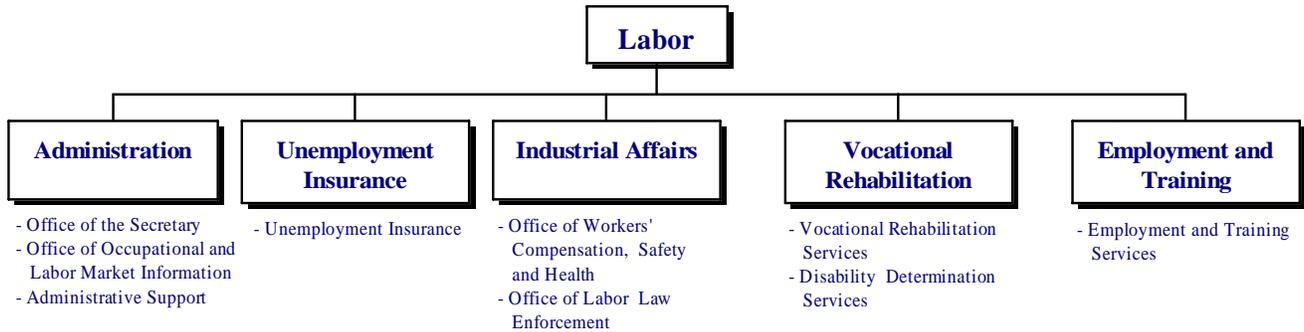


# LABOR 60-00-00



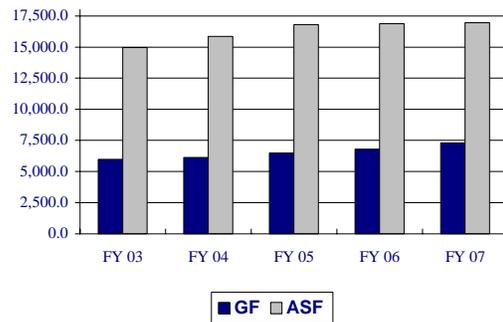
## MISSION

Connecting people to jobs, resources, monetary benefits, workplace protections and labor market information to promote financial independence, workplace justice and a strong economy.

## KEY OBJECTIVES

- Develop and maintain a skilled labor force sufficient in number and quality to meet the expanding needs of industries and to attract new industries.
- Facilitate the transition to, and maintenance of, economic stability for those clients temporarily in need of services.
- Continue to serve as an active partner with other state agencies and organizations in order to create a statewide system of accessible, effective social and economic services.
- Expand customer service options by providing more technologically developed services.
- Contribute to a Livable Delaware that strengthens communities and preserves the quality of life by providing a well-managed, diverse, family-friendly and customer-oriented Department.
- Continue to be a source of leadership, information and resources on issues and trends affecting the workforce and workplace.
- Work creatively and collaboratively for solutions to foreseeable and unexpected changes in the economy and workforce.

## Five-Year Appropriation History



## FUNDING

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	7,067.6	7,310.8	7,286.3
ASF	14,964.0	16,959.7	17,355.7
<b>TOTAL</b>	<b>22,031.6</b>	<b>24,270.5</b>	<b>24,642.0</b>

## POSITIONS

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	34.9	38.9	37.9
ASF	98.7	96.7	96.7
NSF	369.4	369.4	366.4
<b>TOTAL</b>	<b>503.0</b>	<b>505.0</b>	<b>501.0</b>

## FY 2008 BUDGET HIGHLIGHTS

### OPERATING BUDGET:

- ◆ Recommend reallocation of the Delaware Commission for Women (60-01-30) to the Department of State, Office of the Secretary (20-01-11).

## **LABOR**

### **60-00-00**

- ◆ Recommend \$368.0 ASF in Industrial Affairs to reflect increased operational costs, to include maintenance costs associated with the Scheduling, Case Management, Accounting and Reporting System (SCARS).
- ◆ Recommend \$33.9 in Vocational Rehabilitation Services for the Basic Support Grant state match.
- ◆ Recommend \$175.0 in Personnel Costs and 3.0 FTEs to cover decreased federal funding for the Workforce Investment Act Grant.

