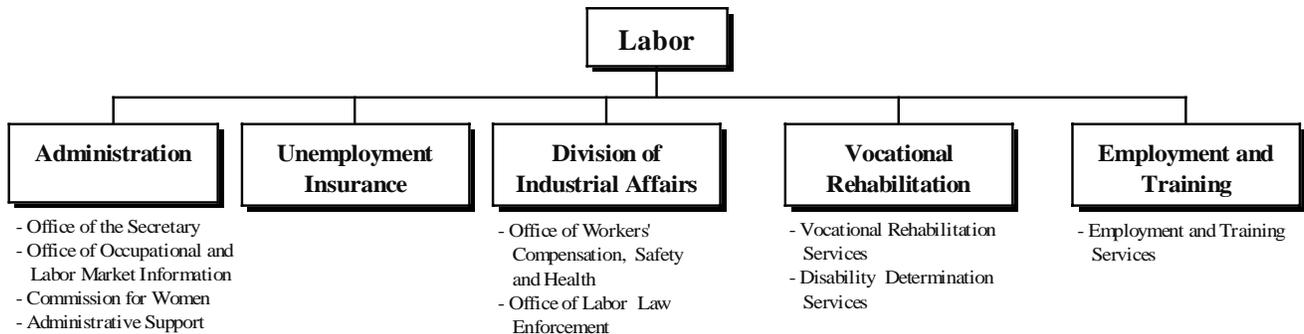


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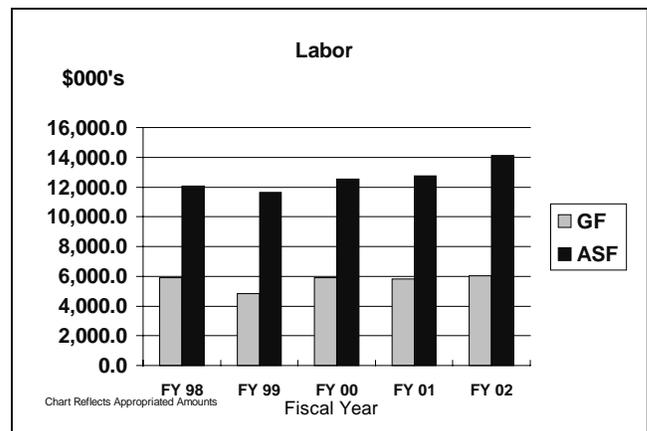


MISSION

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.
- Make school-to-work transition services available at every high school in the State of Delaware, and cut the dropout rate for students with disabilities by eight percent annually over the next three years.
- 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	5,899.8	5,800.2	6,025.4
ASF	12,528.4	12,728.5	14,109.3
TOTAL	18,428.2	18,528.7	20,134.7

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	33.0	34.0	34.0
ASF	97.6	97.6	98.7
NSF	352.4	359.4	359.3
TOTAL	483.0	491.0	492.0

FY 2002 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Recommend enhancement of \$500.0 ASF for increases projected for the Second Injury Fund to cover payments to claimants and reimbursements to insurance carriers for true second injury and supplemental benefits cases.

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- ◆ Recommend enhancements of \$100.0 ASF to Basic Skills for the carryout funds that will be used for in-house training for eligible clients; and \$658.1 ASF to Blue Collar Projects for the amount estimated to carry-over into Fiscal Year 2002.

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 Department of Labor (DOL) resources in accordance with DOL goals;

To collect, analyze and disseminate labor market, occupational and career information for state policy, and 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.
- Continue to assess and implement better internal controls and procedures for the fiscal operations of the department.
- Develop a DOL Intranet site to ensure that all DOL employees have easy access to all policies, procedures and other important departmental information.
- Continue to improve services to staff and provide staff development activities to reduce employee turnover, specifically in targeted job classifications.
- Develop a portal page for DOL's Internet capacity.

LABOR

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- Continuously improve the nation-leading Internet-based Consumer Reports system for the Workforce Investment Act; and integrate it with all of Office of Occupational and Labor Market Information's 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

In 1999, the department expanded initiatives supportive of departmental goals, known as the four C's: Customer Services, Communication, Connectivity and the department's Culture. The following were accomplished:

