**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 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 to create a statewide system of accessible, effective social and economic services.
- Expand customer service options by providing more technologically developed services.
- Provide 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.

**Five-Year Appropriation History**

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**Funding**

- GF: 6,521.6
- ASF: 15,668.8
- **Total:** 22,190.4

**Positions**

- GF: 30.7
- ASF: 96.3
- NSF: 352.0
- **Total:** 479.0

**FY 2013 Budget Highlights**

- **Operating Budget:**
  - Recommend $72.9 in Contractual Services to increase matching funds for the Basic Skills grant.
  - Recommend $450.0 in Personnel Costs and 6.0 FTEs and (6.0) NSF FTEs due to the loss of federal Workforce Investment Act funding.
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 in serving as a labor market information clearinghouse.

KEY OBJECTIVES

• Continue to ensure the labor market information provided to our customers is accurate and current.

• Continue initiatives to create a culture within the department that promotes and values creativity, collaboration, diversity, employee recognition, family-friendly policies, teamwork, professionalism and respect.

• Increase the visibility of the department’s services through a strong public relations and marketing campaign.

• Continue to use management information systems, such as the department’s web and Intranet sites, e-government services and videoconferencing, to support effective communications.

BACKGROUND AND ACCOMPLISHMENTS

The Administration unit consists of the Office of the Secretary, Occupational and Labor Market Information (OOLMI) and Administrative Support.

The department continued to undertake initiatives to improve efficiencies for its stakeholders by:

• Continuing to address feedback from staff on how to make the department a better place to work;
• Taking a leadership role in working with other agencies on behalf of mutual constituents; and
• Retaining and developing skilled staff to provide quality customer service on a timely basis and reduce the department’s vacancy rate.

The Office of Administrative Support includes the Information Technology Management (ITM) unit. ITM provides operational support to divisions with mainframe applications and shared applications and resources. ITM is responsible for the maintenance and support of all production file servers, phone systems and network infrastructure.

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

OOLMI has continued to be a primary source of information about labor market conditions. The office produces analytical and statistical reports on the industrial and occupational structure of the labor market, including supply-demand analysis and employment projections. OOLMI’s website provides instant access to all analyses, data and publications, effectively allowing customers to create their own information products. OOLMI publishes the Delaware Career Compass annually. This publication, now available in its 19th edition, serves as a leading educational guide to thousands of Delaware students and job seekers.

FUNDING

<table>
<thead>
<tr>
<th></th>
<th>FY 2011 ACTUAL</th>
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<th>FY 2013 GOV. REC.</th>
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POSITIONS

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<td>TOTAL</td>
<td>43.0</td>
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</table>

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 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.

• Coordinate the development and management of the department’s budget.
LABOR
60-00-00

- Ensure accuracy of all fiscal-related functions, including accounts receivable and payable, fund and revenue management, expenditure tracking and the coordination of audits.
- Provide warehouse, purchasing and mail services.
- Manage all human resources related activities.

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.
- Provide career and labor market information at the state and county levels on a regular basis.
- Use e-government to facilitate customer access to occupational and labor market information.

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.

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

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

KEY OBJECTIVES

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

BACKGROUND AND ACCOMPLISHMENTS

For 76 years, the UI system has been one of the nation’s most important social insurance programs. This system provides prompt, partial wage replacement to unemployed workers through the payment of UI benefits. The UI system serves the business community during periods of economic downturn by pumping UI Trust Fund reserves into the economy. An average of 51,000 unemployed Delawareans collected unemployment benefits annually over the past three fiscal years. During this three-year period, $478.8 million in regular state UI benefits were paid, an average of $159.6 million per year. In Fiscal Year 2011, $129.4 million in regular state UI benefits were paid compared
to $176.3 million in Fiscal Year 2010 and $173.1 million in Fiscal Year 2009.

Since June 2006, several actions occurred in an effort to increase the UI Trust Fund balance. First, the enactment of House Bill 419 in June 2006 removed the cap on increases in the state experience factor (SEF) and increased the SEF range from 1-50 to 1-80. The calculation of the SEF is now its actual calculated level, instead of having any increase in the SEF limited by a cap based on the balance in the UI Trust Fund. The SEF determines what line on the UI tax rate schedule is used in a given calendar year for employer UI tax rate determination. Second, the enactment of House Bill 144 in June 2007 increased the taxable wage base for employer tax purposes from $8,500 to $10,500 effective January 1, 2008, marking the first increase in the taxable wage base in 20 years. Finally, the enactment of House Bill 170 in July 2009 liberalized some unemployment eligibility requirements effective January 3, 2010, but resulted in the UI Trust Fund receiving $21,868,398 in UI Modernization Incentive Funds from the American Recovery and Reinvestment Act in July 2009.