## **ADMINISTRATION**

### **60-01-00**

#### **MISSION**

To provide leadership, policy direction, sound management and administrative support to ensure optimum internal and external service delivery to customers.

To provide concise and applicable analyses of Delaware's economic, demographic, occupational and industrial labor market areas through an excellence-driven, customer-centered labor market information clearinghouse.

To provide leadership, advocacy and resources on issues affecting the full participation of women in all sectors of society; while promoting equality and the elimination of gender, racial, ethnic and income-based discrimination and disparities.

#### **KEY OBJECTIVES**

- Obtain a satisfaction rate of 85 percent for Occupational and Labor Market Information (OOLMI) products.
- Continue initiatives to create a culture within the Department that promotes and values creativity, collaboration, diversity, employee recognition, family-friendly policies, teamwork, professionalism and respect.
- Increase the visibility of the Department's services through a strong public relations and marketing campaign.
- Continue to utilize management information systems such as the DOL websites, EGov services, and videoconferencing to support effective communications internally and externally.
- Complete re-entry/job readiness services at the Baylor Women's Correctional Institution.

#### **BACKGROUND AND ACCOMPLISHMENTS**

The Administration unit consists of the offices of the Secretary of Labor, OOLMI, and Administrative Support.

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## 60-00-00

The Department of Labor (DOL) has made a concerted effort to maintain and improve customer service, both internally and externally, as part of its commitment for continuous quality improvement. Initiatives identified over the past year include:

- Pursuing opportunities for improvement identified by the Delaware Quality Award examiners following the receipt of the Quality Merit Award in 2003, such as improving processes, developing or updating policies to help ensure consistency, increasing training opportunities and improving internal and external communication.
- Continuing to address feedback from DOL staff on how to make the Department a better place to work.
- Holding the eighth annual employer conference as a means of informing employers of services, laws, procedures and regulations, and obtaining feedback as to how to provide better customer service.
- Taking a leadership role in working with other agencies on behalf of mutual constituents.
- Retaining and developing skilled staff to provide quality customer service on a timely basis and reduce the Department's vacancy rate.

The Department's internal committees continue to work to improve the Department's culture to help ensure that DOL is a good place to work and a good organization with which to do business. The committees work on initiatives related to promoting diversity; balancing work/life issues and responsibilities; promoting health and wellness for DOL employees and their families; and providing information and training on issues affecting the safety of employees and the public. Other committees focus on DOL outreach and public relations; recognizing DOL employees for their contributions to the Department and its customers; or maintaining DOL policies and procedures that are consistent and clear.

OOLMI has created a website (oolmi.net) that provides instant access to all of OOLMI's analyses, data and publications, effectively allowing customers to create their own information products.

OOLMI has continued to implement the Real Game Series which uses hands-on techniques to teach life skills and to transition students from school to work. A major component of the program is to provide career guidance for our future workforce.

OOLMI continues to maintain the Consumer Reports Information System designed to display in-depth information on Workforce Investment Act training providers and their programs. Included is information such as site location, cost, length, scheduling of courses, instructor qualifications and course performance data.

The Information Technology Management (ITM) unit provides operational support to divisions with mainframe applications and all DOL shared applications and resources. ITM is responsible for the maintenance and support of all shared servers and network infrastructure. End-user support is decentralized with each division supporting its own unique applications.

The Financial Management and Support Services Management units are responsible for ensuring that the daily business operations are supported in the most efficient and cost effective manner.

The Support Services Management section has been working diligently over the past three fiscal years to upgrade the Department's security system. They have upgraded and installed identification badge readers to all satellite office facilities, increased remote monitoring capabilities, and added video surveillance monitoring to the satellite office locations.

