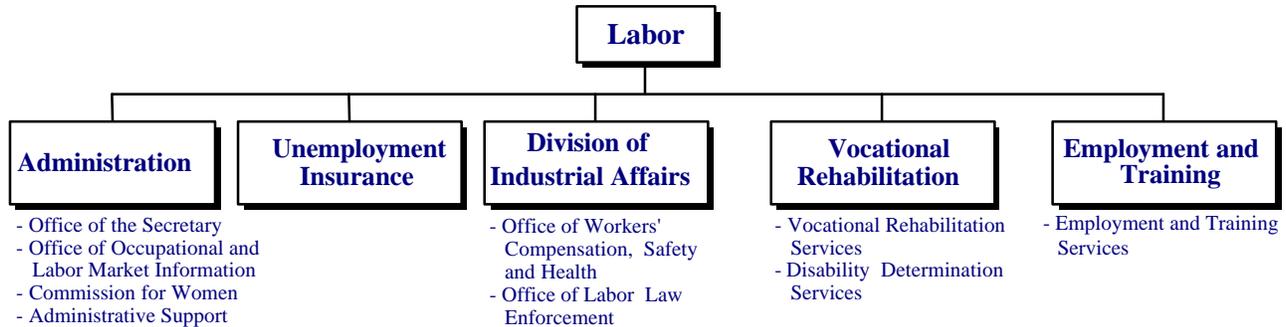


LABOR 60-00-00



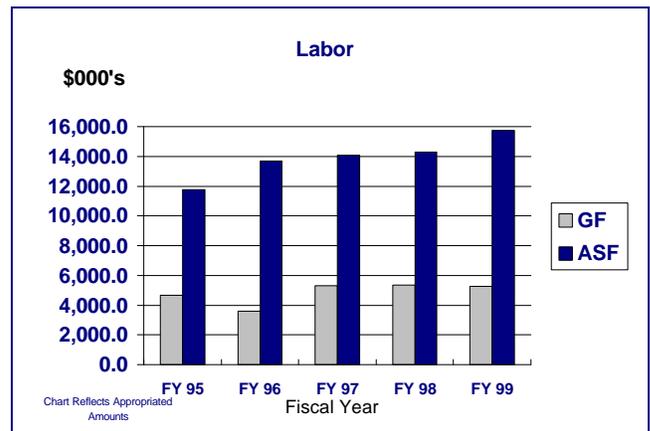
MISSION

To promote the economic stability of citizens and employers, to contribute to the economic vitality of the State through the development and maintenance of an adequate work force and to promote a safe, healthy and fair workplace.

KEY OBJECTIVES

- Develop and maintain a skilled and trained work force to meet the current and future needs of employers.
- Facilitate the transition to, and maintenance of, economic stability for those clients temporarily in need of services.
- Increase by 20 percent the number of students with disabilities served by the Division of Vocational Rehabilitation (DVR) and Department of Education's school-to-work transition program with DVR services following graduation.
- Monitor and enforce the provision of fair employment practices, and promote a safe and healthy work place.
- Develop and implement a Year 2000 plan to convert mainframe and PC applications to the century date change.
- Continue to serve as an active partner with other state agencies and organizations in support of the Governor's priorities.

- Continue the development and improvement of information systems to support effective communications, internally and externally, improve service timeliness and enhance reporting capability.



BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	4,741.5	5,341.1	5,245.8
ASF	14,707.6	14,679.6	15,747.2
TOTAL	19,449.1	20,020.7	20,993.0

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	32.1	32.0	32.0
ASF	88.8	97.4	98.6
NSF	350.1	353.6	352.4
TOTAL	471.0	483.0	483.0

LABOR

60-00-00

FY 1999 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Recommend enhancement of \$60.1 for the state contribution required to leverage approximately \$240.0 in federal funds for the Vocational Rehabilitation Services grant. All funds will be used for service provision.
- ◆ Recommend enhancement of \$5.0 for the Commission for Women to provide brochures and sponsor workshops.
- ◆ Recommend enhancement of \$5.0 for the Governor's Committee on Employment of People with Disabilities, which supports and promotes the hiring of people with disabilities.

ADMINISTRATION

60-01-00

MISSION

Expand the department's leadership and coordinating role in all employer/employee related areas;

Provide policy direction, leadership and administrative support to the Department of Labor through budgeting and accounting, information systems and personnel services;

Collect, analyze and disseminate labor market, occupational and career information for state policy, economic and individual planning purposes; and

Advocate for equality of women in a way that fosters self-esteem and self-reliance among all women.

