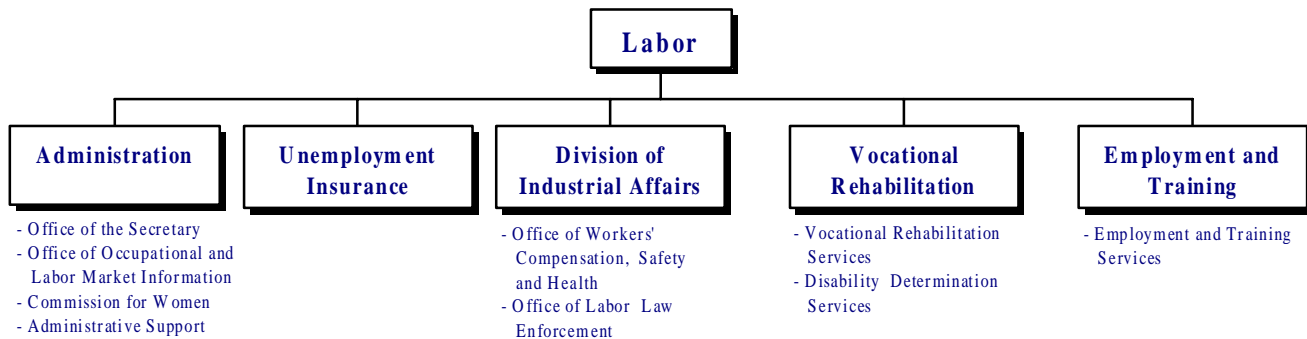


LABOR 60-00-00



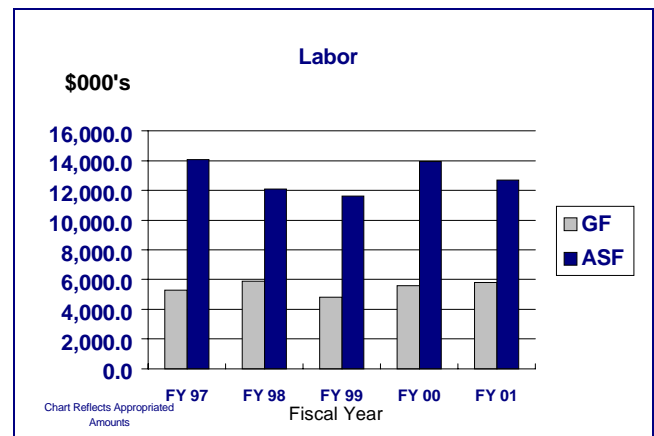
MISSION

Connecting people to jobs, resources, monetary benefits, workplace protective systems 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 numbers 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.
- Increase by ten percent annually over the next three years 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.
- Aid in providing maximum opportunities for unemployed and employed persons to improve and modernize their work skills.
- Continue to serve as an active partner with other state agencies and organizations in order to create a statewide system of accessible, effective social services.
- Continue the development, improvement and coordination of the department's information systems to support effective communications, internally and externally, improve service timeliness and enhance reporting capability.

- Actively promote diversity initiatives in the department to create better understanding and appreciation of differences among employees and the people served.



BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	4,831.9	5,578.6	5,790.3
ASF	11,636.2	13,951.5	12,707.8
TOTAL	16,468.1	19,530.1	18,498.1

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	32.0	33.0	34.0
ASF	98.6	97.6	97.6
NSF	354.4	352.4	358.4
TOTAL	485.0	483.0	490.0

LABOR

60-00-00

FY 2001 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Recommend base adjustment of \$57.9 for the state contribution required to leverage approximately \$213.0 in federal funds from the Vocational Rehabilitation Services Grant. All funds will be used for service provision.
- ◆ Recommend enhancement of \$32.5 in personnel costs and 1.0 FTE in the Division of Employment and Training for an Apprentice and Training Specialist. This person will monitor training sites in Kent and Sussex counties, provide support to the participating sponsors and insure that the rules and standards of the program are being upheld.
- ◆ Recommend one-time funding of \$6.5 in the Budget Office's Contingency for implementation of the Workforce Investment Act awareness/marketing campaign. This campaign will inform the general public and contractors about changes in the training program arrangements associated with implementation of the Workforce Investment Act and offer more information about all the other services provided by the Department of Labor.