### FUNDING

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	1,428.6	1,152.6	836.4
ASF	2,612.9	2,865.3	2,855.3
<b>TOTAL</b>	<b>4,041.5</b>	<b>4,017.9</b>	<b>3,691.7</b>

### POSITIONS

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	8.8	10.8	6.8
ASF	29.7	29.7	29.7
NSF	13.5	13.5	13.5
<b>TOTAL</b>	<b>52.0</b>	<b>54.0</b>	<b>50.0</b>

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## *OFFICE OF THE SECRETARY*

### *60-01-10*

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### ACTIVITIES

- Manage the Department and provide leadership for the delivery of services.
- Maintain a responsive and positive relationship with

**LABOR**  
**60-00-00**

constituents, advisory councils and other citizen groups.

- Ensure effective coordination with divisions within the Department, Governor's Office, other cabinet agencies, legislature and federal agencies.
- Manage and coordinate the Department's legislative and public relations programs.
- Coordinate the development and management of the Department's budget.
- Ensure accuracy of all fiscal-related functions including accounts receivable and payable, fund and revenue management, expenditure tracking and the coordination of audits.
- Provide warehouse, purchasing and mail services.
- Manage all human resources related activities.

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**OFFICE OF OCCUPATIONAL AND LABOR**  
**MARKET INFORMATION**  
**60-01-20**

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**ACTIVITIES**

- Translate raw labor market data into concise analyses of workforce, employment, economic and demographic changes.
- Provide federally mandated and funded reports for the U.S. Bureau of Labor Statistics as part of a national economic reporting network.
- Deliver career and labor market information at the state and county levels on a regular basis.
- Serve as Delaware's Consumer Reports Agency under the Workforce Investment Act.
  
- Continue to leverage technology in creating new and innovative information products for customer access.

**PERFORMANCE MEASURES**

	<b>FY 2006 Actual</b>	<b>FY 2007 Budget</b>	<b>FY 2008 Gov. Rec.</b>
% of annual revision of monthly employment estimates	0.7	0.6	0.6
% of jobs represented on occupational survey responses	76	77	78

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**ADMINISTRATIVE SUPPORT**  
**60-01-40**

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**ACTIVITIES**

- Provide information technology leadership to the Department in all activities including mainframe operations and applications, database management, telecommunications, client/server support and the development of an annual information technology plan.
- Provide building-related services such as lease negotiations, facility planning, space allotment and security services.
- Provide graphics and printing support for all DOL operations, including the daily processing and local printing of unemployment insurance checks.
- Provide fleet and inventory management services.

# LABOR

## 60-00-00

### UNEMPLOYMENT INSURANCE

#### 60-06-00

#### MISSION

To 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 workforce 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

- Exceed federal performance criteria for first payment timeliness of 87 percent for unemployment insurance claims.
- Exceed federal performance criteria for timeliness of establishing new employer tax accounts of 70 percent.
- Maintain an Unemployment Insurance Trust Fund capable of supporting more than 12 months of benefit payments at the highest level historically experienced.
- Provide Unemployment Insurance services via e-government and telecommunications options in addition to in-person services available at four accessible office locations statewide.

#### BACKGROUND AND ACCOMPLISHMENTS

For over seventy years, the Unemployment Insurance system has been one of the nation's most important social insurance programs. This system provides prompt, partial wage replacement to unemployed workers through the payment of unemployment insurance benefits. The Unemployment Insurance system serves the business community during periods of economic downturn by pumping Unemployment

Insurance Trust Fund reserves into the economy. An average of 38,200 unemployed Delawareans have collected unemployment benefits annually over the past three years. During this three-year period, \$309.5 million in unemployment insurance benefits were paid, an average of approximately \$103.2 million per year.

Delaware's Unemployment Insurance Trust Fund continues to be one of the strongest in the nation. As of the end of the first quarter of calendar year 2006, this Fund was ranked fourteenth strongest in the nation by the U.S. DOL using the average high cost multiple methodology. Over the past ten years, the maximum weekly benefit amount (MWBA) paid to unemployed Delaware workers has increased from \$265 to the current level of \$330. And during this same period, employer unemployment insurance minimum and maximum tax rates have been reduced from 0.8 percent and 8.7 percent to the current 0.3 percent and 8.2 percent rates respectively.