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

- Providing UI program information for employers and unemployed workers, such as the UI Handbook for Employers and Your Guide to UI Benefits, as well as downloadable forms for employers on the division’s webpage;
- 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 a UI information hotline that is accessible 24 hours a day, seven days a week for individuals to obtain information about how to file a claim for UI benefits, where to file a claim and, if already collecting benefits, the status of their UI payment;
- Providing a TeleBenefits option in the UI information hotline that enables unemployed Delaware workers to claim their weekly UI payment via telephone;
- Implementing and enhancing an automated claims adjudication system to decrease processing time for non-monetary determinations;
- Providing employers the option to register with the division online;
- Providing individuals the option to file new or reopened UI benefits claims online; and
- Providing recipients of UI benefits the option to receive their weekly payment by direct deposit.

### FUNDING

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<tr>
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<td>474.6</td>
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### POSITIONS

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### UNEMPLOYMENT INSURANCE

#### ACTIVITIES

- Provide UI benefits to Delaware workers who become unemployed through no fault of their own.
- Assess and collect UI and training program taxes and bill and collect UI benefit payment reimbursements from non-assessed employers.

### PERFORMANCE MEASURES

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<tr>
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<tr>
<td>% of UI claims first payments made timely</td>
<td>87.0</td>
<td>88.5</td>
<td>89.5</td>
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<tr>
<td>% of new employer tax accounts established timely</td>
<td>80.6</td>
<td>83.0</td>
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MISSION

To promote and develop the welfare of wage earners to improve their working conditions and advance their opportunities for profitable employment by providing partial income maintenance to injured workers and their families, enforcing labor standards laws, civil rights laws, apprenticeship laws, identifying workplace hazards and collecting data about workplace injuries, illnesses and fatalities.

KEY OBJECTIVES

- Decrease the average time to resolve discrimination complaints to 180 days, with all complaints being resolved within 12 months.
- Continue encouraging participation in the discrimination mediation program.
- Continue implementing discrimination case streamlining measures without sacrificing the quality of core services.
- Maintain the average amount of time to resolve labor standards cases at 30 days per year over the next three years.
- Increase the number of prevailing wage inspections on state-funded construction projects by 15 percent over the next three years.
- Continue proactive enforcement of labor standards, provide educational speaking engagements and train the Child Labor Work Permit Issuing Officers in school districts.
- Continue safeguarding the welfare of apprentices by certifying, monitoring and enforcing apprenticeship programs, laws and standards and promoting apprenticeship to women, minorities and young people.
- Continue encouraging participation in the workers’ compensation mediation system in lieu of a formal hearing before the Industrial Accident Board (IAB), allowing for an expedient, cost effective disputed case resolution.
- Continue working with the Health Care Advisory Panel (HCAP) to further develop the workers’ compensation Health Care Payment System (HCPS), a medical cost containment system.
- Increase total attendance at safety and health training sessions by 10 percent each year for the next three years.
- Increase the total number of promotional/marketing visits to employers and agencies by 5 percent each year for the next three years.
- Increase the awareness of discrimination laws and regulations by continuing outreach efforts statewide.
- Increase the availability of the division’s laws, rules, regulations and forms on the Internet to provide customers with easy, constant access to information.

BACKGROUND AND ACCOMPLISHMENTS

The Office of Workers’ Compensation (OWC) administers and enforces the State’s workers’ compensation laws, which provide benefits to eligible workers who suffer work-related injuries or illnesses. IAB sits as a quasi-judicial court system for disputed workers’ compensation cases.

The number of workers’ compensation petitions continues to increase. The office created a system for the mediation of cases that allows for hearing officers to hear cases without the need for a formal hearing. Having hearing officers, as well as the IAB, hear disputed cases has helped the division reduce case processing time.

HCAP, along with the OWC, continues to meet and develop rules and regulations regarding the medical cost containment system, which is available to the public on the department’s website. To date, the OWC medical component has certified over 2,200 workers’ compensation health care providers, assisted over 8,600 stakeholders, processed 1,117 utilization review (UR) requests and contributed to the increase in petition numbers to the workers’ compensation petitions, as part of the UR appeal process.

Since August 2009, 102,519 stakeholders accessed the HCPS website for regulations, laws, forms, certified provider lists, continuing education courses, fee schedules, preferred drug list and frequently asked questions. Additionally, OWC distributes information to 900 stakeholders regarding workers’ compensation.