ADMINISTRATION

60-01-00

MISSION

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

To provide policy direction, coordination and administrative, technical and analytical support to the divisions/offices of the department in order to efficiently and effectively manage and develop DOL resources in accordance with DOL goals;

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

To shape and influence public policy, education and workplace practices in the interest of women and families.

KEY OBJECTIVES

- Provide and promote exemplary customer service throughout the department to all DOL constituents.
- Continue initiatives to create a culture within the department that promotes diversity, employee recognition, family-friendly policies, teamwork, professionalism and a positive working environment.
- Continue to increase the visibility of the department's services through a strong public relations and public education campaign.
- Continue to strengthen communication and working relationships with agencies and individuals outside the department on behalf of common constituents.
- Reassess and implement better internal controls and procedures for the fiscal operations of the department.
- Develop DOL computer standards that will ensure compatible and efficient communications between divisions and with other state agencies.

LABOR

60-00-00

- Continue to improve services to staff and provide staff development activities to reduce employee turnover, specifically in targeted job classifications.
- Create a Consumer Reports system in response to the Workforce Investment Act that integrates information on training providers with all of OOLMI's labor market information and "Career Directions" Internet mapping system.
- 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 which promote their full and equitable participation in all sectors of society.
- Design and disseminate informational resources for employers that encourage workplace policy initiatives that are responsive to the needs of working women and their families.

BACKGROUND AND ACCOMPLISHMENTS

The department has been working on making all mainframe and personal computer applications Year 2000 compatible and developing contingency plans in case a problem arises. The successful implementation of this labor intensive and costly project (in excess of \$4.0 million for the Division of Unemployment Insurance alone) remains a top priority for the department.

DOL staff collaboratively had the opportunity to define and openly discuss the department's mission, goals and strategies. A framework for the department's strongly inter-related goals – known as the "Four Cs": Customer Service, Communication, Connectivity and the department's Culture - was defined. Leadership and timelines for carrying out specific strategies for accomplishing the "Four Cs" were assigned and many of the initiatives are completed or well underway.

A concerted effort has been made to improve communication inside and outside the department. Through the department's newsletter Labor Link, E-mail, DOL web pages, and by encouraging suggestions and improved personal communication among all staffs, the department is intent on keeping everyone better informed of initiatives. More frequent speeches by the Secretary of Labor, greater visibility of DOL staff and the development of a strong public relations campaign is providing a forum for soliciting input and increasing the visibility of DOL services.

In an effort to promote positive relationships among its employees and the people served, the Department of Labor created a Diversity Committee on Workforce Development and initiated a multi-faceted effort to establish better understanding and appreciation of diversity. Within the last two years, every employee in the department participated in diversity "study circles" sponsored by the YWCA, making it the largest employer in the country to be involved in such an initiative. This year, each DOL employee participated in a two-day session on gender differences and sexual harassment. Also, the creation of a DOL Leadership Associates program within the department, which resembles the state Management Fellows Program, provided ten employees the opportunity to work on special projects in another division. Ongoing initiatives will promote awareness, education and an open forum for DOL staff to discuss workplace issues relating to age, race, color, gender, national origin, religion, marital status and sexual orientation.

The Delaware Commission for Women has served citizens, policy-makers and lawmakers as a resource on issues impacting the lives of women. The commission is positioned to facilitate or lead policy dialogue that improves awareness and understanding of the role of women in strengthening families, communities and the economy.

In recent years, the office has successfully improved the quality of its activities and publication, broadened its target populations, extended the geographic scope of its work and expanded its issue priorities. The Delaware Commission for Women has extended its target population to include teenagers and older women. The Commission for Women conducted numerous forums and briefings in each of the three counties on such issues as teen pregnancy, welfare reform, pay equity, domestic violence, health care, child care, balancing work and family, small business development and money management.

The Office of Occupational and Labor Market Information (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. The site has been linked to the Division of Employment and Training's Virtual Career Network, (VCNet.net) to provide a one-stop electronic labor market and job information system.

LABOR

60-00-00

OOLMI has also developed econometric models that yield quarterly forecasts of state economic activity to advise policy makers on turning points in the State's economy. These include two-year employment forecasts and a Delaware Index of Leading Economic Indicators. OOLMI also provides long-term state and county-level occupational and industry projections.

OOLMI has created an Internet-based interactive mapping system, "Career Directions" ®, for jobseekers and employers. "Career Directions"® shows the location of employers, childcare centers, bus routes and stops, and training sites.

BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	463.0	655.2	645.4
ASF	2,125.0	2,337.0	2,403.8
TOTAL	2,588.0	2,992.2	3,049.2

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	6.9	7.9	7.9
ASF	30.6	29.6	29.6
NSF	12.5	12.5	12.5
TOTAL	50.0	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 within the department and 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 coordinate the department's public relations activities.

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.
- Deliver career and 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.
- Help to implement the Workforce Investment Act by serving as Delaware's Consumer Reports Agency.
- Continue to leverage technology in creating new and innovative information products and customer access.

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 and health access).
- Develop statewide initiatives for disseminating information and materials to include community-based agencies and organizations, public and private employers.
- Develop and implement project initiatives that link the commission's priorities with the efforts of the Family Services Cabinet Council and other agencies to reduce and prevent teen pregnancy and to implement welfare reform.

LABOR

60-00-00

ADMINISTRATIVE SUPPORT

60-01-40

ACTIVITIES

- Prepare and administer DOL budget.
- Ensure the accuracy of all fiscal related functions including accounts receivable and payable, all funds and revenue management, expenditure tracking and fiscal document processing, coordination of audits.
- Provide leadership to the department in all information resource management activities including mainframe operations and applications, database management, telecommunications, client/server support, OIS purser activities and the development of the 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 warehouse, fleet management purchasing, mail services and inventory management.
- Coordinate DOL organizational development activities.
- Manage human resources.

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 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 for intrastate claims and 70 percent for interstate claims.
- 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.
- Deliver unemployment insurance program services throughout the State in four accessible local office locations.
- Provide assistance to "dislocated workers".

BACKGROUND AND ACCOMPLISHMENTS

A strong Delaware economy and sound fiscal management is reflected in the UI Trust Fund balance of \$315.8 million as of August 31, 1999, which is the highest in Delaware history and ranked 10th strongest in the nation. This sound financial position has facilitated the enactment of legislation to reduce unemployment insurance taxes. Since CY 1993, Delaware employers have had unemployment insurance taxes reduced by \$12.0 million annually. Effective

LABOR 60-00-00

January 1, 2000, unemployment insurance taxes will be reduced an additional \$5.6 million per year when the minimum rate is reduced from .6 percent to .4 percent and the maximum tax rate is reduced from 8.5 percent to 8.3 percent. At the same time, the maximum weekly benefit amount (MWBA) provided to unemployed Delaware workers has also been increased through legislation. Between July 1, 1993 and June 30, 1999 unemployed Delaware workers have received an increase of \$9.3 million in benefits annually. During this period, the maximum weekly benefit amount was increased from \$245.00 to \$300.00. Effective July 1, 1999, the maximum weekly benefit amount was increased to \$315.00, providing an additional \$5.4 million in benefits over the next 18 months.

The division has been proactive in its efforts to provide customer-friendly, efficient service and has made numerous operational and procedural changes as part of this ongoing initiative including: (1) A division internet web page went online June 30, 1999. (2) The number of visits an unemployed individual must make to an unemployment local office has been reduced from a bi-weekly to a one-time visit requirement. (3) To provide the division additional operational flexibility, a self-application form process was implemented in April 1996. The division's use of a self-application form has proven useful when there is a mass layoff at a specific employer location; during peak work load periods; and for facilitating the filing and processing of claims of building and trades union workers who experience regular, cyclical periods of unemployment. (4) To accommodate claimants who prefer to deliver their weekly claim forms to an unemployment insurance local office instead of mailing these forms, outside and inside mail receptacles have been placed at all local office locations. (5) A take-a-number service system has been provided in each unemployment insurance local office to facilitate the initial claims filing process. (6) An electronic message board, VCR, and television are located in each unemployment insurance local office to provide claimants with important information about the claims process and available reemployment services while they are waiting to be served. (7) The division provides an informational booklet, *Your Guide to Unemployment Insurance Benefits*, to all claimants at the time an initial claim is filed to serve as an easy to read reference/informational guide. This guide is also now available on the division's web page. (8) The division provides to all employers upon registration, the *Unemployment Insurance Handbook for Employers* to serve as an easy to read reference/informational guide.

This handbook is also now available on the division's web page.

The division's automated voice response inquiry system, known as the Information Hotline, has enabled 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. This hotline, which has received over 2.0 million calls since its implementation in March 1991 (an average of 655 calls per day), 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.