The enactment of House Bill 419 in June 2006 was an important first step to increase revenue for the Unemployment Insurance Trust Fund and to ensure its long-term solvency. This legislation removed the cap on increases in the state experience factor (SEF). The calculation of the SEF (total benefits paid from the Unemployment Insurance Trust Fund during the most recent three completed experience years divided by the total of benefit wages of all employers during the same three year period) will be its actual calculated level, instead of having any increase in the SEF limited by a cap based on the balance in the Unemployment Insurance Trust Fund.

The Division has an established track record of being proactive in its efforts to provide customer-friendly, efficient service as demonstrated in the examples below:

- Providing Unemployment Insurance information for employers and unemployed workers and downloadable forms for employers on the Division's web page.
- Locating an electronic message board, VCR and television in each Unemployment Insurance local office to provide claimants with important information about the claims process, appeals process and available re-employment services while they are waiting to be served.
- Providing all claimants with *Your Guide to Unemployment Insurance Benefits* at the time an initial claim is filed.

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- Providing all employers with the *Unemployment Insurance Handbook for Employers* upon registration.
- Designating subject matter experts to serve on the Department's Rapid Response Team to provide information and services to employers and workers going through a downsizing or closing process.
- Providing an Unemployment Insurance Information Hotline (an automated voice response inquiry system) that is accessible 24 hours per day, seven days per week. This system enables individuals to obtain information about how to file a claim for benefits, where to file a claim and, if already collecting benefits, the status of specific benefit checks.
- Implementing and continuing to enhance an automated certification system (ACS) component to the Unemployment Insurance benefits system that has reduced the processing time of weekly claim forms by approximately 50 percent and increased first payment timeliness.
- Providing employers the option to register with the Division online.

payment reimbursements from non-assessed employers.

### PERFORMANCE MEASURES

	FY 2006 Actual	FY 2007 Budget	FY 2008 Gov. Rec.
% of unemployment insurance claims first payments made timely	93.6	93.6	93.7
% of new employer tax accounts established timely	78.0	78.7	79.0
# of months of benefits in UI Trust Fund	14.15	13.79	13.11

#### FUNDING

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	--	--	--
ASF	296.2	437.0	475.0
<b>TOTAL</b>	<b>296.2</b>	<b>437.0</b>	<b>475.0</b>

#### POSITIONS

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	--	--	--
ASF	4.0	4.0	4.0
NSF	135.0	135.0	135.0
<b>TOTAL</b>	<b>139.0</b>	<b>139.0</b>	<b>139.0</b>

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### *UNEMPLOYMENT INSURANCE* 60-06-01

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#### ACTIVITIES

- Provide unemployment insurance benefits to Delaware workers who become unemployed through no fault of their own.
- Assess and collect unemployment insurance and training program taxes, and bill and collect benefit

# LABOR

## 60-00-00

### 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, civil rights and apprenticeship laws; and
- ensuring safe and healthy working conditions by identifying workplace hazards and collecting statistical data relating to workplace injuries, illnesses and fatalities.

#### KEY OBJECTIVES

- Decrease the average number of days to resolve discrimination cases.
- Maintain the average amount of time to resolve labor standards cases at 30 days.
- Increase the number of prevailing wage inspections on state funded construction projects.
- Continue proactive enforcement of labor standards compliance and educational visits to private businesses.
- Continue to safeguard the welfare of apprentices by certifying, monitoring and enforcing apprenticeship programs, laws and standards, and promoting apprenticeship to women, minorities and young people.
- Reduce the number of days between the filing of a workers' compensation petition and a decision mailed.
- Increase total attendance at safety and health training sessions.
- Increase the awareness of labor standards, employment discrimination laws, and safety and health regulations by increasing outreach efforts statewide.

- Increase the availability of the Division's laws, rules, regulations and forms on the Internet to provide customers with easy, constant access to information.

#### BACKGROUND AND ACCOMPLISHMENTS

The Office of Workers' Compensation and the Industrial Accident Board (IAB) administers and enforces the State's workers' compensation law which provides benefits to eligible workers who suffer work-related injuries or illnesses.

