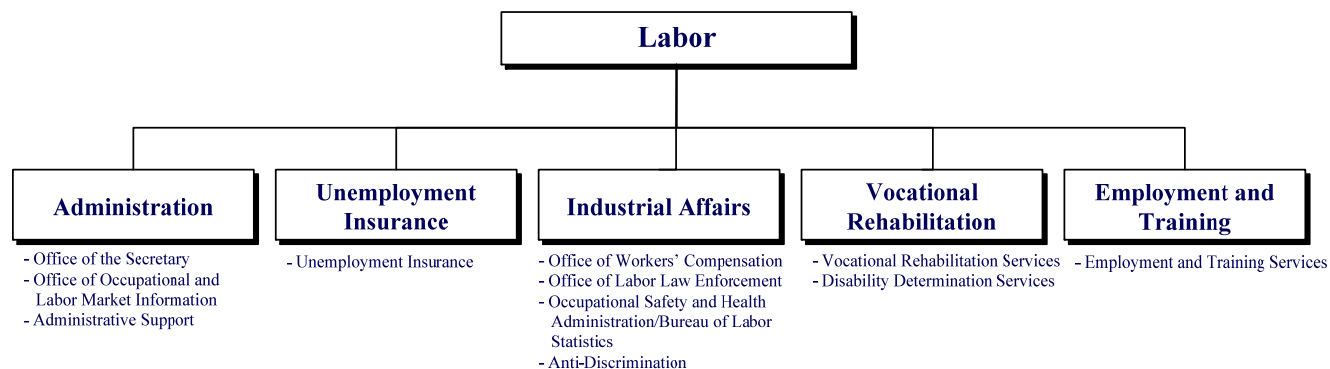


# LABOR 60-00-00



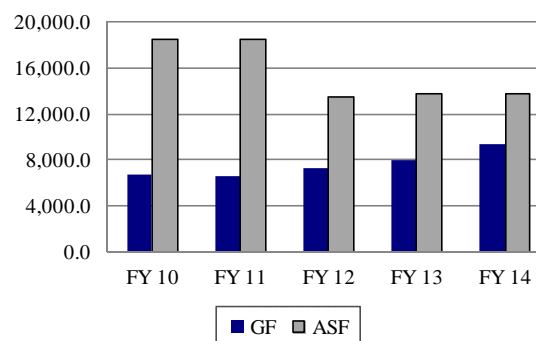
## MISSION

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 and 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 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	7,886.0	9,303.0	10,080.2
ASF	12,274.5	13,785.8	13,785.8
<b>TOTAL</b>	<b>20,160.5</b>	<b>23,088.8</b>	<b>23,866.0</b>

## POSITIONS

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	41.2	41.2	41.2
ASF	91.9	91.9	92.4
NSF	345.9	345.9	345.4
<b>TOTAL</b>	<b>479.0</b>	<b>479.0</b>	<b>479.0</b>

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### 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 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. Over the past year, the department has worked closely with the Department of Technology and Information on the Information Technology (IT) consolidation. As a result of the recently completed consolidation, the department's technology staff is now fully managed with direct reporting to the Administration unit's Information Systems Manager. This realignment will allow better staff deployment and collecting metrics on staff services to determine actual staffing needs.

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 21st edition, serves as a leading educational guide to thousands of Delaware students and job seekers.

#### FUNDING

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	485.6	525.6	528.6
ASF	2,568.5	3,137.6	3,137.6
<b>TOTAL</b>	<b>3,054.1</b>	<b>3,663.2</b>	<b>3,666.2</b>

#### POSITIONS

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	4.2	4.2	4.2
ASF	27.8	27.8	27.8
NSF	11.0	11.0	11.0
<b>TOTAL</b>	<b>43.0</b>	<b>43.0</b>	<b>43.0</b>

### *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.

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- Ensure effective coordination with the divisions, 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 coordination of audits.
- Provide warehouse, purchasing and mail services.
- Manage all human resources-related activities.

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### ***OFFICE OF OCCUPATIONAL AND LABOR MARKET INFORMATION 60-01-20***

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#### **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.

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### ***ADMINISTRATIVE SUPPORT 60-01-40***

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#### **ACTIVITIES**

- Provide direct leadership to all divisions in all IT activities, including technology leadership, mainframe operations and applications, database management, telecommunications, client/server support and the development of an annual IT plan, as a result of IT consolidation.
- 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.