- Customer Service –The department held a DOL Employer Conference in Dover, applied for and received a grant to provide: customer service training for DOL front line staff; expanded evening hours in the Georgetown and Dover Employment and Training offices; unveiled a customer-friendly Unemployment Insurance waiting room with children's tables and videos/cable television; replaced Dover office counter with desks with privacy panels; completed an inventory of accessibility of DOL facilities; and expanded One-Stop Career Centers.
- Communication – Created a departmental website: Delawareworks.com; launched a television show called Delaware Works!; and made presentations to community groups and employers.
- Connectivity – In an effort to connect more closely with partners to maximize resources, DOL implemented a Prison-to-Work initiative with the Department of Correction, launched Career Awareness Work Stations with the Department of Education, worked closely with the private and public sectors to implement the Workforce Investment Act, and is currently connecting with faith-based organizations.
- Culture – Funding approved by the Governor and General Assembly allowed the department to

continue diversity initiatives, which benefits those served by and who work for the department. This year, training focused on sexual harassment and gender differences. A Family-Friendly Workplace committee was created; a DOL Health fair was held; and employees and their families attended an evening social event – all to improve the workplace culture.

The Delaware Commission for Women serves citizens, the business community, policy-makers, lawmakers and organizations by providing leadership, advocacy, and resources on issues impacting women. The commission is uniquely positioned as an advocate in government to improve the understanding of the role of women in strengthening families, communities, and the economy.

The commission has framed the issue priorities of women into six key topic areas: Civil Rights, Economic Empowerment, Recognition and Celebration, Violence Prevention, Women's Health, and Work and Family. The Commission for Women continues to create and improve publications and resources that are responsive to the information needs of Delawareans. Recent attention has focused on the needs and concerns of working women including pay equity, domestic violence, paid family leave, digital democracy, money management, and the balance of work and family (particularly elder care-giving responsibilities).

As Delaware's central point of contact on issues affecting women, the commission recognizes and values the role of technology in the development and delivery of information. The current and future initiatives of the commission will seek to balance the technology barriers with technology opportunities, share economic empowering information, and be responsive to change and emerging concerns of women.

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 Employment and Training's Virtual Career Network, VCNet.net, to provide a one-stop electronic labor market and job information system.

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.

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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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	627.5	645.4	741.5
ASF	2,356.6	2,403.8	2,418.4
TOTAL	2,984.1	3,049.2	3,159.9

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	7.9	7.9	7.9
ASF	29.6	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, 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

- Serve as a centralized resource for information, referral, and assistance on matters of particular concern to women.
- Form local and national alliances that strengthen and support efforts to advance issues that improve the quality of life for women and families in Delaware.
- Plan and implement workshops and forums that facilitate dialogue, increase awareness, and advance the issues important to the full participation of women in society.
- Create and produce publications and resources responsive to the information needs of women in Delaware.
- Monitor and advise the Governor on state and national legislation impacting women.

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.
- Coordinate DOL organizational development activities.

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- Provide leadership to the department in all information resource management activities including mainframe operations and applications, database management, telecommunications, client/server support, Office of Information Services (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.
- Manage all human resource related activities.

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

For over 60 years, the unemployment insurance system has been one of the nation's most important social insurance programs. The system provides prompt, partial wage replacement to unemployed workers through the payment of unemployment insurance benefits. The unemployment insurance system services the business community during recessions by pumping unemployment insurance trust fund reserves into the economy. Approximately 30,000 unemployed Delawareans have filed claims for unemployment benefits annually over the past five years.

LABOR 60-00-00

A strong Delaware economy and sound fiscal management is reflected in the UI Trust Fund balance of \$333.0 million as of June 30, 2000, 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 Calendar Year 1993, Delaware employers have had unemployment insurance taxes reduced by \$12.0 million annually. Effective January 1, 2000, unemployment insurance taxes were reduced an additional \$5.6 million per year when the minimum rate was reduced from .6 percent to .4 percent and the maximum tax rate was reduced from 8.5 percent to 8.3 percent. At the same time, the maximum weekly benefit amount (MWBA) provided to unemployed Delaware workers was also 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 \$4.0 million in benefits annually.

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 webpage 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 webpage; (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 webpage; (9) The division replaced its traditional claims counter format in the Dover local office with a newly-designed customer service area, and plans to similarly renovate its other three local offices over the next 18 months; and (10) The division plans to continue to provide a process that enables individuals to repay unemployment insurance overpayments by credit cards.