The number of petitions filed has increased by 58 percent over the past five years. Having hearing officers as well as the IAB hear disputed cases has helped the Division to reduce case processing time by 21 percent. The Division's enhanced website allows for customers to download information and forms used for filing for benefits. This will further assist in reducing the number of days needed to resolve a case.

During Fiscal Year 2006, the Office of Occupational Safety and Health Consultation and Statistics (OSHCS), which provides free consultations to assist small businesses in voluntarily complying with the 432 federal Occupational Safety and Health Administration (OSHA) standards, conducted 235 consultations during which they identified 582 serious hazards. These consultations helped to protect over 2,137 employees.

A fair work environment is strengthened by the enforcement of state and federal labor standards laws and civil rights laws that define relationships between employers and employees. The Office of Labor Law Enforcement (OLLE) enforces 22 such laws, including laws pertaining to wage and hour, child labor, prevailing wage, employment discrimination and apprenticeship programs. OLLE also investigates three employment discrimination laws in partnership with the U.S. Equal Employment Opportunity Commission and acts as designee of the U.S. DOL to enforce and monitor the National Apprenticeship Act. The office handles approximately 6,700 walk-in customers and 127,000 telephone contacts each year.

The Wage & Hour section of OLLE handled 581 cases in Fiscal Year 2006. The section collected \$72,627 in unpaid wages owed to Delaware workers.

The Discrimination section of OLLE handles an average of 650 cases each year. During Fiscal Year 2006, the section collected approximately \$849,302 for Delaware

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workers who filed discrimination complaints, up from \$752,621 the previous year. The average case processing time was 205 days, down from 295 days the year before. This is largely due to the success of the mediation program, which resolved 16.75 percent of all jurisdictional charges filed during the year; enhanced, real-time interfacing with the Equal Employment Opportunity Commission (EEOC) database; and other streamlining measures.

The Prevailing Wage section of OLLE handles an average of 250 cases each year. During Fiscal Year 2006, the agency collected \$342,953 in prevailing wages owed to Delaware mechanics and laborers in 79 of these cases, up from \$58,319 in 37 cases the previous year. The remaining cases involved non-wage violations.

The Apprenticeship section was brought under the umbrella of OLLE on July 1, 2006. During Fiscal Year 2006, the agency monitored approximately 530 sponsors and their respective 1,600 apprentices. Journey papers were awarded to 146 individuals who completed their apprenticeship programs.

### FUNDING

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	--	417.8	436.7
ASF	9,756.4	10,246.9	10,614.9
<b>TOTAL</b>	<b>9,756.4</b>	<b>10,664.7</b>	<b>11,051.6</b>

### POSITIONS

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	--	7.0	7.0
ASF	55.0	53.0	53.0
NSF	9.0	9.0	9.0
<b>TOTAL</b>	<b>64.0</b>	<b>69.0</b>	<b>69.0</b>

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### ***OFFICE OF WORKERS' COMPENSATION, SAFETY AND HEALTH*** **60-07-01**

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#### ACTIVITIES

- Enforce and administer Delaware's workers' compensation law.
- Compensate eligible individuals for work time lost as a result of job-related injuries.
- Collect the self-insurance tax, second injury assessment and 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 for small and medium-sized, high-hazard industries.
- Collect, analyze and disseminate statistics on work-related injuries, illnesses and fatalities.

### PERFORMANCE MEASURES

	FY 2006 Actual	FY 2007 Budget	FY 2008 Gov. Rec.
# of days from petition received to award mailed	109	104	99
# of Workers' Compensation petitions filed	7,619	7,999	8,398
# of attendees at OSHA training sessions	796	545	600
# of safety and health consultations	235	250	265

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### ***OFFICE OF LABOR LAW ENFORCEMENT*** **60-07-02**