KEY OBJECTIVES

- Develop econometric models that yield quarterly forecasts of state economic activity and publish an Index of Leading Economic Indicators in order to warn policy makers of turning points in the business cycle. These short-term industry/occupational projections will be produced at the state and county levels.
- Create and distribute a user-friendly version of the Delaware Occupational Information System and work with the Division of Employment and Training (DET) to implement the Automated Labor Exchange Integrated System (ALEXIS) on a statewide basis. This will be done through the development of America's Labor Market Information System database in conjunction with the national Labor Market Information Consortium.
- Increase automation capabilities in the Office of Occupational and Labor Market Information's (OOLMI) data generation efforts in order to enhance accuracy, amount and timeliness of information.
- Provide leadership, support and advocacy at local, regional and national levels on issues impacting the health, safety, economic and political well-being of women and their families.
- Facilitate public awareness and discussion on legislative and policy initiatives affecting the rights of and opportunities for women.

LABOR

60-00-00

- In cooperation with consultants and the Office of Information Systems, inventory, assess, test and validate application systems to ensure that all programs meet the Year 2000 date compliance changes.
- Continue to improve services to staff and provide staff development activities to reduce employee turnover, specifically in targeted job classifications. Implement training programs to include rotational assignments for career development purposes.
- Continue to implement cost containment strategies by streamlining administrative support services.

BACKGROUND AND ACCOMPLISHMENTS

Over the past year the Department of Labor (DOL) opened its first consolidated local office in Georgetown consisting of the divisions of Unemployment Insurance, Vocational Rehabilitation and Employment and Training. The department now has consolidated client service operations in each county. In addition, the Division of Vocational Rehabilitation closed its Odessa office and relocated staff to a new office affiliated with the Wellness Clinic at the State Service Center and associated with the new Middletown High School.

As a result of an independent and comprehensive analysis of DOL and Office of Information Services (OIS) mainframes, DOL's mainframe was partially consolidated into a limited partition (LPA) environment with OIS during 1996 and DOL's Data Center operation was reduced by six people. The second and final phase of data consolidation began in March 1997 and migration is scheduled to be completed this fiscal year.

In order to create a single financial system to improve the fiscal process and grants management and to satisfy state and federal accounting requirements, the system was replaced by an integrated OMS/DFMS system. This has eliminated redundant keying of fiscal data and assured that state and federal accounts can be easily reconciled.

The Commission for Women continues to provide leadership and serve as a primary resource for matters impacting women and their families. During the past year, the Commission has sponsored and co-sponsored several major forums including: Women's Voices, Women's Votes, The Impact of Welfare Reform on Women and Children in Delaware, workplace domestic violence forums, pro se "do it yourself" divorce seminars,

TEENZ 2 TEENZ (a teen pregnancy prevention forum in Sussex County), and the National Working Women's Summit - Economic Equity: Realities, Responsibilities, Rewards. The strategic thrust for the Commission is to shape public policy to include the interest of women and their families using information, collaboration and advocacy.

The Commission is called upon to provide leadership and assistance on a variety of issues impacting women. Among the issues and needs the Commission has confronted are access to affordable legal information, the impact of managed care on women and their families, direct access to OB/GYN care, voting and political empowerment among women, teen pregnancy prevention, the impact of welfare reform, domestic violence awareness, protection from abuse orders and HIV/AIDS awareness among women. The Commission produces several key informational publications including: *The Legal Handbook for Delaware Women*, *Secret No More* (a quarterly newsletter about incest and sexual abuse), *Synopsis: Legislation Impacting Women*, *The Lobby Handbook*, and the *Directory of Women's Organizations*.

The Office of Occupational and Labor Market Information (OOLMI) has been developing OUTLOOK, a labor market electronic information management system to better serve customers. It will improve the ability to retrieve and distribute data and, ultimately, will enable customers to access all of OOLMI's non-confidential information and create their own labor market information products without having to contact the office. Development has begun on an OOLMI web page, which will provide people access to the agency's data and publications. The system will allow OOLMI to track its data requests (for whom, why, format and frequency) so mailing lists can be customized and analysts can be more productive.

OOLMI's major statistical programs have moved to a national service center to increase program efficiency and employer responsiveness. OOLMI was the first in the country to do so.

Delaware has researched and provided basic occupational licensing information for inclusion in a national licensing database that will be transformed into an on-line publication. More specific information about Delaware is being gathered and should be available by the end of Fiscal Year 1998.

LABOR

60-00-00

BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 Gov. REC.
GF	443.8	489.9	519.3
ASF	2,144.4	2,268.0	2,336.7
TOTAL	2,588.2	2,757.9	2,805.0

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 Gov. REC.
GF	7.0	6.9	6.9
ASF	32.5	30.6	30.6
NSF	12.5	12.5	12.5
TOTAL	52.0	50.0	50.0

OFFICE OF THE SECRETARY

60-01-10

ACTIVITIES

- Manage the department and provide leadership for the delivery of services.
- Maintain a responsive and positive relationship with constituents, advisory councils and other citizen groups.
- Ensure effective coordination with divisions within the department and with the Governor's Office, other cabinet agencies, the legislature and federal agencies.
- Manage and coordinate the department's legislative program.
- Manage and provide the department's public information function.

