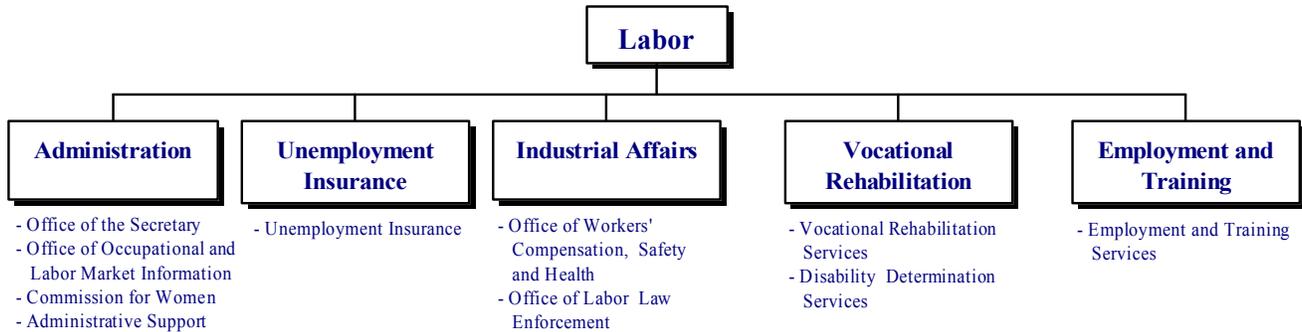


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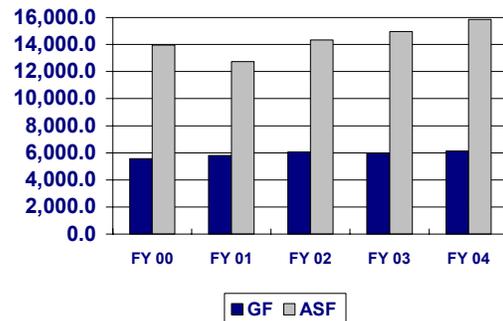
MISSION

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 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 the workplace.
- Work creatively and collaboratively for solutions to foreseeable and unexpected changes in the economy and the workforce.
- Obtain a “highly satisfied” satisfaction rate of 85 percent with DOL services by Fiscal Year 2006.
- Win the Delaware Quality Award.

Five-Year Appropriation History



FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	5,967.4	6,126.2	6,198.6
ASF	13,803.9	15,865.2	16,142.7
TOTAL	19,771.3	21,991.4	22,341.3

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	35.9	34.9	34.9
ASF	98.7	99.7	99.7
NSF	359.4	367.4	367.4
TOTAL	494.0	502.0	502.0

FY 2005 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Recommend inflation and volume adjustment to Administrative Support (60-01-40) of \$85.0 ASF for the Fox Valley Office rental.

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- ◆ Recommend enhancement of \$70.0 ASF in Contractual Services for the systems requirement documenting the AS400 system.
- ◆ Recommend enhancement to Vocational Rehabilitation (60-08-10) of \$39.2 in Contractual Services to meet state match requirements for Basic Support 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 women while promoting equity, equality and the elimination of gender, racial, ethnic and income-based discrimination and disparities.

KEY OBJECTIVES

- Obtain a "highly satisfied" satisfaction rate of 80 percent for OOLMI informational products.
- Increase the availability (3-5 percent) and quality of products and services that inform, influence and support the participation of women in Delaware's economy.
- By 2005, have 85 percent of the respondents to the customer satisfaction surveys rank the department's services in the top two best out of five categories.
- 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. In doing so, improve DOL employee satisfaction with the department by five percent by 2005.
- Increase the visibility of the department's services through a strong public relations and marketing campaign.
- Reduce the turnover rate of employees, except retirees, by five percent annually.
- Design and implement a management information system that supports effective communications – internally and externally, improves service timeliness, enhances reporting capability and facilitates the department's e-government goals and objectives.

LABOR 60-00-00

- Increase the number of prison-based training sessions (pre-release /life skills) held by 50 percent.