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## UNEMPLOYMENT INSURANCE 60-06-00

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### **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 78 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 50,000 unemployed Delawareans collected unemployment benefits annually over the past three fiscal years on average. During this three-year period, \$357.5 million in regular state UI benefits were paid, an average of \$119.2 million per year. On a yearly basis, \$102.4 million in regular state UI benefits were paid in

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Fiscal Year 2013 as compared to \$125.7 million in Fiscal Year 2012 and \$129.4 million in Fiscal Year 2011.

In Fiscal Year 2010, Delaware's UI Trust Fund balance reached zero for the first time in 27 years because of the significant demand on it. As a result, Delaware was one of many states that had to borrow funds from the federal government to pay unemployment insurance benefits. Delaware's UI Trust Fund net balance as of June 30, 2013 was (\$47,969,729.82).

During the last session of the Delaware General Assembly, a major step was taken to enable the UI Trust Fund loan from the federal government to be repaid and to return the UI Trust Fund to solvency when House Bill 168 was passed. The key elements of House Bill 168 are:

- Starting with Calendar Year 2014 and each year thereafter, the taxable wage base (the maximum amount of wages upon which an employer pays UI tax for each employee) will be determined by the balance in the UI Trust Fund as of September 30 of the previous year. This system will result in a taxable wage base of \$18,500, \$16,500, \$14,500, \$12,500 or \$10,500.
- Claims establishing a benefit year beginning January 1, 2014 and thereafter, require a claimant must serve a 1-week waiting period before UI benefits can be paid. The one-week waiting period will sunset on January 2017.

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;
- Providing employers the option to register with the division online;
- 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 24/7 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;
- Implementing an automated claims adjudication system that has facilitated a decrease in processing time for nonmonetary determinations;
- Providing individuals the option to file new or reopened UI benefits claims online;
- Providing recipients of UI benefits the option to receive their weekly payment by direct deposit; and
- Providing UI recipients the option to receive their weekly payment via debit card.

### FUNDING

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	--	--	--
ASF	344.2	476.9	476.9
<b>TOTAL</b>	<b>344.2</b>	<b>476.9</b>	<b>476.9</b>

### POSITIONS

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	--	--	--
ASF	3.0	3.0	3.0
NSF	129.0	129.0	129.0
<b>TOTAL</b>	<b>132.0</b>	<b>132.0</b>	<b>132.0</b>

## 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 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
% of UI claims first payments made timely	89.6	90.0	90.5
% of new employer tax accounts established timely	85.1	86.0	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 and 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.

HCAP has maintained a vigorous schedule of meetings, which have resulted in significant statutory and regulatory changes aimed at medical cost containment. In addition to HCAP, Governor Markell and the General Assembly ordered the creation of a Workers' Compensation Task Force to address the increases in workers' compensation rates over the last two years. The task force recommendations were formulated into House Bill 175, which was signed into law on June 27, 2013. The Data Collection Committee, a group within the Insurance Commissioner's Office, has ramped up their activity as well and assists HCAP in identifying cost drivers based on actual medical cost data. These three groups have joined forces to affect change in the workers' compensation system. OWC actively participates in all three groups and works to incorporate the statutory and regulatory changes into policies and procedures.

Since the inception of HCPS in 2008, OWC has certified 2,219 healthcare providers and processed 2,059 requests for utilization review. There has been a slight reduction in the number of certified providers, as those who do not regularly treat injured workers have allowed their certification to lapse.

OWC has become a leader in the use of the Internet for its communications, and receives constant praise for the comprehensiveness and promptness of the electronic dissemination of pertinent information. Since August 2009, more than 240,000 stakeholders have accessed the HCPS website. OWC also uses a ListServ distribution system to send emails to subscribers on a regular basis.

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With more than 1,200 individuals already enrolled in the email system and the inclusion of all certified providers in 2013, the agency can now reach over 3,000 email participants whenever needed.

The Wage and Hour unit processed 266 cases in Fiscal Year 2013 and collected \$86,059 in unpaid wages and benefits. Wage and Hour total judgments for Fiscal Year 2013 were \$34,205. Also, during that time frame 171 service letters were processed and the unit received 10 Clean Indoor Air complaints. In addition, the department made an effort to keep employers informed of the laws it enforces and the services it provides, by conducting an educational sweep during the months of June and July 2013. Each investigator was required to visit businesses throughout Delaware. As a result, 300 businesses were provided an educational packet.