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#### ACTIVITIES

- Enforce 19 state labor standards laws, two state discrimination laws, and the State Apprentices Law.
- Serve as federal designee to investigate three civil rights laws in conjunction with the U.S. EEOC.
- Regulate activity under the National Apprenticeship Act in conjunction with the U.S. Department of Labor.
- Enforce labor standards laws through investigation of claims filed and enforcement of statutory remedies.
- Enforce employment discrimination laws through investigation of charges and enforcement of remedies in cooperation with the U.S. EEOC.
- Provide a mediation program to offer an alternative for speedy resolution of employment discrimination claims and charging party orientations to educate those filing charges about the process.
- Establish state prevailing wage rates for public works projects and ensure compliance with prevailing wage rates on all public works projects.
- Certify and monitor apprenticeship programs according to standards established by the U.S. Department of Labor.
- Provide technical assistance to employers and employees by providing information relating to labor standards, civil rights and apprenticeship laws.
- Administer a statewide issuing officers program for child labor work permits to ensure compliance with

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the child labor law.

- Plan outreach/education and pro-active enforcement activities pertaining to the Clean Indoor Air Act.

### PERFORMANCE MEASURES

	FY 2006 Actual	FY 2007 Budget	FY 2008 Gov. Rec.
# of discrimination charges resolved	629	650	650
# of days (average) to resolve discrimination case	205	195	188
# of wage and hour claims resolved	581	581	581
# of days (average) to resolve wage and hour payment claim	20.5	30	30
# of wage and hour inspections/compliance checks	538	335	375
# of prevailing wage claims resolved	227	227	227
# of days (average) to resolve prevailing wage claims	49.7	90	90
# of prevailing wage inspections	431	624	655
# of apprenticeship contracts monitored	530*	530	530
# of apprentices protected	1,600*	1,600	1,600
# of journey papers awarded	146	175	175

\*These numbers are approximate.

## VOCATIONAL REHABILITATION 60-08-00

### MISSION

To provide information, opportunities and resources to individuals with disabilities leading to success in employment and independent living.

### KEY OBJECTIVES

- Enable 840 individuals with disabilities to achieve success in employment, by providing them with counseling/guidance, services and training.
- Increase the number of students with disabilities successfully served.
- Continue to provide benefits counseling services to 400 individuals with disabilities enabling half of them to pursue employment goals.
- Adjudicate all claims for Social Security disability benefits filed in Delaware within federal guidelines.
- Provide independent living services to 105 individuals with disabilities and achieve 60 successful outcomes.

### BACKGROUND AND ACCOMPLISHMENTS

The Division of Vocational Rehabilitation (DVR) provides services leading to employment for individuals with disabilities capable of achieving independence through employment. DVR also administers the Disability Determination Services (DDS) program, which determines eligibility for Social Security disability benefits for individuals with disabilities unable to work.

	FFY 2003	FFY 2004	FFY 2005	FFY 2006 (estimated)
Employment outcomes	845	796	835	840
\$ annualized earnings (millions)	13.31	12.79	12.79	13.57
Number served	3,616	3,788	3,874	3,994

DVR provides services, post-secondary educational support and training assistance leading to employment for approximately 1,200 students with disabilities in the School-to-Careers Transition program. Seven Vocational Rehabilitation counselors, exclusively

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dedicated to the program, provide transition services in all 29 public high schools in the State.

DVR and the Department of Health and Social Services, Division of Substance Abuse and Mental Health (DSAMH) collaborated with Dartmouth University and Johnson and Johnson to develop an evidence-based supported employment program in Delaware for individuals with mental illness. DVR and DSAMH have dedicated and trained staff to work in conjunction with the four primary mental health service providers in the State to provide placement services and employment supports to individuals with mental illness as an integral part of their mental health treatment.

The Consortium Leadership and Independence through Managing Benefits (CLIMB) program provides benefits counseling services to individuals with disabilities receiving public supports that are interested in employment. In the past five years, funded by a federal grant, benefit specialists have provided benefits counseling to more than 2,500 people with disabilities, 1,200 of whom became employed thereafter. DVR has applied for additional grant funding from the Social Security Administration to continue to provide benefits counseling.