The Office of Labor Law Enforcement (OLLE) enforces 21 laws, including laws pertaining to wage and hour, child labor, prevailing wage, workplace fraud, employment and apprenticeship.

The Wage and Hour section handled 400 cases in Fiscal Year 2011. The section collected $379,043 in unpaid wages owed to Delaware workers in Fiscal Year 2011.
The Prevailing Wage section handled 232 cases in Fiscal Year 2011. During Fiscal Year 2011, the section collected $331,800 in prevailing wages owed to mechanics and laborers working on state-funded construction projects compared to $387,751 in Fiscal Year 2010. The section also conducted 265 on-site inspections in Fiscal Year 2011 compared to 478 in Fiscal Year 2010.

During Fiscal Year 2011, the Apprenticeship section monitored approximately 271 sponsors and their respective 933 apprentices. Journey papers were awarded to 205 individuals who completed their apprenticeship programs in Fiscal Year 2011.

The Office of Safety and Health Consultation and Statistics (OSHCS) provides free, comprehensive on-site consultations for high-risk businesses with less than 500 employees to assist in voluntary compliance with federal Occupational Safety and Health Administration (OSHA) regulations. During Fiscal Year 2011, OSHCS conducted 254 consultations, during which it identified 400 serious hazards. These consultations helped to protect over 11,073 employees.

OSHCS continues to partner with the Department of Health and Social Services (DHSS) and the Delaware Healthy Workplaces program to ensure all Delawareans have safe workplaces. While OSHCS covers private industry, public/government units are referred to DHSS.

OSHCS uses statistical data to target high injury rate industries, such as healthcare and construction. Those companies are sent general safety and health information related to their industry, and the office offers them one-on-one confidential consulting sessions.

During Fiscal Year 2011, OSHCS provided the 10-hour Occupational Safety and Health Training Course in Construction and General Safety and Health to 37 students represented by Delaware employers. After the students completed the two-day course, they received a U.S. Department of Labor card certifying they received safety training, which is a condition for employment for those entering industrial careers. OSHCS also implemented a Fall Protection awareness initiative for the residential construction industry to coincide with the implementation of the new Residential Fall Protection Regulatory Standard in June 2011.

The Office of Anti-Discrimination (OAD) works with Delaware employers and workers to build and maintain workplaces free from illegal discrimination with respect to pay, hiring decisions, promotional opportunities, firings, disciplinary actions and the terms and conditions of employment. OAD is Delaware’s sole administrative forum for resolving employment discrimination and sexual harassment complaints. As such, OAD enforces and administers state and federal statutes prohibiting discrimination in the workplace based on race, color, gender, age, disability, national origin, religion, genetic information, sexual orientation and marital status.

During Fiscal Year 2011, 607 Delaware workers filed discrimination complaints with OAD. There were 197 complaints of race discrimination; 156 complaints of gender discrimination, including pregnancy discrimination and sexual harassment; 107 complaints of disability discrimination including failure to provide an accessible workplace or reasonable accommodation; 75 complaints of age discrimination; and 72 complaints of discrimination based on other protected categories. OAD resolved 573 complaints, including 47 negotiated settlements totaling $552,740 in wages and benefits directly paid to Delaware workers.

OAD partners with the U.S. Equal Employment Opportunity Commission to coordinate investigations of complaints filed under both state and federal law.

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<td>72.0</td>
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OFFICE OF WORKERS’ COMPENSATION 60-07-01

ACTIVITIES

- Enforce and administer Delaware’s workers’ compensation laws.
- Compensate eligible individuals for work time lost as a result of job-related injuries.
- Collect the self-insurance tax, second injury assessment and administrative assessment.
**OFFICE OF LABOR LAW ENFORCEMENT**

**60-07-02**

**ACTIVITIES**
- Enforce 21 state labor standards laws, the State Apprentices Law and regulate activity under the National Apprenticeship Act in conjunction with the U.S. Department of Labor.
- Enforce the Workplace Fraud Act to administer remedies and civil penalties against employers who knowingly misclassify an employee as an independent contractor when an employee/employer relationship exists.
- Enforce labor standards laws through investigation of claims filed and enforcement of statutory remedies.
- Establish state prevailing wage rates for public works projects and ensure compliance with prevailing wage rates on all public works projects.
- Certify and monitor apprenticeship programs according to standards established by the U.S. Department of Labor.
- Provide technical assistance to employers and employees by providing information relating to labor standards and apprenticeship laws.
- Administer a statewide issuing officers program for child labor work permits to ensure compliance with the child labor law.