OFFICE OF OCCUPATIONAL AND LABOR MARKET INFORMATION

60-01-20

ACTIVITIES

- Translate raw labor market data into concise analyses of work force, employment, economic and demographic changes.
- Provide mandated federally funded reports for the U.S. Bureau of Labor Statistics as part of a national economic reporting network.
- Produce and provide labor market information at the state and county levels on a regular basis, and maintain close working relationships with the

Governor, cabinet members, legislature, other state agencies, employers and the general public.

- Distribute a computerized Delaware-specific Occupational Information System (DEL-OIS) and work with the Division of Employment and Training (DET) to implement ALEXIS throughout the State.
- Produce at least seven state labor market and career/occupational information publications plus monthly editions of the "Delaware Labor Review" each year.

COMMISSION FOR WOMEN

60-01-30

ACTIVITIES

- Provide leadership and serve as a centralized resource for information, referral and assistance on matters of particular concern to women.
- Develop cooperative initiatives among organizations and develop and sponsor public forums which address issues impacting women and their families.
- Publish and circulate information on such issues as teen pregnancy, child support, divorce, domestic violence, incest, sexual harassment and women's health (including AIDS, breast cancer, domestic violence, and health access).
- Develop statewide initiatives for disseminating information and materials to include community based agencies and organizations and public and private employers.
- Develop and implement project initiatives that link the Commission's priorities with the efforts of the Family Services Cabinet Council to reduce and prevent teen pregnancy and to implement welfare reform.

ADMINISTRATIVE SUPPORT

60-01-40

ACTIVITIES

- Budget preparation and administration
 - Federal and state funds management
 - Fiscal documents processing
 - Lease negotiations
 - Office services: purchasing, graphics and printing, fleet management, warehouse and mail services
 - Contract management
-

LABOR 60-00-00

- Management information systems
- Facilities maintenance

PERFORMANCE MEASURES

	FY 1997 Actual	FY 1998 Budget	FY 1999 Gov. Rec.
% invoices paid within 30 days	98	100	100

UNEMPLOYMENT INSURANCE 60-06-00

MISSION

Assist in the promotion of statewide economic stability and vitality by providing temporary, partial income maintenance to workers who become unemployed through no fault of their own, and by making referrals of unemployed workers to re-employment services.

Ensure adequate funding for the payment of unemployment benefits through the collection of employer taxes.

Contribute to the development of an adequate work force by collecting a statewide training tax from employers to provide funds for the training of dislocated workers, school-to-work transition, industrial training and other training initiatives.

KEY OBJECTIVES

- Maintain a first payment timeliness rate of at least 87 percent.
- Maintain an unemployment insurance (UI) trust fund balance capable of supporting no less than 12-15 months of benefit payments at the highest level historically experienced.
- Improve program quality through internal support systems.
- Make all mainframe and personal computer applications, software, hardware and communication linkages Year 2000 compatible.
- Provide assistance to dislocated workers through the claimant profiling system that identifies potentially long-term unemployed workers and through the Self-Employment Assistance Program to enable dislocated workers to start their own small businesses.
- Continue the benefit system automation project which will eliminate most manual processes, including the posting of claims record cards, and enhance the capabilities of the unemployment insurance benefits claims system.

BACKGROUND AND ACCOMPLISHMENTS

The unemployment insurance system provides prompt, partial wage replacement to unemployed workers

LABOR 60-00-00

through the payment of unemployment insurance benefits and serves the business community during recessions by pumping unemployment insurance trust fund reserves into the economy. Approximately 34,000 unemployed Delawareans have filed claims for unemployment benefits annually over the past five years. During Fiscal Year 1997, benefits paid to unemployed individuals totaled \$80.3 million, a 2.2 percent increase over Fiscal Year 1996.

An enhanced lockbox system was implemented in July 1993. Under this system, a commercial bank receives and deposits employer tax remittances and provides the division with financial activity data and reports. This system has led to: the elimination of the opening of 130,000 pieces of mail annually by division staff; the deposit of all tax monies into appropriate accounts by the close of business on the date received; a reduction in manual and data entry workloads in the division's employer contribution and field audit units of approximately 5.5 staff years annually; and increased cost effectiveness of tax collections.

A strong Delaware economy and sound fiscal management is reflected in the Unemployment Insurance Trust Fund balance of \$273.2 million as of June 30, 1997 (as compared to \$218.7 million four and one-half years ago) which is ranked 10th strongest in the nation. This sound financial position also facilitated the enactment of UI legislation in CY 1995 and again in CY 1997 which reduced employer taxes by \$7.0 million and \$3.9 million annually respectively. At the same time the maximum weekly benefit amount provided to unemployed Delaware workers increased. In July 1993, the maximum weekly benefit amount was increased from \$245 to \$265, and in July 1995 it was increased again to its current level of \$300. These two increases have provided an additional \$11.0 million in benefits annually to unemployed Delawareans.

