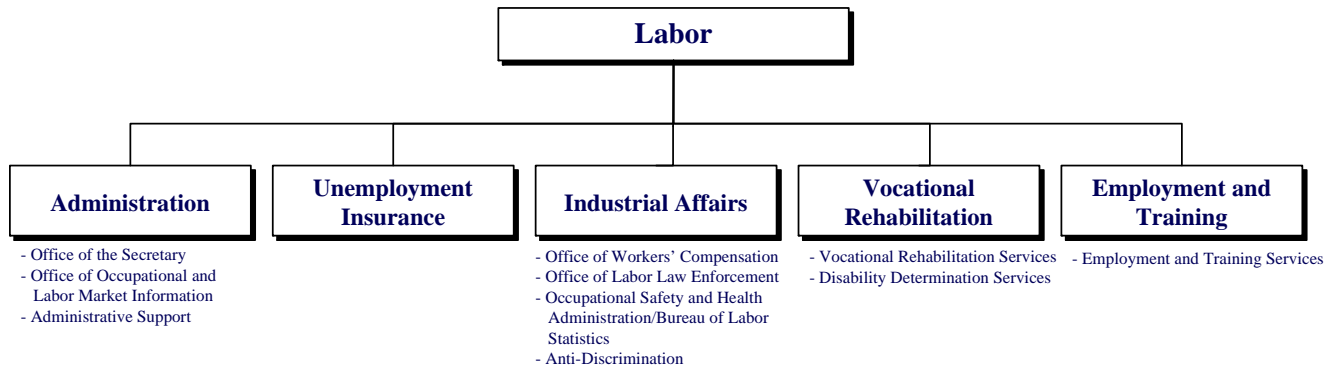


# LABOR

## 60-00-00



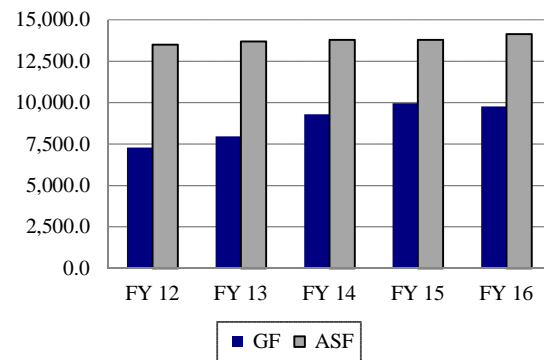
### MISSION

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 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	9,106.7	9,780.7	9,838.4
ASF	12,109.8	14,123.8	14,123.8
<b>TOTAL</b>	<b>21,216.5</b>	<b>23,904.5</b>	<b>23,962.2</b>

### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	41.2	41.2	41.2
ASF	92.4	90.9	90.9
NSF	345.4	342.9	342.9
<b>TOTAL</b>	<b>479.0</b>	<b>475.0</b>	<b>475.0</b>

## 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 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 Systems and Technologies (IST) unit. IST provides operational support to divisions with mainframe, client/server applications and shared resources. IST is responsible for the maintenance and

support of all production servers, phone systems, network infrastructure and end-user equipment.

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 23rd edition, serves as a leading educational guide to thousands of Delaware students and job seekers.

#### FUNDING

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	520.0	529.2	537.7
ASF	2,695.3	3,137.6	3,137.6
<b>TOTAL</b>	<b>3,215.3</b>	<b>3,666.8</b>	<b>3,675.3</b>

#### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	4.7	4.7	4.7
ASF	29.9	27.9	27.9
NSF	21.4	20.4	20.4
<b>TOTAL</b>	<b>56.0</b>	<b>53.0</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.
- Provide warehouse, purchasing and mail services.
- Manage all human resources-related activities.

## LABOR 60-00-00

### **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 direct leadership to all divisions in all information technology (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.

### **UNEMPLOYMENT INSURANCE 60-06-00**

#### **MISSION**

To assist in the promotion of statewide economic stability and vitality by providing temporary, partial income replacement 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 UI 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.
- Increase the use of WebBenefits and TeleBenefits for UI claim submissions and the use of direct deposit for payment of UI claims.