**PERFORMANCE MEASURES**

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<tr>
<td># of days from hearing to decision</td>
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**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION / BUREAU OF LABOR STATISTICS**

**60-07-03**

**ACTIVITIES**
- Provide free confidential, comprehensive on-site consultations for primarily high-risk, private sector businesses with less than 500 employees.
- Identify workplace hazards and the appropriate abatement to prevent recurrence.
- Review job safety and health programs and assist in establishing customized safety and health programs.
- Provide free safety and health training courses to ensure compliance with OSHA regulations.
- Provide technical assistance to employers and employees by providing information for compliance with federal OSHA regulations.
- Collect, analyze and disseminate statistics on work-related injuries, illnesses and fatalities.

**PERFORMANCE MEASURES**

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<td># of safety and health consultation visits</td>
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<tr>
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**ANTI-DISCRIMINATION**

**60-07-04**

**ACTIVITIES**
- Administer and enforce six state and federal employment discrimination laws through mediation, investigation and conciliation of all charges in cooperation with the U.S. Equal Employment Opportunity Commission, under a performance-based contract.
- Investigate complaints of discrimination in the workplace based on race, color, gender, age, disability, national origin, religion, genetic information, sexual orientation and marital status.
- Investigate complaints of sexual harassment in the workplace.
- Conduct a mediation program to encourage expedient resolution of discrimination complaints.
• Conduct education and outreach activities to promote awareness and prevention of employment discrimination in the workplace.

**Performance Measure**

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<tbody>
<tr>
<td># of days to resolve discrimination claims</td>
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<td>360</td>
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**Vocational Rehabilitation**

**60-08-00**

**Mission**

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

**Key Objectives**

• Enable 950 individuals with disabilities to achieve success in employment by providing guidance and counseling, vocational rehabilitation services, education and job training.

• Provide quality transition services to 650 students with disabilities graduating from high school enabling them to achieve success in employment consistent with their interests and abilities.

• Provide supported employment services to 275 individuals with chronic and persistent mental illness who receive services through DHSS.

• Adjudicate 100 percent of all claims for Social Security disability benefits filed in Delaware within federal program timeliness guidelines.

• Provide independent living services to 105 individuals with significant disabilities enabling them to reside independently in the community.

**Background and Accomplishments**

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

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<tbody>
<tr>
<td>Employment outcomes</td>
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<tr>
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<tr>
<td># of clients served</td>
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</table>

The DVR Transition program provides career planning, vocational rehabilitation services, training opportunities and job placement for high school seniors with disabilities. DVR transition counselors meet students in their schools, provide career counseling and develop individual plans for skill training, college and employment. This program is based upon collaboration between DVR, Department of Education (DOE) and
school districts. The relationships support new initiatives to prepare students with disabilities for employment after high school.

DVR and Delaware Technical and Community College (DTCC) are entering the fifth year of a supported education program for students with learning disabilities transitioning from high school to college. This program enables students to successfully complete remedial studies and enter degree or certificate programs at DTCC. Students receive individual guidance and tutoring, group study skills training and literacy skills on every DTCC campus.

DVR and DHSS collaborate with DOE and community rehabilitation programs to provide supported employment services to high school seniors with developmental disabilities. The Early Start to Supported Employment program enrolls students with developmental disabilities into DVR and DHSS programs and connects them with community services as they enter their final year of school to facilitate a seamless transition to employment upon completion of high school.

DVR and DHSS continue their partnership with community mental health service providers to provide employment opportunities with supports for people with serious mental illness. The program follows evidence-based practices that offer rapid access to job searches and provides support that is integrated with mental health treatment. More than 250 individuals with severe mental illness participated in this program last year, and over 75 of them found employment.

The Independent Living (IL) program provides assessment, assistive technology goods and services that enable people with disabilities to live independently in the community. The program served 100 individuals with significant disabilities and achieved 75 independent living outcomes this year. DVR coordinates services with DHSS and provides technical assistance and project management for home modifications that enable individuals with disabilities to leave institutional settings and return to life in the community. By collaborating, agencies maximize efficiencies and serve more individuals with disabilities.

DDS evaluates and adjudicates claims filed in the State of Delaware for federal Social Security Disability benefits (Supplemental Security Income and Social Security Disability Income). This past fiscal year, DDS adjudicated 12,999 disability claims.
LABOR
60-00-00

- Perform Continuous Disability Reviews of existing disability recipients in a new electronic format.
- Provide due process reviews for claimants who file an appeal of their determination.
- Expedite the decision-making process of terminally/chronically ill claimants through Quick Disability Determination process.