The Prevailing Wage section handled 230 cases in Fiscal Year 2013 and collected \$328,751 in prevailing wages owed to mechanics and laborers working on state-funded construction projects. The section also conducted 301 on-site inspections in Fiscal Year 2013.

During Fiscal Year 2013, the Apprenticeship section monitored approximately 272 sponsors and their respective 811 apprentices. Journey papers were awarded to 140 individuals who completed their apprenticeship programs in Fiscal Year 2013.

The Office of Safety and Health Consultation and Statistics (OSHCS) provides free, comprehensive on-site consultations for high-risk businesses with less than 250 employees to assist in voluntary compliance with federal Occupational Safety and Health Administration (OSHA) regulations. OSHCS also assists the U.S. Bureau of Labor Statistics in collecting, analyzing and disseminating statistics on work-related injuries, illnesses and fatalities to support public and private decision making within the State of Delaware. OSHCS conducted 266 on-site consultations, during which 565 serious hazards were identified and subsequently corrected by employers. These consultations helped to protect over 16,852 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, those in the public/government sector are referred to DHSS for assistance.

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 are offered one-on-one confidential consulting sessions.

During Fiscal Year 2013, OSHCS staff provided the 10-hour Occupational Safety and Health Training Course to 60 students representing many of Delaware's trade/construction employers. After 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. Additionally, OSHCS staff provided formal trainings on Machine Guarding, Control of Hazardous Energy (Lockout/Tagout) and OSHA Recordkeeping to 55 students representing various Delaware employers.

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, gender identity and marital status.

During Fiscal Year 2013, OAD received 775 charges of discrimination. There were 87 complaints of age discrimination; 133 complaints of disability discrimination; 311 complaints arising under Title VII (race, color, national origin, religion and sex); and 213 complaints under the Delaware statutes which include Delaware Discrimination in Employment Act and the Persons with Disabilities Employment Protection Act. OAD resolved 750 complaints, including 59 negotiated settlements through OAD Mediation Program and Alternative Dispute Resolution (ADR) efforts, which resulted in \$1,143,472 wages and benefits paid by Delaware employers directly 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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### FUNDING

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	655.5	732.2	738.6
ASF	4,821.8	5,416.2	5,416.2
<b>TOTAL</b>	<b>5,477.3</b>	<b>6,148.4</b>	<b>6,154.8</b>

### POSITIONS

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	11.0	11.0	11.0
ASF	51.5	51.5	51.5
NSF	9.5	9.5	9.5
<b>TOTAL</b>	<b>72.0</b>	<b>72.0</b>	<b>72.0</b>

### ***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.

#### PERFORMANCE MEASURES

	FY 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
# of days from petition filed to hearing date	160	150	140
# of days from hearing to decision	19	17	15

### ***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 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
# of days to resolve wage and hour payment claims (not to exceed 30 calendar days)	19.5	30.0	30.0
# of days to resolve prevailing wage claims (not to exceed 90 calendar days)	57.8	90.0	90.0

### ***OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION / BUREAU OF LABOR STATISTICS 60-07-03***

#### ACTIVITIES

- Provide free, confidential and comprehensive on-site consultations for primarily high-risk, private sector businesses with less than 250 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 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
# of safety and health consultation visits	266	250	250
# of Survey of Occupational Injuries and Illnesses (SOII)	2,883	2,800	2,800

**LABOR**  
**60-00-00**

**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**

	<b>FY 2013 Actual</b>	<b>FY 2014 Budget</b>	<b>FY 2015 Gov. Rec.</b>
# of days to resolve discrimination claims	165	166	166

**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 1,030 individuals with disabilities to achieve success in employment by providing guidance and counseling, vocational rehabilitation services and education and job training.
- Provide transition services to 825 high school seniors with disabilities and support them in employment, continued education or job training.
- Provide supported employment services to 300 individuals with chronic and persistent mental illness, which receive services through community based mental health service providers.
- 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 employment services for individuals with disabilities and assists them in securing employment. DVR also administers the Disability Determination Services (DDS), which determine eligibility for Delawareans that apply for federal Social Security disability benefits.

