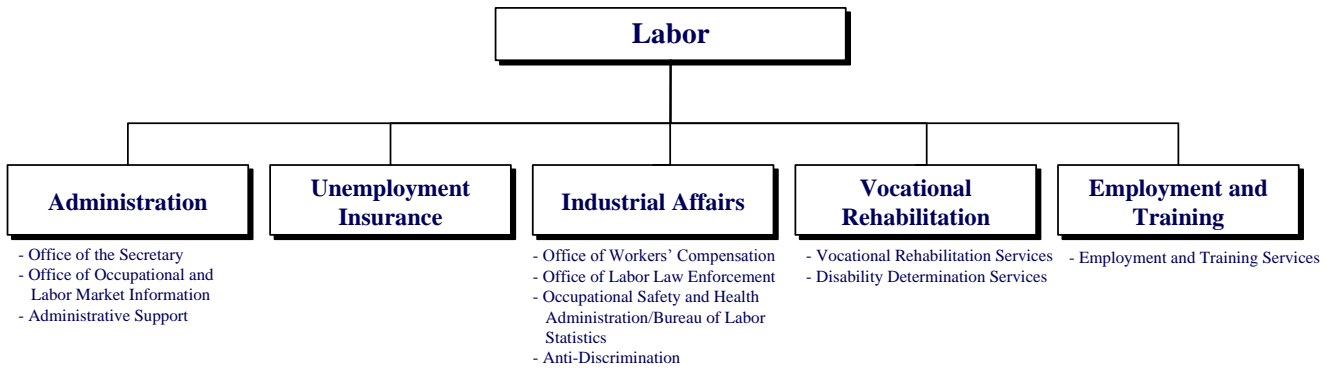


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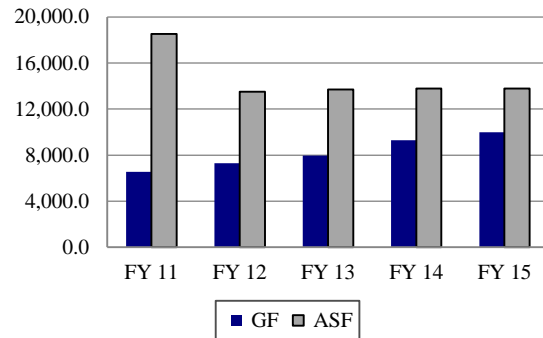
## MISSION

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 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 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	8,964.9	9,976.1	9,980.7
ASF	11,733.2	13,785.8	14,108.8
<b>TOTAL</b>	<b>20,698.1</b>	<b>23,761.9</b>	<b>24,089.5</b>

## POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	41.2	41.2	41.2
ASF	91.9	92.4	90.9
NSF	345.9	345.4	342.9
<b>TOTAL</b>	<b>479.0</b>	<b>479.0</b>	<b>475.0</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 continued to work closely with the Department of Technology and Information on the Information Technology (IT) consolidation.

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 22nd edition, serves as a leading educational guide to thousands of Delaware students and job seekers.

#### FUNDING

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	536.4	528.6	529.2
ASF	2,725.1	3,137.6	3,137.6
<b>TOTAL</b>	<b>3,261.5</b>	<b>3,666.2</b>	<b>3,666.8</b>

#### POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	4.2	4.7	4.7
ASF	27.8	29.9	28.9
NSF	11.0	21.4	19.4
<b>TOTAL</b>	<b>43.0</b>	<b>56.0</b>	<b>53.0</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.
- 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.

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- 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 insurance benefits through the collection of employer taxes.

To contribute to the development of a qualified 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 the federal performance criteria for first payment timeliness of 21 days for 87 percent of all UI claims.
- Exceed the federal performance criteria for establishing new employer tax accounts within 90 days for 70 percent of new employers.
- Achieve a UI Trust Fund balance capable of supporting more than a year of benefit payments at the highest level ever experienced in Delaware.
- Provide UI program services via online and telecommunications options in addition to the personal services available at four accessible office locations statewide.

### BACKGROUND AND ACCOMPLISHMENTS

For 79 years, the UI program has been one of the nation's most important social insurance programs. This program provides prompt, partial wage replacement to unemployed workers through the payment of UI benefits. The UI program 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 in each of the past three fiscal years. During this three-year period, \$327.0 million in regular state UI benefits were paid, an average of \$109.0 million per year. In Fiscal Year 2014, \$97.7 million in regular state UI benefits were paid. Tax revenue during

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the past three fiscal years was \$312.9 million, an average of \$104.3 million per year. In Fiscal Year 2014, \$109.2 million in UI Trust Fund taxes were collected.

In Fiscal Year 2010, Delaware's UI Trust Fund balance reached zero for the first time in 27 years because of the significant demands placed on it to pay claims. As a result, Delaware was forced to borrow \$78.0 million from the federal government to pay unemployment insurance benefits. After making a final payment of \$10.6 million in November 2014, all of the federal loans have been repaid. Delaware's UI Trust Fund net balance as of June 30, 2014 was \$3,605,926.83.