BACKGROUND AND ACCOMPLISHMENTS

The Administration unit consists of the offices of the Secretary of Labor; Occupational and Labor Market Information (OOLMI); Delaware Commission for Women (DCW); and Administrative Support.

The department 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 included:

- Applying for the Delaware Quality Award for the second year in a row to help institute continuous quality improvement in the department's operation. DOL received the "Commitment Award" for its first application.
- Administering a DOL employee satisfaction survey and conducting 14 follow up "town meetings" with staff to obtain feedback on how to make the department a better place to work. Improvements will not only benefit employees and the work environment, but should result in improved customer service.
- Holding the sixth annual employer conference as a means of informing employers of our services, laws, procedures and regulations and obtaining feedback as to how to provide better customer service.
- Conducting a 360° leadership survey of DOL senior leadership and other top managers as a means of establishing a baseline and blueprint for leadership effectiveness.
- Taking a leadership role in working with other agencies on behalf of mutual constituents.
- Translating more documents and brochures into Spanish and providing interpreter service on a one-on-one basis when necessary.
- DOL's prison-to-work administrator is part of an advisory council comprised of state and community agencies and the private sector that obtained a three-year \$2.1 million federal grant to develop and support re-entry initiatives for ex-offenders in the State of Delaware. As a major partner agency, the Department of Labor will receive \$238,000 in Fiscal Year 2004. The department's role is to develop Employment Support Centers in the Kent and Sussex counties' probation offices; develop the first

prison-based Employment Support Center at the women's prison; redesign/distribute the *Job Opportunities Await You* manual for this population to use; and, develop training accounts and partnerships in the business community resulting in employment opportunities for this population. DOL has already initiated partnerships with contractors, organized labor, and the Departments of Correction and Education to develop prison-to-work job training, placement and transition services. DOL initiated a Memorandum of Understanding with the Departments of Correction and Education to further enhance prison-to-work initiatives in Fiscal Year 2005.

- Also in progress is an agreement with Delaware State University to use DOL's local offices as satellite "Entrepreneurship Centers" for "nontraditional" DOL clients interested in starting their own businesses.
- Retaining and developing skilled department staff is critical to DOL's ability to provide quality customer service on a timely basis. There are 96 DOL employees providing higher-level management services on a statewide basis. Of those 96, 36.4 percent (35 employees) are eligible to retire as of this date. The challenges the Human Resources Management (HRM) team faces are increasing recruiting and retention, providing a well-trained/diverse workforce and reducing the department's vacancy rate. In 2003, the department revised its program to develop the leadership skills of its employees with an improved Leadership Development Program. The program will help cultivate employees who demonstrate career growth potential so they may achieve both personal and professional growth. And be better prepared to assume leadership positions when they become available.

The Information Technology Management (ITM) Unit provides operational support to divisions with mainframe applications and all DOL shared applications and resources. DOL recently implemented Windows 2000 and Microsoft Outlook department-wide. ITM is now responsible for the maintenance and support of all DOL Windows 2000 servers and network infrastructure. End-user support is decentralized with each division supporting its own unique applications.

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

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economy continues to slow, the need for departmental services increases. Consequently, the Office of Administration must raise its efficiency and effectiveness to meet the increasing demand for service from its internal and external customers.

In the past year, the department's internal committees have been actively working 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 standing committees are:

- **The Diversity Committee** promotes education and awareness on issues such as race, gender, ethnicity and disabilities.
- **The Family Work/life Committee** encourages and promotes policies, activities and initiatives that assist DOL employees with balancing work/life issues and responsibilities.
- **The Employee Recognition Committee** screens recommendations for the Employee of the Quarter Award, the Customer Service awards, and plans events to recognize DOL employees for their contributions to the department and its customers.
- **The Health and Wellness Committee** promotes health and wellness for DOL employees and their families through information, activities and resources.
- **The Safety and Security Committee** provides information and training on issues affecting the safety of employees and the public.
- **The Policy and Procedures Committee** reviews the department's policies and procedures to make sure they are consistent and clear.