To assist claimants in becoming re-employed, UI implemented a claimant profiling system in October 1994. This system identifies 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. Through the Self-Employment Assistance Program established in 1995, eligible claimants are provided with the option of starting their own business, in which case benefits are used as an allowance, the active work search requirement is waived and the dislocated worker is required to receive small business start-up training.

BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	289.1	429.9	432.4
ASF	--	--	--
TOTAL	289.1	429.9	432.4

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	--	--	--
ASF	5.0	5.0	5.0
NSF	128.0	128.0	134.0
TOTAL	133.0	133.0	139.0

UNEMPLOYMENT INSURANCE 60-06-01

ACTIVITIES

- Provide unemployment insurance benefits to Delaware workers who become unemployed through no fault of their own.

LABOR 60-00-00

- 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

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
Initial claims promptness for intrastate claims: minimum percentage of first payments made within 21 days of first compensable week ending date.	95.0	95.0	95.0
Initial claims promptness for interstate claims: minimum percentage of first payments made within 21 days of first compensable week ending date.	75.0	75.0	75.0
Tax collection: minimum percentage of employer taxes paid timely	87.0	88.0	90.0
Minimum percentage of recovered benefit overpayments of all overpayments during the fiscal year.	58.4	60.0	62.0
Employer status determination: minimum percentage of new employer status determinations made within 90 days of the quarter in which employer first became liable.	81.0	83.0	84.0

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
- ensuring safe and healthy working conditions by identifying workplace hazards and collecting statistical data relating to workplace injuries, illnesses and fatalities.

KEY OBJECTIVES

- Determine whether medical cost containment measures would reduce workers' compensation costs in Delaware without jeopardizing the quality of care, thus making Delaware more economically competitive with surrounding states.
- Achieve a no-backlog workers' compensation system so all cases are heard within an average of 120 days from the date of filing.
- Increase the number of routine inspections of state-funded construction projects and private businesses.
- Increase the number of discrimination cases handled under the contract between the agency and the federal Equal Employment Opportunity Commission.
- 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

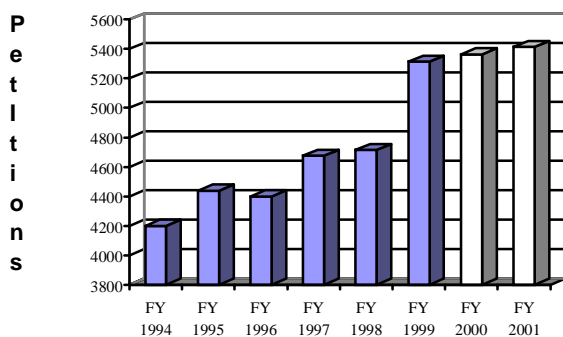
BACKGROUND AND ACCOMPLISHMENTS

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

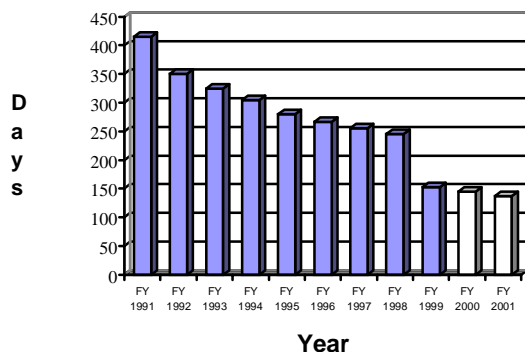
The Workers' Compensation Improvement Act signed into law in June 1997 has streamlined and expedited adjudication of workers' compensation cases.

Despite a significant increase in the number of petitions filed, the Office of Workers' Compensation has dramatically reduced the length of time it takes to process petitions.

PETITIONS FILED



DAYS FROM PETITION RECEIVED TO AWARD MAILED



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 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 1,500 case investigations and 75,000 constituent complaints or inquiries each year with a staff of 20. In Fiscal Year 1999, the agency collected \$939,800.00 for Delaware workers.

During Fiscal Year 1999, the Office of Occupational Safety and Health Consultation Service, which provides free consultation programs to assist small businesses to voluntarily comply with federal OSHA standards, conducted 130 consultations and identified 1,100 serious hazards. These consultations helped to protect over 3,700 employees.

The Office of Occupational Safety and Health Statistics gathers, analyzes and publishes data on work-related injuries, illnesses and fatalities in conjunction with the U.S. Bureau of Labor Statistics.

BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	--	--	--
ASF	7,847.8	9,256.3	7,822.7
TOTAL	7,847.8	9,256.3	7,822.7

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	--	--	--
ASF	54.0	54.0	54.0
NSF	7.0	7.0	7.0
TOTAL	61.0	61.0	61.0

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

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, 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 for small and medium-sized high-hazard industries.

LABOR 60-00-00

- Collect, analyze and disseminate statistics on work related injuries, illnesses and fatalities

PERFORMANCE MEASURES

	FY1999 Actual	FY2000 Budget	FY2001 Gov. Rec.
# days from petition received to award mailed	154	134	134
# WC petitions filed	5314	5364	5414
# hazard violations identified	1100	2000	2200
# safety and health consultations	130	250	260

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 in cooperation with the federal EEOC.
- Establish state prevailing wage rates for public work projects and ensure compliance with prevailing wage rates on all public work projects.
- 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# Anti-Discrimination Section charges resolved	409	270	285
# days to resolve discrimination case	235	180	155
# wage payment claims resolved	1013	1063	1113
# days to resolve wage payments	28.5	28	27.5

VOCATIONAL REHABILITATION 60-08-00

MISSION

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

KEY OBJECTIVES

- Assist an average of 730 individuals with disabilities annually over the next five years to achieve success in employment.
- To annually assist 50 individuals with disabilities to achieve success in independent living.
- To increase the number of students with disabilities served by the division's school-to-work transition program by ten percent annually over the next three years.
- To increase the amount of savings in public assistance dollars by ten percent annually over the next three years by assisting individuals with disabilities to transition from Temporary Assistance to Needy Families and Social Security disability programs to employment.
- Make 9,000 disability determinations in Fiscal Year 2000 to keep pace with the number of claims referred for decision.
- Further reduce the number of cases pending determination to at or below 1,300 cases and the cost per determination at or below the FFY 1998 level.
- Maintain a case processing time and accuracy rates of disability determinations at or better than the average of other Disability Determination Services units regionally and nationally.
- Maintain the cost per determination at or below the Fiscal Year 1997 level.
- Keep pace with the Continuing Disability Reviews (CDRs) backlog reduction goals established by the Social Security Administration.

LABOR

60-00-00

BACKGROUND AND ACCOMPLISHMENTS

The Division of Vocational Rehabilitation (DVR) is comprised of two major programs: Vocational Rehabilitation Services (VRS), a federal/state employment program for eligible individuals with physical and mental disabilities, and Disability Determination Services (DDS), which adjudicates Social Security disability claims filed in Delaware.

Vocational Rehabilitation Services is a federal/state employment program for individuals with disabilities. The priorities of the state and federal administrations are similarly focused on employment as a key ingredient in promoting independence and strengthening the family. Providing employment opportunities for consumers is the central purpose of VRS and the array of services provided to consumers of this agency are focused on that goal.

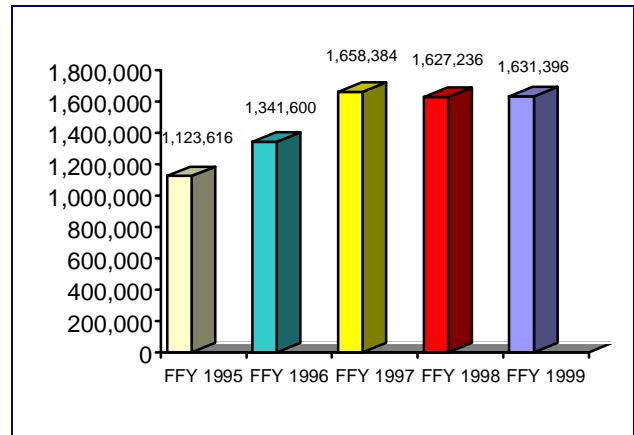
During the past five years, VRS has experienced a 23 percent increase in the number of eligible people receiving services. This increase comes in part from the success of the joint efforts by DVR and the Department of Education (DOE) to coordinate the transition of students with disabilities from school to work. Another result of inter-agency collaboration was a substantial increase in the number of students with disabilities receiving services from DVR as they make their transition to employment.

DVR in Fiscal Year 1999 assisted 756 individuals with disabilities in obtaining or retaining employment, the highest number of successful outcomes in any program year since 1990. Of the 756 individuals finding employment, 750 were placed into competitive employment.

