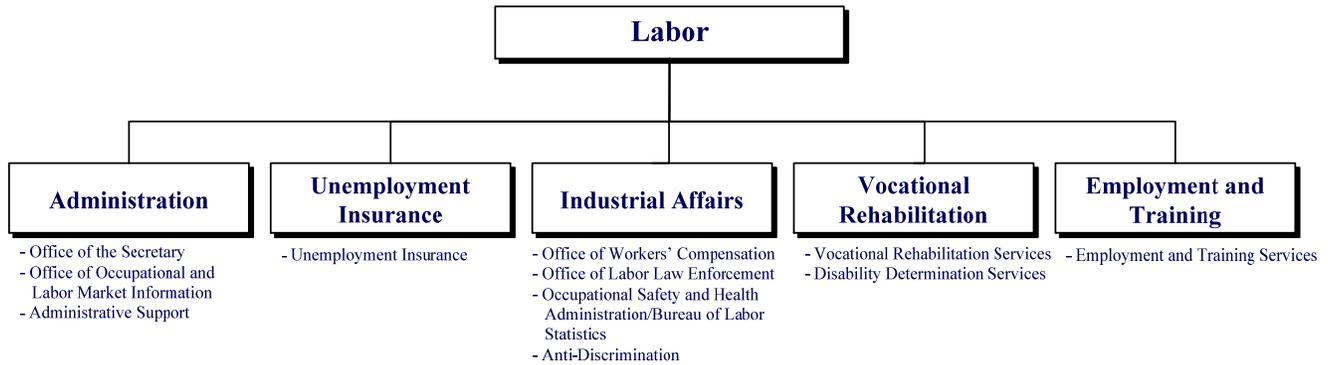


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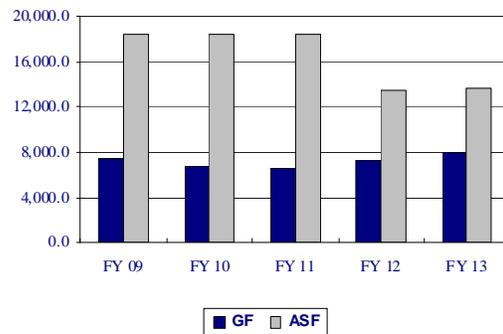
MISSION

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 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



FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	7,239.1	7,960.9	8,292.0
ASF	12,038.4	13,685.3	13,785.8
TOTAL	19,277.5	21,646.2	22,077.8

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	34.7	41.2	41.2
ASF	91.3	91.9	91.9
NSF	352.0	345.9	345.9
TOTAL	478.0	479.0	479.0

LABOR 60-00-00

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 including 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, the Office of Occupational and Labor Market Information (OOLMI) and Administrative Support.

The department continues 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 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 20th edition, serves as a leading educational guide to thousands of Delaware students and job seekers.

FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	376.8	521.8	525.6
ASF	2,693.9	3,109.1	3,137.6
TOTAL	3,070.7	3,630.9	3,663.2

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	2.3	4.2	4.2
ASF	27.7	27.8	27.8
NSF	13.0	11.0	11.0
TOTAL	43.0	43.0	43.0

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 the divisions and with the Governor's Office, other cabinet agencies, the legislature and federal agencies.
- Manage and coordinate the department's legislative and public relations programs.
- Coordinate the development and management of the department's budget.
- Ensure accuracy of all fiscal-related functions, including accounts receivable and payable, fund and revenue management, expenditure tracking and

LABOR 60-00-00

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 analysis 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.

ADMINISTRATIVE SUPPORT 60-01-40

ACTIVITIES

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

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 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 77 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. Approximately 53,700 unemployed Delawareans collected unemployment benefits annually over the past three fiscal years on average. During this three-year period, \$431.4 million in regular state UI benefits were paid, an average of \$143.8 million per year. On a yearly basis, \$125.7 million in regular state UI benefits were paid in

LABOR 60-00-00

Fiscal Year 2012 as compared to \$129.4 million in Fiscal Year 2011 and \$176.3 million in Fiscal Year 2010.

In Fiscal Year 2010, Delaware's UI Trust Fund balance reached zero for the first time in 27 years as a result of the significant demand placed on it. As a result, Delaware is one of 24 states with an outstanding UI Trust Fund loan balance from the federal government. Delaware's UI Trust Fund net balance as of June 30, 2012 was (\$53,038,825.30).

Since June 2006, several steps have been taken 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. It is important to note the effective range of employer tax rates did not change. 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. This was 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, 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 system that enables unemployed Delaware workers to claim their weekly UI payment via telephone;

- Providing a WebBenefits option that enables unemployed Delaware workers to claim their weekly UI payment via the Internet;
- Providing employers the option to register with the division online;
- Providing individuals the option to file new or re-opened UI benefits claims online; and
- Providing recipients of UI benefits the option to receive their weekly payment by direct deposit.

FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	--	--	--
ASF	298.1	474.6	476.9
TOTAL	298.1	474.6	476.9

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	--	--	--
ASF	4.0	3.0	3.0
NSF	129.0	129.0	129.0
TOTAL	133.0	132.0	132.0

UNEMPLOYMENT INSURANCE 60-06-01

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

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
% of UI claims first payments made timely	90.1	90.2	91.0
% of new employer tax accounts established timely	80.8	88.0	88.0

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INDUSTRIAL AFFAIRS

60-07-00

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 2,400 workers' compensation health care providers, assisted over 13,000 stakeholders, processed 1,618 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, 156,036 stakeholders have 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 enforces 21 laws, including laws pertaining to wage and hour, child labor, prevailing wage, workplace fraud, employment and apprenticeship.

The Prevailing Wage section handled 294 cases in Fiscal Year 2012. During Fiscal Year 2012, the section collected \$408,498 in prevailing wages owed to mechanics and laborers working on state-funded

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construction projects. The section also conducted 265 on-site inspections in Fiscal Year 2012.

During Fiscal Year 2012, the Apprenticeship section monitored approximately 263 sponsors and their respective 813 apprentices. Journey papers were awarded to 190 individuals who completed their apprenticeship programs in Fiscal Year 2012.

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 2012, OSHCS conducted 214 consultations, during which it identified 518 serious hazards. These consultations helped to protect over 9,616 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 2012, OSHCS provided the 10-hour Occupational Safety and Health Training Course in General Safety and Health to 28 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.

The Office of Anti-Discrimination (OAD) works with Delaware employers and workers to build and maintain workplaces free from 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 six separate 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 2012, 714 Delaware workers filed complaints with OAD. There were 126 complaints of age discrimination; 142 complaints of disability discrimination; and 145 complaints under the Delaware

statutes which include Delaware Discrimination in Employment Act and the Persons with Disabilities Employment Protection Act. OAD resolved 647 complaints, including 69 negotiated settlements through OAD Mediation program which resulted in \$751,461 wages and benefits paid by Delaware employers directly to Delaware workers.

In Fiscal Year 2012, OAD was able to reduce its average case age from Fiscal Year 2011 from 311 days to 165 days. OAD was able to accomplish a significant reduction in case age through the implementation of a new case management process whereby Labor Law Enforcement Officers were able to more efficiently evaluate less complex cases while continuing to investigate more complex cases. Overall, the new case management process has resulted in OAD increasing the efficiency and quality of its investigations while eliminating case back logs from the previous Fiscal Year.

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

FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	715.8	717.5	732.2
ASF	4,890.6	5,358.3	5,416.2
TOTAL	5,606.4	6,075.8	6,148.4

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	11.0	11.0	11.0
ASF	50.0	51.5	51.5
NSF	9.0	9.5	9.5
TOTAL	70.0	72.0	72.0

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.

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PERFORMANCE MEASURES

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of days from petition filed to hearing date	161	160	150
# of days from hearing to decision	21	20	20

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

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of days to resolve wage and hour payment claims (not to exceed 30 calendar days)	22	30	30
# of days to resolve prevailing wage claims (not to exceed 90 calendar days)	63	90	90

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

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of safety and health consultation visits	214	250	250
# of Survey of Occupational Injuries and Illnesses	2,883	2,883	2,867
# of OSHA Work-Related Injury and Illness Data Collection Surveys	1,136	1,145	1,145

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

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promote awareness and prevention of employment discrimination in the workplace.

PERFORMANCE MEASURE

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of days to resolve discrimination claims	165	168	168

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

- Assist 1,000 individuals with disabilities to achieve success in employment by providing guidance and counseling, vocational rehabilitation services, education and job training.
- Provide transition services to 800 high school seniors with disabilities, supporting them in employment, continued education or job training.
- Provide supported employment services to 300 individuals with intellectual disabilities and 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.

The DVR Transition program provides career preparation, job training and education and vocational rehabilitation services for high school seniors with disabilities. DVR transition counselors are on site in every high school in the state, assisting students with career planning and connecting to opportunities. The transition program relies on a strong collaboration between DVR, Department of Education (DOE) and school districts.

DVR brought the highly acclaimed Project Search to Delaware; a job training model for high school students with disabilities in their exit year. The Delaware Search model is a collaboration with DVR, Christiana Hospital, Red Clay School District and Goodwill Industries.