Made up of representation from all the divisions, these committees are being given new responsibilities relating to continuous quality improvement, such as addressing employee issues raised at the town meetings that followed the employee satisfaction survey, and including innovation as committee responsibility.

The Office of the Delaware Commission for Women (DCW) continues work with local and national partners and stakeholders to strengthen its capacity to understand and meet the needs of women.

The pursuit of economic equity, empowerment and justice for women and minorities continues to direct many of the agency's partnerships and projects. In August 2003, the agency, in conjunction with the Secretary of Labor, initiated roundtable discussions on the issue of academic achievement in math for minorities

and young females. Of significance to the discussion was the correlation noted between achievement in math and options for higher education and careers that correlate to the growth industries in Delaware. In early September 2003, the agency arranged and led a meeting with the Secretary of Labor, a senior leader from the New Jersey Department of Labor and the director of research and analysis of the Center for Women and Work, Rutgers University. The focus of the discussion was a pilot project implemented in New Jersey targeting under employed working single mothers. The goals of the project were career advancement and higher wages for the participants. Also in September 2003 the agency committed to a partnership with Junior Achievement of Delaware, Inc. and Avon Products Inc., to sponsor the 1st Annual Young Women's Futures Symposium. The symposium, to be held in December 2003, will target high school juniors and seniors identified as being in the "academic middle" for a fast-paced day of self-discovery, career guidance and mentoring.

The Delaware Commission for Women hosted the 34th Annual Convention of the National Association of Commissions for Women July 16-20, 2003.

During the year, the Commission for Women continued to take full advantage of available communication technologies such as video-conferencing technology to reduce cost and increase operational efficiencies.

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 productions. 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.

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.

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FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	816.6	897.1	930.3
ASF	2,527.3	2,698.5	2,783.5
TOTAL	3,343.9	3,595.6	3,713.8

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	9.8	8.8	8.8
ASF	29.7	30.7	30.7
NSF	12.5	13.5	13.5
TOTAL	52.0	53.0	53.0

OFFICE OF THE SECRETARY

60-01-10

ACTIVITIES

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

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# marketing initiatives per year	39	40	42
# of prison-based training sessions conducted	10	20	30

OFFICE OF OCCUPATIONAL AND LABOR

MARKET INFORMATION

60-01-20

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

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
% annual employment forecast accuracy	97	97	97
% annual revision of monthly employment estimates	<2	<2	<2
Occupational survey responses -% jobs represented	75	75	75

COMMISSION FOR WOMEN

60-01-30

ACTIVITIES

- Monitor legislation, assist in policy and program development, facilitate inter- and intradepartment collaboration and promote creative, cutting edge thinking and solutions to improve the economic health, political and social status and well-being of women.
- Create and produce publications and resources responsive to the informational needs of women 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.

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# agencies using the commission's information	443	457	470
# of collaborative projects	12	13	20
# of meetings/forums held	13	15	15
# resources/publications distributed	18,000	19,000	19,500

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ADMINISTRATIVE SUPPORT

60-01-40

ACTIVITIES

- Coordinate the development and management of the department's budget.
- Ensure the accuracy of all fiscal-related functions including accounts receivable and payable, fund and revenue management, expenditure tracking and the coordination of audits.
- 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 warehouse, fleet management, purchasing, mail services and inventory management.
- Manage all human resource-related activities.

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
% accounting documents processed in DFMS within 3 business days	80	95	95
% of fileserver software/systems maintained weekly	50	75	100

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 87.0 percent for intrastate claims and 70.0 percent for interstate claims over the next three years to enhance the economic security of unemployed Delaware workers.
- Maintain an Unemployment Insurance Trust Fund capable of supporting no less than nine to 12 months of benefit payments at the highest level historically experienced.
- Continue to provide in-person service at four accessible office locations statewide and by the end of 2004, offer unemployment insurance applicants the option of filing their initial claim via the Internet.

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 serves the business community during recessions by pumping unemployment insurance trust fund reserves into the economy. Approximately 37,000 unemployed Delawareans have collected unemployment benefits annually over the past three years.