**PERFORMANCE MEASURES**

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<tr>
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<tbody>
<tr>
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<td>12,800</td>
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<td>% accuracy rate from federal quality review</td>
<td>96.1</td>
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EMPLOYMENT AND TRAINING
60-09-00

**MISSION**

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

**KEY OBJECTIVES**

- Place 82 percent of customers in a job that yields average earnings of $11,550 during the second and third quarters following program exit and provide follow up services to customers to retain employment at a rate of 77 percent.
- Enhance and implement a broad range of services to employers.
- Streamline the one-stop integrated service delivery system and coordinate the division’s services with other workforce development programs through seamless service delivery to customers.
- Use the Mobile One-Stop to target outreach services to special needs populations, in particular for prison-to-work activities.
- Enhance e-government services to job seekers and employers through staff facilitated services in one-stop career centers and via the Internet.
- Provide case management to customers to maximize their employment potential through occupational skills training or intensive services leading to employment in high demand, high growth occupations that pay livable wages.
- Review all one-stop offices for best practices for service delivery.
- Streamline the delivery using Lean principles to improve both the quality and quantity of client services.

**BACKGROUND AND ACCOMPLISHMENTS**

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

The four local offices are the cornerstones of the State’s One-Stop Career Center system. The resource rooms
provide customers help with their job search, case management and/or training services for rapid re-entry into the workforce. Depending on the needs of the customer, services are flexible and range from self-directed job search to staff-supported services.

Last year, the division provided a variety of one-stop employment and training services to over 68,000 customers through job search assistance, vocational skills training programs, school-to-work training programs, summer youth employment, re-employment services and employer services. In addition, thousands of other customers used self-help services in the resource rooms.

The Mobile One-Stop van is a valuable resource used to provide employment services to job seekers and assist employers with a rapid response vehicle for downsizings. The flexibility of the Mobile One-Stop provides the employment services of the State to various community gatherings, rural areas, ex-offender outreach programs and educational testing sites.

To enhance e-government services to job seekers and employers through job matching and information services, the division’s Delaware JobLink system provides access to a full range of workforce development information about job openings, training opportunities, support services, labor market information, occupational trends and a web-based resume talent bank from any site with access to the Internet.

DET plays a significant role in the implementation and administration of the work/retention components of Delaware’s Temporary Assistance for Needy Families (TANF) program. Since October 1999, over 10,455 full-time job placements and 6,816 part-time placements have occurred. The average full-time placement earned approximately $9.04 per hour, and part-time placements averaged $8.75 per hour.

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

Three major service accomplishments occurred this year:

- Redesigned and implemented re-employment services to UI recipients unlikely to return to their previous industry/occupation.

### FUNDING

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<th>FY 2011</th>
<th>FY 2012</th>
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<tr>
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### POSITIONS

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<tr>
<td>NSF</td>
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<td>65.6</td>
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<tr>
<td>TOTAL</td>
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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.
- Assist small or expanding businesses through the referral of employment applicants or other services in cooperation with the Delaware Economic Development Office (DEDO).
- Provide special services to veterans, migrant and seasonal farm workers, displaced homemakers, UI recipients, people transitioning from prison to work and foreign born workers.
- Provide special services to employers and workers dislocated by plant closings or staff reductions through a rapid response team organized through the federal Dislocated Workers program.
- Co-administer with the Workforce Investment Board training programs for economically disadvantaged individuals by providing fiscal and operational management, planning, contract negotiation, monitoring, evaluation and technical assistance.
- Administer the work and case management component of Delaware’s welfare reform program in cooperation with DEDO and DHSS.
- Administer the Summer Youth Employment program.
• Provide case management and intensive job search activities to affected workers of companies that are closing or have a significant reduction in force.
• Provide case management and intensive job search support to clients whose jobs were lost to foreign competition and clients who were a part of a massive industry lay-off.
• Work as a partner in the IAdapt program assisting IAdapt clients in returning to work by providing services in the One Stop offices.

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<tr>
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<tbody>
<tr>
<td>% of job seekers entered employment</td>
<td>43</td>
<td>55</td>
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<tr>
<td>% of job seekers employment retention rate</td>
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<tr>
<td>% of summer youth placement in employment or education</td>
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<td>68</td>
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<tr>
<td>% of summer youth attaining a degree or certification</td>
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