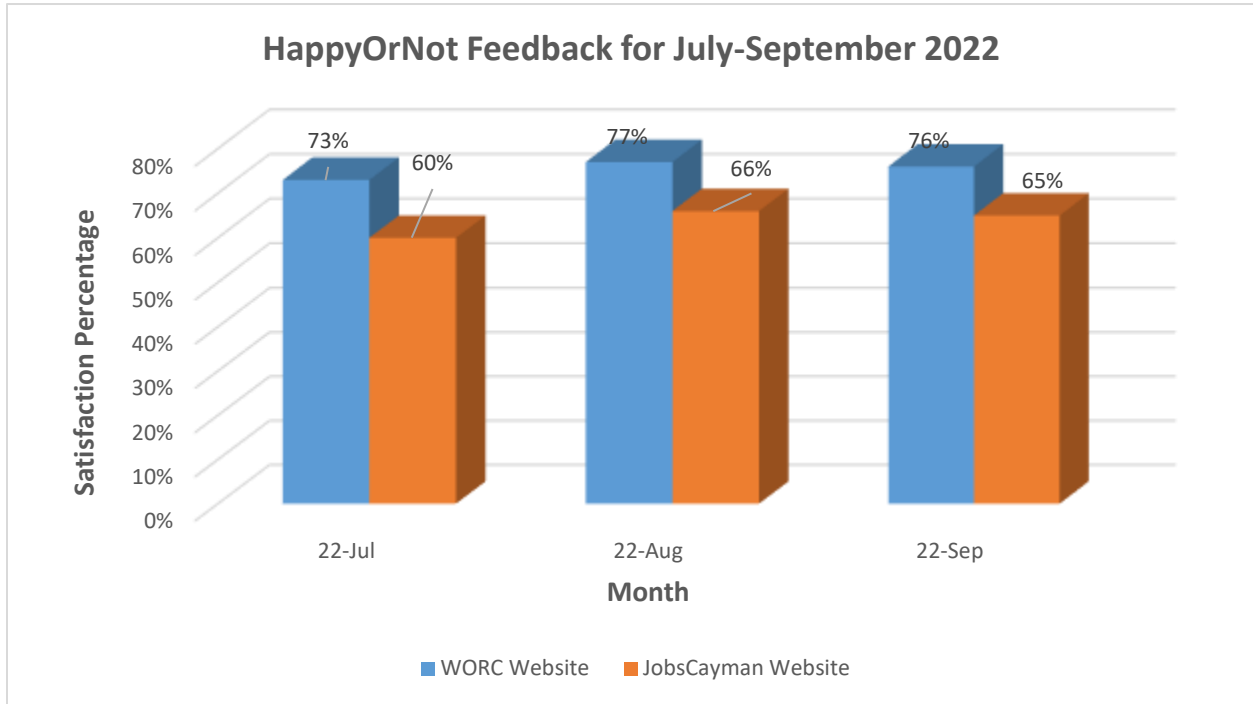
CUSTOMER CARE – Total number of applications received and processed at Customer Care (this includes, work permit applications, Cayman status applications, refunds etc.)



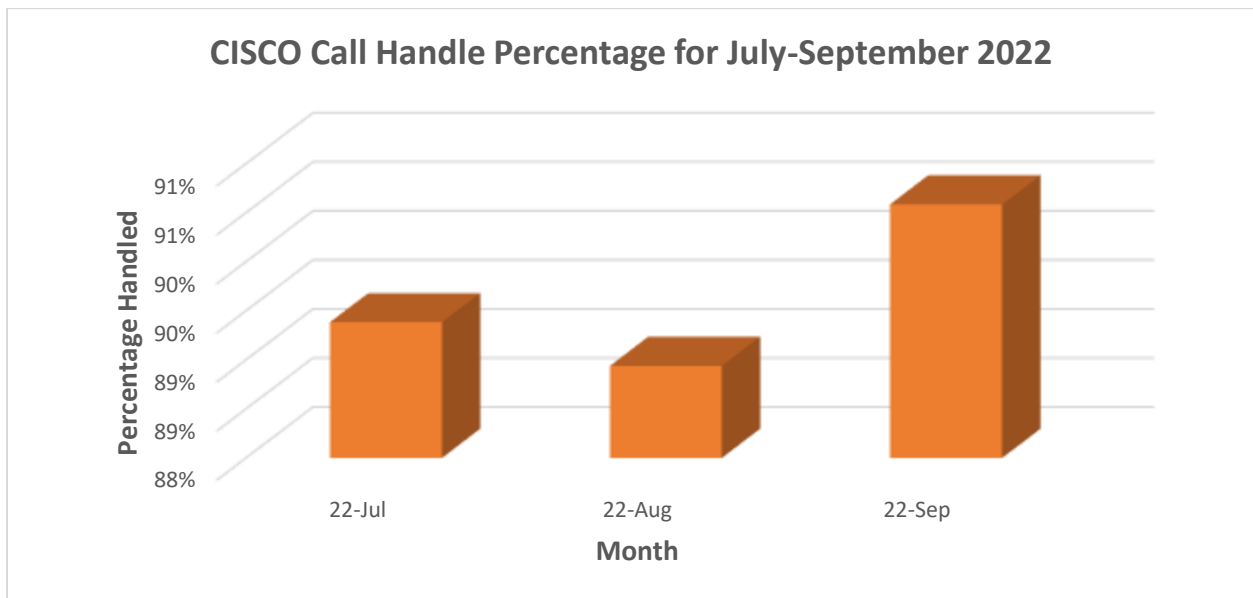
Jobs Cayman – Stats July – September 2022