#### **BACKGROUND AND ACCOMPLISHMENTS**

For 80 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, \$282.0 million in

## LABOR

### 60-00-00

regular state UI benefits were paid, an average of \$94.0 million per year. In Fiscal Year 2015, \$79.8 million in regular state UI benefits were paid. Tax revenue during the past three fiscal years was \$337.5 million, an average of \$112.5 million per year. In Fiscal Year 2015, \$127.6 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, 2015 was \$38,012,927.

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 website;
- 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 benefits;
- Providing a TeleBenefits option in the UI Information hotline that enables unemployed Delaware workers to claim their weekly UI benefits via telephone;
- Providing a WebBenefits option that enables unemployed Delaware workers to claim their weekly UI benefits 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; and
- Providing UI recipients with the option to receive their weekly benefits via direct deposit.

#### FUNDING

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	--	--	--
ASF	355.6	476.9	476.9
<b>TOTAL</b>	<b>355.6</b>	<b>476.9</b>	<b>476.9</b>

#### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	--	--	--
ASF	3.0	3.0	3.0
NSF	124.0	124.0	124.0
<b>TOTAL</b>	<b>127.0</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 contributory employers.

#### PERFORMANCE MEASURES

	FY 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
% of UI claims first payments made timely	92.1	91.0	92.8
% of new employer tax accounts established timely	84.6	88.0	86.0

## LABOR

### 60-00-00

### 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 working with the Workers' Compensation Oversight Panel (WCOP) and Health Care Advisory Panel (HCAP) to further develop the workers' compensation Health Care Payment System (HCPS), a medical cost containment system.
- Increase safety and health awareness at general industry and construction industry sites by working with the Federal Occupational Safety and Health Administration (OSHA) to encourage employers to

utilize the consultation office when responding to or complying with federal safety and health violations.

- Reduce the total number of injuries and illnesses within all industries by focusing on small businesses and OSHA's National Emphasis programs.
- Increase the number of consultations by 10 percent to promote the consultation services and encourage participation in the program.
- 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.

The Wage and Hour unit processed 261 cases in Fiscal Year 2015 and collected \$138,144 in unpaid wages and benefits. Wage and Hour total judgments for Fiscal Year 2015 were \$33,260. Also, during that time frame, nine service letters were processed and the unit received three Clean Indoor Air complaints. As of June 1, 2015, the second phase of the minimum wage rate increased to \$8.25 per hour for Delaware workers.

The Prevailing Wage section opened 249 cases in Fiscal Year 2015 and collected \$440,867 in prevailing wages owed to mechanics and laborers working on state-funded construction projects. The section also conducted 324 on-site inspections.

During Fiscal Year 2015, the Apprenticeship section monitored approximately 293 sponsors and their respective 898 apprentices. Journey papers were awarded to 125 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 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.

## LABOR 60-00-00

OSHCS uses statistical data to target high injury rate industries, such as metal fabrication shops 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 2015, OSHCS staff provided a 10-hour OSHA General Industry Safety and Health training course to 115 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 300 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 2015, OAD received 693 charges of discrimination. There were 42 complaints of age discrimination; 101 complaints of disability discrimination; 279 complaints arising under Title VII (race, color, national origin, religion and sex); and 216 complaints under the Delaware statutes, which include the Delaware Discrimination in Employment Act and the Persons with Disabilities Employment Protection Act. OAD resolved 718 complaints, including 45 negotiated settlements through OAD Mediation program and Alternative Dispute Resolution efforts, which resulted in \$686,198 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 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	624.7	739.1	755.4
ASF	4,804.1	5,754.2	5,754.2
<b>TOTAL</b>	<b>5,428.8</b>	<b>6,493.3</b>	<b>6,509.6</b>

### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	11.0	11.0	11.0
ASF	50.5	50.5	50.5
NSF	9.5	9.5	9.5
<b>TOTAL</b>	<b>71.0</b>	<b>71.0</b>	<b>71.0</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 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of days from petition filed to hearing date	168	140	140
# of days from hearing to decision	21	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.
- Provide educational resources to local youth, their families, employers, schools and other government agencies via work permit training, educational inspections and participation in employment conferences.
- 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



## LABOR 60-00-00

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 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of days to resolve wage and hour payment claims	18	30	30
# of days to resolve prevailing wage claims	87	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 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of safety and health consultation visits	175	222	250
# of Survey of Occupational Injuries and Illnesses	2,689	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.