The division has been proactive in its efforts to provide customer-friendly, efficient service and has made numerous operational/procedural changes as part of this ongoing initiative including: (1) The number of visits an unemployed individual must make to a local office has been reduced from a bi-weekly to a one-time visit requirement; (2) For claimants who prefer to deliver their weekly claim form, outside mail slots and/or mail receptacles have been placed at all UI local office locations; (3) A designated "claims assistance line" is provided at each local office to help those individuals who have questions about their claim; (4) A "take-a-number" service system has been installed in each UI local office to facilitate the initial claims process; (5)

The division developed an informational booklet entitled *Your Guide to Unemployment Insurance Benefits* which is given to all claimants to serve as an easy to read reference guide; and (6) A "self-application" form process was implemented in April 1996 to provide the division additional operational flexibility when local office traffic is heavy or when there is a mass layoff at a specific employer location.

Implemented in 1991, the Unemployment Insurance Information Hotline is an automated voice response inquiry system which enables individuals to obtain information at any time about how to file a claim for benefits, where to file a claim and, if already collecting benefits, the status of specific benefit checks. Available 24 hours a day, seven days a week, the system has received over 1.65 million calls. This initiative has proven to be an effective means of providing information to the public and UI benefit recipients as well as significantly reducing staff resource time spent on the telephone responding to routine inquiries.

In October 1994, a UI claimant profiling system was implemented. The system identifies those individuals on permanent layoff who may have difficulty finding new employment and provides for the referral of these identified unemployed individuals to re-employment services by no later than their fifth week of unemployment. Approximately 1,300 unemployed individuals have been referred to available re-employment services through this system.

BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	--	--	--
ASF	202.7	362.1	363.3
TOTAL	202.7	362.1	363.3

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	--	--	--
ASF	5.0	5.0	5.0
NSF	128.0	128.0	128.0
TOTAL	133.0	133.0	133.0

LABOR 60-00-00

UNEMPLOYMENT INSURANCE 60-06-01

ACTIVITIES

- Provide unemployment insurance benefits to Delaware workers who become unemployed through no fault of their own.
- Assess and collect regular unemployment insurance program and training program taxes, and bill and collect benefit payment reimbursements from non-assessed employers.
- Recover benefit overpayment and delinquent employer taxes for return to the UI Trust Fund.
- Provide division management, policy development, program coordination and customer service initiative support.

PERFORMANCE MEASURES

Initial claims promptness for intrastate program: minimum of 87 percent of first payments made within 21 days of first compensable week ending date.

Minimum of 75 percent delinquent employer accounts for which some monies were obtained within 150 days by end of quarter.

Recover a minimum of 55 percent of all overpayments.

Minimum of 90 percent of monies deposited within three days of receipt.

DIVISION OF INDUSTRIAL AFFAIRS 60-07-00

MISSION

To foster, promote and develop the welfare of the wage earners of the state of Delaware, to improve their working conditions and to advance their opportunities for profitable employment by:

- promoting economic stability to injured workers and their families by providing partial income maintenance;
- protecting workers from unfair and/or unsafe working conditions through the enforcement of labor standards laws and civil rights laws; and
- assisting employers in providing a safe and healthy work environment by providing a comprehensive safety and health consultation service and compiling statistical data relating to workplace injuries, illnesses and fatalities.

KEY OBJECTIVES

- Identify and recommend statutory changes to provide for a more cost-effective workers' compensation system, while protecting the welfare of injured workers.
- Initiate administrative changes in the workers' compensation system which are mandated by the Workers' Compensation Improvement Act of 1997.
- Eliminate the backlog of workers' compensation cases.
- Upgrade and standardize computer equipment and software in the Office of Labor Law Enforcement.
- Reduce the length of time it takes to resolve cases handled by the Office of Labor Law Enforcement.
- Increase the awareness of safety and health issues in Delaware workplaces and make occupational safety and health information readily available to employers, workers and the general public.
- Increase the employer participation rate in surveys conducted by the Office of Occupational Safety and Health Statistics.

LABOR

60-00-00

BACKGROUND AND ACCOMPLISHMENTS

The Office of Workers' Compensation promotes economic stability by administering Delaware's Workers' Compensation Act, which provides medical and indemnity benefits to workers who suffer work-related injuries or illnesses.

The Workers' Compensation Improvement Act was signed into law by Governor Carper on June 26, 1997. The act will streamline and expedite litigation of workers' compensation cases by: providing statutory language that guarantees to speed the disposition of cases; creating new positions of Hearing Officers that will assist in expediting the disposition of the cases; modifying the Second Injury and Contingency Fund by removing self-insured employers from participation; and establishing a provision for identifying fraud.