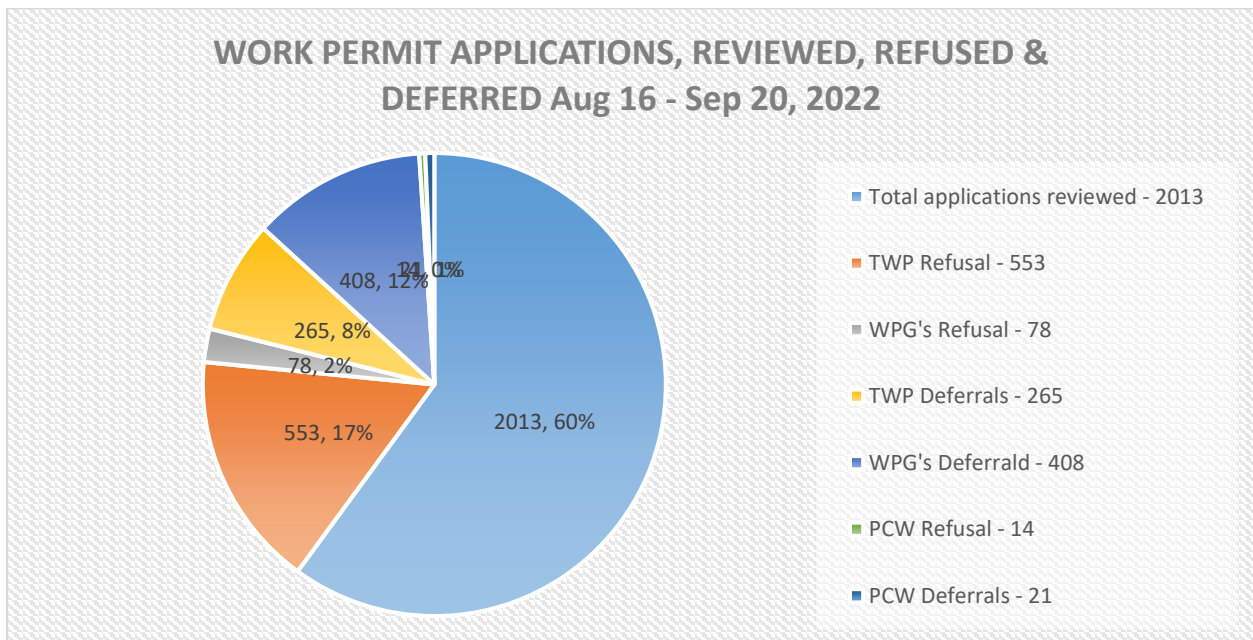
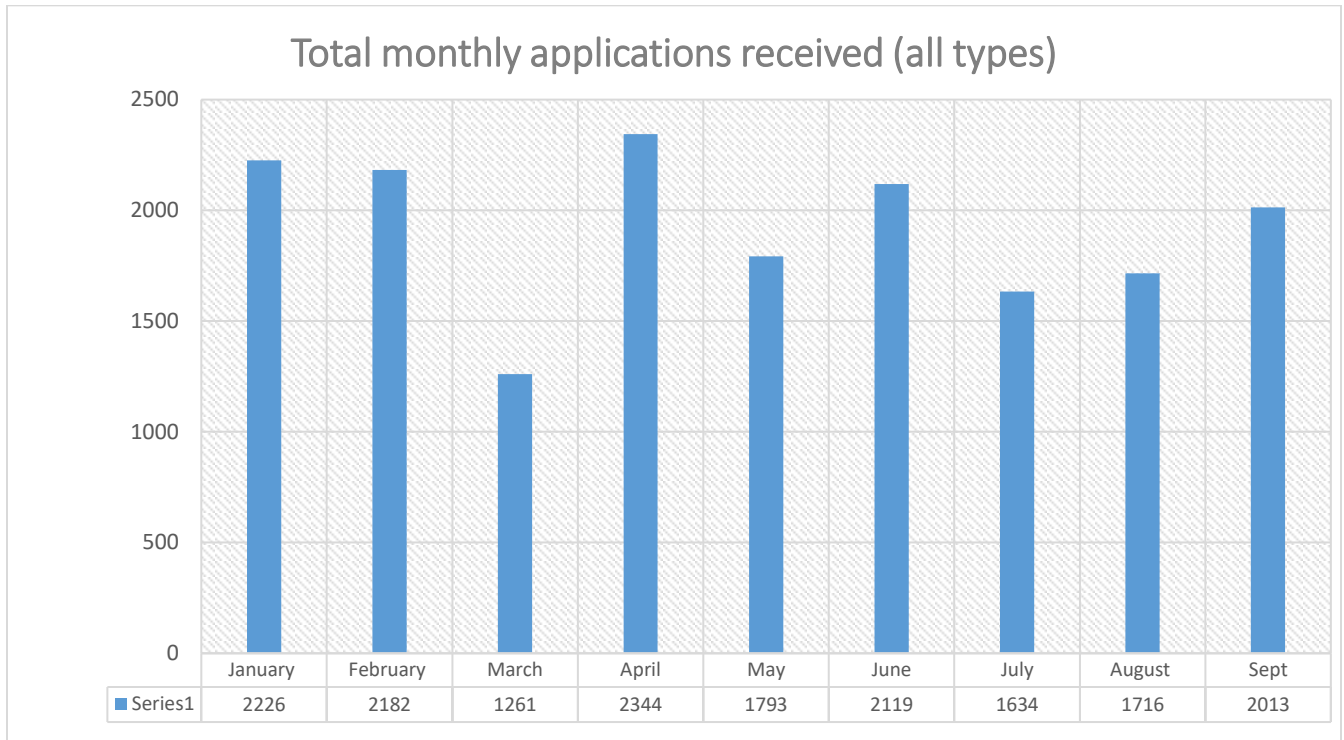
Happy or Not Feedback