LABOR 60-00-00

Despite a significant increase in unemployment insurance claims over the past three years, Delaware's Unemployment Insurance Trust Fund remains one of the strongest in the nation. As of the end of the second quarter of 2003, this fund was ranked fifth strongest in the nation by the USDOL using the "average high cost multiple" methodology. A strong trust fund made it possible for legislation to be enacted in 2003 to maintain the maximum weekly benefit amount paid to unemployed Delaware workers and the range of employer tax rates at current levels. Over the past seven years, the maximum weekly benefit amount (MWBA) paid to unemployed Delaware workers has increased from \$300.00 to the current level of \$330.00. And during this same period, employer unemployment insurance minimum and maximum tax rates have been reduced from 1.0 percent and 9.5 percent respectively to the current .3 percent and 8.2 percent rates respectively.

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 on-going initiative. These include:

- Providing unemployment insurance program 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. This guide is also available on the division's web page.
- Providing all employers with the *Unemployment Insurance Handbook for Employers* upon registration. This handbook is also available on the division's web page.
- 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 an automated certification system component to the UI benefits system in 2003 that has reduced the processing time of unemployment insurance benefits weekly claim forms by approximately 50 percent and increased both intrastate and interstate first payment timeliness.

In keeping with the division's and department's philosophy of "providing customer service through customer service options", the Division of Unemployment Insurance continually seeks ways to provide services efficiently and cost effectively without losing the personal service option. An e-government initiative nearing completion will provide unemployed Delaware workers with the option of filing their initial unemployment insurance claim via the Internet. A companion e-government initiative that is in its early stages of development will enable benefit recipients to claim their weekly unemployment insurance check via telephone.

FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	--	--	--
ASF	219.7	434.0	434.0
TOTAL	219.7	434.0	434.0

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	--	--	--
ASF	4.0	4.0	4.0
NSF	134.0	134.0	134.0
TOTAL	138.0	138.0	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 unemployment insurance and training program taxes, and bill and collect benefit payment reimbursements from non-assessed employers.

LABOR 60-00-00

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
% of Intrastate claim first payments made within 21 days of first compensable week	90.5	92.0	92.5
% of Interstate claim first payments: Minimum of 71% of first payments made with 21 days of first compensable week	76.1	76.5	77.0
% of Employer taxes paid annually	81.8	82.0	83.0
Months of benefits in UI Trust Fund	18.5	15.0	13.9

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

- Increase the awareness of labor standards, employment discrimination laws and safety and health regulations by increasing outreach efforts in Kent and Sussex counties.
- Decrease the average number of days to resolve discrimination cases by 15 percent over the next three years (Fiscal Years 2005, 2006, and 2007).
- Decrease the average amount of time to resolve labor standards cases by five percent per year over the next two years.
- Continue proactive enforcement and increase the number of compliance checks of private businesses and inspections of state-funded construction projects by five percent for the next fiscal year.
- Reduce the number of days between the filing of a workers' compensation petition and a decision mailed by five percent per year for the next three years.
- Increase the availability of the division's laws, rules, regulations and forms on the Internet to provide customers with easy, constant access to information.
- Reduce the number of workplace injuries by 20 percent by 2008.

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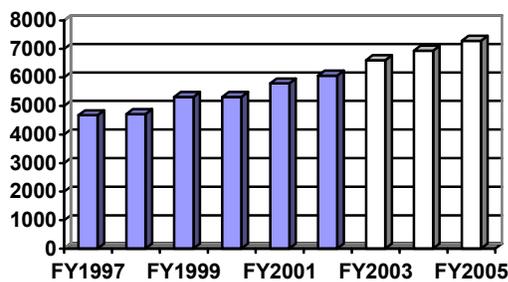
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BACKGROUND AND ACCOMPLISHMENTS

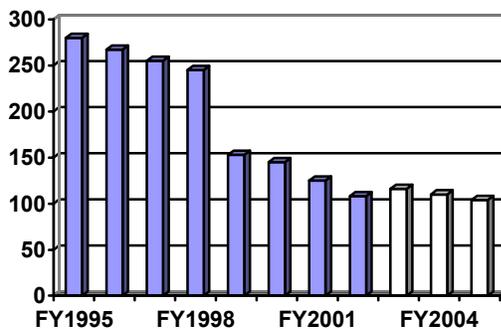
The Office of Workers' Compensation and the Industrial Accident Board (IAB) administer and enforce the state's worker's compensation law which provides benefits to eligible workers who suffer work-related injuries or illnesses.