FIVE YEAR PERFORMANCE TREND

	FFY 1995	FFY 1996	FFY 1997	FFY 1998	FFY 1999
Eligible Individuals Served	2,844	2,911	3,305	3,474	3,488
<i>Successful Rehabilitations</i>	657	676	693	713	756
Rehabilitation Rate	56%	62%	58%	61%	56%
<i>Successful Rehabilitations With Severe Disabilities</i>	68%	75%	71%	73%	74%
(\$ Cost per Rehabilitation)	\$4,322	\$4,022	\$4,109	\$4,049	\$3,848
<i>Public Assistance (PA) Recipients Rehabilitated</i>	146	258	238	171	168
(\$ Annual Decrease in Benefits)	\$115,476	\$364,584	\$399,480	\$419,160	\$462,924
(\$ Annual Increase in Earnings)	\$1,123,616	\$1,341,600	\$1,658,384	\$1,627,236	\$1,631,396

DVR continues to support efforts to help people move from dependence to independence, from public assistance to employment. In Fiscal Year 1999, 168 people with disabilities previously on public assistance were rehabilitated and obtained employment. The result is a projected annual saving in public assistance of \$462,924 and annual earnings for this group of \$1,631,396.



**Consumer Annual Increase in Earnings
Federal Fiscal Years 1994-1999**

The Delaware Disability Determination Service (DDS) has successfully completed processing of the increased number of initial Social Security disability claims filed in Delaware over the past fiscal years. DDS also completed re-evaluations of substantial numbers of disability claims resulting from changes in legislation and federal court decisions.

LABOR 60-00-00

The national effort continues to increase the use of information systems technology to increase the ability of DDS to meet its workload. DDS is continuously training qualified staff and the adjudicators to develop and maintain the information systems.

The effort to process the increasing number of initial claims and re-evaluations necessitated by new legislation and federal court decisions is largely completed. In order to focus on this effort, the Social Security Administration (SSA) mandated a hold on Continuing Disability Reviews. This has resulted in a national backlog of five million CDR's. SSA has embarked on a seven-year initiative to eliminate the backlog. This will require DDS to process 11,000 claims during this initiative.

BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	2,135.1	2,234.0	2,314.1
ASF	194.5	508.4	626.3
TOTAL	2,329.6	2,742.4	2,940.4

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	2.0	2.0	2.0
ASF	6.0	6.0	6.0
NSF	117.0	115.0	115.0
TOTAL	125.0	123.0	123.0

VOCATIONAL REHABILITATION SERVICES 60-08-10

ACTIVITIES

- Determine eligibility for applicants within 60 days, unless referred to extended evaluation.
- Provide assessment, counseling and guidance, vocational-oriented training, information and referral, job placement, self-employment assistance, and post-employment services.
- Provide 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.
- Provide supported employment and school-to-work transition services.
- Provide services to support independent living.

PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# consumers rehabilitated	756	730	730
# cases served (Independent Living)	55	50	50

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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# days (avg) processing time	49.4	55-60	55-60
% accuracy rates from federal quality review	92.7	94	95

LABOR

60-00-00

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

- Implement the Workforce Investment Act of 1998.
- Further streamline the division's one-stop integrated service delivery system, and better coordinate the division's services with other workforce development programs.
- Continue to develop the Virtual Career Network, Delaware's electronic one-stop service delivery system offering employers and job seekers Internet access to information about job openings, labor market information, a talent bank of electronic resumes, and other support services.
- Continue to improve the work component of Delaware's ABC welfare reform initiative, and continue the "Parents Seek Work" program to enable welfare recipients and non-custodial parents to obtain and maintain employment.
- 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.
- Increase collaboration with the Department of Correction to facilitate the placement of ex-offenders into the work place.
- Maintain the safety, health and welfare of apprentices in Delaware by monitoring the compliance of over 400 employer sponsors and 1,600 apprentices.
- Promote/market apprenticeship to women, minorities and young people as a viable career alternative.

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 individuals who have barriers to employment as a result of job dislocation or other socio-economic factors. Last year, the division provided a wide variety of one-stop employment and training services to over 42,500 customers 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.

DET continues to play a significant role in the implementation and administration of the work component of "Delaware's A Better Chance Welfare Reform Program". Core training programs include "Get-a-Job" and "Keep-a-Job." Since the program began in 1995, over 3,200 former welfare recipients have been placed in jobs at an average wage of \$6.38 per hour. Over the past year, 807 have been placed in jobs.