The Independent Living program in Delaware provides rehabilitation technology equipment and services that enable people with disabilities to live independently. By providing technology, vehicle and home adaptive equipment, people with disabilities are able to live independently in the community. DVR continues to work collaboratively with the Department of Health and Social Services, Division of Services for Aging and Adults with Physical Disabilities to leverage financial resources and technical expertise that enable both programs to maximize efficiencies and serve more eligible individuals with disabilities.

The DDS has undergone a revolution in the way it conducts its business as part of the Social Security Administration's redesign of the disability determination process. DDS fully implemented the electronic business process this past year. All new claims for Social Security Disability Benefits are received, processed and adjudicated in an electronic environment. This has required DDS to redesign its entire case management practices, and retrain its entire staff on a new way to process claims. In addition, DDS continues to work through higher than normal attrition rates due to the Social Security Administration expanding its staffing levels at DDS' expense. The combination of new case

processing requirements and staff turnover has caused a substantial increase in the processing times for disability claims.

### FUNDING

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	2,600.8	2,850.8	2,895.3
ASF	829.5	851.9	851.9
<b>TOTAL</b>	<b>3,430.3</b>	<b>3,702.7</b>	<b>3,747.2</b>

### POSITIONS

	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	2.0	2.0	2.0
ASF	6.0	6.0	6.0
NSF	122.0	122.0	122.0
<b>TOTAL</b>	<b>130.0</b>	<b>130.0</b>	<b>130.0</b>

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### *VOCATIONAL REHABILITATION SERVICES* 60-08-10

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#### ACTIVITIES

- Provide assessment, counseling, rehabilitation technology, skill training and job placement services to individuals with disabilities that lead to employment in the community.
- Develop and implement individual employment plans for individuals with disabilities that provide for post-secondary education, skill training and community rehabilitation services.
- Provide supported employment services statewide for individuals with mental illness and developmental disabilities.
- Provide school-to-careers transition services in all public high schools in Delaware.
- Provide independent living services to individuals with disabilities to support community inclusion.

#### PERFORMANCE MEASURES

	FY 2006 Actual	FY 2007 Budget	FY 2008 Gov. Rec.
# of clients rehabilitated and employed	836	840	845
% of clients retaining employment after one year	75	78	78
# of transition students successfully employed	300	306	313

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## 60-00-00

### **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 Continuous Disability Reviews (CDR) of previously allowed disability claims.
- Implement the single decision-maker model for adjudication of claims.
- Provide due process reviews for unsuccessful claimants who file an appeal of their determination.

#### **PERFORMANCE MEASURES**

	<b>FY 2006 Actual</b>	<b>FY 2007 Budget</b>	<b>FY 2008 Gov. Rec.</b>
% of budgeted workload completed	98	99	100
% of accuracy rates from federal quality review	95	95	95

### **EMPLOYMENT AND TRAINING** **60-09-00**

#### **MISSION**

To provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

#### **KEY OBJECTIVES**

- Place seven out of ten customers in a job that yields at least \$2.40 per hour increase over their pre-registration wages and provide case management services to customers to retain employment for a minimum of nine months.
- Enhance the broad range of services to employers through an increase in assistance with job recruitment, mass hiring, job placement, reduction in force and lay-off activities, employer customer satisfaction and the number of job openings listed with the Division of Employment and Training (DET).
- Streamline the one-stop integrated service delivery system and coordinate the Division's services with other workforce development programs through seamless service delivery to customers.
- Enhance e-government services to job seekers and employers through staff facilitated services in One-Stop Career Centers and via the Internet.
- Provide case management to customers to maximize employment potential through occupational skills training or intensive job search leading to employment in high demand, high growth occupations that pay livable wages.
- Promote/market apprenticeship to women, minorities and young people as a viable career alternative.
- Ongoing review of all One-Stop offices for best practices for service delivery.
- Evaluation of, and application for, federal waivers to improve Workforce Investment Act (WIA) required program(s) service delivery.

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## 60-00-00

### BACKGROUND AND ACCOMPLISHMENTS

DET operates a statewide labor exchange system serving both employers and job seekers. DET administers federal and state funded employment services and training programs for individuals who have barriers to employment as a result of job dislocation or other socioeconomic factors.