Call Center – Call Handle Percentage for July – September, 2022



Work Permit, Cayman Status & Permanent Residency, Business Staffing Plan



Labour Demands

Job Placements and referrals	Total Placed or Referred	Posts	Industry/Company
Number of Jobseeker clients who were successfully placed in a job	6		
Occupation they were employed;		<i>Administrative / Housekeeping / Hearing Aid Specialist / Patient care coordinator / Healthcare Assistant / Night-time Cashier/Pump Attendant</i>	
Industry they were employed;		<i>CI Government/ Hospitality/ Healthcare / Customer Service</i>	
Highest level of education attained by successful candidate (Primary, Secondary, A.A., B.A., MSc., Ph.D., etc.);		<i>Some College / High School / MD and 120 University credits</i>	
Number of referrals to jobs through Jobs Cayman	1	<i>Ongoing – ECB (Second Chances)</i>	
Number of referrals to jobs directly / by email			
Number of referrals for WP Board			
Number of referrals to jobs through Second Chances/Programmes	1	<i>Ongoing</i>	<i>Advised to work on getting references, completing the application form and a few other items for the application.</i>

EMPLOYMENT SERVICES

KPI	Target/Quota	Monthly Update	2022 Overall Average (MTD/YTD)
1. Number of skills assessments completed each month; <i>(This is determined by number of clients to be on-boarded)</i>	30 p/w	14 Scheduled 9 Completed 5 No show* 3 Unresponsive <small>*1 called after to reschedule</small>	9/63
2. Number of Jobseeker Extended clients referred for jobs <i>(This is dependent on suitable job matches and client interest and availability)</i>	n/a	71	71/868
3. Number of Jobseeker extended clients who were successfully placed in a job; <i>(This is dependent on feedback that can be ascertained from job seekers or employers which currently is a challenge)</i>	n/a	6	6/60
(3a) Occupation in which they were employed; <ul style="list-style-type: none"> • Executive Assistant • Warehouse Helper • Office Administrator • Warehouse/Packer/Driver • Customer Service Representative • Sales Representative 	(3b) Industry in which they were employed; <ul style="list-style-type: none"> • Other services Activities • Other services Activities • Administrative and Support Service Activities • Wholesale • Wholesale • Wholesale 	(3c) Highest level of education attained by successful candidate (Primary, Secondary, A.A., B.A., MSc., PHD etc.); <ul style="list-style-type: none"> • High School • High School • High School • High School • High School • High School 	

Complaints Department

Complaints Received – September, 2022

Number of complaints	Code	Breaches
12	CHR	Character
2	EMI	Employment Issues
7	EOT	Employ o/s terms
4	EWP	Employment w/o/p
3	IPP	Illegal Payment of Permit

2	JOB	Jobs Cayman
19	MFR/S	Making False Rep/Stats
1	UFD	Uttering a false Doc
23	WOT	Working o/s Terms of Work Permit
8	WWP	Working w/o Permits

TOTAL 81

COMPLIANCE

Compliance Enforcement statistics for September 2022

Investigations Overview

Total fine amounts served:	\$ 50,235.00(1 st September – 27 th September 2022)
Total fines serve to date:	\$ 266,770.00 (103 fines served)
Total Active Investigations:	117 (includes DPP and Court matters)
Total cases exceeding three months:	37
Total at DPP Office:	10(Needs update from DPP) no changes
Total cases in Court:	14(Needs update from DPP) no changes
Total Operations:	1
Joint Operation:	1
Total convictions:	unknown
Arrest:	6
Total Investigations Closed for September 2022:	9