In February 1998, DET received a three-year One-Stop Implementation grant for approximately \$3.8 million from the United States Department of Labor (USDOL). Under the leadership of the Delaware Workforce Development Council, the division, as the grant recipient and lead agency, continues to play a lead role in re-engineering Delaware's employment and training service delivery system.

In January 1998, the division completed the design, development, testing, and implementation of the Virtual Career Network, its automated One-Stop Internet website. In April of 1999, major enhancements were made to the service delivery system to provide individuals and employers with access to a full range of workforce development information about job openings, training, scholarships, support services, labor market and occupational trends, and an electronic resume talent bank from any site with access to the internet. During the first six and one-half months of operation, 1,385,704 server hits were recorded on the VCNet website. The overwhelming popularity of the system with employers and job seekers is further demonstrated by the 1,964,931 VCNet server hits during the month of August 1999 alone. Beyond the traditional automated job search, new

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employer features include posting and managing employer self-entered job orders, direct receipt of referrals, and links to employer maintained websites and the newly created "National Career Info Network."

In addition to VCNet, the division's four local offices are the cornerstones of the state's One-Stop Career Center System. Each office has created a "resource room" where clients may be offered core, intensive, and/or training services designed to offer them the flexibility to choose a service level path – from self-directed services with no help, to self-directed services with some help, to group services or one-on-one assistance with DET staff.

The division has been working with the Division of Child Support Enforcement to design and implement a program called "Parents Seek Work" for parents of the children of TANF recipients who are at least \$300 in arrears in child support payments and are court ordered into the program. The program will provide intensive work attachment services leading to employment. To date, 43 individuals have been placed in jobs.

DET was part of a successful multi agency initiative to bring a non-residential Job Corps center to Delaware. Over the past five years, Delaware has sent nearly 1,300 of 11,000 disadvantaged young people to centers throughout the mid-Atlantic region. However, when completed, the Wilmington center will serve 150 non-residential students each year in basic education and vocational education programs, thereby obviating the need to send youth out of state. The U.S. Department of Labor will contribute \$8.1 million to the project. DET will help recruit participants for the center, provide job placement information and provide VCNet services to the center at no cost.

In conjunction with the Department of Correction, and as part of "Prison-to-Work" initiative, the division has developed a Memorandum of Understanding (MOU) detailing the responsibilities of each department for developing and implementing a structured program to assist people who have been incarcerated, as well as those on probation and parole, in transitioning to employment. The MOU establishes a three tiered program which: 1) increases apprenticeship programs within the prisons and creates "Survival Kits" for those in "pre-release" classes, 2) establishes "Delaware Career Network Resource Centers" at five Probation and Parole offices throughout the state, and 3) increases outreach to employers to place ex-offenders in jobs.

BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	2,233.6	2,689.4	2,830.8
ASF	1,179.4	1,419.9	1,422.6
TOTAL	3,413.0	4,109.3	4,253.4

POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	23.1	23.1	24.1
ASF	3.0	3.0	3.0
NSF	89.9	89.9	89.9
TOTAL	116.0	116.0	117.0

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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.
- Provide special services to veterans, migrant/seasonal farmworkers, displaced homemakers, unemployment insurance recipients and people transitioning from prison to work.
- Provide special services to employers and workers dislocated by plant closings or staff reductions through the concerted services of the Rapid Response Team organized by the federal Dislocated Workers program.
- Co-administer with the Workforce Investment Board training programs for economically disadvantaged individuals and provide fiscal and 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 DHSS.

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- 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

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# of clients transitioned into unsubsidized employment	2,759	3,800	3,800
Unemployment insurance claimants placed (as a % of total placements)	20	20	20
# of new job openings listed with DET	22,494	22,719	22,946
% employment rate for the Delaware Dislocated Worker program	67	72	73
Average hourly rate for the Delaware Dislocated Worker program	\$7.00	\$7.00	\$9.50
% employment rate for an adult training program funded under JTPA, Title II and Blue Collar	59	59	60
Average weekly rate for an adult training program	\$280.00	\$281.00	\$289.00
% employment rate for adults on welfare placed into employment after DET training programs funded under JTPA, Title II and Blue Collar	61	50	52
Average weekly rate for adults on welfare placed into employment after completion of DET training programs	\$248.00	\$244.00	\$255.00
% youth employment rate after completion of DET training programs	37	41	45