After five years of continuing to reduce the average number of days to process workers' compensation claims, (from over 250 days in fiscal year 1997 to 108 days in fiscal year 2002) the average number of days to close cases rose to 116 days. This is the result of a nine-percent increase in the number of petitions filed for the year coupled with a staff shortage of approximately 15 percent.

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 (OLLE) handles 25 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 1,750 case investigations and 75,000 constituent complaints or inquiries each year with a staff

of twenty-one. In Fiscal Year 2003, the agency collected approximately \$692,400 for Delaware workers, up from \$643,000 the year before.

Under the recently-amended Clean Indoor Air Act, OLLE must provide pro-active enforcement of the law throughout the state, as well as respond to reports of violations. OLLE is also required to file annual reports by the 15th of January to the General Assembly outlining its enforcement efforts for the prior year and the results of those efforts.

During Fiscal Year 2002, a court decision mandated that the Office of Labor Law Enforcement (OLLE) prepare and accept any claim or charge from whoever wishes to file under the Discrimination in Employment Act, regardless of merit. The result was a 100 percent increase in the number of cases OLLE was required to handle. This resulted in longer processing time of claims, from an average of 183 days in Fiscal Year 2002 to an average of 306 days during Fiscal Year 2003.

During Fiscal Year 2003, the Office of Occupational Safety and Health Consultation, which provides free consultation to assist small businesses in voluntarily complying with the 432 federal Occupational Safety and Health Administration (OSHA) standards, conducted 232 consultations and identified 853 serious hazards. These consultations helped to protect over 9,100 employees.

FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	--	--	--
ASF	8,642.8	9,331.7	9,524.2
TOTAL	8,642.8	9,331.7	9,524.2

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	--	--	--
ASF	55.0	55.0	55.0
NSF	8.0	8.0	8.0
TOTAL	63.0	63.0	63.0

LABOR

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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 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# days from petition received to award mailed	116	110	104
# Workers Compensation petitions filed	6,609	6,939	7,285
# hazard violations identified	853	900	944
# safety and health consultations	232	240	252

OFFICE OF LABOR LAW ENFORCEMENT 60-07-02

ACTIVITIES

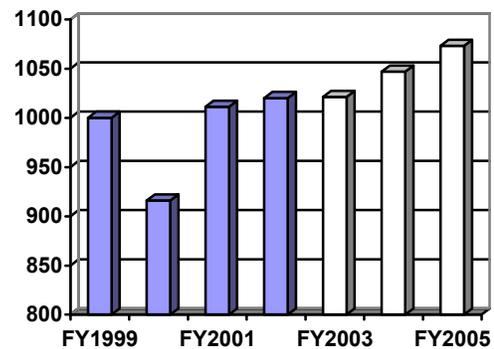
- Enforce 25 state and federal labor standards and civil rights laws.
- Enforce employment discrimination laws through investigation of charges and enforcement of remedies in cooperation with the U.S. Equal Employment Opportunity Commission.
- Establish state prevailing wage rates for public works projects and ensure compliance with prevailing wage rates on all public works 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 to ensure compliance with the child labor law.