### PERFORMANCE MEASURE

	FY 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of days to resolve discrimination claims	161	162	162

## LABOR

### 60-00-00

#### VOCATIONAL REHABILITATION

##### 60-08-00

#### MISSION

To provide individualized services to employers and people with disabilities and develop career pathways that link qualified employees to jobs, resulting in greater independence and a more inclusive workplace.

#### KEY OBJECTIVES

- Assist 1,050 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 2,200 high school students with disabilities and support them in employment, continued education or job training.
- Provide supported employment services to 800 individuals with the most significant disabilities who receive supportive services from the Department of Health and Social Service (DHSS), 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 110 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 pathway counseling and develop employment plans for juniors and seniors with disabilities. More than 325 youth with disabilities who are at transition age 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 seniors in New Castle and Kent Counties. Christiana Care and Bayhealth 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 are in the second year of their initiative to assist people with disabilities who are receiving Temporary Assistance for Needy Families benefits in becoming 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.

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 coordination of care, agencies are able to achieve efficiencies and serve more individuals with disabilities.

The Supported Education program, a partnership between DVR and Delaware Technical Community College (DTCC) provides on-campus statewide support for individuals with disabilities enrolled in basic education programs. DVR and DTCC teachers provide weekly instruction in writing, mathematics and study skills for students. Upon completion of this program, students experience success and continue their individual career pathways.

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 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	4,320.3	4,380.3	4,382.6
ASF	349.0	895.6	895.6
TOTAL	4,669.3	5,275.9	5,278.2



## LABOR 60-00-00

### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	2.0	2.0	2.0
ASF	4.5	5.5	5.5
NSF	125.5	124.5	124.5
<b>TOTAL</b>	<b>132.0</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 students 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 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of clients rehabilitated and employed	1,050	1,060	1,070
\$ average weekly wage	375	385	395
# of transition students successfully employed	325	350	375

### ***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 electronic format.
- Provide due process reviews for claimants who file a determination appeal.
- Expedite the decision-making process of terminally/chronically ill claimants through the Quick Disability Determination process.

### PERFORMANCE MEASURES

	FY 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
# of DDS cases processed	12,617	12,682	13,000
% accuracy rate from federal	95	95	95

## LABOR

### 60-00-00

#### EMPLOYMENT AND TRAINING

##### 60-09-00

#### MISSION

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

#### KEY OBJECTIVES

- Place 75 percent of customers in a job that yields average earnings of \$14,000 during the second and third quarters following program exit and provide follow-up services to customers to retain employment at a rate of 89 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 and target areas in Delaware with high unemployment rates.
- 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.
- 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 Development Board strategic planning goals, decreasing the unemployment rate for veterans, creating and supporting career pathways, marketing Delaware JobLink, engaging the business community and expanding apprenticeship opportunities.
- 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 53,000 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 Innovation and Opportunity 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.

Four major service accomplishments occurred this year:

- Implemented six Career Lattices (manufacturing, finance, information technology, gateway, restaurant and hospitality and wholesale/retail) into the menu of services available electronically in Delaware JobLink;

## LABOR 60-00-00

- Implemented email notifications for job seekers, career changers and employers for when a talent match is made through the Delaware JobLink system;
- Expanded workshops for One-Stop customers, including telephone interview techniques and maximizing self-service job search tools; and
- Expanded DET's video library to include self-service videos on job search and the process of applying for training funds.

### FUNDING

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	3,641.7	4,132.1	4,162.7
ASF	3,905.8	3,859.5	3,859.5
<b>TOTAL</b>	<b>7,547.5</b>	<b>7,991.6</b>	<b>8,022.2</b>

### POSITIONS

	FY 2015 ACTUAL	FY 2016 BUDGET	FY 2017 GOV. REC.
GF	23.5	23.5	23.5
ASF	4.5	4.0	4.0
NSF	65.0	64.5	64.5
<b>TOTAL</b>	<b>93.0</b>	<b>92.0</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 Development 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 2015 Actual	FY 2016 Budget	FY 2017 Gov. Rec.
% of job seekers entered employment	76	75	75
% of job seekers employment retention	90	89	89
\$ amount of average earnings	13,067	14,000	14,000