In Calendar Year 1996, the Industrial Accident Board actually heard more cases than were filed that year. For the first time in 16 years, the IAB's cumulative backlog decreased by 174 cases even though the rate of petitions surpassed the 1996 projected increase.

A fair work environment is strengthened by the enforcement of state and federal labor standards laws and civil rights laws, which define relationships between employers and employees. The Office of Labor Law Enforcement handles 24 such laws, including laws pertaining to wage and hour, child labor, prevailing wage and employment discrimination. The Office of Labor Law Enforcement handles an average of 75,000 constituent complaints or inquiries each year with a staff of 15. The addition of staff positions in Fiscal Year 1995 and the appropriation of funds for a downstate office three years ago has enabled the division to resume a proactive enforcement role. This has also allowed the agency to conduct annual summer and holiday labor sweeps resulting in the discovery of thousands of labor law violations.

BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	--	--	--
ASF	11,332.7	10,634.0	11,154.1
TOTAL	11,332.7	10,634.0	11,154.1

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	--	--	--
ASF	43.5	54.0	54.0
NSF	9.5	7.0	7.0
TOTAL	53.0	61.0	61.0

OFFICE OF WORKERS' COMPENSATION, SAFETY AND HEALTH

60-07-01

ACTIVITIES

- Administer Delaware's Workers' Compensation Act.
- Compensate eligible individuals for wages lost and for job-related injuries.
- Collect the self-insurance tax, the second injury assessment and the administrative assessment.
- Provide private sector employees with assistance in identifying, and guidance in abating, safety and health hazards in the workplace.
- Establish ongoing safety and health programs as a means of primary injury prevention.
- Collect, analyze and disseminate statistics on work related injuries, illnesses and fatalities.

PERFORMANCE MEASURES

	FY 1997 Actual	FY 1998 Budget	FY 1999 Gov. Rec.
# days from petition received to award mailed	270	256	256
# WC petitions filed	4,609	4,901	5,113
# hazard violations identified	3,100	3,200	3,400
# safety and health consultations	240	240	250

OFFICE OF LABOR LAW ENFORCEMENT

60-07-02

ACTIVITIES

- Enforce 24 state and federal labor laws.
- Enforce employment discrimination laws through investigation of charges and enforcement of remedies.
- Establish state prevailing wage rates for public works projects and ensure compliance with prevailing wage rates on all public works projects.

LABOR 60-00-00

- Provide technical assistance to employers and employees by providing information relating to labor standards and civil rights laws.
- Administer a statewide issuing officers program for child labor work permits.

PERFORMANCE MEASURES

	FY 1997 Actual	FY 1998 Budget	FY 1999 Gov. Rec.
# Anti-Discrimination Section (ADS) charges resolved	259	262	265
# days to resolve discrimination case	155	146	137
# wage payment claims resolved	964	856	899

VOCATIONAL REHABILITATION 60-08-00

MISSION

To contribute to the economic vitality of the State by empowering people with disabilities to obtain and retain employment, and to maximize economic self-sufficiency and independence for themselves and their families.

KEY OBJECTIVES

- Assist 700 individuals with disabilities to obtain employment during the next fiscal year.
- Increase by 20 percent the number of students with disabilities served by the division's school-to-work transition program.
- Increase by five to ten percent the average wage earned by the consumer at closure.
- Expand and improve vocational rehabilitation services to individuals with mental illness.
- Complete the implementation of upgrades on the Client Rehabilitation Information System (CRIS) computer system and train staff on its use.
- Develop policies and procedures to assist individuals with disabilities in self-employment.
- Develop and implement strategies to increase the efficiency and effectiveness of the agency in providing quality services for individuals with disabilities to gain employment.
- Continue to adjudicate projected disability determination caseloads in a timely, accurate and cost-effective manner consistent with federal regulatory and administrative requirements.

BACKGROUND AND ACCOMPLISHMENTS

The Division of Vocational Rehabilitation (DVR) provides vocational rehabilitation services to eligible individuals with physical and mental disabilities to enable them to achieve independence through employment. The division collaborates with community rehabilitation facilities, advocacy groups and other state agencies to ensure that services are available to all eligible individuals.

LABOR

60-00-00

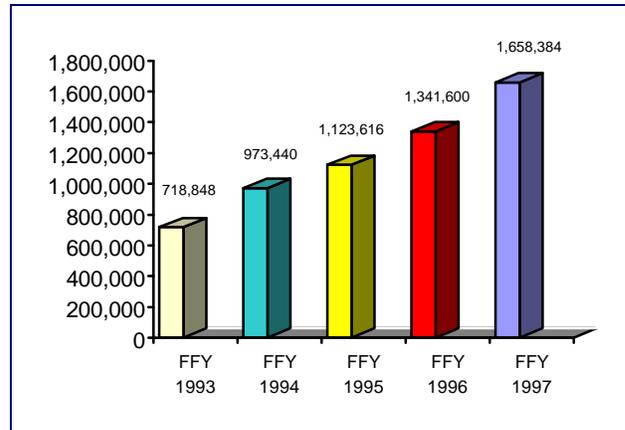
The number of individuals with disabilities served by the division has increased by 27 percent from FFY 1992 to FFY 1996. Individuals with disabilities represent an increasing segment of our population. Outreach efforts increase public awareness and demand for services offered by the division. Advances in medical and rehabilitative treatment, rehabilitation technology and more accessible employment provide greater opportunities for individuals with disabilities to prepare for and enter employment. Statutory changes to eligibility criteria in 1992 also increased access to the program. According to national research, for every dollar spent for state vocational rehabilitation services, a consumer earns \$11 in increased earnings. Furthermore the cost of DVR services is paid back to the government in two to four years