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

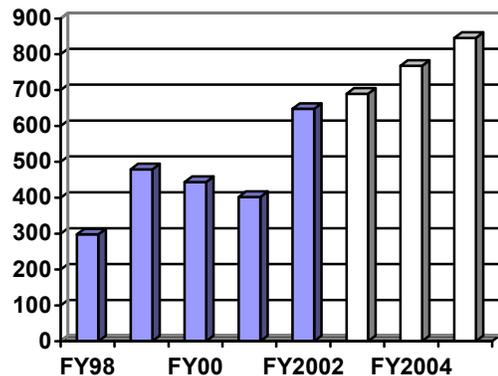
PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# discrimination charges resolved	536	563	591
# days to resolve discrimination case	306	291	276
# wage payment claims resolved	1,000	1,050	1,103
# days to resolve wage payment claims	33	31	30
# inspections/compliance checks	1,037	1,088	1,142

Discrimination Cases Filed



Wage Payment Cases Filed



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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 845 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 by the Division of Vocational Rehabilitation's (DVR) school-to-work transition program.
- Maintain the cost per disability determination for Disability Determination Services (DDS) at or below the Fiscal Year 2000 level.
- Adjudicate 11,000 claims for Social Security disability benefits with a processing time equal to, or less than, other agencies in the region.

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 adjudicates claims for Social Security disability benefits for individuals with disabilities who are unable to work.

DVR has a nationally recognized school-to-work transition program that continues to increase the number of students with disabilities who successfully transition from school to work. By reaching more students while they are still in school, the transition program improves the completion rate of students with disabilities in special education programs and increases their employment rate thereafter. The percentage of special education students who dropped out of high school before completion fell below the average for all students last year, an accomplishment credited to the success of the school-to-work transition program, a partnership between the Division of Vocational Rehabilitation and the Department of Education. Of the 845 individuals successfully employed with DVR support, 257 were school-to-work transition students.

FIVE YEAR PERFORMANCE TREND

	FFY 1999	FFY 2000	FFY 2001	FFY 2002	FFY 2003
Employment outcomes	756	773	826	830	845
Percentage with severe disabilities	74	78	80	77	75
Annualized earnings	10,522,876	11,318,424	13,295,880	13,307,600	12,797,616
Annual savings in public assistance	462,924	492,276	469,476	363,708	230,668
Number served	3,488	3,262	3,642	3,717	3,616

DVR is the leading employment network in Delaware under the federal Ticket-to-Work program. By aggressively implementing the Ticket program in Delaware, DVR continues to serve an increasing number of Social Security disability beneficiaries. Providing services and employment opportunities for these individuals is a key challenge for the future.

The CLIMB to Employment Program completed its second year in Fiscal Year 2003. CLIMB provides benefits counseling to individuals with disabilities receiving public support benefits with a goal of increasing employment and decreasing dependence on benefits. In Fiscal Year 2003, CLIMB benefit specialists counseled more than 550 people with disabilities on public support benefits, thereafter over 160 of them chose employment.

The Delaware Disability Determination Service (DDS) has experienced increases in its workload of disability claims of nearly ten percent annually for the past four years. In addition, the Social Security Administration has under-funded the DDS during this same period, resulting in a substantial backlog of claims. DDS recently hired seven new adjudicators, and it is anticipated that during Fiscal Year 2004 there will be a substantial reduction in case backlog.

The Social Security Administration is transitioning the process of claims adjudications to a paperless business process which is expected to be completed by June 2005. In addition, the Social Security Administration will be revising the enterprise-wide disability adjudication process following implementation of the electronic business process. The goal of the changes is to reduce the time and increase the accuracy of claim determination.

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FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	2,463.1	2,518.4	2,557.6
ASF	511.9	845.9	845.9
TOTAL	2,975.0	3,364.3	3,403.5

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	2.0	2.0	2.0
ASF	6.0	6.0	6.0
NSF	115.0	122.0	122.0
TOTAL	123.0	130.0	130.0

VOCATIONAL REHABILITATION SERVICES
60-08-10

ACTIVITIES

- Directly provide assessment, guidance and counseling, and job placement services to individuals with disabilities that lead to employment in the community.
- Provide meaningful choices to individuals with disabilities in community rehabilitation services leading to employment, including physical and mental restoration, rehabilitation technology, skill training, 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.
- Provide Independent Living services to individuals with disabilities to support community inclusion.