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 2.25 million calls since its implementation in March 1991 (an average of 653 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	--
ASF	285.9	432.4	434.0
TOTAL	285.9	432.4	434.0

LABOR 60-00-00

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	--
ASF	5.0	5.0	4.0
NSF	128.0	134.0	134.0
TOTAL	133.0	139.0	138.0

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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% of initial claims promptness for intrastate claims: minimum of 87 percent of first payments made within 21 days of first compensable week ending date.	94.1	95.0	95.0
% of initial claims promptness for interstate claims: minimum of 70 percent of first payments made within 21 days of first compensable week ending date.	71.9	73.0	75.0
% of tax collection: minimum of 75 percent of employer taxes paid timely.	84.9	85.0	87.0
% of recovery of benefit overpayments: recover a minimum of 55 percent of all overpayments established during the fiscal year.	62.5	63.0	63.0
% of employer status determination: minimum of 60 percent of new employer status determinations made within 90 days of the quarter in which employer first became liable.	78.1	80.0	80.0

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

- The division attained its goal of a zero-backlog of workers' compensation cases in Fiscal Year 2000. A key objective for this year will be to sustain this accomplishment and strive to have all cases heard within 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 (EEOC).
- 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.

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.

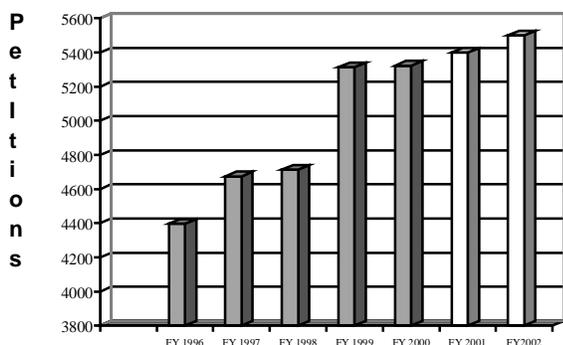
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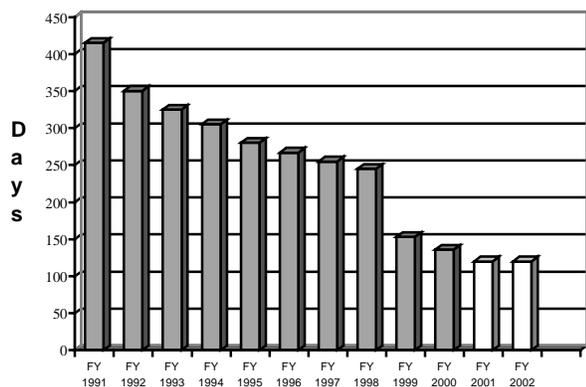
The Workers' Compensation Improvement Act signed into law in June 1997 has streamlined and expedited adjudication of workers' compensation cases.

The Office of Workers' Compensation continues to reduce 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 2000, the agency collected \$1.1 million for Delaware workers.

During Fiscal Year 2000, the Office of Occupational Safety and Health Consultation Service, which provides free consultation programs to assist small businesses to voluntarily comply with federal Occupational Safety and Health Administration (OSHA) standards, conducted 155 consultations and identified 3,139 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	--
ASF	8,010.6	7,843.4	8,442.8
TOTAL	8,010.6	7,843.4	8,442.8

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	--
ASF	54.0	54.0	55.0
NSF	7.0	8.0	8.0
TOTAL	61.0	62.0	63.0

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

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# days from petition received to award mailed	136	120	120
# WC petitions filed	5,323	5,400	5,500
# hazard violations identified	3,139	2,900	2,800
# safety and health consultations	155	201	201

LABOR

60-00-00

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# Anti-Discrimination Section charges resolved	306	300	320
# days to resolve discrimination case	246	206	186
# wage payment claims resolved	906	951	996
# days to resolve wage payments	32	30	30

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

- Enable 770 individuals with disabilities to achieve success in employment.
- Establish an Office of Independent Living Services, that will increase the number of individuals with disabilities successfully served by ten percent annually over the next three years.
- Make school-to-work transition services available at every high school in the State of Delaware, and decrease the dropout rate for students with disabilities by eight percent annually over the next three years.
- Assist more individuals with disabilities to transition from Temporary Assistance to Needy Families, and Social Security disability programs to employment, thereby saving additional tax dollars every year.
- Make 9,000 disability determinations to keep pace with the number of claims referred for decision.
- Further reduce the number of cases pending determination to 1,200 or lower.
- 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.

BACKGROUND AND ACCOMPLISHMENTS

The Division of Vocational Rehabilitation (DVR) has two major components:

- Vocational Rehabilitation Services (VRS), a federal/state employment program for eligible individuals with physical and mental disabilities; and

LABOR 60-00-00

- 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 that is focused on employment as a key ingredient in promoting independence. Helping clients to become job ready and provide them access to employment opportunities is the central purpose of VRS and the services provided to customers of this agency are focused on that goal.

In Fiscal Year 2001, for the first time, DVR will make school-to-work transition services available at every public high school in the State of Delaware. During the past five years, DVR, the Department of Education, and all Delaware school districts worked collaboratively on a new initiative to coordinate the transition from school-to-work for students with disabilities. This initiative is designed to increase the number of students who complete their education and prepare for employment.