The number of successful rehabilitations increased in FFY 1997 for the fourth consecutive year, despite the fact that regulatory changes implemented this past fiscal year required individuals to remain in employment for an additional 30 days (now 90 days) before they can be considered a successful rehabilitation. The division successfully rehabilitated 693 individuals representing a four-year increase of 22 percent in its success rate. Of those, 504 individuals, or 73 percent of all successful rehabilitations, were individuals with severe disabilities.

FIVE YEAR PERFORMANCE TREND					
	FFY 1993	FFY 1994	FFY 1995	FFY 1996	FFY 1997
Eligible Individuals Served	2,677	2,818	2,844	2,911	3,305
Successful Rehabilitations	568	592	657	676	693
Rehabilitation Rate	60%	56%	56%	62%	58%
Successful Rehabilitations with Severe Disabilities	61%	63%	68%	75%	73%
(\$) Cost per Rehabilitation	3,317	3,668	4,322	4,022	4,109
Public Assistance (PA) Recipients Rehabilitated:					
Number	108	130	146	258	238
(\$) Annual Decrease in Benefits	43,116	96,384	115,476	249,108	399,480
(\$) Annual Increase in Earnings	718,848	973,440	1,123,616	1,341,600	1,658,384

DVR continues to support the efforts of the administration to move people from dependence to independence, from welfare to work. In FFY 1997, 238 people with disabilities previously on public assistance were rehabilitated and obtained employment. The result is a projected annual savings in public assistance of \$399,480 and annual earnings for this group of \$1,658,384.

**Consumer Annual Increase in Earnings
Federal Fiscal Years 1993-1997**



DVR and the Department of Education are collaborating on a five-year plan to promote and improve school-to-work transition services for students with disabilities completing their education in the public school system. A cooperative agreement was signed by the two agencies and by all the school districts throughout the State. The effort is entering its second year and producing dramatic increases in the number of students served by the division. Over the past two years the number of students served increased from 299 students in 1995 to 469 this past year, a 57 percent increase.

The division's efforts to ensure maximum funds are spent on consumer services rather than operating costs resulted in an increase from 75 percent to 84 percent in the amount of allocated funds spent on consumer services. The division will continue to streamline its operation to ensure that it remains a cost-effective service delivery system responsive to the needs of its consumers.

Migration of DVR's computer system to an updated version of CRIS, a consumer-driven data collection system, will be completed during the new fiscal year. Enhancements to the existing version (DELCAN) will be incorporated in the new system, and staff training will be conducted to complete the migration process.

The division developed and administered a comprehensive rehabilitation program for individuals with disabilities related to traumatic brain injury during the past two fiscal years under its strategic planning initiative. The division has entered into an agreement with a community rehabilitation facility to administer the program during FFY 1998, with the goal of maintaining the program as an ongoing service to which the division can purchase individual slots for its consumers.

LABOR 60-00-00

The Bureau of Disability Determination Services completed FFY 1996 with a productivity level that was the sixth best among the 50 states. The level of performance improved to fifth best in FFY 1997. Average case processing time is among the best in the nation at approximately 55 days, 20 days less than the national average.

The Social Security Administration selected Delaware to serve as the national test site to develop and demonstrate a model for new methods of obtaining medical evidence for the purpose of rendering more timely disability decisions. Delaware was also chosen to serve as a national test site to study the usability of recently developed disability interview forms.

BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 Gov. REC.
GF	2,026.1	2,052.7	2,122.1
ASF	167.3	495.9	521.3
TOTAL	2,193.4	2,548.6	2,643.4

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 Gov. REC.
GF	2.0	2.0	2.0
ASF	4.8	4.8	6.0
NSF	111.2	116.2	115.0
TOTAL	118.0	123.0	123.0

VOCATIONAL REHABILITATION SERVICES 60-08-10

ACTIVITIES

Provide:

- Eligibility determinations for applicants within 60 days, unless referred to extended evaluation;
- Assessment, counseling and guidance, vocational-oriented training, information and referral, job placement, self-employment assistance, and post-employment services;
- Physical and mental restoration services; rehabilitation technology, rehabilitation-related expenses, personal assistance services, transportation assistance, and interpreter services for individuals who are deaf or hard of hearing;
- Supported employment and school-to-work transition services; and
- Services to support independent living.