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# clients rehabilitated and employed	845	850	855
% rehabilitated clients retaining employment after 1 year	80	80	80
School-to-Work Transition Students			
Served	996	1,014	1,035
Employed	257	265	271

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 (CDRs) of previously allowed disability claims.
- Conduct re-determinations of eligibility for Delaware Medicaid beneficiaries under agreement with the Department of Health and Social Services, Division of Social Services.
- 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

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# days (avg) processing time	78	75	75
% accuracy rates from federal quality review	94.5	95	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

- Enhance the broad range of services to employers by assisting in job recruitment, mass hiring, job placement, reduction in force, and lay off activities.
- Streamline the One-Stop integrated service delivery system, and coordinate the division's services with other workforce development programs.
- Maximize the employment potential of clients through the provision of training programs that afford the education and occupational skills necessary to meet the demands of a technologically changing, global labor market.
- Enhance e-government services to job seekers and employers through job matching and information services.
- Continue to manage the TANF Program employment and training contracts in a manner that continuously improves performance.
- Promote/market apprenticeship to women, minorities and young people as a viable career alternative.

BACKGROUND AND ACCOMPLISHMENTS

Employment and Training (DET) operates a statewide labor exchange system serving both employers and job seekers. DET administers federal and state-funded 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. In addition to a "resource room" in each office, clients are offered core, intensive and/or training services designed to provide flexibility and a service level path – from self-directed or staff-assisted services, to group services or one-on-one assistance with DET staff.

The VCNet Internet system provides 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.

Last year, the division provided a variety of One-Stop employment and training services to 32,202 registered 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. In addition to those who registered for services, many thousands more customers used DET's self-help services in the resource rooms.

DET continues to play a significant role in the implementation and administration of the work/retention components of Delaware's TANF Program. Since October 1999 there have been over 3,125 full-time job placements and 2,587 part-time placements. The average full-time placement was approximately \$7.97 per hour and the average for part-time placements was \$7.16 per hour.

Through the Trade Assistance Act of 2002, DET will provide intensive services to workers who were laid-off due to competition from imports. DET is working with the Unemployment Insurance (UI) to assist these workers through training, job search, and relocation allowances, and Health Coverage Tax Credit (HCTC) information. DET will provide intensive job placement support, training opportunities, coaching and "how to" workshops in order to expedite and facilitate their return to the workforce.

Through a one-time 18-month competitive grant, the Apprenticeship and Training unit developed a Child Care Development Specialist program. Twelve months into the program, the grant's goal of 30 apprentices was surpassed with over 80 apprentices enrolled. Through collaboration with the Division of Child Care Licensing, apprenticeship is now a recognized credential in the childcare industry.

The Worker Adjustment and Retraining Notification Act requires that DET provide transitional assistance services to those job seekers that 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. In program year 2002, DET provided services to 3,125 workers who either had been or were scheduled to be laid off.

LABOR 60-00-00

FUNDING

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	2,687.5	2,710.7	2,710.7
ASF	1,902.0	2,555.1	2,555.1
TOTAL	4,589.5	5,265.8	5,265.8

POSITIONS

	FY 2003 ACTUAL	FY 2004 BUDGET	FY 2005 GOV. REC.
GF	24.1	24.1	24.1
ASF	4.0	4.0	4.0
NSF	89.9	89.9	89.9
TOTAL	118.0	118.0	118.0

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 Delaware Economic Development Office (DEDO).
- Assist small or expanding businesses through the referral of employment applicants or other services in cooperation with Delaware Economic 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 by providing 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 the Department of Health and Social Services (DHSS).
- Provide intensive job search activities to affected workers of companies that are closing or have a significant reduction in force.
- Certify, monitor and promote the use of apprenticeship programs.

PERFORMANCE MEASURES

	FY 2003 Actual	FY 2004 Budget	FY 2005 Gov. Rec.
# adult and youth clients transitioned into employment	1,779	2,000	2,000
% customer satisfaction:			
participants	82	85	85
employers	69	71	71
# new job openings listed with DET	15,049	15,050	15,050
% employment rate for the Delaware Dislocated Worker program (laid-off workers)	66	78	78