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Project Search provides education, job training and disability related supports at the employment site. Participants are trained on multiple job duties at the employer site, and upon completion of the school year, students are either hired by Christiana Care or provided job placement assistance by Goodwill Industries.

DVR, DHSS and DOE continue to collaborate with community rehabilitation programs in the Early Start to Supported Employment program, which initiates supported employment services for high school students with developmental disabilities during their last 12 to 24 months in school. The Early Start program enrolls students with developmental disabilities into DVR and DHSS programs and connects them with community services prior to entry into their final year of school to facilitate a seamless transition into employment upon completion of high school.

The Independent Living program provides assessment, assistive technology goods and services that enable people with disabilities to live independently in the community. The program serves over 100 individuals with significant disabilities and provides them with the necessary assistive technology and resources to live independently in the community. DVR also provides technical assistance and project management for independent living services provide by DHSS agencies and Medicare managed care providers. 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 12,438 disability claims.

FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	3,244.9	3,329.5	3,368.0
ASF	607.8	887.3	895.6
TOTAL	3,852.7	4,216.8	4,263.6

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	2.0	2.0	2.0
ASF	5.6	5.6	5.6
NSF	129.4	129.4	129.4
TOTAL	137.0	137.0	137.0

VOCATIONAL REHABILITATION SERVICES
60-08-10

ACTIVITIES

- Provide vocational rehabilitation services, training and job placement for individuals with disabilities that lead to employment in the community.
- Develop and implement employment plans for individuals with disabilities based upon their individual interests and abilities.
- Provide leadership and support for Delaware's Employment First Initiative.
- Provide career preparation and transition services to high school seniors with disabilities.
- Provide assistive technology services to individuals with significant disabilities to support independent living.

PERFORMANCE MEASURES

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of clients rehabilitated and employed	1,000	1,025	1,050
\$ average weekly wage	341	350	355
# of transition students successfully employed	260	286	315
\$ of savings in public assistance	944,000	975,000	1,000,000

DISABILITY DETERMINATION SERVICES
60-08-20

ACTIVITIES

- Adjudicate Social Security Disability applications under Titles II and XV of the Social Security Act, as amended, with Electronic Claims Analysis Tool.
- 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

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
# of DDS cases processed	12,438	12,438	13,000
% accuracy rate from federal quality review	99.1	95.0	95.0

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

- Place 82 percent of customers in a job that yields average earnings of \$13,300 during the second and third quarters following program exit and provide follow up services to customers to retain employment at a rate of 87 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 and self-directed services in one-stop career centers and via the Internet.
- Provide targeted services to dislocated workers unlikely to return to their previous industry or occupation and to workers who have exhausted their basic unemployment benefits and are applying for extended benefits.
- 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.
- Enhance Delaware JobLink to better serve business customers and job seekers.

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 with job search resources and staff-facilitated services when necessary. The centers provide flexibility and allow the customer to choose a service path. Depending on the needs of the customer, services range from self-directed job search to staff-supported services.

Last year, the division provided a variety of one-stop employment and training services to over 63,000 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 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 program. Since October 1999, over 10,882 full-time job placements and 7,829 part-time placements have occurred. The average full-time placement earned approximately \$9.10 per hour and part-time placements averaged \$8.20 per hour.

Under the Workforce Investment Act, 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.

LABOR 60-00-00

Three major service accomplishments occurred this year:

- Focused on “Lean” delivery strategies that increase the amount of client services we are able to provide to job seekers by approximately 400 percent more individuals than in the past;
- Partnering with the Division of Unemployment Insurance, DET was one of the first State Agencies in the nation to provide the mandatory services required by the Middle Class Tax Relief Act of 2012; and
- The Business Services unit was expanded by adding a staff person to provide job referrals for job orders obtained.

FUNDING

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	2,901.6	3,392.1	3,666.2
ASF	3,548.0	3,856.0	3,859.5
TOTAL	6,449.6	7,248.1	7,525.7

POSITIONS

	FY 2012 ACTUAL	FY 2013 BUDGET	FY 2014 GOV. REC.
GF	19.4	24.0	24.0
ASF	4.0	4.0	4.0
NSF	71.6	67.0	67.0
TOTAL	95.0	95.0	95.0

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 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 youth/Adults and Dislocated Workers 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 Individual Assessment, Discharge and Planning Team (I-ADAPT) program assisting I-ADAPT clients in returning to work by providing services in the One-Stop offices.

PERFORMANCE MEASURES

	FY 2012 Actual	FY 2013 Budget	FY 2014 Gov. Rec.
% of job seekers entered employment	71	82	82
% of job seekers employment retention rate	86	87	87
\$ amount of average earnings	14,403	13,300	13,300