PERFORMANCE MEASURES

	FY 1997 Actual	FY 1998 Budget	FY 1999 Gov. Rec.
# consumers rehabilitated	690	700	710
# cases served (Independent Living)	110	100	100

DISABILITY DETERMINATION SERVICES 60-08-20

ACTIVITIES

- Adjudicate social security disability applications under Titles II and XVI of the Social Security Act, as amended.
- Perform continuing disability reviews of previously allowed disability claims.
- Evaluate all applicants and refer appropriate individuals to vocational rehabilitation services.
- Provide due process reviews for unsuccessful claimants who file an appeal of their determination.

PERFORMANCE MEASURES

	FY 1997 Actual	FY 1998 Budget	FY 1999 Gov. Rec.
# days (avg) processing time	54	50	50
% accuracy rates from federal quality review	95	96	96
Production per work year	304	285	285

LABOR

60-00-00

EMPLOYMENT AND TRAINING

60-09-00

MISSION

To promote the economic stability of citizens and employers by providing services enabling employers and job seekers to make informed employment and training choices leading to a job.

KEY OBJECTIVES

- Continue one-stop planning, development and implementation activities in cooperation with the Workforce Development Council in order to provide an integrated service delivery system for job-seekers and employers. The one-stop system will be organized around four guiding principles: universal access, customer choice, integrated service delivery, and performance-driven outcomes.
- Continue to develop the Virtual Career Network, Delaware's one-stop service delivery system, offering employers and job seekers Internet access to the functionalities of ALEXIS and a talent bank of electronic resumes.
- Re-engineer the Delaware Welfare Reform Telecommunications Network so contractors providing services to "A Better Chance" participants can access Department of Health and Social Services and Department of Labor Employment and Training information systems through the Virtual Career network.
- Continue to implement and improve the work component of "A Better Chance" in cooperation with DHSS and DEDO to enable recipients to obtain and maintain employment.
- Maximize employer and applicant participation and confidence in the division's labor exchange services through the use of state-of-the-art automated systems such as ODDS, RES, Delaware Job/Match, VCNet and emerging one-stop service delivery systems.
- Survey applicant and employer customers to measure the level of satisfaction with services provided by the division in order to improve services and customer satisfaction.
- Maximize the employment potential of clients through the development of training programs which

provide the education and occupational skills necessary to meet the demands of a technologically changing global labor market.

- With the Workforce Development Council and Family Services Cabinet Council, promote increased coordination among public and community-based agencies which provide employment and training services.
- Serve current apprenticeship and training program sponsors by promoting and expanding the use of apprenticeships among employers, labor unions and governmental agencies. Actively promote the increase of women and minorities in apprenticeship positions.
- Support the technology initiatives of the Family Services Cabinet Council, such as the ACCESS Delaware kiosk system and membership on the Services Integration Work Group.

BACKGROUND AND ACCOMPLISHMENTS

The Division of Employment and Training (DET) plays a vital role in the economic health and vitality of the State. It operates a statewide labor exchange system serving both employers and job seekers. DET also administers major federal and state-funded training programs for persons with barriers to employment resulting from social, economic, job dislocation and other factors. The division provided a wide variety of one-stop employment and training services to over 42,000 customers last year through vocational skills training programs, school-to-work training programs, summer youth employment and training programs, re-employment services, employer services and by matching job seekers with employment opportunities.

In conjunction with the Delaware Economic Development Office (DEDO) and the Department of Health and Social Services (DHSS), the department implemented "A Better Chance" (ABC), Delaware's welfare reform program, in 1995. The Department of Labor's major role is to administer a statewide program of work readiness, job seeking skill development, supervised job search, job placement and related services provided by sub-contractors to enable recipients to obtain and retain employment.

In order to provide the sub-contractors with access to the DHSS and DOL automated management information systems, the division established the Delaware Welfare Reform Telecommunications Network. The system

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provides DET welfare reform service providers with unrestricted, one-stop access to the division's automated systems as well as access to the Banyan Vines statewide e-mail system and DHSS's client information reporting system. The ABC service providers have unrestricted access to ALEX (the applicant self service Automated Labor Exchange), ODDS (the Online Data Entry and Data Display System), and Delaware Job/Match (a text-based job matching system). The DET Welfare Reform Network supports 47 ABC service provider staff members at eight locations statewide.