The four local offices are the cornerstones of the State's One-Stop Career Center system. The resource rooms provide customers with staff facilitated service. In addition, customers are offered help with their job search or are provided case management and/or training services for rapid re-entry into the workforce. The centers provide flexibility and a service level path. Depending on the needs of the customer, services range from self-directed job search to staff-supported services.

Last year, the Division provided a variety of one-stop employment and training services to over 30,000 newly registered customers through job search assistance, vocational skills training programs, school-to-work training programs, summer youth employment, re-employment services and employer services. In addition to those who registered for services, many thousands more customers used self-help services in the resource rooms.

To enhance e-government services to job seekers and employers through job matching and information services, the Division's VCNet system provides access to a full range of workforce development information about job openings, training scholarships, support services, labor market and occupational trends. It also provides an electronic resume talent bank from any site with access to the Internet.

To better serve clients and meet objectives, DET will continue to implement major process improvements in its one-stop integrated service delivery system during 2008. Other service goals include timely and courteous service, fair treatment and knowledgeable staff who coordinate the Division's services with other workforce development and support programs. DET also streamlined its fiscal operating procedures resulting in quicker response rates and timelier vendor payments.

DET plays a significant role in the implementation and administration of the work/retention components of Delaware's Temporary Assistance for Needy Families (TANF) program. Since October 1999, there have been over 5,713 full-time job placements and 4,385 part-time

placements. The average full-time placement was approximately \$8.10 per hour and the part-time placements averaged \$7.16 per hour.

Under WIA, DET is required to provide transitional assistance services to those job seekers who work for a company laying off 50 or more workers. Taking a proactive approach, DET provides services to smaller lay-off groups at the employer's request.

	FUNDING		
	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	3,037.8	2,889.6	3,117.9
ASF	1,469.2	2,558.6	2,558.6
<b>TOTAL</b>	<b>4,507.0</b>	<b>5,448.2</b>	<b>5,676.5</b>

	POSITIONS		
	FY 2006 ACTUAL	FY 2007 BUDGET	FY 2008 GOV. REC.
GF	24.1	19.1	22.1
ASF	4.0	4.0	4.0
NSF	89.9	89.9	86.9
<b>TOTAL</b>	<b>118.0</b>	<b>113.0</b>	<b>113.0</b>

### EMPLOYMENT AND TRAINING SERVICES 60-09-20

#### 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.
- Assist small or expanding businesses through the referral of employment applicants or other services in cooperation with the Delaware Economic Development Office (DEDO).
- Provide special services to veterans, migrant and seasonal farm workers, displaced homemakers, unemployment insurance recipients, people transitioning from prison to work and aliens.
- Provide special services to employers and workers dislocated by plant closings or staff reductions through a Rapid Response Team organized through the federal Dislocated Workers program.
- Co-administer, with the Workforce Investment Board, training programs for economically disadvantaged individuals by providing fiscal and

**LABOR**  
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operational management, planning, contract negotiation, monitoring, evaluation and technical assistance to the agencies providing the training services.

- Administer the work and case management component of Delaware's welfare reform program in cooperation with DEDO and the Department of Health and Social Services.
- Administer the Summer Youth Employment program.
- Provide case management and intensive job search activities to affected workers of companies that are closing or have a significant reduction in force.
- Provide case management and intensive job search support to clients whose jobs were lost to foreign competition and clients who were a part of a massive industry lay-off.
- Promote the use of apprenticeship programs and refer candidates as appropriate.
- Continue to implement the Re-entry Grant to support employment needs for ex-offenders returning from Delaware's prisons to the community with specific focus on job readiness and placement.

**PERFORMANCE MEASURES**

	<b>FY 2006 Actual</b>	<b>FY 2007 Budget</b>	<b>FY 2008 Gov. Rec.</b>
% of job seekers entering employment	61	63	63
% of job seekers retaining employment	76	82	82
% of dislocated workers entering employment	91	84	84
% of dislocated workers retaining employment	81	80	80