The division has an established track record of being diligent and creative in its efforts to provide customer-friendly, efficient service by:

- 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 with the option to register with the division online;
- Designating subject matter experts to serve on the division'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 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 reduced the processing time for nonmonetary determinations;
- Providing individuals with the option to file new or reopened UI benefits claims online;
- Providing recipients of UI benefits with the option to receive their weekly payment by direct deposit; and
- Providing UI recipients with the option to receive their weekly payment via debit card.

### FUNDING

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	--	--	--
ASF	332.4	476.9	476.9
<b>TOTAL</b>	<b>332.4</b>	<b>476.9</b>	<b>476.9</b>

### POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	--	--	--
ASF	3.0	3.0	3.0
NSF	129.0	124.0	124.0
<b>TOTAL</b>	<b>132.0</b>	<b>127.0</b>	<b>127.0</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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
% of UI claims first payments made timely	90.5	90.5	91.0
% of new employer tax accounts established timely	86.0	88.0	89.0

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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 165 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 Workers' Compensation Oversight Panel (WCOP) and House Bill 373's expansion of the former 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 maintained a vigorous schedule of meetings, which resulted in significant statutory and regulatory changes aimed at medical cost containment. In addition, Governor Markell and the General Assembly ordered the continuation of the Workers' Compensation Task Force (WCTF) to address the increases in workers' compensation rates over the last three years. The May 2014 WCTF recommendations were formulated into House Bill 373, which was signed into law on July 15, 2014.

House Bill 373 moved the responsibilities of the ratepayer advocate and the Data Collection Committee from the Insurance Commissioner's office to the purview of WCOP; mandated medical cost reductions over the next three years - 20 percent in 2015, 5 percent in 2016 and 8 percent in 2017; and required WCOP to establish three Medicare-based fee schedules in HCPS. These changes foster a more independent ratepayer advocate during the rate setting process; give WCOP more authority to identify cost drivers based on actual medical cost data; and set the stage for significant medical cost containment in the workers' compensation system.

Since the inception of HCPS in 2008, OWC has certified 2,597 healthcare providers and processed 2,449 requests for utilization review.

The Wage and Hour unit processed 316 cases in Fiscal Year 2014 and collected \$115,187 in unpaid wages and benefits. Wage and Hour total judgments for Fiscal Year

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2014 were \$147,023. Also, during that time frame, 102 service letters were processed and the unit received nine Clean Indoor Air complaints. As of June 1, 2014, the minimum rate increased to \$7.75. The second phase will take effect on June 1, 2015 raising the minimum wage rate to \$8.25 per hour for Delaware workers.

The Prevailing Wage section opened 243 cases in Fiscal Year 2014 and collected \$481,004 in prevailing wages owed to mechanics and laborers working on state-funded construction projects. The section also conducted 265 on-site inspections.

During Fiscal Year 2014, the Apprenticeship section monitored approximately 289 sponsors and their respective 817 apprentices. Journey papers were awarded to 118 individuals who completed their apprenticeship programs.

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 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 the office offers them one-on-one confidential consulting sessions.

During Fiscal Year 2014, OSHCS staff provided the 10-hour OSHA General Industry Safety and Health training course to 72 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 training on Fall Protection, Stairways and Ladders, Machine Guarding, Bloodborne Pathogens, Control of Hazardous Energy (Lockout/Tagout), Ergonomics, Hazardous Chemical Labeling, Personal Protective Equipment and OSHA Recordkeeping to over 500 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, sex (including pregnancy), age, disability, national origin, religion, genetic information, sexual orientation, gender identity and marital status.

During Fiscal Year 2014, OAD received 801 charges of discrimination. There were 35 complaints of age discrimination; 100 complaints of disability discrimination; 316 complaints arising under Title VII (race, color, national origin, religion and sex); and 206 complaints under the Delaware statutes which include Delaware Discrimination in Employment Act and the Persons with Disabilities Employment Protection Act. OAD resolved 818 complaints, including 40 negotiated settlements through OAD Mediation program and Alternative Dispute Resolution (ADR) efforts, which resulted in \$422,772 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.

### FUNDING

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	680.7	737.9	739.1
ASF	4,859.3	5,416.2	5,739.2
<b>TOTAL</b>	<b>5,540.0</b>	<b>6,154.1</b>	<b>6,478.3</b>

### POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	11.0	11.0	11.0
ASF	51.5	50.5	50.5
NSF	9.5	9.5	9.5
<b>TOTAL</b>	<b>72.0</b>	<b>71.0</b>	<b>71.0</b>

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## *OFFICE OF WORKERS' COMPENSATION* 60-07-01

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### ACTIVITIES

- Enforce and administer Delaware's workers' compensation laws.