The DVR School to Career Transition program provides career counseling, job training and education and vocational rehabilitation services for high school seniors. DVR transition counselors meet with students at their high school during their senior year, provide career planning and develop an individual plan for employment. DVR has a productive relationship with the Department of Education (DOE) and local school districts.

DVR established the Project Search program in Delaware, which provides job skill training and education services to high school seniors at Christiana



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Hospital. Project Search is a collaboration with DVR, Christiana Hospital, Red Clay School District and Goodwill Industries. While completing high school, Project Search participants receive training on multiple job duties at the employer site with vocational rehabilitation support. Upon graduation, students may be hired by Christiana Care or receive job placement assistance by Goodwill Industries. DVR is developing additional Project Search locations in Kent County.

DVR, DHSS and DOE collaborate on the Early Start to Supported Employment program, beginning supported employment services for students with developmental disabilities during their junior year of high school. The Early Start program connects students with services and provides customized employment services to ensure an appropriate job fit for students with significant cognitive impairments. The goal is to facilitate a seamless transition into employment upon completion of high school.

The Independent Living program provides assessment and assistive technology goods and services that enable people with significant disabilities to continue to live independently in the community. DVR also collaborates with DHSS and Delaware Physicians Care to provide independent living services to Medicaid recipients and individuals in nursing homes, that enable them to transition back into the community. By coordinating services, 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 13,355 disability claims.

**FUNDING**

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	3,321.7	4,379.0	4,380.1
ASF	863.6	895.6	895.6
<b>TOTAL</b>	<b>4,185.3</b>	<b>5,274.6</b>	<b>5,275.7</b>

**POSITIONS**

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	2.0	2.0	2.0
ASF	5.6	5.6	5.6
NSF	129.4	129.4	129.4
<b>TOTAL</b>	<b>137.0</b>	<b>137.0</b>	<b>137.0</b>

**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 to address their individual barriers to employment.
- 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 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
# of clients rehabilitated and employed	1,025	1,040	1,050
\$ average weekly wage	356	365	375
# of transition students successfully employed	260	300	310

**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 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
# of DDS cases processed	13,355	12,799	13,000
% accuracy rate from federal	98	95	95

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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 74 percent of customers in a job that yields average earnings of \$13,988 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 on-the-job training and occupational skills training or intensive services leading to certification attainment and employment in high demand, high growth occupations that pay livable wages.
- Focus resources to complete the Workforce Investment Board strategic planning goals, improving services to veterans and individuals with disabilities, implementation of adult career ladders and the development of a skills bank.
- 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 64,000 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. An intelligent resume writer product has been created and implemented for the benefit of both job seekers and employers seeking employees.

DET plays a significant role in the implementation and administration of the work/retention components of the Temporary Assistance for Needy Families program. Since October 1999, over 11,152 full-time job placements and 9,799 part-time placements have occurred. The average full-time placement earned approximately \$9.29 per hour and part-time placements averaged \$8.55 per hour.

## LABOR 60-00-00

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.

Three major service accomplishments occurred this year:

- Implemented an intelligent resumé product for job seekers and employers;
- Began a pilot of the WorkKeys Career Readiness Certificate in Kent County; and
- Expanded workshops for dislocated workers, adding resumé, interviewing and career planning workshops in all four American Job Centers.

### FUNDING

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	3,423.2	3,666.2	4,432.9
ASF	3,676.4	3,859.5	3,859.5
<b>TOTAL</b>	<b>7,099.6</b>	<b>7,525.7</b>	<b>8,292.4</b>

### POSITIONS

	FY 2013 ACTUAL	FY 2014 BUDGET	FY 2015 GOV. REC.
GF	24.0	24.0	24.0
ASF	4.0	4.0	4.5
NSF	67.0	67.0	66.5
<b>TOTAL</b>	<b>95.0</b>	<b>95.0</b>	<b>95.0</b>

### ***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 welfare reform 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.
- Obtain and implement grants to address the particular needs of Delaware's unemployed and underemployed population.

### PERFORMANCE MEASURES

	FY 2013 Actual	FY 2014 Budget	FY 2015 Gov. Rec.
% of job seekers entered employment	77.5	73.8	73.8
% of job seekers employment retention	90.0	87.6	87.6
\$ amount of average earnings	14,304	14,305	14,305