During the past year, the division successfully planned and implemented several initiatives in support of its one-stop, efficient and customer-friendly approach to service delivery. In March 1997, the division implemented Delaware's Internet Job Bank, an interactive world wide web site that allows job seekers to search through local, state, regional and national job opportunities listed with DET, as well as job orders self-entered by employers. As of October 1997, approximately 70 employers had registered to self-enter their job orders, and over 1,000 internet-generated resumes had been sent. Available seven days a week, 24 hours a day, the system's job orders database is updated daily. Free access is available at most Delaware libraries. Links to related workforce development sites include:

- Over 1,700 web sites;
- Over 600 employment agency web sites;
- Job banks maintained by other states;
- America's Job Bank;
- Worldwide federal job opportunities;
- Online Occupational Handbook;
- Delaware's colleges, universities and schools;
- News Journal classified;
- A catalog of related links to job and career sites maintained by the Delaware library system; and
- State agencies listed on the state's home page.

One-stop planning and development activities progressed over the year. In conjunction with the Workforce Development Council, DET obtained a one-stop planning grant from the U.S.D.O.L. to help establish a One-Stop Career Center System in Delaware. Called VCNet (Virtual Career Network) the "no wrong door" service delivery system will provide individuals and employers with access to a full range of workforce development information concerning job openings, training, scholarships, support services, labor market and occupational trends, and a resume talent bank from any site with access to a computer, modem, telephone line and an internet service provider. Portions of VCNet will

be pilot tested, and the rest of the system's development will be accomplished with funds from a three-year U.S. D.O.L. implementation grant.

Because of reductions in federal Job Training Partnership Act (JTPA) funds, state funds were provided to DET in Fiscal Year 1997 for skills training referred to as the skills grant. Rather than filling a slot in one of the contracted programs funded by the Delaware Private Industry Council (PIC), a participant is provided with a wide range of training options. Applicants who meet the JTPA eligibility criteria work with DET staff in developing an individual training plan which identifies the type of training and who will provide it. The program, which started in December 1996, has served 275 participants, 227 of whom are still in training/school. Of the 44 adults who have terminated, 36 - or 82 percent - are employed at an average wage of \$10.60 an hour. Of the four youth who have terminated, two are employed at an average wage of \$6.05 an hour.

BUDGET

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	2,271.7	2,798.5	2,604.4
ASF	860.1	919.6	1,421.8
TOTAL	3,131.8	3,718.1	4,026.2

POSITIONS

	FY 1997 ACTUAL	FY 1998 BUDGET	FY 1999 GOV. REC.
GF	23.1	23.1	23.1
ASF	3.0	3.0	3.0
NSF	88.9	89.9	89.9
TOTAL	115.0	116.0	116.0

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ACTIVITIES

- Administer labor exchange services in Delaware.
- Provide the public with access to local, state, regional and national job opportunities.
- Match employer job order requirements with applicant skills and abilities.
- Assess applicant aptitudes, skills, education and training background, job readiness, or training needs and refer clients to training opportunities if indicated.
- Assist small or expanding businesses through the referral of employment applicants or other services in cooperation with DEDO.

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- Provide special services to veterans, migrant/seasonal farmworkers, displaced homemakers and unemployment insurance recipients.
- Provide special services to employers and workers dislocated by plant closings or staff reductions through concerted services of the Rapid Response Team organized by the federal Dislocated Workers program.
- Co-administer with the PIC training programs for economically disadvantaged individuals providing fiscal and operational management, planning, contract negotiation, monitoring, evaluation and technical assistance to agencies providing the training services.
- Implement the work and case management component of A Better Chance in cooperation with DEDO and DHSS.
- Certify, monitor and promote the use of apprenticeship programs.
- Serve youth in state and federally supported summer employment programs.
- Coordinate training through cooperative agreements with state agencies as well as through the Family Services Cabinet Council and the Delaware Workforce Development Council.

PERFORMANCE MEASURES

- Transition 3,800 persons into unsubsidized employment. Unemployment Insurance claimants placed as percent of total placements will be at least 20 percent.
- Increase the number of new job openings received to 110 percent of the new job openings received the previous year.
- Meet the performance standards negotiated with the State Director of Veterans Employment and Training.
- Meet the federal migrant and seasonal farm worker equity indicators as established by the U.S.D.O.L.
- For the Delaware Dislocated Worker program, meet an entered employment rate of 72 percent and an average hourly wage of \$7.00.
- For adult and youth programs funded under JTPA, Title II and Blue Collar Training:
 - An adult 13-week follow-up employment rate of 59 percent and earnings of \$281/week.
 - An adult welfare 13-week follow-up employment rate of 50 percent and earnings of \$244/week.

- A youth entered employment rate of 41 percent and youth employability enhancement rate of 40 percent.
- For the welfare reform work component:
 - 70 percent of individuals who complete work readiness and job search skills development activities will obtain job placement, 75 percent of which will be full time and 50 percent of which will be higher than the minimum wage.
- For the economic independence/retention component:
 - 85 percent at full time employment for the final six months of participation and 70 percent with an increase in weekly earnings from enrollment to termination.
- For the life skills component:
 - 85 percent completion of training and uninterrupted employment.
- For the work experience/work adjustment component:
 - 65 percent placed in a job.