In Fiscal Year 2000, DVR assisted 773 individuals with disabilities to obtain or retain employment, continuing a trend of increasing the number of successes every year since 1990. Of the 773 individuals finding employment, 601 were individuals with severe disabilities.

FIVE YEAR PERFORMANCE TREND

	FFY 1996	FFY 1997	FFY 1998	FFY 1999	FFY 2000
Employment Outcomes	676	693	713	756	773
<i>Successful Employment Rate</i>	62%	58%	61%	56%	64%
Employment Outcomes by Individuals with Severe Disabilities	75%	71%	73%	74%	78%
<i>Annual earnings of individuals successfully employed</i>	8,128,744	9,110,088	9,761,440	10,522,876	11,318,424

Initiatives

Individuals with mental illness have become the largest segment of DVR's client population. DVR is continuing to focus on finding new ways to provide employment opportunities for individuals with mental illness. A three year initiative will be successfully completed this fiscal year, to create a statewide supported employment program for individuals with chronic and persistent mental illness, through a collaborative partnership of public and private agencies. A mentoring program has

also been established for aspiring professionals with mental illness. DVR will continue its efforts to identify new strategies to promote successful employment for individuals with mental illness.

DVR provides independent living services to individuals with disabilities, to promote independence. An Office of Independent Living Services is being created in DVR to take advantage of technology to centralize functions. This will increase the number of individuals who receive independent living services by ten percent annually over the next three years.

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 staff and adjudicators to develop and maintain the information systems.

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.

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 (CDRs). This has resulted in a national backlog of five million CDR's. The 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	2,246.0	2,314.1	2,412.5
ASF	275.9	626.3	631.0
TOTAL	2,521.9	2,940.4	3,043.5

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	2.0	2.0	2.0
ASF	6.0	6.0	6.1
NSF	115.0	115.0	114.9
TOTAL	123.0	123.0	123.0

LABOR 60-00-00

VOCATIONAL REHABILITATION SERVICES 60-08-10

ACTIVITIES

- Determine eligibility for applicants within 60 days, or refer for trial work experience.
- Provide assessment, counseling and guidance, vocational-oriented training, information and referral, job placement, self-employment assistance, and post-employment services, to individuals with disabilities.
- Secure quality services for clients leading to employment, including physical and mental restoration services, rehabilitation technology, rehabilitation-related expenses, personal assistance services, transportation assistance, and interpreter services.
- Provide supported employment services statewide for individuals with physical and mental disabilities.
- Provide school-to-work transition services in all public high schools in Delaware.
- Create an Office of Independent Living within this section that will provide services to more individuals statewide.

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# consumers rehabilitated and employed	773	770	770
# cases served (Independent Living)	57	60	66

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# days (avg) processing time	57	57	57
% 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

- 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 A Better Chance Welfare Reform Program initiative.
- 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 1,815 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

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individuals who have barriers to employment as a result of job dislocation or other socioeconomic 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 3,950 former welfare recipients have been placed in jobs. Since October 1999 there have been 750 full time job placements and 478 part time placements. The average full time placement was approximately \$7.04 per hour and the average for the part time placements was \$6.58 per hour.

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 (VCNet), 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 nine months of 2000, there were 784,917 successful VCNet website hits, which represents an average of 2,754 hits per day. This compares favorably to the 1999 average daily number of hits, which was 1,744. The VCNet website continues to prove its overwhelming popularity with employers and job seekers, as there were 88,966 successful website hits during the month of July 2000 alone. Beyond the traditional automated job search, new 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.

DET was part of a successful multi-agency initiative to bring a non-residential Job Corps center to Delaware. Over the past six year, Delaware has sent nearly 1,680 disadvantage 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 USDOL 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	3,026.2	2,840.7	2,871.4
ASF	1,599.2	1,422.6	2,183.1
TOTAL	4,625.4	4,263.3	5,054.5

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	23.1	24.1	24.1
ASF	3.0	3.0	4.0
NSF	89.9	89.9	89.9
TOTAL	116.0	117.0	118.0

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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, 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 Delaware Economic and Development Office (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; 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 Department of Health and Social Services (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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# clients transitioned into unsubsidized employment	3,259	4,000	4,000
Unemployment insurance claimants placed (as a % of total placements)	34	30	30
# new job openings listed with DET	22,155	24,370	24,370
% employment rate for the Delaware Dislocated Worker program	74.3	71	72
Average hourly rate for the Delaware Dislocated Worker program	\$11.2	\$11.53	\$11.88