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- 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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
# of days from petition filed to hearing date	165	150	140
# of days from hearing to decision	18	14	14

### *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 (DOL).
- 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. DOL.
- 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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
# of days to resolve wage and hour payment claims	18	30	30
# of days to resolve prevailing wage claims	67	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 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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
# of safety and health consultation visits	188	155	155
# of Survey of Occupational Injuries and Illnesses	2,800	2,800	2,800

### *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, sex (including pregnancy), gender identity, 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.

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**PERFORMANCE MEASURE**

	<b>FY 2014 Actual</b>	<b>FY 2015 Budget</b>	<b>FY 2016 Gov. Rec.</b>
# of days to resolve discrimination claims	163	165	165

**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 1,035 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 800 high school seniors with disabilities and support them in employment, continued education or job training.
- Provide supported employment services to 300 individuals with the most significant disabilities who receive supportive services from DHSS's Divisions of Developmental Disabilities Services and Substance Abuse and Mental Health.
- Adjudicate 100 percent of all claims for Social Security disability benefits filed in Delaware within federal program timeliness guidelines.
- Provide independent living services to 100 individuals with significant disabilities enabling them to live 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.

DVR Transition Counselors regularly visit every public high school in Delaware to provide career counseling and develop employment plans for seniors with disabilities. More than 300 transition age youth with disabilities will complete their employment plan and achieve stable employment with DVR support this year.

DVR uses evidence-based practices, such as employer-based work experiences, to assist students with disabilities to prepare for employment. Project SEARCH, using a nationally recognized model, provides job skill training and education services to high school



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seniors in New Castle and Kent Counties. Christiana Care and Bay Health are employer sites where students receive work experience and work readiness training. Upon graduation, these students are prepared for employment and receive job placement and on-site support from participating Community Rehabilitation Programs.

DVR and DHSS's Division of Social Services have developed an initiative to assist people with disabilities, receiving Temporary Assistance for Needy Families (TANF) benefits, to become more self-sufficient. The Transitional Work program and various partners will work with up to 500 individuals with disabilities to provide access to vocational rehabilitation services, employment skills and supportive services, enabling them to become employed. This initiative is in its first year.

The Independent Living program provides assistive technology goods and services for people with significant disabilities that enable them to continue to live independently in the community. DVR collaborates with DHSS's Division of Services for Aging and Adults with Physical Disabilities to provide individual assessments and project management for Medicaid recipients to coordinate service delivery for their customers with independent living needs. Through care coordination, agencies are able to achieve 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 over 13,000 disability claims.

### FUNDING

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	4,362.4	4,380.1	4,380.3
ASF	471.2	895.6	895.6
<b>TOTAL</b>	<b>4,833.6</b>	<b>5,275.7</b>	<b>5,275.9</b>

### POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	2.0	2.0	2.0
ASF	5.6	4.5	4.5
NSF	129.4	125.5	125.5
<b>TOTAL</b>	<b>137.0</b>	<b>132.0</b>	<b>132.0</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 career preparation and transition services to high school seniors with disabilities.
- Provide supported employment services, enabling individuals with the most significant disabilities to achieve integrated employment.
- Provide assistive technology services to individuals with significant disabilities to support independent living.

#### PERFORMANCE MEASURES

	FY 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
# of clients rehabilitated and employed	1,000	1,035	1,040
\$ average weekly wage	366	375	385
# of transition students successfully employed	300	305	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 the 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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
# of DDS cases processed	12,982	13,000	13,500
% accuracy rate from federal	95	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 \$13,730 during the second and third quarters following program exit and provide follow-up services to customers to retain employment at a rate of 88 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 57,000 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.

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 job order product for job seekers and employers, enabling employers to enter specific skill needs for new employees in the same

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manner as job seekers, to provide an improved match;

- Finalized the development of three Career Lattices, the plan for initial implementation in Delaware JobLink and continue to work with the U.S. DOL's America's Job Link Alliance to transition to an electronic interactive tool; and
- Expanded workshops for One-Stop customers, adding a career planning workshop, which assists individuals seeking employment.

### FUNDING

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	3,385.4	4,329.5	4,332.1
ASF	3,345.2	3,859.5	3,859.5
<b>TOTAL</b>	<b>6,730.6</b>	<b>8,189.0</b>	<b>8,191.6</b>

### POSITIONS

	FY 2014 ACTUAL	FY 2015 BUDGET	FY 2016 GOV. REC.
GF	24.0	23.5	23.5
ASF	4.0	4.5	4.0
NSF	67.0	65.0	64.5
<b>TOTAL</b>	<b>95.0</b>	<b>93.0</b>	<b>92.0</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.

- Lead the planning for the implementation of the Workforce Innovation and Opportunity Act.
- 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 2014 Actual	FY 2015 Budget	FY 2016 Gov. Rec.
% of job seekers entered employment	74	74	75
% of job seekers employment retention	87	88	89
\$ amount of average earnings	13,988	13,730	14,000